

User's Guide



Car Sharing

PC site

<https://www2.upr-cs.jp/upr/jpcs/member/pclogins/>

Smartphone site

<https://www2.upr-cs.jp/upr/jpcs/sp/member/splogins/>



If you are using a smartphone device
Please use the left column.

1. Terms of Use (Please read first)

Thank you for enrolling in J-PARC CarSharing. J-PARC CarSharing is a service that allows you to use your car 24 hours a day, 7 days a week in 15-minute increments (minimum usage time is 30 minutes).

カーシェアリング担当窓口

- **Emergency contact information for vehicles and systems**

Help Desk for Car Sharing Members

0120-005-414

(24 hours a day, 365 days a year)

- **For enrollment/withdrawal, requests for information materials, changes to registration details, and inquiries regarding fees/plans, please contact**

UPR Corporation Tokyo Head Office

03-3593-1723

(9:00-17:30 except Saturdays, Sundays and holidays)

About Vehicle Stations (Designated Parking Lots)

A station is set up for each vehicle. It is not possible to drop off the vehicle at another station.

Cautions for use and precautions to be observed

- The driver must be the registered driver who made the reservation. If an accident occurs with a driver other than the registered driver, the insurance may not cover the accident.
- Please keep the reserved return time. You can extend your reservation time from the mobile site (cell phone site, smartphone site) while you are using the service. If you are late because you cannot extend your reservation from the mobile site, please be sure to contact the Car Sharing Members Help Desk in advance. Unauthorized use of an unauthorized extension of time will result in an overage charge.
- Please use the vehicle at your own risk. In the event of damage or accident, please be sure to contact the Car Sharing Members Help Desk. If it is necessary to provide first aid to an injured person or contact emergency services or the police, please give priority to the emergency services. Please do not settle out of court between the parties involved.
- As a manner of shared use, please do not make reservations when you do not plan to use the room or make reservations for a longer period than necessary.
- Please refrain from smoking or bringing pets inside the car. When you finish using the vehicle, please clean it lightly for the next user. These vehicles are for shared use. Please use them neatly.
- When the remaining gasoline level is 1/3 or less, refuel at the nearest gas station using the gas card in the glove box. (See card for gas stations where you can refuel.)
- Vehicles are equipped with a vehicle location search function by law. In the event of an accident, trouble, or delayed return, the location of the vehicle may be searched by the Management Center.
- Service may not be provided in the event of excessive load on the system or communication network, such as in the event of a major communication failure or when a large volume of Internet mail is sent during the year-end and New Year holidays.
- In the event of system communication errors, etc., the vehicle may not be available for use. Please understand that we cannot compensate for any losses incurred by the customer in such cases.

Members who do not abide by the rules may be denied access.

1. Terms of Use (Please read first)

There is a "membership revocation criteria" and "penalty fee" system as follows.
Please check the following information and follow the rules.

Membership Revocation Criteria

■ Membership Revocation Criteria

item	Contents	support
traffic accident （１）	In the event of personal injury or accident, or in the event that a member does not report the incident and it is discovered by our investigation or by a report from another member.	Revocation of membership
traffic accident （２）	In the event of a serious accident (repair costs of 300,000 yen or more)	Membership revoked twice.
Scratches, dents, or stains on the vehicle Trash left unattended	When a member does not report the incident and it is discovered by our investigation or a report from another member, and there is no improvement even after our recommendation.	Revocation of membership
unauthorised extension	無断延長をした上、後続予約の会員様にご迷惑をお掛けする行為が続き、勧告後も改善が見られない場合	Revocation of membership for 3 times within 1 year
過度な予約キャンセル	過度な予約キャンセルを繰り返し、他の会員様のご予約の妨害となったと当社が判断し、勧告後も改善が見られない場合	1 回目は翌月の最大予約数を 1 回に制限 悪質と当社が判断した場合は 会員資格取り消し
ペットの同乗	ペットの同乗を発見、もしくは同乗している事実を当社が把握し、勧告後も改善が見られない場合	会員資格取り消し
喫煙	車内でタバコを吸っているところを発見、もしくは吸っている事実を当社が把握し、勧告後も改善が見られない場合	会員資格取り消し
灯油の運搬	灯油を積載しているところを発見、もしくは吸っている事実を当社が把握し、勧告後も改善が見られない場合	会員資格取り消し
駐車違反	駐車違反をして警察への出頭がなく、各都道府県公安委員会より「納付命令書」が届き、勧告後も警察への出頭および反則金の納付が無い場合	会員資格取り消し
非会員への車両貸与	非会員へ車両の転貸（利用中の運転含む）をし、勧告後も繰り返した場合	会員資格取り消し
料金の未払い	料金の支払遅延、および未払い	会員資格取り消し
乗り捨て	無断で所定のステーション以外の場所での乗り捨て	会員資格取り消し
他の居住者や会員にご迷惑をお掛けする行為	他の居住者や会員にご迷惑をお掛けする行為を繰り返し、勧告後も改善が見られない場合	会員資格取り消し

※会員資格の取り消しにて退会いただいた方は、再入会をお断りさせていただきます。

1. Terms of Use (Please read first)

ペナルティ料金

■NOC (non-operation charge) and penalty fee

In the event that the rental of the room becomes unavailable due to accident, theft, breakdown*, defacement, etc., the following amounts will be charged as part of the operating compensation, regardless of the extent of damage or the length of time required for repairs.

※ Only for malfunctions caused by reasons attributable to the member or the driver registrant.

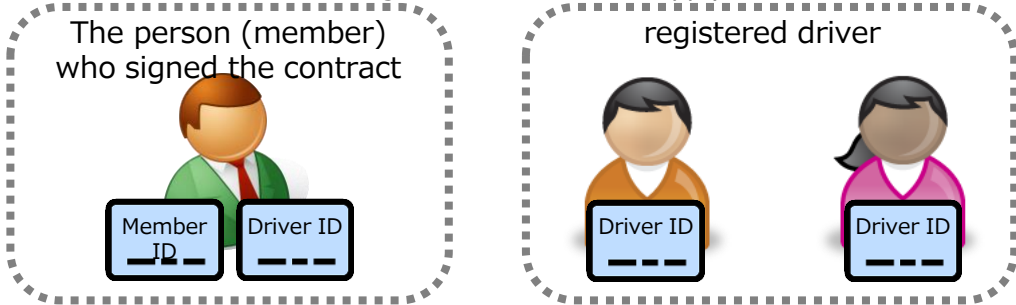
item	Content	Amount of money
事故	If you drive your car to the station where it is scheduled to be returned	NOC (10,000yen)
	返却予定ステーションへ自走にて返却できなかった場合	NOC (50,000 yen) + Actual expenses (towing fee, etc.)
車両の汚損	嘔吐物・喫煙・ペットの同乗・その他で車内の消臭、クリーニングが必要な場合	NOC (10,000円) + 実費 (クリーニング代)
消灯忘れ	ライト・ルームランプ等の消し忘れ	NOC (金額は状況により変化) + 実費 (バッテリー交換の場合)
部品紛失	駐車場ゲートのリモコン、給油カード、車のキーなど車両備品の紛失	NOC (10,000円) + 実費
車両内破損	スイッチ類の破損など	NOC (10,000円) + 実費
乗り捨て	所定のステーション以外の場所での乗り捨て、返却場所間違い	NOC (10,000円) + 車両を所定の位置に戻すための実費
破損	パンク・ホイールキャップの紛失など	NOC (10,000円) + 実費

※報告がない場合は、さらに1回につき10,000円をご請求します。

2. ID and available functions

Member ID and Driver ID

- When you enroll in J-PARC CarSharing, you will be issued a "Member ID" and a "Driver ID".
- A "Member ID" will be issued to the member who signed the contract (hereinafter referred to as "Member").
- Driver IDs are issued to members and registered drivers who apply for one.



