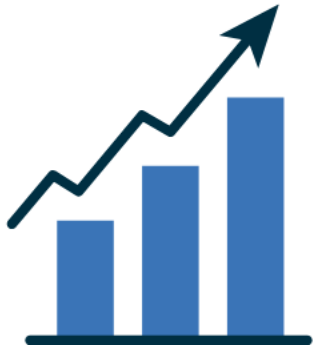
AGILE FLEET™
FLEET MANAGEMENT SOLUTIONS

WELCOME TO
COMMAND 24

Learn. Network. Engage.



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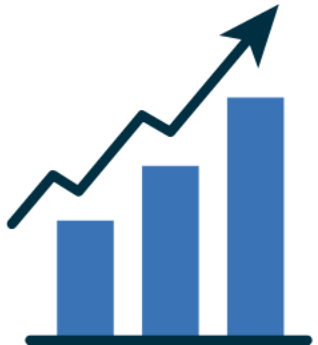
FleetCommander:

New User Training

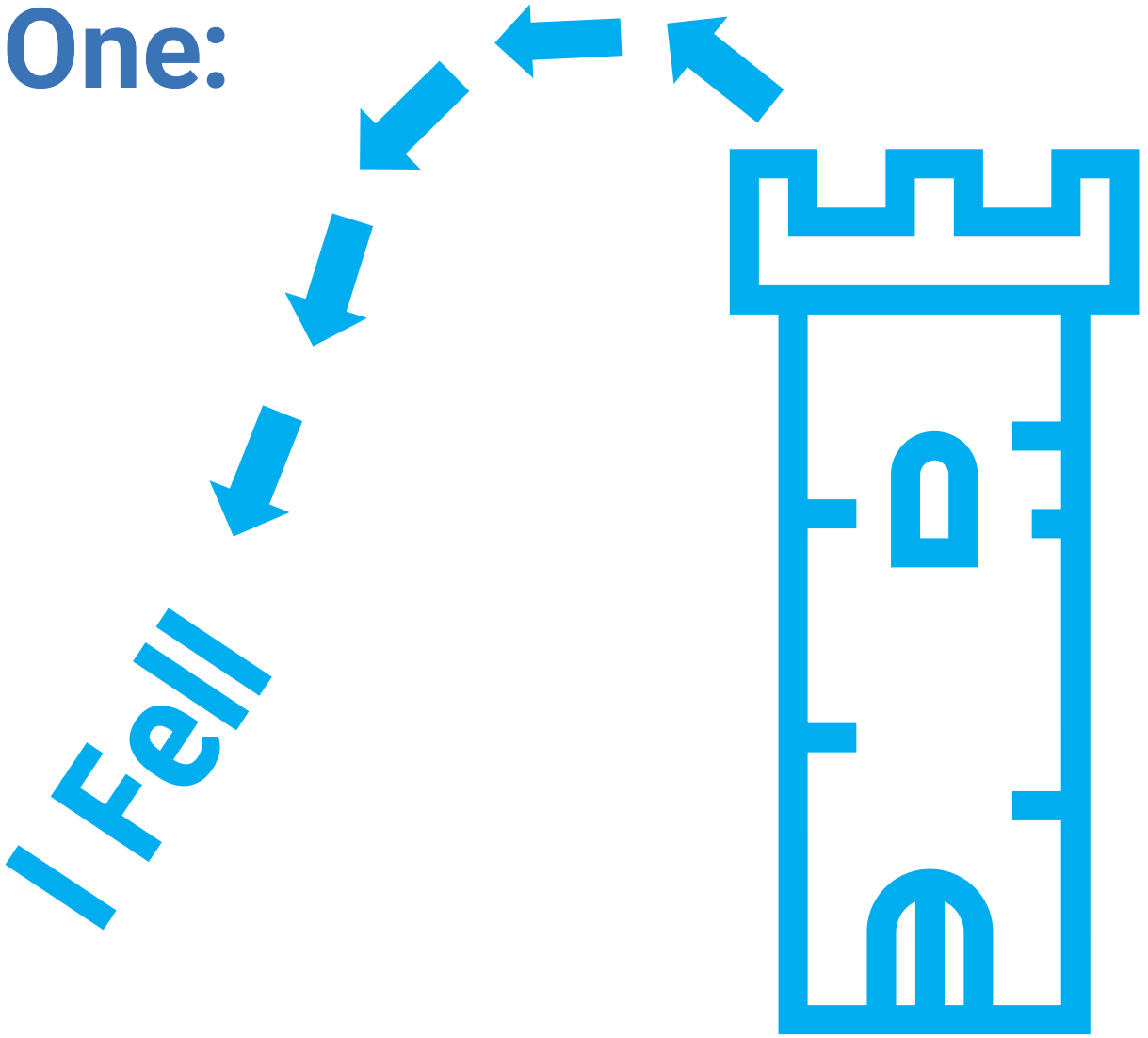
October 1, 2024



Brain Puzzles

How Many Can You Solve?

Brain Puzzle One:



Brain Puzzle Two:

na fish
na fish

Brain Puzzle Three:

often

often

often

often

not

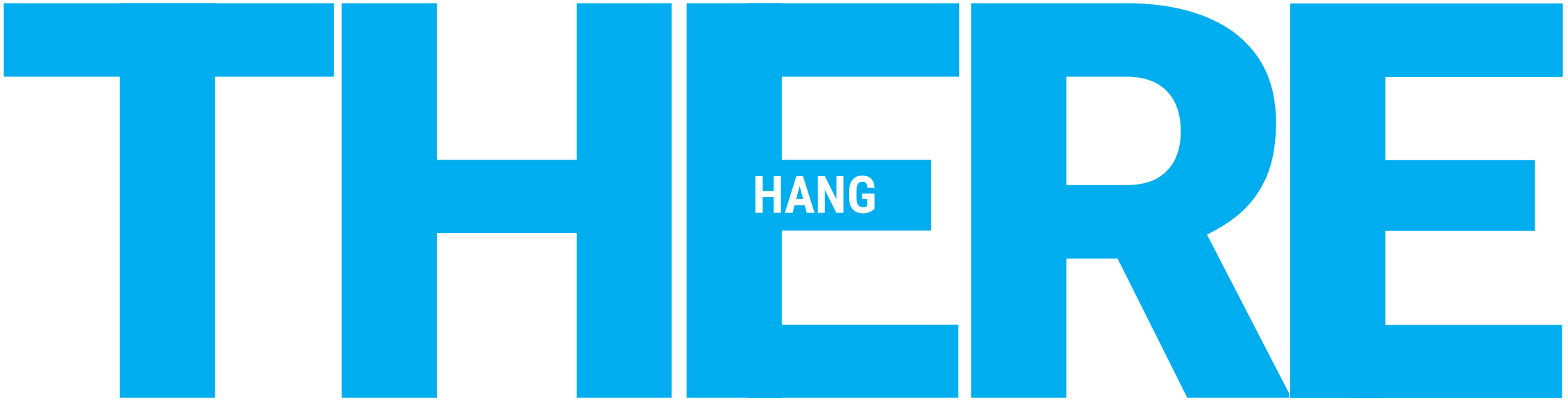
often

often

often

often

Brain Puzzle Four:



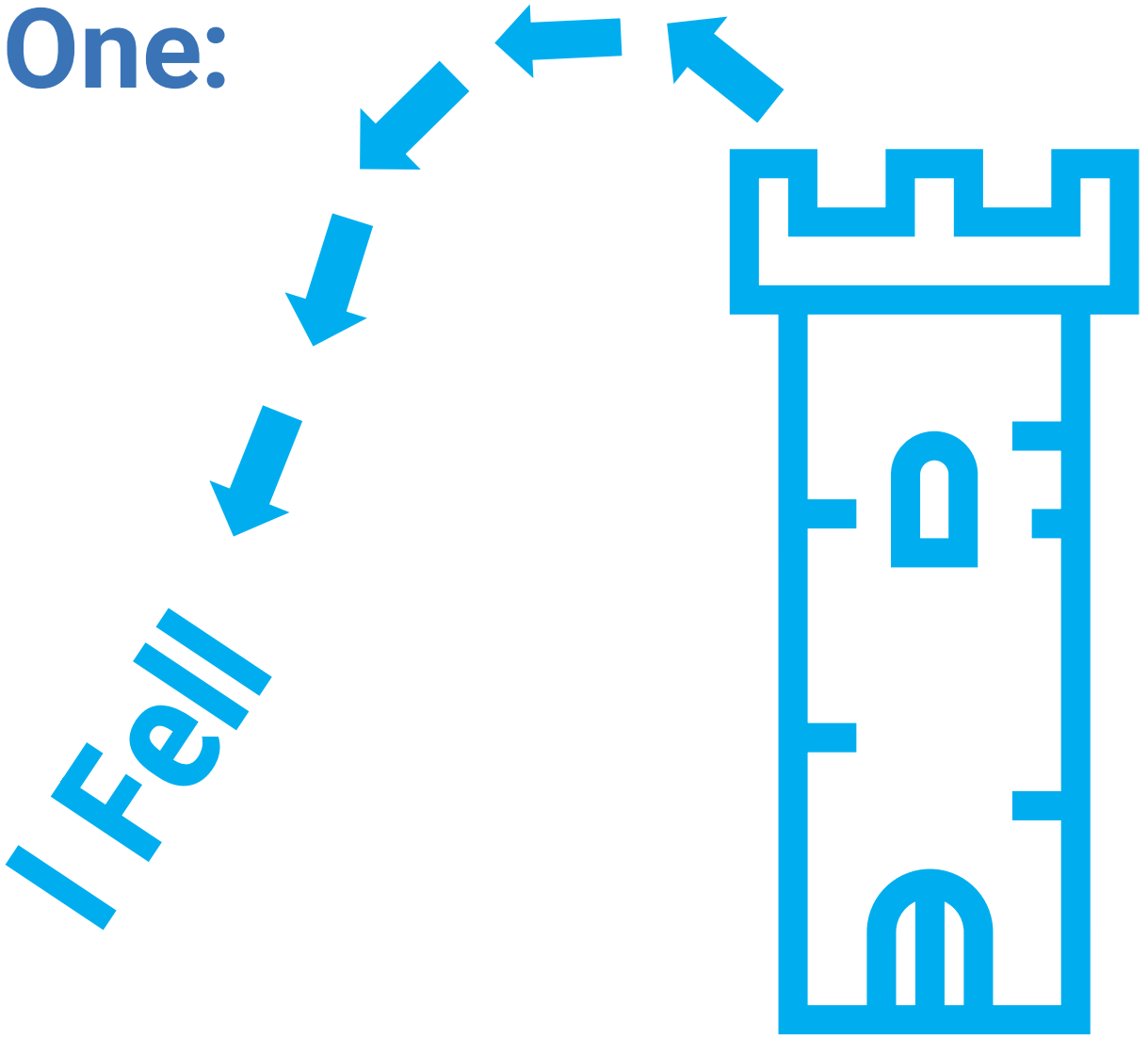
Brain Puzzle Five:

Try Stand 2

Brain Puzzles

How Many Can You Solve?

Brain Puzzle One:



Eiffel Tower

Brain Puzzle Two:

na fish
na fish

Tuna
Fish

Brain Puzzle Three:

often often often often not often often often often

More often than not

Brain Puzzle Four:

HANG

THERE

Hang in there

Brain Puzzle Five:

Try Stand 2

Try to Understand

What We'll Learn Today

What is FleetCommander?
- an Overview

Accessing FleetCommander
- Log-in

Driver/Requestor Interface
- Welcome Page
- Information Links (including New User Registration)
- Vehicle Use Links (including Make Reservation)

Administrator Interface
- Dashboard
- Admin Menus (Configure, Tools, Reports, and Manage)
- Manage > User
- Manage > Vehicle
- Manage > Make Reservation
- Manage > Reservation (View, Modify, and Cancel)
- Dispatching a Vehicle
- Manage > Fleet (View, Make, and Move Reservations)
- Dashboard Continued – Vehicle Use Tab

FleetCommander, the ACE up your sleeve!

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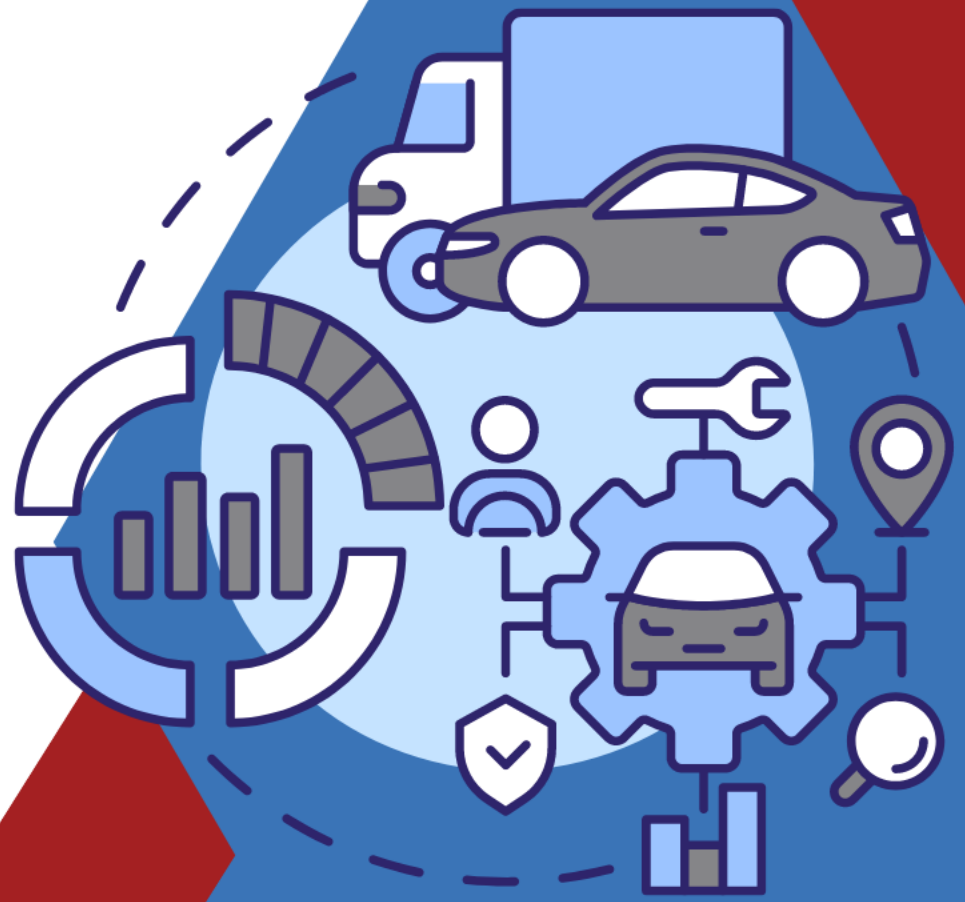
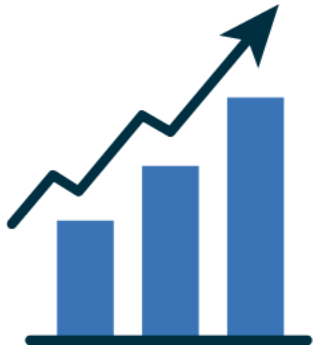
FLEET MANAGEMENT SOLUTIONS

What is FleetCommander?





FleetCommander Overview

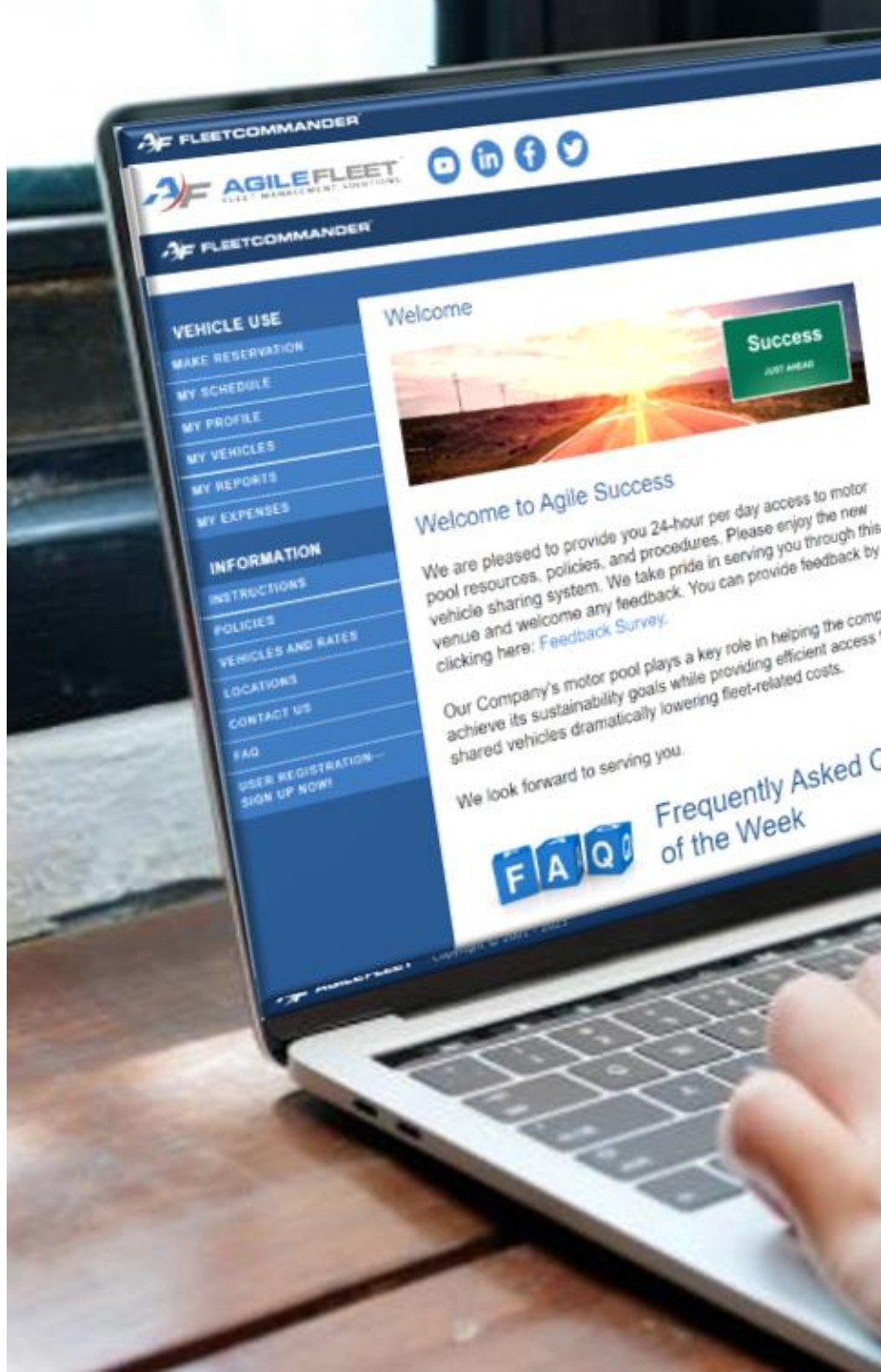
Cloud-based Fleet Management Solution

- Can oversee centralized or disbursed operations
- Scalable from 25 to 25,000+ vehicles
- Able to administer unlimited drivers/users

Highly configurable to support precise business needs

Optional modules can include:

- MotorPool/Vehicle Sharing
- Maintenance & Parts
- Fuel Management
- Risk Management
- Telematics

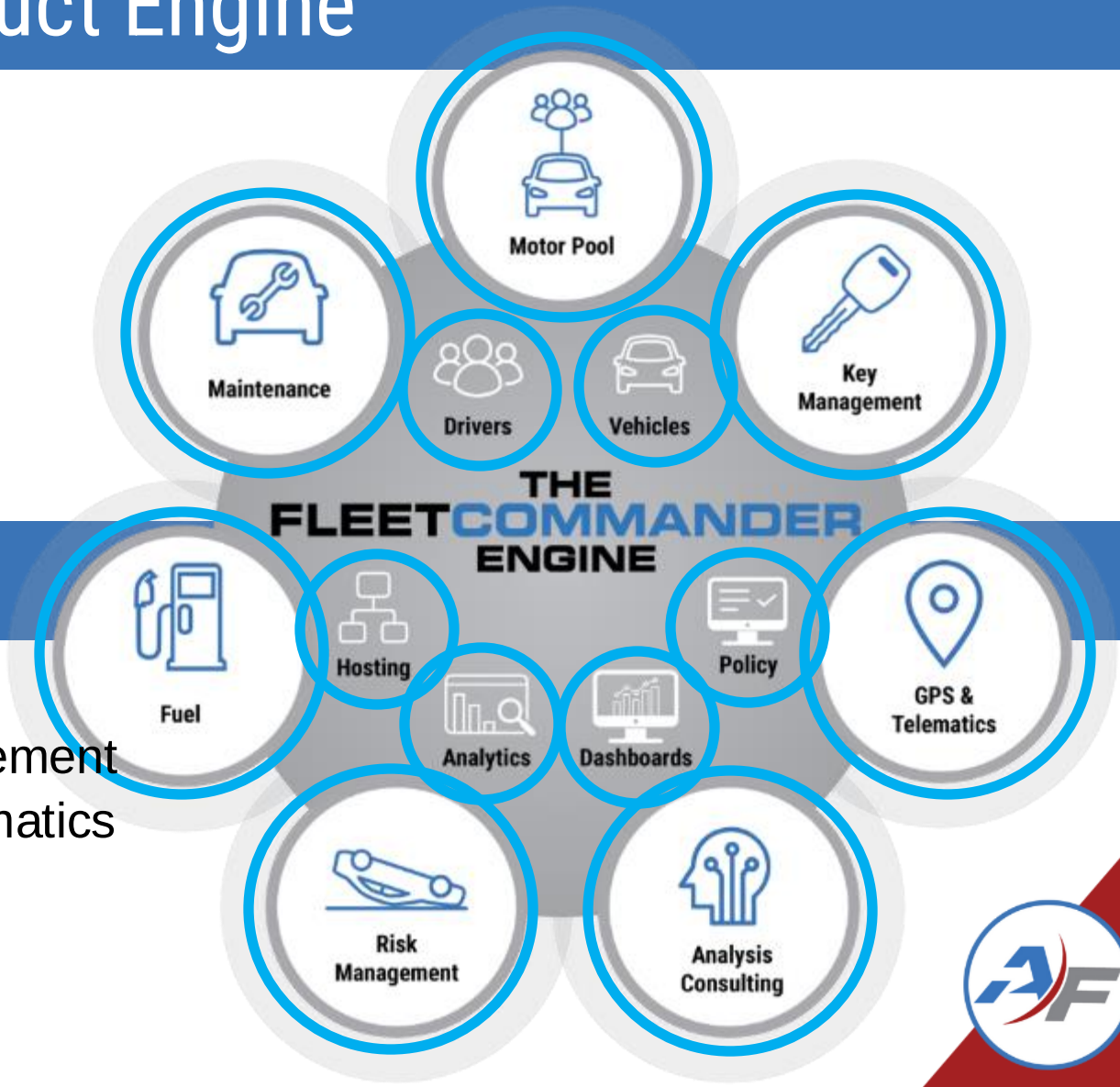


COMMAND 24

FleetCommander Overview

FleetCommander Core Product Engine

- User/Driver Management
- Vehicle/Asset Management
- Analytics & Reports
- Policy Enforcement
- Admin Interface/Dashboards
- Hosting



FleetCommander Modules

- Motor Pool/Vehicle Sharing
- Key Management
- Maintenance
- Fuel
- Risk Management
- GPS & Telematics

FleetCommander Overview

Today's training will feature these items

FleetCommander Core Product Engine

- User/Driver Management
- Vehicle/Asset Management
- Analytics & Reports
- Policy Oversight
- Admin Interface/Dashboards
- Hosting

FleetCommander Modules

- Motor Pool/Vehicle Sharing
- Key Management
- Maintenance
- Fuel
- Risk Management
- GPS & Telematics

What is a profile in FleetCommander?

A profile is a centralized repository of your fleet data and is unique to each associated user and asset/vehicle.

Profiles are essential components of the “FleetCommander Engine”

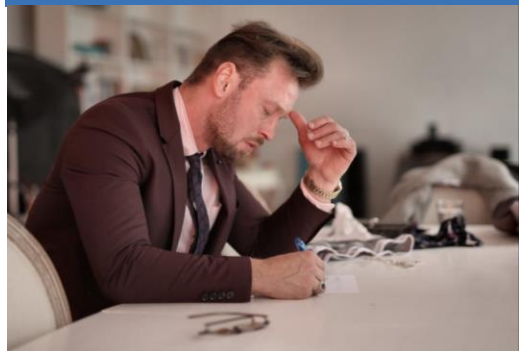
COMMAND 24

FleetCommander Users

Drivers

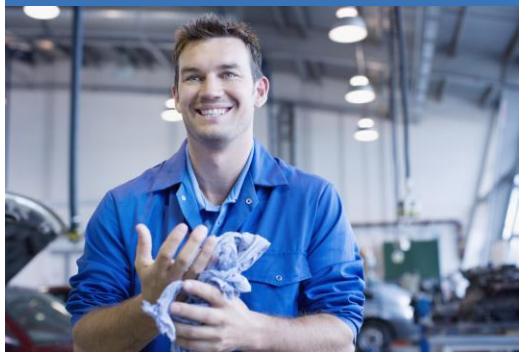
Requestors

Fleet Administrators



Motor Pool Dispatchers

Maintenance Staff



Inspectors & Prep

Risk Managers

HR Administrators

What assets can you place in FleetCommander?

Answer: ALL OF THEM!

Light Duty

Bicycles

Sedans

Patrol Cars

Trailers

Yellow Iron

Generators

EVs

Pick-up Trucks

Heavy Duty

Golf Carts

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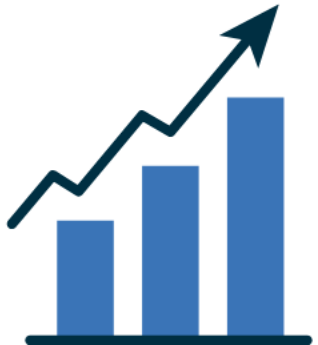
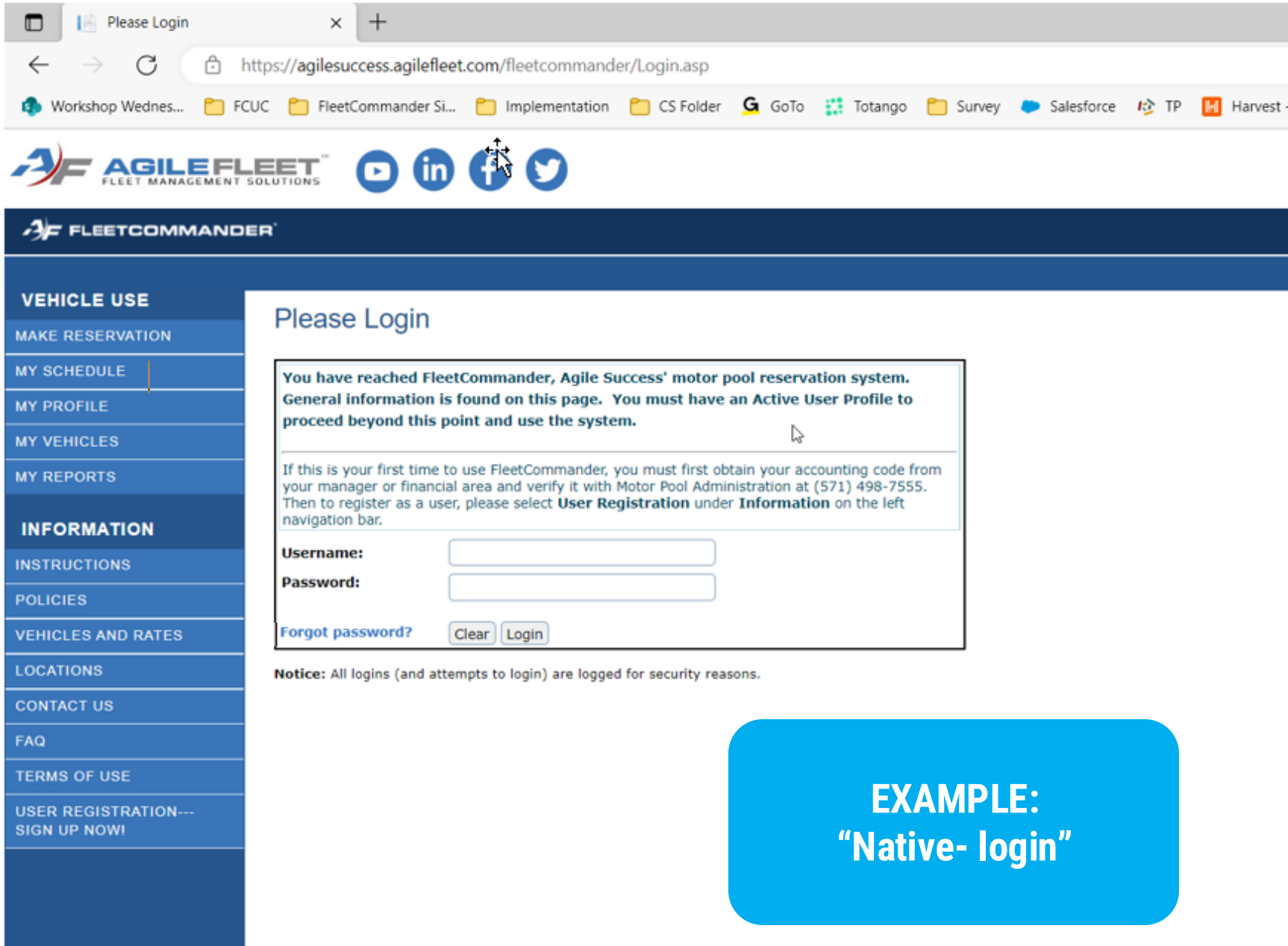
FLEET MANAGEMENT SOLUTIONS

Accessing FleetCommander



Accessing FleetCommander: Login

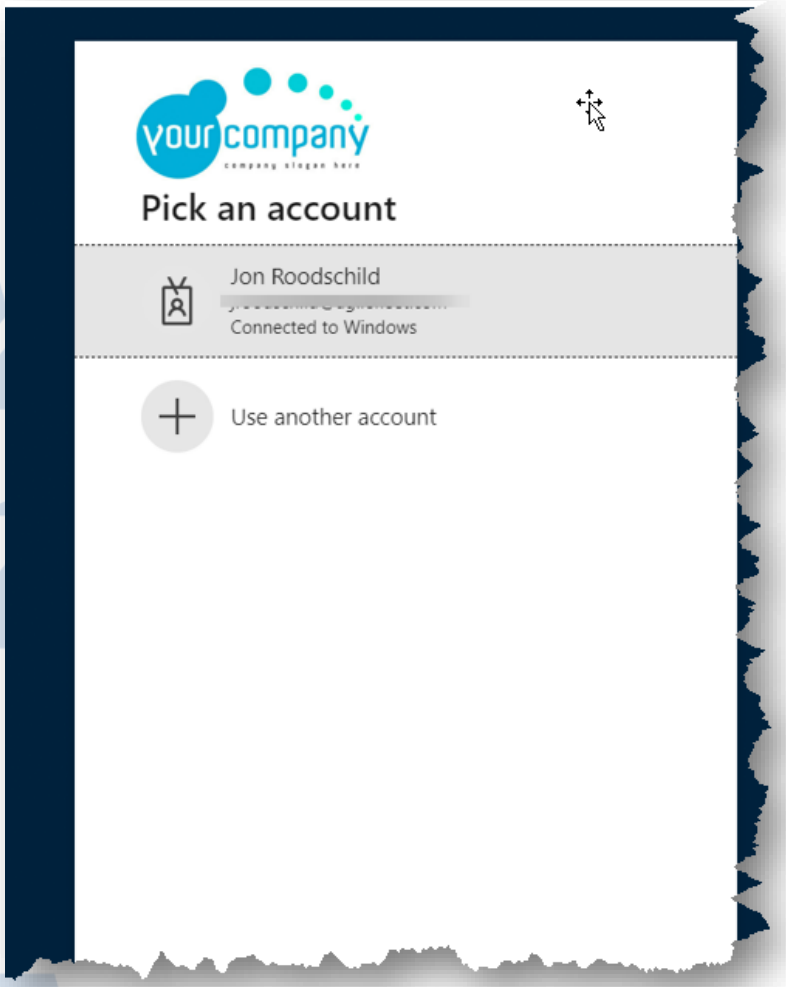
Go to
yourURL.agilefleet.com



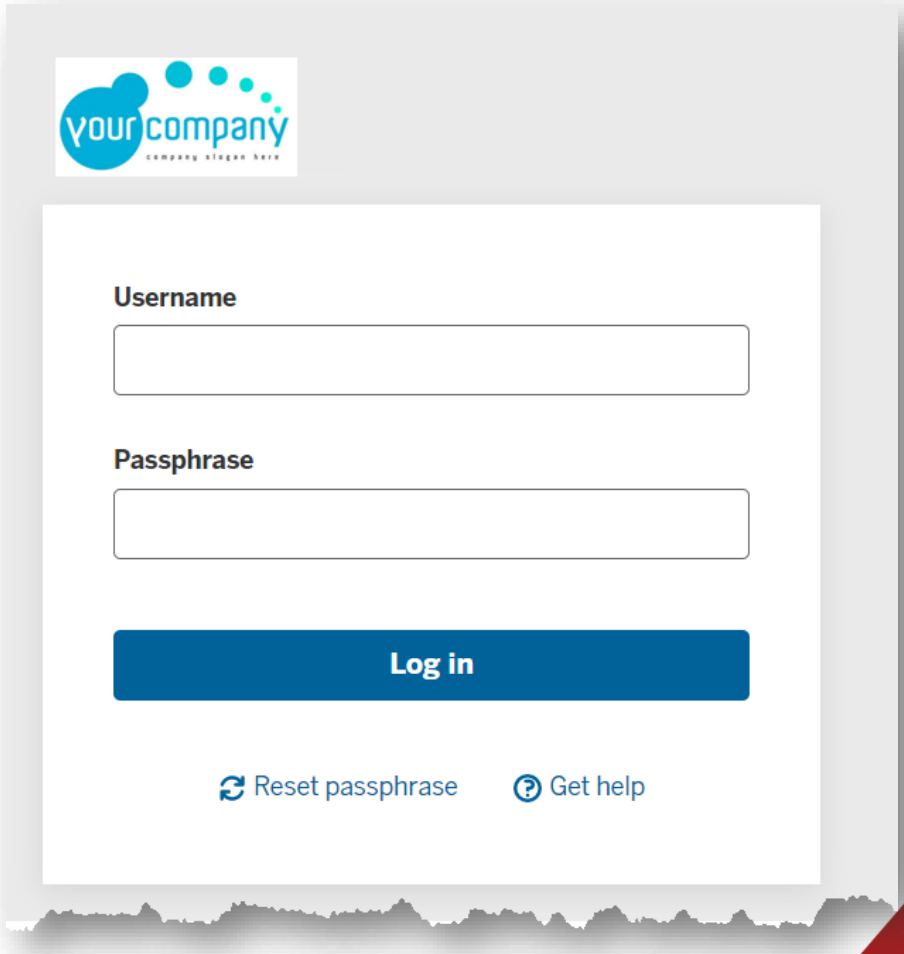
EXAMPLE:
"Native- login"

COMMAND 24

Accessing FleetCommander: Login



EXAMPLE:
“Custom Authentication”

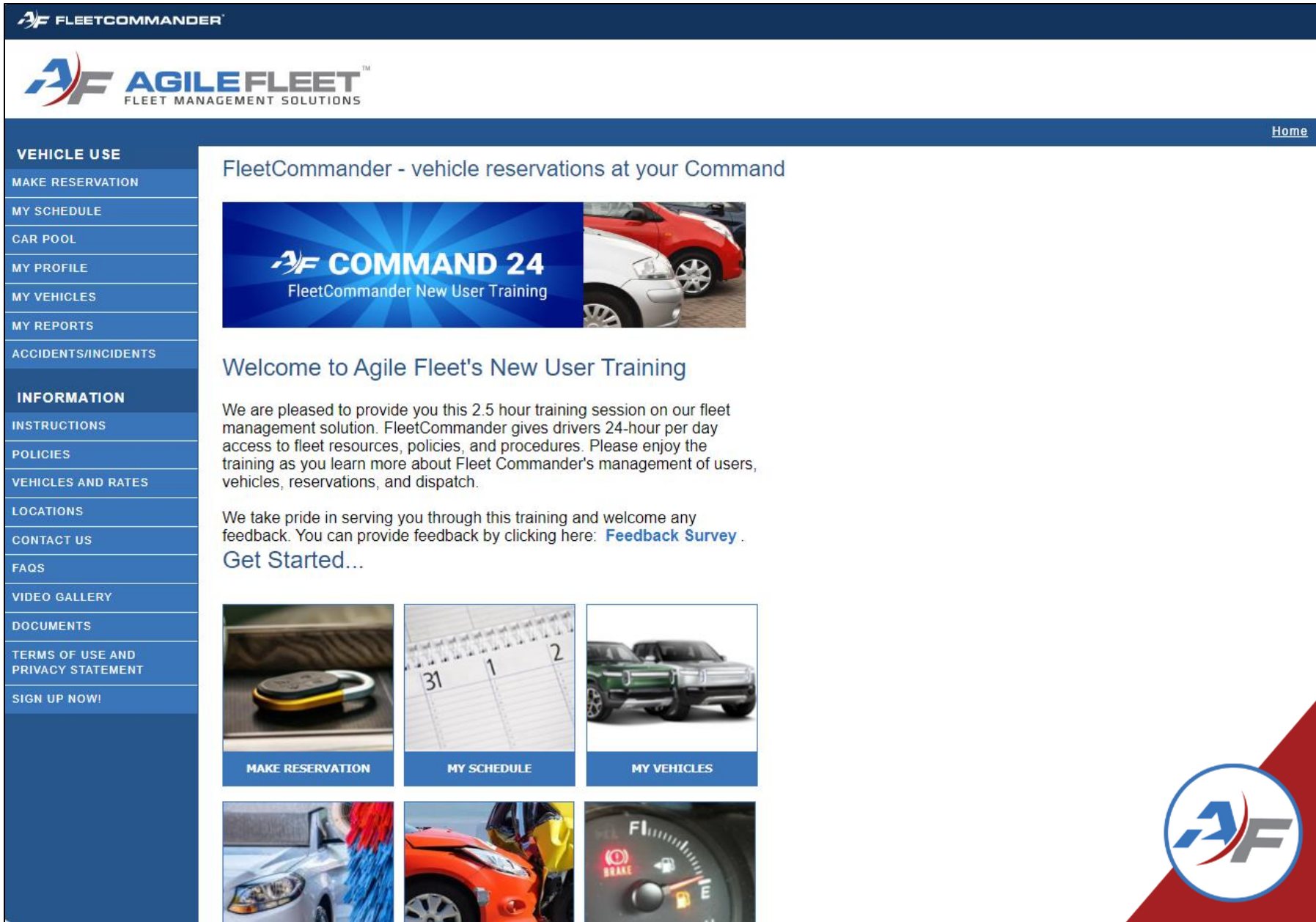


COMMAND 24

Accessing FleetCommander: Welcome Page

Successful login brings you to FleetCommander Welcome Page

Welcome Page highlights important information including fleet policies



COMMAND 24

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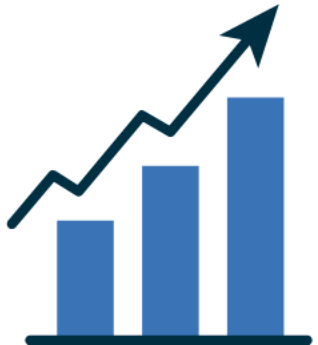
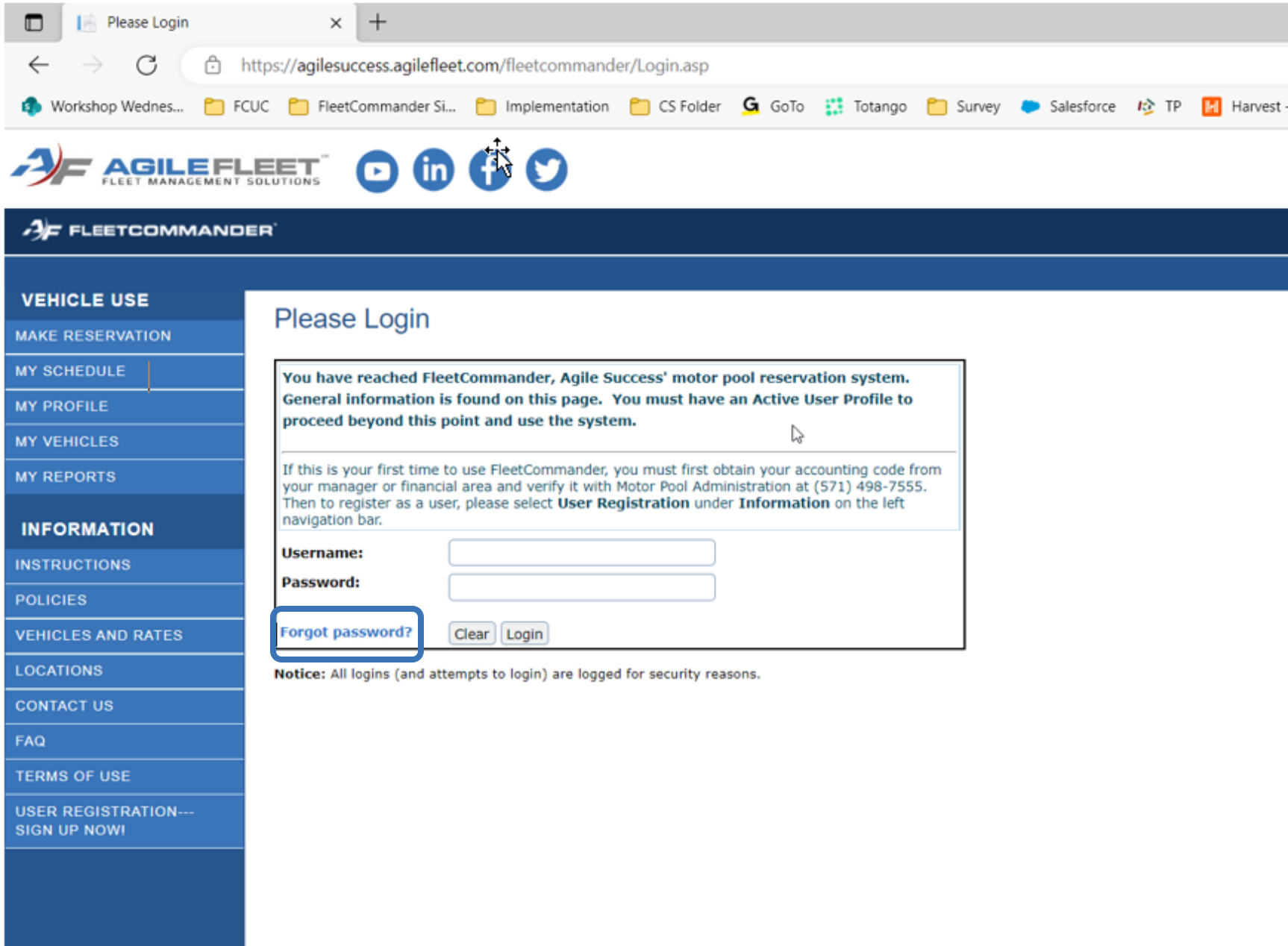
FLEET MANAGEMENT SOLUTIONS

Forgot Password?



