

This document serves as a Guide on how to maintain/update your application, as well as steps to submit your monthly reports for the [Riverside County Transportation Commission's](#) (RCTC) vanpool subsidy program, VanClub. This Guide is *ONLY* for those who have applied to and have been approved for participation in VanClub. Be aware that your VanClub subsidy is contingent on following the Program Guidelines and submitting a report each month, per the Guidelines. For each calendar month, your report is due by the 7th of the following month, by 5:00 p.m.

If you have *NOT* received VanClub approval or have yet to submit a VanClub application, we suggest you visit your preferred Provider's page at [VanClub.net](#) and download these documents: Quick Facts, Program Guidelines, Application Guide and Frequently Asked Questions (FAQs).

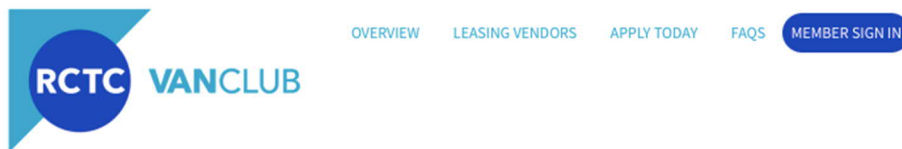
Throughout this Guide, reporting and logging are used interchangeably, and [VanClub.net](#) may also be referred to as "System". For best access to [VanClub.net](#), use one of the following compatible browsers: Windows Internet Explorer Version 8 or higher. or the latest versions of Apple's Safari, Google's Chrome or Firefox. Now that [VanClub.net](#) is mobile optimized, for ease of reporting, ensure your smart phone or table are updated to the most recent operating platform.

If you have been approved by VanClub to begin your subsidy, read on for instructions on monthly logging/reporting duties and other participation requirements. The ongoing requirements to maintain your VanClub subsidy, includes these steps:

1. [Signing in and Updating Vanpool Information](#)
2. [Changes to your Vanpool Vehicle Lease](#)
3. [Data Gathering Requirements](#)
4. [Reporting Deadline](#)
5. [Creating a New Monthly Report](#)
6. [Side Bar Report Menu](#)
7. [Inputting and Submitting Your Report](#)
8. [VanClub Payment of the Monthly Subsidy](#)

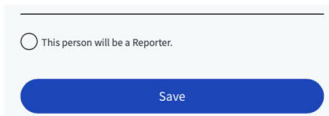
1. Signing in and Updating Vanpool Information.

- a. With your VanClub username (your email) and password, sign in at the blue "Member Sign In" button at the top of [VanClub.net](#).



- b. Should you need to change or reset your password, on the home page, select "Member Sign In" and select "Forgot Password" to follow the prompts to reset your password.
- c. Your VanClub application contained a variety of information about your vanpool and your passengers. Should you have *any changes* to your initial VanClub application, it is important to update your application information via [VanClub.net](#) as soon as those changes take effect. At the top of the navigation menu, select these sections to update your application:

- i. My Account: update your contact and your Supervisor’s contact information.
- ii. My Vanpool > Schedule: update your commute days and your “Going to Work Trip” (from home to work) and your “Returning Trip” (from work to home).
- iii. My Vanpool > Route: change where you start your commute (Origin), the locations where riders board or are dropped off at the work end, or where you park your vanpool during at work (Destination). *Update this section PRIOR to updating your Roster.*
- iv. My Vanpool > Confirm Route: review the map and adjust as needed to properly reflect your route; or, go back to the Route section to make adjustments.
- v. My Vanpool > Roster: Select “Edit” to update existing riders’ contact information, pick-up/drop-off locations, as well as their role. Be aware the Coordinator assignment (the top rider) cannot be changed in this section, refer below to [Section 2.c](#) for how to change the vanpool’s Coordinator/Leaseholder. The other vanpool roles, include:
 - 1) Day/Part-time Rider: if the individual commutes on an occasional basis.
 - 2) Rider: regular commuter of this vanpool, with no other role.
 - 3) Backup Driver: regular commuter of this vanpool who serves occasionally as a Driver. Check with your Provider as to additional requirements to become a Backup Driver; be aware that VanClub does not have additional requirements.
 - 4) Primary Driver: One member of the vanpool must be designated as the Primary Driver. This can be the Coordinator, or another rider who conducts the majority of the driving and is authorized by the Provider to drive. This individual must also sign a VanClub online Participation Agreement if serving this role.
 - 5) Reporter. At any time you can change or designate one of your Riders to also serve as an alternate Reporter, to assist the Coordinator with reporting. To do so, “Edit” the member’s name and at the bottom above the Save button, select the circle next to “This person will be a Reporter.”.



