



..... a fleet in motion

Utilisation Management System (UMS) user guide

2 Quick reference guide for drivers

Version 1, 05/12

This is a quick reference guide for drivers.

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1 About this Document

This manual is a quick reference guide for drivers and outlines how to make simple online vehicle bookings through the Utilisation Management System (UMS).

A condensed troubleshooting section is provided at the end of this manual. If you have any problems using the system, that are not addressed by the troubleshooting section, please refer to the FREQUENTLY ASKED QUESTIONS (FAQs) AND TROUBLESHOOTING GUIDE and if that can not help then contact your UMS System Administrator. If they are not available please contact the QFleet Systems Support team at utilisation@qfleet.qld.gov.au or call 07 3224 6554.

This user guide is one of seven user guides explaining how to use the UMS. Although all documents are written for different audiences, depending on your role, it may be beneficial for drivers to also read the following two documents before first using UMS:

- Getting Started User Guide for:
 - About UMS
 - Other roles, UMS applications and requirements
 - Access and Logon instructions
 - About Pooling Management Offices (PMOs) and Pools
- FAQs and Troubleshooting User Guide for:
 - Additional hints and tips that may assist you using UMS.

2 How to log in

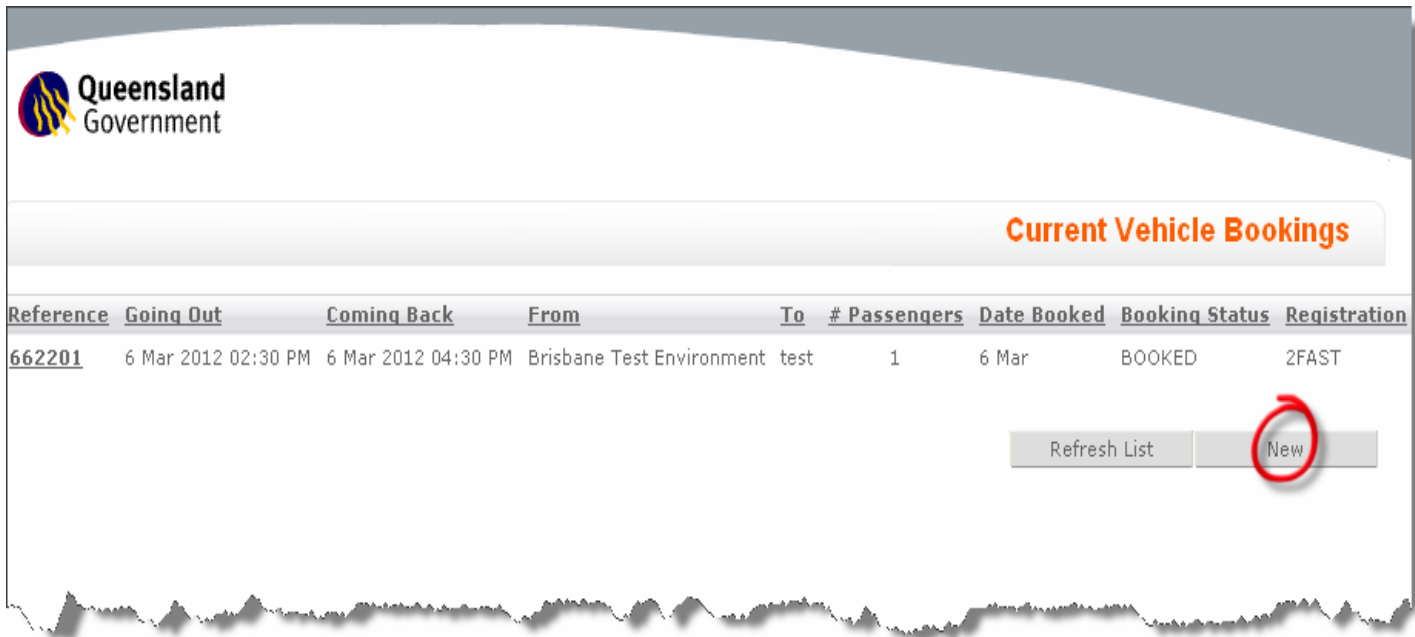
Go to <http://pooling.fleetscape.qfleet.qld.gov.au/>

Note: Please add this page to your Favourites.

