

# Frequently Asked Questions (FAQs) – University Carshare Service (Flexicar)

## 1. General Information

- Q1.** What is the university's new carshare service?  
*The carshare service provides access to vehicles fully owned and operated by Flexicar (a Hertz company), available for university staff, students, and the local community. Vehicles can be booked on demand via the Flexicar mobile app or website. Vehicles can be picked up on campus or from other areas where Flexicar vehicles are located. Refer to the [Flexicar Website](#) for more information.*
- Q2.** Why is the university moving to a carshare model?  
*The change aims to:*
- *Improve fleet efficiency and reduce costs*
  - *Support sustainability goals through shared resources and lower emissions*
  - *Provide a better user experience with 24/7 self-service access*
  - *Reduce administrative responsibilities related to fuel, maintenance, and infringements*
- Q3.** Who operates the carshare service?  
*The service is provided by Flexicar, a fully owned subsidiary of Hertz, responsible for all vehicle operations, maintenance, and support.*

## 2. Access and Eligibility

- Q4.** Who can use the carshare vehicles under the University Business Account?
- *University staff for official work-related travel*
  - *Authorised students for university business.*
- Q5.** What is the process for authorized university students to use Flexicar for university business?

The following process is to be followed for student use of Flexicar vehicles for university business purposes:

- *As outlined in Federation's [Finance Governance Procedural Manual](#), "**Authorised** staff and **students** holding a current license are eligible to use the University's fleet vehicles."*
- *The relevant responsible department staff must send P&I a list of students (e.g., club leaders, researchers, fieldwork participants) authorizing them to be added to the Flexicar university business account as drivers.*
- *P&I will then send these students invites to register into the system.*
- *Bookings will need to be made by the authorised student who will be driving. If there will be more than one student driving due to the long distance or other reasons, both the students will need to be authorised and registered under the Flexicar university business account as drivers.*
- *P&I will provide a monthly report of student use to the responsible staff to ensure oversight of student use.*
- *Annual review of authorised students will be undertaken to ensure students*

who are no longer participating in programs or have graduated are removed from the University's business account.

This process will ensure that only authorised students are using the Flexicar vehicles under the university business account, aligning with University Policy, and that it is not misused for other purposes.

**Q6.** Can general students and others use the carshare vehicles?

Yes. University students in general and members of the local community (public) can access and use the Flexicar vehicles if they have registered for a personal account with Flexicar.

**Q7.** Will there be vehicles exclusively available for staff?

Yes. At each campus, at least one vehicle will always be reserved exclusively for staff bookings to ensure reliable access for university business.

**Q8.** How do I register for the service?

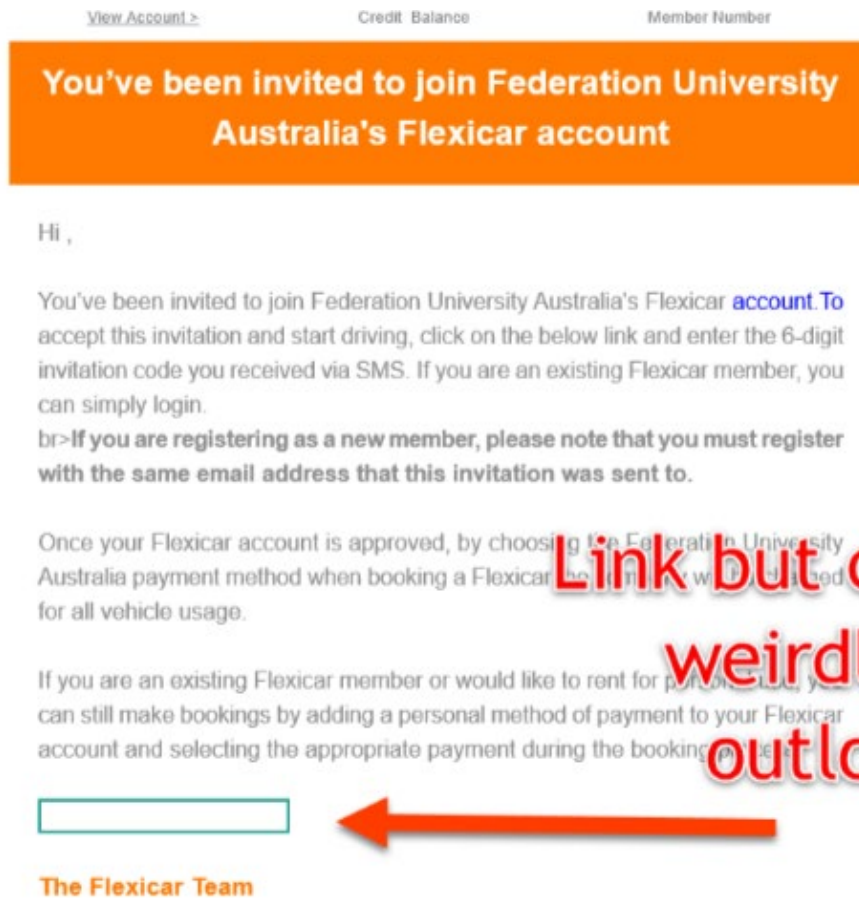
Email the Property and Infrastructure office at [PropertyInfrastructure@federation.edu.au](mailto:PropertyInfrastructure@federation.edu.au) and an Invitation to Register for the FedUni Business Account will be sent from Flexicar. Once the invitation has been received you have 24 hours to complete the registration process. A valid driver's licence and completion of Flexicar's onboarding processes, is required.