Tip: Should the Primary Driver or Reporter roles change, the individuals who you have designated will be sent an email with instructions to sign onto VanClub.net to review and sign an online Participation Agreement.

2. Changes to Your Vanpool Vehicle Lease. There are several scenarios where your vehicle and/or lease may change. In general, should this occur, your Provider will notify VanClub and make those changes directly on VanClub.net. These types of changes may include:
 - a. Adjustments to Your Lease: Changes to your lease may or may not impact your selected vehicle, or your VanClub application. For example, if your current lease is at \$1050, your vanpool will receive a \$525 per month subsidy. If your lease increases to or exceeds \$1200 per month then VanClub will automatically increase your subsidy to \$600. Other lease changes may not impact your VanClub application, such as an increase to your allowed monthly miles.
 - b. Change in Vehicle: Your Provider will update the System with the new vehicle information, including changes to the vehicle’s seating capacity (which impacts your ongoing occupancy requirement), beginning odometer reading, if there is a change to your lease amount or maximum miles.

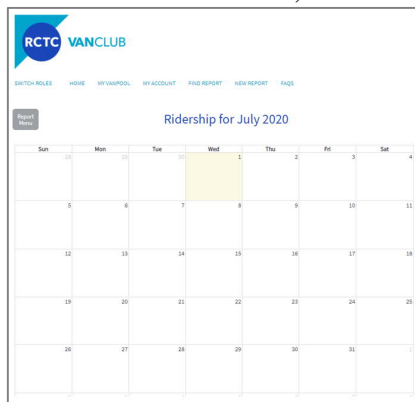
Tip: *Occupancy is calculated based on the vehicle that your Provider enters into the System and was used on the last day of the month. For example - you have a 10-passenger van during July and you change vehicles on July 20th to an 8-passenger vehicle. When the occupancy is calculated for July, it will be based on the 8-passenger vehicle. Upon a vehicle change, the Provider will update your VanClub account and if applicable, upload a new lease and a vehicle checklist.*

- c. Leaseholder Change: If your vanpool has a change in the Leaseholder role, (the person who signs the vehicle lease, the Coordinator), the old Leaseholder should email VanClub of the change, along with the following information:
 - i. Provide their *old* Leaseholder's first/last name, their Agreement number, the contact information of the *new* Leaseholder and the expected date when the switch will occur.
 - ii. VanClub will work with the old Leaseholder to ensure the monthly reporting is completed prior to the Leaseholder change.
 - iii. Changes in Leaseholders do not require a new VanClub application as long as the general route and passengers remain the same. VanClub and your Provider will update the System with the new Leaseholder's lease and checklist.
 - iv. VanClub will contact the new Leaseholder to provide them with instructions on creating a VanClub account or signing into their account, providing/updating their profile information (home address, email, phone number, employer and supervisor), sign an online Participation Agreement, and maintaining the vanpool information and monthly reporting.

