



BOISE STATE UNIVERSITY

Created by: Cory Butler, Kip McBean, Kristi Murphy, Stacey Smith, Larry Stolworthy, Whitney Thornton

BOISE STATE UNIVERSITY		DEPARTMENT OF PUBLIC SAFETY	
	Standard Operating Procedure: Off-Road Vehicle Rental Inspections		
Effective Date:	March 1, 2021	Revision Date(s):	

Purpose: To protect Boise State University from vendor vehicle damage costs

Scope: This SOP is applicable to Boise State University (BSU) Renters at the departmental level and Fleet Management Services (FMS) for any off-road rental vehicle reservation and end of rental inspection and loss mitigation procedures. This SOP must be followed for off-road rentals of one week or more. For off-road rentals of less than one week, Renters are required to follow the following documentation and photography procedures as much as possible on their own and to consult FMS regarding any questions or concerns.

Definitions:

1. **Off-road:** off of a paved road (drivers should remain on maintained roads with vehicles and are not allowed on unmaintained roads)
2. **Renter:** department-level contact that arranges coordination of vehicle receipt and relinquishment (i.e. a local office manager and/or a remote research associate—Renter responsibilities and roles may vary by department)
3. **Rental Agency:** the company with which a Renter is doing business to rent vehicles
4. **Transporter:** a company or individual shuttling vehicle(s) between Renter and the Rental Agency
5. **Reservation:** receipt of vehicle(s) and start of vehicle rental agreement
6. **End of Rental:**
 - a. End of vehicle rental agreement, a.k.a. “off-rent date” or “rental end date”
 - b. End of vehicle rental agreement is followed by return of vehicle(s) to the Rental Agency or relinquishment of vehicle(s) for Transporter pick up
7. **Bill of Lading:** a legal document to acknowledge the pickup or delivery of a vehicle, which can be signed by the Renter or FMS staff

Contact Information:

- [Fleet Management Services \(FMS\)](#) – Email: fleetshop@boisestate.edu, Phone: 208-426-3592, FMS shop hours of operation: Monday through Friday, 7:30 a.m. to 4 p.m.
- [Risk Management and Insurance \(RMI\)](#) – Email: rmi@boisestate.edu, Phone: 208-426-3636

LOCAL PROCEDURES: [Handled within the Treasure Valley \(preferred method\)](#)

* Local rentals on weekends outside of FMS shop hours should be handled using Remote Procedures

A. Local Reservation Procedures:

1. Renter arranges receipt of the rental vehicle(s) from the Rental Agency and requests in advance a copy of the bill of lading that the Transporter will use, if applicable. Renter coordinates with FMS for vehicle delivery to the FMS shop at 1356 University Drive in Boise, if possible. Note: Vehicle inspections may be arranged with FMS with as little as one hour of notice if necessary.
2. FMS receives vehicle delivery at the FMS shop or another designated location on campus.
3. Upon delivery, FMS employee evaluates rental vehicle condition and completes a [BSU Off-Road Rental Vehicle Inspection Form](#) (“Form”) online for each rental vehicle.

- a. FMS employee takes multiple pictures of each vehicle as instructed on the Form and **takes pictures of any observed damage while indicating where the defect is located.** Vehicle pictures must be clear and as close-up as possible while still including needed details.
 - b. Copies of the Form will be sent automatically to both FMS and the Renter department's office manager.
4. FMS receives the rental vehicle(s) and key(s) from the Transporter or Rental Agency.
 5. Prior to signing a bill of lading or Rental Agency forms, FMS employee conducts a walkaround of each vehicle and reports any damage to the Rental Agency and to the Transporter, if applicable.
 6. If applicable, FMS employee or Renter requests a copy of the bill of lading from the Transporter and/or Rental Agency, although it may not be deliverable upon receipt.
 7. If Renter was not present during the preceding steps, FMS coordinates pickup or delivery of vehicle(s) and key(s) with Renter.
 8. Renter completes the Rental Agency's own reservation inspection form and any required paperwork using FMS's BSU Form responses and photographs, making special note of any damage observed upon receipt. The Renter may contact BSU [Risk Management and Insurance](#) if assistance is needed or if there are concerns regarding observed damage.
- B. Damage During Rental Term:** Driver(s) must report any vehicle damage during the term of the rental to the Rental Agency and BSU Risk Management and Insurance.
- C. Local End of Rental Procedures:**
1. Renter prepares for end of rental in advance of the agreement end date.
 2. Renter coordinates with FMS to have FMS staff inspect rental vehicle(s) shortly before or on the rental end date. FMS works on any vehicle issues that need addressed at this time in order to mitigate costly Rental Agency charges.
 3. After vehicle use and prior to vehicle relinquishment, Renter must clean rental vehicle(s) thoroughly—interior and exterior. If a vehicle is not sufficiently cleaned, the Renter's department may be charged cleaning fees by the Rental Agency.
 4. Renter arranges relinquishment of the rental vehicle(s) with the Rental Agency. If applicable, Renter coordinates with the Transporter to determine the time and place of vehicle pickup soon after the rental end date.
 5. FMS employee formally evaluates rental vehicle condition and completes a [BSU Off-Road Rental Vehicle Inspection Form](#) ("Form") online for each rental vehicle just before or on the rental end date prior to 5:00 p.m.
 - a. FMS employee takes multiple pictures of each vehicle as instructed on the Form and **takes pictures of any observed damage while indicating where the defect is located.** Vehicle pictures must be clear and as close-up as possible while still including needed details.
 - b. Copies of the Form will be sent automatically to both FMS and the Renter department's office manager.
 6. Renter completes the Rental Agency's own end of rental inspection form and/or required paperwork by 5:00 p.m. on the rental end date using FMS's BSU Form responses and photographs.
 7. If Rental Agency is retrieving the vehicle using a Transporter: After completion of the BSU Form and Rental Agency form, FMS or Renter will park the vehicle(s) on campus at the Raptor Research Center Building (970 S. Lusk Street) in a parking space along Lusk Street, where there is adequate security camera coverage to document damage not attributable to Renter between the official rental end date and the time of pickup by the Transporter.
 8. Renter relinquishes the rental vehicle(s) and key(s) to the Rental Agency or Transporter and signs the Transporter's bill of lading, if applicable. Renter requests a copy of the bill of lading and any final paperwork from the Transporter and/or Rental Agency, although it may not be deliverable at the time of pickup.
 9. Renter contacts the Rental Agency to confirm receipt of the vehicle(s).

