# **WOW CarShare Post-Trip Info**

Last updated: Sep 27, 2023

**Previous step:** [**WOW CarShare Pre-Trip Info**](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-pre-trip-info/)

## Returning the Vehicle

You can only end your trip at the applicable Home Building and by parking the Vehicle in one of the WOW CarShare Designated Parking stalls.

At the end of the trip, you must ensure that the Vehicle used during the Rental Period is parked appropriately in an available WOW CarShare Designated Parking stall.

## Obtain your belongings from the Vehicle

Once returned to the WOW CarShare Designated Parking stalls at the Home Building, ensure to obtain your belongings from the Vehicle.

**Important:** WOW CarShare is not responsible for any lost, damaged or stolen personal belongings left in or on a Vehicle at any time.

We will make our best efforts to recover your Lost & Found items.

## Secure the Vehicle

Before ending your trip, please ensure that:

* the Vehicle engine/motor is turned off;
* ensure that the Vehicle is clean and tidy and you have left none of your belongings in the Vehicle;
* you lock the Vehicle by tapping the **Lock Doors** button on the Mondofi Mobile Application/WOW CarShare;
* ensure that all windows, doors, and the trunk are fully closed and that all lights have been turned off; and
* ensure that the Vehicle is returned in its original condition, except for ordinary wear and tear due to reasonable use.

**Important:** please make sure to physically check that the doors have been locked before ending your trip.

## Plugging the Charging Cable in the Vehicle’s Charging Port

**Important:** If the Vehicle’s battery charge is insufficient for an upcoming reservation with another Member and the Charging Cable is disconnected, then you may be charged a Service Fee, as applicable per the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/). Please ensure to plug the Charging Cable to the Vehicle’s Charging port to avoid such fees.

Once the Vehicle is secure, please ensure to plug the Charging Cable from the Charging Station that is nearest to the Designated Parking stall into the Vehicle’s Charging Port.

The Vehicle’s Charging Port is located under a flap on the following Vehicle locations:

* front, above the bumper (Nissan Leaf EV). Charge port access door release is to the lower left of the steering wheel.

## Ending Your Trip

Once the Vehicle is parked, secured and charging according to the directions above, tap the **End Reservation** button at the bottom of your booking details screen, on the **Mondofi Mobile Application/WOW CarShare**.

### *Confirmation to End Trip*

Once the **End Reservation** button is tapped, the Mondofi Mobile App/WOW CarShare will display Trip Details, Booking Details, Payment Details and Payment Method. Please review the information for correctness.

To proceed with ending the trip, tap the **Confirm & End** button at the bottom of the screen.

Your credit card will be charged for the amount indicated.

If you noted any issues with the information presented, please proceed with ending the trip, in order to avoid delays in return and incurring additional charges. You may access your trip details again later at any time via the Mondofi Mobile Application/WOW CarShare, on the MOCAR screen under the History tab. If you wish to address any issues encountered, please contact the **WOW CarShare Call Center** at **1-509-295-2036**.

## Reviewing Reservation History

### *Reservations Listing*

You may review your prior reservations at any time within the Mondofi Mobile Application/WOW CarShare, on the MOCAR Screen, under the History tab.

All prior reservations are listed in reverse chronological order as cards displaying summarized information.

The status of each reservation is noted on the bottom of each card, as either:

* Ended, or
* Canceled

### *Reservations Details*

Tapping on the status on any card will display the details of the reservation, including:

* Reservation status (Ended or Canceled)
* Vehicle details, including:
  + Color
  + License plate
* Home Building
* Booking Type, one of the following;
  + Scheduled with Set Return
  + Scheduled with Open Return
  + Book Now with Set Return
  + Book Now with Open Return
* End date & time
* Total Cost
* Service Fees applied
* Payment method used

Tapping on the **Get Invoice** button will display the invoice details associated with the reservation.

### *Invoice Details*

Tapping on the **Get Invoice** button on the **Reservation Details** screen for an ended reservation will display the invoice details associated with the reservation.

* Payment method used, including:
  + Last 4 digits of the credit card used
  + Date of the charge
  + Total charge applied
* Booking or Trip details, including:
  + Building Name
  + Start date & time
  + End date & time
* Booking Type, one of the following;
  + Scheduled with Set Return
  + Scheduled with Open Return
  + Book Now with Set Return
  + Book Now with Open Return
* Payment details, including:
  + Fare amount
  + Service Fees applied
  + Taxes applied
  + Total amount
* Vehicle Details, including:
  + Vehicle type
  + License plate number

A copy of the invoice can be downloaded in PDF format to your device by tapping the **download icon** button at the top-right of the screen.

**Next step:** [**WOW CarShare Trip History**](https://site.mondofi.com/mobile-app-content/car-share-user-guide/trip-history/)

## Related Documents

* [Glossary of Terms](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-glossary/)
* [Terms & Conditions](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-terms-conditions/)
* [Privacy Policy](https://site.mondofi.com/mobile-app-content/mobile-app-content-privacy/)
* [FAQ](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-faq/)
* [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/)
* [Pre-Trip Info](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-pre-trip-info/)
* [Post-Trip Info](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-post-trip-info/)
* [Insurance Info](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-insurance-info/)
* [User Guide](https://site.mondofi.com/mobile-app-content/car-share-user-guide/)