1) How do I make a reservation?
The new U-Drive vehicle reservation system is available to campus employees thru Cyberbear. Just follow seven easy steps:
   1. Log into Cyberbear
   2. Open the U-DRIVE Tab
   3. Click on the “Reserve a Vehicle” tab
      a. Enter Trip Information
      b. Select Type of Vehicle from list on left of page
      c. Click on “Search Available Vehicles”
      d. Select Vehicle to rent
   4. Enter Driver Information by ID or Name (Press Fetch)
   5. Enter Billing Information (Press Fetch)
   6. Verify Contact Info and enter any Special Requests
   7. Finalize Reservation

2) I am not sure who the driver(s) are going to be. How can I still reserve a vehicle?
Complete the request using your information. When you have the driver’s information, log into UDRIVE and update the reservation. (This must be done at least 24 hours prior to the reservation checkout-time).

3) How do I make special request for the vehicle (i.e. Hitch, GPS, Rocket box, etc)?
When making a reservation there is a “Special Request” box which allows you to make requests for special needs.

4) How do I know my reservation was made?
After you finalize your reservation you will receive a confirmation number. This is located on the last page of the reservation process. This number is also referred to as the “Trip ID #” in other areas of U-Drive.

5) How do I make changes to my reservation?
The “Find Your Reservation” menu will produce a list of reservations you have booked. Click on “View Reservation” for the reservation to be changed. A summary of the reservation will be provided along with an “edit” button which will allow you to change or update the necessary fields.

“All changes must be made before the 24 hour cut-off.” Contact Transportation Services at 243-2024 to make changes after the cut-off date or time.

6) How do I view a reservation?
The following menu items will allow you to view your reservation.
If you’re still not able to find a reservation, contact Transportation Services at 243-2024.

7) Who can view and/or make changes to my reservation?
The individual who made the reservation and any of the possible three drivers can view and make changes to the reservation.

8) I can’t cancel my reservation. Why is this?
You can only cancel online before the “24 hour” booking rule goes into effect. If you have a problem canceling your reservation contact Transportation Services at 243-2024.

9) I can’t make a reservation. Why is this?
Check to make sure you are outside of the “24 hour” limitation. If you are, make sure that the time and vehicle you requested is available. If you have any problems making a reservation contact Transportation Services at 243-2024.

10) When will my trip be billed out?
Approximately one week after the return of the vehicle you should see the charges in your Banner Index.

11) Where do I pick up and drop off the vehicle?
You can pick up keys thru the work order desk between 6:30 AM and 6:00 PM Monday thru Friday. After hours and weekend vehicle Pick Up and Drop Off are done thru Public Safety. (If their window is closed, use the lobby phone and dial *6131 – Public Safety is staffed 24/7.) Rental cars are located inside the compound at Facilities Services.

12) Do I still need to get Dean/Directors signatures?
No you do not. The Travel Authorization & Expense Report (found on Business Services website) will serve as authorization for the trip. Transportation Services does not need a copy of this document.

13) Can I use Activity code?
Yes you can. On the billing screen there is a place to input an Activity code.

14) Will I still get an Email confirmation?
No you will not. The last page of the reservation process is the confirmation page. Please print this for your records.

15) Is split billing still available?
No, unfortunately split billing is no longer available.

16) What if I am a State Employee, don’t have a 790# or Index Code? Am I still able to use the U of M Transportation Services vehicles?
Give us a call at 243-2024 and we can see if you are eligible to use Transportation Services rental service.