

Central Vehicle Agency Pool Operator Training Manual



Government
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Saskatchewan
Ministry of Central Services

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INTRODUCTION

This manual outlines the step-by-step process for CVA Pool Operators to dispatch and return CVA pool vehicles within FleetWave®, the Government of Saskatchewan’s online fleet management system. This manual was created to train CVA Pool Operators in the use of the new CVA fleet management system.

FleetWave® is a web-based fleet management system developed using web technologies and adaptable to individual fleet necessities. It can be used from different locations – all that is needed is a computer, access to the Internet and a valid username and password. By switching to FleetWave®, CVA will see savings and efficiencies in many areas. Online processes enable CVA to reduce paper consumption by eliminating forms. FleetWave® also allows CVA to be more efficient by running all of its processes through the same system. The system gives CVA the tools to have detailed reporting for analysis and improvement of service delivery strategies.

The following sections will guide you in the processes needed to use FleetWave® for pool operations.

LOGGING INTO FLEETWAVE

1. Open your internet browser and go to the following address: <http://saskfleet.gov.sk.ca>. This will take you to FleetWave®.
2. Type your assigned username and password into the appropriate fields on the top left section of the screen and click on the “Login” button (Figure 1).

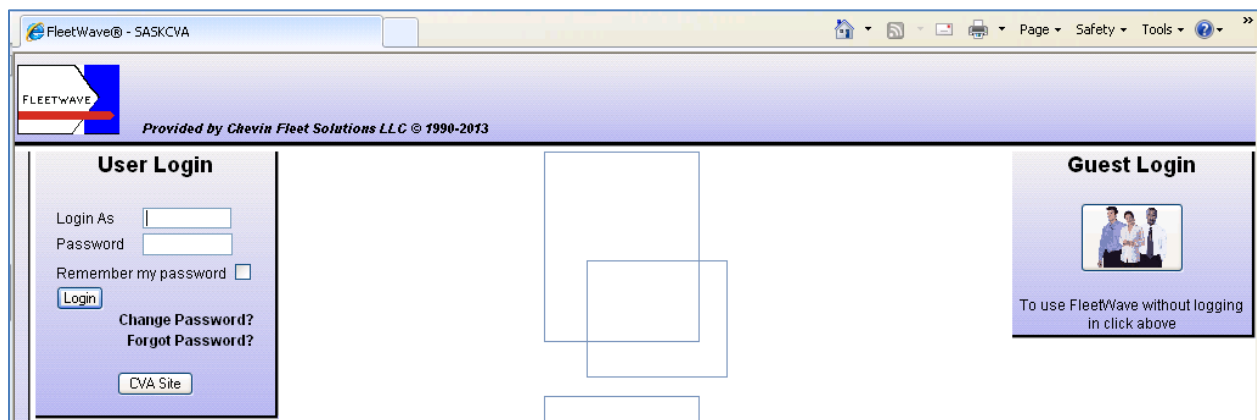


Figure 1 – Login screen

NAVIGATING FLEETWAVE

Home page

The home page is where you will find yourself when you log in to FleetWave® (Figure 2). This is where you will have access to quick report windows in the middle of your screen and navigation options at the top of the page.