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Sometimes the invite doesn't display correctly .. sometimes it does!! People are being tripped up by this blue "account.To" link .. Do not click this link – scroll to the bottom instead!

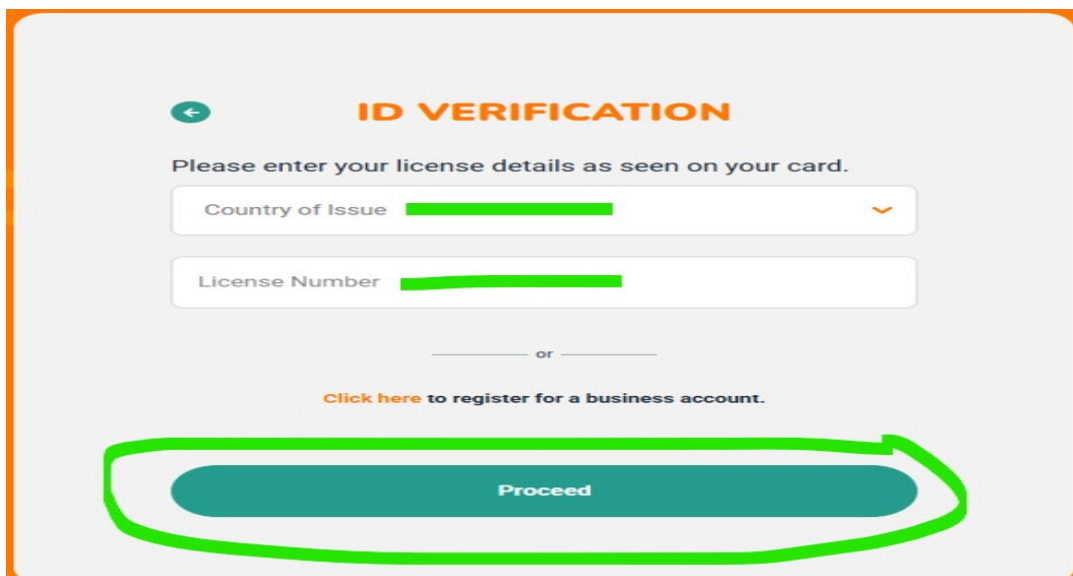
The screenshot shows an email interface with a header containing links for 'View Account >', 'Credit Balance', and 'Member Number'. Below the header is an orange banner that reads 'You've been invited to join Federation University Australia's Flexicar account'. The main body of the email starts with 'Hi,' followed by a paragraph: 'You've been invited to join Federation University Australia's Flexicar account. To accept this invitation and start driving, click on the below link and enter the 6-digit invitation code you received via SMS. If you are an existing Flexicar member, you can simply login. br>If you are registering as a new member, please note that you must register with the same email address that this invitation was sent to.' A red arrow points to the blue text 'account.To' in the invitation link, with the word 'BAD' written in red next to it. Below this is another paragraph: 'Once your Flexicar account is approved, by choosing the Federation University Australia payment method when booking a Flexicar the company will be charged for all vehicle usage.' This is followed by a final paragraph: 'If you are an existing Flexicar member or would like to rent for personal use, you can still make bookings by adding a personal method of payment to your Flexicar account and selecting the appropriate payment during the booking process.' A red arrow points to a green button labeled 'Complete Sign Up' at the bottom of the email, with the word 'Good' written in red next to it. At the very bottom of the screenshot is the text 'The Flexicar Team'.

Or... your invite may display like this .. just click the blank green box and it will take you to where you need to go.



Once you select the "Complete Sign Up" link you will be brought to the below page. Please complete the "Country of Issue" and "License Number" fields and then select 'PROCEED'.

DO NOT select the "Click here to register for a business account" link.



*\*\*Further information – please make sure you take the photo of your driver’s licence and your selfie in GOOD LIGHTING! Once you have taken photos of your licence and a selfie – you will get this reply:*



## Welcome to Flexi Business

You've been added to Federation University Australia business account as a driver.

OK

Select “OK” and you are ready to book vehicles at your leisure!