Available Features

- The "Member ID" assumes login to the PC site.
- Please note that the functions available differ depending on the PC site, mobile site (cell phone site, smartphone site), and the ID you use to log in.

List of functions by site used and login ID

Function	Site and Login	PC		Mobile	remarks
		Member ID	Driver ID	Driver ID	
Reservations (new, change, cancellation)		×	○	○	
Reservation Confirmation		○ *1	○ *2	○ *2	
Vehicle Operation <ul style="list-style-type: none">• Start (door unlock)• End of use (door lock)• Lost and found door unlocking/locking		×	×	○	
Extension of Reservation		×	○	○	Operation to extend the end time of reservation, such as when you are going to be late for return time.
Inquiry of usage history		○ *1	○ *2	○ *2	
Billing Information Inquiry		○	×	×	
Password Change		○	○	○	
Confirm or change membership information		For more information Refer to "Viewing and Changing Member Information on the Smartphone Site".			

*1 When logged in with a member ID, reservations and usage history of all registered drivers can be checked.

*2 When logged in with a driver ID, only reservation confirmation and usage history inquiry for the logged-in driver are available.

3. reservation rules

How to make a reservation

- Please access the members' website via PC or mobile device (cell phone or smartphone) and make a reservation.
- Reservations can be made 24 hours a day, 7 days a week. (We do not accept reservations by phone.)

Available dates and maximum number of reservations

- Reservations can be made 3 months prior to the date of use.
- The maximum number of reservations allowed is 15 per member.
If multiple drivers are registered, the total number of reservations for all registered drivers will be limited to 15.
- It is not possible to make reservations for more than one vehicle with the same driver during the same time period.

by appointment time

- Reservations are made in 15-minute increments.
- The minimum reservation time is 30 minutes and the maximum is 72 hours.
- The operation to start using the service can be done 14 minutes before the reservation start time. (There is no charge for use from 14 minutes prior to the reservation start time.)

Reservation changes, cancellations and extensions

- Reservation changes or cancellations must be made at least 60 minutes prior to the scheduled start time. Changes cannot be made less than 60 minutes prior to the start of the appointment. Cancellations will incur a 50% fee of the reserved time rate.
- After a new appointment is made, the appointment can be rescheduled up to two times up to 60 minutes before the appointment start time.
- Cancellations made after the reservation start time will be charged the full amount of the reserved time fee as a handling fee.
- You may extend your reservation up to two times during your usage time. (Only when there is no reservation for the next user. Shortening is not allowed.)
- Even if you return the car earlier than the reservation end time, you will be charged for the reserved time.
- In the event of unauthorized overtime, an overtime fee (double the hourly rate from the end of the reservation to the actual return time) and an unauthorized extension fee (business compensation) of 3,000 yen per event will be charged.

4. log in for the first time

Once you're a member...

- After applying online via the website, the following two e-mails will be sent once the member and driver information is registered in the management system.
 - ① Information on completion of member registration
 - ② Notice of completion of driver registrationPlease follow the steps below to set up your member ID and driver ID password.

Set a password for your member ID

会員登録完了のご案内

〇〇 〇〇様

J-PARC CarSharingへの会員登録を完了しました。

下記のURLよりご利用ください。

https://www2.upr-cs.jp/***/***/member/pcllogs/

会員ID : XXY00001

初期パスワード : 15as34

- A "Membership Registration Completion Notice" e-mail will be sent to the e-mail address you registered when you applied for membership. Please click the URL in the body of the e-mail.

カーシェア・つくば

ID

uP00004

パスワード

ログイン

- The login screen will appear. Please enter the "Member ID" and "Initial Password" shown in the body of the e-mail and press "Login".

カーシェア・つくば

会員ID: uP00004 (山手 定規さん)

パスワード変更 | ログアウト

マイページトップ

パスワード変更

現在のパスワード

新しいパスワード

新しいパスワード(確認)

パスワードを変更する

- The Change Password screen will appear. Enter your initial password in the "Current Password" field, enter a password of your own choosing in the "New Password" field, and press the "Change Password" button.

カーシェア・つくば

運転者ID: uP00004001 (山手 定規さん)


パスワード変更 | ログアウト

マイページトップ

パスワード変更

パスワードの変更が完了しました。

- Next time you log in, please log in with your "Member ID" and the password you have chosen.



To reserve a vehicle, please log in with your driver ID. Vehicle reservations can be made on either the PC site or the mobile site (either the mobile or smartphone site).

Please note that reservations and usage cannot be made with a member ID (8 digits).

4. log in for the first time

Set a password for the driver ID

〇〇 〇〇様

J-PARC CarSharing
への運転者登録を完了しました。

下記のURLよりご利用ください。
URL :
https://www2.upr-cs.jp/***/***/sp/member/splogins/

運転者ID :
XXY00001001
初期パスワード :
5d379d



運転者ID
UIUP00001001

パスワード
.....

☐ 運転者IDを記憶する

ログイン

[パスワードを忘れた方はこちら](#)

[ログインでお待ちの方](#)

[公式Facebookページはこちら](#)

[公式Twitterはこちら](#)


SSLとは？

パスワード変更

現在のパスワード
.....

新しいパスワード
.....

新しいパスワード(確認)
.....

パスワードを変更する

Copyright (C) UPR Corporation


パスワード変更

パスワードが変更されました。
次回ログインからは新しいパスワードでログインしてください。

会員・運転者情報に戻る

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- A "Notice of Completion of Driver Registration" e-mail will be sent to the driver's e-mail address registered at the time of application for membership. Please click the URL in the body of the e-mail.
- The login screen will appear. Please enter the "Driver ID" and "Initial Password" shown in the body of the e-mail and press [Login].
- The Change Password screen will appear. Enter your initial password in the "Current Password" field, enter a password of your own choosing in the "New Password" field, and press the "Change Password" button.
- Once you have changed your password, you will be able to reserve and use the vehicle. The next time you log in, please log in with your "Driver ID" and the password you have chosen.


 Vehicle operations (start/end of use, opening/locking of lost/found items) must be performed by logging in to the mobile site (mobile site, smartphone site) with the driver's ID.


5. reserve a car on the smartphone site

Log in to the Smartphone site

Please log in with your driver ID (11 digits).

- Access the smartphone site.
Enter your "Driver ID" and "Password" and click "Login".
- After successfully logging in, a menu will appear.

 If you have forgotten your password, click "Forgot Password? An initial password will be sent to your registered e-mail address.
Please login with your initial password and reset your password.

 Please note that we will not be able to provide you with your password even if you inquire at the car sharing desk.
If you have forgotten your password, please click "Forgot your password?" on the login screen to initialize your password by yourself.

5. reserve a car on the smartphone site

Change Password

Please log in with your driver ID (11 digits).



- Log in to the smartphone site and press [Member/Driver Information] on the menu screen.
- Press [Change Password] on the "Member/Driver Information" screen.
- On the "Change Password" screen, enter your current and new passwords and press [Change Password].
- The password change completion screen will be displayed.
You can log in with the new password the next time you log in.

5. reserve a car on the smartphone site

Make a new reservation

Please log in with your driver ID (11 digits).