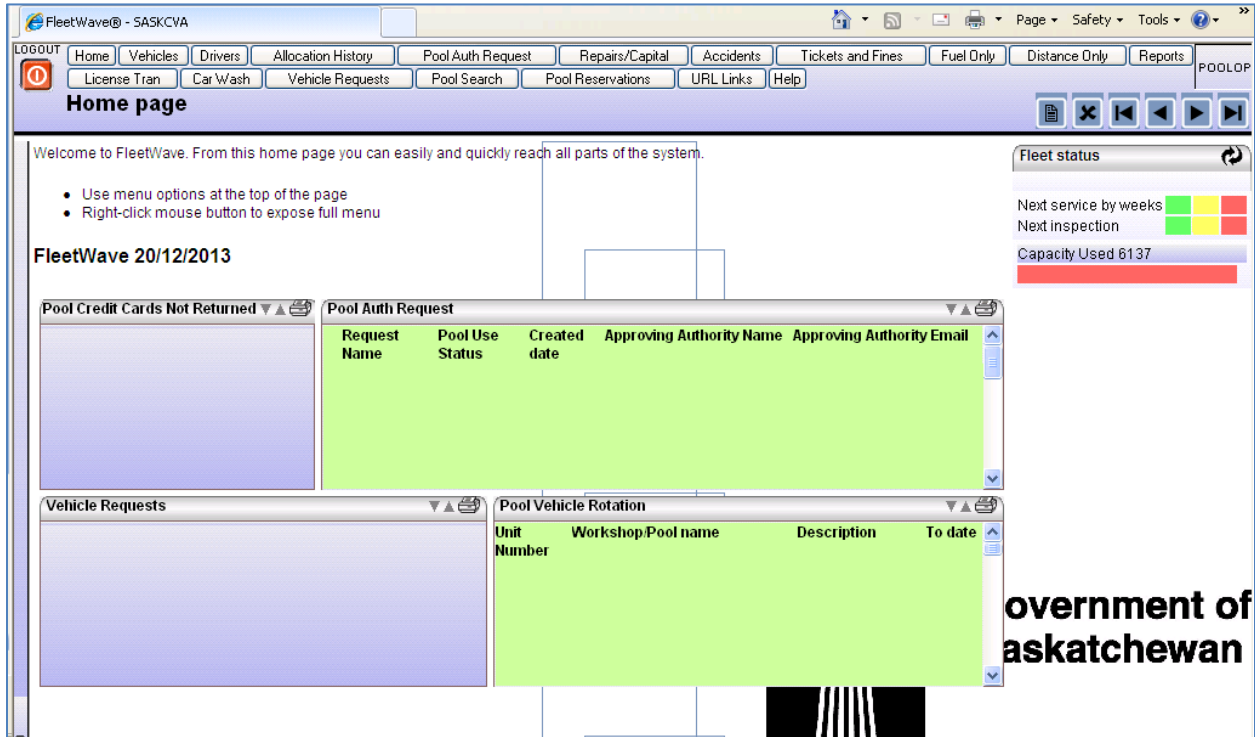


Figure 2 – Home page

Modules

Each business/service area within FleetWave® has its own module within the system. You can navigate to any module from any other module in FleetWave® by clicking on the button at the top of the page for that module (Figure 3).

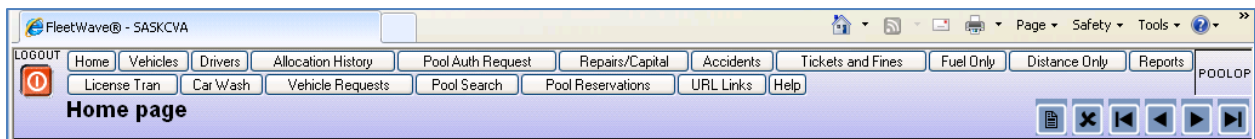



Figure 3 – Module navigation bar

Edit mode

In order to make any changes or manipulate any records within FleetWave®, you must enter that record in edit mode. If you click on the name or number of a record, you will be in view mode. To enter a record in edit mode, you can either click on the “Edit” button on the lower right part of the screen from view mode, or you can click on the yellow folder icon  beside the record name or number (Figure 4).

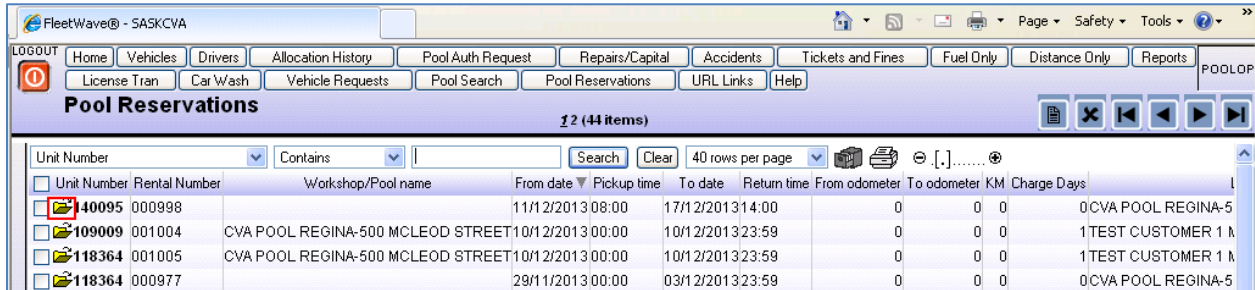


Figure 4 – Entering a record in edit mode

Filter / Search function

Some modules may have a large number of records within them, which makes finding a specific record difficult. You can use the filter/search function within modules (Figure 5) to narrow down the list to the one(s) you are looking for. Simply select the category you want to search by, and type in the search term, clicking “Search” or hitting “Enter” on your keyboard to initiate the search.