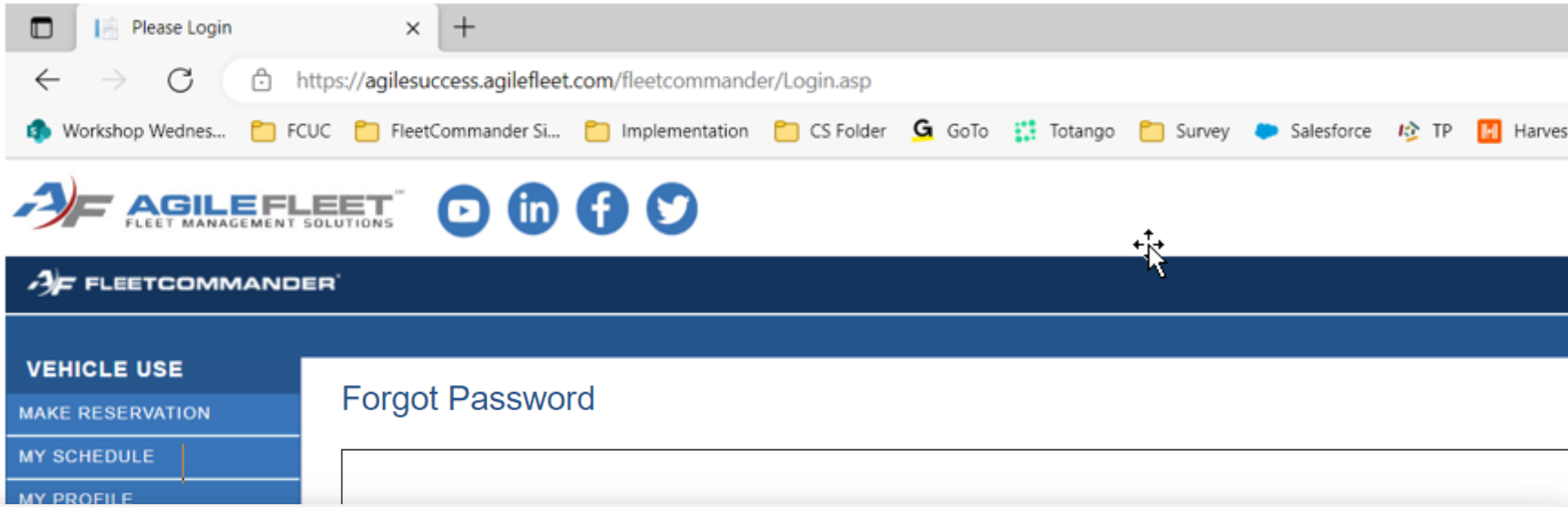
Accessing FleetCommander: Login

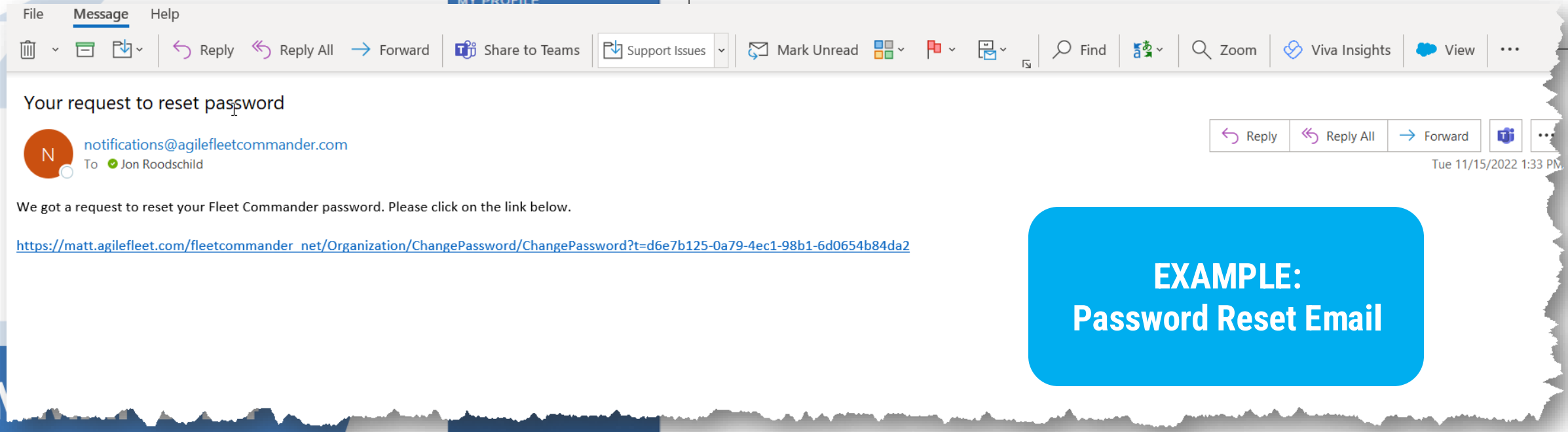
TIP:
If you forgot your password, you can receive a reset prompt



COMMAND 24

Accessing FleetCommander: Login





EXAMPLE:
Password Reset Email

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FLEET MANAGEMENT SOLUTIONS

Driver/Requestor Interface

Driver/Requestor Interface

The WELCOME PAGE is the launching point for all Driver/Requestor interaction with FleetCommander

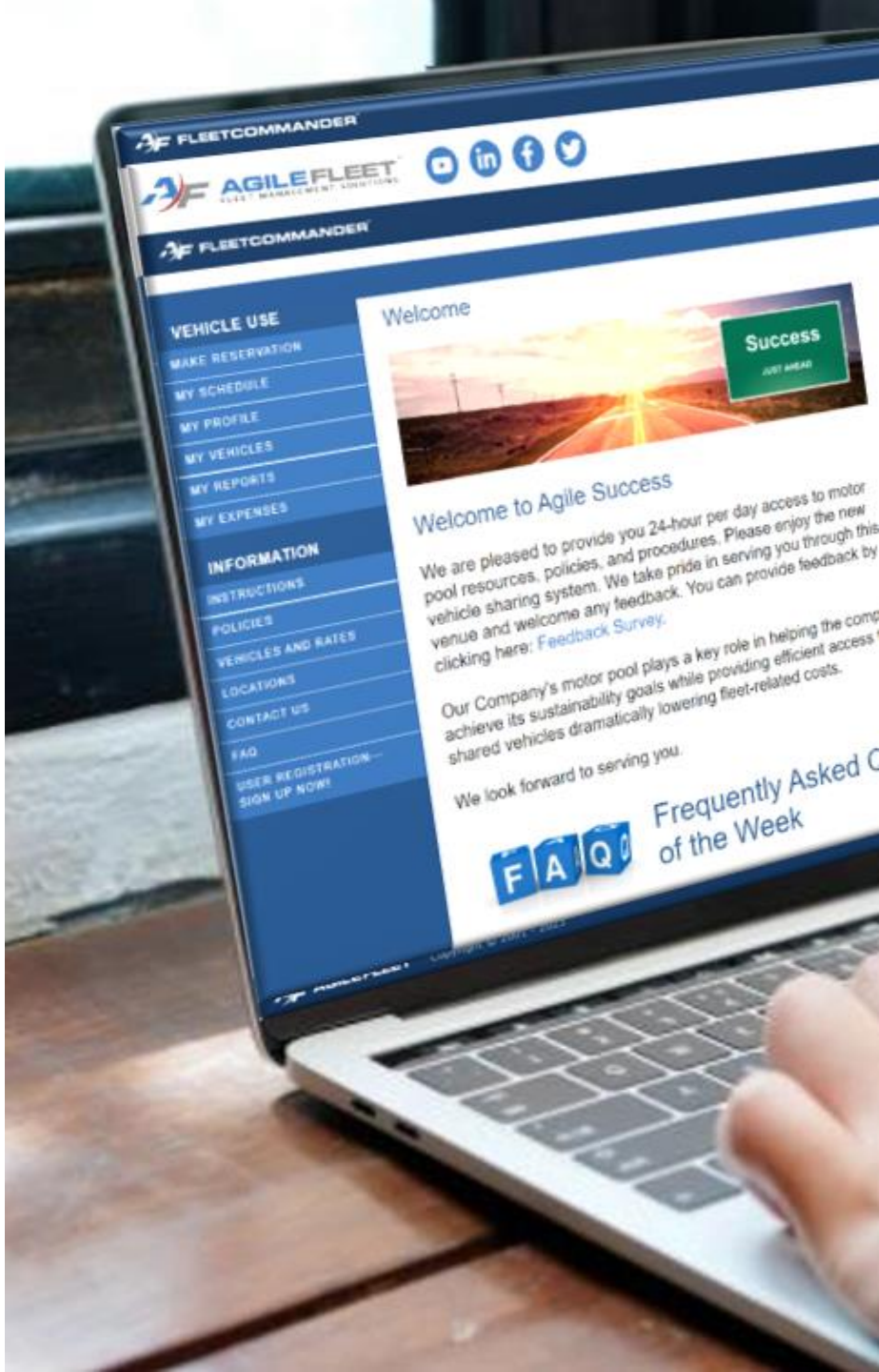
Interfaces includes:
INFORMATION LINKS
and
VEHICLE USE LINKS

Information Links

- Instructions
- Policies
- Vehicles and Rates
- Locations
- Contact Us
- FAQs
- Terms of Use
- Privacy Statement
- Documents

Vehicle Use Links

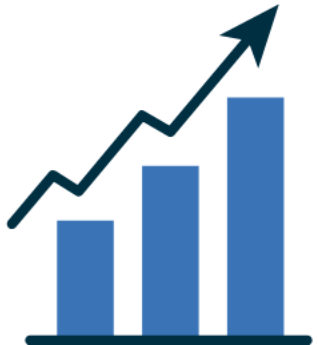
- Make a Reservation
- My Schedule
- My Profile
- My Reports



COMMAND 24

AGILE FLEET™
FLEET MANAGEMENT SOLUTIONS

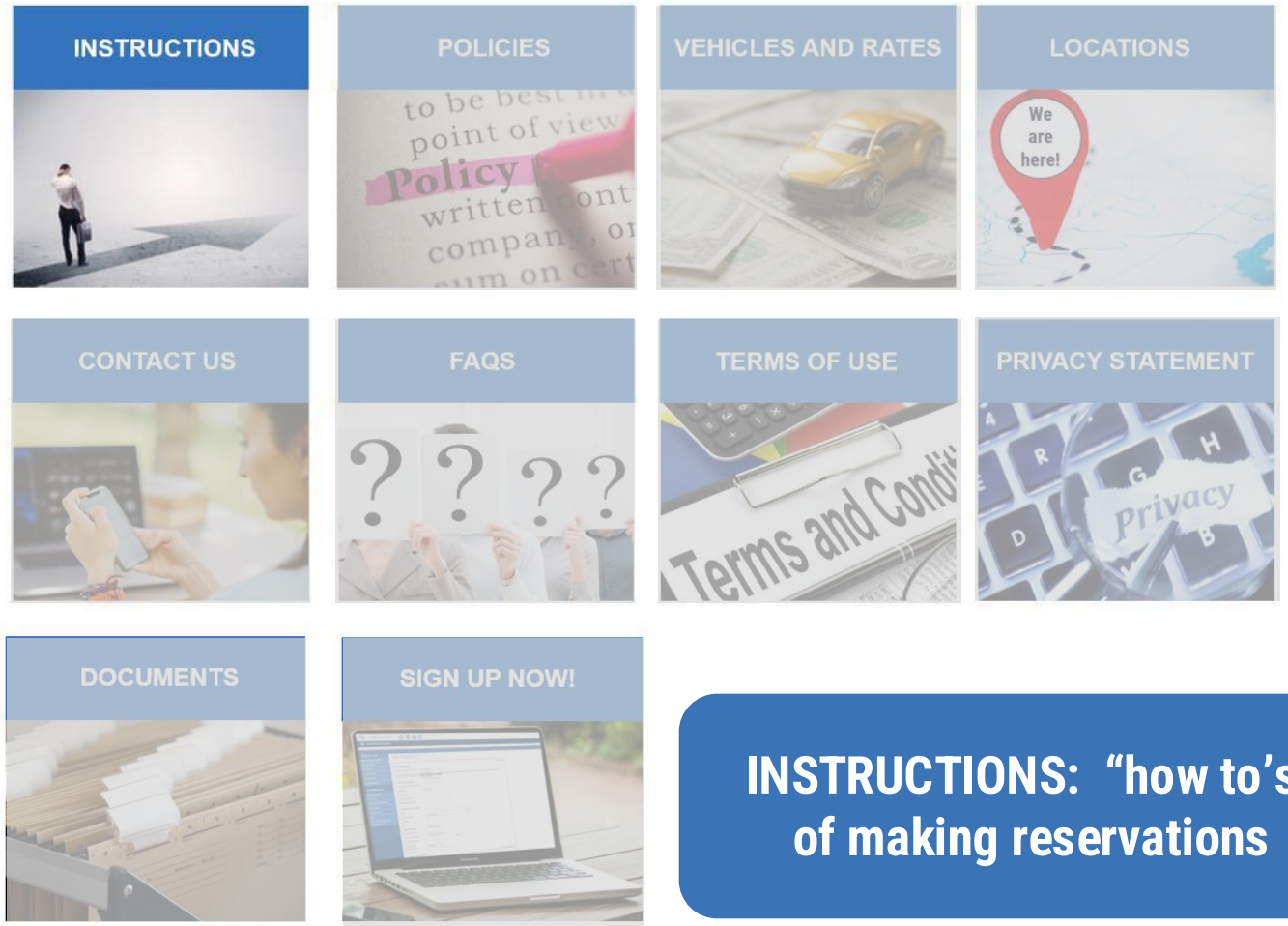
Information Links



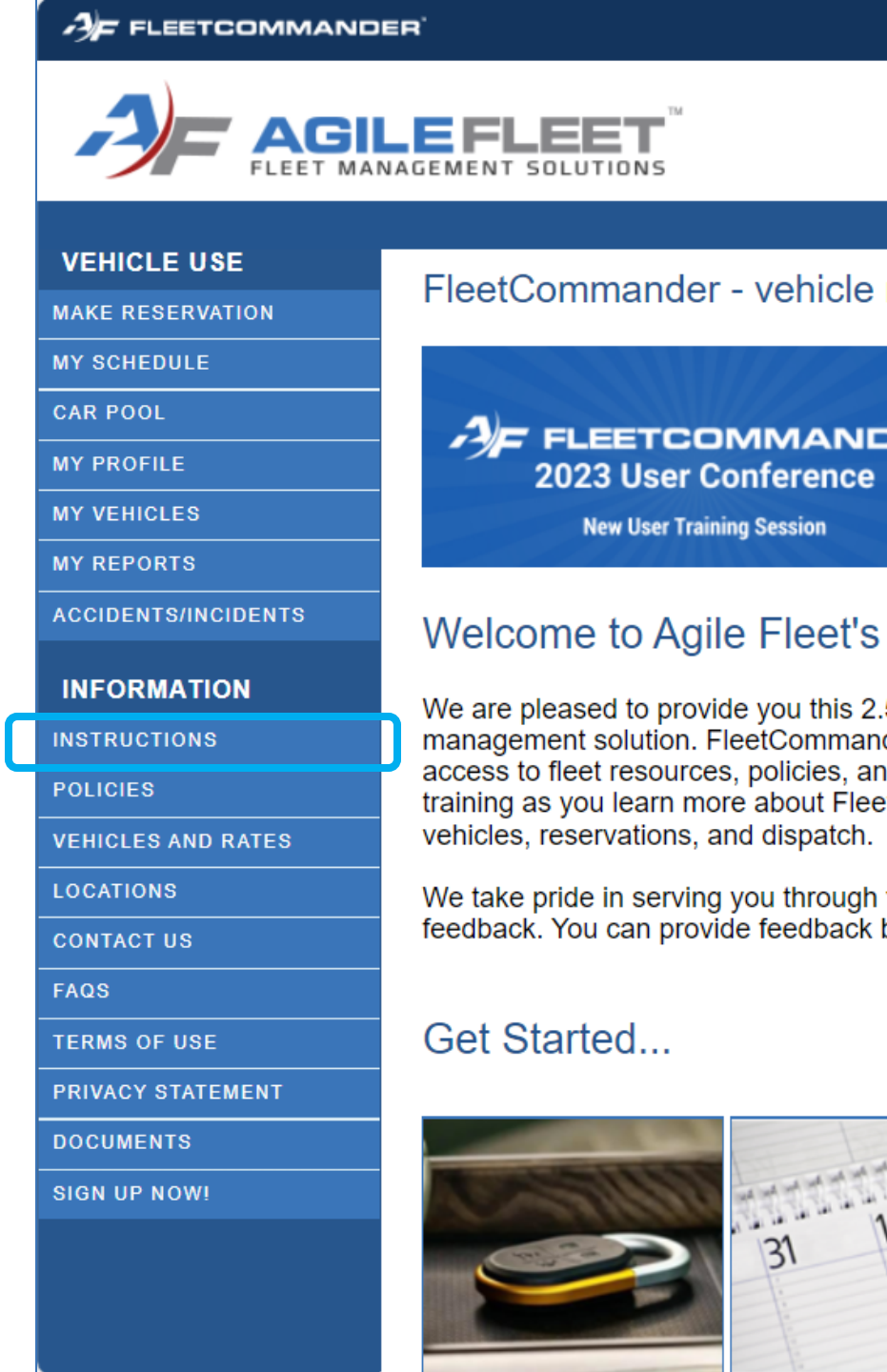
Driver/Requestor Interface

Information Links

Shares specific information regarding fleet with requestors/drivers



INSTRUCTIONS: "how to's" of making reservations

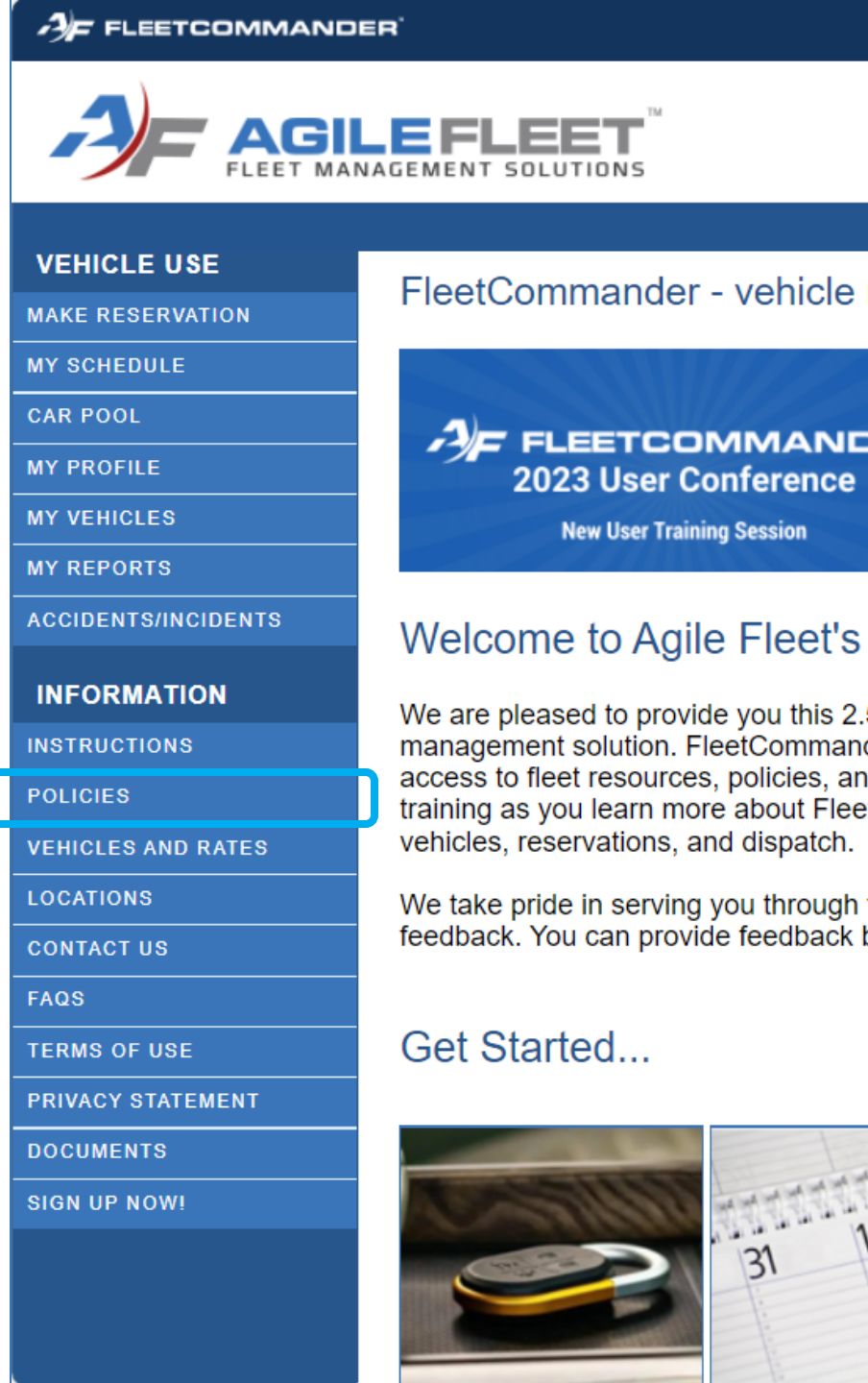


Driver/Requestor Interface

Information Links

Shares specific information regarding fleet with requestors/drivers

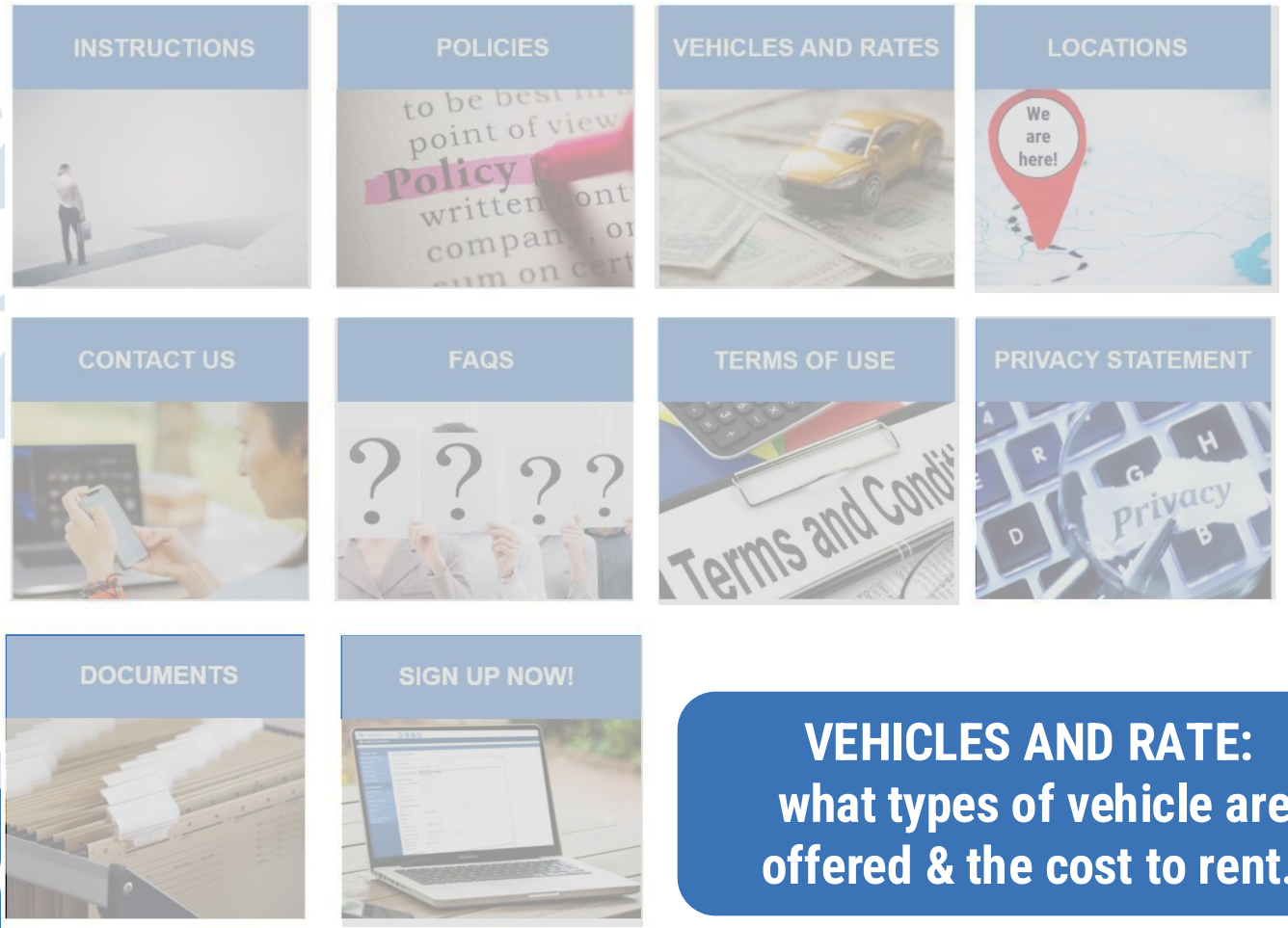
POLICIES: the "must agrees" of using vehicles



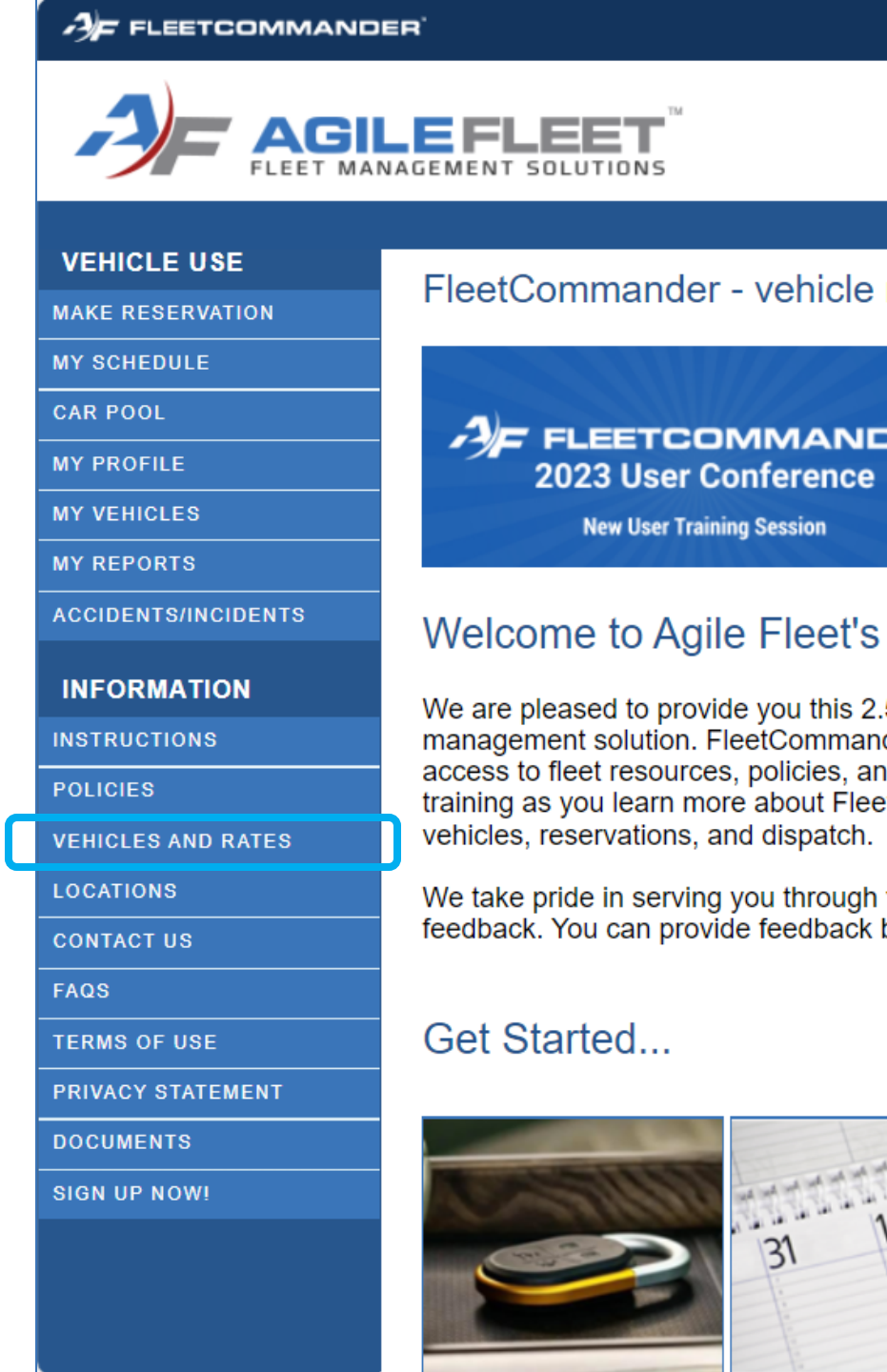
Driver/Requestor Interface

Information Links

Shares specific information regarding fleet with requestors/drivers



VEHICLES AND RATE: what types of vehicle are offered & the cost to rent.



Driver/Requestor Inte

Information Links

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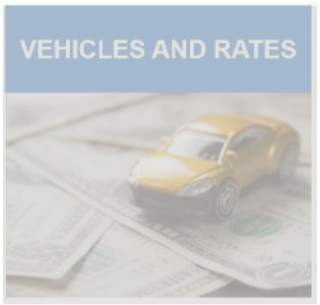
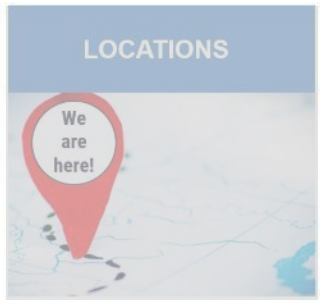
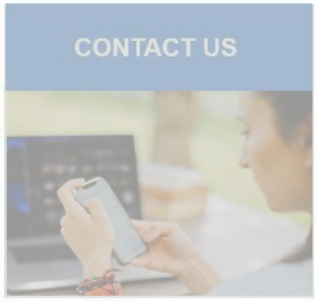
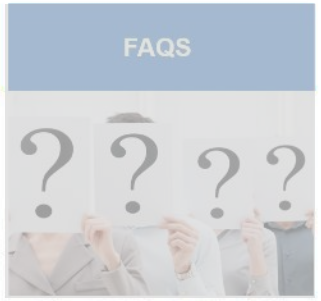
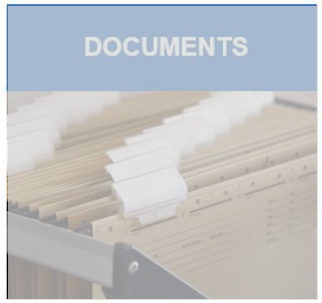


