Dispatch & Reservation - Dispatcher

GSAfleet.gov User Guide

Updated March 31, 2023

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Introduction

What is Dispatch and Reservation?

The Dispatch and Reservation feature is a new component of the larger GSAFleet.gov platform. It allows a user to:

- Create and manage public and private motor pools.
- Add GSA Fleet leased and/or agency-owned vehicles to motor pools.
- Invite and manage members.
- Create and manage vehicle reservations.
- Download reservation and utilization data.

What is GSAFleet.gov?

The General Service Administration's (GSA) office of Fleet Management's mission is to provide safe, reliable, low cost vehicle solutions that assist federal agencies in effectively and efficiently meeting their mission and federal mandates. GSA Fleet manages mandatory Government-wide vehicle acquisition programs, provides Federal agencies full service vehicle leases, and offers short term vehicle rentals. In order to meet this mission, GSA Fleet personnel, customers, and other internal and external stakeholders currently use 19 disparate systems, some obsolete for system expansion or future growth.GSAFleet.gov will consolidate those 19 systems into a single integrated system with value added fleet management services enabled by the enhanced automation will be made available to agencies as service offerings to improve their fleet management. This modernization will allow agencies across the government to reap the benefits of the resulting solution and enhance a widely leveraged shared service.

Creating a Motor Pool

Step 1: On the landing screen, use the "Dispatch and Reservation" tab to navigate to the motor pool table.

Get Started

Here are some links to get you started. Please keep an eye out for new features and updates as we will roll them out regularly.

MANAGE MY FLEET

Dispatch And Reservation

View and manage motor pools, request access to public motor pools, create and manage vehicle reservations.

Step 2: Here you'll have listed the public motor pools in your agency. If you are part of a private pool, it will also be listed. Select the Create Motor Pool button in order to create a new motor pool.

Dispatch and Reservation

Use this feature to create and manage public and private motor pools, add GSA Fleet leased and/or agency-owned vehicles to motor pools, invite and manage members, create and manage vehicle reservations, and produce reports based on reservation data.

For more information, please see the dispatch and reservation user guide and "How to" video.

+ Create motor pool

		Motor pool name	Description	No. of vehicles	Location	Actions
	＞	Washington DC HQ Motor Pool	This motor pool is for... Read more	2	Washington , DC 20304	•••
	＞	Regional Office Motor Pool - Chicago	This motor pool is... Read more	2	Chicago, IL 60007	•••

FILTERS

0 filters applied —

No filters applied

Pool name +

Pool type +

State +

10 ↕ items per page

Displaying 1-2 of **2 items**

Step 3: Once on the Create Motor Pool creation modal, fill in the details. Once done, select Submit.

- Name of motor pool: you can name your motor pool anything you'd like as long as it does not overlap with the name of a previously created motor pool in your agency (Required)
- Description (Required)
- City
- State
- Zip
- Time zone: Important because members will be creating reservations in the motor pool based on the established time zone (Required)
  - o Note: Once the motor pool is created, the time zone cannot be edited. To update the time zone, the motor pool will need to be deleted and a one will need to be created
- Pool is public: Yes or no. Public pools are accessible by anyone in the agency while private pools are only viewable by members of said pool
- Agency
- Primary dispatcher: Select the user who will serve as the main manager of this motor pool (Required)
- Backup dispatcher: Enter a member of your agency to serve as your secondary dispatcher, names will populate as you enter letters

Create motor pool

Begin by naming your pool, adding a description, and selecting time zone.

Required fields are marked with an asterisk (*).

Name of motor pool *

Philadelphia HQ

35 characters left

Description *

This motor pool serves as the Philadelphia Office's dispatch and reservation center

117 characters left

City

Philadelphia

State

PA

ZIP code

19138

Time zone *

Eastern standard time (US/Eastern)

Pool is public

Yes

Agency *

-Select-

Primary dispatcher *

-Select-

Backup dispatcher(s)

Select dispatcher

Cancel **Submit**

Step 4: Your motor pool will now be listed on the Motor Pool table. To find your motor pool, use the filter on the left side of the screen or scroll down the screen. Each screen page only allows 10 motor pools per page.

Dispatch and Reservation

Use this feature to create and manage public and private motor pools, add GSA Fleet leased and/or agency-owned vehicles to motor pools, invite and manage members, create and manage vehicle reservations, and produce reports based on reservation data.

For more information, please see the dispatch and reservation user guide and "How to" video.