カーシェア・つくば ログイン

山本 宏樹様

クルマを予約する

お知らせ

ホームページをリニューアルしました。

スマートフォン会員サイトリリースのお知らせ

予約はありません。

Copyright (C) UPR Corporation

クルマを予約する

クルマを予約する日を選択

2019年11月27日

都道府県を選択

選択してください

市区町村を選択

選択してください

ステーションを選択

選択してください

車両名を選択

選択してください

検索する

クルマを予約する

再検索する

デモ車両 (CATS-1)

XX 9999 XX 9999

(デモ)内幸町ST

開始 2015年3月9日 14:30

終了 2015年3月9日 15:00

予約時間をカレンダーで確認

運転者名 山本 宏樹 様

概算料金

通常料金[屋]×2 267円/15分

0時間30分

534円

戻る 予約内容を確認する

Copyright (C) UPR Corporation

クルマを予約する

予約はまだ確定していません。予約内容を確認の上、この内容で予約するを押してください。

デモ車両 (CATS-1)

XX 9999 XX 9999

(デモ)内幸町ST

開始 2015年3月9日 (月) 14:30

終了 2015年3月9日 (月) 15:00

運転者名 山本 宏樹 様

概算料金

通常料金[屋]×2 267円/15分

0時間30分

534円

戻る この内容で予約する

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新規予約受付のご案内

クルマを予約する

予約が確定しました。予約内容を確認してください。

デモ車両 (CATS-1)

XX 9999 XX 9999

(デモ)内幸町ST

開始 2015年3月9日 (月) 14:30

終了 2015年3月9日 (月) 15:00

運転者名 山本 宏樹 様

概算料金

通常料金[屋]×2 267円/15分

0時間30分

534円

予約一覧を見る

Copyright (C) UPR Corporation

- Log in to the smartphone site and select [Reserve a car] from the menu screen.
- Select the date and vehicle name you wish to reserve and press [Search].
- Select the "Start Reservation Date and Time" from the calendar and press "Make Reservation.
- Select "End Date and Time of Reservation" and press [Confirm Reservation Details].
- The reservation confirmation screen will be displayed.
[Click [Make a reservation with these details].
- When a new reservation is confirmed, a "New Reservation Acceptance Notice" e-mail is sent to the driver who made the reservation.

5. reserve a car on the smartphone site

Rescheduling a Reservation

Please log in with your driver ID (11 digits).

カーシェア・つくば ログアウト

山本 宏樹様

クルマを予約する 予約を確認・変更する Coming Soon 会員・運転者情報

お知らせ もっと見る

ホームページをリニューアルしました。 2015年3月2日

スマートフォン会員サイトリリースのお知らせ 2015年2月9日

予約中

開始 2015年3月9日 (月) 18:00
終了 2015年3月9日 (月) 18:30
デモ車両 (CATS-4)
XX 9999 XX 9999
(デモ)内幸町ST

利用開始 変更 キャンセル

Copyright (C) UPR Corporation

予約を確認・変更する トップ

デモ車両 (CATS-4)
XX 9999 XX 9999
(デモ)内幸町ST

開始 2015年3月9日 18:00
終了 2015年3月9日 19:00

予約時間をカレンダーで確認

運転者名 山本 宏樹様

概算料金

通常料金[屋] × 4	267円/15分
	1時間00分
	1,068円

戻る 予約内容を確認する

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予約を確認・変更する トップ

予約の変更はまだ確定していません。予約変更内容を確認の上[予約を変更する]を押してください。

デモ車両 (CATS-4)
XX 9999 XX 9999
(デモ)内幸町ST

開始 2015年3月9日 (月) 18:00
終了 2015年3月9日 (月) 19:00

運転者名 山本 宏樹様

概算料金

通常料金[屋] × 4	267円/15分
	1時間00分
	1,068円

戻る 予約を変更する

Copyright (C) UPR Corporation

予約を確認・変更する トップ

予約の変更を受け付けました。予約内容を確認してください。

デモ車両 (CATS-4)
XX 9999 XX 9999
(デモ)内幸町ST

開始 2015年3月9日 (月) 18:00
終了 2015年3月9日 (月) 19:00

運転者名 山本 宏樹様

概算料金

通常料金[屋] × 4	267円/15分
	1時間00分
	1,068円

予約一覧を見る

Copyright (C) UPR Corporation



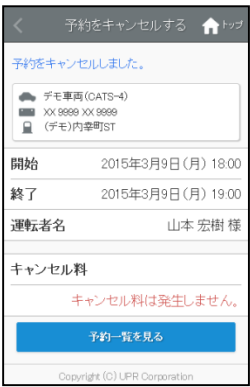
予約変更受付
のご案内

- Please log in to the Smartphone site. If you have reservations, the most recent one will be displayed. If you do not see the reservation you wish to change in the "reservations" list, click on "View or change reservations" in the menu. All reservations will be displayed.
- Press [Change] of the reservation you wish to change.
- On the "Reservation Change" screen, select "Reservation Start Date and Time" and "Reservation End Date and Time" and press [Confirm].
- A confirmation screen for the reservation details will appear.
- Once the reservation change is confirmed, a "Reservation Change Acceptance Notice" e-mail is sent to the driver who made the reservation.

5. reserve a car on the smartphone site

Cancel a reservation

Please log in with your driver ID (11 digits).



予約キャンセル受付
のご案内

- Please log in to the Smartphone site. If you have reservations, the most recent one will be displayed. If the reservation you wish to cancel is not displayed in the "Reservations" section, press [View or modify reservations] in the menu. All reservations will be displayed.
- Click [Cancel] of the reservation you wish to cancel.
- Click [Cancel Reservation] on the reservation confirmation screen.
- When the reservation cancellation is confirmed, a "Reservation Cancellation Acceptance Notice" e-mail will be sent to the driver's e-mail.

6. use a car

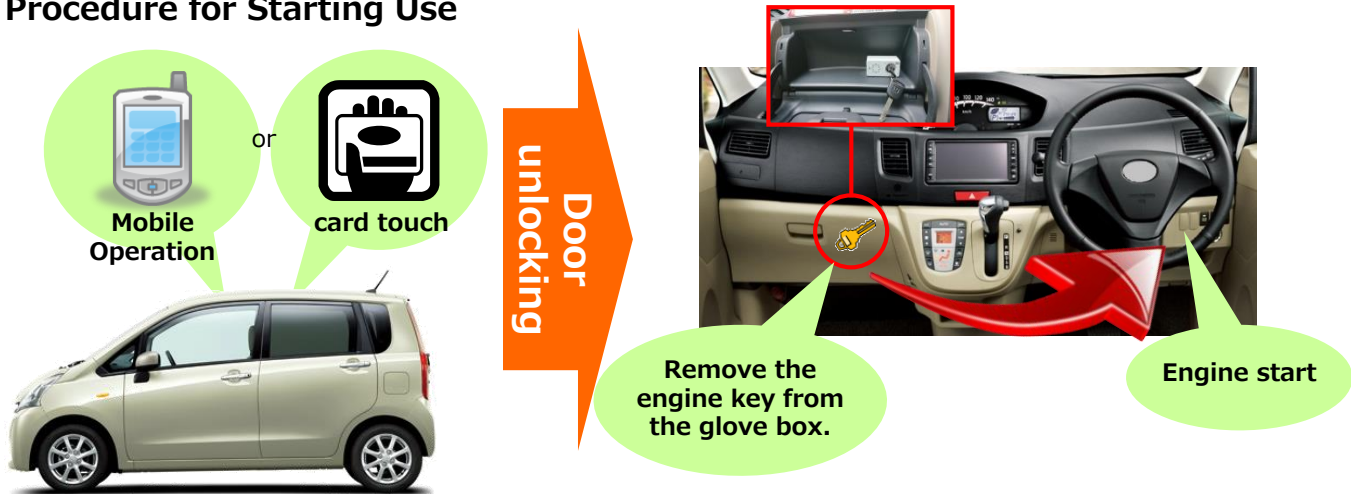
利用開始




Go to the station where the reserved car is located and unlock the door in front of the car with a mobile terminal (cell phone, smart phone) or by touching the card.