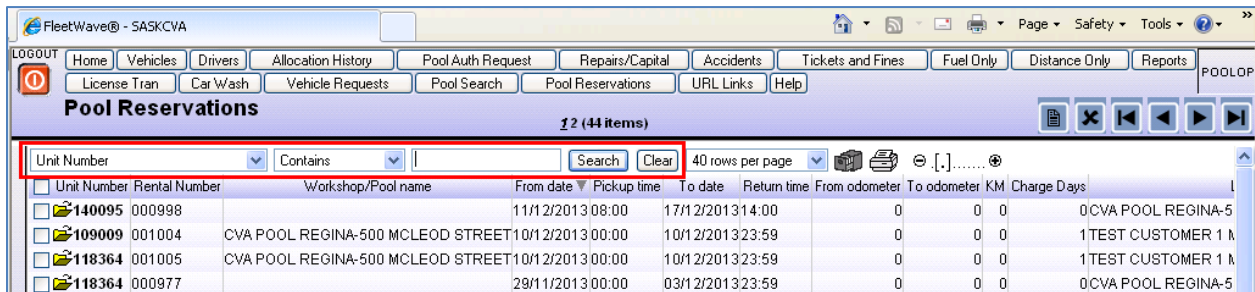


Figure 5 – Search toolbar

Cancelling out of a record

When you have entered a record in edit or view mode, and you want to exit the record without making or saving any changes, simply click on the “Cancel” button at the lower right corner of your screen.

DISPATCHING A VEHICLE

A driver will book a vehicle through the FleetWave® system, which will then be viewable by the Pool Operator to plan for dispatching. At the time of the booking, the driver will come into the Pool location. To dispatch a CVA vehicle, you must first log in to FleetWave®.

1. Open the “Pool Reservations” module in FleetWave®. You can use the filter to search for the driver and narrow down the records to the one you need.
2. Open the record in edit mode.
3. If necessary, override the assigned vehicle by entering the unit number of the vehicle you want to assign (Figure 6).
4. Change the “Motor Pool Status” from APPROVED to DISPATCHED in the dropdown box (Figure 6).

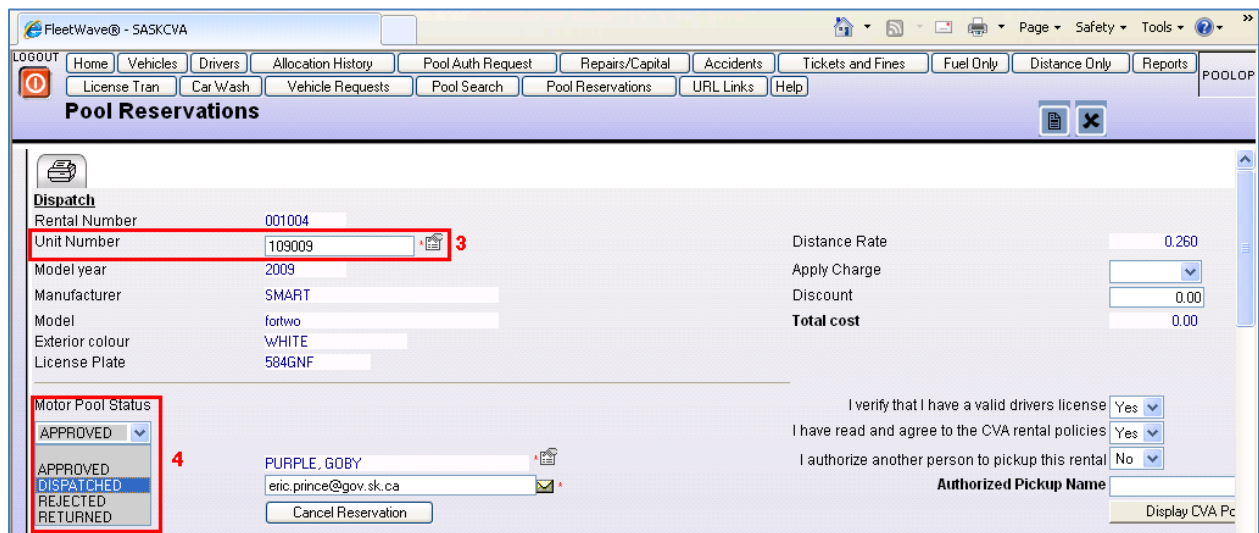


Figure 6 – Unit Number and Motor Pool Status

5. Scroll down to “Billing Details” and confirm that the time and date are correct and adjust if necessary. The time will be in 24-hour clock format, and the date will be in DD/MM/YYYY format. Enter the odometer reading at the time you hand the vehicle over to the client in the “From Odometer” field (Figure 7).