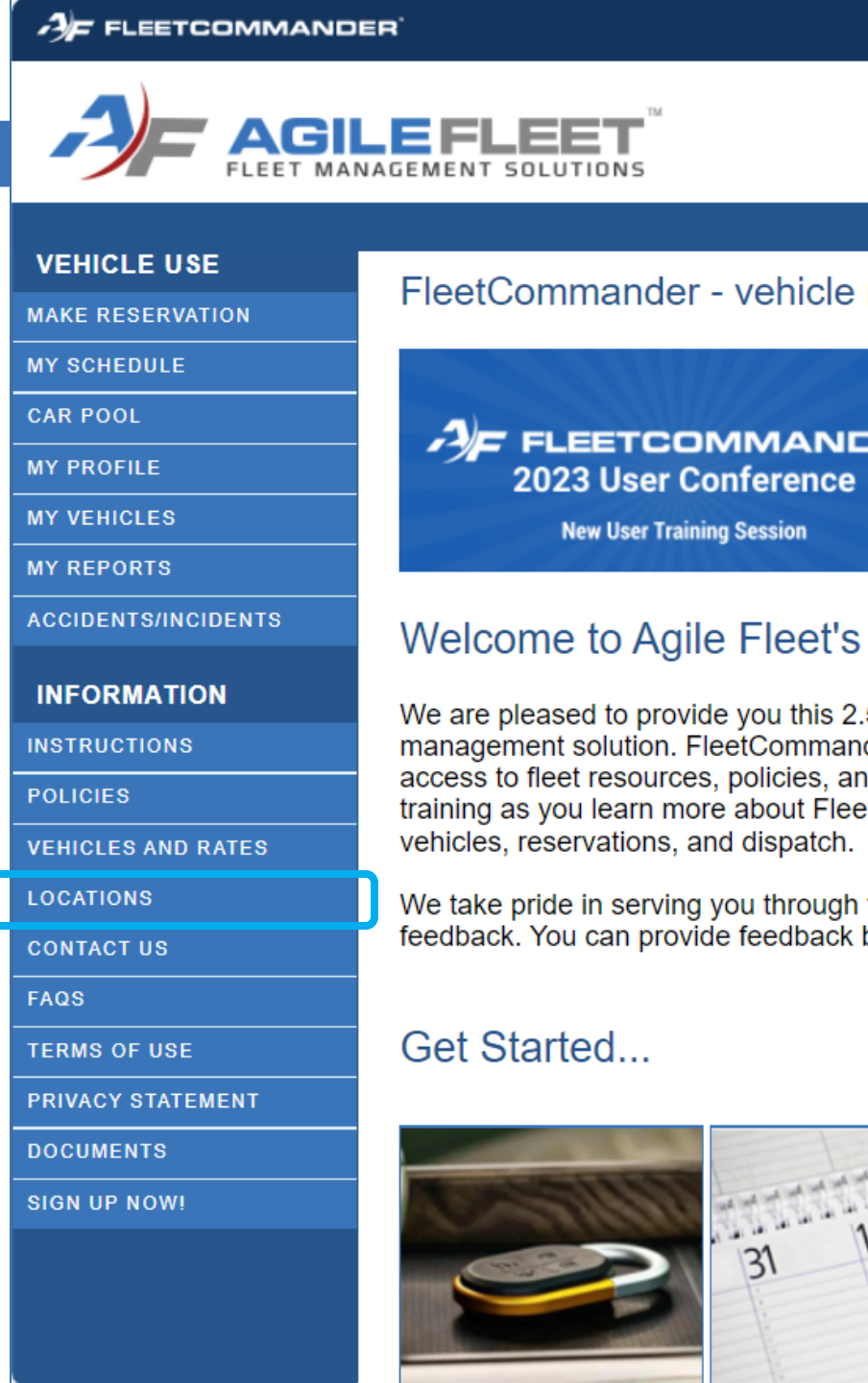








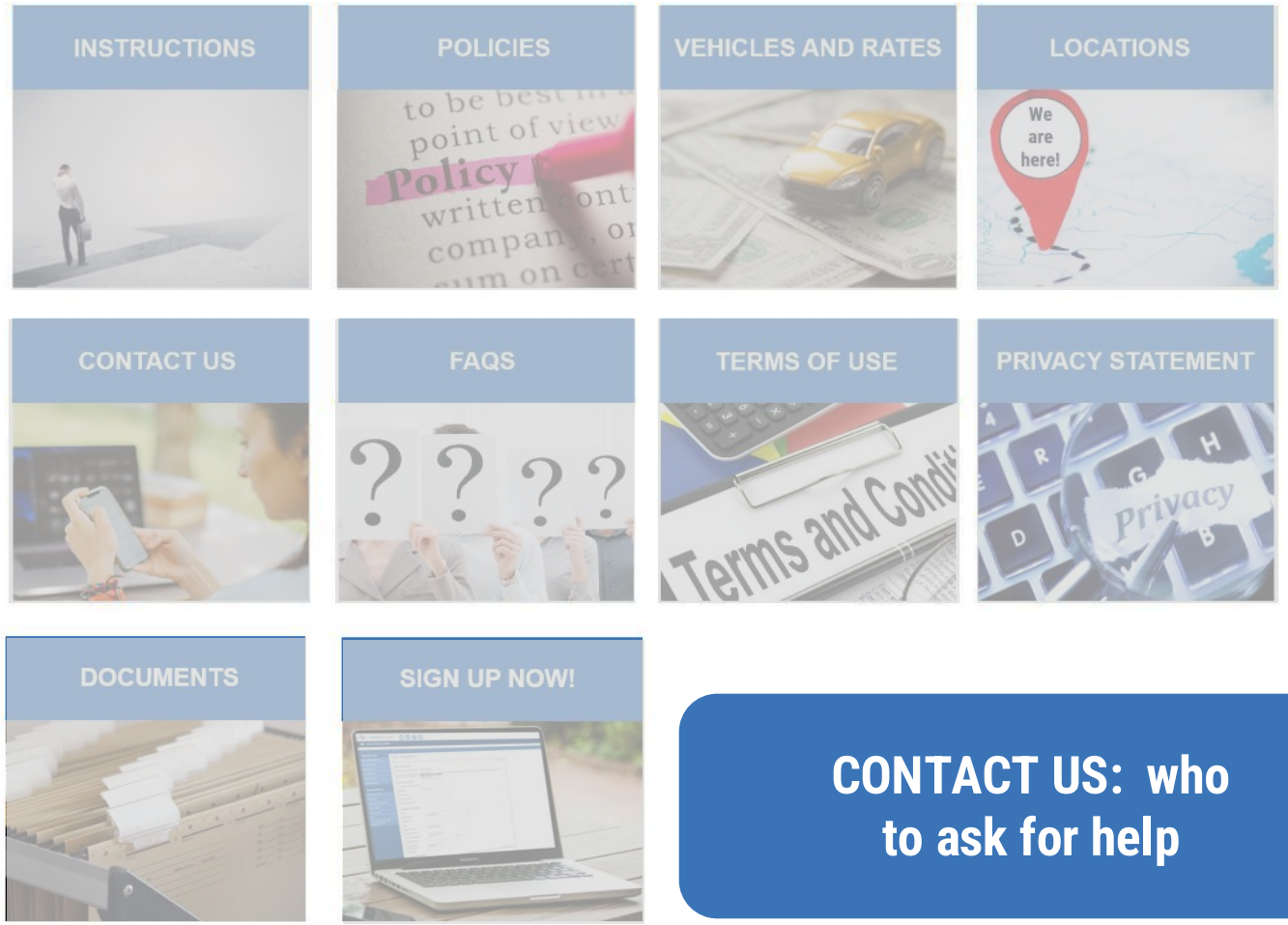
LOCATIONS: where to go to get vehicle



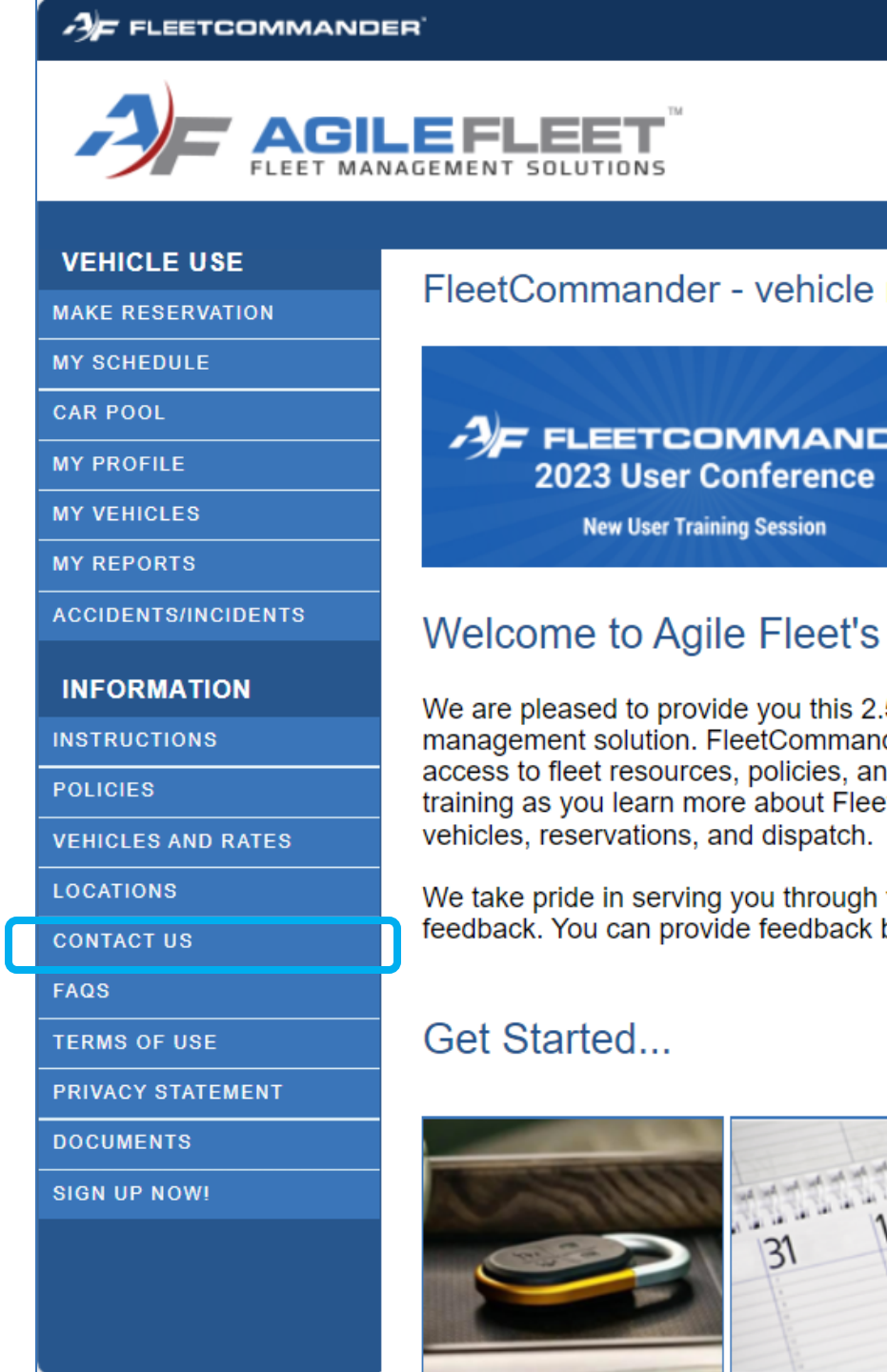
Driver/Requestor Interface

Information Links

Shares specific information regarding fleet with requestors/drivers



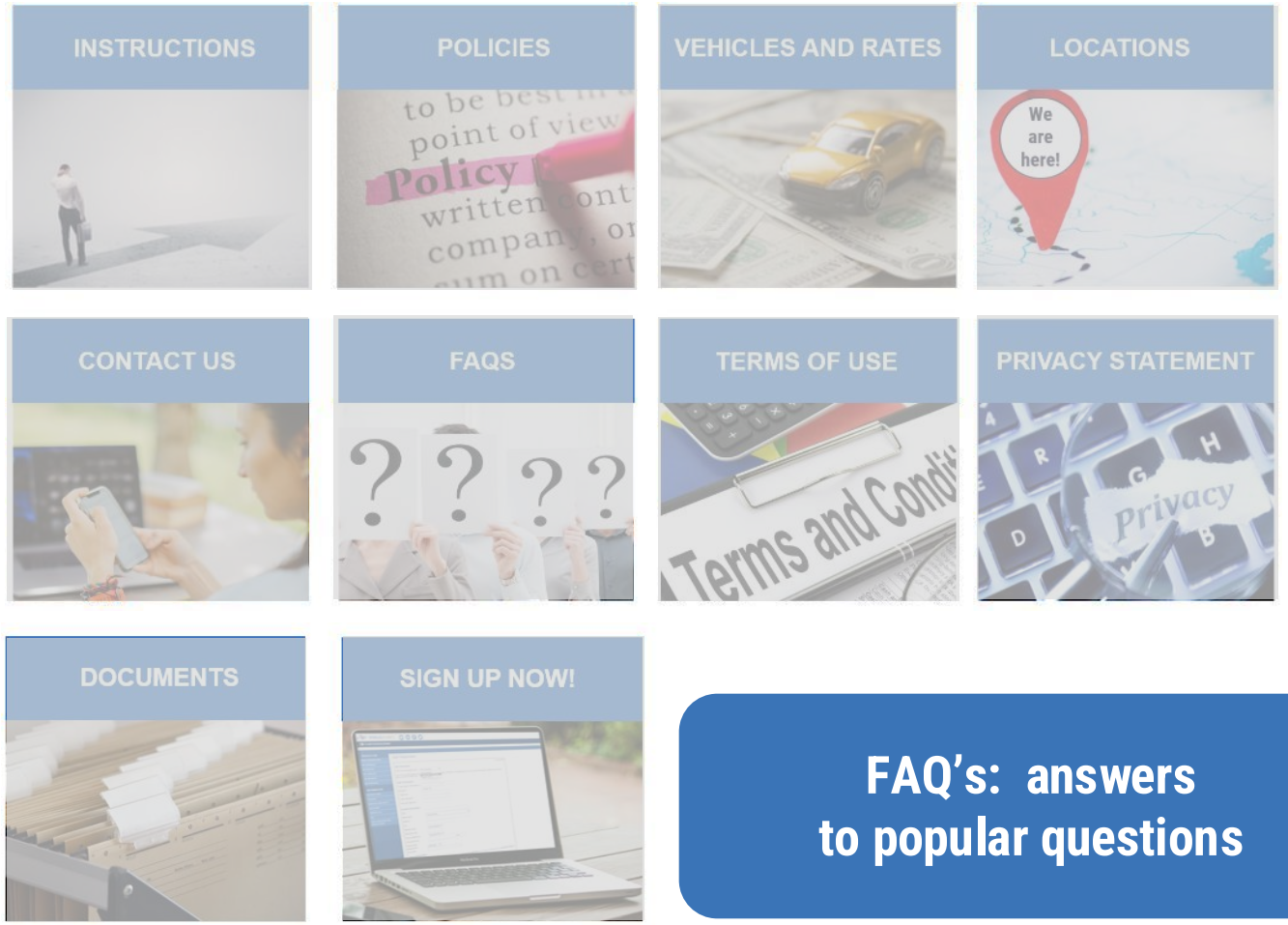
CONTACT US: who to ask for help



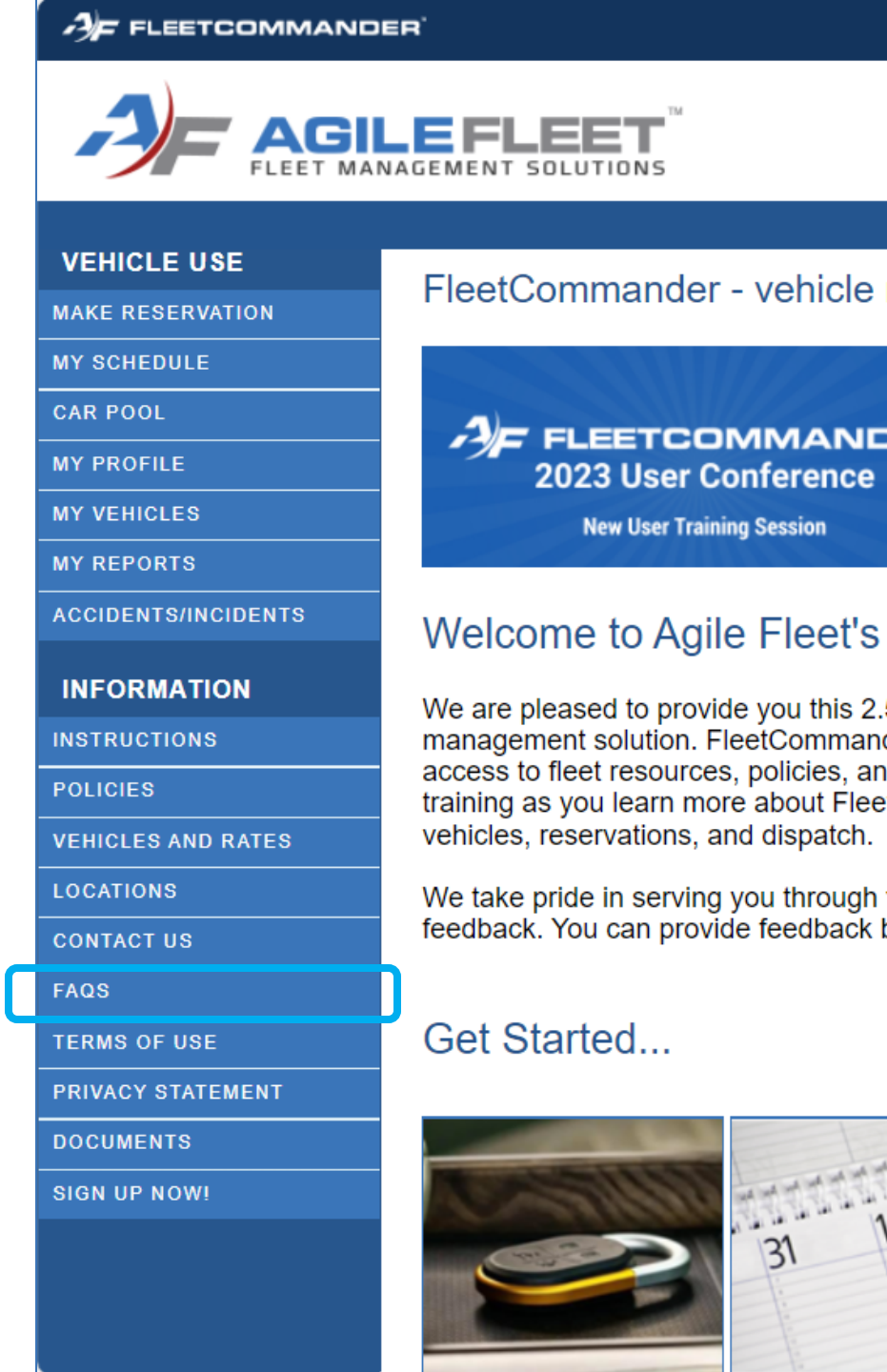
Driver/Requestor Interface

Information Links

Shares specific information regarding fleet with requestors/drivers



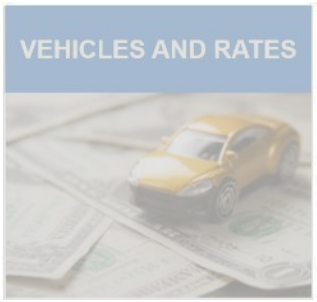
FAQ's: answers to popular questions

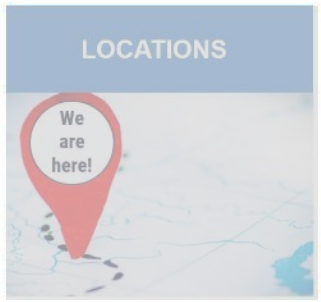


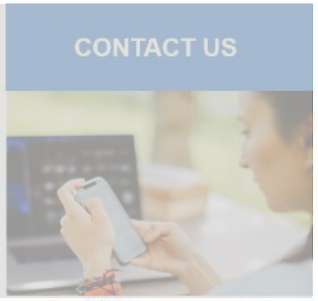
Driver/Requestor Interface

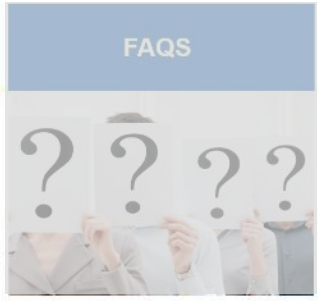
Information Links

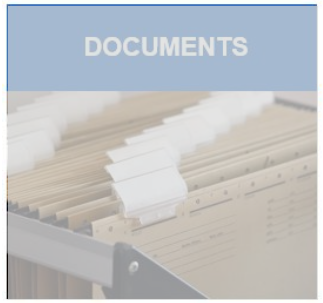
Shares specific information regarding fleet with requestors/drivers



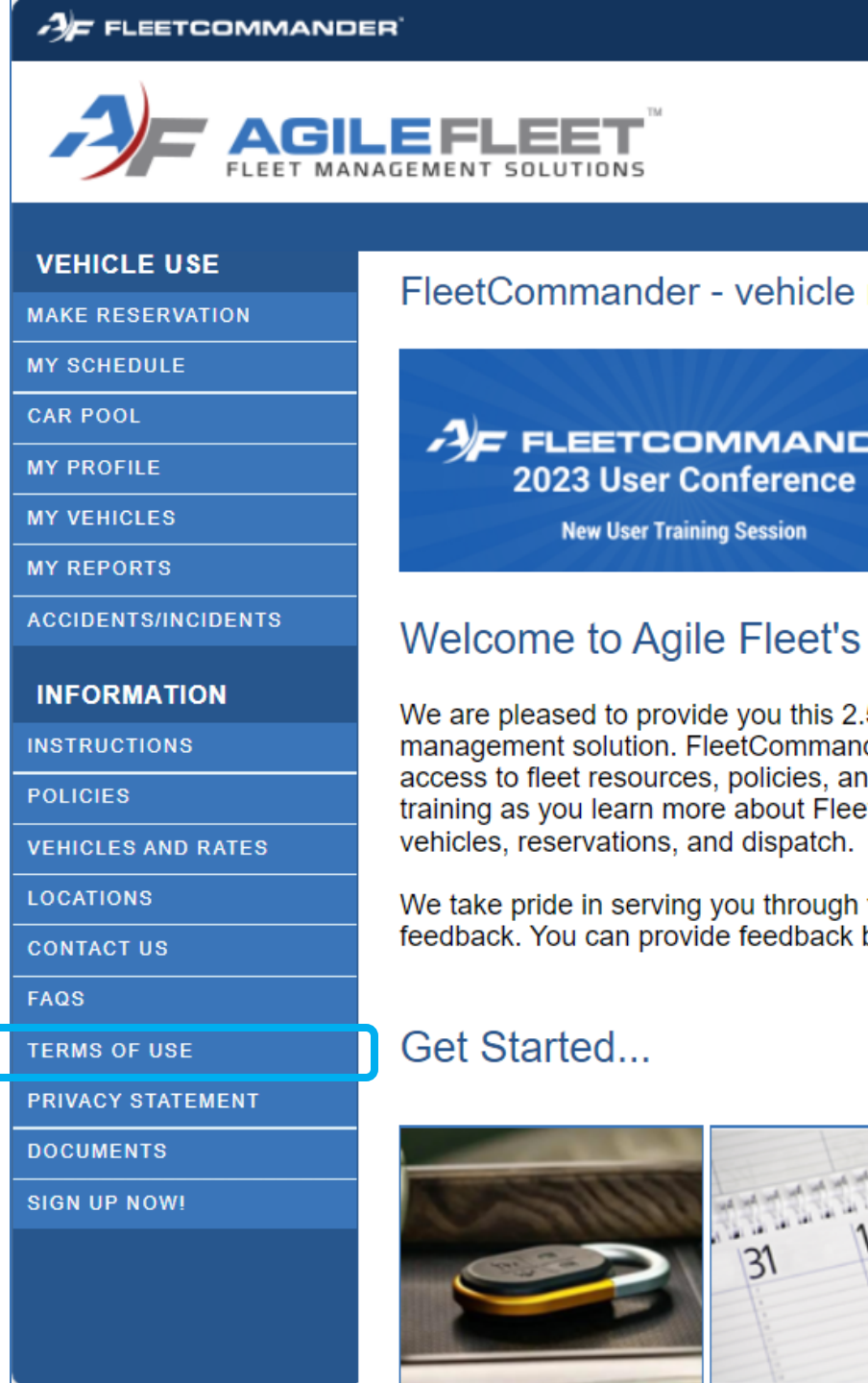








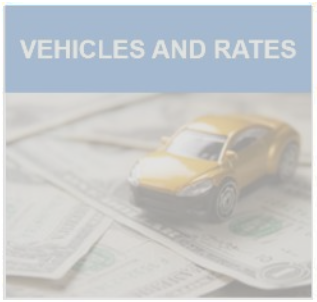
TERMS OF USE:
the rules of using application

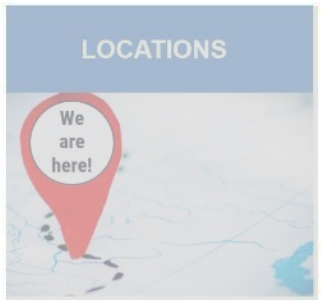


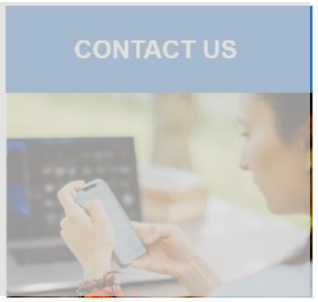
Driver/Requestor Interface

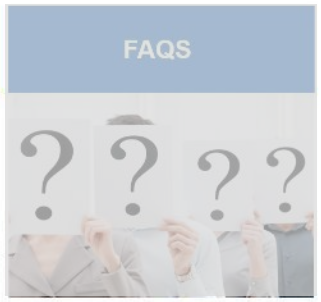
Information Links

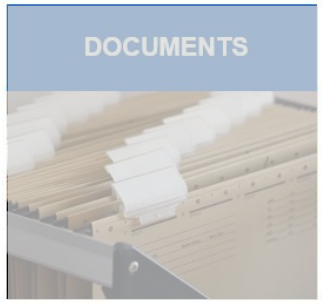
Shares specific information regarding fleet with requestors/drivers



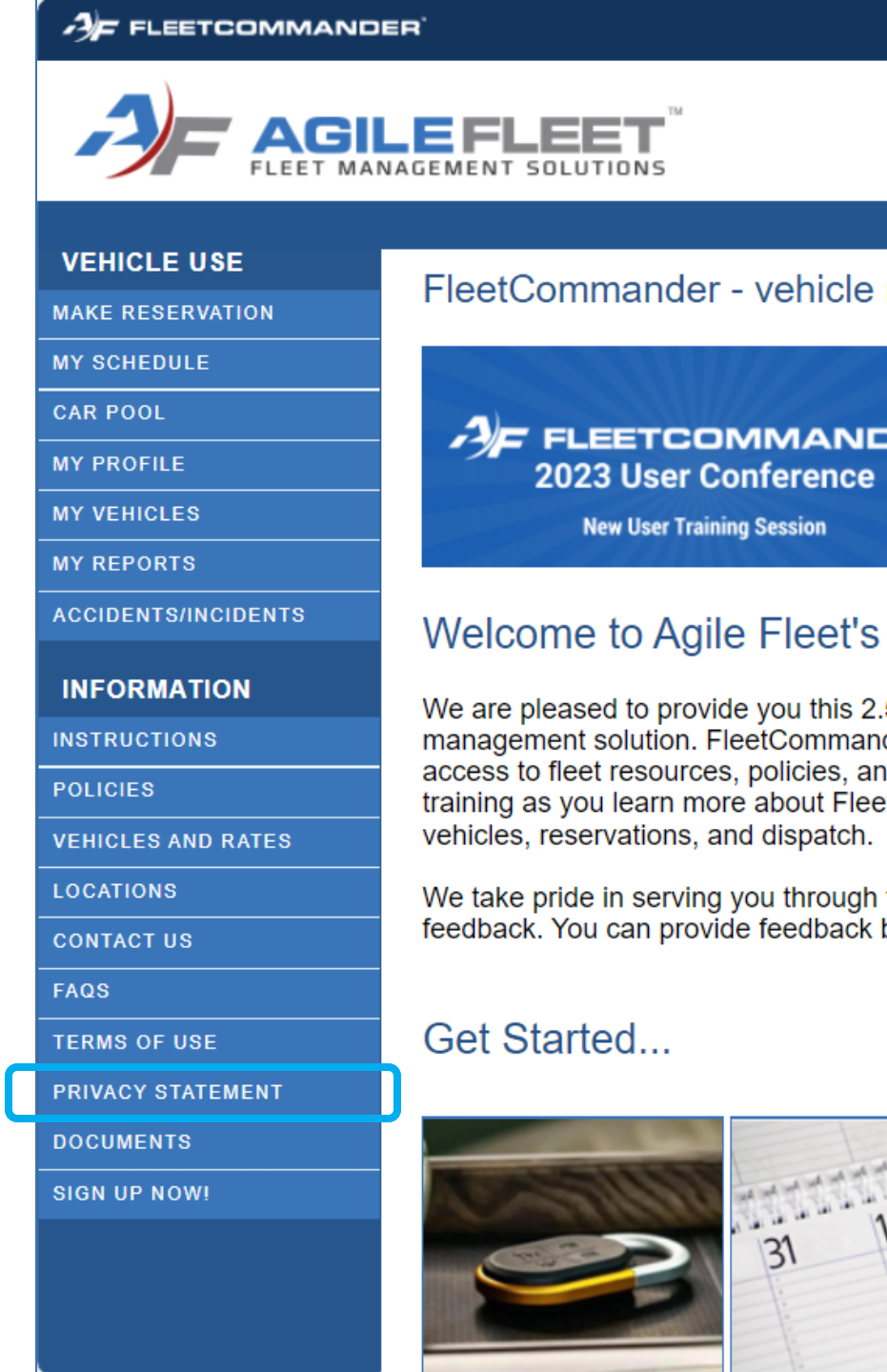








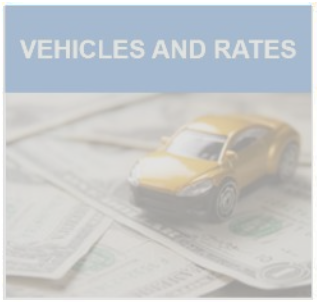
PRIVACY STATEMENT:
protecting your privacy

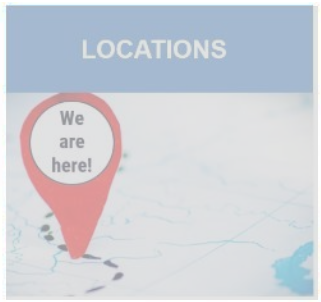


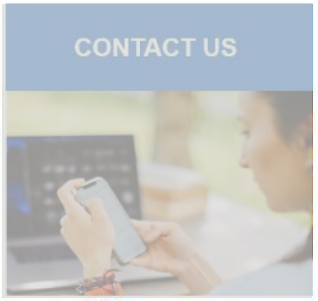
Driver/Requestor Interface

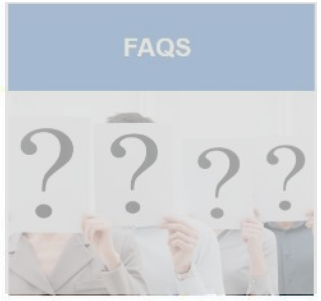
Information Links

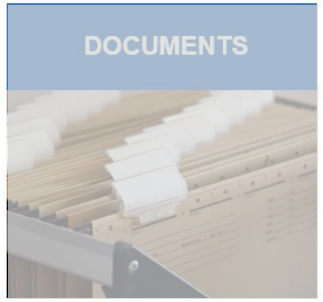
Shares specific information regarding fleet with requestors/drivers



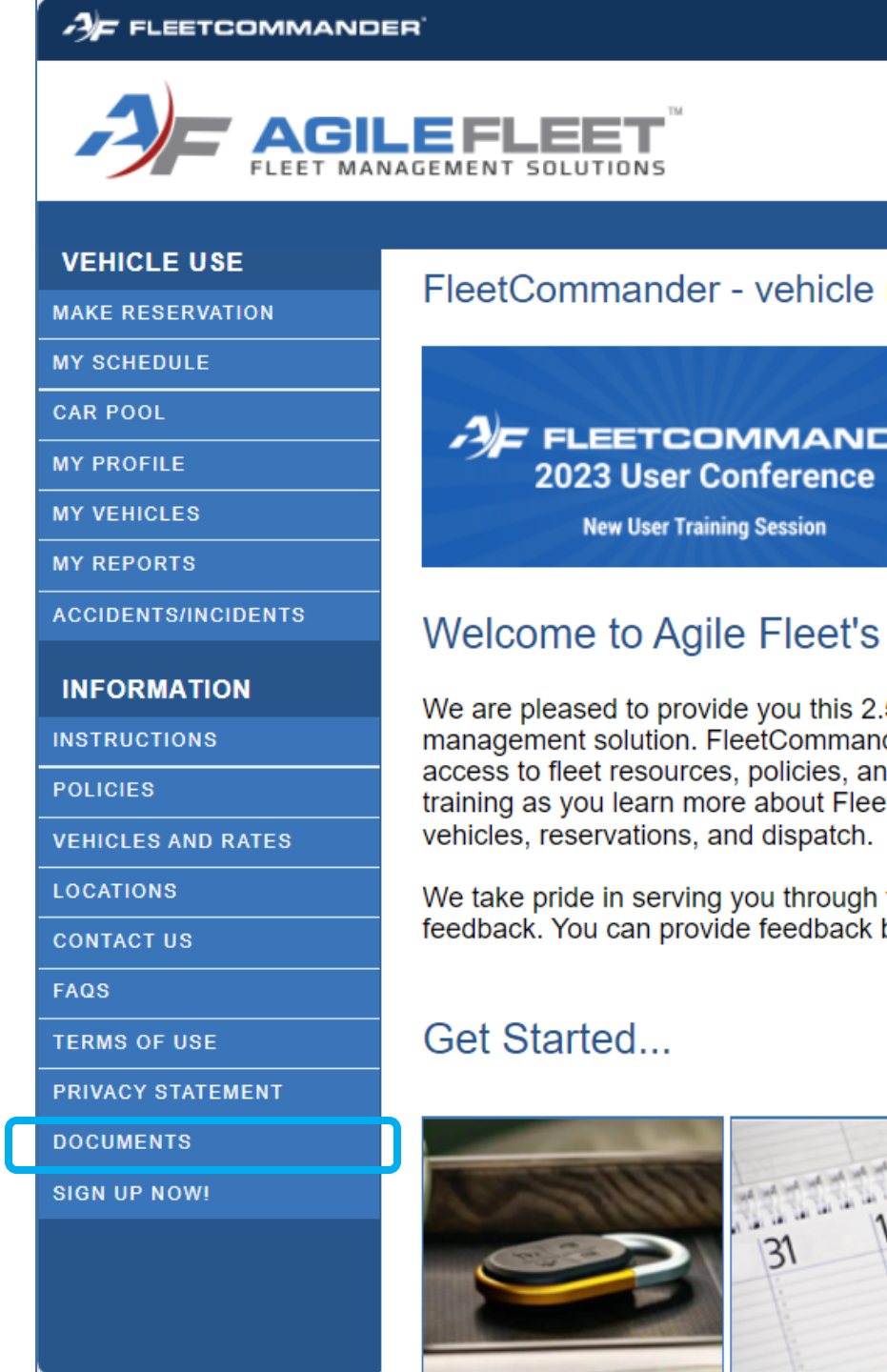








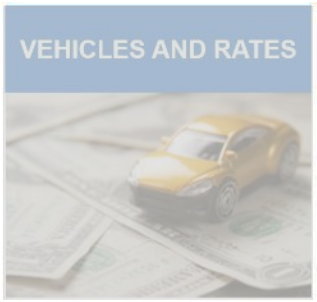
DOCUMENTS: additional important information to access

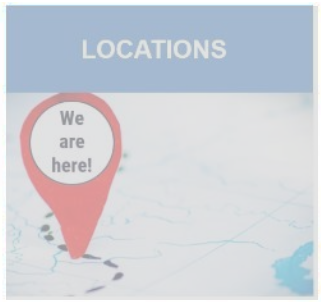


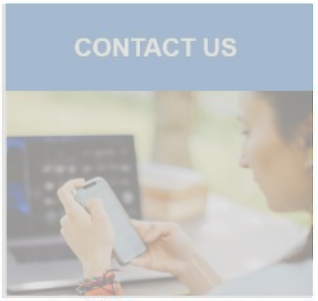
Driver/Requestor Interface

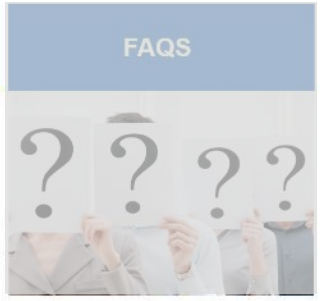
Information Links

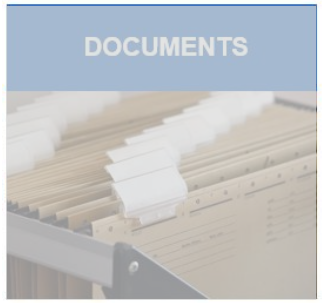
Shares specific information regarding fleet with requestors/drivers



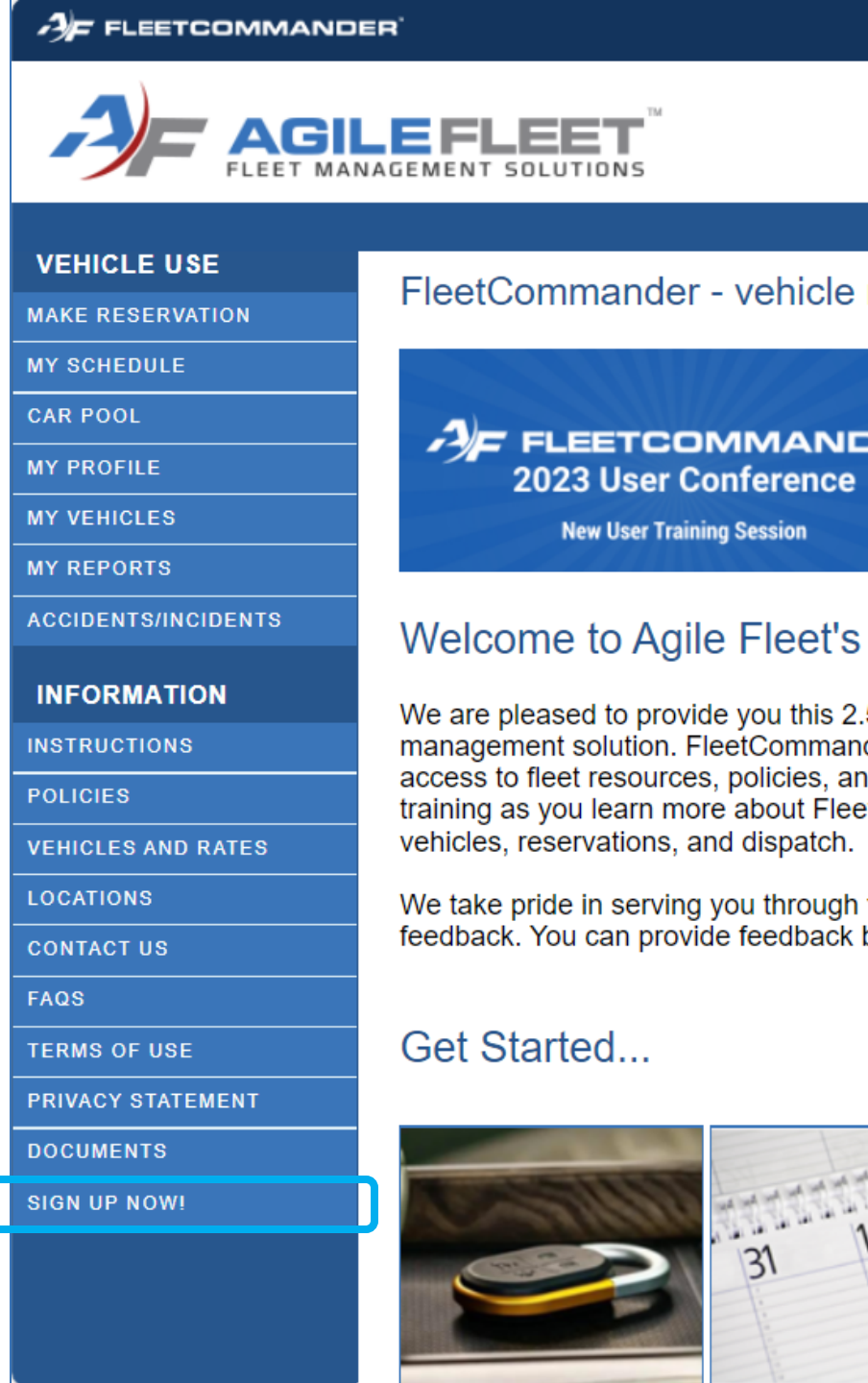








SIGN UP NOW: register to use FleetCommander



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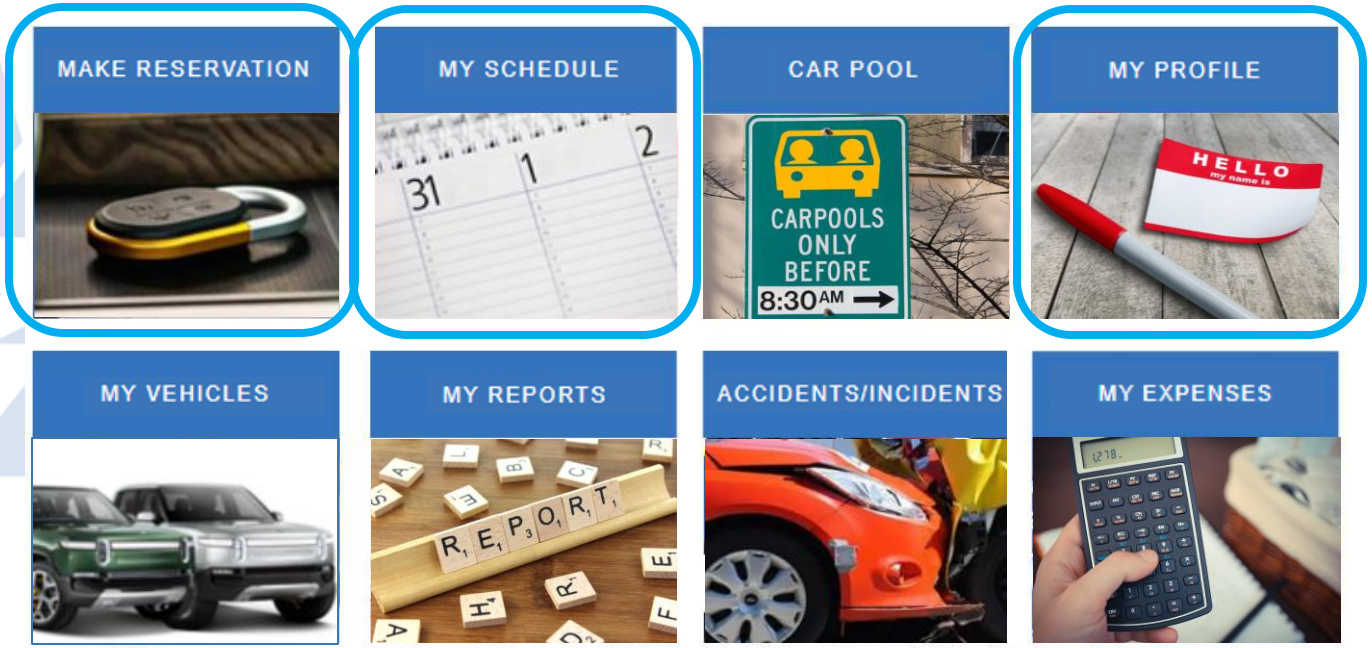
FLEET MANAGEMENT SOLUTIONS

Vehicle Use Links

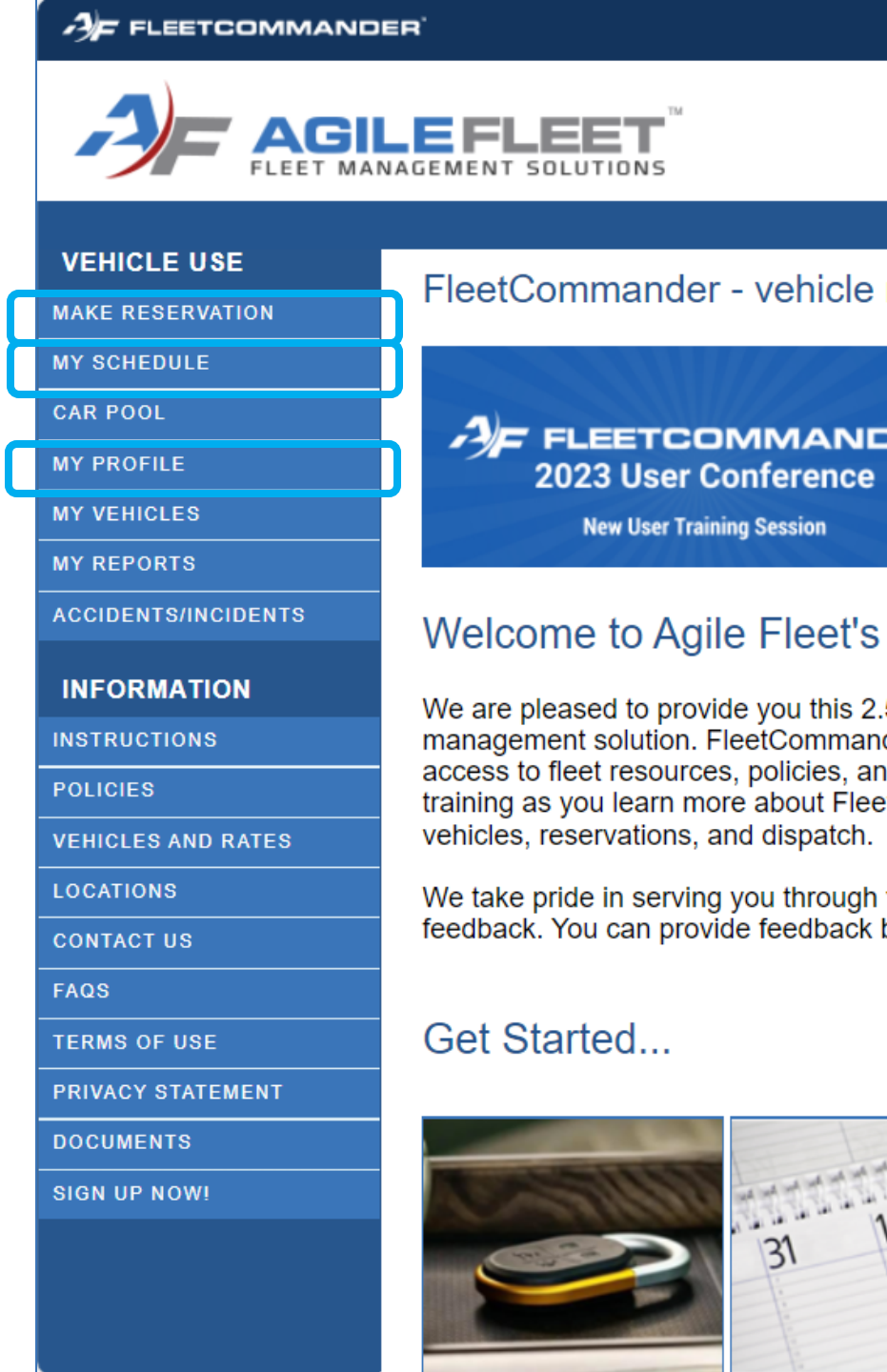
Driver/Requestor Interface

Vehicle Use Links

Launch point for requestor/driver interaction with FleetCommander



We will cover three of these VEHICLE LINKS today



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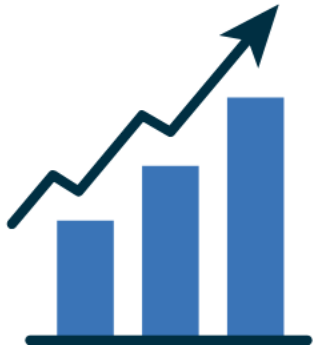
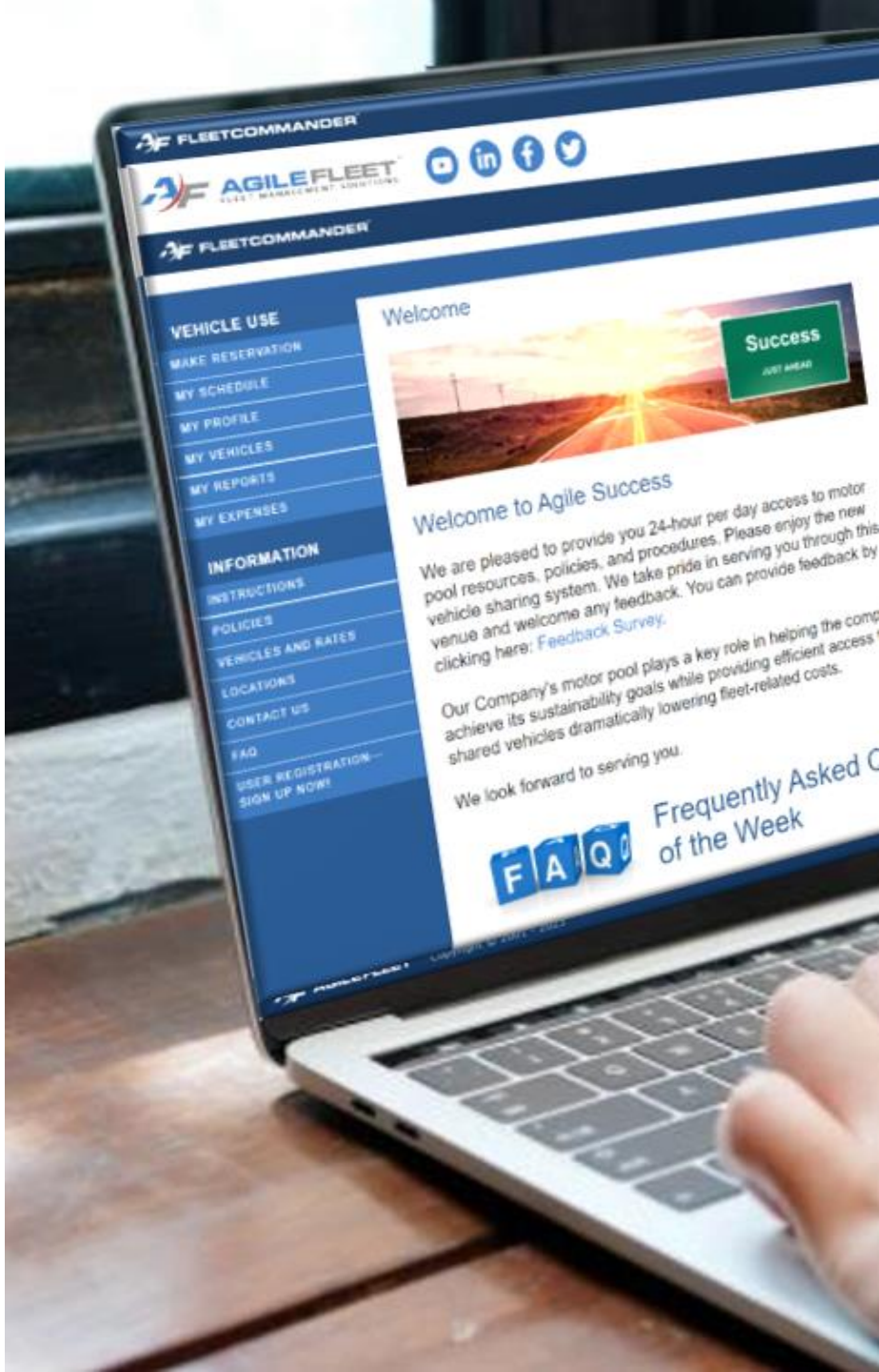
Make Reservation



Making Reservations in FleetCommander

Vehicle reservations CAN BE ENTERED into FleetCommander via SEVERAL LAUNCHING points.

