

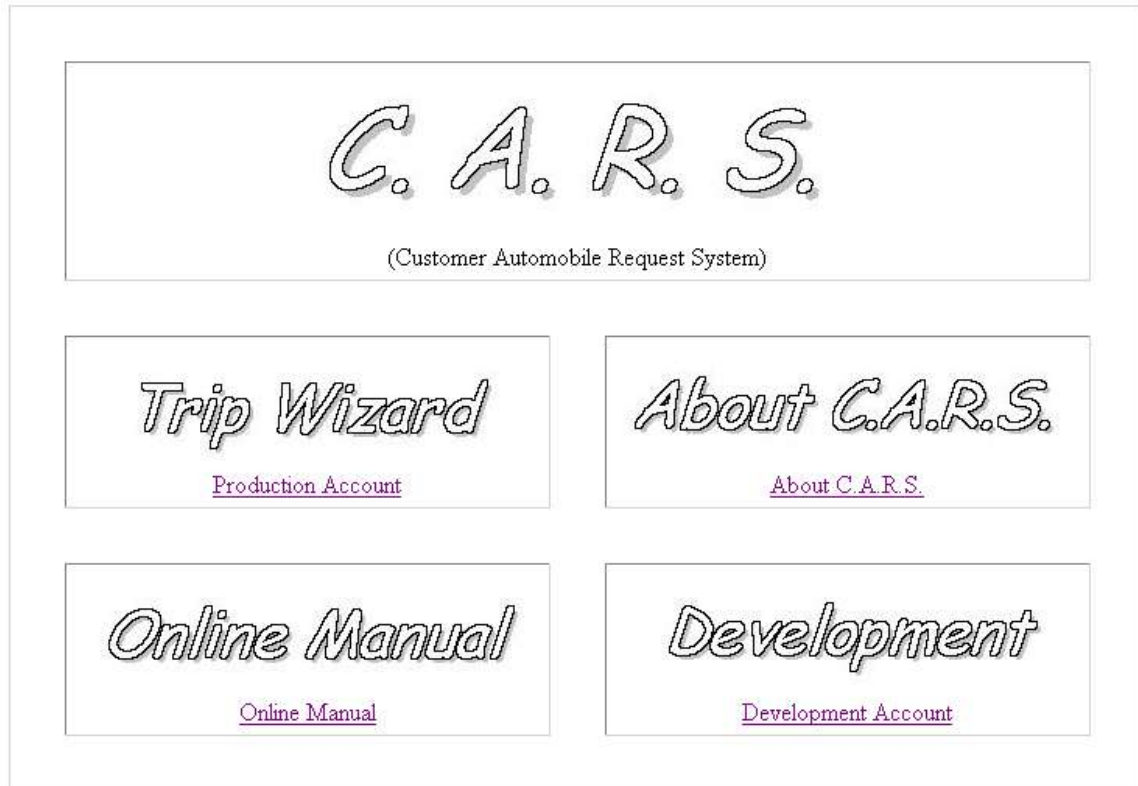
# **C.A.R.S.**

**(Customer Automobile Request System)**

**James Madison University  
Facilities Management  
On-line Vehicle Request**

**System Information Guide**

*last revision: 07/21/2004*



The Customer Automobile Request System (C.A.R.S.) is a web-based, on-line vehicle request system that also takes care of scheduling, billing, and reporting on the vehicles' use. Users of enhanced features must have a separate, local authentication process completed using a table in the local database that has their name and assigned capabilities.

C.A.R.S. uses Zope ( [www.zope.org](http://www.zope.org) ) as a web application server with a MySQL ( [www.mysql.com](http://www.mysql.com) ) database backend.

Customers wanting to request a vehicle from JMU FM's Transportation Office must have a valid JMU email address (also known as an "eID"). Authorization is provided by the JMU LDAP server and is not controlled by C.A.R.S. Local editing capabilities are authorized through a table in the MySQL database.

Each request for a vehicle is considered a "trip". Unique numbers are assigned to each trip. Each trip can have multiple vehicles assigned to it. Each vehicle that is assigned to a trip is given a unique record id called a "sequence". A request can be broken down into three separate parts:

**Trip Type – Trip No. – Sequence No.**  
example: R-01016-02 (normal request, trip number 1016, second vehicle)

Sequences are individually billed. Along with chauffeur's costs, incidentals costs and miscellaneous costs, sequence cost totals are calculated by billing the greater of either:

1. Number of days between sequence leave and return and charged a per day cost.
2. Total number of miles driven and charged a per mile rate depending on the type of vehicle used.

Currently, requests are created by the customer with an on-line request form called a "Trip Wizard". The trip wizard is broken into three separate parts. The first part is specific to the trip itself. The second part is information about the requester. The third part is information about the vehicle.

After all three parts are submitted, the customer is presented with a trip summary page. If everything looks correct, a final submit will send the customer to a "Signature Page" that needs to be printed. This printout needs to be signed by the Approver (from the second part of the trip wizard), that has signature authority on the Organizational account identified on page one of the trip wizard. This printout will be taken to the JMU FM Transportation Office to acquire keys to the vehicle. Vehicle keys can not be released without a signed "Signature Page".

The JMU FM Transportation Office will review the trip and assign an appropriate vehicle to each approved sequence. An email is then generated to the requester that the trip's status is approved and that a vehicle has been assigned.

At the time of vehicle pickup, the customer will be given the keys and a printout called a "Customer Copy". This will have a simple summary of the trip sequence and a field for the customer to enter the ending and beginning mileage. If a chauffeur is used, the chauffeur will be given the "Customer Copy" and the keys. The form automatically changes to show places for chauffeur's hours, incidental costs and other entries.

When the trip sequence is complete, the customer drops off the "Customer Copy" along with the keys. The Transportation Office will then enter the ending and beginning mileage into C.A.R.S. along with any other costs and chauffeur's hours if used. The trip sequence will then be completed by changing the sequence status to "complete". The "Customer Copy" will be sent to JMU FM Accounting to be processed for billing.

JMU FM Accounting will then verify the "Customer Copy" against what is in the database and submit the trip sequence for closure. A billing statement can then be printed to send to the customer, along with an ATV to JMU Accounting for billing.

After all sequences for a trip are closed, the trip itself needs to be closed by running a "generate trip closures" script.

# Enhanced Features



## Scheduling

The “Scheduling” section allows the user to change several entries in a customer's vehicle request. Some of these are:

- Browse the database for future trips.
- Assign a vehicle to the trip sequence.
- Change the status of the trip and the sequence.
- Assign a chauffeur to the sequence.
- Change the leave and return time of the sequence.
- Add an additional vehicle (sequence) to the trip.
- Email the Requester a confirmation.
- RePrint the Signature Page.
- Print a Customer Copy.
- Add costs to a sequence and mark it as complete/noshow/cancel (steps).
- View general adjustments to a sequence.
- Create notes against a trip, sequence or step.

Note: Along with the “Scheduling” section there is a “One-Step” section to allow JMU FM Transportation to quickly enter a trip/sequence knowing the vehicle they wish to use.

## Accounting

The “Accounting” section allows the FM Accounting office to do the following:

- Create a general adjustment against a sequence.
- Verify a completed sequence and mark it as closed.
- Print a billing statement.

## Calendar

The “Calendar” section allows the user to view a monthly calendar of the sequences on the screen. It is filtered on the month, year and type of vehicle.

## Reporting

The “Reporting” section allows the user to execute reports from the records in the database.