+ Create motor pool

FILTERS			↑ Motor pool name	Description	No. of vehicles	↕ Location	Actions
0 filters applied —		☐	>	Washington DC HQ Motor Pool	This motor pool is for... Read more	2	Washington , DC 20304	...
No filters applied							
Pool name +		☐	>	Regional Office Motor Pool - Chicago	This motor pool is... Read more	2	Chicago, IL 60007	...
Pool type +							
State +		☐	>	Philadelphia HQ	This motor pool serves... Read more	1	Philadelphia, PA 19138	...

| 10 ↕ | items per page | Displaying 1-3 of **3 items** |

Adding a Vehicle

Step 1: A motor pool needs vehicles. To begin adding vehicles, first select the Vehicle Inventory option from the mega menu Manage my fleet.

Step 2: Once on the Vehicle Inventory screen, use the filter panel to add vehicles to your motor pool by entering a VIN or license plate.

Step 3: Select the action ellipsis next to your desired vehicle and select the Add vehicle to pool option.

Step 4: Select the motor pool from the dropdown on the modal. You will have the option to add a Vehicle location and Comment. Then select the Add vehicle button when you are satisfied with your selection.

Step 5: A green banner will appear stating you have successfully added to the motor pool. You can select the <u>here</u> hyperlink on the banner to navigate directly to the motor pool. To navigate to the Dispatch and Reservation screen, select the mega menu Manage my fleet and select Dispatch and Reservation.

Step 6: Select the linked motor pool name in order to interact further with the created motor pool.

Step 7: When you open a Motor Pool, you'll be defaulted to the Current Reservation tab. This is where you'll find reservations members have made in the motor pool. As this is a newly created motor pool, there are no reservations in place yet. To learn more about the creation and management of reservations, navigate to the Creating and Managing Reservations section of this guide. For our purposes, select the Vehicles Tab in order to view any vehicles you have added to your motor pool.

Step 8: This is where all of the vehicles you have added to the motor pool will be listed. Later you'll use this screen to create reservations for these vehicles. For now, let's finish creating the motor pool by adding members. To do this, select the Members tab.

Removing a Vehicle

Step 1: If you ever want to remove a previously added vehicle, select the action ellipsis, and then select the Remove vehicle option.

Step 2: A pop-up modal will appear. Select the Remove vehicle button on the modal. The vehicle will no longer be present in the motor pool and any reservations that are not currently dispatched will be automatically removed.

Adding a Member

Step 1: The Members tab is where you'll add and remove members from your motor pool. As you have just created a motor pool, the only member you'll see will be yourself listed as Dispatcher Invited. To invite more members, select the Add Member button on the right side of the page.

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

| Current Reservations | **Members** | Vehicles |

Use this feature to add or remove members from this motor pool. Existing users on GSAFleet.gov can be added to the motor pool by clicking on the Add member button below. If you want to invite a new user to the motor pool who is not part of GSAFleet.gov, please use the invitation management to invite the user. Once the user is successfully registered, they can be added to this motor pool.

+ Add member

⇕ Member name	Email	Phone number	⇕ Member type	Actions
Dispatcher Jon Doe	dispatcher1@gmail.com	5712221133	Dispatcher Invited	•••

| 10 ⌄ | items per page | Displaying 1-1 of **1 items** |

Step 2: On the add member modal, enter the desired user's email into the search field. Users who have already created accounts in the system will populate. Select the populated names and select Submit.

Add member

Required fields are marked with an asterisk (*).

Search user by email *

🔍 sample@gsa.gov

Cancel   **Submit**

Step 3: Once the member is added, the member will be listed in the member table as Dispatcher Invited.

✓ Driver one Jon Doe successfully added to Philadelphia HQ .

Home > Dispatch and Reservation > Philadelphia HQ

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

| **Current Reservations** | **Members** | **Vehicles** |

Use this feature to add or remove members from this motor pool. Existing users on GSAFleet.gov can be added to the motor pool by clicking on the Add member button below. If you want to invite a new user to the motor pool who is not part of GSAFleet.gov, please use the invitation management to invite the user. Once the user is successfully registered, they can be added to this motor pool.

+ **Add member**

Member name	Email	Phone number	Member type	Actions
Driver one Jon Doe	driver1@gmail.com	5712221133	Dispatcher Invited	•••
Dispatcher Jon Doe	dispatcher1@gmail.com	5712221133	Dispatcher Invited	•••

10 ⌄ items per page

Displaying 1-2 of **2 items**

↑ Return to top

Removing a Member

Step 1: On the Member tab, select the action ellipsis and select the Remove member option.