1. You can use the room 14 minutes prior to your appointment time. (No charge for use up to the start of the appointment).
2. Before boarding, please check the vehicle for scratches, flat tires, etc.
3. If you find any abnormalities, please contact the Car Sharing Members Help Desk. If you do not contact us and we find them after your use, we will assume that they occurred during your membership.
4. The door is unlocked by operating the start of use on the mobile site (mobile site, smartphone site) or by card touch. After the operation, the system starts communicating with the center. When the reservation is confirmed, the car's hazard lamps will flash twice and the doors will unlock. (about 10 seconds).
5. Remove the "engine key" from the key box located in the glove box. Turn the engine key to [LEND] and pull it out.
6. The car is driven like a normal car using the engine key.

● Procedure for Starting Use





Precautions at the start of use

- ✓ When using the card reader, the card reader will start blinking 14 minutes before the reservation start time. If you do not start using the card reader, the light will turn off 45 minutes after the blinking starts. If the light goes out, you will not be able to start using the card reader by touching it. Please operate from the mobile site (cell phone site or smartphone site) to start use. In this case, the card reader will not blink at the end of use, so please operate the card reader from the mobile site (mobile site, smartphone site) to end use.
- ✓ Once the door is unlocked by the operation to start using the system, please open the door and get on the train as soon as possible. If the door is left unlocked for more than 1 minute after the door is opened, it may lock automatically. In this case, it is necessary to perform the re-open operation. (For details, please refer to "Resume Locking Operation" on page 24.)
- ✓ Immediately after getting into the vehicle, set the engine key to [LEND] from the glove box and pull it out. Even if you do not start the engine immediately, set the engine key to [LEND] and pull out the engine key. If the engine key is not removed within 10 minutes after the door is opened by the operation to start use, the security function will be activated, the door will be locked and the engine will not start.
- ✓ Even if you have a smart key (a vehicle that allows you to start the engine without inserting the engine key), immediately after unlocking the doors at the start of use, please pull out the engine key from the glove box with the engine key in the [LOAN] position. If the engine key is not pulled out with the engine key set to [LOAN] within 10 minutes after the door is unlocked by the operation to start use, the security function will be activated, the door will be locked, and the engine will not start.

6. use a car

● To start using the service from the smartphone site

Please log in with your driver ID
(11 digits).



- Please log in to the Smartphone site.
- If there is a reservation available, the Start Using button will appear in the list of reservations (the last 3). [Click the "Start" button].
- A confirmation screen for starting use will appear. To start using the service, click "Start Use".
- The door lock is unlocked and the Start Using screen appears.

● To start using the service by touching the card



Touch when the green lamp is blinking. When it changes to three-color flashing, please wait.

- Make sure the green light on the card reader is blinking. The card reader will start blinking 14 minutes before the appointment start time.
- Touch the card or mobile device to the card reader. When the red light changes from flashing to lit, communication is initiated to start use, and the door will be unlocked in about 10 seconds.

※ Only vehicles equipped with a card reader can operate the vehicle by card touch.
※ Card information (IDm information) must be registered in advance to operate the vehicle with Card Touch. Cards that can be registered include cards with built-in FeliCa chips, cell phones (e.g., Osaifu-Keitai), and driver's licenses.

Authentication Card Registration

■ What is Certification Card Registration?

Your card can be registered as an authentication card. Once an authentication card is registered, vehicle use can be started (door unlocking) and ended (door locking) with a touch of the card.

Cards that can be registered are cards with built-in FeliCa chips, cell phones (e.g., Osaifu-Keitai), and driver's licenses. Please contact the service provider to find out if cards other than FeliCa cards can be registered.

■ How to register



- You can register 14 minutes prior to the reservation start time.
 - Click on "Register Authentication Card" at the bottom of the "Start Using" screen.
 - When the LED (green/yellow) on the vehicle's card reader flashes, touch your card to the card reader.
 - Once your registration as a certification card is completed, you will receive an email with the "Certification Card ID Information" to your registered email address.
- ※ The blinking LED (green/yellow) on the card reader will turn off or return to the blinking green state after a certain period of time.
- ※ The IC chip's serial number and other information are read from the touched card and registered as the authentication card ID. No personal information or charge information is read from the touched card.

6. use a car

Utilization of Chinese



During use, please lock the doors with the "engine key" as you would in a normal car.

- ✓ It is exactly the same as a regular car except for the start of use and the end of use (return).
- ✓ When leaving the car temporarily, lock the doors using the engine key, and when returning, open the doors with the engine key.
- ✓ Please note that it is not necessary to open and close the door with the mobile device during use.
- ✓ If you are going to be late returning your reservation, please go to the mobile site (mobile site or smartphone site) during the reservation time to extend your reservation. If the next person's reservation has not been made, you may extend your reservation up to two times. Appointments cannot be shortened.



**Outside of the station,
use the engine key to
lock the doors.
(You can also use
the remote control!)**



Precautions during use

- ✓ Do not turn the engine key to the glove box "return" during use. If you turn the key to "Return" by mistake, immediately turn it to "Lend" and remove the key. Turning the key to "return" will activate the security function, lock the doors, and disable the engine.
- ✓ Please be sure to keep the end time of use (return time). If you are unable to return the car within the time due to unavoidable circumstances, please extend the reserved time by using the extension operation, or if you cannot extend the time, please call the Help Desk for Car Sharing Members during the reserved time.

6. use a car

Re-locking operation

- What is the reopening operation?
→ This operation is used to open the security lock if it is locked while the vehicle is in use.
- What are the cases when a security lock is applied?
→ (e.g.) After pressing the "Start Using" button, the engine key was not immediately turned to the loaner and left for more than 10 minutes.
→(e.g.) When returning to the station after using the vehicle, the driver did not press the "end of use" button, but instead turned the engine key to return the vehicle and left it there.

●How to re-open the lock



- Press the "Resume Lock" button in the lower right corner of the screen.
- Press [Resume Locking] on the next page.
- After a few seconds, the system confirms that the vehicle has been unlocked and returns to the reservation screen.

※The "Resume Lock" button appears even when the security lock is not engaged.

6. use a car

● Extend your reservation

Please log in with your driver ID (11 digits).



- Please log in to the Smartphone site.
- If there is a reservation in use, the [End], [Extend], and [Extend 15 minutes] buttons will appear in the "In Use" section. To extend the reservation by specifying the time, click "Extend"; to extend the reservation by 15 minutes, click "Extend 15 minutes". Extension can be performed only twice between the start and end of use.
- Please select the end date and time. [This screen will not appear if you select "Extend 15 minutes" because you cannot select an end date and time.
- The extension confirmation screen will appear. [Press [Extend Reservation].
- The extension confirmation screen appears.
- Once the reservation extension is confirmed, a "Reservation Extension Acceptance Notice" e-mail will be sent to the driver's e-mail.

● Response to voice announcement (before the end of the day) during use

An audio announcement will sound 10 minutes before the scheduled return time and before the end time. If you need an extension, please park the vehicle in a safe place before extending the reservation time. If you have already extended your reservation twice and cannot get an extension, please be sure to contact the Car Sharing Members Help Desk. Please note that if the scheduled return time has passed, the reservation cannot be extended. (You will be charged an overage fee.)

6. use a car

End of use (return)



Return the car to the station during the reserved time to complete the return procedure.
Please be sure to return the car to the station where you started using the service.

1. Park the vehicle in place and stop the engine.
2. Insert the engine key into the key box in the glove box and set it to [Return].
3. Make sure the interior and exterior lights are off and the side brake is pulled.
(If you forget to pull the side brake, you will not be able to finish using the system.)
4. Make sure there are no forgotten items in the car, get off the car, and close the door.
(If the door is half-open, you will not be able to exit.)
5. The door is locked by operating the end of use on the mobile site or by card touch.
After the end-of-use operation, the system starts communicating with the center. When the vehicle status is confirmed, the car's hazard lamps will flash once and the doors will be locked.
It takes about 10 seconds for the system to check the engine, key box, side brake, and half doors, as well as transmit the vehicle's location information, before locking.
6. Upon successful completion, a "Notice of Acceptance of Termination of Use" will be sent to the driver's registered address.
If you do not receive an email, you may not have successfully completed the use of the system.
Check the car door and if it is not locked, perform the end-of-use operation again.