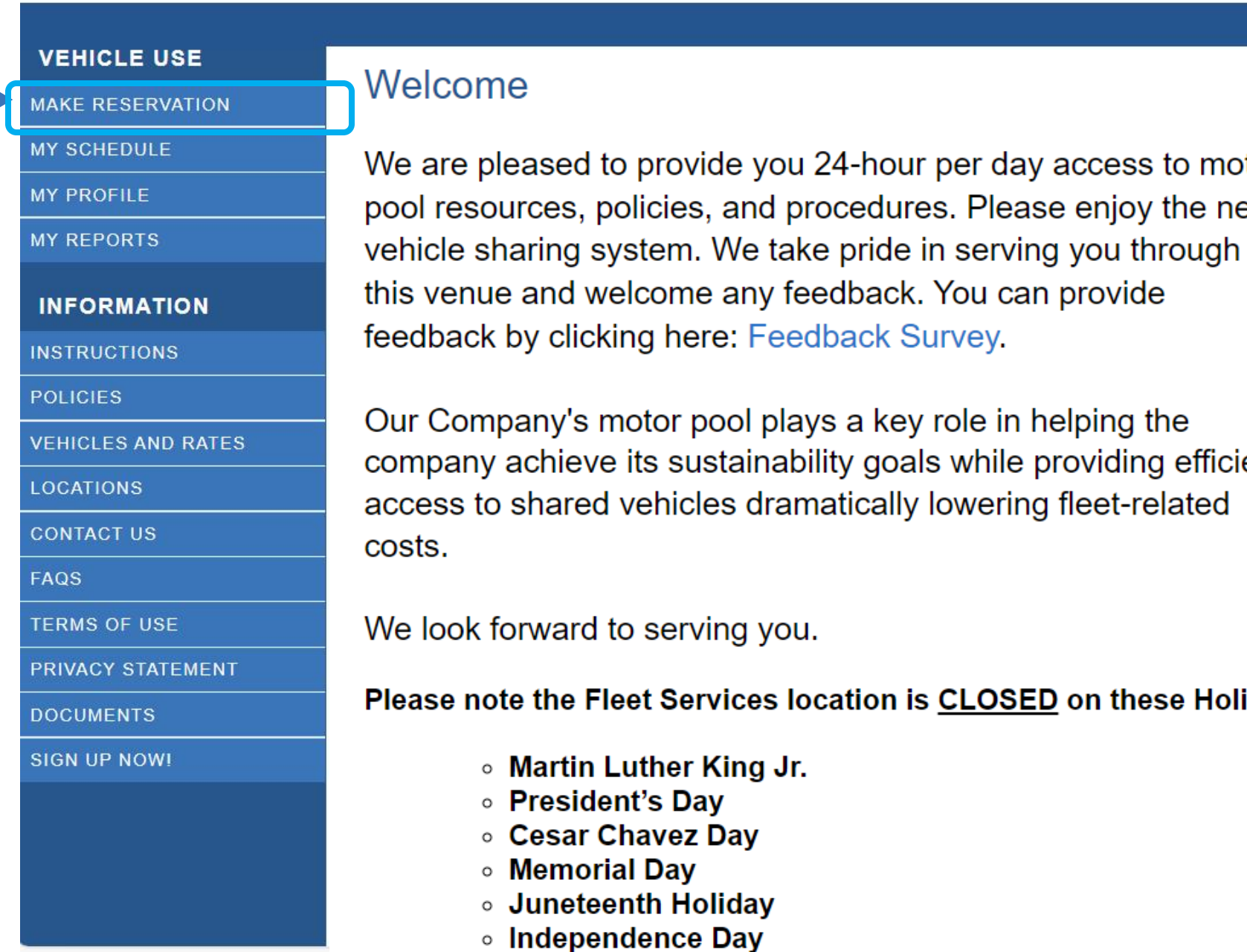
The following process illustrates how your <u>END-USERS request vehicles</u>.



COMMAND 24

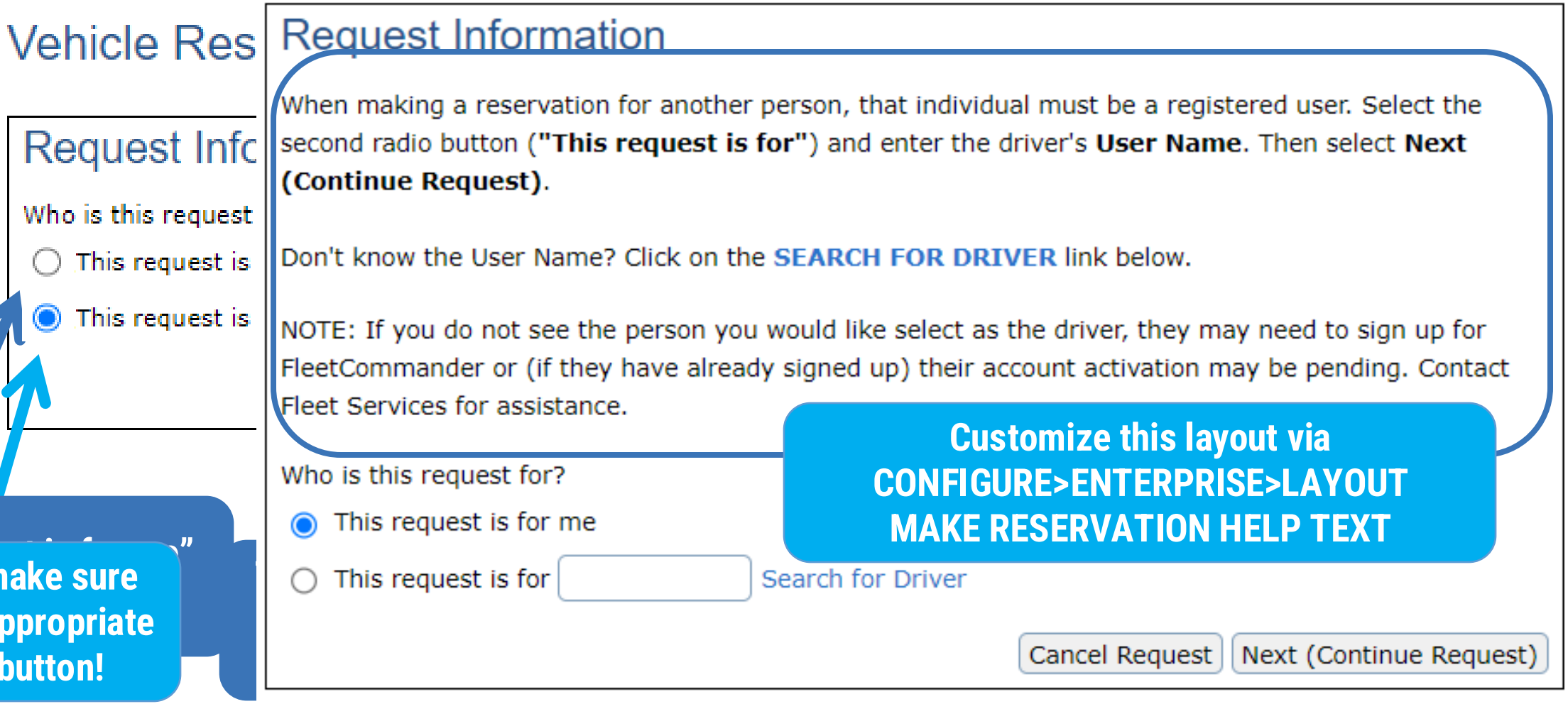
Make a Reservation – End Users

To begin the reservation process, click on the MAKE RESERVATION link



COMMAND 24

Make a Reservation – End Users



NOTE: make sure to click appropriate radio button!

Customize this layout via CONFIGURE>ENTERPRISE>LAYOUT MAKE RESERVATION HELP TEXT

Make a Reservation – End Users

Select t
appropr
Usage T

Request Information

Choose:

Short Term Rental - Reserv

Seasonal Rental - Reservat

NOTE: contact Fleet Servic

Usage Type:

- (●) Short Term Rental
- ( ) Seasonal Rental

Profile | Permissions | Dependents | Files (0) | Usage | HR | Certifications

Back to Manage Users | Send Welcome Email | Undo Changes | Delete User | Save Changes | Make Reservation

* = required field

License not Validated

User Information

Name (*last, *first): Lincoln , Abe

Salutation

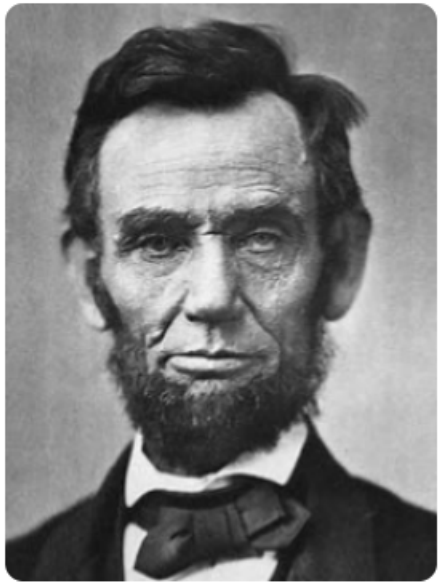
*Username: alincoln

New Password:

Confirm Password:

User Must Change Password at Next Login: ( ) Yes (●) No

Profile Expiration Date:



Upload Image

Access Information

Access Groups:

- [x] Standard
- [x] Live-Training
- [ ] 15 Pass Van Training

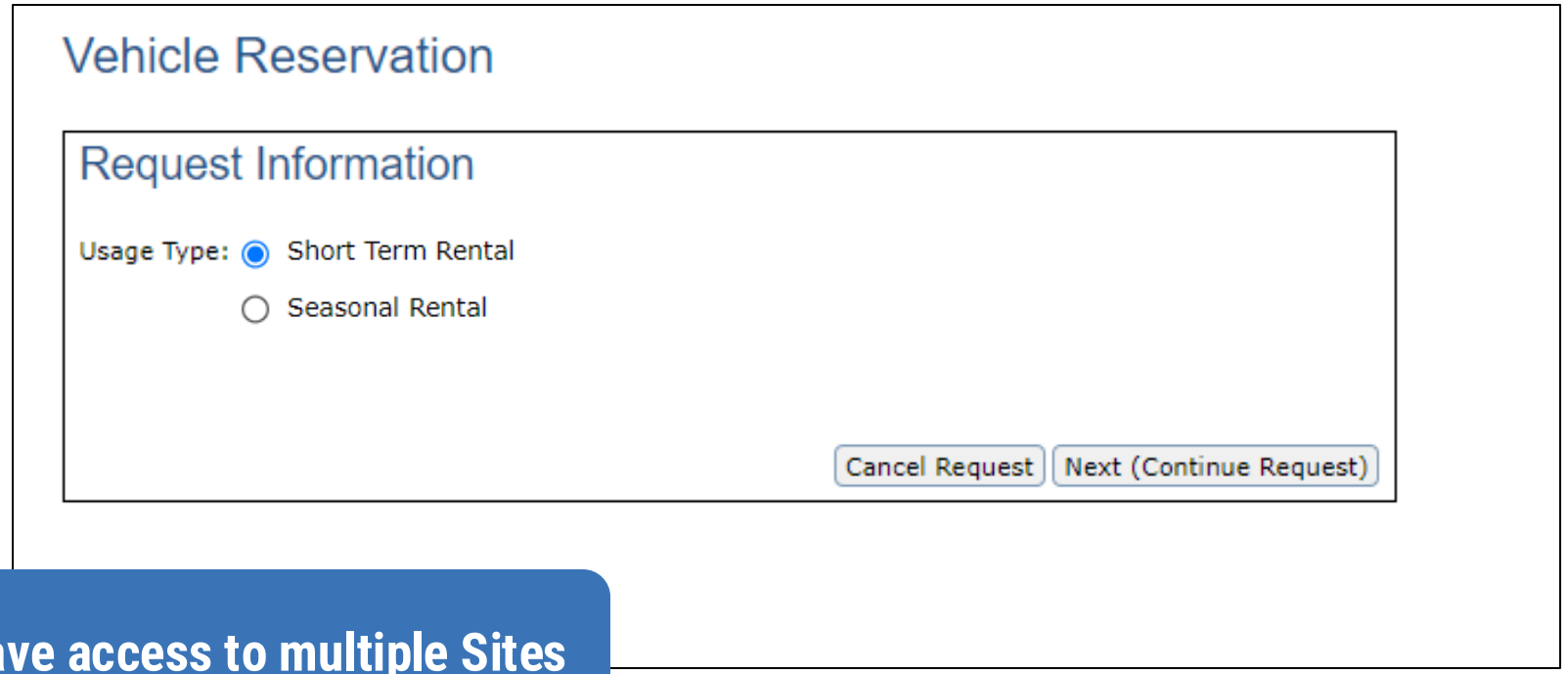
Select All | Deselect All

Usage Types:

- [x] Short Term Rental
- [ ] Seasonal Rental
- [ ] Yearly Rental
- [ ] Mileage Reimburse
- [ ] Maintenance

Select All | Deselect All

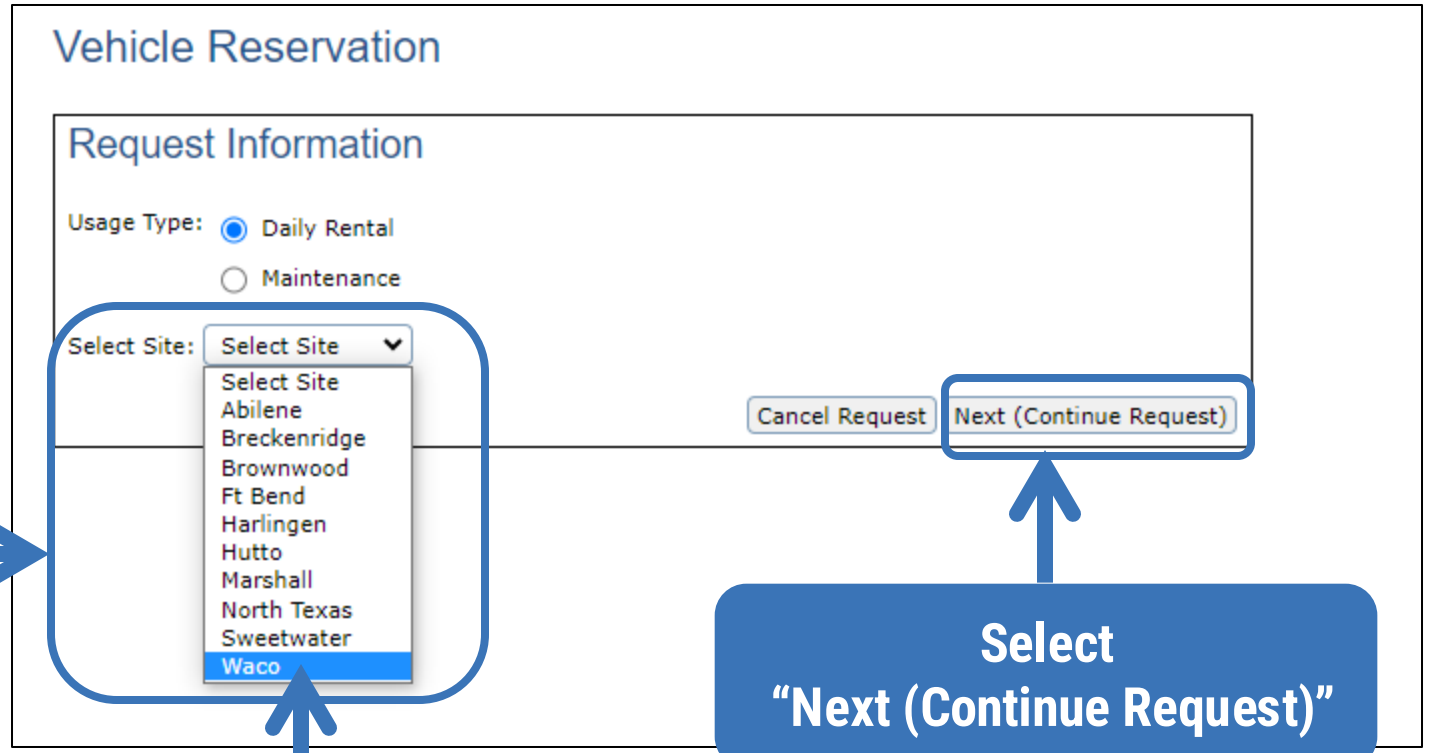
Make a Reservation – End Users



Some staff may have access to multiple Sites

NOTE: If additional Sites are needed by a Requestor, they will need to contact an administrator.

Make a Reservation – End Users

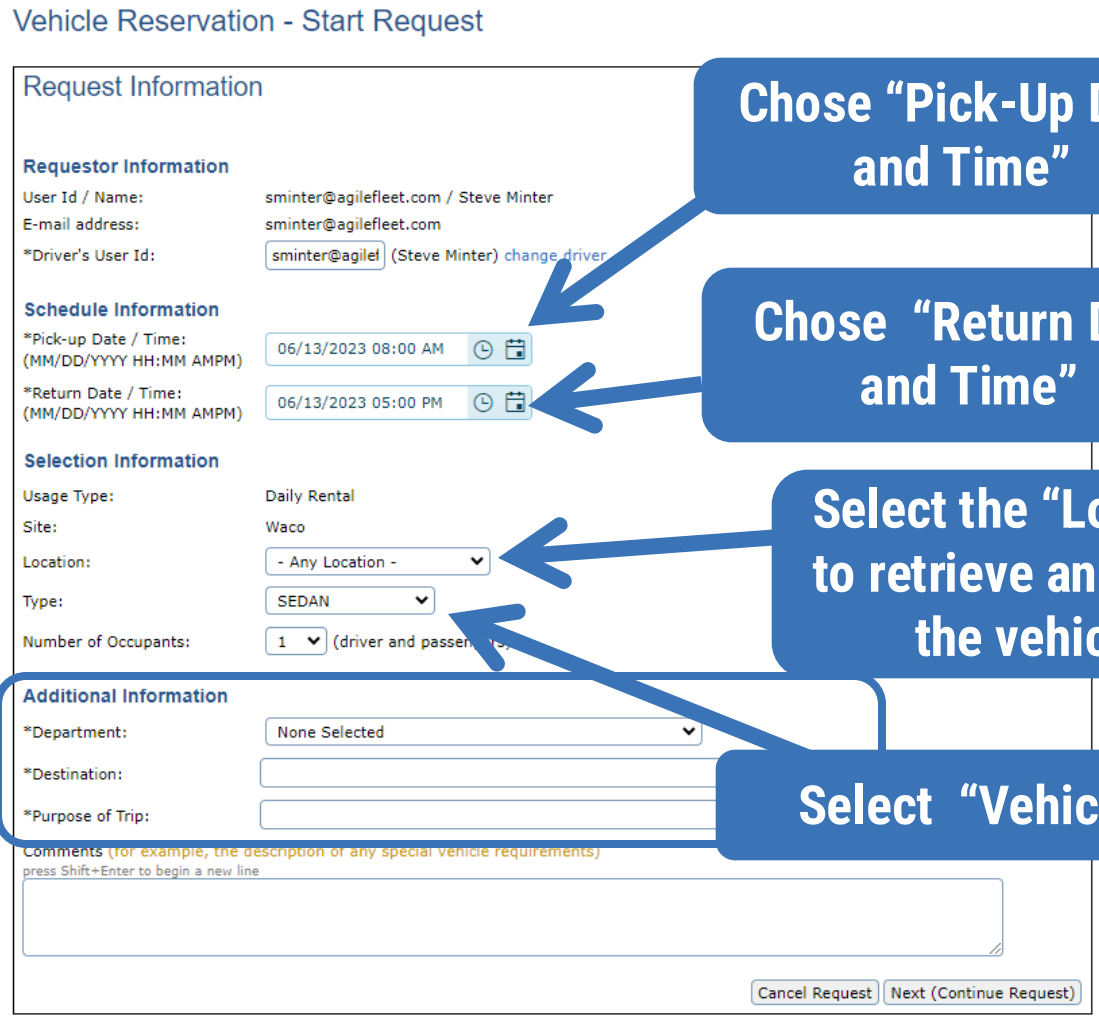


The site determines the location a reservation will leave from.

Select the Site

Select "Next (Continue Request)"

Make a Reservation – End Users



Chose "Pick-Up Date and Time"

Chose "Return Date and Time"

Select the "Location" to retrieve and return the vehicle.

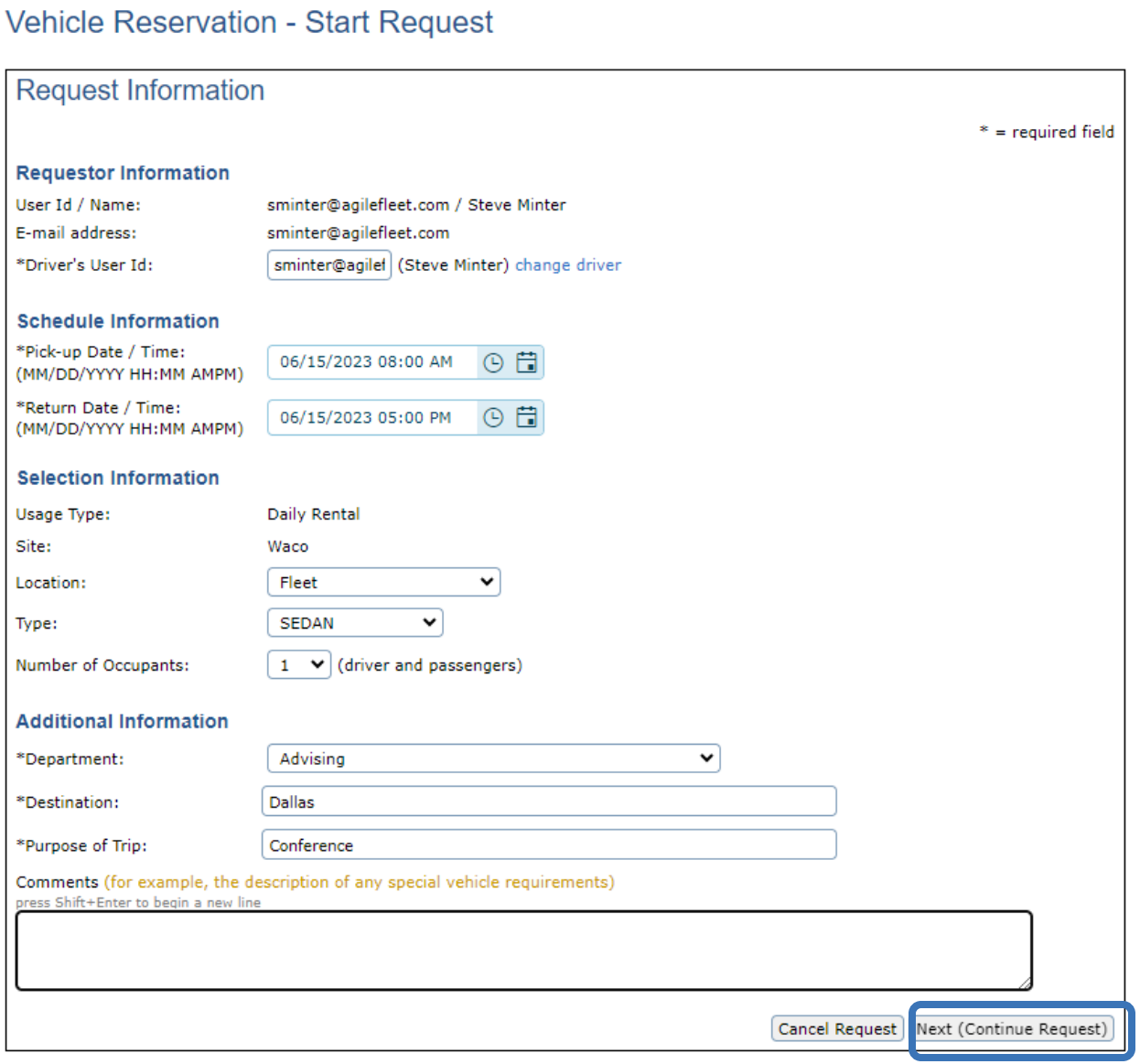
Select "Vehicle Type"

Be sure to fill out the Additional Information section.
All fields with leading "*" are required.

COMMAND 24

Make a Reservation – End Users

When information is completed select “Next (Continue Request)”



COMMAND 24

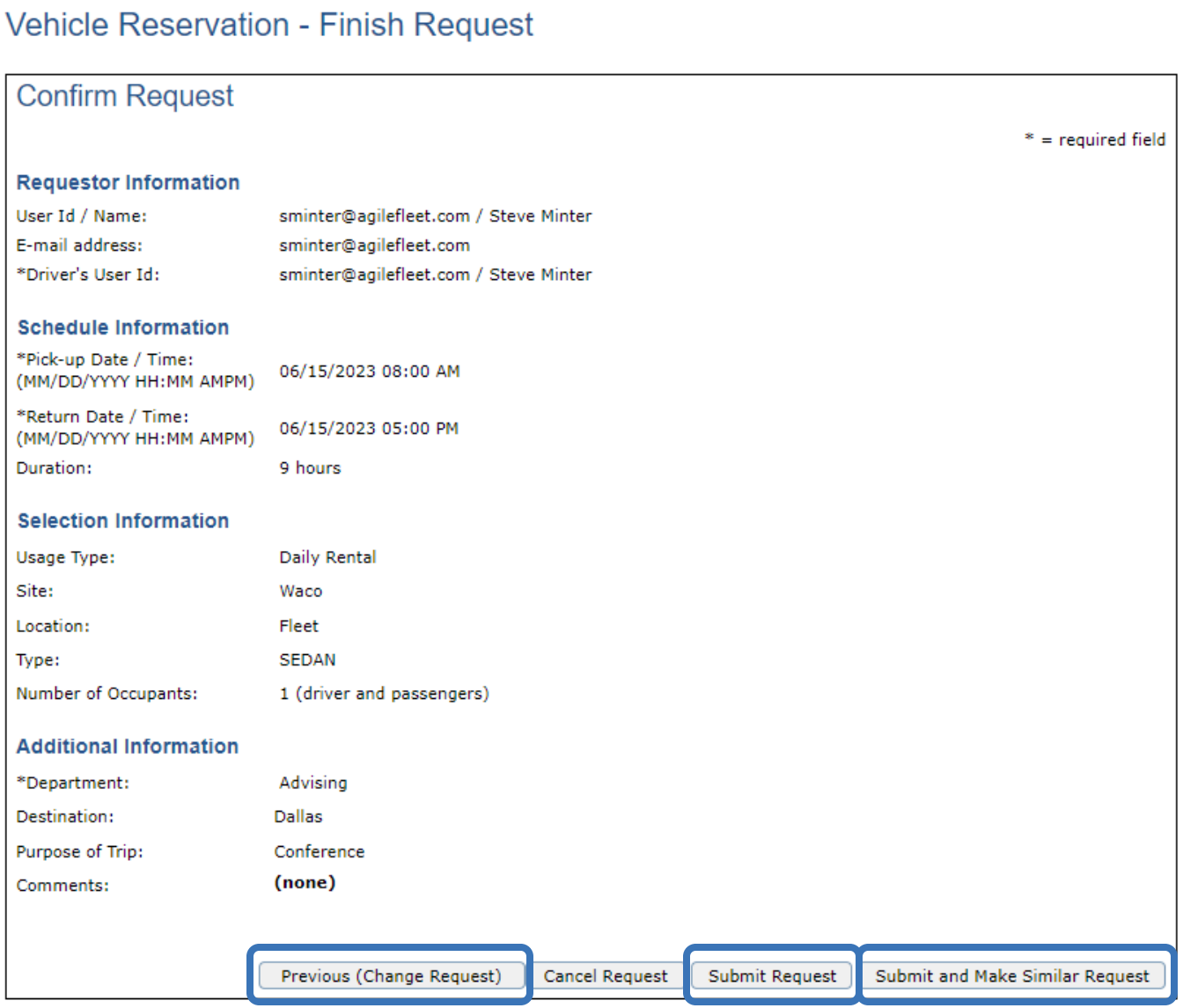
Make a Reservation – End Users

If all selected information is correct select “Submit Request”

If Changes need to be made select “Previous (Change Request)”

Selecting “Submit and Make Similar Request” submits the current request and takes the Requestor back to start another request.

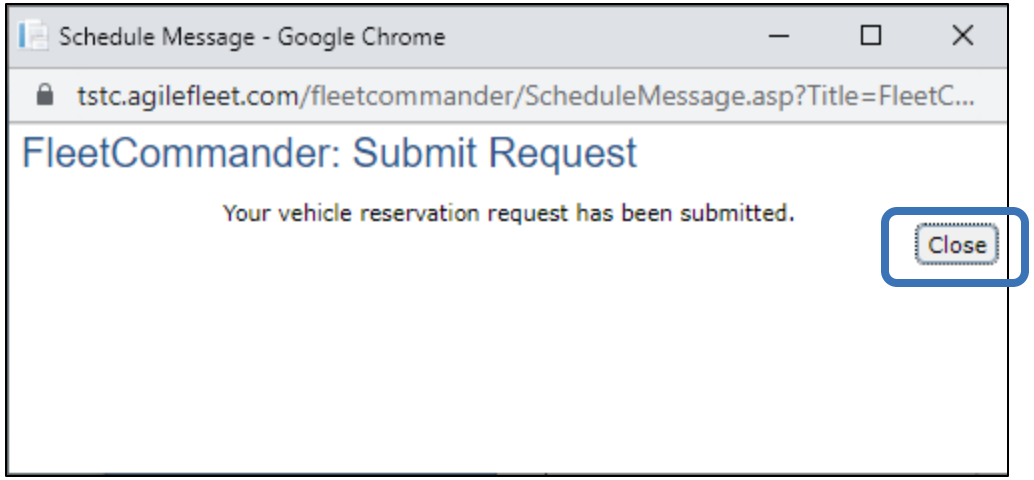
Reservation fields will be pre-populated.



COMMAND 24

Make a Reservation – End Users

Once the reservation request is completed the Requestor will receive this confirmation notification. Select “Close”



NOTE: “Close” will automatically redirect the Requestor to view “My Schedule”

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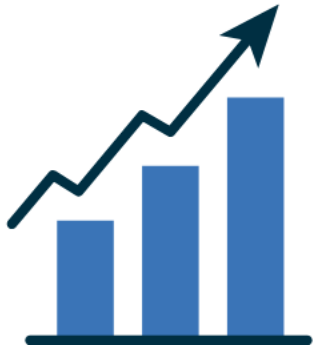
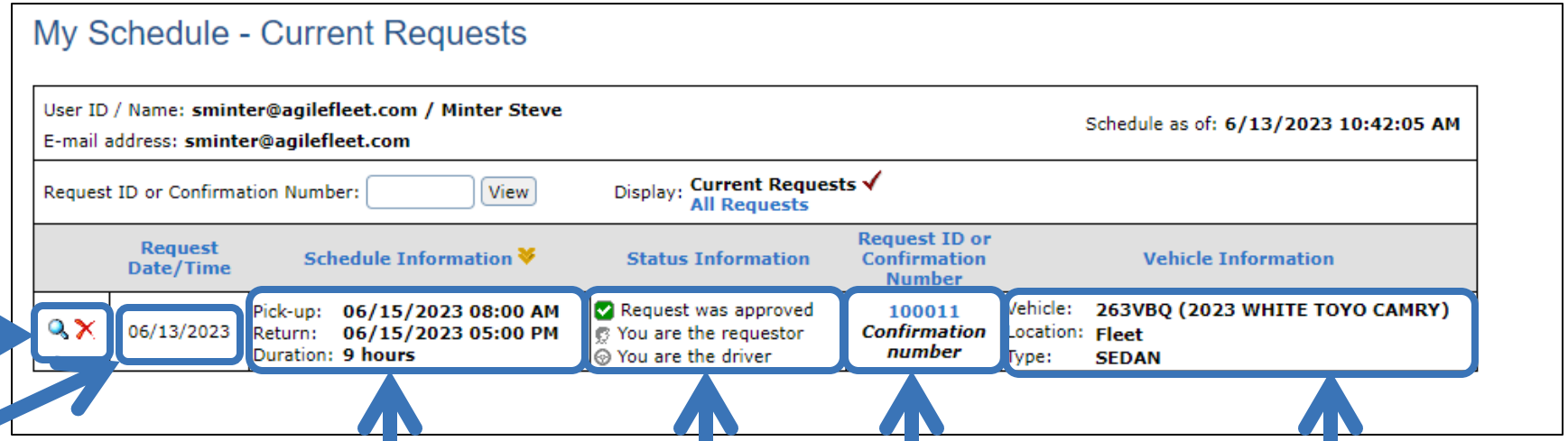
FLEET MANAGEMENT SOLUTIONS

My Schedule



My Schedule – End Users



From your schedule you can "View Your Reservation" or "Cancel"

You can see when the request was made

The scheduled Pick-up and Return date and times

The Status of your reservation

The Request ID or Confirmation Number

Vehicle information location and type

COMMAND 24

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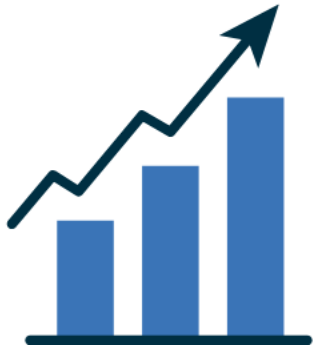
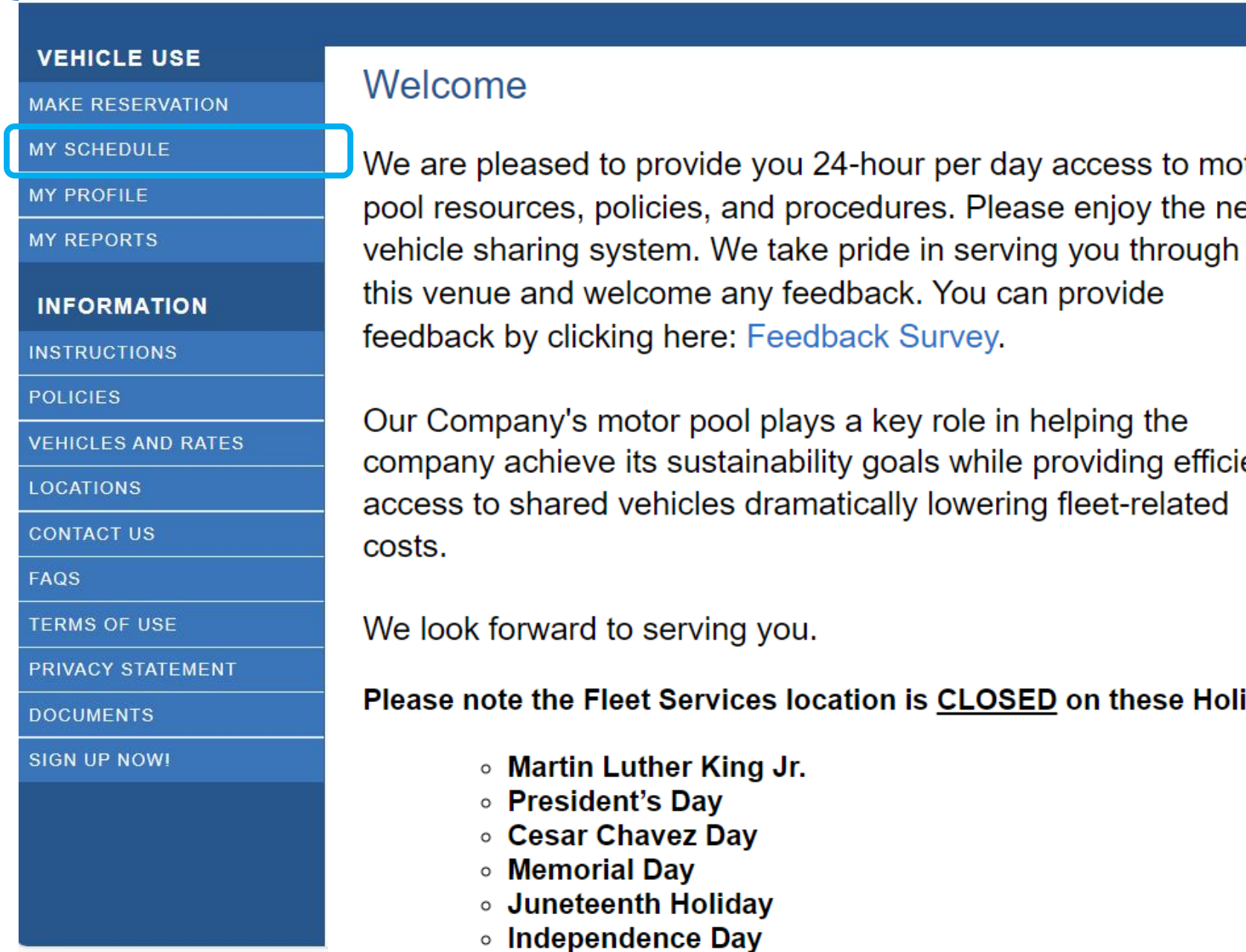
FLEET MANAGEMENT SOLUTIONS

Request a Change to a Reservation



Request a Change to a Reservation

From the Navigation select “My Schedule”



COMMAND 24

Request a Change to a Reservation

My Schedule - Current Requests

User ID / Name: **sminter@agilefleet.com / Minter Steve**
E-mail address: **sminter@agilefleet.com**

Schedule as of: **6/13/2023 10:59:53 AM**

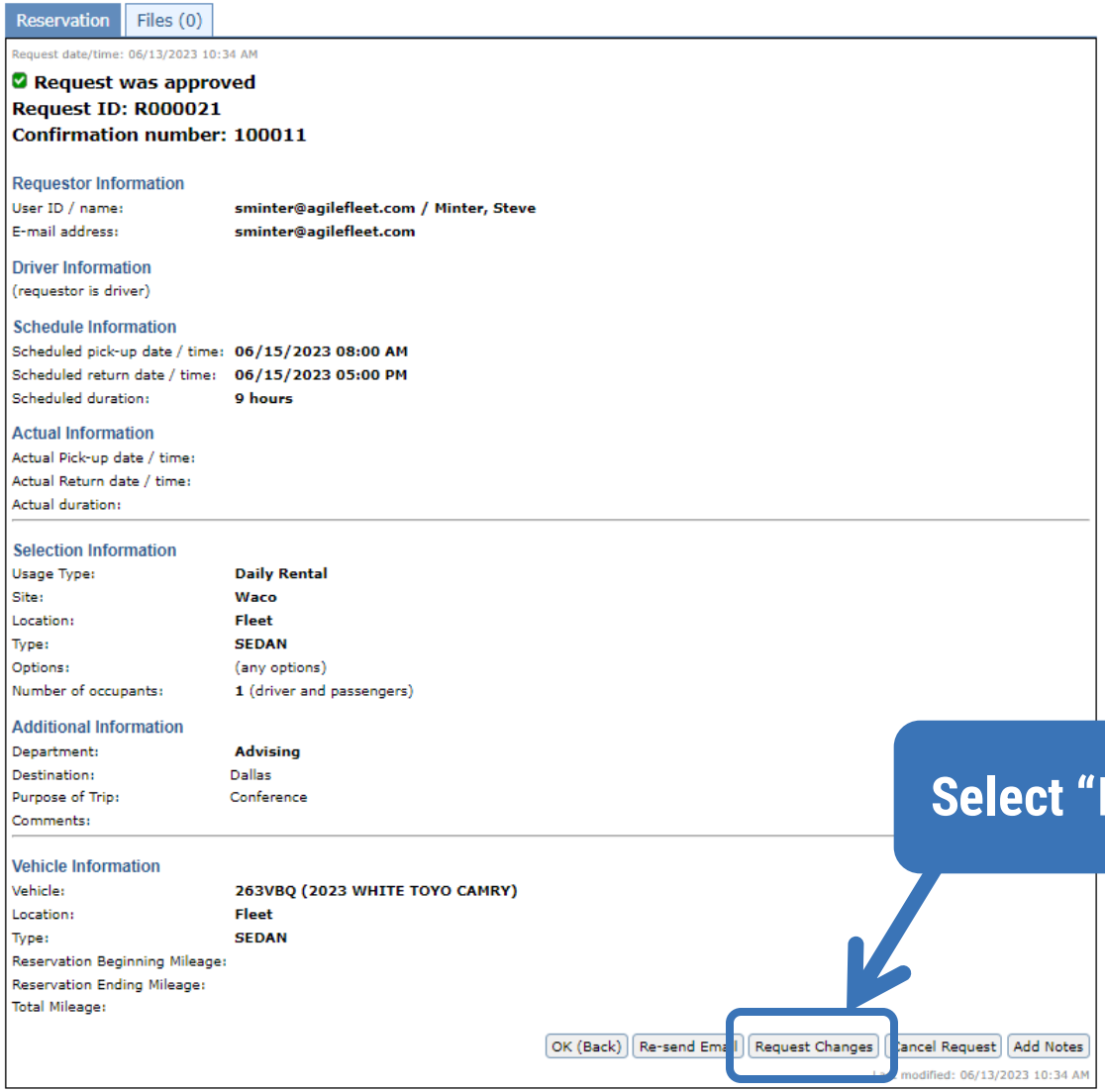
Request ID or Confirmation Number: [ ] View Display: **Current Requests** ✓ All Requests

	Request Date/Time	Schedule Information	Status Information	Request ID or Confirmation Number	Vehicle Information
🔍 ✕	06/13/2023	Pick-up: **06/15/2023 08:00 AM** Return: **06/15/2023 05:00 PM** Duration: **9 hours**	Request was approved You are the requestor You are the driver	100011 ***Confirmation number***	Vehicle: **263VBQ (2023 WHITE TOYO CAMRY)** Location: **Fleet** Type: **SEDAN**

🔍 **select View icon**

COMMAND 24

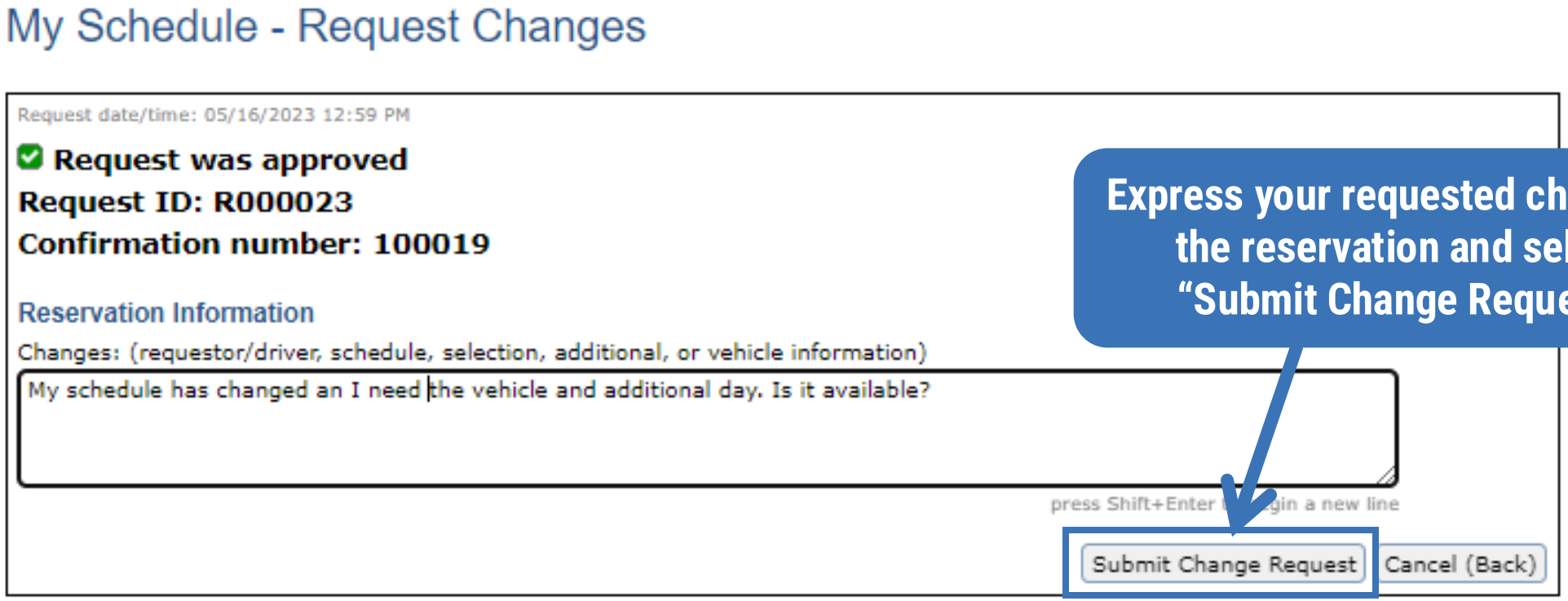
Request a Change to a Reservation



Select “Request Changes”

COMMAND 24

Request a Change to a Reservation



Express your requested change to the reservation and select "Submit Change Request"

NOTE: When submitted, the reservation will go into a PENDING status for the Administrator to review.