Step 2: A pop-up modal will appear. Select the Remove member button on the modal. The member will no longer be listed in the motor pool.
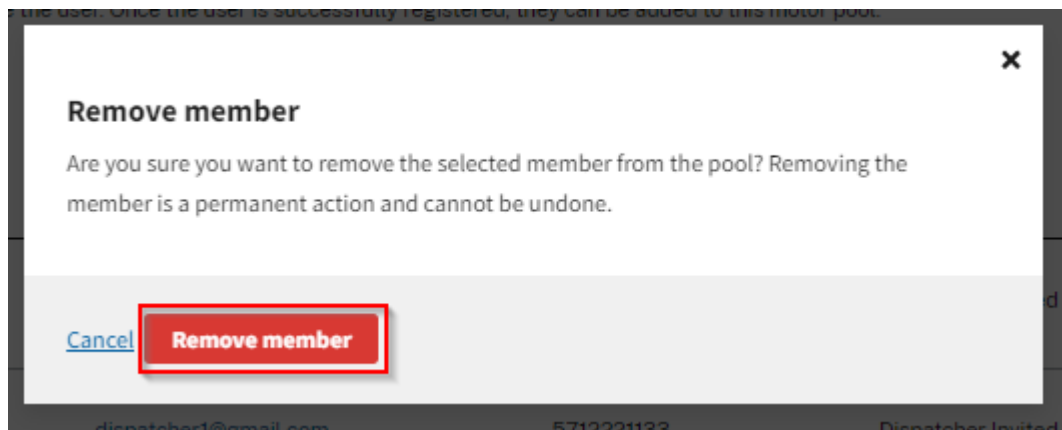
Exporting Data

As a dispatcher, you may want to export data from your motor pools. You have two data export options: reservation history and motor pool utilization.

Step 1: Select the checkboxes next to the motor pools you manage that you'd like to export data. You can select one motor pool or all of them. To filter only the motor pools you manage, select the checkbox on the header of the table.

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For more information, please see the dispatch and reservation user guide and "How to" video.

Actions ⌄

FILTERS		↑ Motor pool name	Description	No. of vehicles	↕ Location	Actions
0 filters applied	☐					
No filters applied	☐ >	Washington DC HQ Motor Pool	This motor pool is for... Read more	2	Washington , DC 20304	•••
Pool name +						
Pool type +	☑ >	Regional Office Motor Pool - Chicago	This motor pool is... Read more	2	Chicago, IL 60007	•••
State +	☑ >	Philadelphia HQ	This motor pool serves... Read more	1	Philadelphia, PA 19138	•••

10 ⌄ items per page   Displaying 1-3 of **3 items**

⬆ Return to top

Step 2: Now select the actions button, and select the data you'd like to pull (i.e. either reservation history or motor pool utilization).

Step 3: Upon selecting a data export option, you will be navigated to one of the following respective modals. If you selected reservation history report data, you'll be prompted to indicate whether you'd like Scheduled or Actual reservation history. In the motor pool utilization data option, you'll only be able to obtain the Actual data. In either case, enter the dates you'd like to pull the data for and select submit. The exported data will shortly arrive in your email inbox.

Creating a Reservation

Step 1: Once a motor pool is created, both dispatchers and members can create reservations. Reservations are made on the Vehicles tab of a selected motor pool. Select the motor pool name or use the filter the pool name on the left side of the screen to make a reservation.

Step 2: Select the Vehicles tab.

Step 3: Select the Action ellipsis for the vehicle you'd like to reserve and select Reserve vehicle.

Home › Dispatch and Reservation › Philadelphia HQ

Philadelphia HQ

This motor pool serves as the Philadelphia Office's dispatch and reservation center

| Current Reservations | Members | Vehicles |

Use this feature to create new reservations. You can use the availability dates filter to reserve vehicles. You can also add or update vehicle location/comments, and remove existing vehicles from this motor pool. If you would like to add new vehicles to this pool, you can do so from the Vehicle Inventory page by using the Add vehicle to pool action.

📅 Reserve vehicle
✏ Edit vehicle details
🗑 Remove vehicle

FILTERS

	Vehicle	Plate number	Ownership	...ons
0 filters applied				
No filters applied	⌄ 2012 HONDA CIVIC 19XFB2F53CE036201	TEST296780	Agency Owned	•••

Availability Dates

10 ⌄ items per page   Displaying 1-1 of **1 items**

Start Date
mm/dd/yyyy

[   ] 📅

Step 4: For motor pools that have more members, more vehicles, and a range of reservations already created, setting a reservation may be more difficult as a vehicle can only be reserved by one person for any given time (reservations cannot overlap). In these situations, it may be helpful to use the filter panel to filter for your desired reservation times. Once your dates have been filtered, any vehicles available for reservation during your set period will remain on the Vehicles tab.