● Termination Procedures



6. use a car

● When terminating use from the smartphone site

Please log in with your driver ID
(11 digits).






利用終了受付のご案内

- Please log in to the Smartphone site.
- If there is a reservation in use, the End of Use button will appear in the "In Use" section. When you are ready to end use, click [End Use].
- The end-of-use confirmation screen will appear. [Click [Terminate]].
- After about 10 seconds, the door will be locked and the end-of-use screen will appear.
- An "End of Use Acceptance Notice" e-mail will be sent to the driver's registered address.

● To end use with a touch of the card



- The card reader flashes when the engine key is returned to the glove box and the vehicle is ready to end use.
- Touch the card to the card reader. When the orange light changes from flashing to three-color flashing, communication is initiated to end use, and the door will be locked in about 10 seconds.
- An "End of Use Acceptance Notice" e-mail will be sent to the driver's registered address.

6. use a car

What if I can't finish using the service?

The hazard lamps will flash and a voice announcement will sound.

For mobile operation, an error message will be displayed. Check the following items and retry the end-of-use operation.

- ① Is the engine stopped?
- ② Is the engine key inserted into the key box in the glove box and set to [Return]?
- ③ Is the side brake pulled?
- ④ Are all doors securely closed?

●If you forget something in the car... Please log in with your driver ID (11 digits).

The door can be unlocked only once within 10 minutes from the end of use (return) by using a mobile terminal or by touching the card.

【 Door opening and locking from a smartphone site 】



- Please log in to the Smartphone site.
- If there is an appointment within 10 minutes of the end-of-use operation, the [Lost and Found] button will appear in the "Lost and Found Waiting" section. [Please press the "Lost and Found" button.
- The "Lost and Found" screen will appear. [Press [Unlock Door].
- Communication to open the door is initiated and the door is unlocked in about 10 seconds.
- After removing the forgotten item, lock the door again. [Press [Lock Door], and the door will be locked in about 10 seconds. If you return to the TOP screen, press [Lock] under "Lost and Found" and then press [Lock Door]. The door will be locked in about 10 seconds.

【 Door opening and locking by card touch 】

- The card reader will blink for 10 minutes after the end-of-use operation. Please touch the card during this time.
- Communication to open the door is initiated and the door is unlocked in about 10 seconds.
- After removing the forgotten item, close the door and touch the card. The communication to lock the door will be initiated, the door will be locked in about 20 to 30 seconds, and the card reader will turn off.

 [If the door is opened with [Lost and Found Door Open], the engine will not start because the security function is activated.

6. use a car

Refueling

Members are not charged for gasoline, but when the fuel gauge shows about 1/3 of the tank, please refuel for the next user.

Members who refuel will receive a discount of 200 yen per refueling session, provided that the amount of refueling is 20 liters or more per session.

When using the fueling card

- A "fueling card" is located in the glove box or glove compartment of the car.
- Receive a "delivery slip and receipt" at the gas station, write your name (katakana, full name) and store it with the card in the "glove box".
- Discounted services cannot be provided without a receipt.

- Please use a manned station for refueling.
- Please refer to the card for available stand series.
- It has a vehicle-only refueling function. It cannot be used in other vehicles.



If you need to refuel urgently (Only in case of emergency. In principle, refuel using the on-board refueling card.)

- Please refuel on a replacement basis. ※ In this case, no discount service will be provided.
- Please pick up the "delivery slip and receipt" at the gas station and bring it with you.
- Please contact the Help Desk for Car Sharing Members to inform that you have refueled.
- We will settle your account later in exchange for a "delivery slip and receipt".
- Reimbursement cannot be made without a receipt.

Promotion of eco-driving

- Be sure to start gently.
- Try to drive with less acceleration and deceleration.
- Be sure to accelerate off the gas pedal as soon as possible.
- Use air conditioning sparingly.
- Stop unnecessary idling.



If you follow the above, you can reduce the consumption of gasoline.
In turn, this will contribute to the reduction of greenhouse gases (CO2, etc.).

7. check your usage history on the smartphone site

利用履歴を確認する

運転者ID（11桁）でログインしてください。

- スマートフォンサイトにログインしてください。
- メニューの「利用履歴」を選択すると利用履歴が表示されます。
- 利用実績の詳細を確認する場合は「>」を押してください。

【運転者ID（管理者）でログインした場合】

会員本人と登録運転者全員の利用履歴を確認することが可能です。

【運転者ID（非管理者）でログインした場合】

運転者本人の利用履歴のみ確認できます。

- 利用実績の詳細が表示されます。



Refer to "10. Charge list" for fees.

<

利用履歴

🏠 トップ

2019年 11月

予約ID

272479

(未使用)

運転者名

朝倉 裕輔

予約日時

2019年11月6日(水) 12:00～
2019年11月6日(水) 12:30
(0時間30分)

利用日時

2019年11月6日(水) 12:00～
2019年11月6日(水) 12:30
(0時間30分)

ステーション名

東京本社ステーション

車両名

マークX9340

>

Copyright (C) UPR Corporation

<

利用履歴

🏠 トップ

予約ID

272479

(未使用)

運転者名

朝倉 裕輔

予約日時

2019年11月6日(水) 12:00～
2019年11月6日(水) 12:30
(0時間30分)

利用日時

2019年11月6日(水) 12:00～
2019年11月6日(水) 12:30
(0時間30分)

ステーション名

東京本社ステーション

車両名

マークX9340

走行距離

0km

一覧に戻る

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8. check/change membership information on the smartphone site

Check membership information

Please log in with your driver ID (11 digits).

<

会員情報

🏠

トップ

会員情報

会員IDUUP00796

会員名朝倉 裕輔

住所〒0000000 東京都千代田区内幸町1-3-2

電話番号

緊急連絡先氏名

緊急連絡先続柄

緊急連絡先電話番号

勤務先名・学校名

メールアドレスyusuke.asakura@upr-net.co.jp

料金プラン（当月）未設定

料金プラン（次月）未設定

お支払い方法クレジットカード

入会日2018/08/02

登録運転者一覧


UUP00796001 朝倉 裕輔

UUP00796002 朝倉 検証用

UUP00796006 朝倉 検証用3

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- Please log in to the Smartphone site.
- Select [Member/Driver Information] from the menu to display membership information.

 What is displayed and what can be changed or applied for changes differ depending on the login ID. For details, see "Various Applications" below.

The information displayed in "Member/Driver Information" varies depending on the login ID. Please refer to the next page and thereafter for the specific method of making changes (direct change or application for change).

	Log in with driver ID (administrator)			Log in with driver ID (non-administrator)		
	confirmati on	direct change	Application for Change	confirmati on	direct change	Application for Change
Member Information						
Member Name	○	×	×	×	×	×
Residence	○	×	○	×	×	×
Phone number	○	×	○	×	×	×
Emergency contact first	○	×	○	×	×	×
Name of Employer/School	○	×	○	×	×	×
Email Address	○	○	×	×	×	×
Rate Plans	○	×	○	×	×	×
Payment Method	○	×	○	×	×	×
Credit Card Information						
credit card	○	○	×	×	×	×
Drivers List						
((display at) a glance)	○	—	—	×	×	×
(Driver Deletion)	—	○	×	×	×	×
(Additional driver registration)	—	×	○	×	×	×
Driver Information						
Driver Name	×	×	×	○	×	×
携帯電話番号	×	×	×	○	○	×
Email Address	×	×	×	○	○	×
license number	×	×	×	○	×	○
License number expiration date	×	×	×	○	×	○
Withdrawal						
(Withdrawal Application)	—	×	○	×	×	×

8. check/change membership information on the smartphone site

Change membership information

Please log in with your driver ID (11 digits).