As a driver you should have access to the Booking Application.

Log in using your email address (e.g. john.citizen@qfleet.qld.gov.au).

Your password is your employee ID or 'password'. If you can't log in, contact your UMS administrator.



The screenshot shows the 'Current Vehicle Bookings' section of the Queensland Government UMS interface. It features a table with columns for Reference, Going Out, Coming Back, From, To, # Passengers, Date Booked, Booking Status, and Registration. A single booking is listed with Reference 662201, scheduled for 6 Mar 2012 from 02:30 PM to 04:30 PM, originating from 'Brisbane Test Environment' and going to 'test' with 1 passenger. The booking status is 'BOOKED' and the registration is '2FAST'. Below the table, there are two buttons: 'Refresh List' and 'New'. The 'New' button is circled in red, indicating it is the focus for creating a new booking.

Reference	Going Out	Coming Back	From	To	# Passengers	Date Booked	Booking Status	Registration
<u>662201</u>	6 Mar 2012 02:30 PM	6 Mar 2012 04:30 PM	Brisbane Test Environment	test	1	6 Mar	BOOKED	2FAST

Refresh List **New**

This screen displays all bookings made by the driver that is logged in. To create a new booking click the **New** button.

3 How to make a new booking

Once you have clicked on the **New** button, this will take you to the booking request page. To fill this out, please follow the guide below (the booking request page).

The Booking request page

Queensland Government

Create Booking

Fields marked with * are required.

Trip Details

Pickup Location: *

Depart From: *

Destination: *

Recurring?: ☐

Going Out: *

Coming Back: *

Overnight?: ☐

Passengers: *

Usage: * Personal: ☐ Business: ☒

Special Requirements:

Job Number:

Purpose:

** Purpose MUST describe the nature of the vehicle booking and CANNOT be a single word entry; it must contain three words or more. Purpose must explain succinctly why you are going there. For example 'Inspection of road closure application'. Otherwise it will not be recognised as business use and will be deemed private use for FBT (Fringe Benefit Tax) records. Multiple business journeys on one day may be recorded as a single entry. Eg: Four customer calls - Beenleigh/Gold Coast Area.*

Booked For Driver Details

Organisation:

Driver:

Office Phone:

Contact Phone for this booking:

Cost Centre for this booking: *

Valid Licence? ☐ * I hereby acknowledge that I have a valid licence to book a vehicle. If you are booking for someone else, you are responsible for ensuring the driver has a valid driver's licence.

Finally click **Create Booking**. That's it! Now wait for a confirmation email letting you know which vehicle has been allocated to you.

4 How to create a recurring booking

Drivers can use the booking application to make recurring bookings. A user can create recurring bookings in the system for up to four weeks.

Queensland Government

Create Booking

Fields marked with * are required.

Trip Details

Pickup Location: Brisbane Test Environment *

Depart From: *

Destination: * *"Various Destinations" is not acceptable. Record the furthest destination intended for the journey. Eg: Charleville.*

Recurring?: ☒

Days: Mon Tue Wed Thu Fri Sat Sun *

Start Date/Going Out: *

Coming Back: *

Number Of Weeks: 1 *

Overnight?: ☐ *Overnight MUST be ticked if the booking starts and ends on different days.*