REMOTE PROCEDURES: Handled outside the Treasure Valley (local handling is preferred)

A. Remote Reservation Procedure:

1. Renter arranges receipt of the rental vehicle(s) from the Rental Agency and requests in advance a copy of the bill of lading that the Transporter will use, if applicable.
2. Remotely located Renter receives vehicle delivery at a designated location off campus.

3. Upon delivery, Renter evaluates rental vehicle condition and completes a [BSU Off-Road Rental Vehicle Inspection Form](#) (“Form”) online for each rental vehicle.
 - a. Renter takes multiple pictures of each vehicle as instructed on the Form and **takes pictures of any observed damage while indicating where the defect is located**. Vehicle pictures must be clear and as close-up as possible while still including needed details.
 - b. Copies of the Form will be sent automatically to both FMS and the Renter department’s office manager.
 4. Renter receives the rental vehicle(s) and key(s) from the Transporter or Rental Agency.
 5. Prior to signing a bill of lading or Rental Agency forms, Renter conducts a walkaround of each vehicle and reports any damage to the Rental Agency and to the Transporter, if applicable.
 6. If applicable, Renter requests a copy of the bill of lading from the Transporter and/or Rental Agency, although it may not be deliverable upon receipt.
 7. Renter completes the Rental Agency’s own reservation inspection form and any required paperwork using the BSU Form responses and photographs, making special note of any damage observed upon receipt. Renter may contact BSU [Risk Management and Insurance](#) if assistance is needed or if there are concerns regarding observed damage.
- B. Damage During Rental Term:** Driver(s) must report any vehicle damage during the term of the rental to the Rental Agency and BSU Risk Management and Insurance.
- C. Remote End of Rental Procedure:**
1. Renter prepares for end of rental in advance of the agreement end date.
 2. Renter evaluates condition of vehicle(s) to be returned and consults with FMS regarding any concerns. FMS will provide guidance and coordinate any repairs or processes as needed to remedy concerns. (FMS phone: 208-426-3592)
 3. After vehicle use and prior to vehicle relinquishment, Renter must clean rental vehicle(s) thoroughly—interior and exterior. If a vehicle is not sufficiently cleaned, the Renter’s department may be charged cleaning fees by the Rental Agency.
 4. Renter arranges relinquishment of the rental vehicle(s) with the Rental Agency. If applicable, Renter coordinates with the Transporter to determine the time and place of vehicle pickup soon after the rental end date.
 5. Renter formally evaluates rental vehicle condition and completes a [BSU Off-Road Rental Vehicle Inspection Form](#) (“Form”) online for each rental vehicle just before or on the rental end date prior to 5:00 p.m. MST.
 - a. Renter takes multiple pictures of each vehicle as instructed on the Form and **takes pictures of any observed damage while indicating where the defect is located**. Vehicle pictures must be clear and as close-up as possible while still including needed details.
 - b. Copies of the Form will be sent automatically to both FMS and the Renter department’s office manager.
 6. Renter completes the Rental Agency’s own end of rental inspection form and/or required paperwork by 5:00 p.m. MST on the rental end date using the BSU Form responses and photographs.
 7. If Rental Agency is retrieving the vehicle using a Transporter: After completion of the BSU Form and Rental Agency form, Renter may consult with a supervisor or project PI to make arrangements with a cooperative federal, state, or county agency to establish a location for end of rental parking.
 8. Renter relinquishes the rental vehicle(s) and key(s) to the Rental Agency or Transporter and signs the Transporter’s bill of lading, if applicable. Renter requests a copy of the bill of lading and any final paperwork from the Transporter and/or Rental Agency, although it may not be deliverable at the time of pickup.
 9. Renter contacts the Rental Agency to confirm receipt of the vehicle(s).