会員情報変更申請

住所（郵便番号）
0000000

住所検索郵便番登録

例：1230001（ハイフンなし）

都道府県
東京都

市区町村
千代田区

例：千代田区

丁目・番地
内幸町1-3-2

例：内幸町1-3-2

ビル・建物名

例：内幸町本ビル12F

電話番号

例：03-1234-5678

緊急連絡先氏名

例：千代田 花子

緊急連絡先氏名かな

例：あよだ はなこ

緊急連絡先続柄

例：妻

緊急連絡先電話番号

例：03-1234-5678

勤務先名・学校名

例：イービーアール株式会社

備考

確認する

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会員情報変更申請

住所（郵便番号）
0000000

都道府県
東京都

市区町村
千代田区

丁目・番地
内幸町1-3-2

ビル・建物名

電話番号

緊急連絡先氏名
→

緊急連絡先氏名かな
→

緊急連絡先続柄
→

緊急連絡先電話番号
→

勤務先名・学校名
→

備考

変更を申請する

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- Please log in to the Smartphone site.
- Select [Member/Driver Information] in the menu and press [Member Information Change Request].
- The Change Membership Information screen will appear.
- Enter your membership information and press [Confirm].
- A confirmation screen will appear.



The details of your application will be sent to your registered e-mail address and you will be able to confirm it by e-mail.

The application will be registered after the business confirms the contents.

Please note that your application will not be reflected immediately.

Please note that the business may contact you depending on the details of your application.

8. check/change membership information on the smartphone site

Change a member's e-mail address


Please log in with your driver ID (11 digits).





会員（運転者）メールアドレス変更のご案内

- Please log in to the Smartphone site.
- Select [Member/Driver Information] in the menu and press [Change Member Email Address].
- The Change E-mail Address screen will appear.
- Enter your new email address and press [Confirm email address change].
- A confirmation screen will appear.
- A "Notice of Membership Email Address Change" email will be sent to your new email address.



At this point, the e-mail address has not been changed.
Operate to the end of this page to complete the email address change.



- Please check the contents of the e-mail and access the URL in the body of the e-mail.
- Enter your password and press [Change].
- When you see "Your email address change is complete. is displayed, the email address change is complete.

8. check/change membership information on the smartphone site

Change Rate Plans

Please log in with your driver ID (11 digits).



- Please log in to the Smartphone site.
- Select [Member/Driver Information] in the menu, and press [Apply for Rate Plan Change].
- The Change Rate Plan screen will appear.
- Please select your preferred rate plan and click [Confirm].
- A confirmation screen will appear.



The details of your application will be sent to your registered e-mail address and you will be able to confirm it by e-mail.
The application will be registered after the business confirms the contents.
Please note that your application will not be reflected immediately.
Please note that the business may contact you depending on the details of your application.

Change credit card information

Please log in with your driver ID (11 digits).



- Please log in to the Smartphone site.
- Select [Member/Driver Information] in the menu and press [Credit Card Change].
- The Change Credit Card Information screen will appear.
- Enter the new credit card and press [Change].

8. check/change membership information on the smartphone site

Add a driver

Please log in with your driver ID (11 digits)

登録運転者追加申請

トップ

運転者名

例：千代田 太郎

運転者名かな

例：ちよだ たろう

性別

男

女

続柄

例：妻

免許証番号

例：11112223333 (12桁・ハイフンなし)

免許有効期限

令和

--年

--月

--日

免許証画像 (顔)

ファイルを選択 選択されていません

免許証画像 (裏)

ファイルを選択 選択されていません

生年月日

昭和

--年

--月

--日

携帯電話番号

例：090-1111-2222

携帯メールアドレス

例：upr.csystem@docomo.ne.jp

備考

確認する



登録運転者追加申請受付のご案内

- Please log in to the Smartphone site.
- Select [Member/Driver Information] in the menu and press [Application for Additional Registered Drivers].
- The Application for Additional Registered Drivers screen will appear.
- Enter the information of the driver to be added and press [Confirm].
- When the confirmation screen for the entered information appears, press [Apply].
- An email "Notice of Acceptance of Application for Additional Registered Drivers" will be sent to the member's registered email address.

The details of your application will be sent to your registered e-mail address and you will be able to confirm it by e-mail.

The application will be registered after the business confirms the contents.

Please note that your application will not be reflected immediately.

Please note that the business may contact you depending on the details of your application.


8. check/change membership information on the smartphone site

Delete driver information

Please log in with your driver ID (11 digits).



- Please log in to the Smartphone site.
- Select [Member/Driver Information] in the menu and press [Delete Registered Driver].
- The Delete Registered Driver screen appears.
- Select the driver to be deleted and press [Delete Driver].
- A confirmation message for deletion will appear. [Press [Yes]].
- The deletion completion screen appears.

 一旦削除した登録運転者は、会員の操作では再登録はできません。

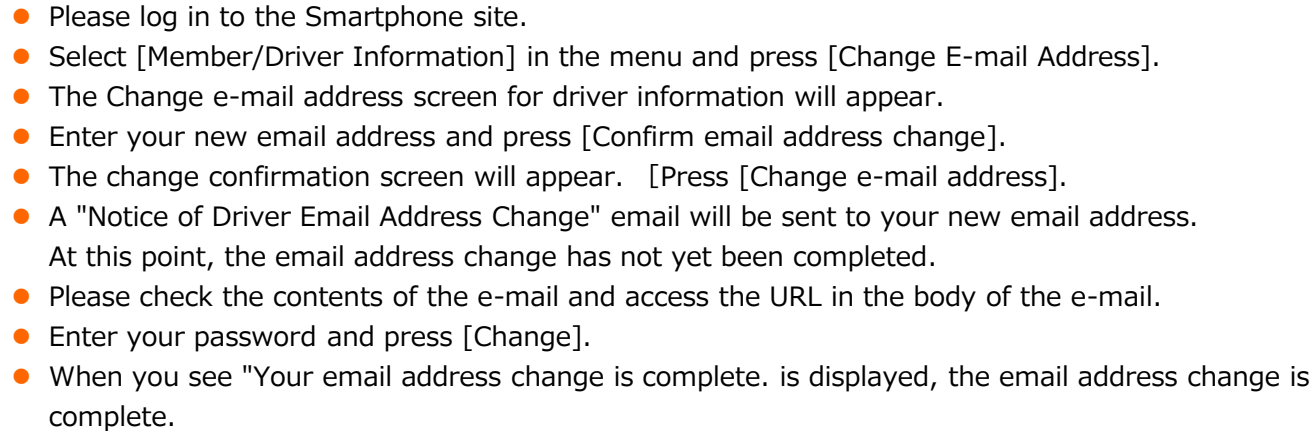
Change the driver's cell phone number

Please log in with your driver ID (11 digits).



- Please log in to the Smartphone site.
- Select [Member/Driver Information] in the menu and press [Change Cell Phone Number].
- The Change Cell Phone Number screen will appear.
- Enter the new form phone number and press [Confirm].
- The change confirmation screen will appear. [Press [Change]]. The Change Complete screen will appear.

Please log in with your driver ID (11 digits).



8. check/change membership information on the smartphone site

Update your driver's license information

Please log in with your driver ID (11 digits).