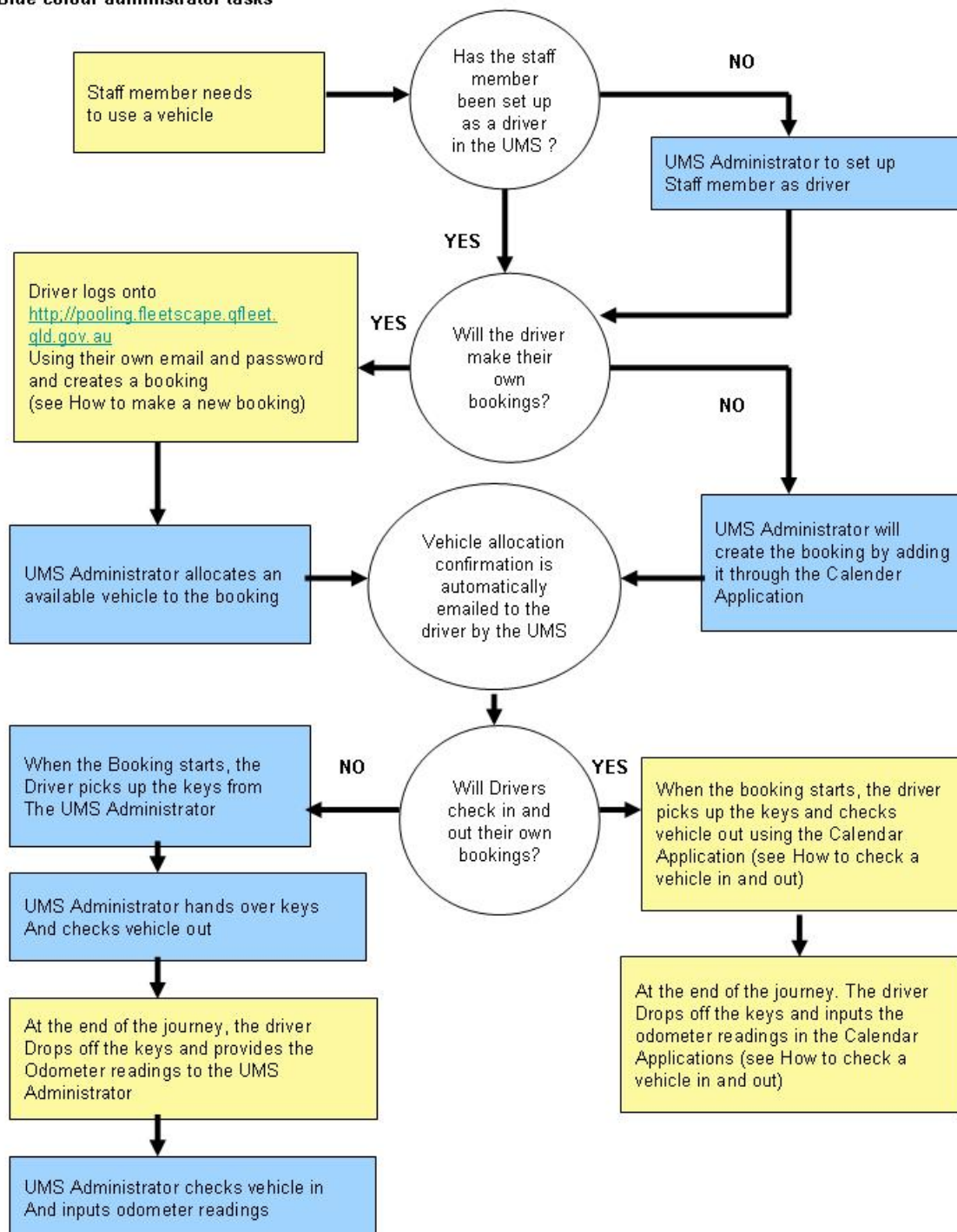
Passengers: 1 *

- Go to the Booking Application from the main screen of the UMS.
- Click **New**.
- Fill in the departure and destination location.
- Tick **Recurring**.
- Tick the days for your recurring booking.
- Select the start date by clicking on the calendar icon, selecting the date and time and clicking on X to confirm.
- In Coming Back, fill in the expected return time.
- From the drop down box next to Number of weeks, select the number of weeks for the recurring booking.
- Fill in the number of passengers, usage, special requirements and purpose of the trip.
- Ensure that the driver has a valid driver's licence and tick Valid Licence.
- Click **Create Booking**.

