

Making a Reservation - Mobile App

Note: Screenshots were taken on iOS, but all information applies to Android as well.

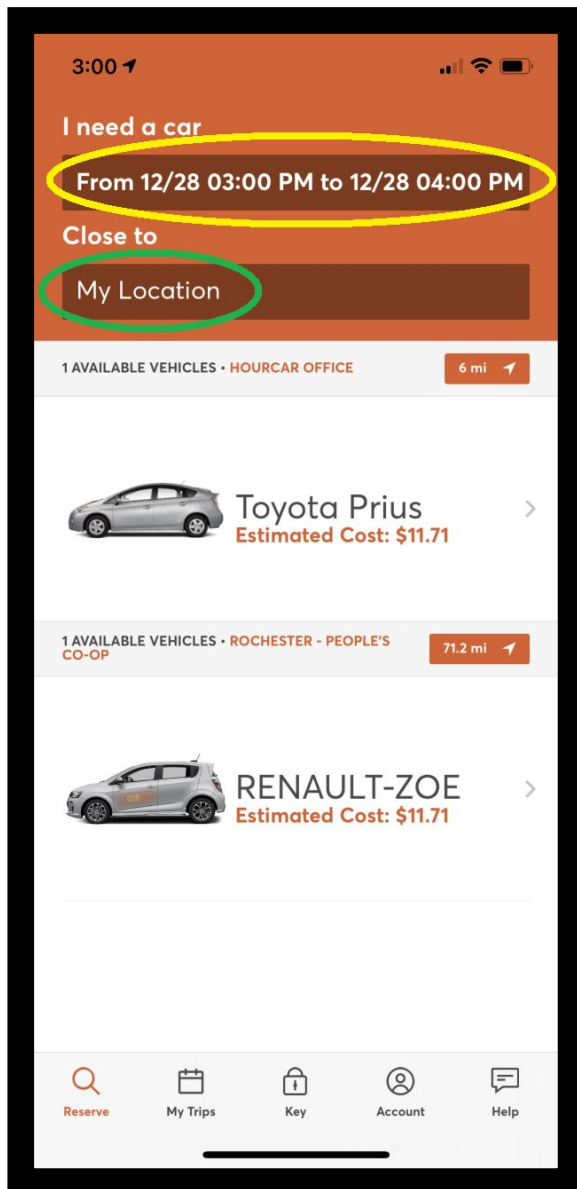
Points of interest have been circled in yellow or green, or notated with a yellow arrow. These notations are for this guide only and will not appear in the Hourcar apps.

Once logged into the application, you can reserve a vehicle from the **Reserve** page. You can modify the dates and the location of your reservation from the fields at the top of the screen.

Please note that the default reservation day is the current day, and the default reservation length is one hour.

To change your reservation date and times, click on the **time and date field**, circled in **yellow**.