運転免許証の変更申請

ご使用の機種では、免許証画像のアップロードができない可能性があります。

アップロードができない場合はPC会員サイトをご利用ください。

※免許証番号

12桁・ハイフンなし

※免許証有効期限

令和 --年 --月 --日

※免許証画像（表）

ファイルを選択 選択されていません

※免許証画像（裏）

ファイルを選択 選択されていません

備考

確認する

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- Please log in to the Smartphone site.
- Select [Member/Driver Information] in the menu and press [Apply for Change of License Information].
- The Application to Change License Information screen will appear.
- Enter your new license information and press [Confirm].
- When the confirmation screen appears, press [Apply for change of driver's license].



The details of your application will be sent to your registered e-mail address and you will be able to confirm it by e-mail.

The application will be registered after the business confirms the contents.

Please note that your application will not be reflected immediately.

Please note that the business may contact you depending on the details of your application.



Reservations and use after the expiration date of the driver's license is not allowed.

We recommend that you apply for the change as soon as possible after your driver's license is renewed.

Withdrawal from membership

Please log in with your driver ID (11 digits).

退会申請

※退会希望日

退会理由

ご意見

確認する

Copyright (C) UPR Corporation

退会申請

退会希望日
2019/11/27

退会理由

ご意見

変更を申請する

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- Please log in to the Smartphone site.
- Select [Member/Driver Information] in the menu and press [Cancel Application].
- Please select the date you wish to cancel your membership and enter your reason for canceling your membership and any comments you wish to make.
- Please select "Confirm".
- Please review the information you have entered and select [Apply for change].

※ The application will be registered after the business confirms the contents.
It may take several days to confirm this registration, so please wait a little while for this registration to be completed.

9. compensation system and accident response

Insurance and Compensation Programs

The insurance coverage for this car sharing system is as follows.
All insurance premiums are included in the usage fee.
Please check the sticker inside the car for the contact information of the insurance company.

< Insurance coverage >	【 What cases are not covered by insurance? 】
● bodily injury compensation Limit per person Unlimited (including liability insurance)	• Accidents caused by drunken, drugged, unlicensed, or drugged drivers
● property damage compensation 1 Accident limit No system limit (Deductible 50,000 yen)	• In the event that no police report has been filed and no contact has been made with the Company
● personal injury compensation Limit per driver 30 million yen	• If a settlement is reached between the parties
● Vehicle Compensation 1 Accident limit hourly rate (Deductible 50,000 yen)	• Driving other than the person who registered the ID
	• If the accident was the fault of the other party
	• Reckless driving (e.g., intentional accidents)
	• Flat tires and missing wheel caps
	• Damages to spouse, parents, and children

What is the indemnification, In the event of an accident, the insurance company will pay the claim, but the amount of the user's cost that is not compensated by the insurance is called the "deductible".

Operating compensation (non-operating charge)

In the event that the rental of a room becomes impossible due to accident, theft, breakdown*, defacement, etc., the following amount will be charged as part of the business compensation, regardless of the extent of damage or the length of time required for repair.

*Only for malfunctions caused by reasons attributable to the member or the driver registrant.

- | | |
|---|------------|
| ● If you drive your car to the station where it is scheduled to be returned | 10,000 yen |
| ● Failure to return the vehicle to the scheduled return station by own car | 50,000 yen |
- ※ In some cases, you may be required to pay towing charges, etc. that exceed the insurance coverage.

Troubleshooting

In the event of an accident, theft, breakdown, defacement, or other trouble, please be sure to contact the Car Sharing Members Help Desk and follow the instructions. (Even minor accidents or scratches must be reported.)

- If no report is received, a fee of 10,000 yen per report will be charged.

Example of what to do in the event of an accident

- ① First, act calmly.
 - ② First aid for the injured. Arrange for an ambulance. Contacting the police.
 - ③ Contact the insurance company and the Car Sharing Member Help Desk.
 - ④ A site inspection will be conducted to prepare proof of the accident.
- ※ Never settle between the parties.

What if I have a parking ticket?

- Please contact the Help Desk for Car Sharing Members and immediately report to the police station with jurisdiction.
- Members are responsible for any penalties for violations of the Road Traffic Law, towing, storage, and other expenses.

10. Charge list

J-PARC CarSharing Charge list

Effective from June 1, 2023

plan		Basic Plan
Membership fee		free
monthly membership fee		free
	Exemption indemnity fee (Optional)	¥1,100
hourly rate	Vehicle Class	compact
	15分15 min.	¥150
	3 Hour Pack	¥1,500
	8 Hour Pack	¥3,980
	12 Hour Pack	¥5,180
	24 Hour Pack	¥7,280
mileage charge	1km	¥20
cancellation charge	Up to 60 minutes prior to the start of the appointment	¥0
	After the above until the reservation start time	50% of hourly rate
	After reservation start time	100% of hourly rate
excess charge	After the scheduled return time without notice	200% of hourly rate
Unauthorized Extension Fees	After the scheduled return time without notice	3,000 yen per visit
<p>*1 In the event of an accident, the insurance company will pay the claim, but the amount not compensated by the insurance is called the "deductible". By paying a monthly or annual fee for the indemnity coverage (optional), we will compensate you for this deductible in the event of an accident.</p> <p>*2 The 8-hour and 24-hour packages are automatically applied at the time of reservation; for 48-hour reservations, 2 x 24-hour packages are applied, and for 72-hour reservations, 3 x 24-hour packages are applied. For reservations that span weekdays and holidays, the cheapest rate of all combinations will be applied.</p>		

- Even if you return the car earlier than the reservation end time, you will be charged for the reserved time.
- In the event of unauthorized overtime, an overtime fee (double the hourly rate from the end of the reservation to the actual return time) and an unauthorized extension fee (business compensation) of 3,000 yen per event will be charged.



For details on reservation rules, see "3. Reservation Rules."
See "upr Car Sharing System Membership Agreement" for payment of fees.

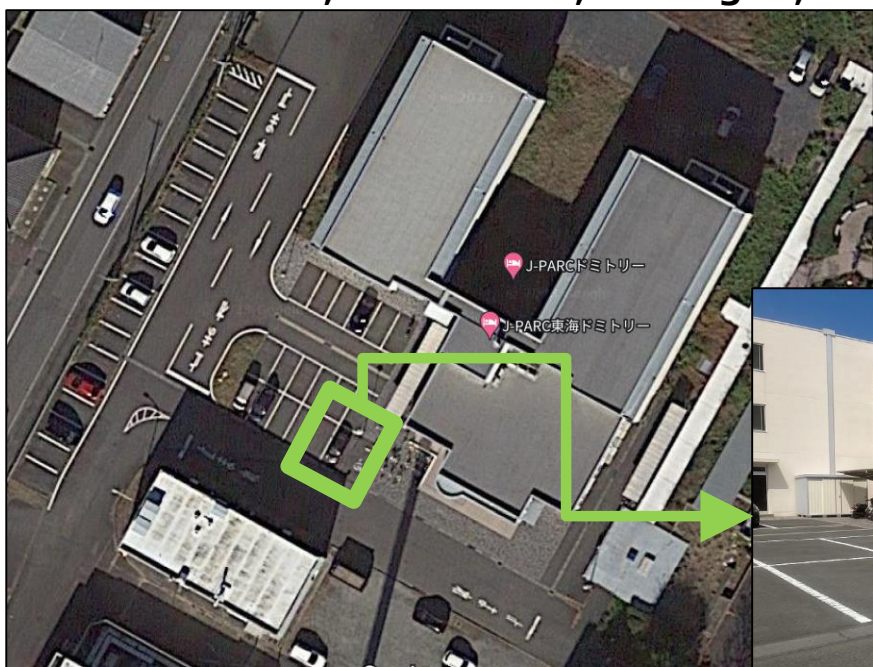



What is the deductible compensation fee?

■ In the event of an accident, the insurance company will pay the claim, but the amount not compensated by the insurance is called the "deductible". By paying a monthly or annual fee for the indemnity coverage (optional), we will compensate you for this portion of the indemnity in the event of an accident.

