



Utilisation Management System (UMS) user guide

2 Quick reference guide for drivers

Version 1.0, 05/12

This is a quick reference guide for drivers.

Table of contents

1 About this Document	3
2 How to log in	3
3 How to make a new booking	5
4 How to create a recurring booking	5
5 UMS booking process map	6
6 Information for Drivers with PMO Officer access	7
7 How to check a vehicle in and out	8
8 Check out	8
9 Check In (single day booking)	9
10 Check In (multiple day booking)	9
11 Troubleshooting	9
12 Error connecting to Web Services – HTTP request error	11
13 Validation message appears – the scheduled start and end date/time of booking has passed	11

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 cannot 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 3008 2607.

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 <https://www.fleetscape.qfleet.qld.gov.au/ums/>

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 Queensland Government UMS interface. At the top left is the Queensland Government logo. The main heading is 'Current Vehicle Bookings'. Below this is a table with the following data:

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

Below the table are two buttons: 'Refresh List' and 'New'. The 'New' button is circled in red.

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: Brisbane Test Environment *

Depart From: * *If you are travelling to more than one destination, put the farthest destination in here and include the details of all destinations in the Purpose field below.*

Destination: *

Recurring?:

Going Out: * *Remember: Click on the little calendar to select date and time. (Time is in 24hr standard time, so take care that you have entered the am and pm correctly). You have to click on the 'X' to get out of it.*

Coming Back: *

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

Passengers: 1 *

Usage: * Personal: Business: *Please note distinction between Personal and Business use. See <http://www.psc.qld.gov.au/library/document/policy/official-motor-vehicles-use-and-private-parking-policy.pdf>*

Special Requirements: *Make sure you fill this section out if you require a particular type of vehicle, i.e. wagon, 4X4, driving on corrugated road, etc.*

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: Brisbane Training Environment

Driver: Training, Test Search *You can make bookings for someone else by entering their last name and clicking **Search**. Then click on the name of the person and Return . The booking confirmation email will be sent to the nominated driver.*

Office Phone: --

Contact Phone for this booking: *Enter your mobile number so you are contactable when on the road.*

Cost Centre for this booking: -- *

Valid Licence? * I hereby acknowledge that I have a valid licence to drive in Queensland and all areas and regions in which I am permitted to drive. *You have to acknowledge that you 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.*