5 UMS booking process map

This process map explains the UMS booking process

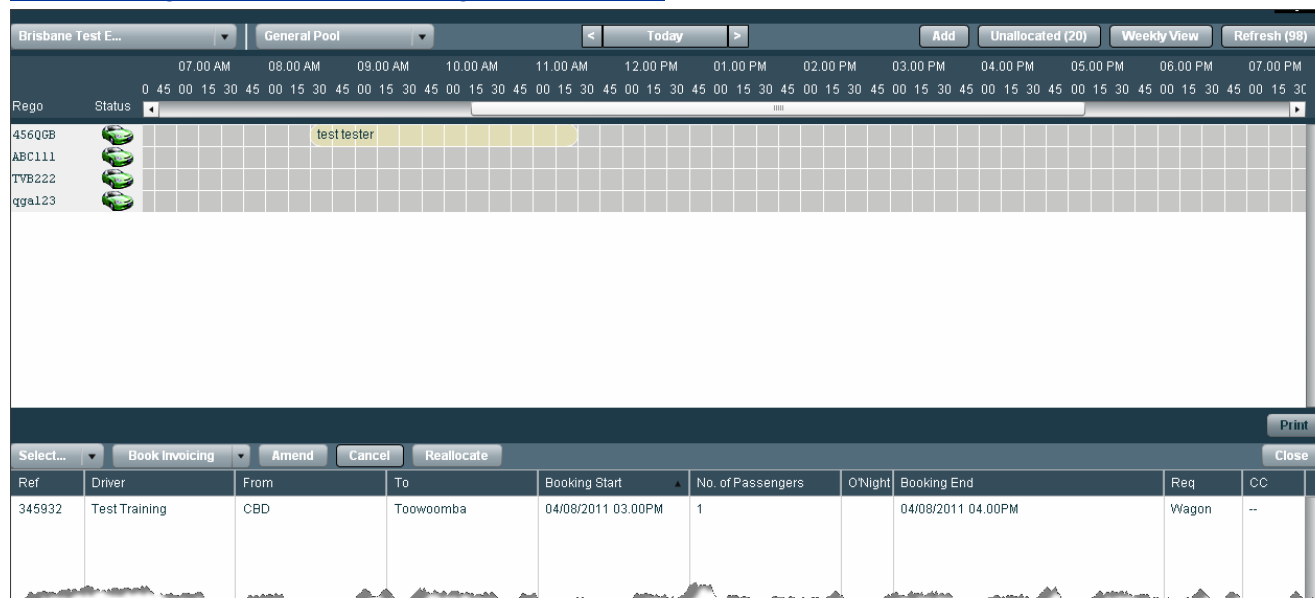
Yellow colour driver tasks
Blue colour administrator tasks



6 Information for Drivers with PMO Officer access

Drivers who have PMO Officer Access will also be able to check vehicles in and out through the Calendar Application. The Calendar Application is the administration tool of the UMS. If you have PMO Officer access you can use the following link to view the Calendar:

<http://pooling.fleetscape.qfleet.qld.gov.au/calendar>.



The PMO will automatically appear as your main location. This will appear in the drop down box in the top left corner.

Click on Select a pool from the drop down box next to your location and select the appropriate pool. A list of the vehicles and bookings for your pool will appear in the calendar.

Hover the cursor over the vehicle registrations on the left to bring up information on the vehicles.

7 How to check a vehicle in and out

Vehicle check out and check in should be done when the vehicle keys are picked up and returned. It allows you to accurately measure the time a vehicle is actually in use. It also captures who is responsible for the vehicle in case of traffic infringements and vehicle damage.

Note: If the vehicle was not checked out or in at the correct time it is the PMO Managers responsibility to amend the booking to reflect the actual time a vehicle was out.

8 Check out

Left click on the **green** bar with your name, and click on Check Out. The below screen will appear.

1. Check that the Odometer Out is the same as the odometer reading in the log book.
2. Click the Overnight Form box if the car is being used over night.
3. Set the Fuel Out level if known.
4. Add any further information in the Notes section.

- Click OK. This will change the colour of the vehicle bar to purple, indicating the vehicle is in use.

Check Out Vehicle ABC111

Odo Out ☐ Overnight Form

Fuel Out ▼

Notes

9 Check In (single day booking)

When the vehicle is back at the PMO it has to be checked in as soon as possible.

Left click on the **purple** bar with your name on it and click Check In. The below screen will appear.