3. Data Gathering Requirements. In addition to tracking which passengers commuted each leg for every day your vanpool operated during the month, you must also track ALL vanpool-related costs incurred by anyone in the vanpool group. Report these costs even if they are reimbursed by your employer or if these costs are reimbursed through another program (such as the Federal TIP/Mass Transportation Benefit Program). You may input these costs into the VanClub.net reporting module as they are incurred, or, you may total all required inputs at month end. The information to gather, includes:
 - a. Fuel: each time you fuel the vehicle track not only the fuel cost but also the units of fuel purchased. You will also identify the type of fuel purchased (such as gasoline, electric, etc).
 - b. Cleaning: tally any cleaning supplies (internal or external), along with car washes.
 - c. Fluids: such as motor oil, lubricants, windshield wiper fluids, etc.
 - d. Tolls: highway toll fees, transponder fees or bridge fees.
 - e. Parking: fees levied for parking the vanpool either at the home or work end. Track and enter even if your employer reimburses you for all or a portion of those fees.
 - f. Other Costs: should costs incurred not fall into categories above, may input those under "Other" along with a description (such as windshield wipers, masks for passengers, etc.).
 - g. Ending Odometer: on the last day of the calendar month that your vanpool is in operation, identify the odometer reading when the vehicle is parked at the end of the work day. If you drove another vehicle during the month period, you must also track that vehicle's beginning and ending odometer reading.
 - h. Should you have additional comments about your commute, your statistics or your expenses that you believe may be of assistance to VanClub Administrators as they review your monthly log, add those comments in the Description of Other Costs field.

Tip: *DO NOT ENTER YOUR LEASE COSTS in any of the above mentioned fields, as VanClub will gather and report that information directly from your Provider.*

4. **Reporting Deadline.** Beginning on the first day you receive your VanClub subsidy and for each month that your vanpool is in operation, you must report into VanClub the type of information about your commute that is outlined in [Section 3, Data Gathering Requirements](#). Your vanpool monthly report must be inputted into the [VanClub.net](#) reporting module by no later than 5:00 p.m. on the 7th day of the following month. For example, the July report (July 1st through July 31st) is due by *no later than* August 7th, by 5:00 p.m. If the deadline falls on a day off, weekend, or holiday, it is still your responsibility to ensure the report is complete and submitted into [VanClub.net](#) by the 7th of the following month. If you are unable to submit your report by the deadline, and you have not identified a Reporter for your vanpool who can submit the report by the deadline, [contact](#) VanClub immediately. Your ongoing subsidy is contingent on following the Participation Agreement and submitting an accurate and on-time monthly report.
5. **Creating a New Monthly Report.** Prior to opening and inputting into a report, the System will step you through a quick review of your vanpool schedule, route, route map and roster. Upon confirming that information, select the report month and year and you then “Create” your monthly report. Upon doing so, the reporting sidebar menu will appear to assist you with navigating through the Reporting module. To create a new report:
 - a. After you receive an email from VanClub that your subsidy was approved, upon signing in to [VanClub.net](#), you will be directed to your Monthly Ridership Report module. On this page, you can quickly review your schedule, route distance, your route’s origin, destination and pick-up locations along the way, a map of your route and your roster.
 - b. After a review of each section, if you see errors or if the information requires an update, click on the blue “Update” link beneath each section header, to go to that specific section within My Vanpool or My Account. After making changes and saving, go back to creating your monthly report by selecting the main navigation menu New Report.
 - c. Once you have verified the information on this page, at the bottom, select the “I confirm” circle, and select the month and year of report that you are to enter data into. Select the “Create” button.
 - d. The System will now direct you to your Monthly Ridership Report, a monthly calendar display where you may input which passengers rode to and from work, for that day.



Tip: As soon as a report is opened, a gray button titled Report Menu appears on the upper left of the website. When clicking on this menu it will expand to provide additional menu choices to help you quickly navigate through the report module. Those menus and options are described in [Section 6](#) below.

Tip: At which point you submit your report, and you go back into the System to generate a new report, you will follow the procedure above, each month when generating your next month's report.

6. Side Bar Report Menu. Once a report has been opened, when in the Reports section you will see the grey Report Menu icon to the upper left of your screen. When you click this icon it will expand to a purple side secondary menu, providing additional sections for you to navigate through and complete your report. After a selection is made, the purple expanded menu disappears. Once a report is opened (by selecting "Edit") additional menu options will become available (which are described further below).



The expanded side bar menu allows you to easily move through each of the report sections, by either clicking on the purple menu section, or by selecting the blue arrows at the bottom of each page to go forward or backwards through each section. When a section is selected, the purple sidebar menu will disappear. Once a report is opened for editing, the sections within this sidebar menu are:

Find Report: search for a submitted/past or open report. Select "View" to review a previously submitted report or "Edit" to open and input into the current month's report.