11. station information

J-PARC Parking lot in front of Tokai Dormitory
203-1 Shirakata, Tokai-mura, Naka-gun, Ibaraki



car model	TOYOTA/BELTA
Vehicle Image	
number	水戸 501 わ 3830
color	silver
capacity (of a car)	5-seater
fuel	Gasoline (regular)
optional equipment	Car navigation system/ETC

12. Q&A for Troubleshooting

At the time of reservation

I can't make an appointment.	Do you make reservations for more than 30 minutes? We ask that reservations be at least 30 minutes in length.
	Do you have another vehicle reserved at the same time? Or, is the car you are trying to reserve already reserved by someone else? Please make a reservation for a different car or at a different time.
	Is your driver's license expired? Driver's license verification is required to rent a vehicle.
I forgot my login ID.	Please contact the Help Desk for Car Sharing Members.
I forgot my password.	Please select "Forgot your password?" on the login screen of the reservation system to issue an initial password.

when lending

Card reader is not flashing.	Did you register your card at the time of enrollment? Registration is required prior to using the card reader.
	Is it 14 minutes before the appointment start time?
	Has it been more than 30 minutes since the reservation start time? The card reader stops blinking 30 minutes after the reservation start time. Please start using the service from the smart phone site.
Flashing red light does not change to lit when touching the card reader	Are you touching the card (mobile device) you registered at the time of enrollment?
	Touch the card against the card reader at different distances, in different orientations, etc.
Door locks will not unlock.	Is it 14 minutes before the appointment start time?
	Did you leave the door open for more than 1 minute after the operation to start using the system? The door may have been automatically locked by the vehicle's security function. Please try to end the use of the car and make a new reservation, or contact the Help Desk for Car Sharing Members.
Engine does not start (engine key does not turn)	Is the steering wheel locked? Try moving the steering wheel left or right while turning the engine key.
	Is the selector lever set to [P]?
	Is the brake pedal depressed when turning the engine key?
	Is the engine key set to [loaner]?
	Is the battery dead? Does the cell turn when the engine key is turned? (Do you hear a squealing sound?) Turn on the room lamps, headlights, and hazard lamps to check. If you think the battery is low, please contact the Car Sharing Members Help Desk.
	The vehicle's security features may have prevented the engine from sating. Please contact the Help Desk for Car Sharing Members.

12. Q&A for Troubleshooting

While using

Forgot to remove the engine key from the key box.	Please remove the engine key from the key box immediately. If it has been less than 10 minutes since the start of use, you can continue to use the system as it is. If more than 10 minutes have elapsed, the security function will be activated and the engine will not start. Please contact the Car Sharing Members Help Desk.
No extension available.	Is the reservation end time passed? Please contact the Car Sharing Members Help Desk.
	Have you already extended your reservation twice? Please return the vehicle within the reserved time or contact the Car Sharing Member Help Desk if you miss the return time.
I mistakenly performed an end-of-use operation.	If the door is locked, please immediately rebook the reservation and operate to start using the service. The Car Sharing Members Help Desk may contact you at this time.
	If it is within 10 minutes from the end-of-use operation, insert the engine key once into the key box and remove it again.
	If more than 10 minutes have passed since the end-of-use operation, the security function may be activated and the engine may not start. Please contact the Help Desk for Car Sharing Members.
Low gas mileage.	Please refuel using the "refueling card" provided in the car.
I got towed for a parking ticket.	Contact the Car Sharing Member Help Desk. Contact the police to return the vehicle. ※All costs incurred are the responsibility of the member.
I turned the engine key to return it.	Return the engine key to the loaner immediately. If more than 10 minutes have elapsed, the security function will be activated and the engine will not start. Please contact the Car Sharing Members Help Desk.

When returning

Another car is parked at the station.	Please contact the Help Desk for Car Sharing Members only.
I left something in the car.	If it is within 10 minutes from the end of use, the door can be opened by "Lost and Found Door Unlocking". If more than 10 minutes have passed, please contact the Car Sharing Members Help Desk.
Forgot to turn off headlights, room lamps, etc.	If it is within 10 minutes from the end of use, the door can be opened by "Lost and Found Door Unlocking". If more than 10 minutes have passed, please contact the Car Sharing Members Help Desk.
Card reader does not flash	Check the following <ul style="list-style-type: none">• Is the engine stopped?• Is the engine key set to [Return] with the key inserted in the key box?• Is the side brake pulled?• Are all doors closed?
Door does not lock when touching the card reader (flashing light does not change to lit)	Are you touching with the card (mobile device) registered at the time of enrollment? Please change the distance, orientation, etc. of the card to the card reader and touch it.
Unable to perform end-of-use operation (door lock)	Check the following <ul style="list-style-type: none">• Is the engine turned off?• Is the engine key in the key box and set to "RETURN"?• Is the side brake pulled? Are all doors closed?

12. Q&A for Troubleshooting

Other

Can I lend my member ID (driver ID) to someone else?	It is not possible. Only the driver registered at the time of application can use the member ID (driver ID).
What happens if I am late for the reserved start time?	If you are late for the start time, you can use the room at any time during the reserved time. However, the usage fee will be charged from the start time of the reservation.
Arrived at the parking lot earlier than reserved time ...	The service is available 14 minutes prior to the start time of the appointment. The time before the reservation start time (up to 14 minutes) is free of charge.
How many days in advance can I make a reservation?	Reservations can be made up to three months in advance.
What is the maximum number of hours I can make an appointment?	The maximum time per appointment is 72 hours (3 days).
Can I cancel my reservation?	You can do so, but a cancellation fee may apply. Please see the charge list.
Can I extend the time of use while I am in the middle of using the service?	It is possible. You can extend the time you are using the room. The maximum number of times is 2 times. (However, this is only possible when there is no reservation for the next person. Shortening is not allowed.)
Why can't I extend my appointment even though it is still within the reserved time?	There may be other reservations behind you.
	Extensions are limited to 2 times. Have you already had two extensions?
	If you miss the return time, please contact the Car Sharing Members Help Desk.
What happens if I miss the scheduled return time?	Excess charges will apply. Do not extend your stay without permission.
Can I return my vehicle to another parking lot (outside the designated parking lot)?	Please be sure to return to the station where you boarded. Please be sure to return to the station where you boarded.
Can I change my rate plan?	You can change your plan on a monthly basis. (The new plan will be applied from the following month.)
What should I do if I am unable to drive the vehicle during use, for example, due to a flat tire?	Please contact the Help Desk exclusively for car sharing members, or the road service of the insurance company to which the car sharing vehicle is subscribed, or JAF, etc. Tire puncture and wheel cap loss/damage costs are the responsibility of the customer.
What if I have an accident while using the system?	Contact the police immediately. If there are injured persons, please call an ambulance first. At the same time, please contact the Car Sharing Members Help Desk. Never settle the case between the parties.
What if the vehicle is damaged during use?	Please be sure to contact the Car Sharing Members Help Desk even for small scratches. Failure to contact us will result in a fine.
What if I park in a no-parking zone and get towed?	Please contact the Help Desk for Car Sharing Members and at the same time, contact the police to return the vehicle. All costs incurred at this time are the responsibility of the customer.
What should I do if I lose my refueling card?	In the event of loss or damage, please notify the Car Sharing Member Help Desk as soon as possible.
Can I smoke in the car?	All car sharing vehicles are non-smoking.
Can pets be carried?	We cannot take them on board. This is because some of our other customers may be allergic to animals.
What about vehicle cleaning?	Staff will wash and clean the cars on a regular basis. Please take back any trash you leave behind. We ask for your cooperation so as not to inconvenience other customers.



— Please keep this manual in a safe place. —

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