Check In Vehicle ABC111

Accident ☐ Fuel In ▼

Damage ▼

Odometer Out Odometer In Destination Purpose

14/03/2012 4235 14/03/2012 0 Destination test Purpose test

Notes

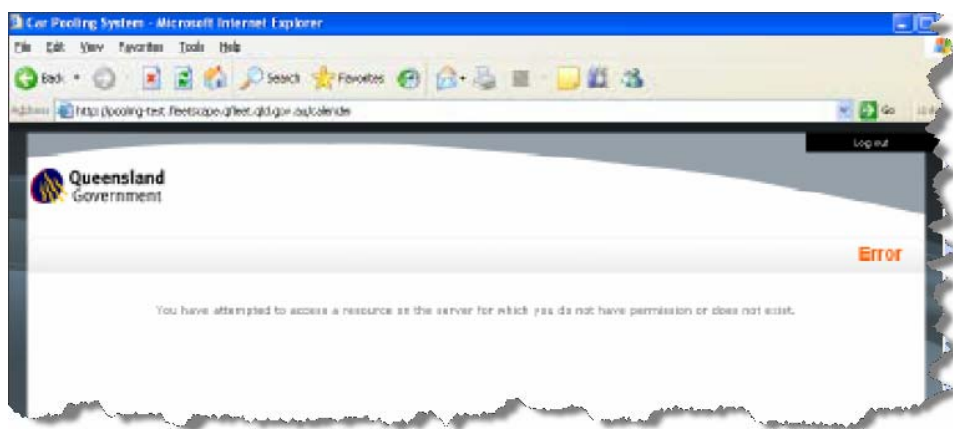
- Enter the end odometer reading in the Odometer In box (second from left).
- Update any changes to destination or purpose.
- Update the Fuel area to reflect how much fuel is in the vehicle if known.
- If there was an accident, check the box next to Accident and indicate the amount of damage in the Notes section at the bottom.
- Enter any other relevant information regarding the journey in the Notes.
- Click OK.
- The colour of the booked vehicle will now change to **beige**. This is now classed as a record.

10 Check In (multiple day booking)

The process is the same as for the single day booking, except Odometer In and Out, Destination and Purpose have to be entered for each day. Please refer to the logbook for this information.

11 Troubleshooting

Error message appears – you have attempted to access a resource on the server.



Solution:

There are two main reasons why this happens:

1. You've put in the wrong password or email. Please re-enter your email and password and try again.

Ensure Caps Lock is off.

2. The URL may have been misspelt. Please check that it is one of the following:

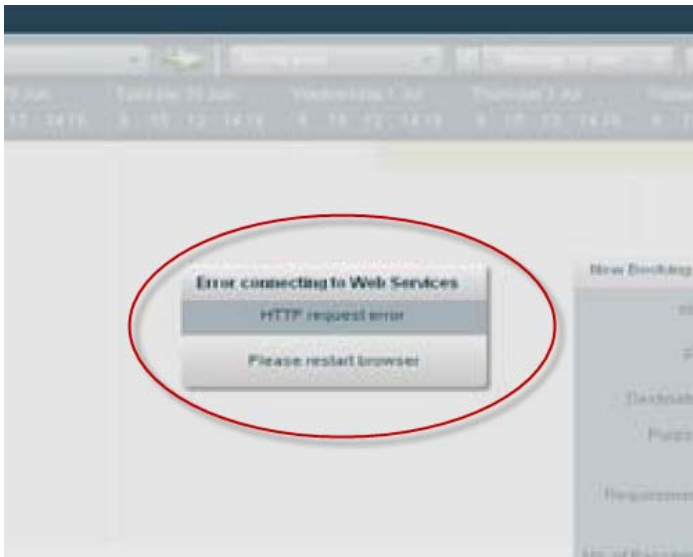
<http://pooling.fleetscape.qfleet.qld.gov.au/calendar>

<http://pooling.fleetscape.qfleet.qld.gov.au/booking/list>

3. You may not have access to the calendar. Please contact your UMS administrator.

Please note, that Drivers must use http://pooling.fleetscape.qfleet.qld.gov.au
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12 Error connecting to Web Services – HTTP request error



This happens when there is a communication error with the QFleet server.

Solution:

Hit the refresh button: 

You do not need to restart the browser.

13 Validation message appears – the scheduled start and end date/time of booking has passed

The booking is in the past and therefore can not be booked out.

Solution:

Contact your System Administrator to amend the booking.