COMMAND 24

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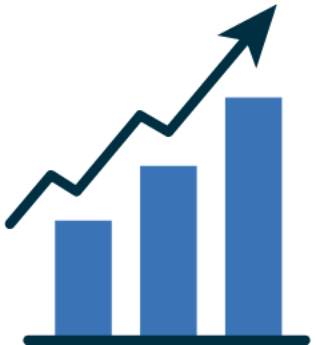
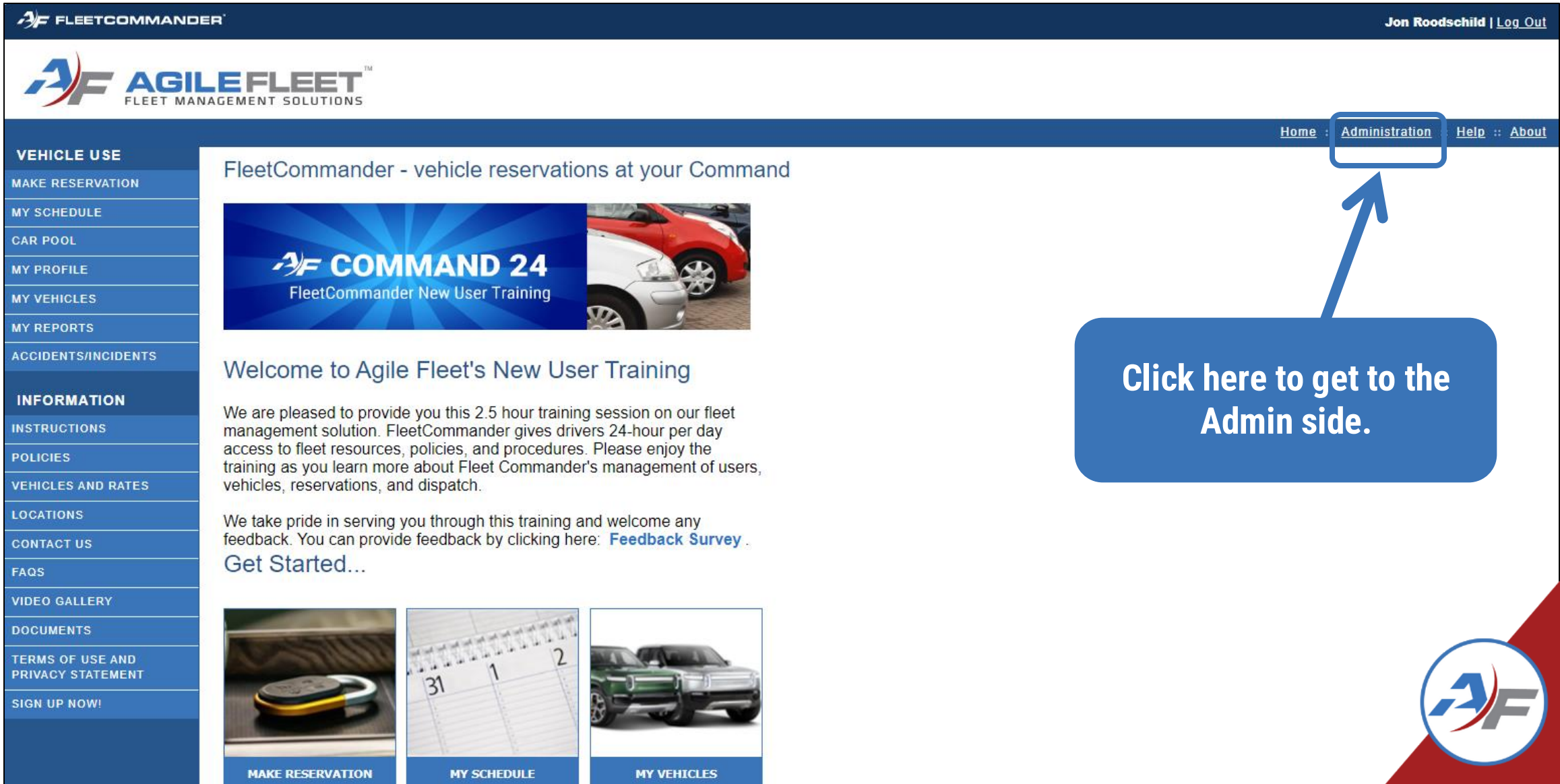
Administrator Interface



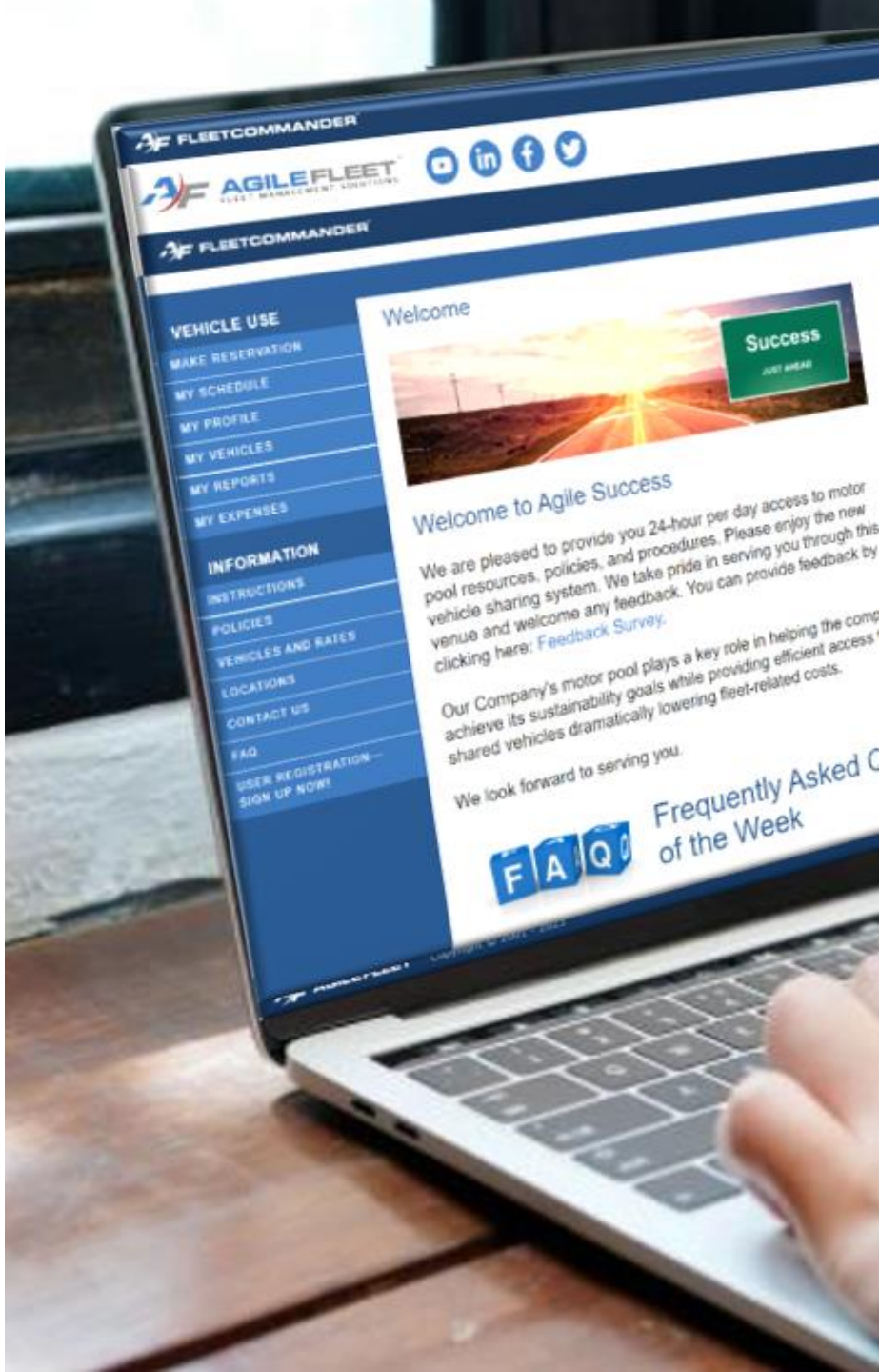
Accessing the Admin Interface



Admin Interface

Five Notable Sections of the Admin Interface

- Dashboard
- Manage Menu
- Reports Menu
- Tools Menu
- Configure Menu



COMMAND 24

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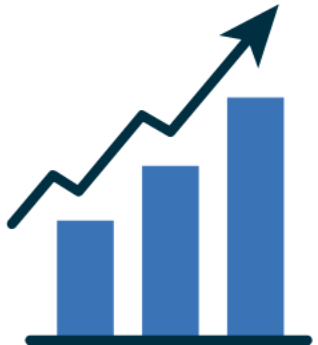
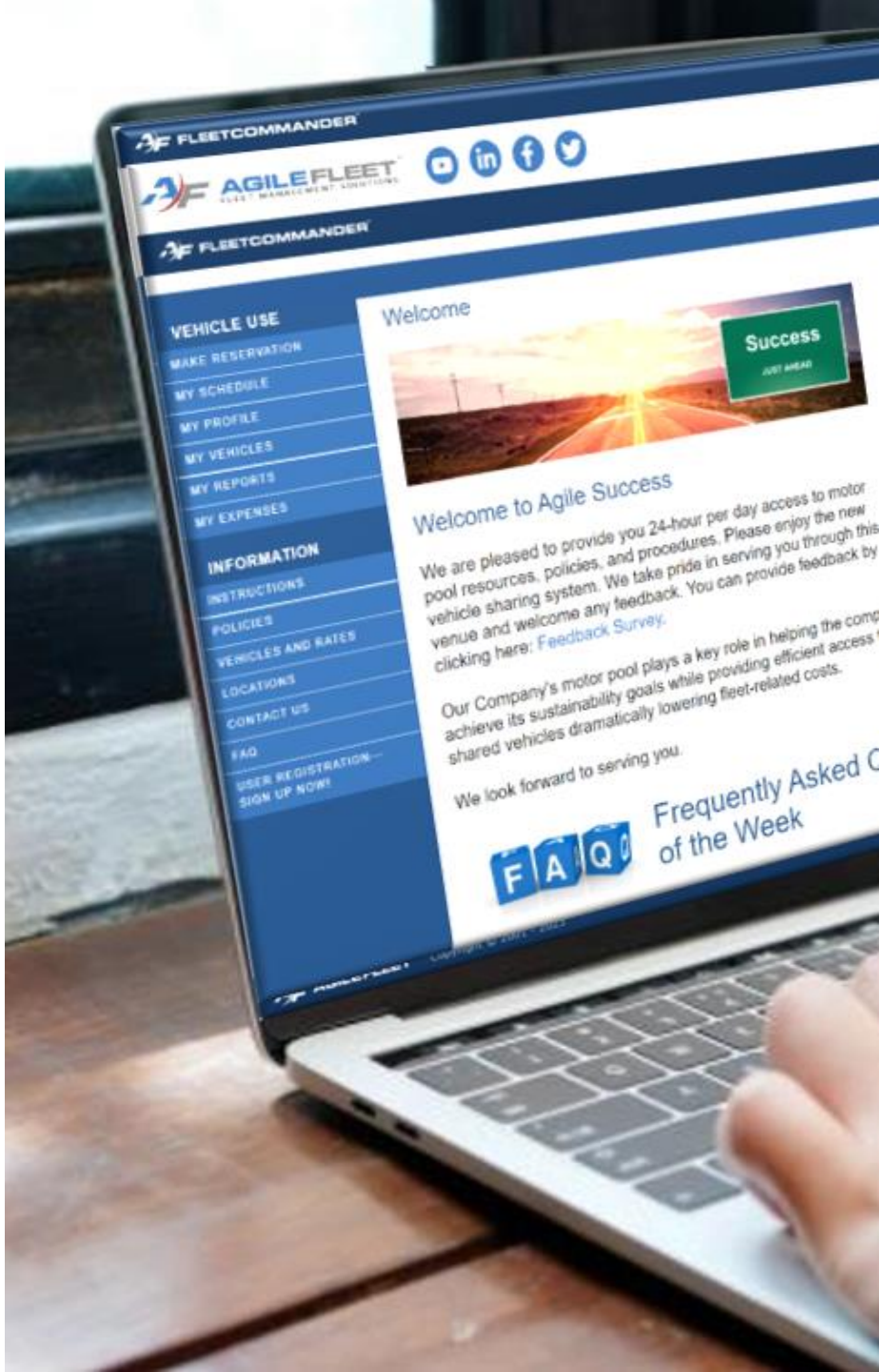
FleetCommander Dashboard



Dashboard

FleetCommander’s Dashboard is the primary workspace for Admins/Dispatchers to interface with the system



COMMAND 24

AGILE FLEET™
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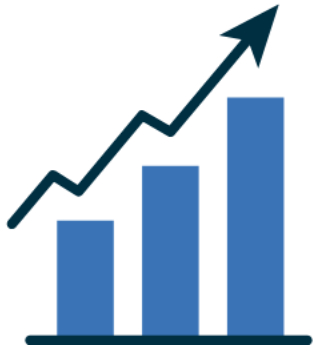
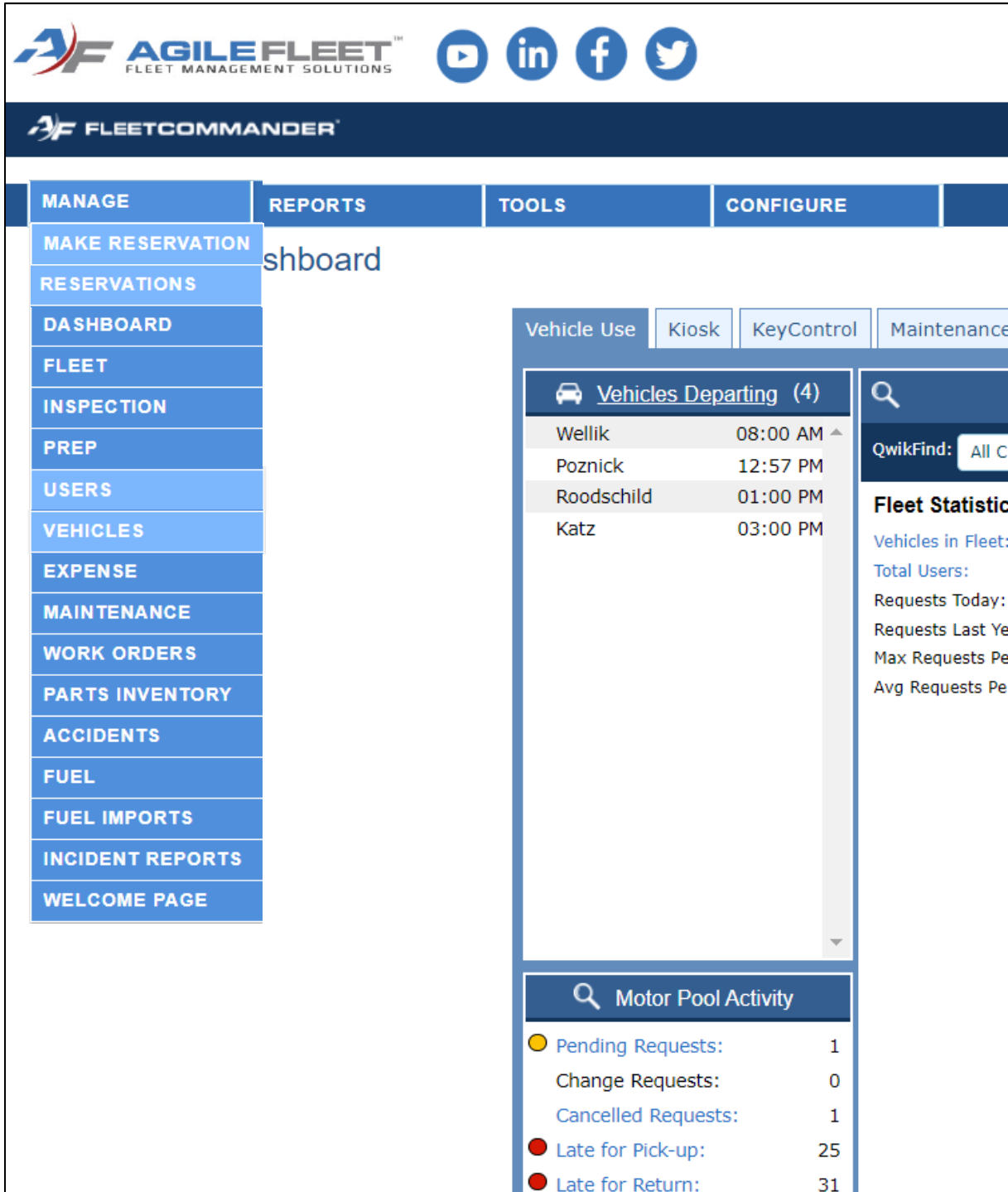
Manage Menu



Manage Menu

FleetCommander's MANAGE MENU is your LAUNCHING POINT for engaging with the various profile and module data.

The links shown vary with the modules you purchased.



COMMAND 24

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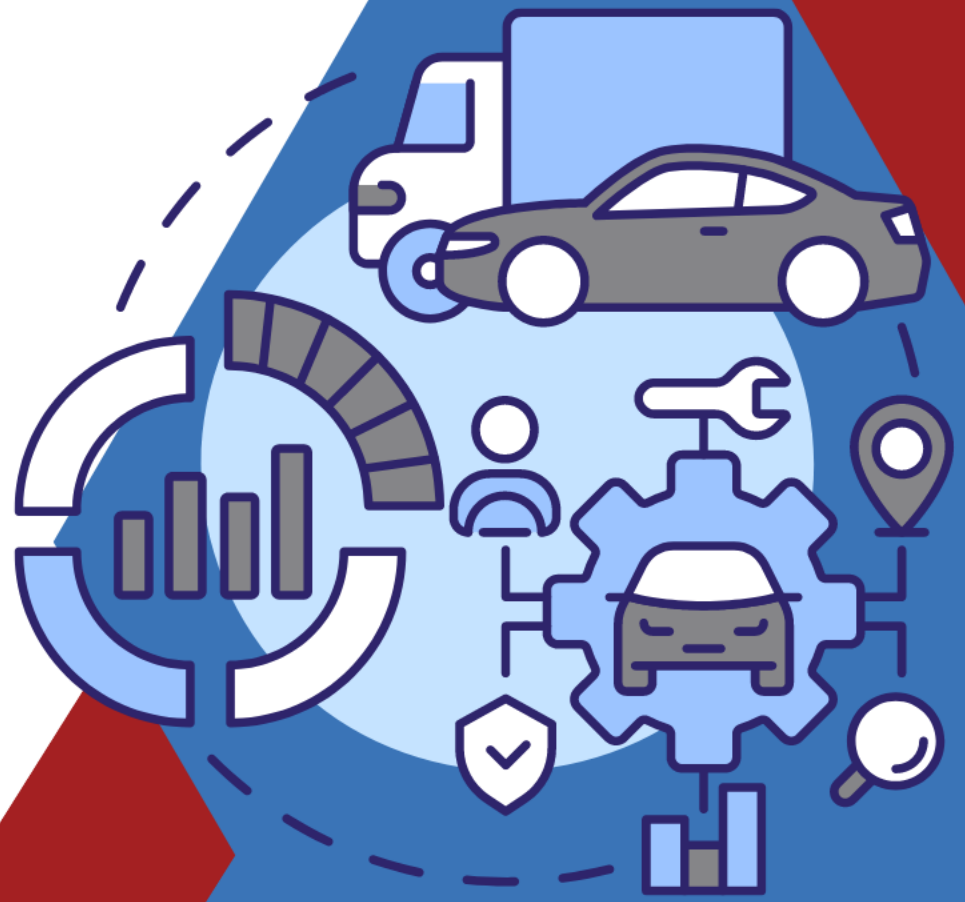
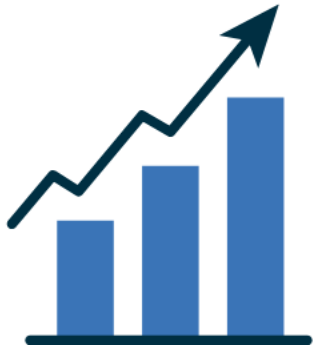
FLEET MANAGEMENT SOLUTIONS

Manage>
Users and Vehicles





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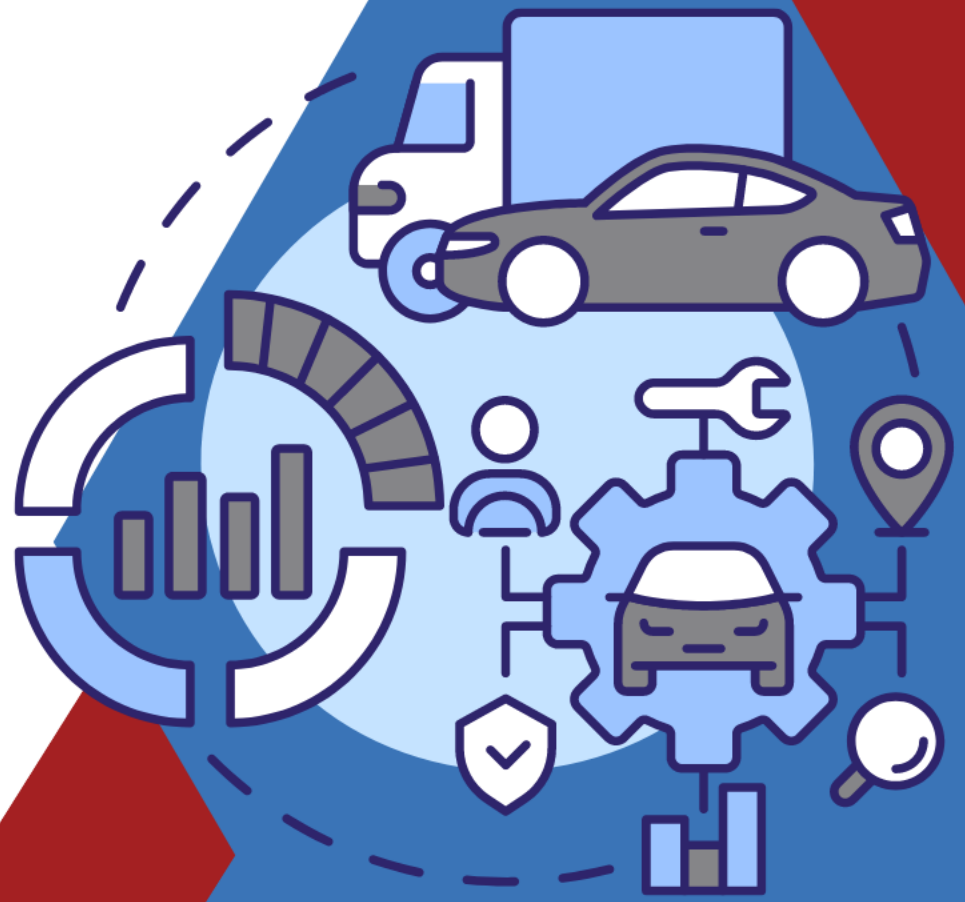
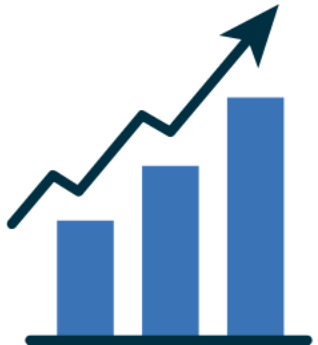
FLEET MANAGEMENT SOLUTIONS

Benefits of User and Vehicle Profiles





Benefits of User Profiles

- All of your driver and fleet staff information in one place
- Standard, demographic data (e.g. name, contact info)
- System and vehicle permissions
- Accountability for vehicle use
- Policy acceptance, certifications, training, etc.
- Default billing & charge-back info

Benefits of Asset Profiles

- All of your vehicle information in one location
- Standard data across the enterprise
- Establish rules-of-use through permissions, access, and usage
- Clear visibility of vehicle-related costs (e.g. maintenance and fuel)
- Manage custody of vehicles through the life-cycle

COMMAND 24

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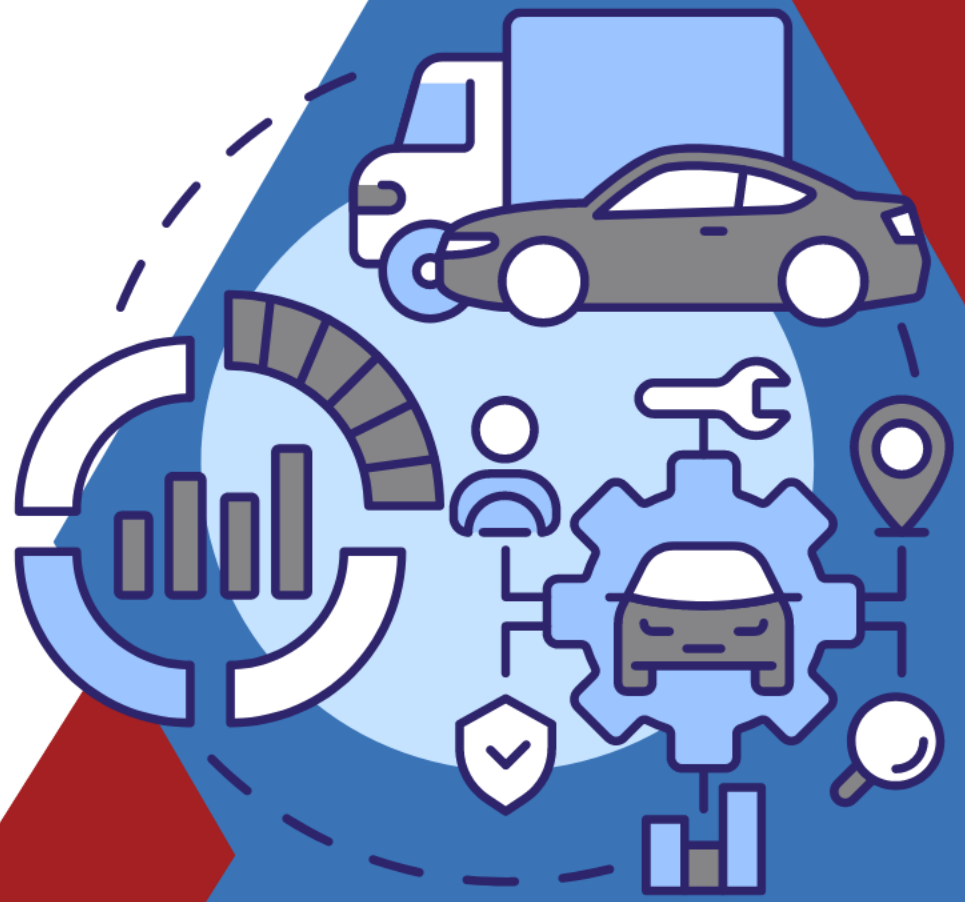
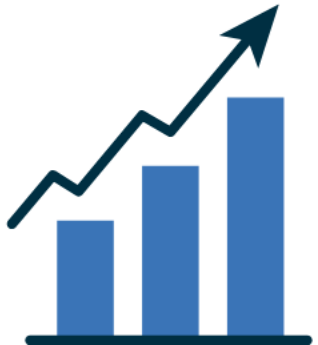
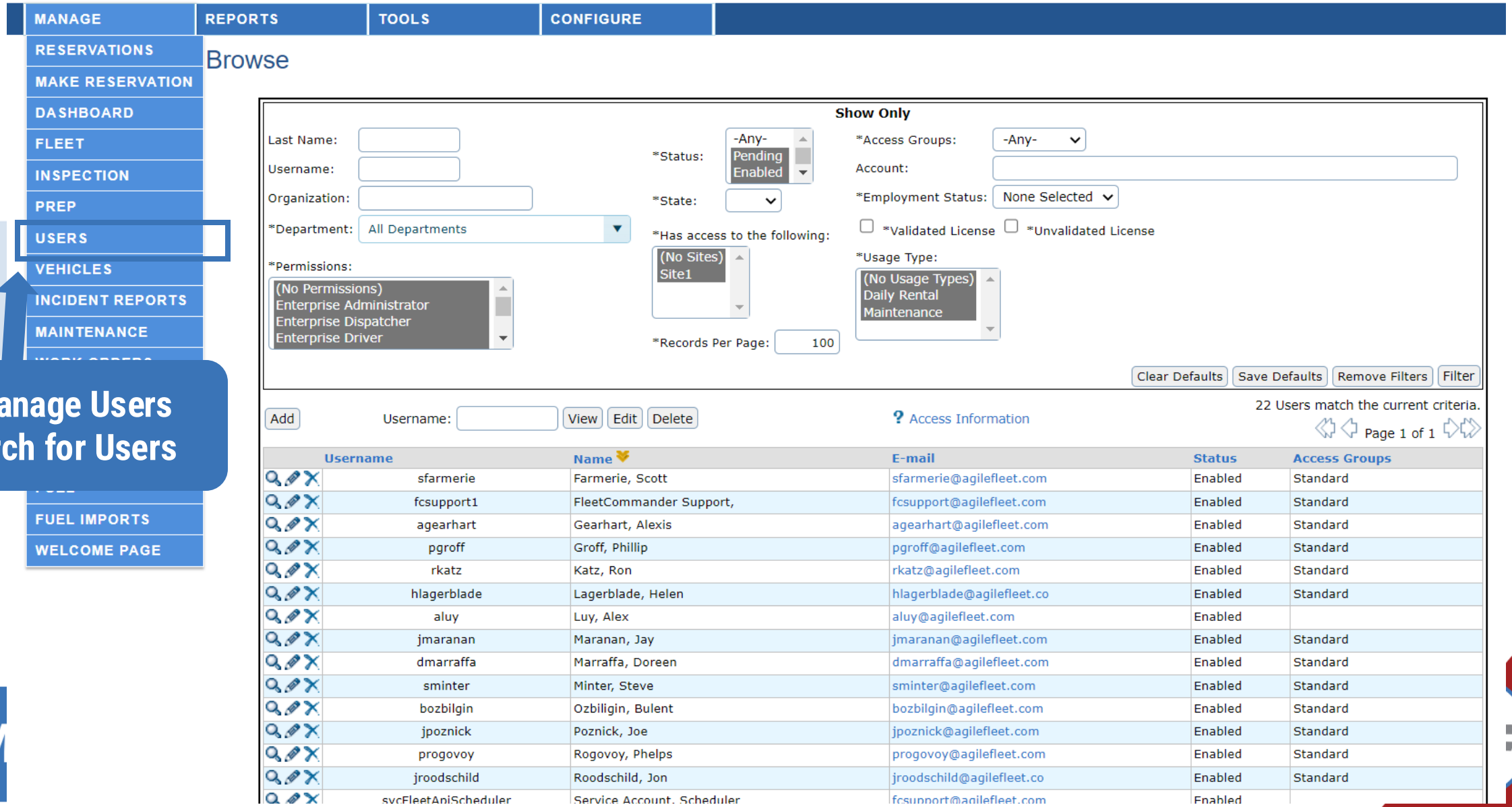
Manage>
Users and Vehicles





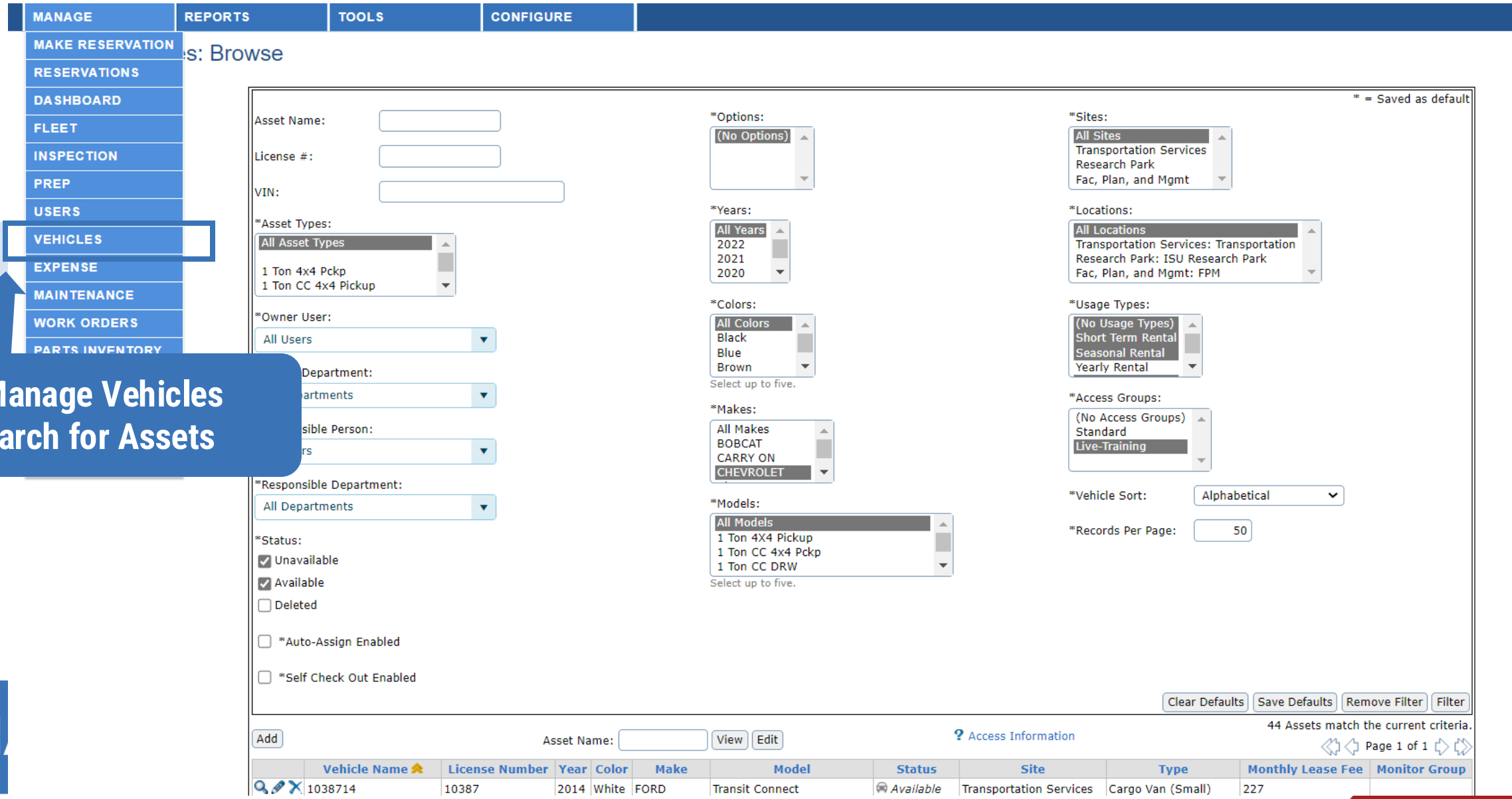
Manage User: Browse



Use Manage Users to search for Users

COMM

Manage User: Browse



Use Manage Vehicles to search for Assets

COMM

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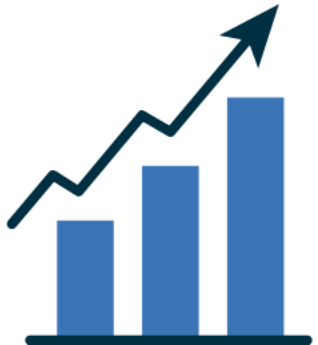
Reports>
Users and Vehicle



User and Asset Reports

User Reports

- User Summary
- User Details
- **User Details Extra**
- Account Summary
- Department Summary
- **Driver Eligibility**
- **Drivers License Currency**
- Invalid Driver
- Lost and Found
- User Citations
- User HR
- User Certification Currency
- User System Activity

Asset Reports

- Asset Summary
- Asset Details
- **Asset Data Dump**
- **Mileage-Cost**
- **Asset Mileage**
- **Asset In/Out**
- Tag/Vehicle Exception
- Owner/Responsible Asset Summary
- Maintenance and Fuel Cost
- Inspections
- Prep
- Accident Summary
- Accident Detail
- TCO Data Dump
- TCO Expense Summary

COMMAND 24

Reports You Should Be Using

Report Name	What it Does	Type	Navigation
User Detail Extra Report	Exports almost all of the fields (citations and courses are excluded) in the Profile tab of the User's profile.	**User Data Integrity**	Reports > Users> User Detail Extra Report
Driver Eligibility	Lists the eligibility and validity of each user's license.	**User Currency**	Reports > Users> Driver Eligibility
Drivers License Currency	Driver's license information found in the User's profile	**User Currency**	Reports > Users > Drivers License Currency
Asset Data Dump	Dumps all the information found on the vehicle's Profile tab.	**Asset Data Integrity**	Reports> Assets > Asset Data Dump
Mileage-Cost	Lists vehicle's distance and expenses in a specified date range and calculates the cost-per-mile for that timeframe	**Asset Data**	Reports > Assets > Mileage-Cost
Asset Mileage	Lists vehicle's mileage data in a specified date range and by data source.	**Asset Data**	Reports> Assets > Asset Mileage
	List of vehicles leaving, returning, or in maintenance by day	**Asset Data**	Reports> Assets > Asset In/Out

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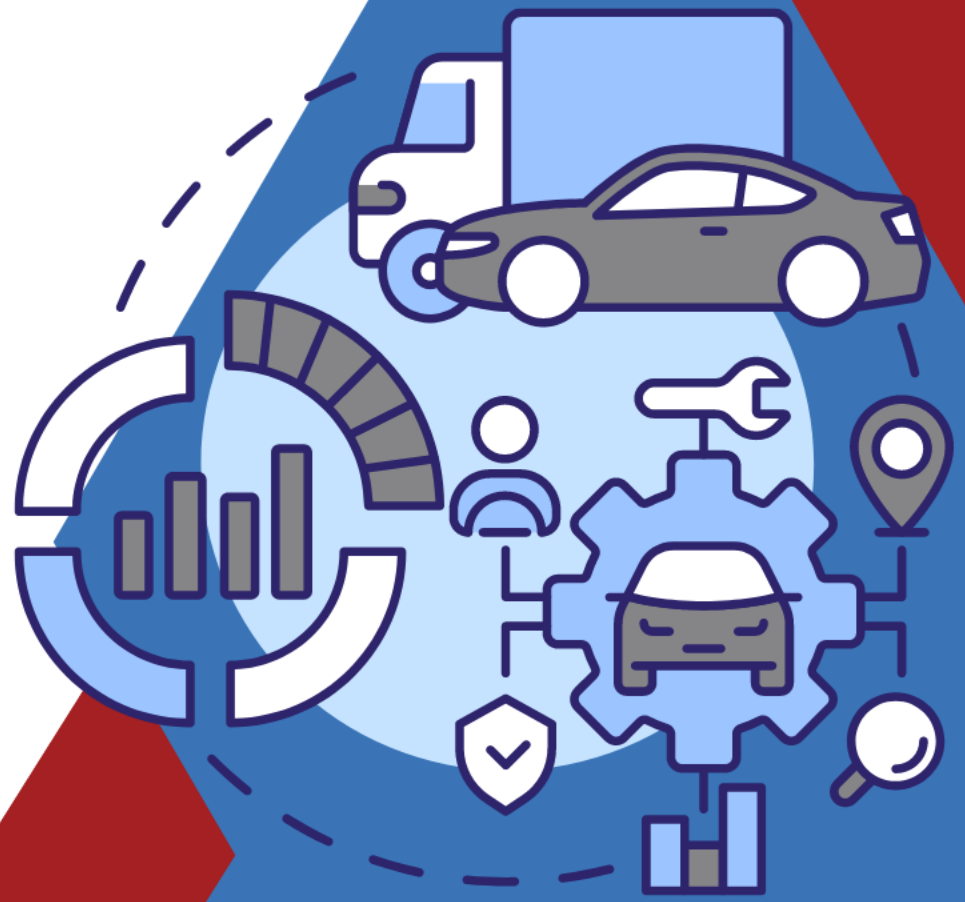
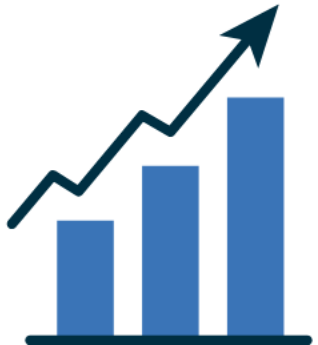
Manage>
Make Reservations