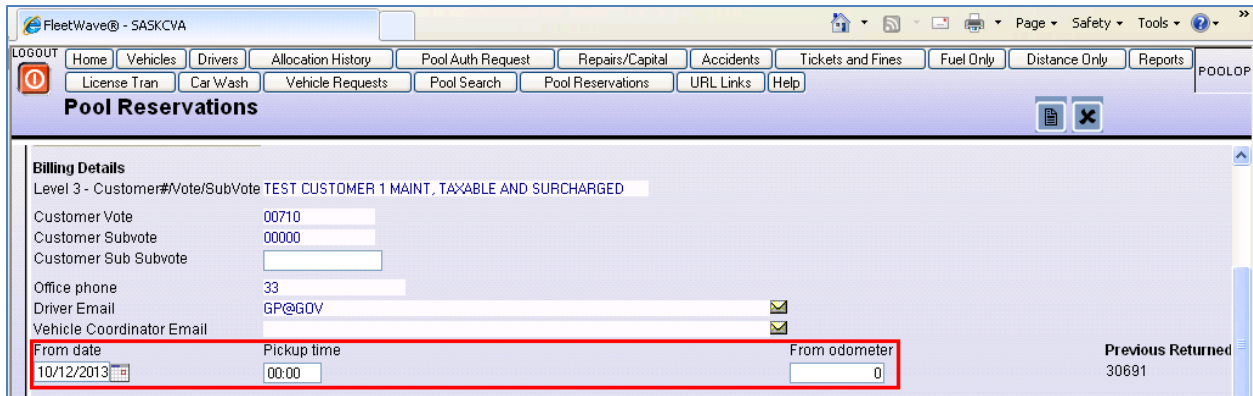


Figure 7 – Dispatch time, date and odometer reading

6. Scroll down to the “Dispatch Information” section. Here you need to indicate if a fuel card has been issued with the car using the dropdown box, and that you have checked for a valid driver’s licence (Figure 8).

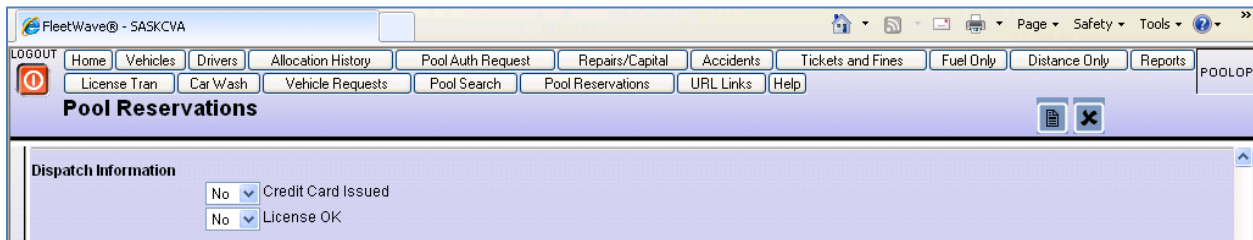


Figure 8 – Issued credit card and driver’s licence check

7. Save the record by clicking on the “Save” button in the lower right corner of the screen. The record should now be highlighted in yellow in the list of records on the “Pool Reservations” screen (Figure 9).