Ridership: directs you to your open report, in a calendar month display. Upon selecting a day, you may check the riders that rode to and from work that day, as well as update your travel distance and time (should there be detours or delays during that commute leg).

Expenses: enter the out of pocket expenses the vanpool incurred during the month, such as fuel, cleaning, fluids, tolls, parking, etc.

Personal/Maintenance Miles: report ALL non commute trips during the period by reporting miles travelled for personal use or vehicle maintenance/repairs.

Vehicles: confirm the vehicle your Provider has assigned to your vanpool, and enter each vehicle's ending odometer reading for the period in use.

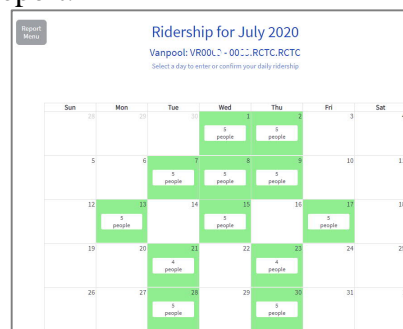
Submit: select the vehicle confirmation; then confirm and submit your report.

Review Route and Roster: review your commute route and passenger roster

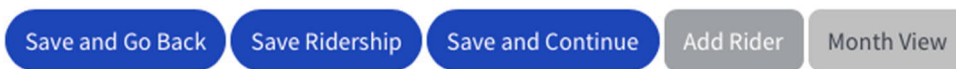
Update My Vanpool: directs you to your application to update these sections.

Rider Search: if you lost riders or want to fill empty seats, use this feature to search for interested vanpool riders near your vanpool's home and work end.

7. Inputting and Submitting Your Monthly Report. This section will describe the steps for inputting and submitting your VanClub monthly report.



- a. Report Menu > Find a Report: search for a submitted/past or open report. When in this section, you must select “Edit” next to your current month’s report in order to go back to the report and to generate the sidebar menu options described above.
- b. Report Menu > Ridership: the current day will be highlighted as a **pale yellow color**. Once you input your ridership statistics into a day, that day will be shaded in **green** and will indicate how many riders on that day. To enter ridership for a day, click on the day and a Ridership form will appear which is pre-populated with information from your application. On this form, there are three areas for input:
 - i. Travel Time: your commute time to work and from work to home are pre-populated from your application. If your commute times increase during this day’s commute, you may change the travel time in the fields provided. If no change, leave as is.
 - ii. Distance: your travel distance to work and from work to home are pre-populated from your application. If your travel distance increases during this day’s commute, you may change the distance in the fields provided. If no change, leave as is.
 - iii. Ridership: check the circles for each rider that travelled in your vanpool for that day, to work and from work to home. Each travel leg from home to work or Rode In AND from work to home or Rode Out must be selected. Riders that did not travel that day, do not check the circle. If all riders commuted on that day both to and from work, check the circle Select All.
 - iv. Save: there are three “Save” buttons at the bottom of each day view. Click at least one of these buttons, or your entries will be lost! Once saved, a green popup will appear at the top notifying you that your ridership was saved successfully. Selecting “Save Ridership” will redirect you back to the Calendar view with the same successful message appearing at the top.



Tip: To view your Monthly Ridership Calendar at any time, click the gray Month View button at the bottom of the Daily Ridership form.