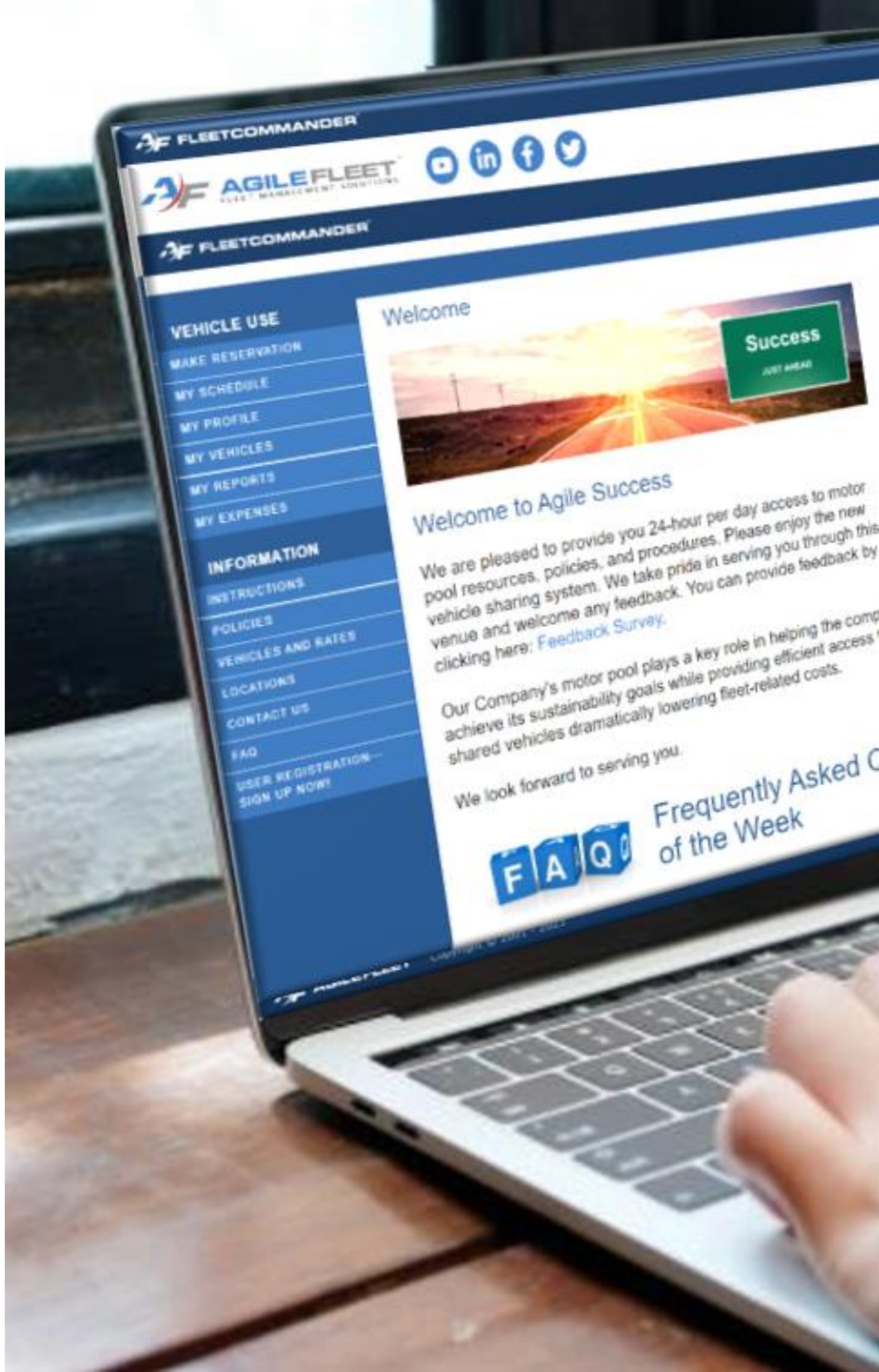




Making Reservations in FleetCommander

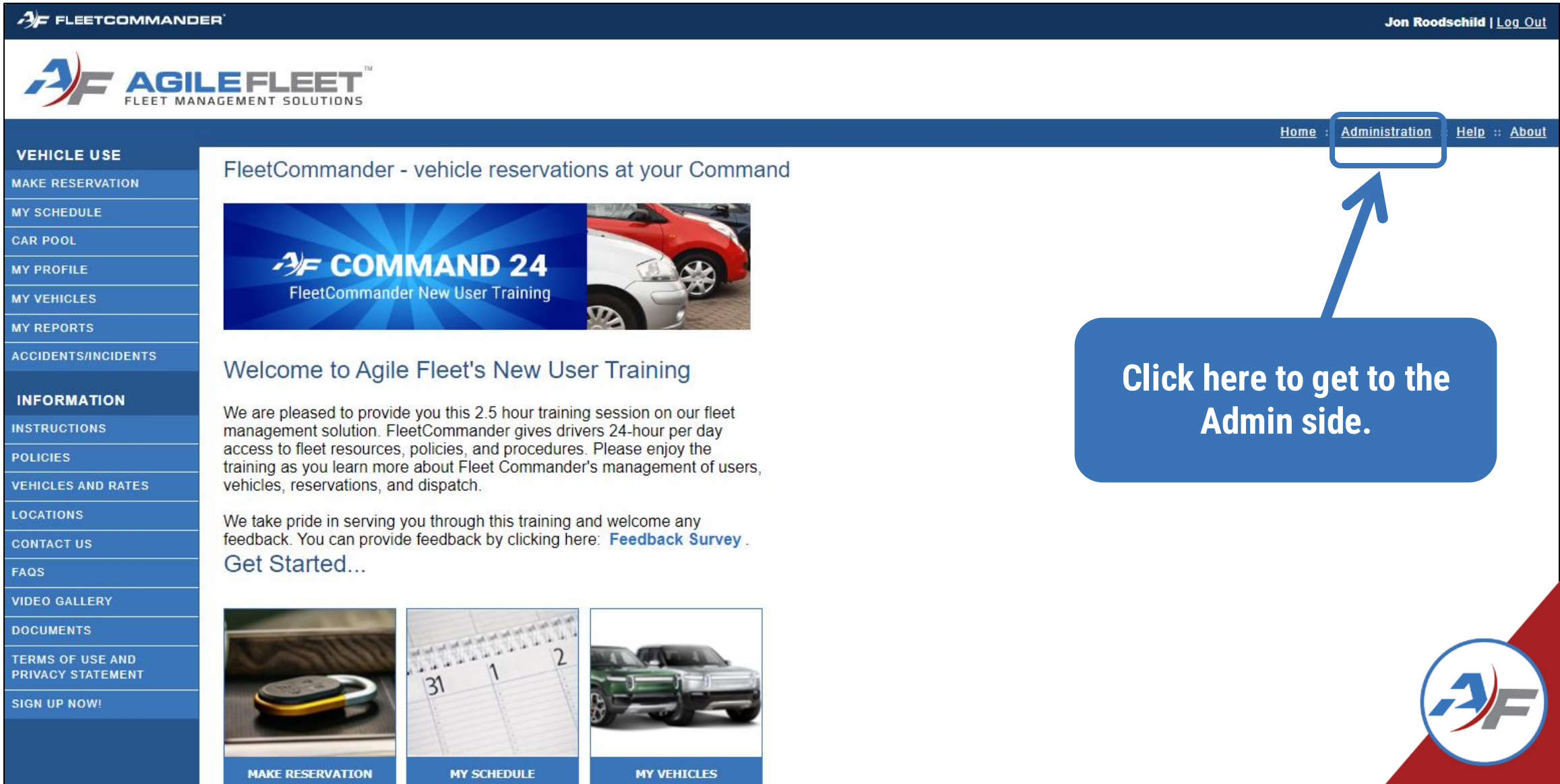
<u>Admins/Dispatchers</u> can make vehicle reservations in multiple places within FleetCommander.

Following section demonstrates reservations placed via MANAGE>MAKE RESERVATION

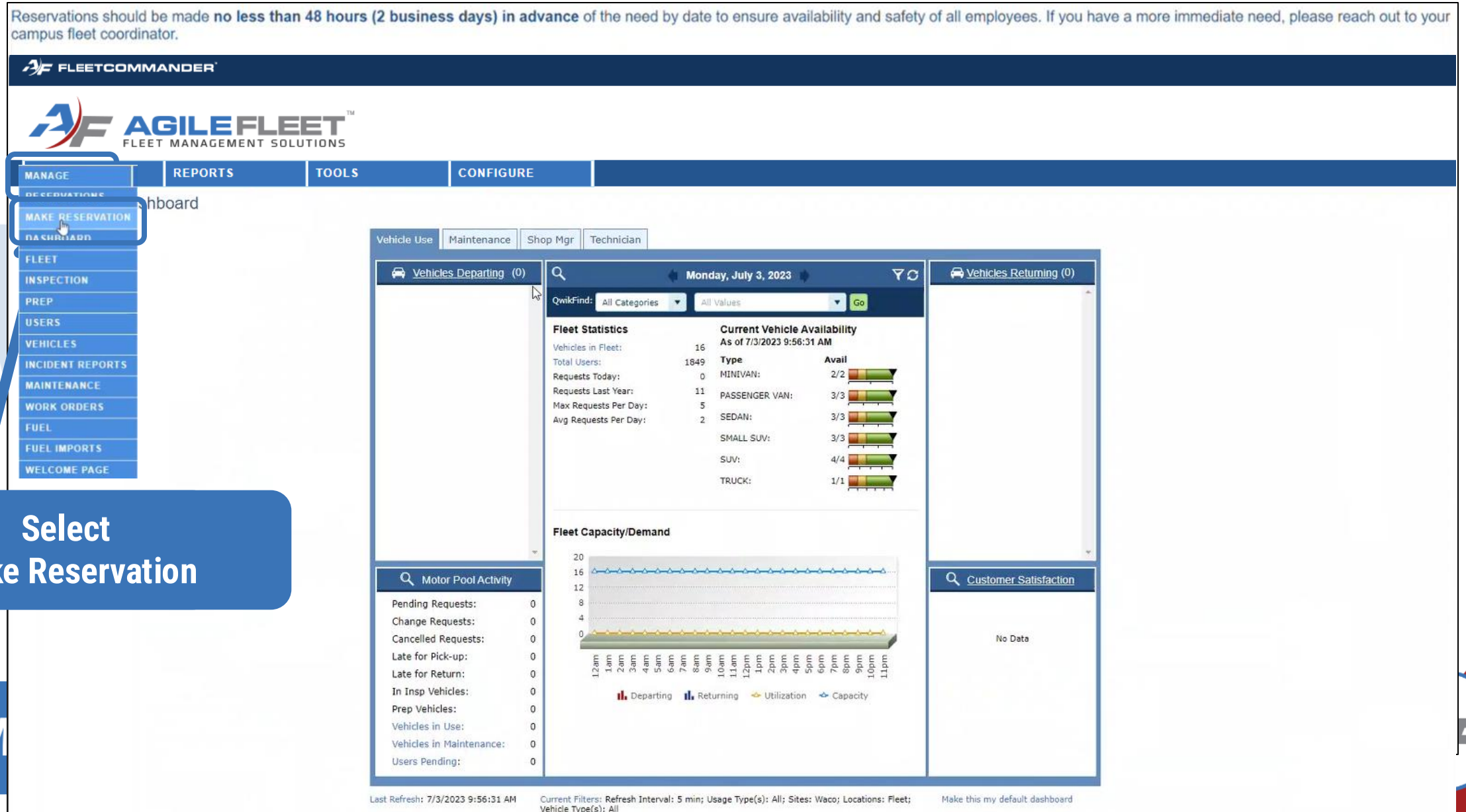


COMMAND 24

Make Reservation



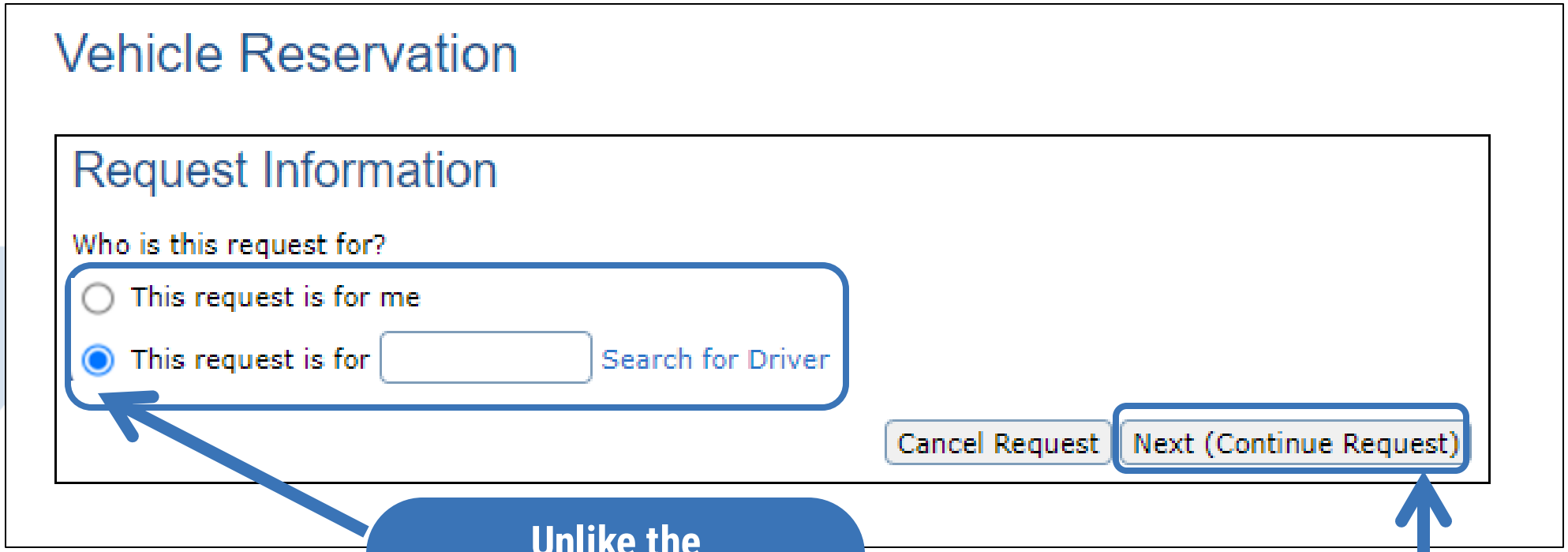
Make Reservation



Select
Make Reservation

COMM

Make Reservation



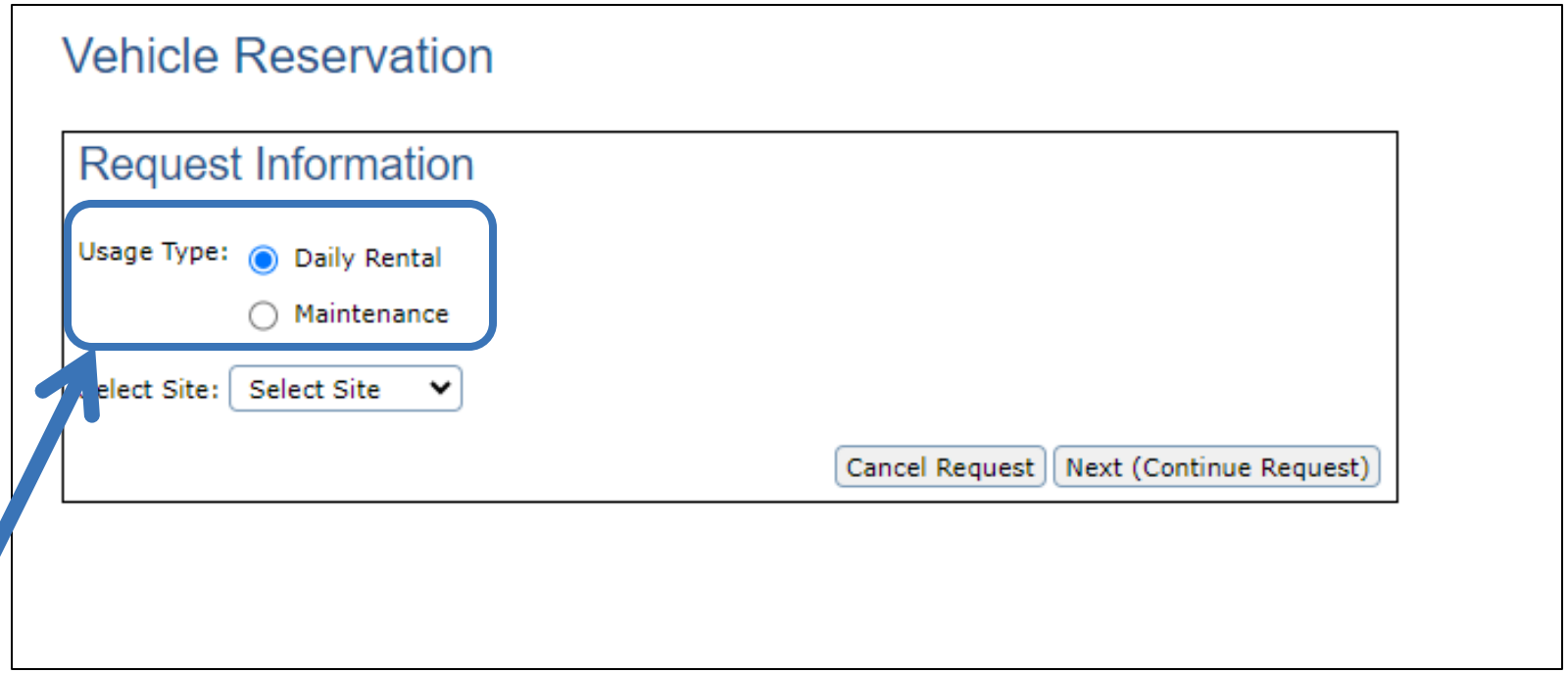
Unlike the Driver/Requestor Interface, "THIS REQUEST IS FOR OTHER" is selected by default in the ADMIN INTERFACE

Select "Next (Continue Request)"

Make Reservation

Follows the same process as with the Driver/Requestor Interface

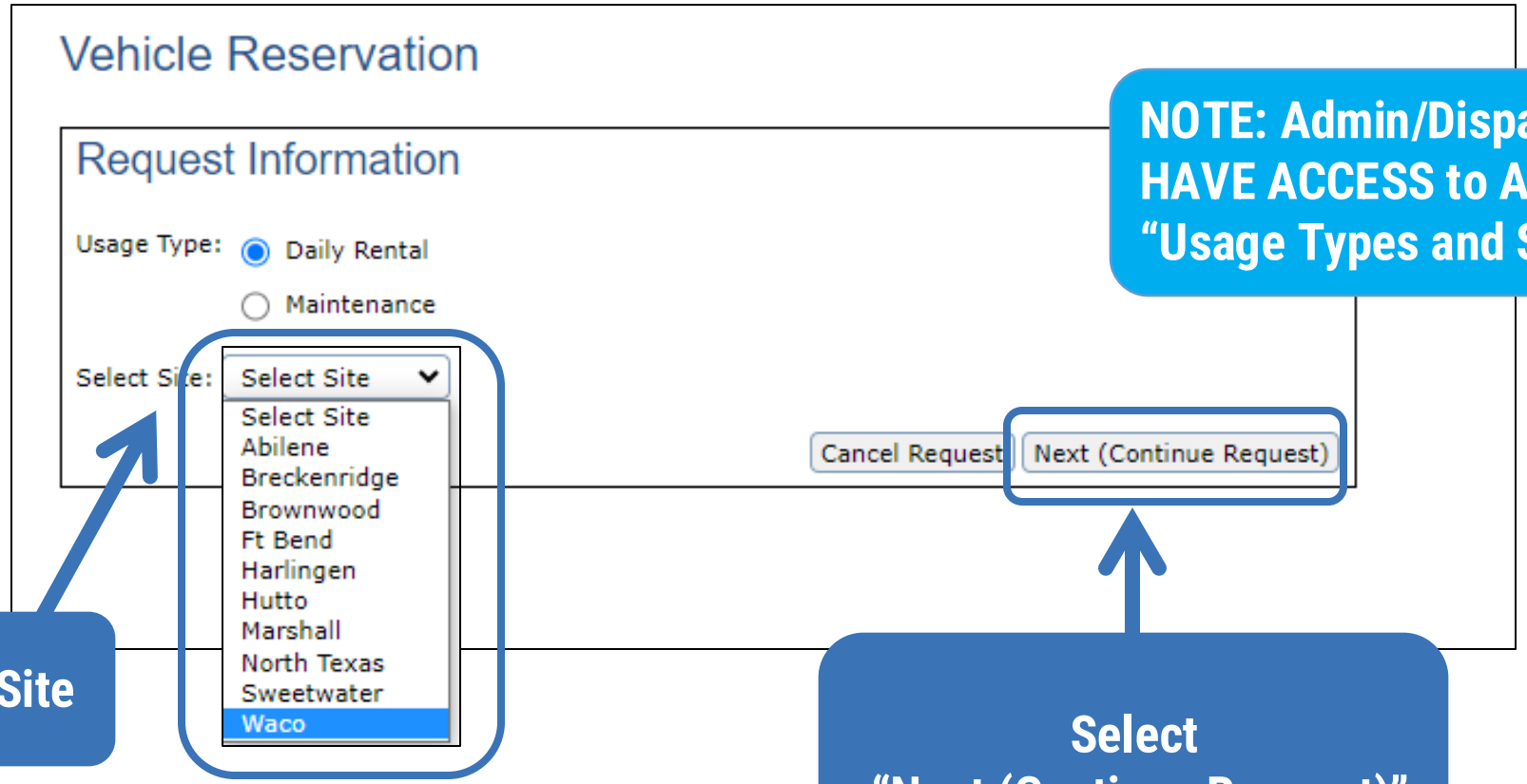
Select the appropriate Usage Type.



NOTE: Admin/Dispatcher HAVE ACCESS to ALL “Usage Types and Sites”

Make Reservation

Follows the same process as with the Driver/Requestor Interface



NOTE: Admin/Dispatcher HAVE ACCESS to ALL "Usage Types and Sites"

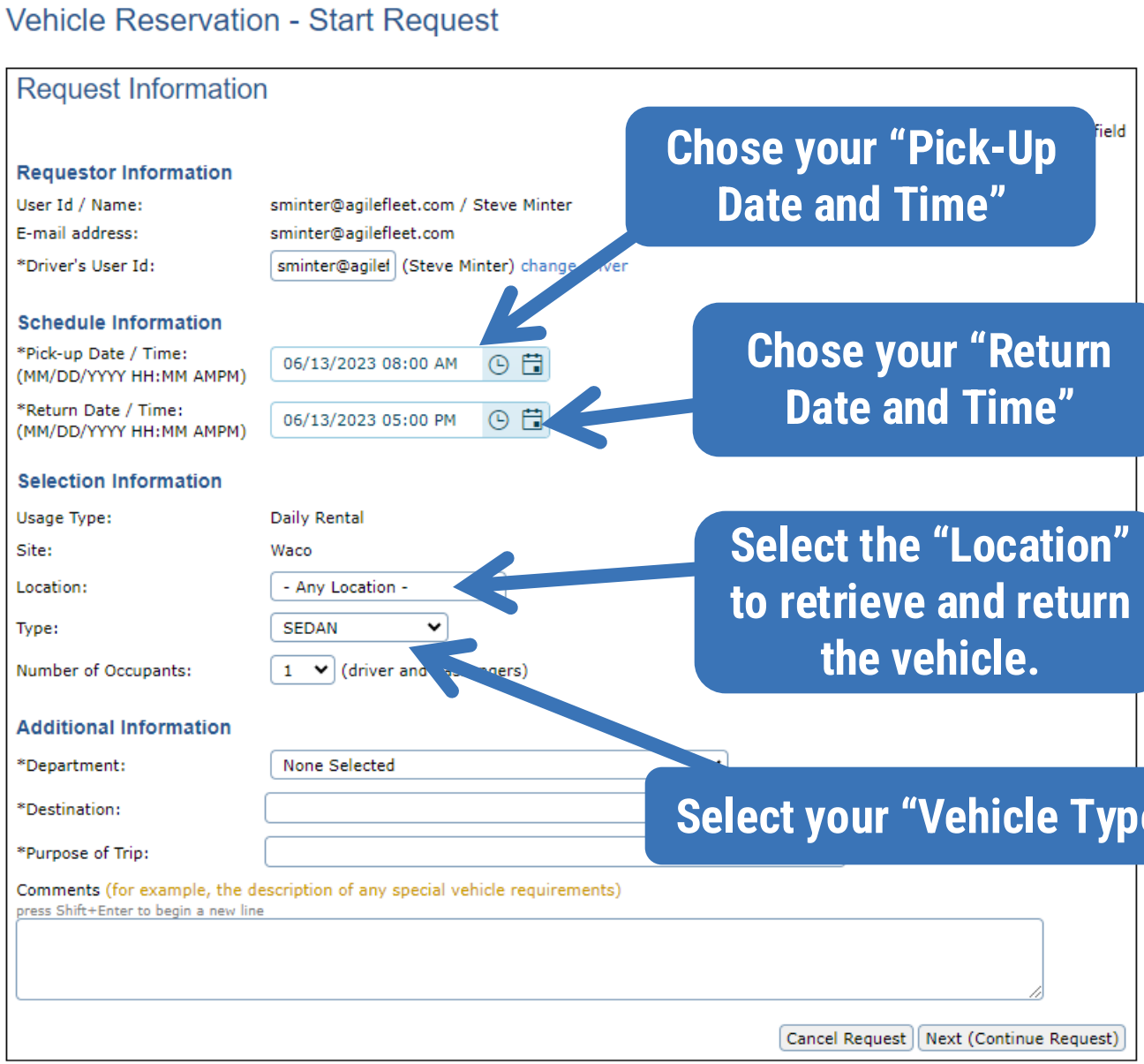
Select appropriate Site

Select "Next (Continue Request)"

Make Reservation

Follows the same process as with the Driver/Requestor Interface

All fields with leading "*" are required.

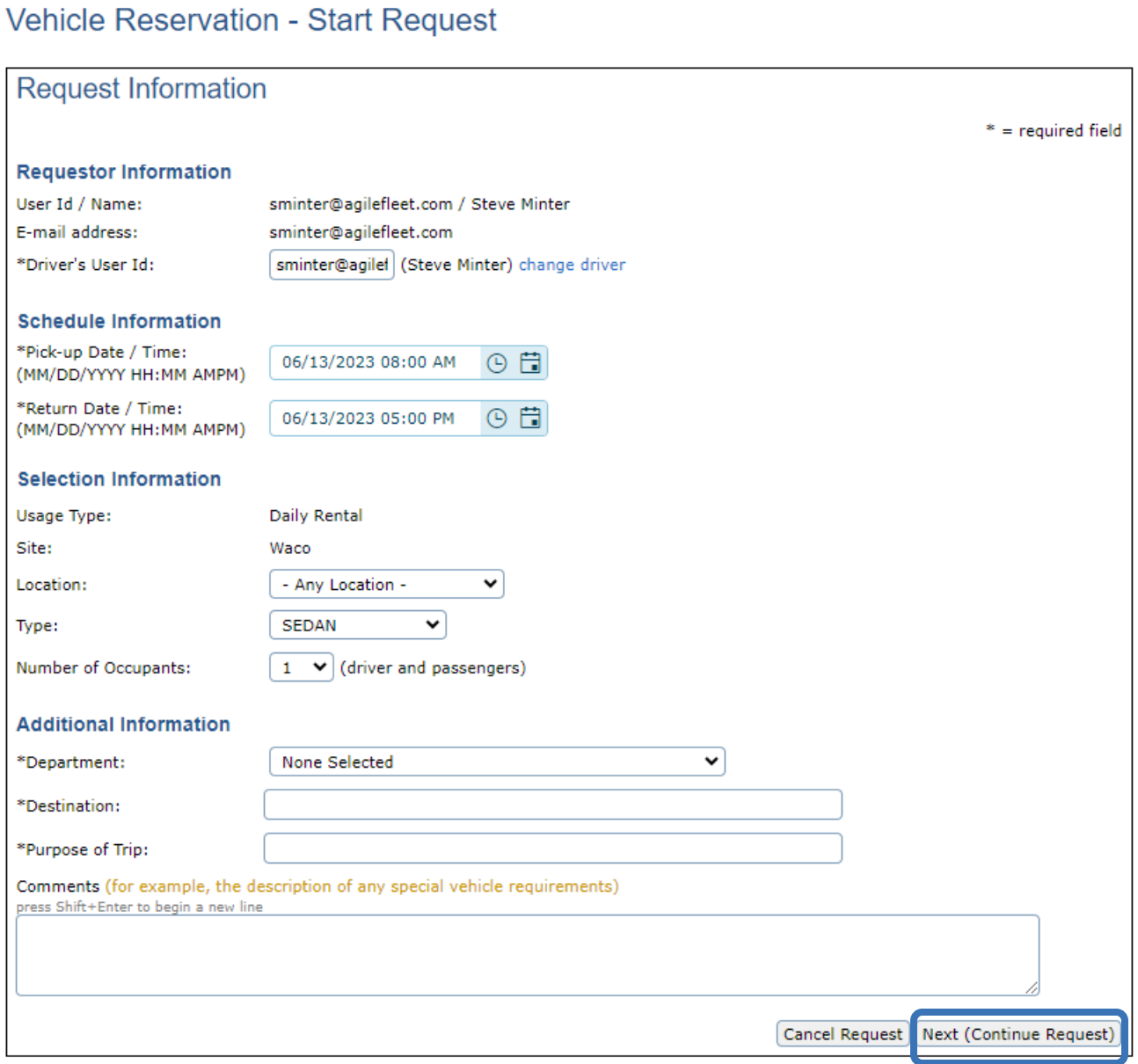


COMMAND 24

Make Reservation

Follows the same process as with the Driver/Requestor Interface

When information is completed select “Next (Continue Request)”



COMMAND 24

Make Reservation

Three NEW ELEMENTS appear for Admins/Dispatchers on this page

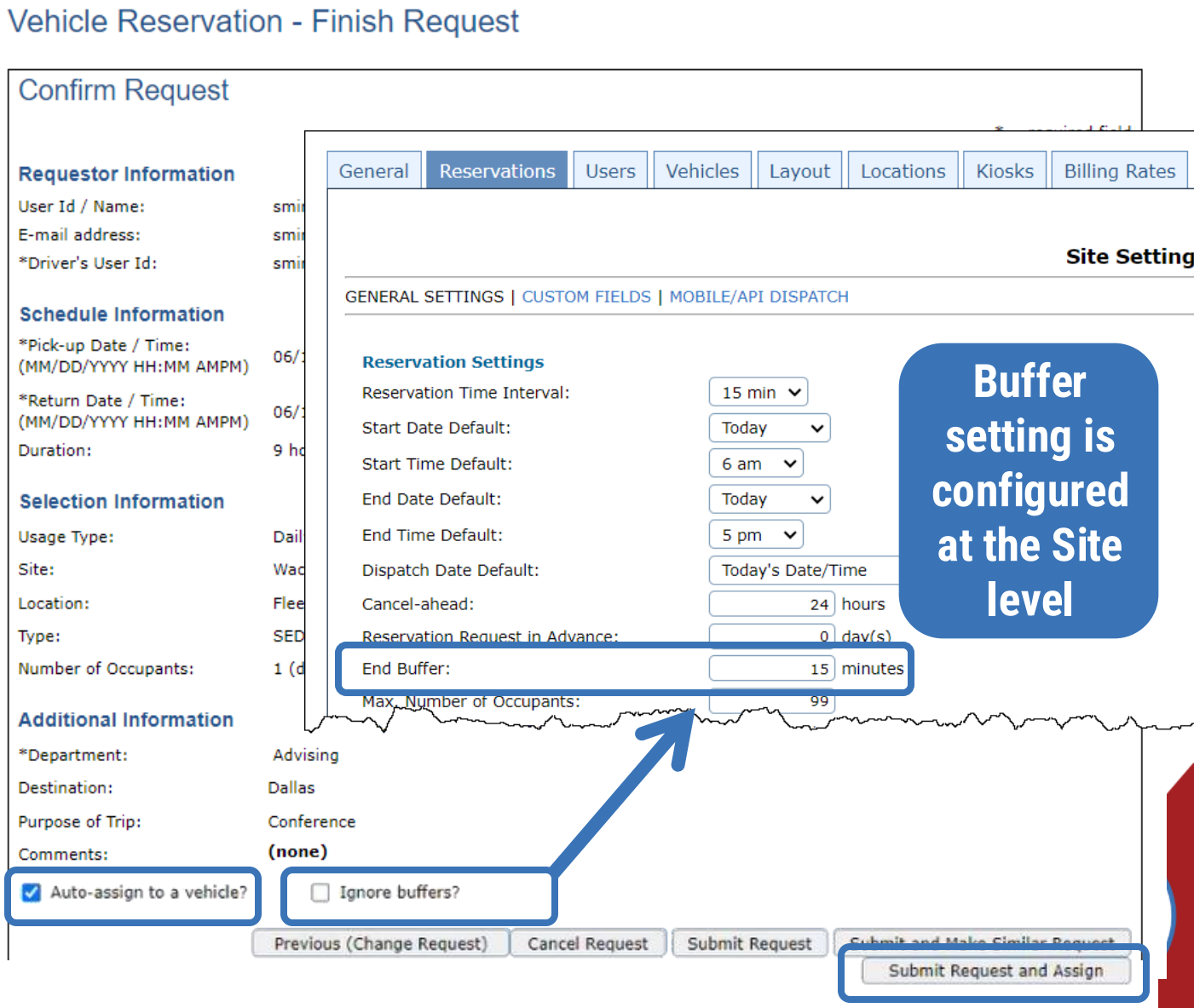
Auto-assign to a vehicle

Ignore buffers?

Submit Request and Assign

HINT: uncheck if you want to assign a specific vehicle to reservation

Request and Assign



COMMAND 24

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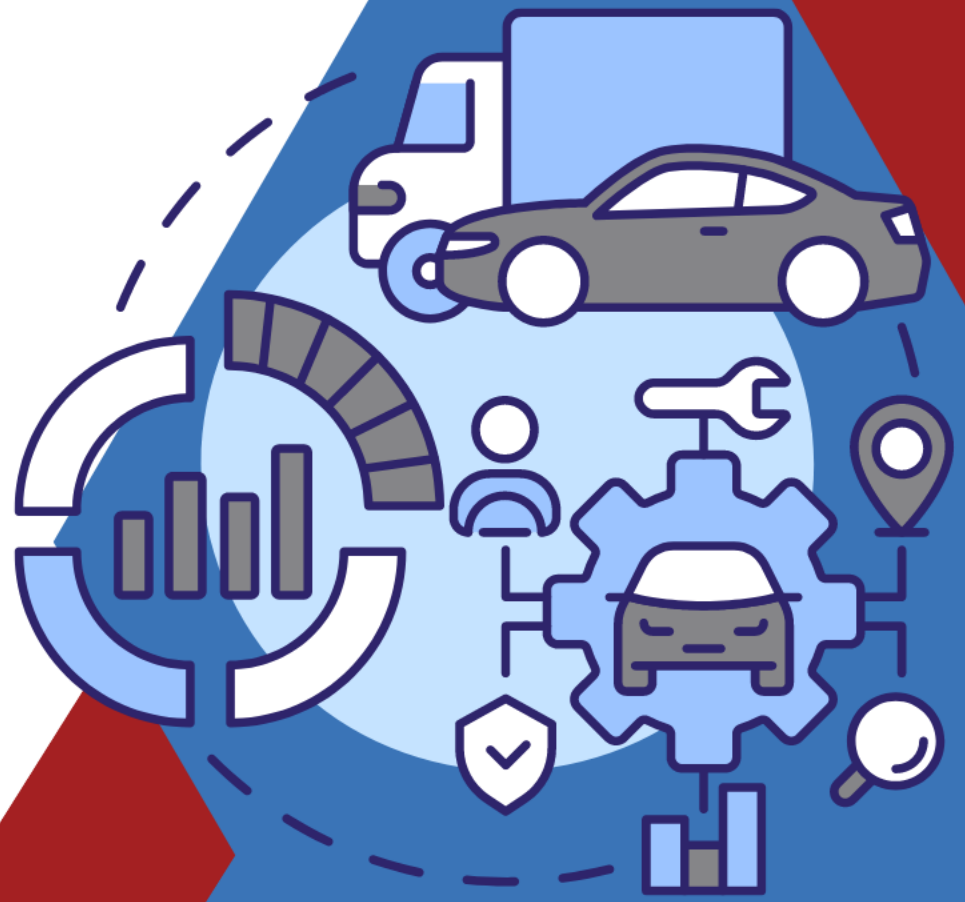
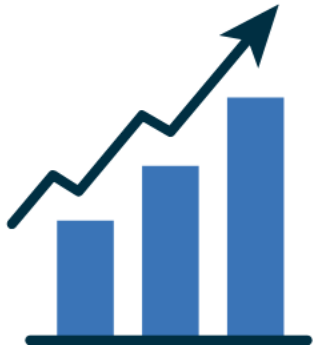
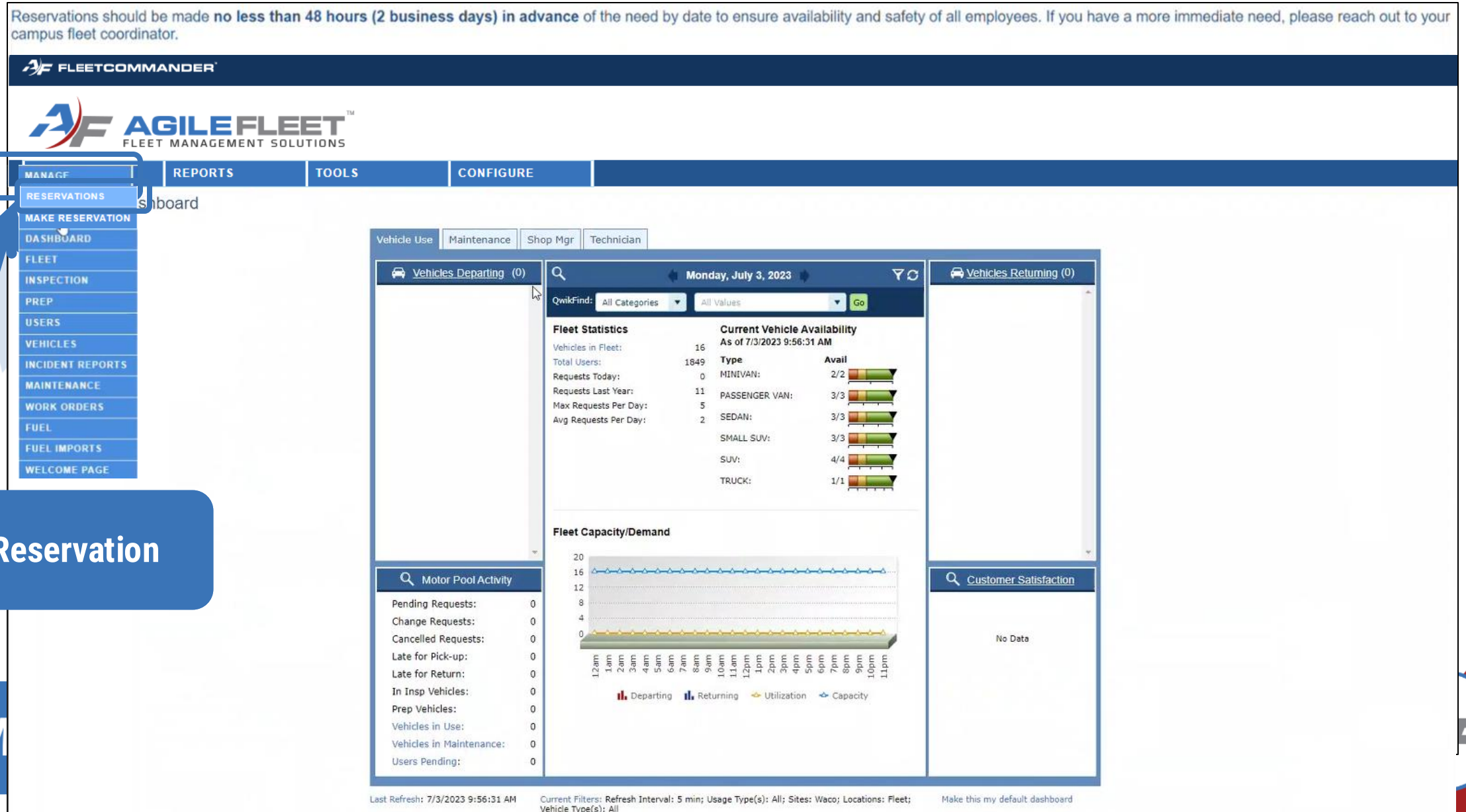
Manage>Reservations