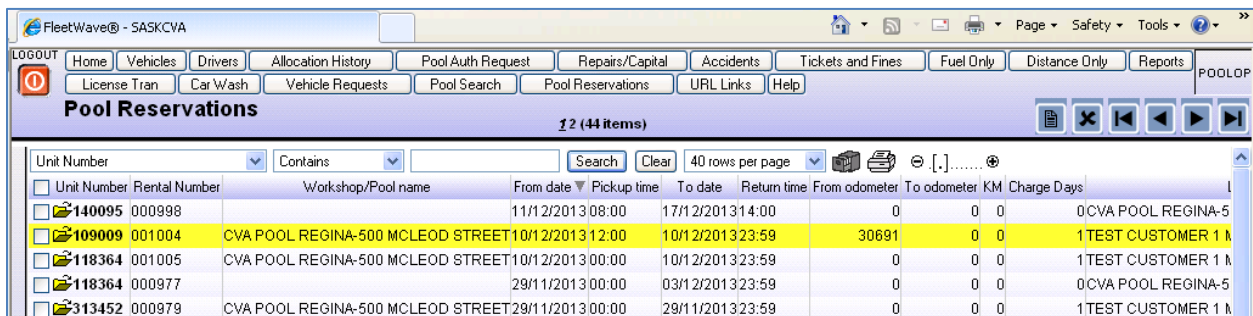


Figure 9 – Dispatched vehicle

RETURNING VEHICLES

When a driver returns a vehicle, you must “return” the vehicle in FleetWave®.

1. Open the “Pool Reservations” module in FleetWave®. You can use the filter to search for the driver and narrow down the records to the one you need.
2. Open the record in edit mode.
3. Scroll up and set the correct charge type in the “Apply Charge” dropdown box (Figure 10). Select MINIMUM if the vehicle travelled less than 100 km per day rented. Select MILEAGE if the vehicle travelled 100 km or more per day rented.

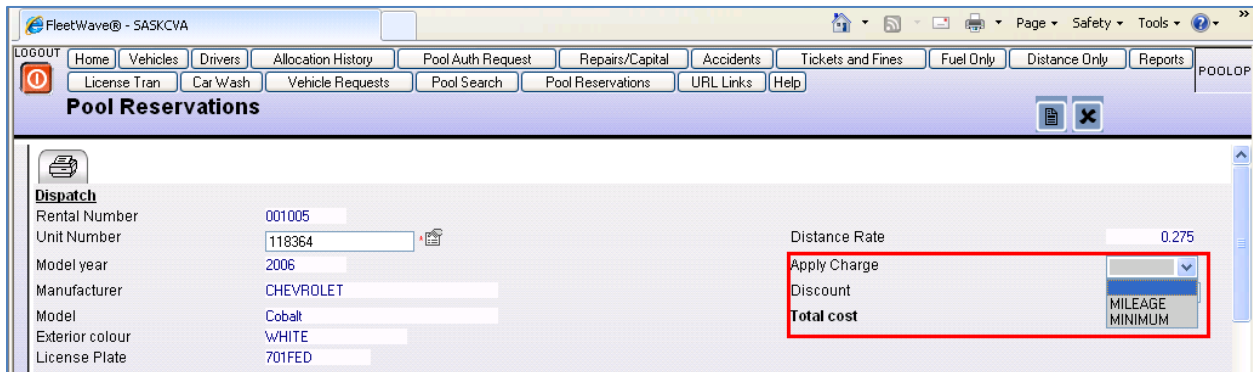


Figure 10 – Charge type

4. Scroll down to the “Return Information” section. Check that the “To Date” and “Return Time” are accurate. Enter the returning odometer reading in the “To Odometer” field (Figure 11).
5. Confirm that the fuel card was returned if issued, and indicate in the dropdown box (Figure 11).
6. Click the “Return Vehicle” button (Figure 11).

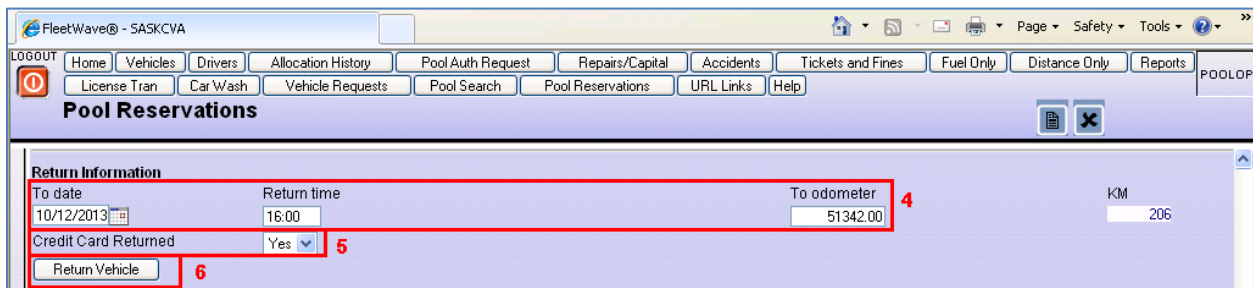


Figure 11 – Return information

7. Save the record by clicking on the “Save” button in the lower right corner of the screen.

PRINTING A CUSTOMER COPY

If the customer requires a printed copy of the form, follow the process through and save the record. When a returned pool reservation record is saved, it is *archived*. In order to go back to the record to print it, you must open the archived records to find the one you just returned.