FILTERS

	Vehicle	Plate number	Ownership	Actions
0 filters applied				
No filters applied	⌄ 2012 HONDA CIVIC 19XFB2F53CE036201	TEST296780	Agency Owned	•••

Availability Dates

10 ⌄ items per page   Displaying 1-1 of **1 items**

Start Date
mm/dd/yyyy

[   ] 📅

End Date
mm/dd/yyyy

[   ] 📅

Start time
Default: 12:00am

[⌄]

End time
Default: 11:59pm

[⌄]

Step 5: Use the reservation modal to enter any relevant details. Once complete, select submit.

- Reservation start date/time (Required)
- Reservation end date/time (Required)
    - The selected time period cannot overlap any previously created reservations for this vehicle. It also cannot be for any times in the past
- Driver needed: Select yes or no
- Driver name: Your name will populate. If you are creating the reservation for someone else, enter their name. (Required)
- Reservation Purpose: Select a reason for the reservation from the dropdown, if you don't see an applicable purpose, select other. (Required)
- Comments

Step 6: The reservation will now be viewable on the reservation screen with a Reserved status. Dispatchers will see all reservations created in a motor pool, while members will only be able to view their own personally created reservations.

Starting a Reservation

Step 1: When the time comes to start a reservation, select the Start Reservation option from the Action ellipsis menu. Be aware that you can begin a reservation whenever, regardless of the previously entered Scheduled Pickup date, as long as the vehicle isn't currently deployed.

Step 2: On the modal, fill in any relevant details. If you are beginning the reservation earlier or later than the scheduled pickup date, the current time/date will populate in the Actual Pickup date. Select Start. Reservation when details are entered.

- <u>Vehicle beginning odometer reading</u>: System tracks distance driven (Required)
- <u>Number of keys available</u>
- <u>Vehicle Condition</u>: Enter any issues or information about the car that you'd like on record
- <u>Comments</u>
- <u>Contact number</u>: Who should be contacted if people need information about the vehicle/reservation

Start reservation for 2012 Honda Civic

Required fields are marked with an asterisk (*).

User name
Dispatcher Jon Doe

Pool name
Philadelphia HQ

Scheduled pickup date
03/23/2023 12:00 PM EDT

Scheduled return date
03/25/2023 12:00 PM EDT

Actual Pickup date
03/19/2023 1:13 PM EDT

Vehicle beginning odometer reading *

300   miles

Number of keys available

1

Vehicle condition

Dent on driver door

31 characters left

Comments

200 characters allowed

Contact number

555-687-2348

Cancel   **Start reservation**

Step 3: The reservation will now be listed as Dispatched on the Current Reservation tab. Using the action menu, you can still update the reservation while the vehicle is dispatched.

Closing and Completing a Reservation

Step 1: When the reservation ends and the user is finished with their vehicle (regardless of previously scheduled end time), the user will select Complete Reservation from the action menu.

Step 2: Upon selecting complete reservation, you'll be navigated to the Close and Complete Reservation modal. If you are ending the reservation earlier or later than the scheduled pickup date, the current time/date will populate in the Actual return date. Once all details have been entered select Complete Reservation.

- <u>Vehicle Ending Odometer Reading</u>: Enter the final odometer reading. This cannot be lower than the previously entered beginning odometer reading. (Required)
- Number of keys returned
- Vehicle Condition
- Comments
- Contact Number

Close and complete reservation for 2012 Honda Civic

Required fields are marked with an asterisk (*).

User name
Dispatcher Jon Doe

Pool name
Philadelphia HQ

Scheduled pickup date
03/23/2023 12:00 PM EDT

Scheduled return date
03/25/2023 12:00 PM EDT

Actual return date
03/19/2023 1:22 PM EDT

Vehicle beginning odometer reading
300

Vehicle ending odometer reading *

400	miles

Number of keys returned

1

Vehicle condition

Dent on driver door

31 characters left

Comments

200 characters allowed

Contact number

5556782348

Step 3: Reservation will now be listed as Completed.

Updating a Reservation

Step 1: Both Dispatchers and Members can use the action dots to edit reservations. Dispatchers can edit any reservations present in the motor pool, while members can only edit reservations that they have created previously. As always, no users can edit a reservation to overlap with any other reservation.

Step 2: Selecting update reservation will take the user to the Update Reservation modal. All previously entered information will automatically populate. These fields are editable, but if a reservation has already been dispatched the user will be unable to modify their Reservation start date/time. Select submit and the reservation will be saved with its new details.

Canceling a Reservation

Step 1: Both Dispatchers and Members can use the Action ellipsis to cancel reservations that have not been dispatched yet. Dispatchers can cancel any reservations present in the motor pool, while members can only cancel reservations that they have created previously.

Step 2: On the cancel reservation modal, select Cancel reservation. The reservation will then be removed from the Current Reservations tab.