Create Booking Return to Worklist

*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.*

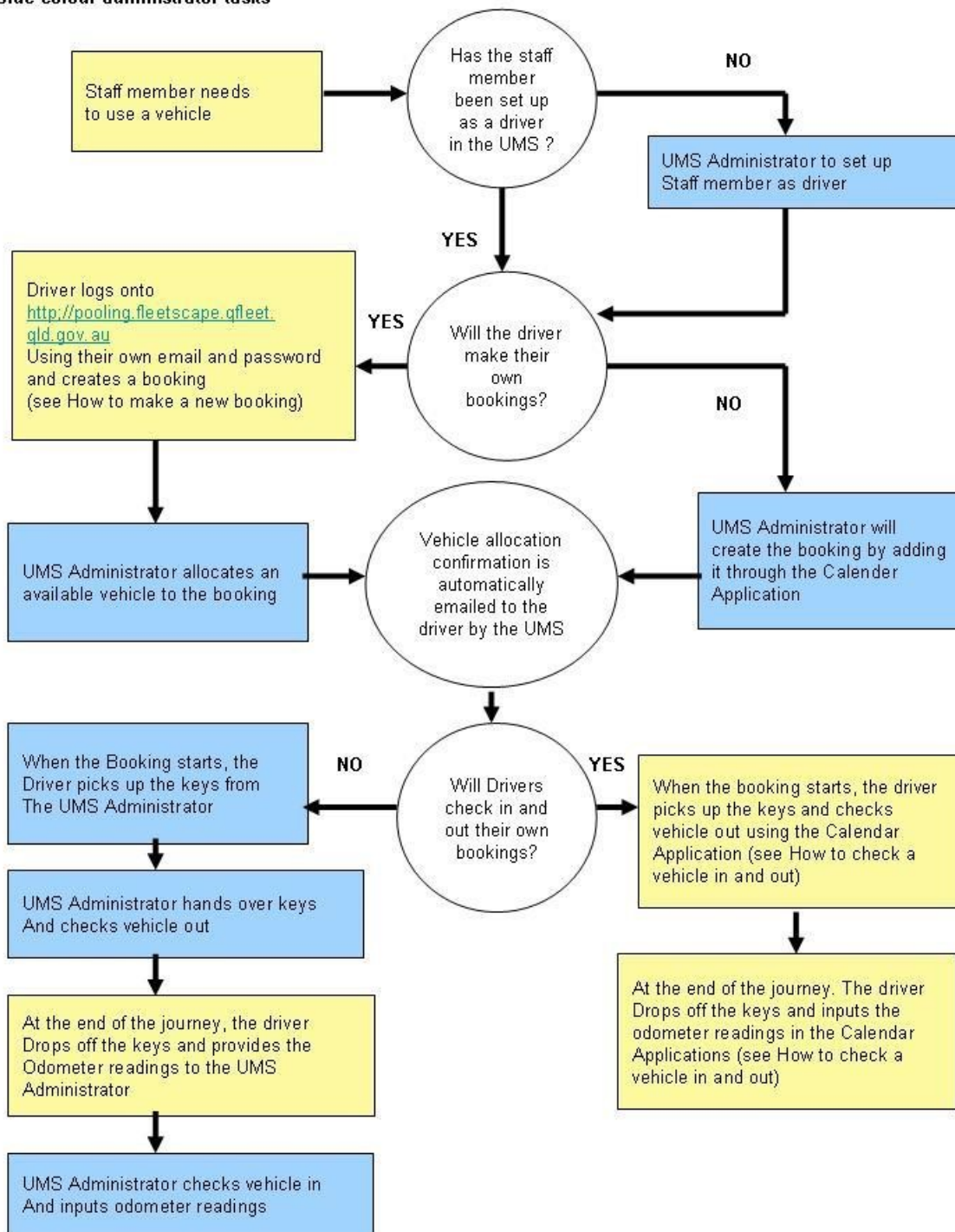
Passengers: 1 *

- 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: <https://www.fleetscape.qfleet.qld.gov.au/ums/calendar> .

Manual owner: Fleet

Manual reference no: QFTM011

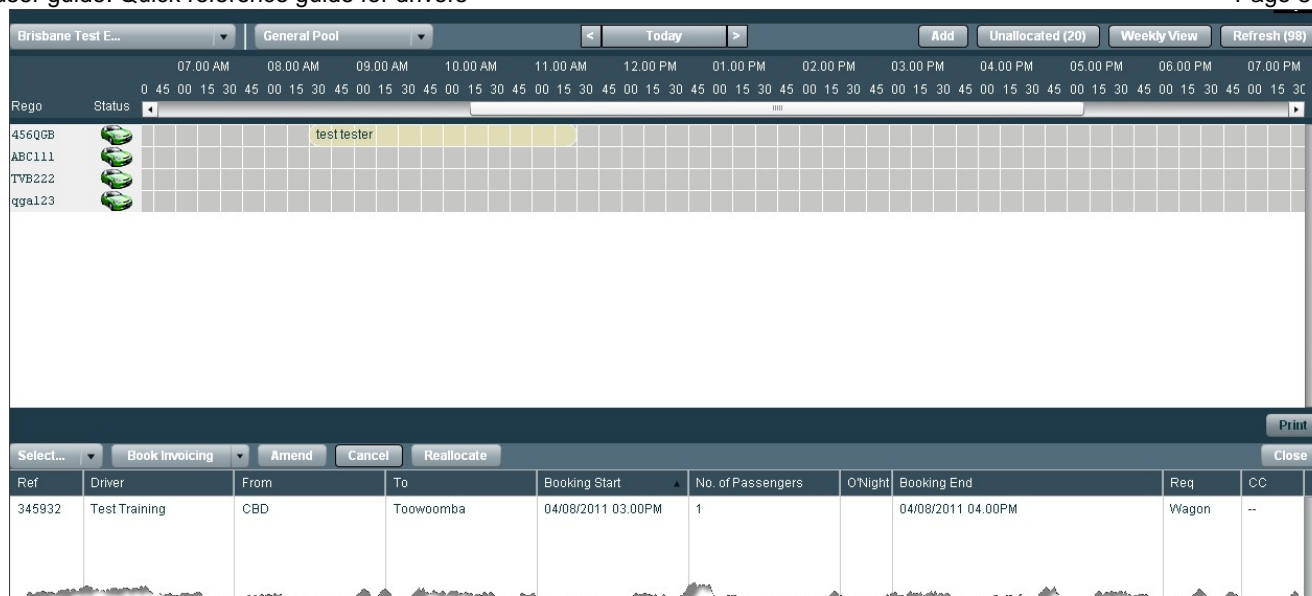
Last

review date:

April 2015 Next review date: April 2016

Security classification: Unclassified

Uncontrolled when printed



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 overnight.
3. Set the Fuel Out level if known.
4. Add any further information in the Notes section.
5. 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: 14/03/2012 4235 Odometer In: 14/03/2012 0 Destination: test Purpose: test

Notes

1. Enter the end odometer reading in the Odometer In box (second from left).
2. Update any changes to destination or purpose.
3. Update the Fuel area to reflect how much fuel is in the vehicle if known.
4. If there was an accident, check the box next to Accident and indicate the amount of damage in the Notes section at the bottom.
5. Enter any other relevant information regarding the journey in the Notes.
6. Click OK.
7. 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

Manual owner: Fleet

Manual reference no: QFTM011

Last

review date:

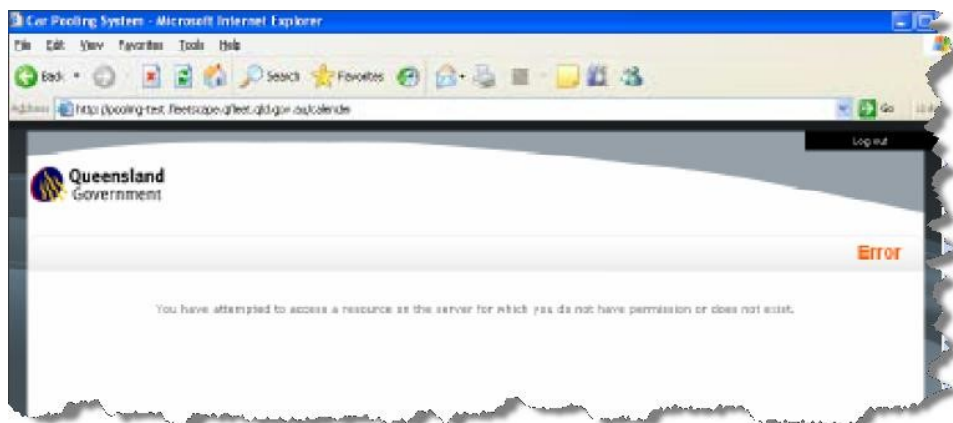
April 2015 Next review date: April 2016

Security classification: Unclassified

Uncontrolled when printed

Manual: UMS 2 – Quick Reference Guide Drivers v1.0

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:

<https://www.fleetscape.qfleet.qld.gov.au/ums/calendar>

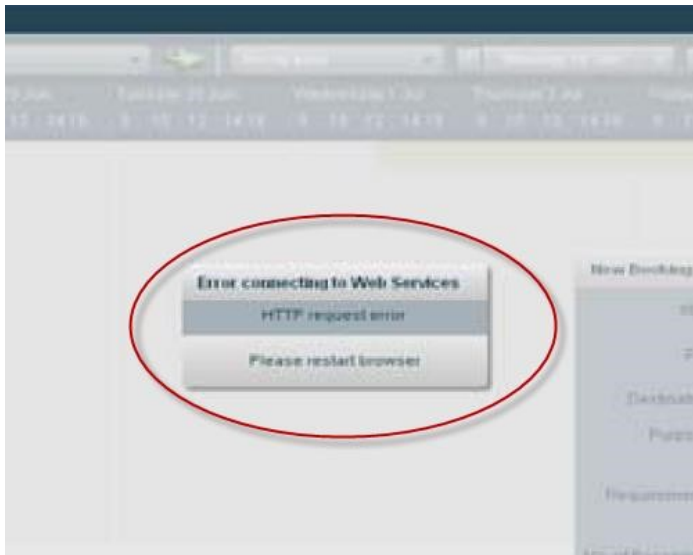
<https://www.fleetscape.qfleet.qld.gov.au/ums/booking/list>

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

Please note that Drivers must use:

<https://www.fleetscape.qfleet.qld.gov.au/ums/booking/list>

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 cannot be booked out.

Solution:

Contact your System Administrator to amend the booking.