1. From the “Pool Reservations” module you click on the show/hide archives button, which looks like an open filing cabinet (Figure 12).

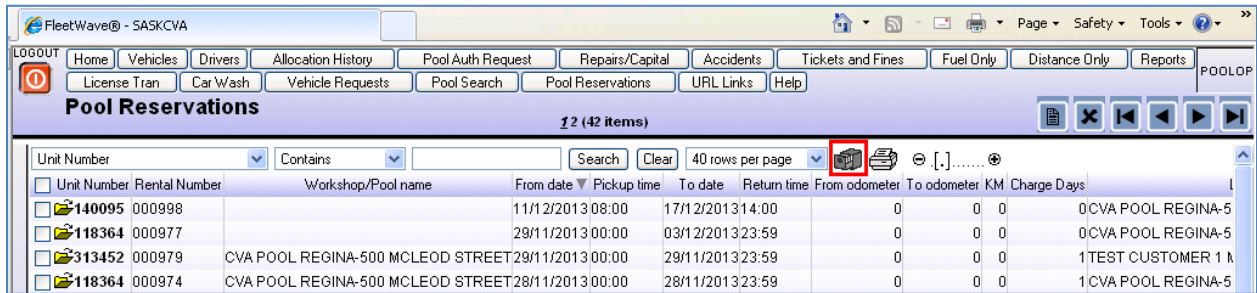


Figure 12 – Show/hide archives button

2. This will reveal all the archived pool reservation records (Figure 13). You can then search for and click on the record you want to print a copy of.

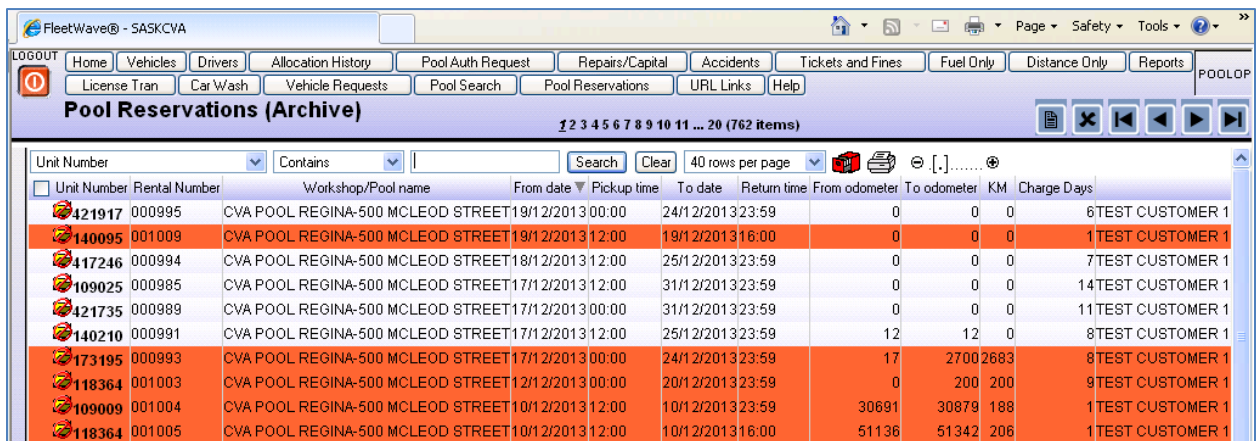


Figure 13 – Pool Reservations archives

- When you are in the record, click on the print icon at the top left of the screen (Figure 14).