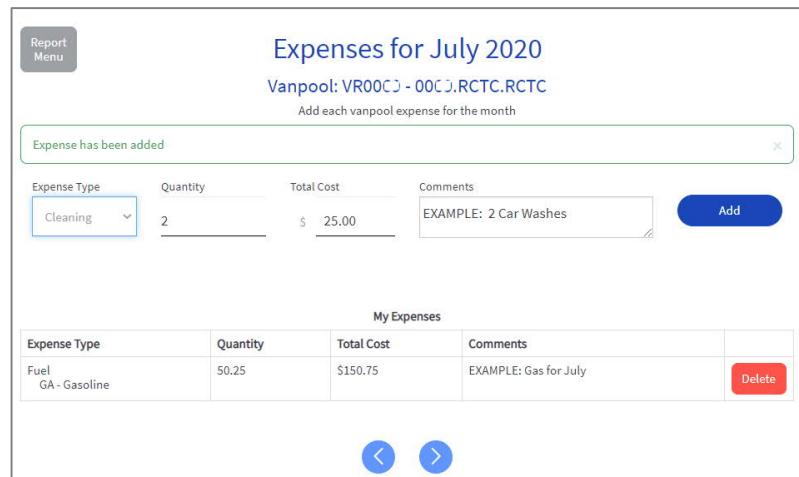
Tip: Do you have a temporary Rider to add to this day? Select “Add Rider” to quickly add a rider to this Daily Ridership form. The rider will continue to appear on your ridership form, until you “Delete” that rider.

- v. Continue to input for each day your vanpool operated during the reporting month.
- vi. If you are reporting at month end and have finished logging your ridership, click the blue arrow at the bottom of the Calendar View to move to the “Expenses” section, or select the sidebar “Report Menu” to proceed to the next desired section.
- c. Report Menu > Expenses: all out of pocket expenses the vanpool incurred during the month will be reported, even if your employer paid for some or all of those expenses. *Do not enter your lease amount in any of the fields below, as your lease amount will be provided by your Provider in the System.* Follow these procedures for each of the expense types identified in [Section 3](#) above:
 - i. Expense Type: in the drop-down menu, select the type of expense you are to report on (fuel, cleaning, fluids, tolls, parking or other). If Fuel is selected, a new drop down menu will appear to ask you to select your Fuel Type.
 - ii. Quantity: based on the type of expense from the prior drop down menu, identify a quantity. You will notice that if Fuel is selected in the Expense Type, then the Quantity column changes to

Gallons/Units. For all other expense types, identify at least a “1” in this field so that you may proceed.

- iii. Total Cost: enter the cost for the expense type, in dollars and cents.
- iv. Comments: add comments if you believe it may be of assistance regarding the expense type.
 - v. **Add:** when finished with each expense, select “Add” and upon doing so, a green banner will appear notifying you that the expense has been added to your report.
 - vi. **Delete:** once an expense has been added and if you believe you inputted in error, select the Delete button to remove the entry and re-enter the expense.
- vii. When finished, click the [arrow](#) button to move to the Personal/Maint Miles section, or select the sidebar Report Menu to proceed to the next desired section.

Tip: *In addition to entering expenses as they occur by day, at month end when completing your report, you may enter a monthly total for each Expense type. For example, if you purchased a total of 100 gallons of fuel for a total of \$400 for a month period, this can be added in as one entry at month-end.*



Expense Type	Quantity	Total Cost	Comments
Fuel GA - Gasoline	50.25	\$150.75	EXAMPLE: Gas for July

- d. Report Menu > Personal/Maintenance Miles: any travel during a month period that is NOT for commuting purposes, are categorized as Personal/Maintenance (Maint) Miles.
 - i. Personal Miles: when a driver uses the vanpool to go to lunch, to run an errand. or to use the vehicle on weekends.
 - ii. Maintenance miles: when a driver takes the vehicle for a repair or to meet Provider staff for them to take the vehicle for repair.
 - iii. For each occurrence, enter the date and the total miles travelled on that day.
 - iv. If you are unsure or did not track the date or miles, please estimate the miles travelled during the month and input as one entry at month-end.
 - v. To add, select the **Add Trip** button, identify which of your registered vehicles was used for the trip, and follow the prompts to complete the form. Select **Save**.
 - vi. If during a reporting period your vanpool did not travel for personal or maintenance purposes, then proceed to the next section.
 - vii. When finished, click the [arrow](#) button to move to the Vehicles section, or select the sidebar Report Menu to proceed to the next desired section.