If you click this link – you can watch two short video’s on How it Works....

<https://www.flexicar.com.au/how-it-works>

Students and members of the community can register for a private account directly through Flexicar’s online portal.

### 3. Booking and Usage

**Q9.** How do I book a vehicle?

*Bookings are made through the Flexicar mobile app or website. You can view available vehicles, select your time slot, and confirm your booking in real time.*

**Q10.** Can drivers with a Probationary license book Flexicar vehicles?

*Flexicar accepts Probationary License holders if they are over 18 years of age and display their P-Plates in the vehicle when using it.*

**Q11.** How do I access the vehicle?

*Vehicles are locked and unlocked using the Flexicar app—no physical keys are required. Refer to the following video link : <https://www.flexicar.com.au/how-it-works> For the duration of the booking, Bluetooth must remain on to enable communication with the vehicle. This communication allows the locking/unlocking and starting of the vehicle through the Flexicar App. An internet connection (Wi-Fi or mobile data) is required to commence and conclude a booking, however is not required during the booking to lock or unlock the vehicle.*

**Q12.** Vehicle Check – Photos before and after use?

*Flexicar requires users to upload photos of the vehicle via the app at the start and end of each booking as part of the check-in/check-out process. Refer to the following video link : <https://www.flexicar.com.au/how-it-works>*

**Q13.** What do I do if my mobile phone runs out of battery during use and what measures do I take to prevent this from occurring?

*If your phone battery runs out, you won’t be able to lock, unlock, or end your booking via the app.*

To prevent this:

- Always ensure your phone is fully charged before collecting the vehicle.
- Carry a **portable charger or charging cable** (vehicles are equipped with USB charging ports).
- Avoid using the app or navigation for prolonged periods without charging.

If your phone dies and you are unable to access the vehicle, contact **Flexicar Corporate Support (24/7)** for assistance on **1300 924 942**. They can remotely lock or unlock the car and help manage your booking.

**Q14.** Can I book multiple vehicles under one driver at the same time?

No. Multiple vehicles cannot be booked under one driver if the times are the same or overlap.

**Q15.** What is the earliest and latest time I can book vehicles in advance?

Bookings can be made up to 1 year in advance and within 15 minutes of the desired start time (Depending on availability)

**Q16.** Can I book a vehicle on behalf of another person?

No. Bookings cannot be made on behalf of another driver. Drivers must make their bookings themselves, either via the app or the website. Drivers then access the vehicles via their smartphone when renting the vehicle.

**Q17.** Can I use the carshare vehicles after hours or on weekends?

Yes. Vehicles are accessible 24/7, including weekends and public holidays.

**Q18.** Where do I return the vehicle?

Vehicles must be returned to their designated parking bay on the same campus where they were collected. If vehicles are collected from an outside location, they should be returned to the same location.

**Q19.** Can users pick up vehicles from one location and leave them in another location (either within or outside the campus) without returning them to the pick-up point?

No. Vehicles must be returned to the same location from which they were collected, within the booked time. This ensures vehicles remain available and reliable for other users and maintains accurate tracking and utilisation across campuses.

**Q20.** What happens if a vehicle user is running late and is not able to return the vehicle on time?

Users can extend their booking through the Flexicar app. Where the vehicle booking is unable to be extended due to vehicle unavailability, users can contact **Flexicar Corporate Support line** on **1300 924 942**. Flexicar support staff will be able to assist you with your booking extensions. Please note that staff must notify Flexicar if they are running late to return the vehicle.

**Q21.** What happens if a vehicle user does not return a car in time for my booking or does not take proper care of the vehicle (leaving it damaged, dirty, or with lost property)?

Where staff find a booked vehicle is unavailable, has not been returned on time by the previous user or, is damaged and not driveable at the start of a booking, they should immediately contact the **Flexicar Corporate Support line** on **1300 924 942** to report the issue. Flexicar will try to arrange alternative vehicles where available. Users are required to return vehicles on time and in good condition. Late returns, damage, or cleanliness issues are monitored by Flexicar. Penalties and cleaning fees apply for users who breach conditions. Flexicar also has a support team to handle incidents of lost property and can reallocate vehicles when availability is affected.

**Q22.** What do I do if I find out a staff member is hiring a car under the university profile, at a cost to the university, but is instead using it for personal use?

Any suspected misuse should be reported to the Property & Infrastructure (P&I) Department. Misuse of the university profile may be subject to disciplinary action under university policy.

