

Making a Reservation in Cocosoft (New Reservation System)

1. Log in to the system using your credentials.
2. When you are on your account landing page, click the large rectangular button that says **“New Reservation Board”**.
3. If you have more than one driver on your account, pick the correct driver under **“Customer Account”**. If you’re the only driver on your account, you will be selected automatically.
4. If you want to see all of the cars available in a general area, pick the area from the drop-down menu below **“Area”**. If you know exactly the car you want, you can select it from the alphabetical drop-down menu under **“Location”**. If you find that the exact car you want is not available, you can click on the little picture of a house and it will clear your selection. We suggest that you start with **“Area”** and then locate your car in the list of cars that come up in that area.
5. If you want to make a reservation in the future, pick the date in the **“When”** menu. If you want it for today, leave it as is. If you need to make a multi-day reservation, select **“2 days forward”** or **“3 days forward”** from the drop-down menu.
6. Below everything, there is the reservation board upon which you can place your reservation. It looks like this:



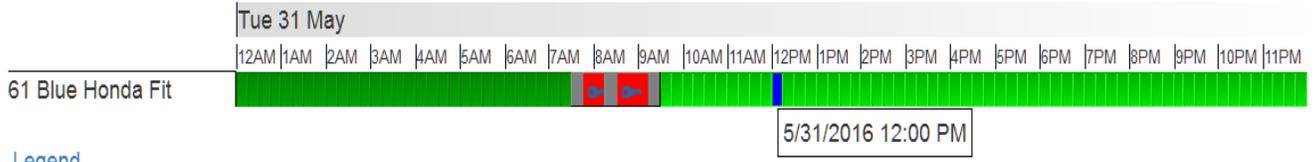
This shows you that there are two reservations on the car already; you cannot make a reservation where the grid is red. The gray areas are a 15-minute buffer between reservations; no reservations can be made in these buffers. While the buffer will prevent you from displacing and inconveniencing other people, your reservation time is NOT part of the buffer. If you return after your reservation time ends, you still have a 5-minute grace period, but after that you will be counted as late.

7. Hover with your cursor over the green box under the time you want your reservation to start at. The exact time and date of that reservation will pop up in a white box. When it shows the time that you want as your reservation start time, click that box. It will turn blue. In the box below, I’ve selected 12 noon as my start time.

Availability



Saint Paul - University Avenue Hourcar Office



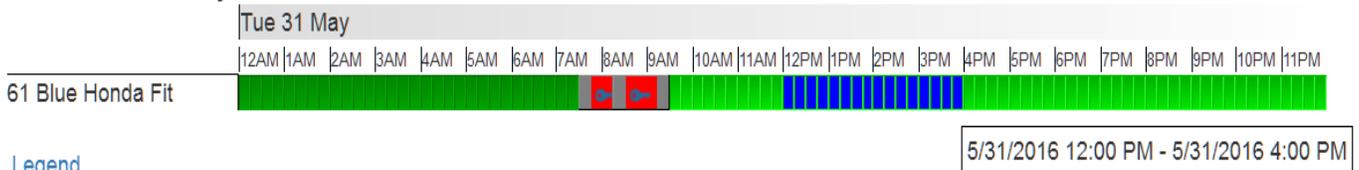
Legend

- To finish making the reservation, select the box that corresponds to the end time of your reservation. I've chosen 4 PM as my end time. See below how the entire reserved time turns blue:

Availability



Saint Paul - University Avenue Hourcar Office



Legend

- After you have chosen your start and end times on the reservation board, a review screen will pop up. This is your chance to change your mind about your time. Use the plus and minus boxes to make the start and end times later or earlier. When your reservation is the way you want it, click the blue "Submit Request" button in the bottom right-hand corner.

Location: Hourcar Office

Vehicle: 61 Blue Honda Fit

Category: Hatchback

Remark: Features: USB port, Auxiliary jack, 12V charging port, Cruise control, Power windows, Key with remote, Number of seat belts = 5, Rear seats fold down.

Driver: Crandall

Reservation Start: 5/31/2016 12:00 PM

Reservation End: 5/31/2016 4:00 PM

Recurring reservation

Cancel Submit Request

- When you click "Submit Request", a final confirmation screen will come up. You can enter any notes you want about your reservation into the "Reservation Remarks" field, and get an estimated cost for your reservation based on your rate plan. You will be

charged the ACTUAL cost of your trip, including accurate mileage, after your trip is over. Click "Confirm Reservation" to confirm all the details and make your reservation.

Commit Reservation

5/31/2016 12:00 PM-4:00 PM
Vehicle: 61 Blue Honda Fit 170 MJW 61 (Hatchback)
Hourcar Office (Saint Paul - University Avenue)
Customer Account: jlcrand@jphouse.com

Reservation remark

Estimate cost ◀ Back Confirm Reservation

Presumed Distance (mi): Estimate

Estimated costs: \$34.00 Show cost details

11. My reservation has been successfully placed. See the green bar across the top? That is your BEST sign that your reservation has been confirmed. You can also see your reservation below, in bright blue, and can get details about it by hovering over the reservation with your cursor. You can also find out more about the location and the car by hovering over their names in the reservation or confirmation screens.

Success
Your Reservation was accepted, thanks!

New Reservation Board

Place a reservation by selecting an available green time slot on the reservation board. Select the start and end time for your reservation on the reservation board under your desired start time; it will turn blue. Next, click on the box under your desired end time. It will also turn blue, and so will the rest of your reservation. You can modify the reservation time once more in the next menu before reserving. [Read more...](#)

Customer Account

Where
Area:
Location: Home

When
Date: Calendar - +
Duration:

Map of Location(s)

Availability Refresh

Saint Paul - University Avenue Hourcar Office
Tue 31 May
12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM

61 Blue Honda Fit [Green bar from 12AM to 10PM]

[Legend](#)

Remember that the office can walk you through making a reservation online anytime, or we can make a reservation for you. The call center is also available after hours to help make reservations as well.

If you make a mistake, don't worry! Call us and we'll help you fix it.

Please get in touch if we can answer any questions or solve any problems!