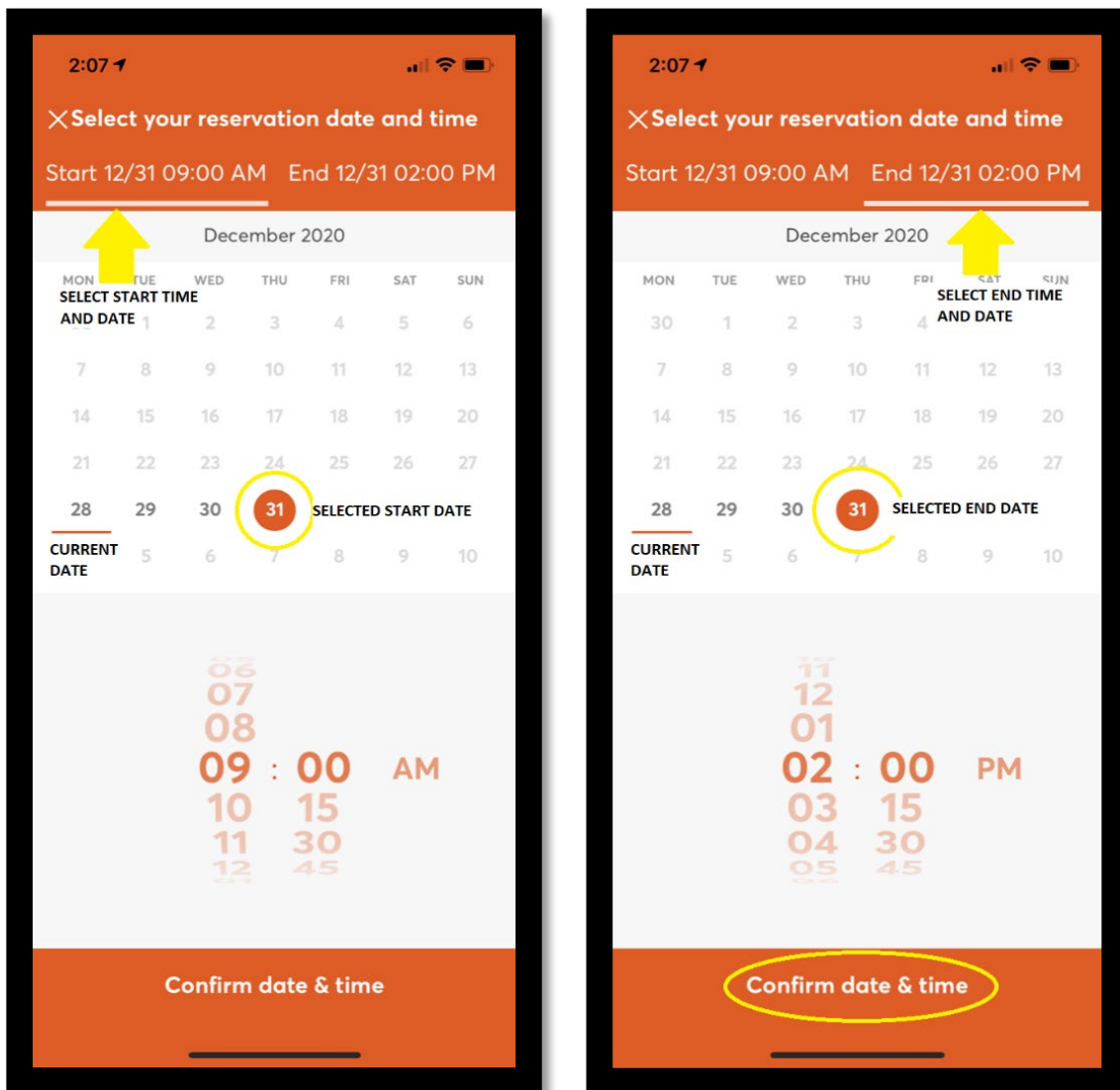
To change your location, click on the **My Location** field, circled in **green**.



To change your start date and time, tap on **Start** on the left of the screen. On the calendar, tap on the date you want to start your trip. Use the time selector at the bottom of the screen to choose your start time.

To change your reservation end date and time, tap on **End** on the right of the screen. On the calendar, tap on the date you want to end your trip. Use the time selector at the bottom of the screen to choose your end time.

In both cases, the current date will be indicated by an underline. The date you are selecting for your reservation will be outlined in orange.