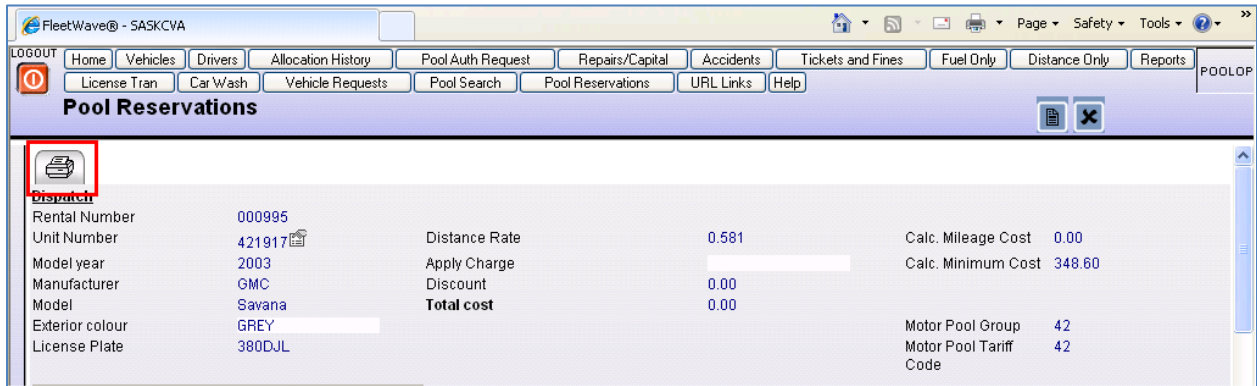


Figure 14 – Print icon within a record

- A new window will open with a print preview of the record. Click on the print icon in the top right corner (Figure 15).

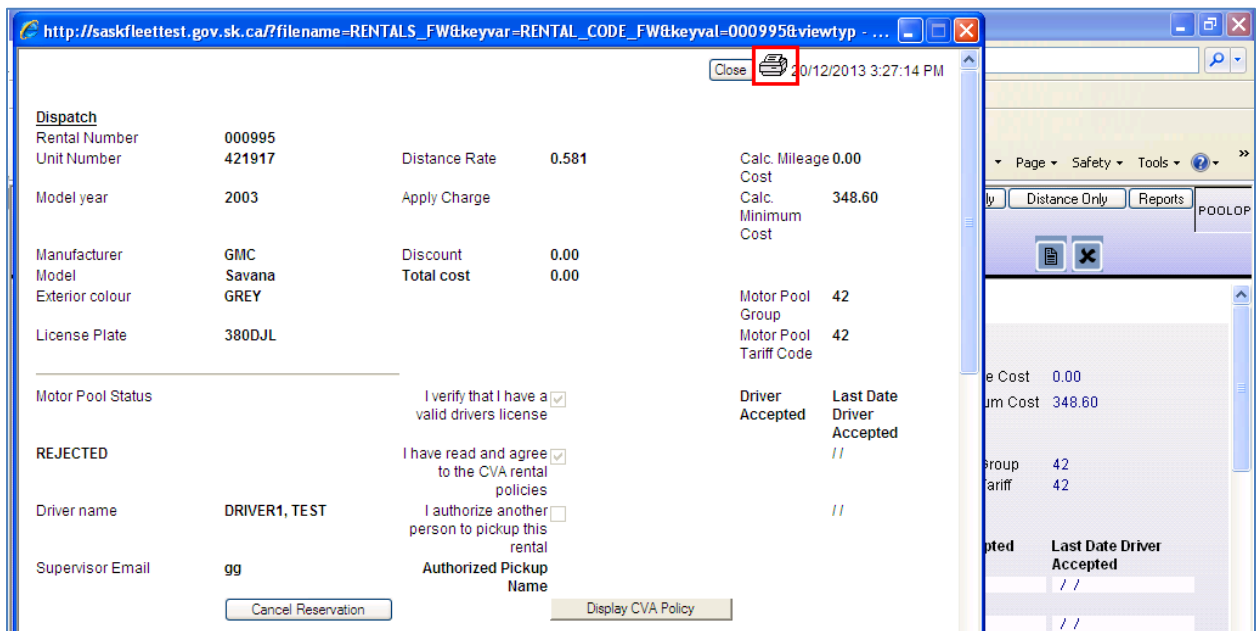


Figure 15 – Record print preview

5. A printer settings window will open. When you are satisfied with the settings and have made sure your printer is selected, click on "Print" to print the copy (Figure 16).