**Q23.** When travelling between campuses, can I park Flexicar vehicles in Permit Zones?  
*If staff (and authorized students) are travelling between campuses using a Flexicar vehicle, they can park in a Permit Zone on campus and will not be issued a ticket. In campuses other than their base campus Flexicar vehicles can be parked in permit zones (but not in Flexicar pods). In the base campus, they will need to be parked only in the Flexicar pod.*

**Q24.** Where do I park my personal vehicle when I am picking up a Flexicar from campus?

Personal vehicles must not be parked in the Flexicar Pods. When picking up Flexicar for university business use (not for personal use) from relevant campuses, the following outlines where personal vehicles can be parked:

- At Mt Helen, Churchill and Horsham campuses, staff personal vehicles can be left in the parking bays adjacent to the Flexicar bays.
- At SMB campus, staff personal vehicles can be left in the identified parking bays adjacent to the Flexicar bays.
- At Berwick campus, the current practice is to continue i.e. staff can park their personal vehicles in bays adjacent to the Flexicar bays but ensure they have relevant parking permits for their personal vehicles.

## 4. Costs and Billing

**Q25.** How are costs handled for official university travel?  
*Official work-related bookings will be charged directly to a designated university cost centre through arrangements coordinated by P&I.*

**Q26.** Can staff use the vehicles for personal use?  
*Yes, but personal bookings must be made under the user's personal Flexicar account and paid personally.*

**Q27.** Are fuel costs included?  
*Yes. Fuel is included in the carshare service cost. Each vehicle includes a fuel card for refuelling when needed.*

The PIN No for the Fuel Card can be found on your Booking Details on the App OR Web Browser. Please ensure that you have this information before refuelling.

Car information	
Number of passengers	5
Fuel	Unleaded
Type	Standard
Fuel Pin	3324

*Although Flexicar ask that vehicles be returned with "at least ¼ tank" – it is Federation University's internal requirement that vehicles be returned with a **FULL tank**. This has been adopted for operational reasons to ensure availability and readiness for the next user, particularly across regional and multi-site operations.*

- Q28.** How are tolls and infringements managed?  
*For vehicles booked under university profile, Flexicar manages tolls, speeding, and parking infringements. All infringements will be charged directly to the relevant staff members by Flexicar, and the University will not be covering this cost.*

## 5. Vehicle Management and Condition

- Q29.** What types of vehicles are available?  
*A mix of small sedans, SUVs and Utes suited to staff and student travel needs. The exact mix will be adjusted based on demand across campuses.*
- Q30.** Who maintains and cleans the vehicles?  
*Flexicar manages all cleaning, servicing, maintenance, and registration of vehicles.*
- Q31.** What should I do if the vehicle is damaged when I collect it?  
*Where staff find a vehicle that is damaged and not driveable at the start of a booking, they should immediately contact the **Flexicar Corporate Support line** on **1300 924 942** to report the issue. Flexicar will then be able to block the vehicle from further bookings and assist in allocating an alternative vehicle, where available*
- Q32.** What should I do if the vehicle is dirty when I collect it?  
*Report the issue via the Flexicar App before starting your trip. Flexicar will assess and take appropriate action.*
- Q33.** What happens in the event of a breakdown or accident?  
*24/7 roadside assistance and accident management are included. Users should contact Flexicar's support line through the app.*

## 6. Demand and Access Management

- Q34.** What happens if demand is higher than expected and I can't access a vehicle for work-related travel, especially with students and the public also using them?  
*Flexicar and the university will monitor booking data closely. Users are requested to notify P&I ([Property/Infrastructure@federation.edu.au](mailto:Property/Infrastructure@federation.edu.au)) whenever they are unable to find a book a vehicle. These notifications provide vehicle usage and demand data, which will be continuously monitored, and the number of vehicles will be adjusted as required to ensure optimal availability and efficiency.*
- Q35.** What will happen to the university's existing fleet?  
*Most of the current university-owned pool vehicles will be retired as part of the transition. However, buses and 4WD specialist vehicles will remain university-owned and can continue to be booked via P&I for specific needs. The department allocated vehicles will remain as existing and will not be impacted by this transition.*

## 7. Sustainability and Reporting

- Q36.** How does the carshare model support sustainability?
- *Reduces the total number of vehicles owned and operated by the University.*
  - *Lowers emissions through use of hybrid vehicles.*
  - *Decreases underutilized university assets, ensuring optimal number of vehicles.*
  - *Supports the university's goal of becoming a strong and sustainable*

*institution*

- *Facilitates a smoother transition to electric vehicles (EVs) in the future without requiring the university to invest in asset procurement.*

**Q37.** Will emissions and fuel use be monitored?

*Yes. Flexicar will provide the university with monthly and annual reports on vehicle utilisation, fuel consumption, emissions, and costs associated with staff use.*

## 8. Support and Contact

**Q38.** Who do I contact for support or issues?

- *Flexicar Customer Support (24/7) through the app or 1300 924 942: for vehicle, booking, or app-related issues*
- *Property & Infrastructure (P&I): for policy, billing, or university-specific enquiries*