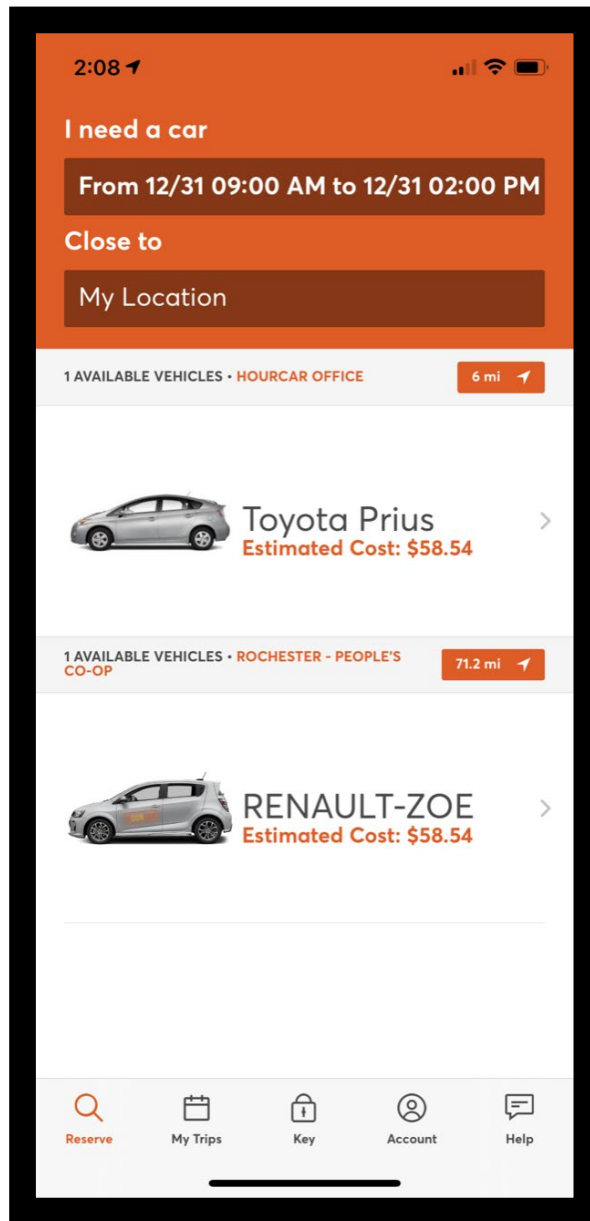
When you've selected your dates and times, tap **Confirm date & time** at the bottom of the screen (circled in yellow).

This will take you back to the **Reserve** page. All vehicle models available during your selected time period near your selected location will be displayed, along with an estimated price for your reservation based on the date(s) and times you've selected.

On the **Reserve** page, all vehicle models available during your selected time period near your selected location will be displayed, along with an estimated price for your reservation based on the date(s) and times you've selected.

Note: The new system does not distinguish cars by their color. Instead, it identifies cars by make/model and license plate.

Select the vehicle model you'd like to reserve by tapping on it.

