



## Reporting FAQs

**Q.** If I have a casual rider, how do I report their rides?

**A.** Regardless of how often a person rides, they must complete and return a completed [Participation Agreement](#) to [vanpool@octa.net](mailto:vanpool@octa.net) before their first ride. You can have more passengers on your passenger list than there are seats in your van; however, you can only report participation for the people who rode on any day. Obviously, this means there cannot be more rides reported for passengers than there are seats.

**Q.** I have a new passenger who has completed a Participation Agreement. Where do I send it?

**A.** Send Participation Agreements to [vanpool@octa.net](mailto:vanpool@octa.net).

**Q.** When a rider quits riding, do I need to tell OC Vanpool?

**A.** You can delete a rider from your account at <https://vanpools.octa.net> but please make sure to report their rides prior to deleting the passenger.

**Q.** If my vanpool route to work changes, do I need to notify OC Vanpool?

**A.** Yes, if your route changes and the mileage is less or more than previously reported, contact [vanpool@octa.net](mailto:vanpool@octa.net) to notify us of the route change. We will also need to know the new minutes traveled to and from work.

**Q.** My vanpool used to start at a park-and-ride location, but now I take the vehicle home each day. Do I need to report that?

**A.** Yes. Any time the miles to work change, you need to notify OC Vanpool of the change.

**Q.** If I am the primary driver and I leave the vanpool, who do I notify?

**A.** Send email to Enterprise: [terminations@vanpool.com](mailto:terminations@vanpool.com). Enterprise will notify OC Vanpool if there is a new primary driver.

**Q.** I report passenger participation but when I go back to look, the data is not there. What happened?

**A.** Most likely the "Save" button was not checked at the bottom of the report. Do not move to the next week until the "Save" button is checked.

**Q.** I use the "Click all" button, but sometimes not everyone rides every day, or they don't ride both ways. Is that okay?

**A.** If you use the "Click all" button, you need to remove the checks for any ride that was not taken. Just move your mouse to the check mark and left click to remove the check mark. If you are reporting on the smartphone app, tap the box with your finger to remove the check mark. Don't forget to check "Save".



**Q.** I just estimate my fuel costs and gallons purchased. Is that okay?

**A.** No. The expenses for your vanpool need to be actual costs. It is important to enter the actual fuel costs and gallons purchased.

**Q.** I only report fuel expenses. Is that enough?

**A.** No. If you washed the vehicle, you need to report the expense for the car washes. If you incurred any expense during commuting to and from work for road tolls and parking, those expenses need to be reported, too.

**Q.** Sometimes I like to add up all my fuel expenses and report them at the end of the month. Is that okay?

**A.** Yes, just make sure you report them in the month they were incurred.

**Q.** My employer provides fuel on-site, so I don't have receipts for cost or gallons pumped. How do I report that expense?

**A.** Your employer can run a report and provide you with that information, or they will report that for you.

**Q.** What happens if I don't complete my report by the 10th day of each month?

**A.** You become ineligible to receive the \$400.00 subsidy from OC Vanpool for that month.