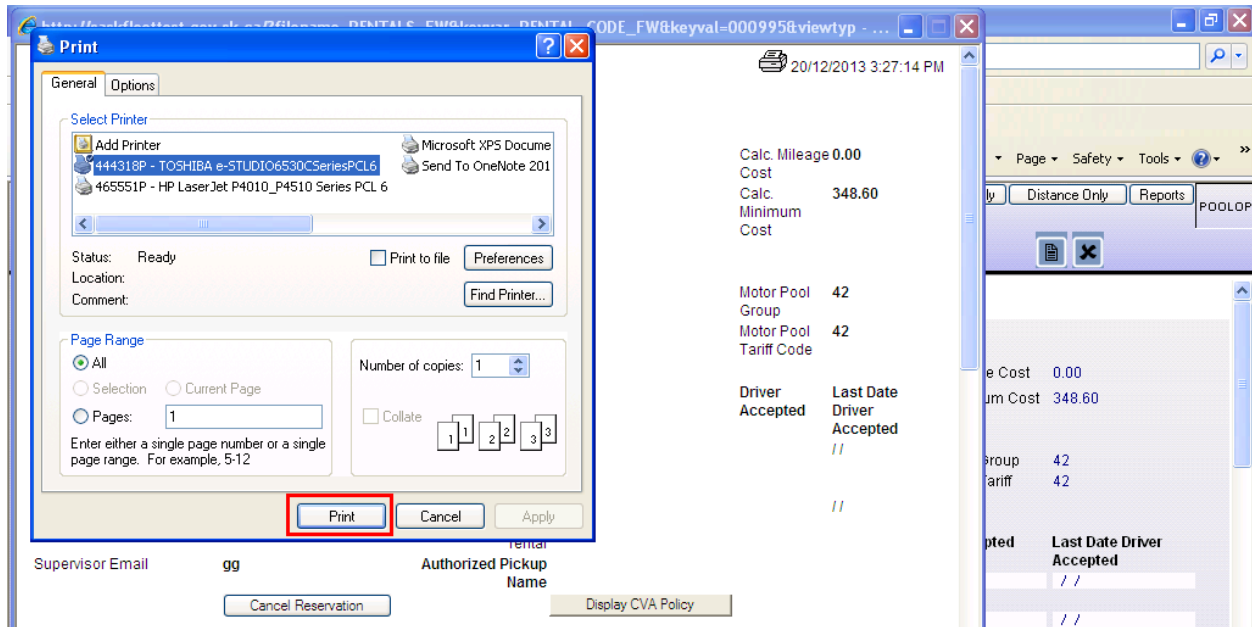


Figure 16 – Printing the record

6. Close the record, and hide the archived records by clicking the red show/hide archives button (Figure 17).

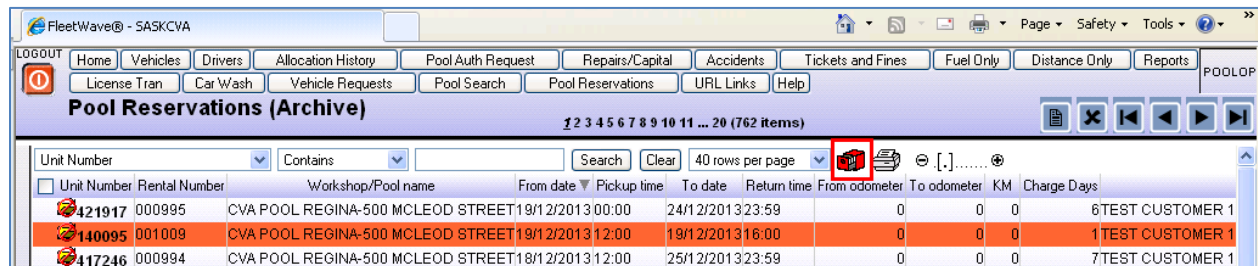


Figure 17 – Hide archives button

GLOSSARY

Filter (search) – the search tool in FleetWave® used to find specific records.

Record – a set of information in FleetWave®, for example, a pool booking, or a driver.

Pool Operator – the person who manages a CVA pool.

Driver – an authorized CVA pool user.

Module – a screen within FleetWave® relating to a particular business area, e.g. “Pool Search” or “Pool Reservations.”

REFERENCES

See the *CVA Pool Driver Training Manual* for step-by-step instructions about how a driver becomes an authorized user and books CVA pool vehicles.

FleetWave® website: <http://saskfleet.gov.sk.ca>