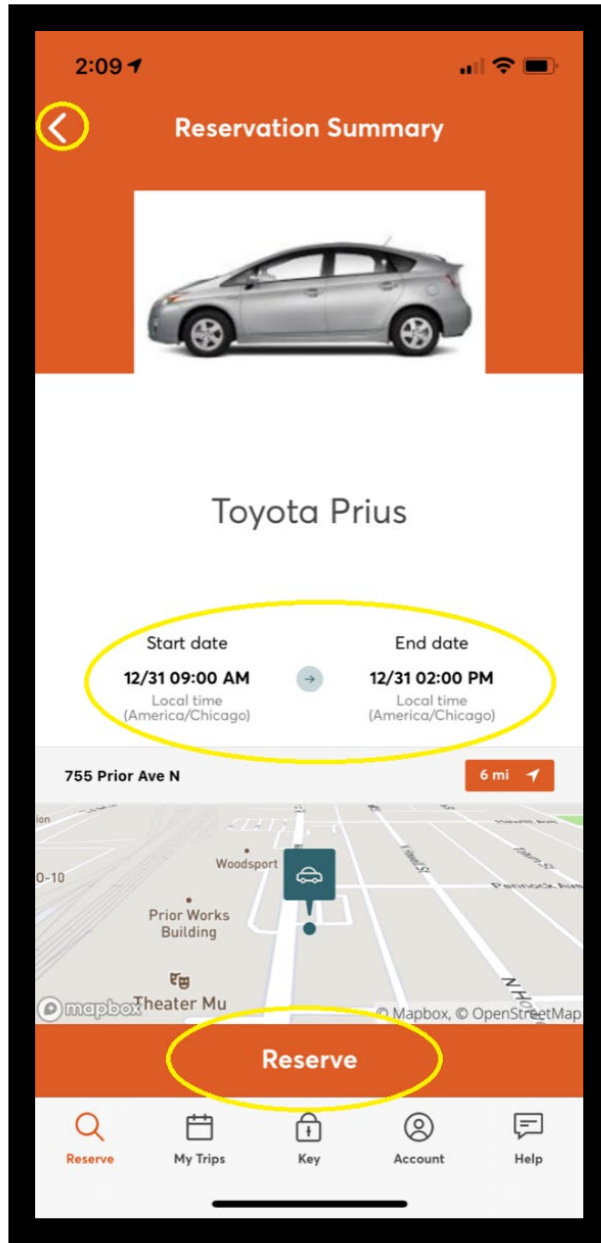


When you select a model, you will be taken to the **Reservation Summary** page.

Once you select a model, the **Reservation Summary** page will show you the start and end date of your trip. If you have multiple profiles, such as a business profile and a personal profile; the profile being used for this booking will be shown as well as the estimated price.

Please note that this is an **estimation** – final prices will be calculated at the end of your trip.

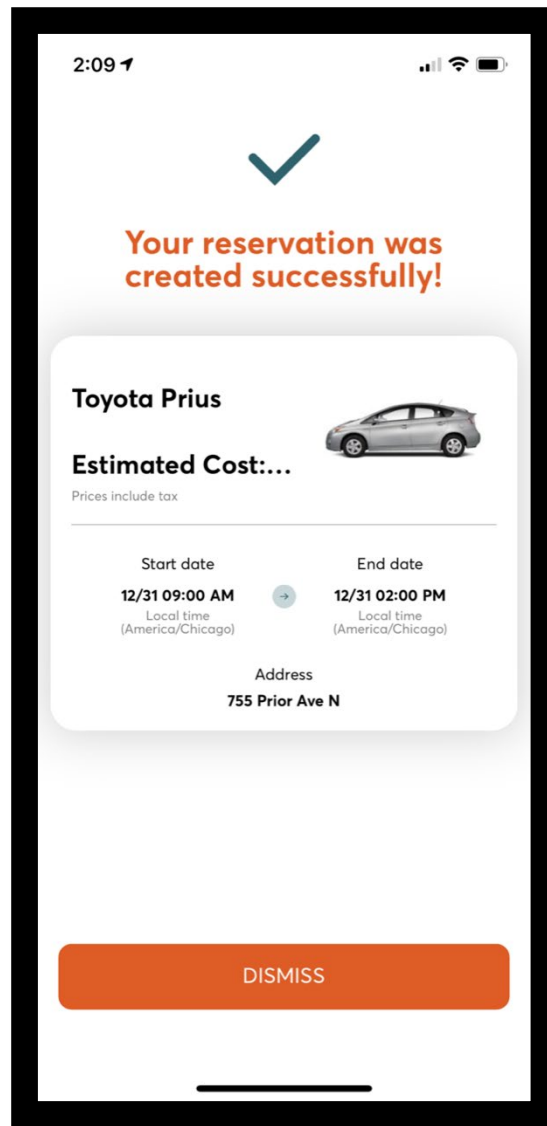
This is a good opportunity to double check your reservation dates and times (circled in yellow). Any changes can be made by tapping the back arrow (circled in yellow) in the upper left of the screen.



When you're sure your reservation looks correct, tap the **Reserve** button (circled in yellow) at the bottom of the page to reserve the vehicle.

Once your reservation is made, you will be taken to a page confirming that your reservation was successful.

When your reservation has been made, you will see a message confirming that your reservation was created successfully.



If you do not see a confirmation message, your reservation was not made.
Try making your reservation again or contact Member Services.

Tapping the **DISMISS** button returns you to the **My Trips** page.

Common reasons for a reservation not being confirmed are:

- You are not logged in
- You are trying to reserve multiple vehicles for the same time frame
- Your account has not yet been approved
- You have an outstanding balance on your account
- Your account is suspended