Tip: *Your lease with your Provider will govern the total miles that your lease is based on, as well as the number of personal miles you are allowed each month. VanClub requires that personal miles not exceed 20% of the average monthly commute miles to and from work to maintain eligibility for the subsidy.*

- e. Report Menu > Vehicles: confirm and enter ending odometer reading for the vehicle that was used for commuting purposes when you parked the vehicle at the home end on the last day reported.
 - i. The System will display all vehicle(s) your Provider entered into the System for this month; however, you should *only* enter the ending odometer for the vehicle used on the last day of this month period.
 - ii. Edit: select the “Edit” button to the left of the vehicle used on the last day of the month. Upon doing so, a popup window will appear:
 - 1) The Start Date and End Date have been pre-populated from our Provider for this specific vehicle. If you believe in error, please correct these dates.
 - 2) The Start Odometer is from either your Provider or from your last month’s report, when you inputted the ending odometer reading.
 - 3) End Odometer: Enter the mileage for you to fill in information on the vehicle, including the date you started to use the vehicle, end date of use, the starting odometer and the ending odometer.
 - 4) Select **Save**. Upon doing so, your Ending Odometer reading will carry over to your next month’s Start Odometer reading (unless you make a change to your vehicle). If you create a new monthly report *before* the prior month’s report has been submitted, the Starting Odometer will need to be entered, which should be consistent with the Ending Odometer from the prior month. If you are unsure, it is recommended that you verify the Starting Odometer at the time of completing this reporting section, or do not start a new report until your prior month’s report is complete and submitted.
 - 5) Upon saving, a **Vehicle Updated** banner will appear above the table.
 - 6) When finished, click the **arrow** button to move to the Submit section, or select the sidebar Report Menu to proceed to the next desired section

Tip: *Should any of the vehicle(s) in this section NOT be the vanpool vehicle assigned to you, or if you were assigned a new or loaner vehicle on the last day of the reporting month, please contact the Provider and ask them to update the System.*

- f. Report Menu > Submit: Upon completing the Ridership, Expenses and Vehicle section, this is the final step to confirm the number of vehicles used during the reporting month and that the report information is complete and accurate.
 - i. Select Comments: enter any pertinent information, comments or concerns to share with VanClub (such as a vehicle change, or incorrect information entered by Provider).
 - ii. One of the two buttons below the Comments box, to identify how many vehicles were used during the reporting period.

- The same vehicle was used for this entire reporting period.
- Multiple vehicles were used during the course of this reporting period.

My vehicle was being serviced and I was given a loaner vehicle. The loaner vehicle dates were: ___/___/___ to ___/___/___.

- iii. Select the button to the left of the statement “I Confirm that my vanpool report is correct”. If you are unsure, or need to review your report, use the [arrows](#) to go back to review your entries and/or edit if necessary.
- iv. After confirmation/review, click [Submit](#).
 - 1) If your report was successfully submitted, you will see a green banner message at the top of this report.
 - 2) If your report contained errors, you will see a red error message at the top of the report with specific instructions for you to go back and correct the errors noted.
 - 3) If you are having trouble correcting the errors, [email](#) VanClub at or call VanClub at 844-VANCLUB (844-826-2582).
 - 4) After correcting any errors, click [Submit](#).

Congratulations! Your VanClub report has been submitted and will receive an email from the System confirming your submittal. VanClub will review your report and if necessary, may contact you or your Reporter should we have questions.

Tip: To open your next month’s report, go to the top and select Find Report or go to the gray sidebar menu Report Menu > Find Report and select the next month report to repeat this process.

8. VanClub Payment of the Monthly Subsidy. Upon the review and approval of your monthly report, VanClub will provide the subsidy directly to your Provider. Depending on your invoice cycle with your Provider, your first month’s subsidy may not be reflected on your invoice until the following month. Should you have questions as to when your subsidy will be reflected on your invoice, contact your Provider. Since your subsidy is determined based on your lease amount (50% of the lease amount not to exceed \$600 per month), should your lease change, then your subsidy may change as well. Any changes to your lease will be reported into your VanClub account directly by your Provider. Should there be any discrepancies on your vehicle invoice and the VanClub subsidy, first contact your Provider to resolve.

Should you have ANY questions about updating/maintaining your online VanClub application, or, submitting your monthly report, please contact VanClub via email at info@VanClub.net or call us at 844-VANCLUB (844.826.2582).

Thank you for your participation and happy commuting!