Manage Reservation



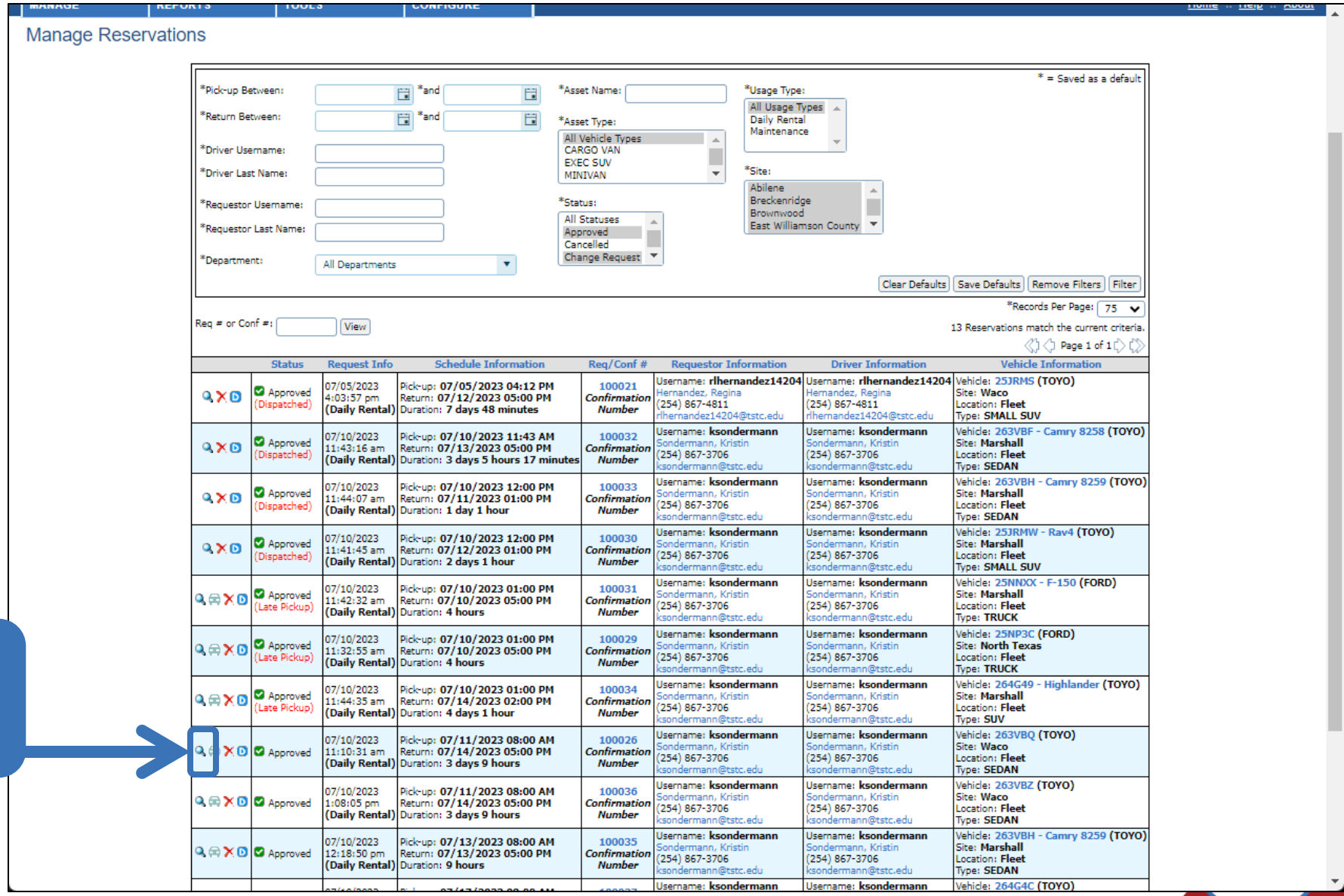
Select Reservation

COMM

Manage Reservation

Manage> Reservations is the best way to work with reservations

Select View Request



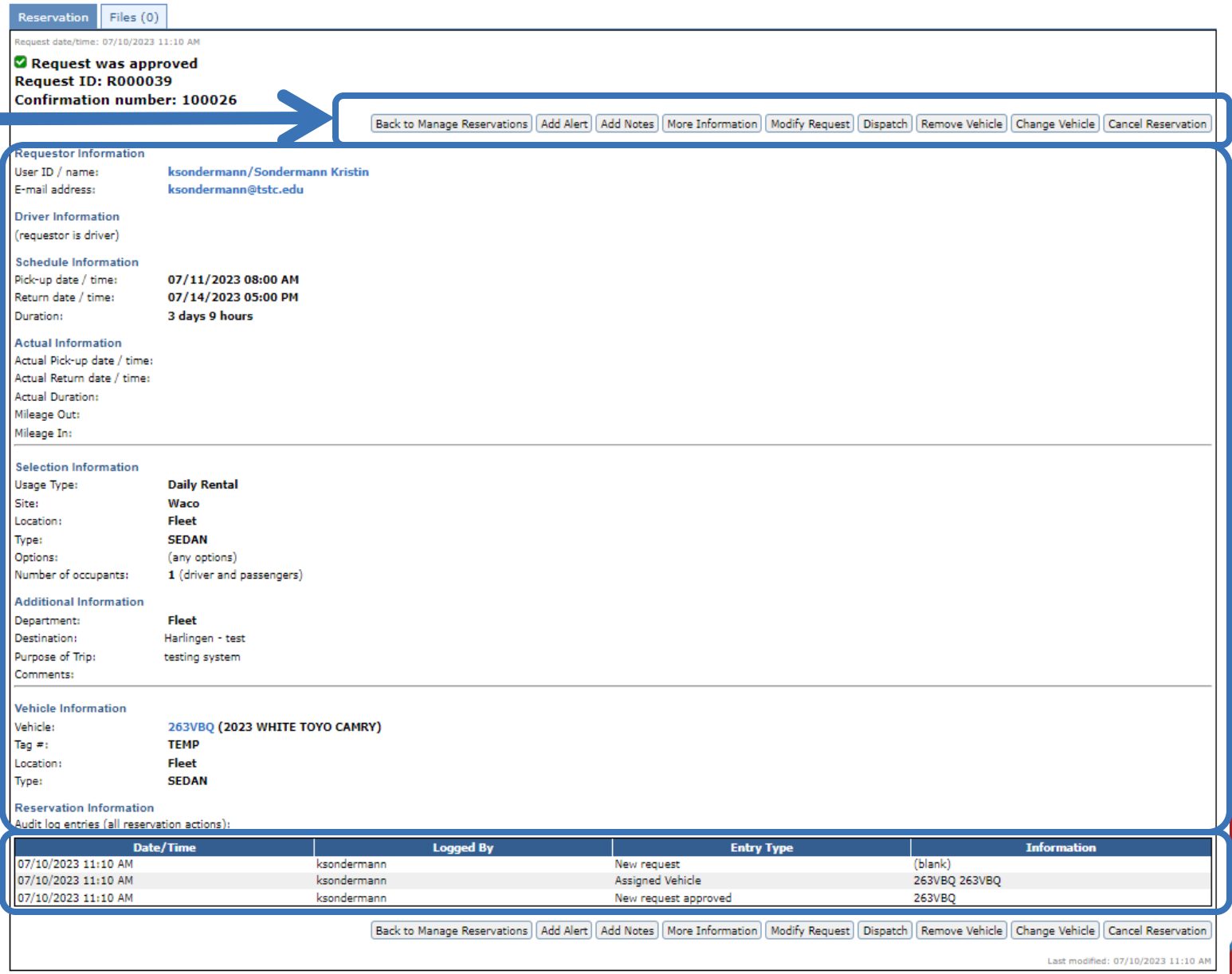
COMMAND 24

Manage Reservation

Action buttons allows you to interact with reservation

Request information and vehicle specifics

The Audit log shows the step-by-step progression of the Reservation Request



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Modify Reservation

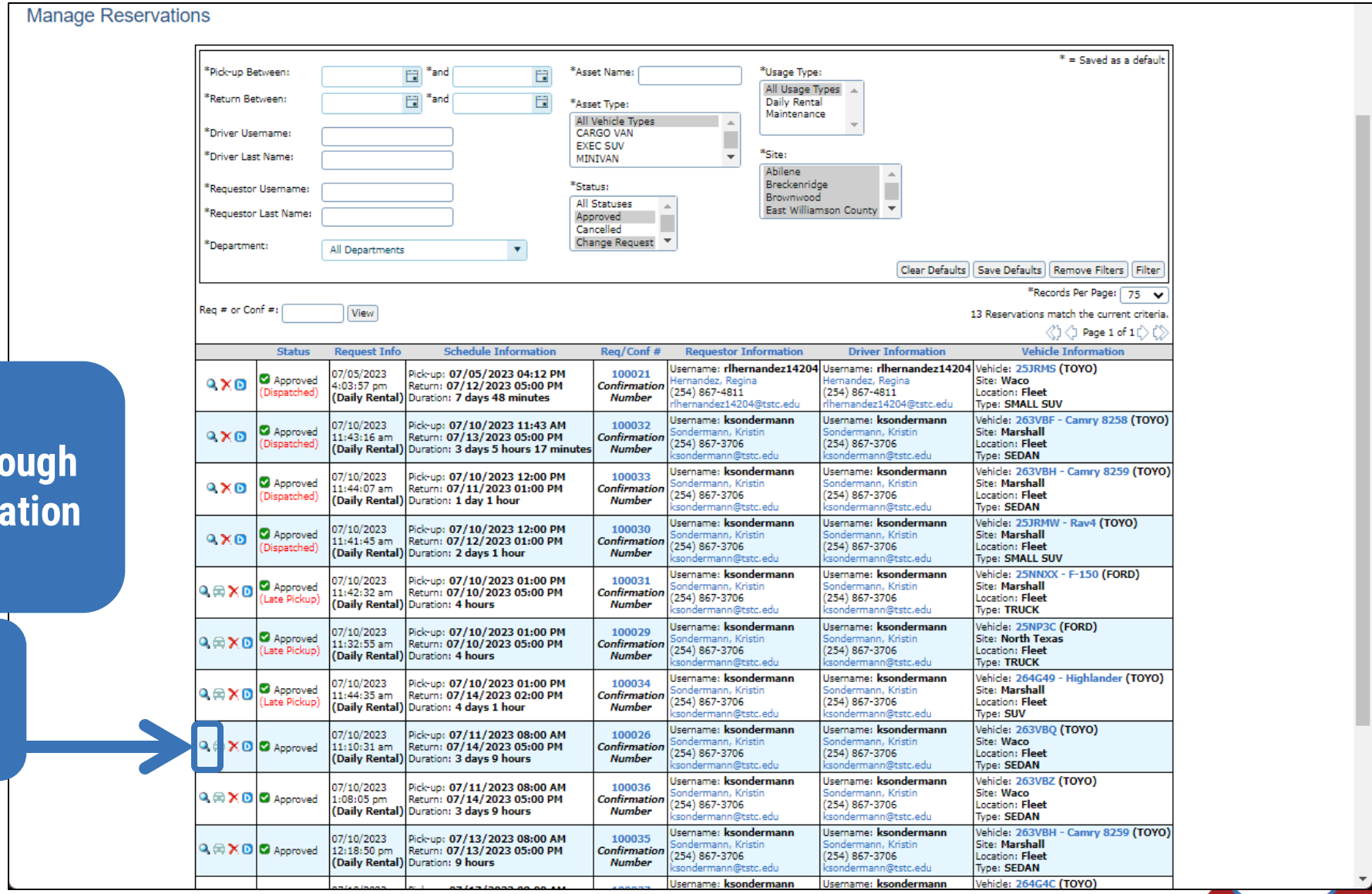
Manage Reservation – Modify Request

Sometimes it is necessary to make changes to a reservation.

This is done through Manage>Reservation

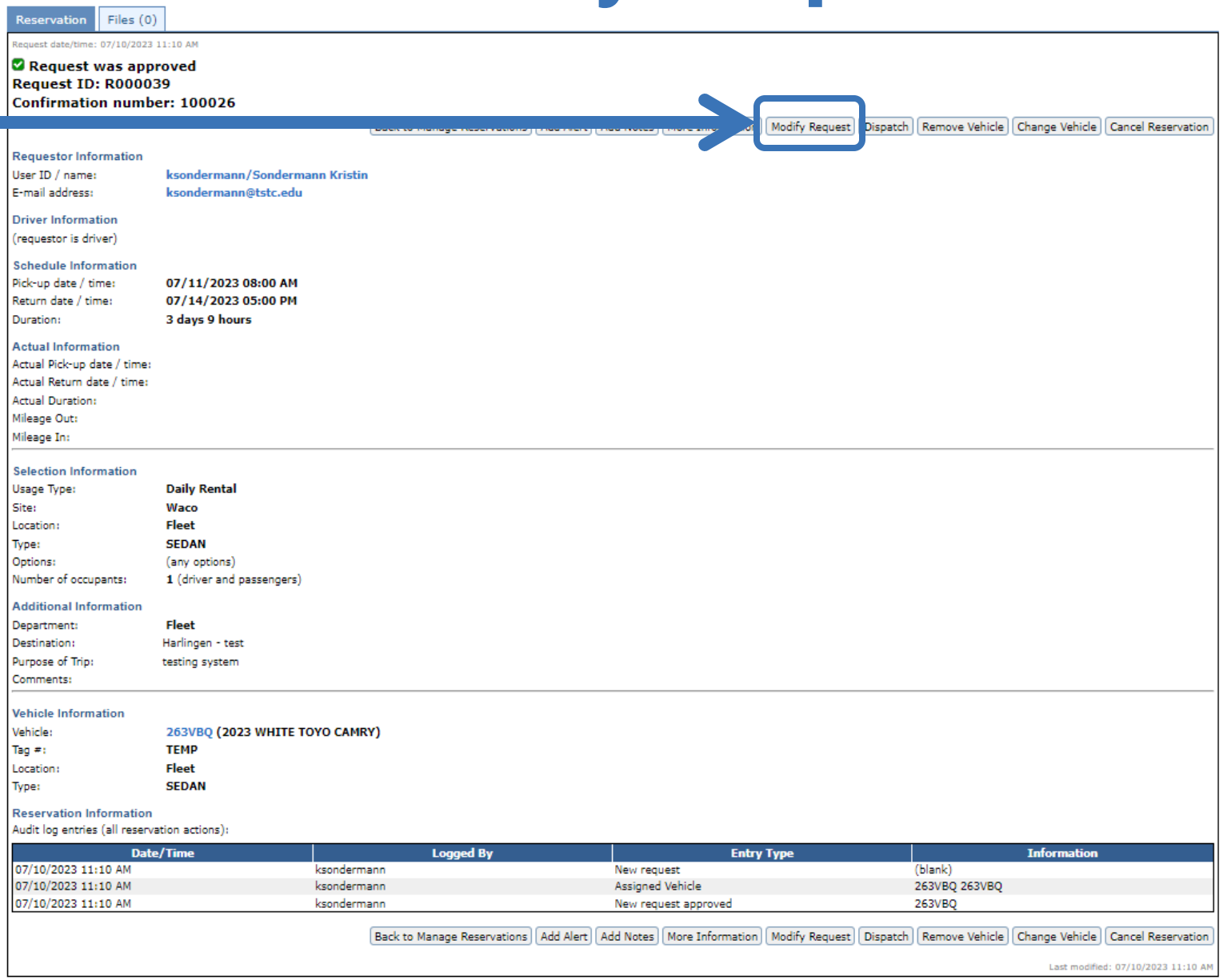
Select View Request

COMMAND 24

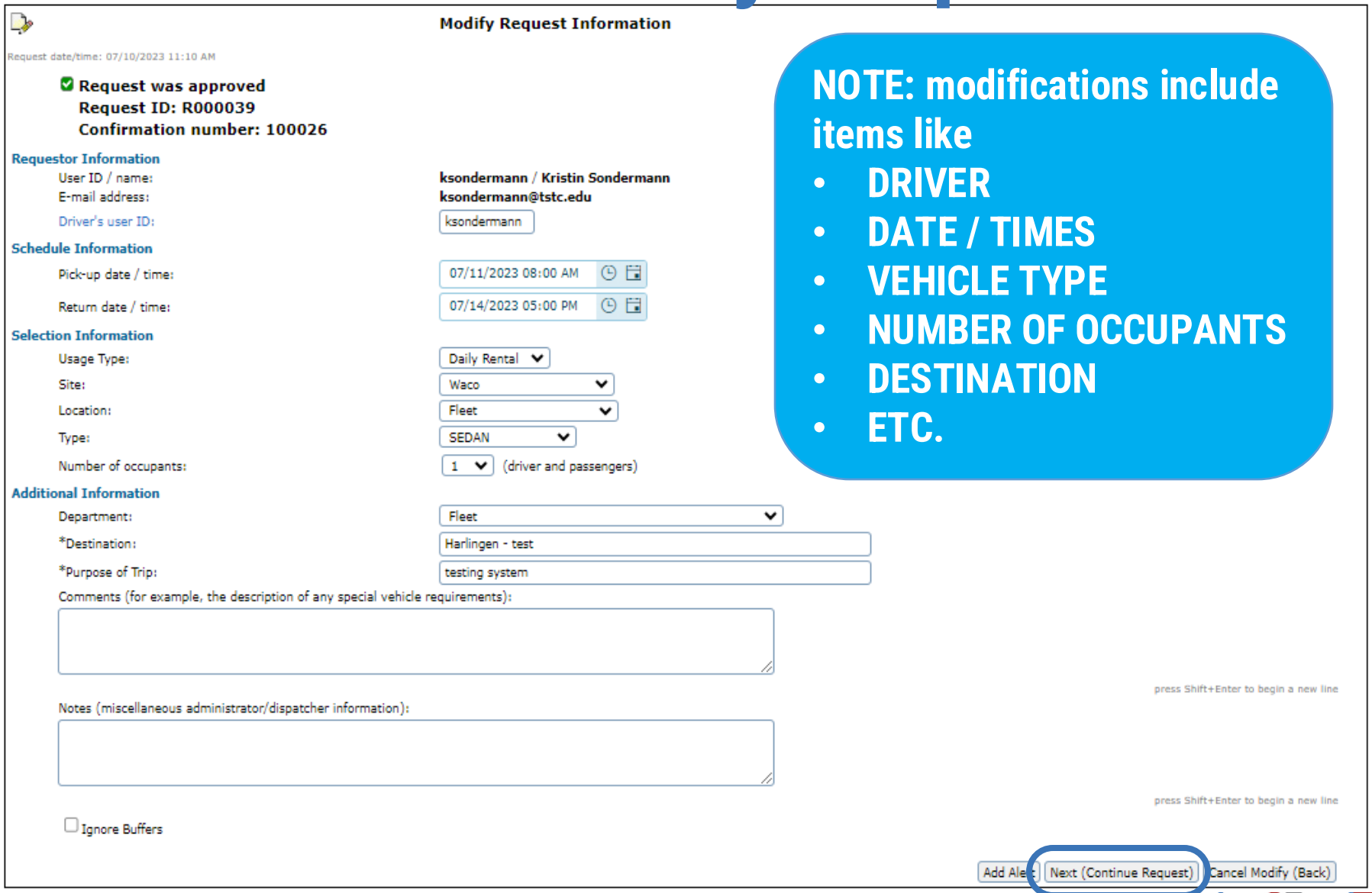


Manage Reservation – Modify Request

Select Modify Request



Manage Reservation – Modify Request



NOTE: modifications include items like

- **DRIVER**
- **DATE / TIMES**
- **VEHICLE TYPE**
- **NUMBER OF OCCUPANTS**
- **DESTINATION**
- **ETC.**

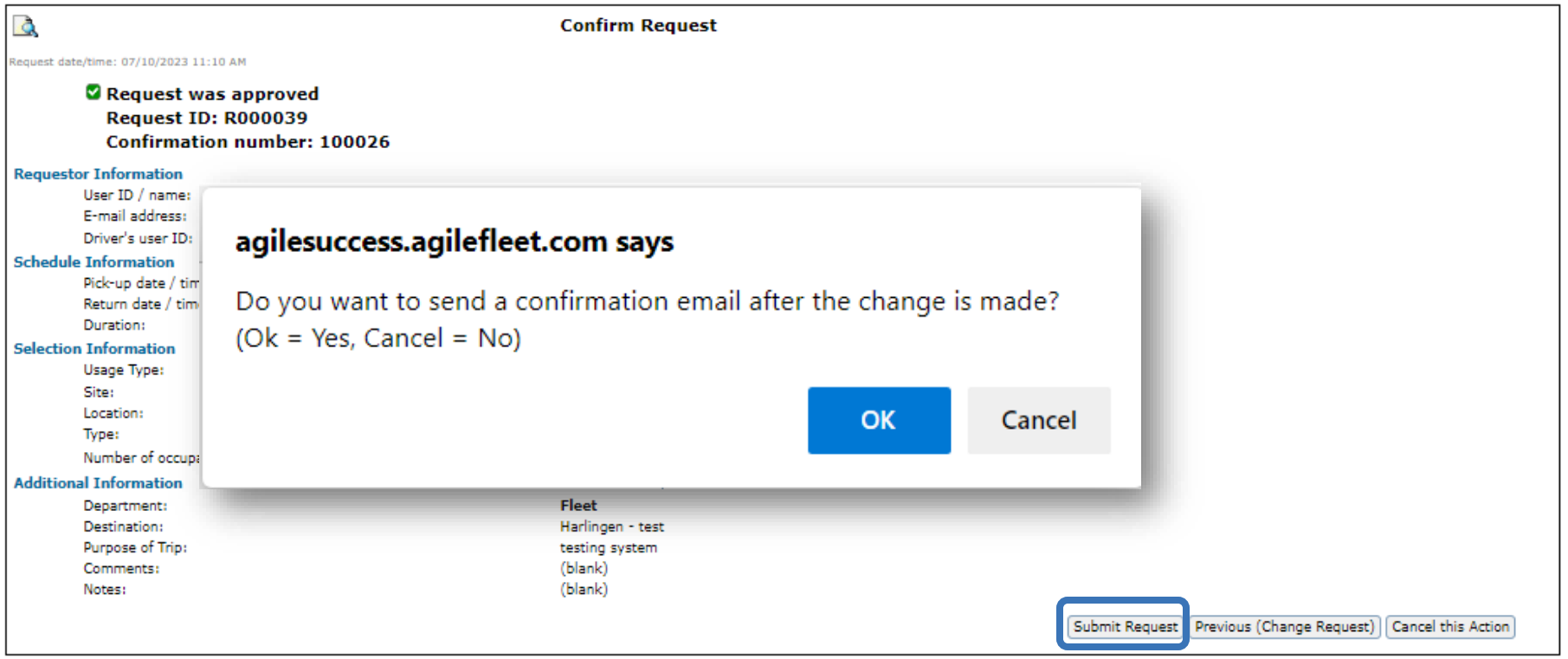
Make changes and select "Next (Continue Request)"

Manage Reservation – Modify Request

Review the request information and select "Submit Request"

NOTE: You may be prompted to send a confirmation email. Select "OK" if you want the requestor & driver receive the email.

If an email is not necessary, hit "Cancel".



COMMAND 24

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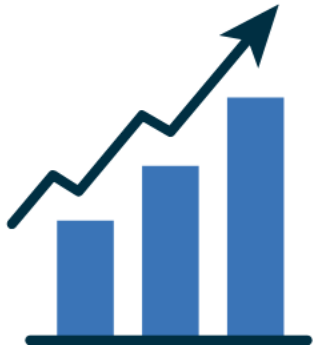
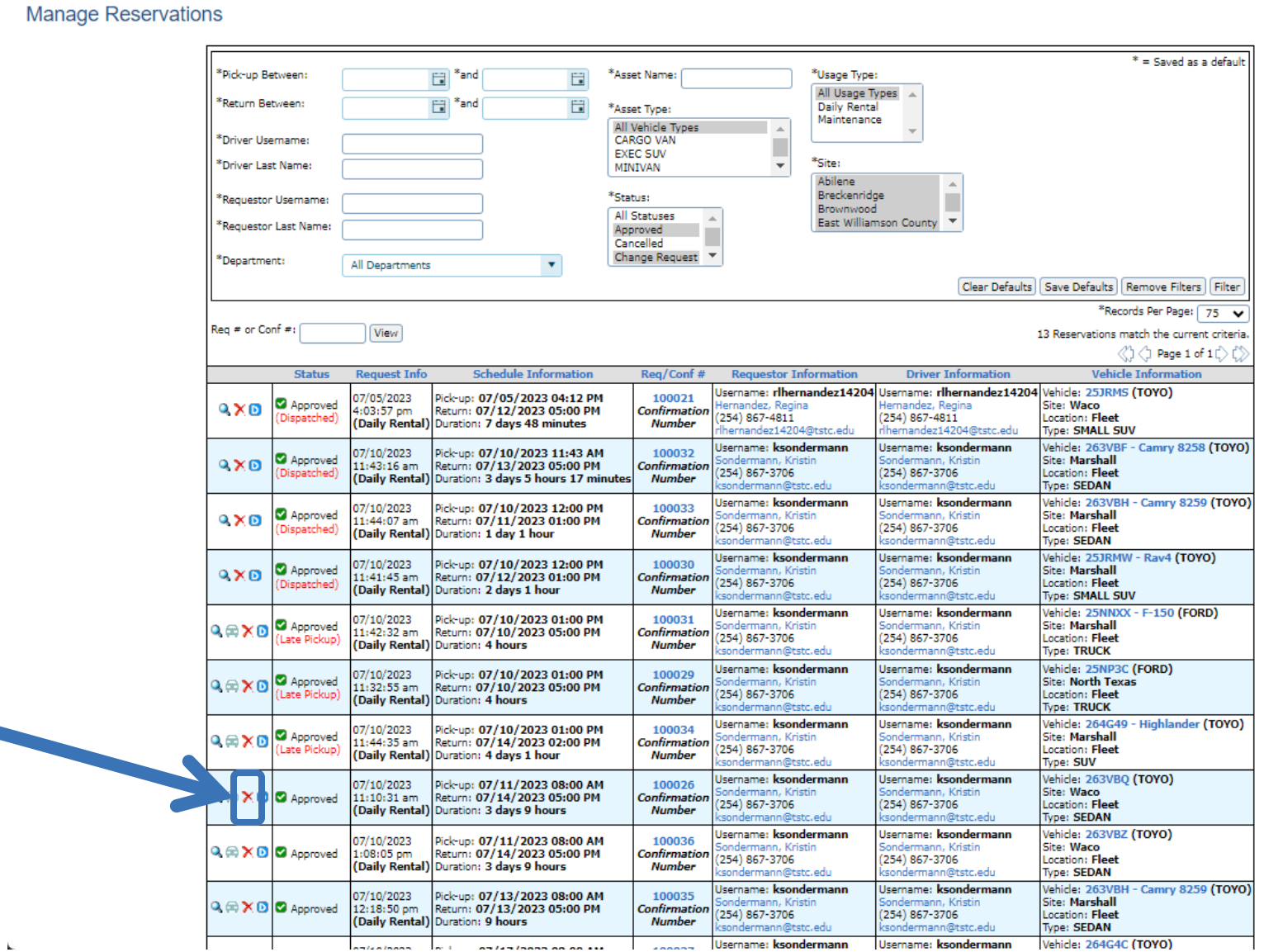
Cancel a Reservation



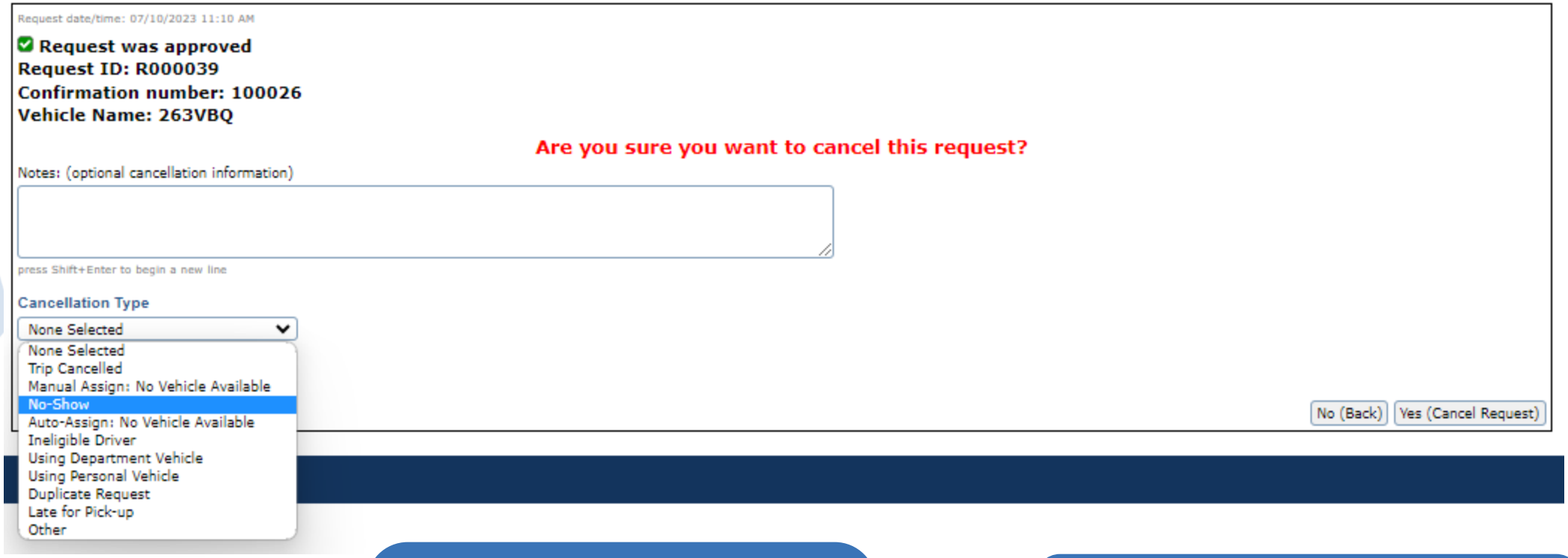
Manage Reservation – Cancel Reservation

Select the Cancel action button



COMMAND 24

Manage Reservation – Cancel Reservation



Insert a comment (not required) and then select a Cancelation Type from the drop down.

Select “Yes (Cancel Request)

COMMAND 24

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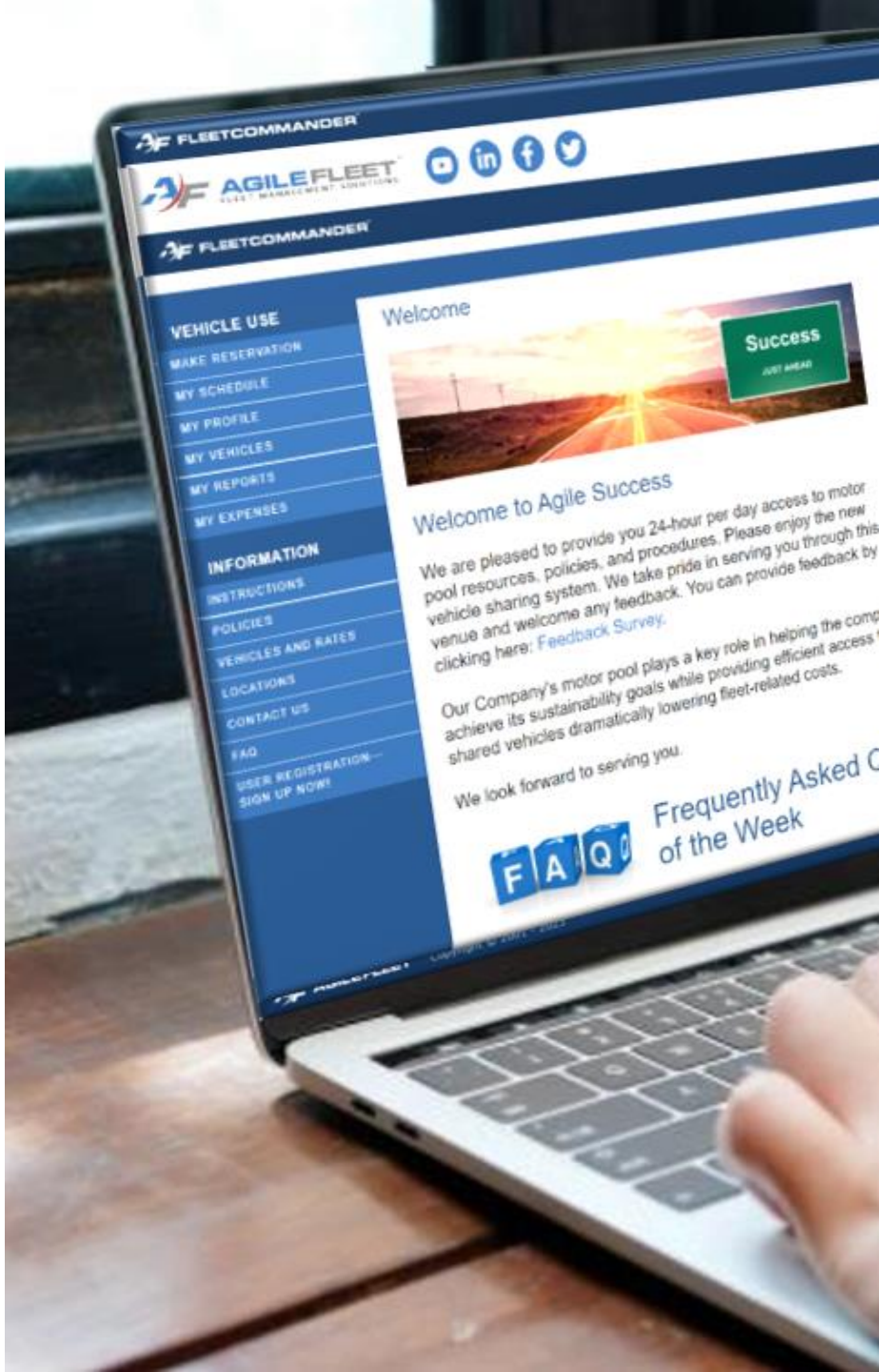
Dispatch Vehicle

Manage > Vehicles is one of several places in FleetCommander where reservations can be dispatched

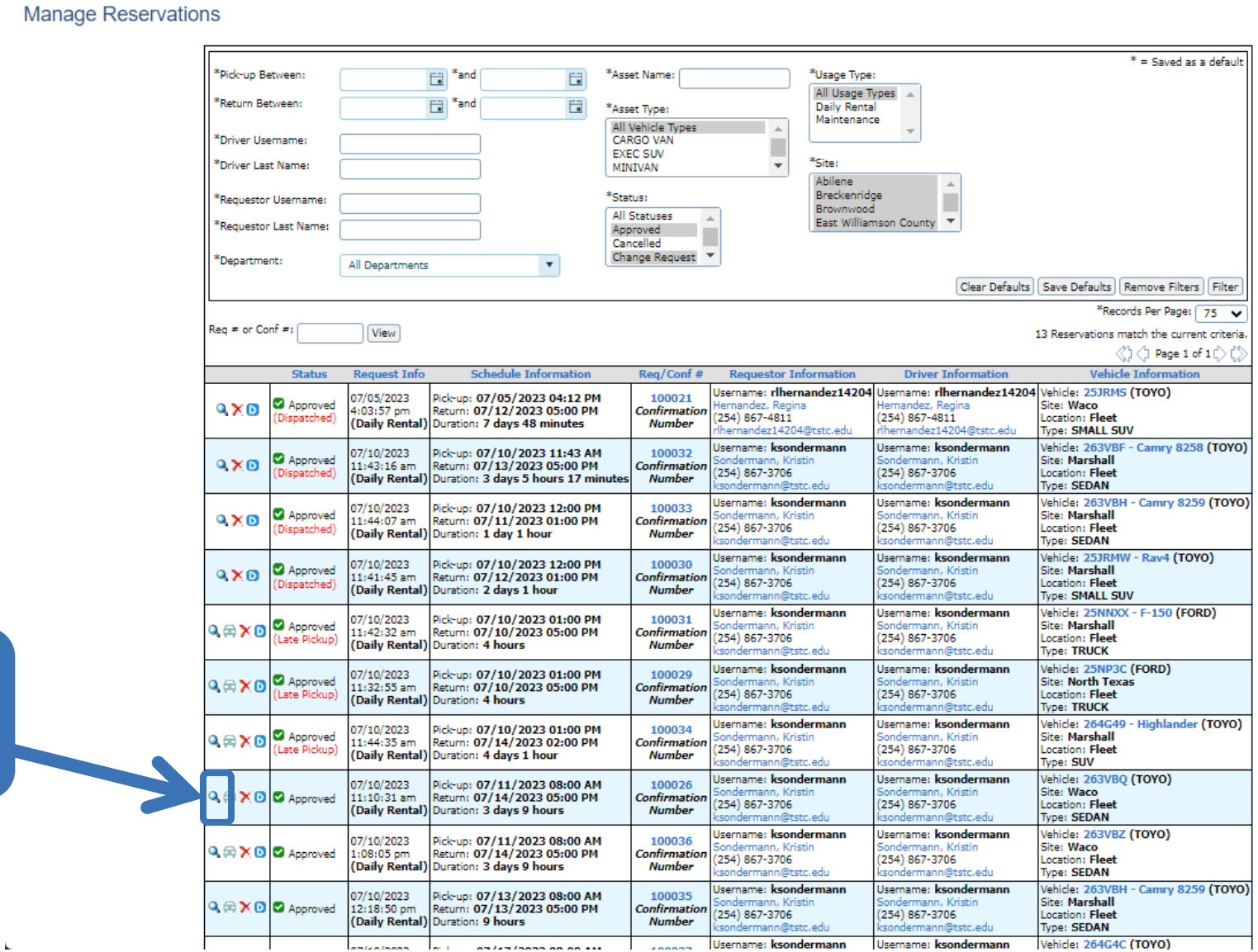


COMMAND 24

Manage Reservation - Dispatch

To dispatch a vehicle via Manage> Reservations…

…select View Request

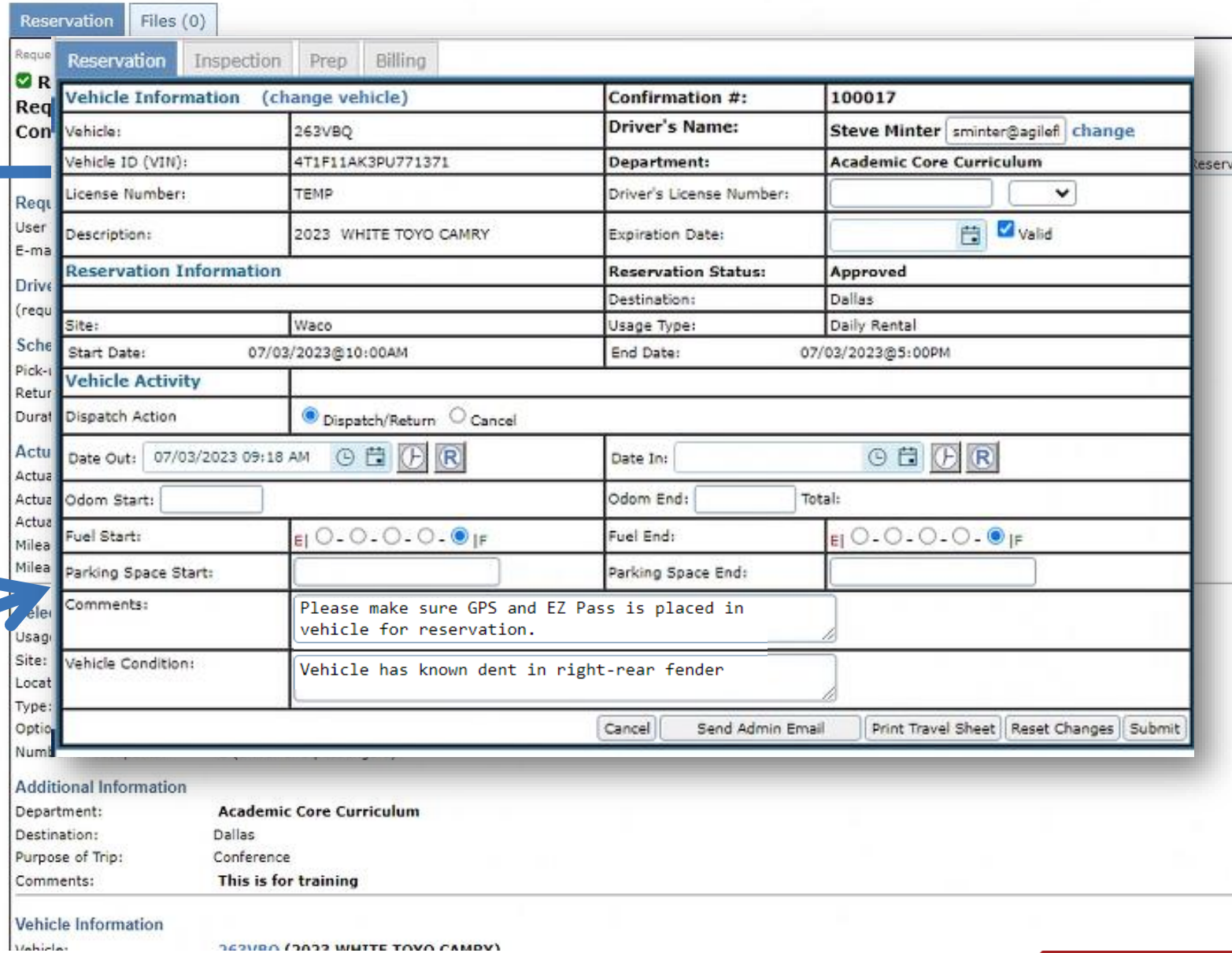


COMMAND 24

Manage Reservation – Dispatch Out

Click on “Dispatch” to bring up the Dispatch Window

Dispatch Pop-up Window appears



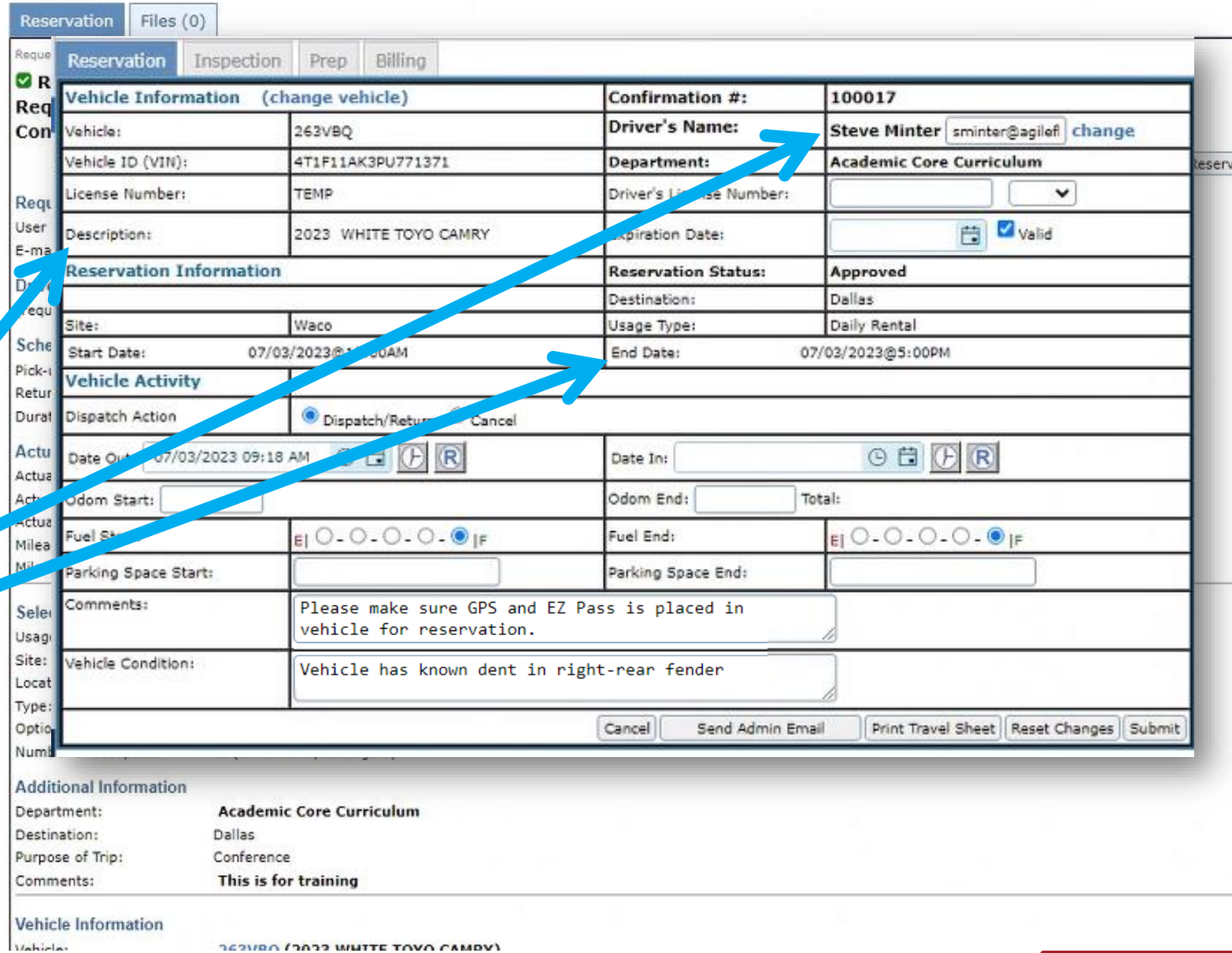
COMMAND 24

Manage Reservation – Dispatch Out

DISPATCH HINTS:

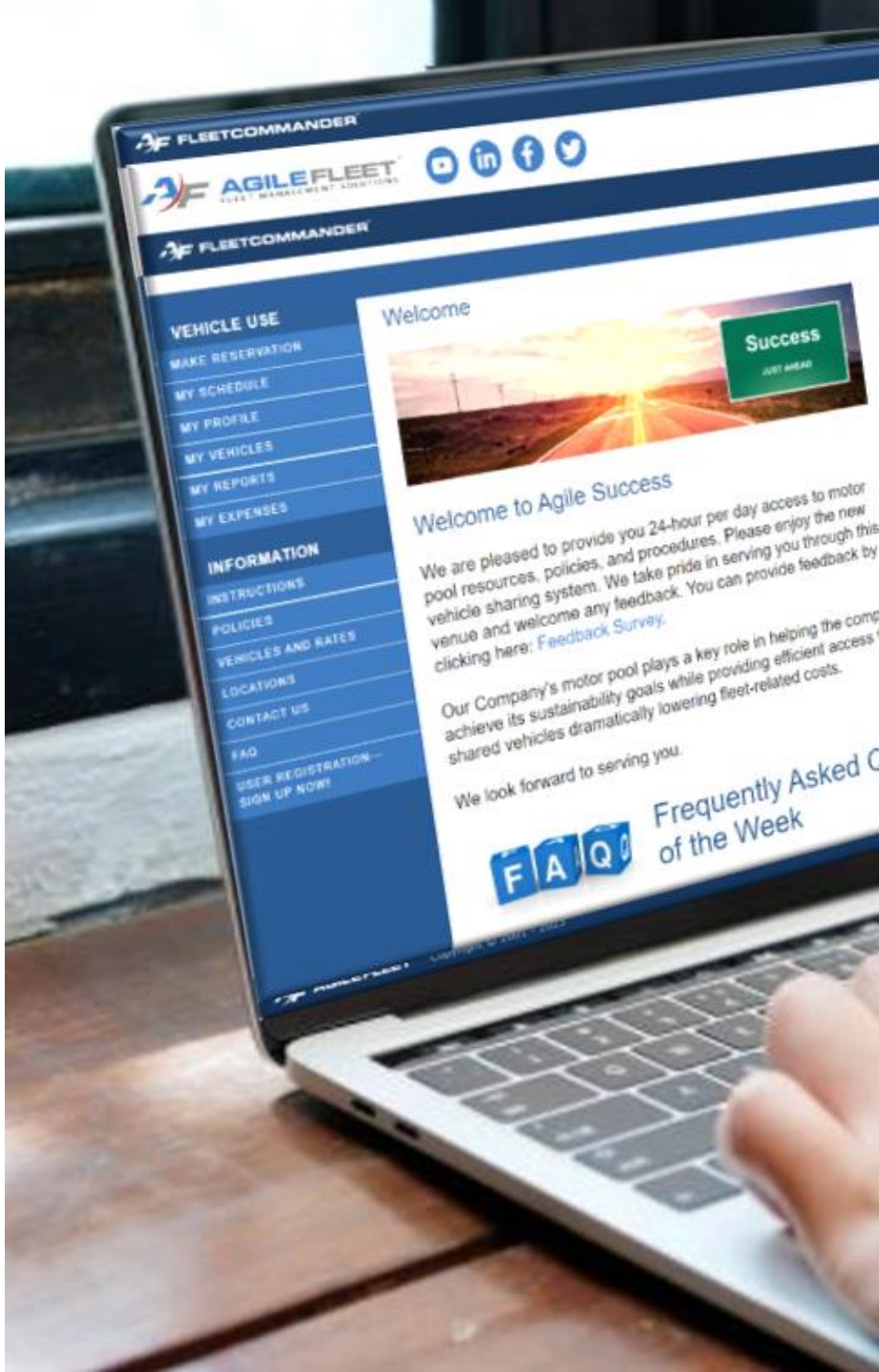
Make sure you're in the right reservations!

Use Dispatch Window to verify reservation details including NAME OF DRIVER, END DATE, VEHICLE TYPE, etc.



COMMAND 24

If you discover changes that need to be made, you can accomplish this from the Dispatch Window!



COMMAND 24

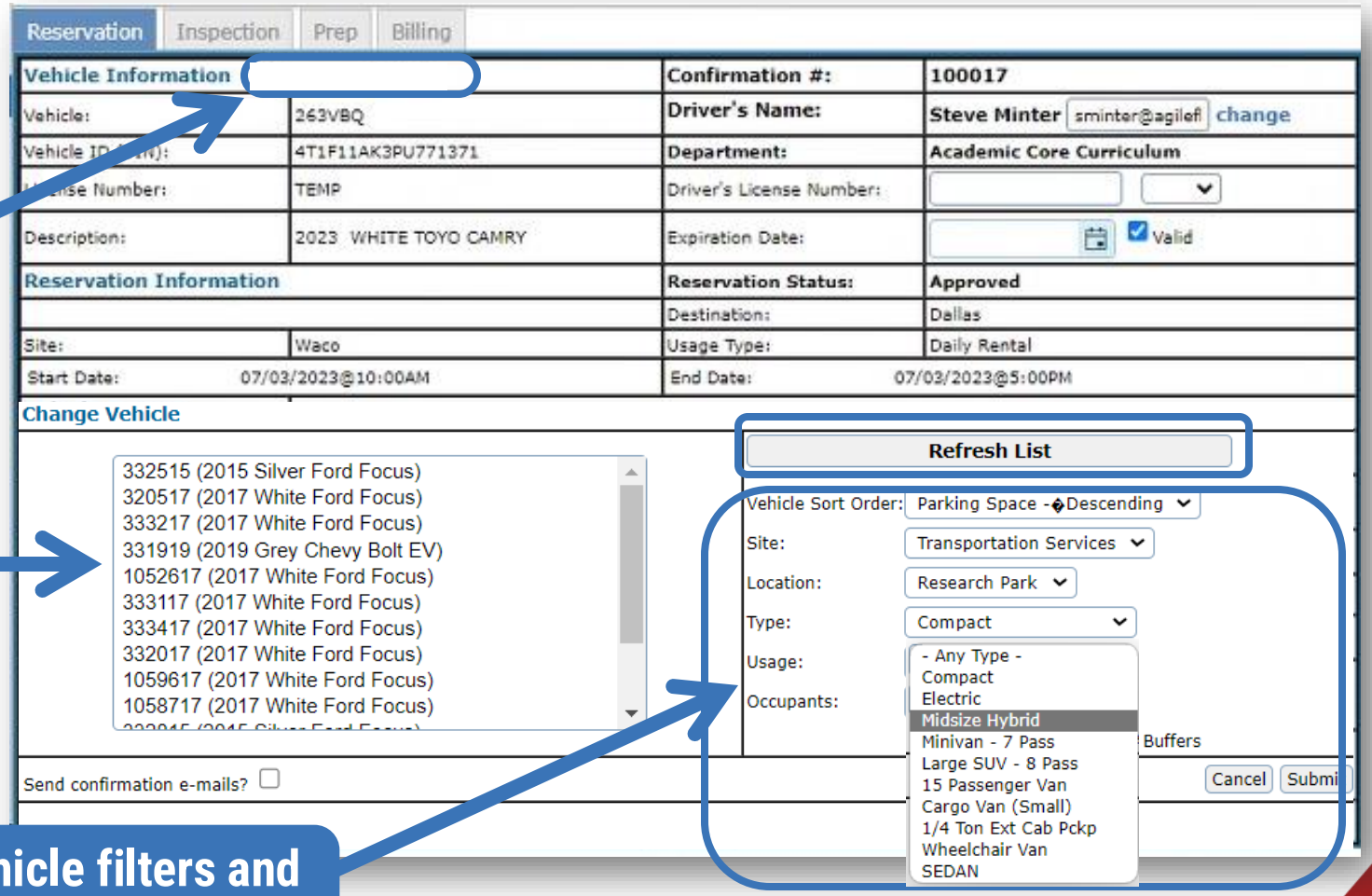
Manage Reservation – Dispatch Out - Changes

Change a VEHICLE within Dispatch:

Click “Change Vehicle”

Window view changes to show available vehicles

Adjust vehicle filters and “Refresh List” as needed



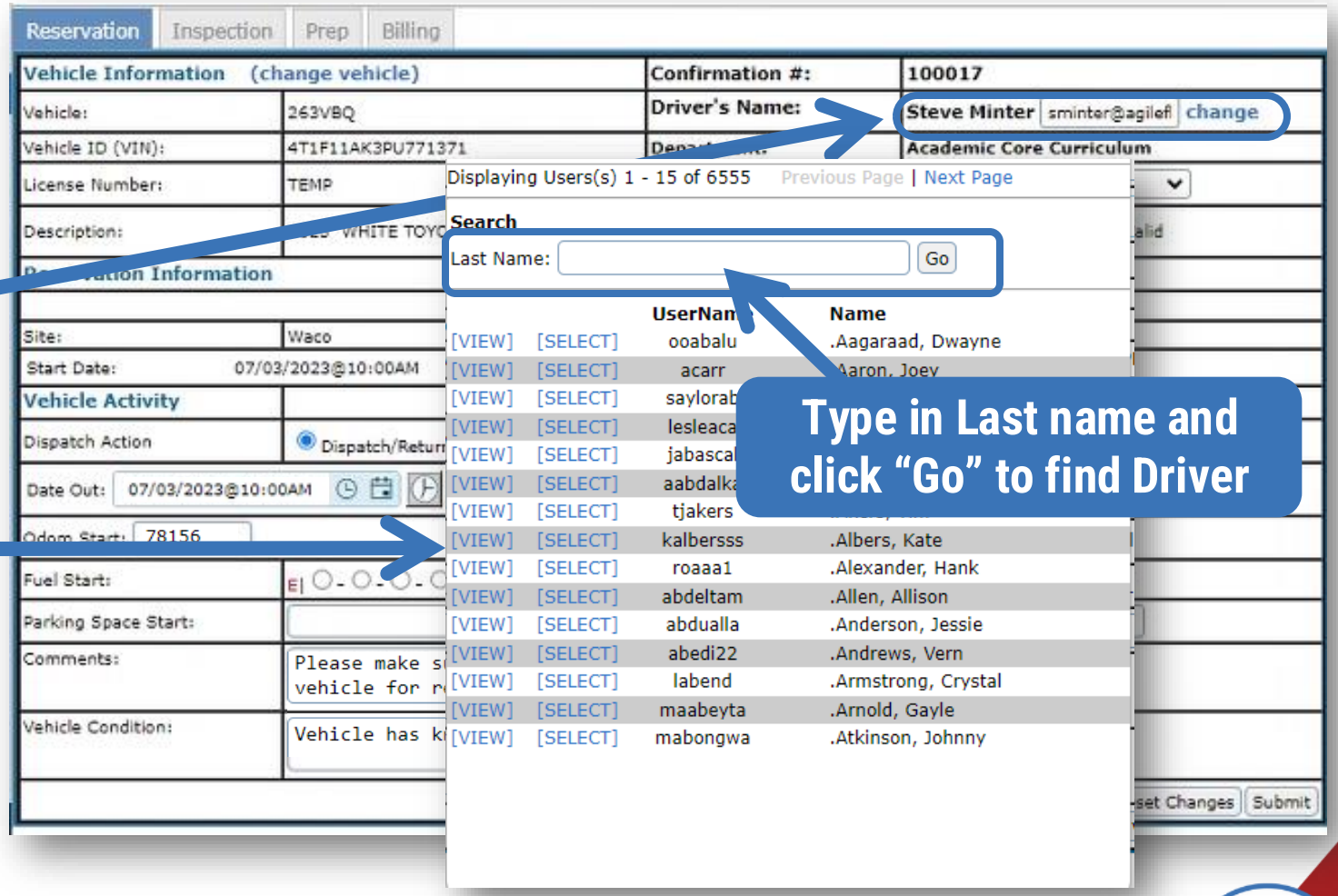
COMMAND 24

Manage Reservation – Dispatch Out - Changes

Change a DRIVER within Dispatch:

Click "Change" next to Driver's Name

User pop-up window appears

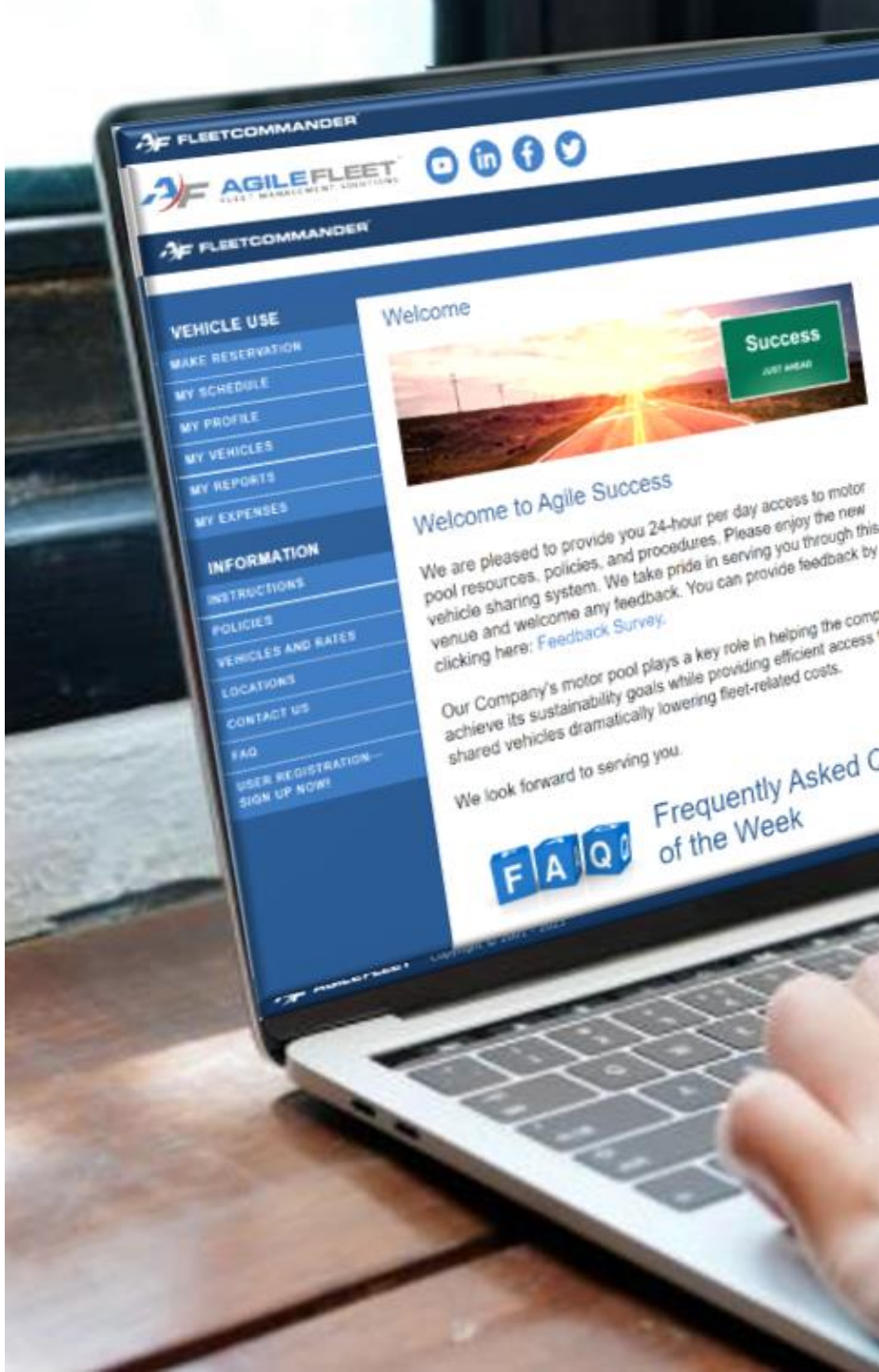


Type in Last name and click "Go" to find Driver

COMMAND 24

When it comes to the “when” a reservation is dispatched, you have the choice of two time considerations:

- Current Date/Time
- Request Date/Time

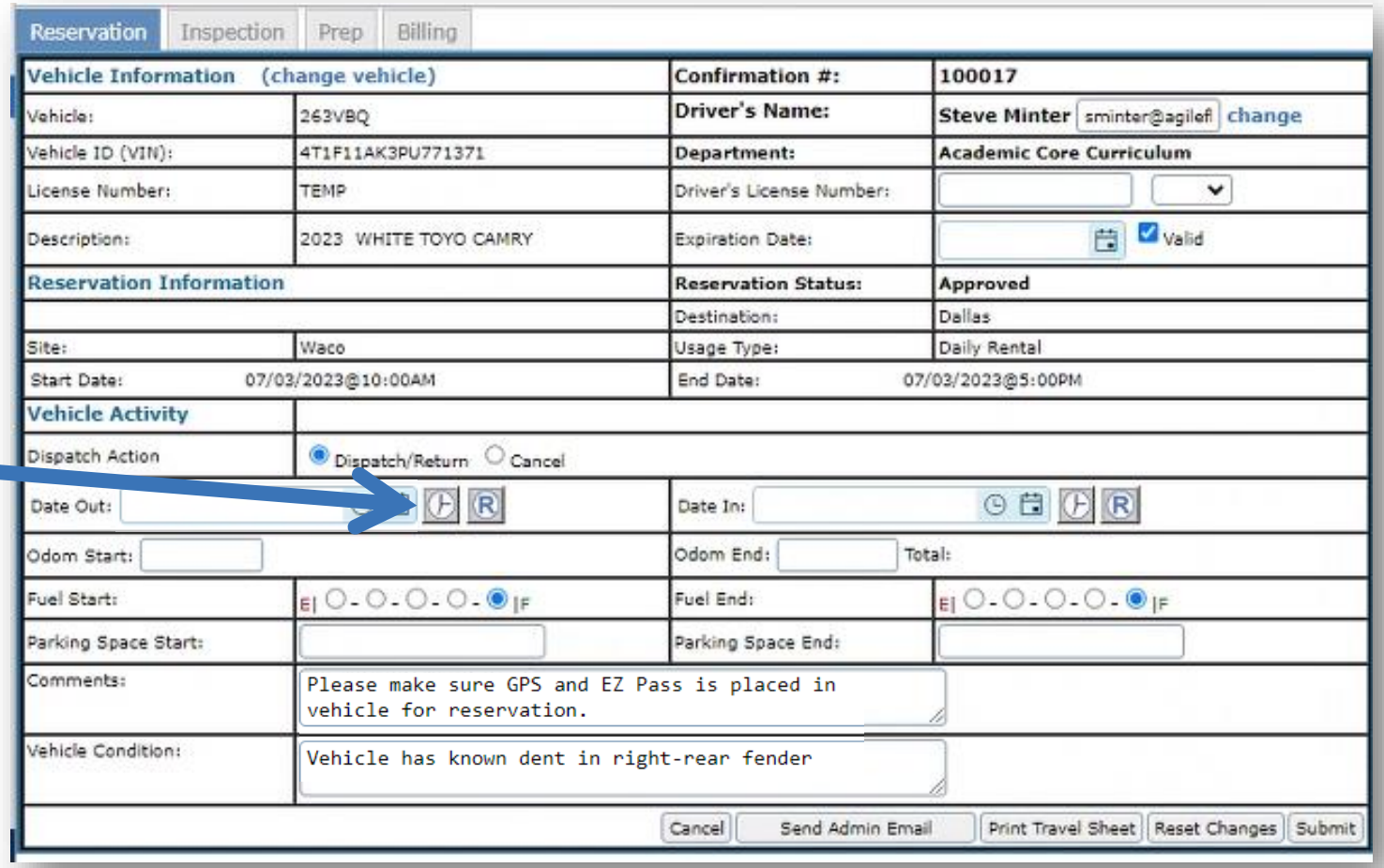


COMMAND 24

Manage Reservation – Dispatch Out

Two Dispatch Options

Current Date and Time

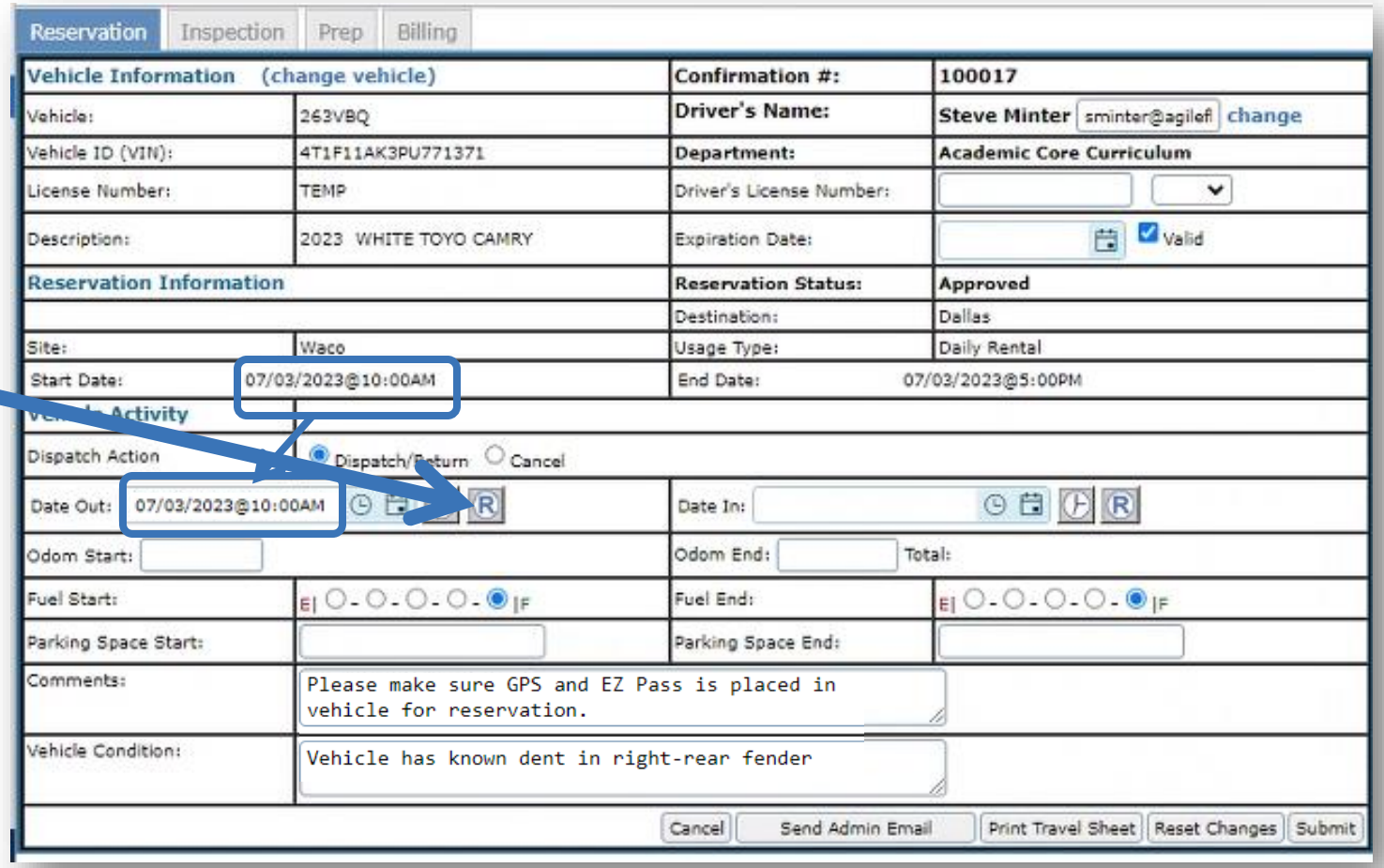


COMMAND 24

Manage Reservation – Dispatch Out

Two Dispatch Options

Original Reservation Date and Time



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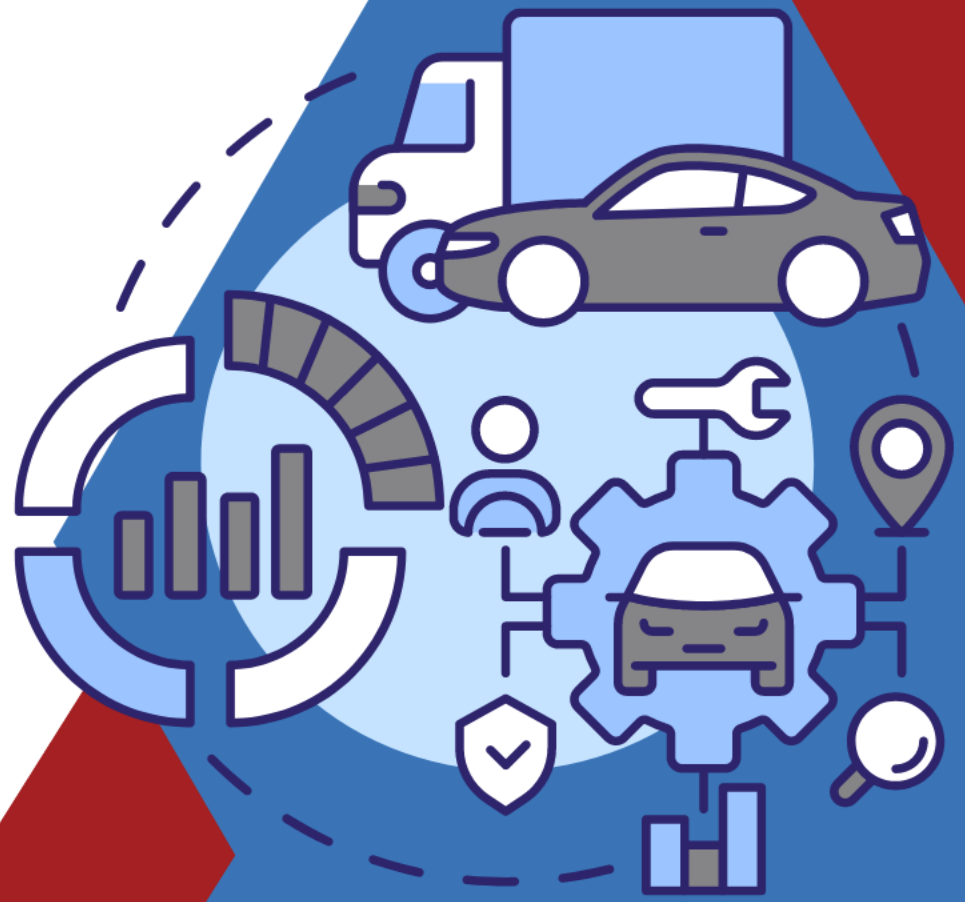
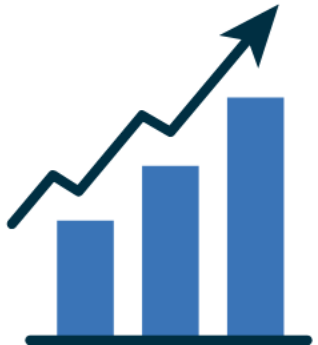
Additional Dispatch Window Items

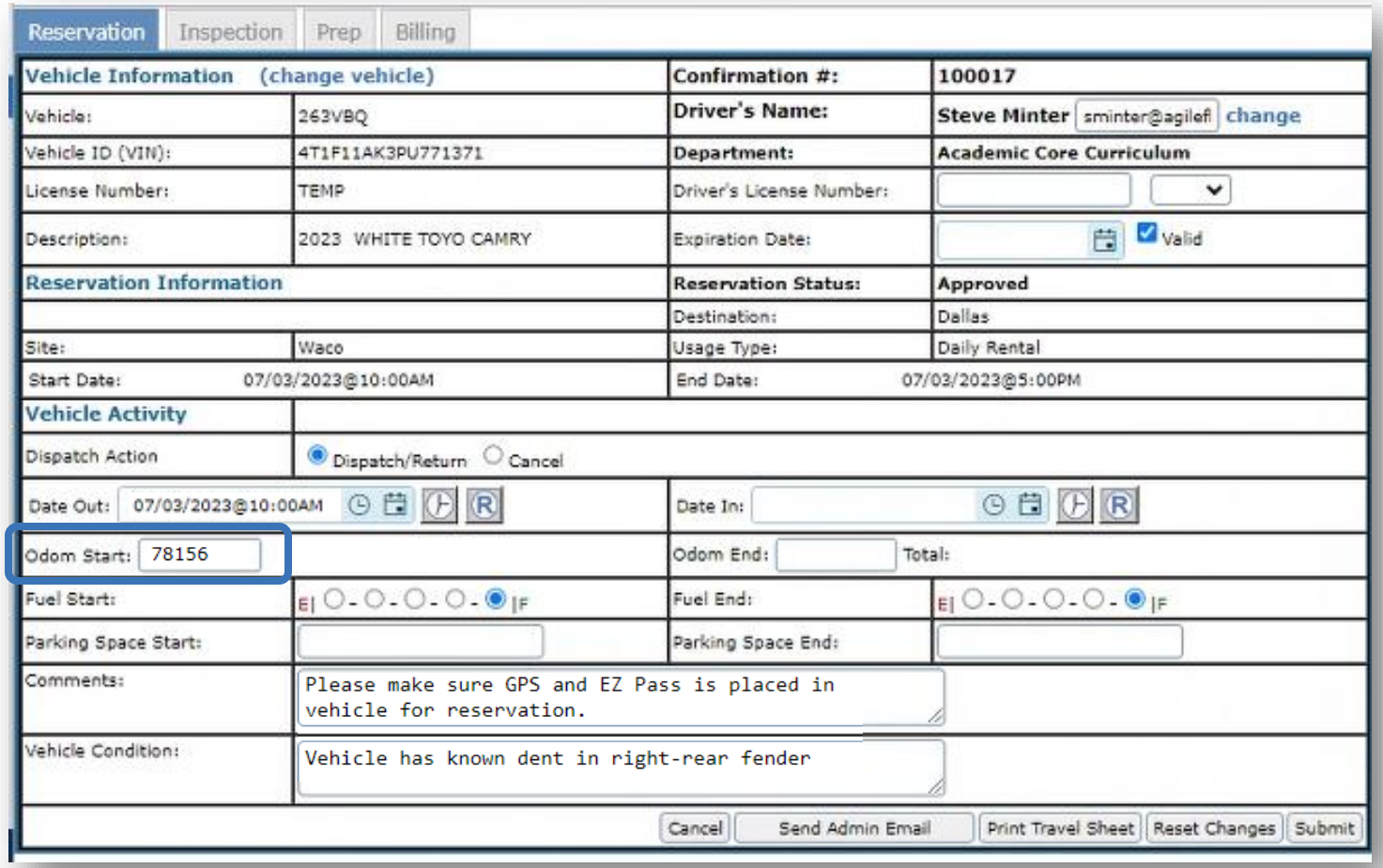




Manage Reservation – Dispatch Out

Odometer Fields

Departure/Start Mileage auto-populates from the most recent record



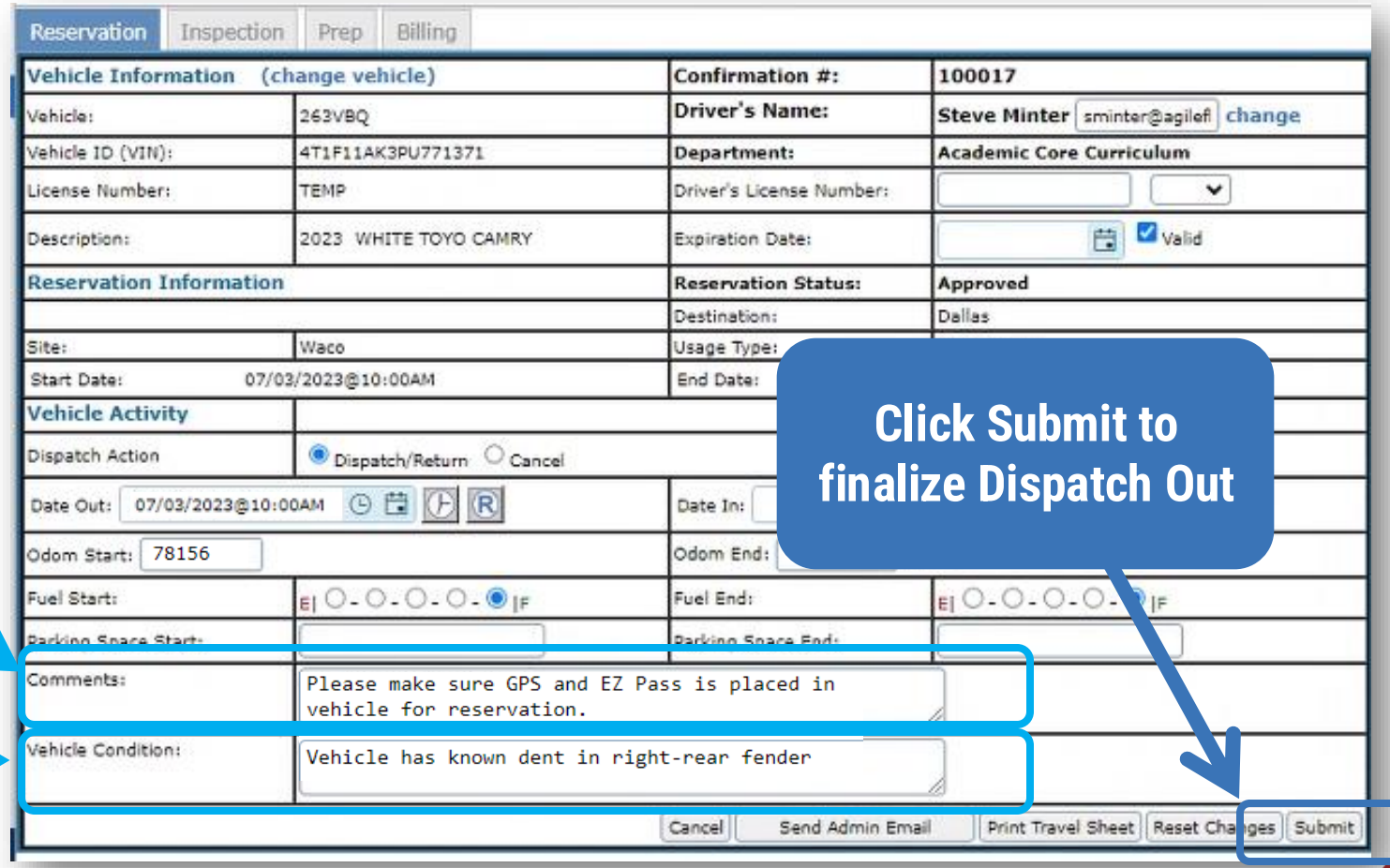
COMMAND 24

Manage Reservation – Dispatch Out

DISPATCH HINTS:

Watch out for information or instructions in COMMENTS before submitting

Communicate to driver any previous damage noted in VEHICLE CONDITION



Click Submit to finalize Dispatch Out

COMMAND 24

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FLEET MANAGEMENT SOLUTIONS

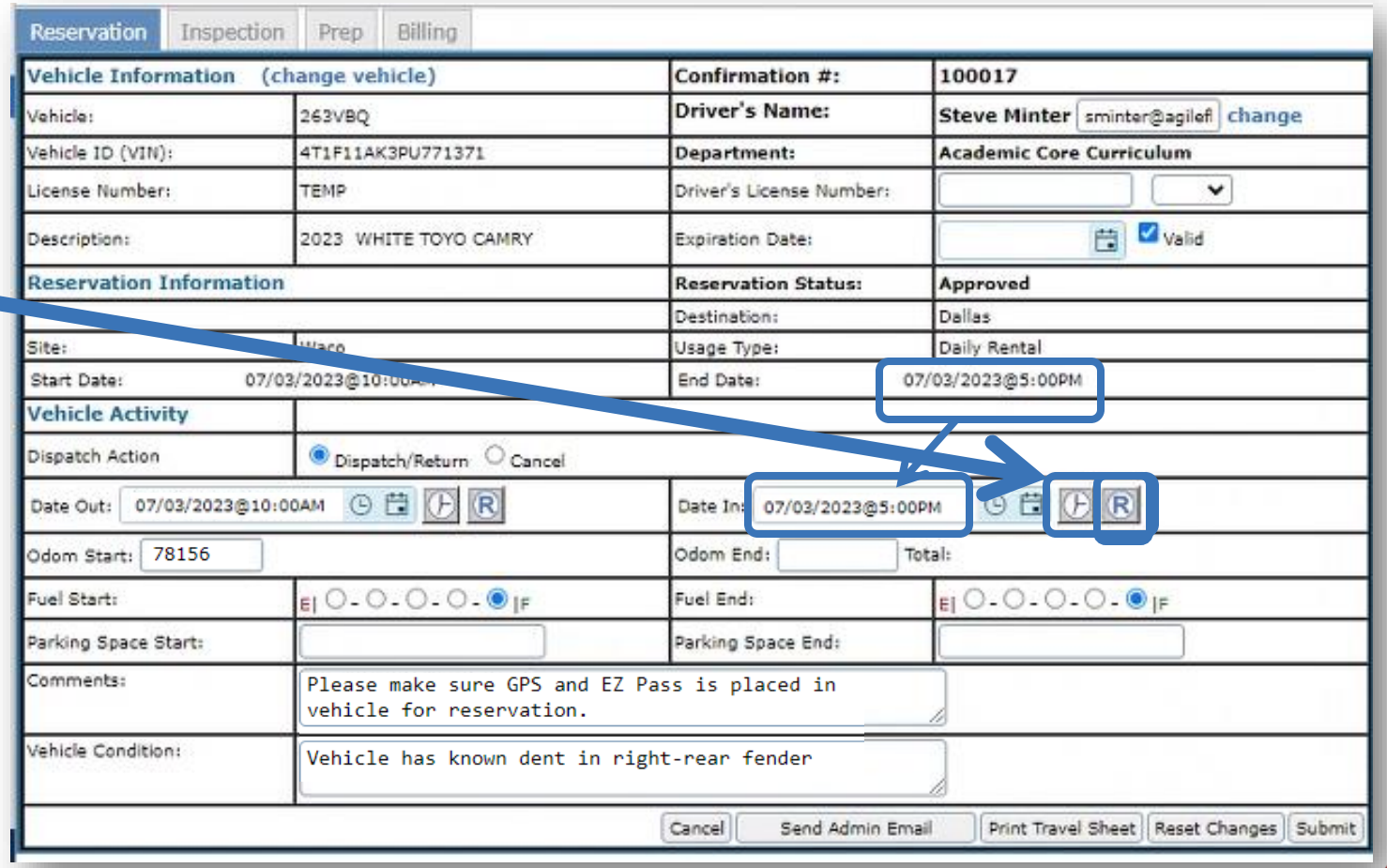
Return Vehicle/ Dispatch-In

Manage Reservation – Dispatch In

Choose from the same options to CHECK a vehicle BACK IN

Current Date and Time

Original Reservation Date and Time

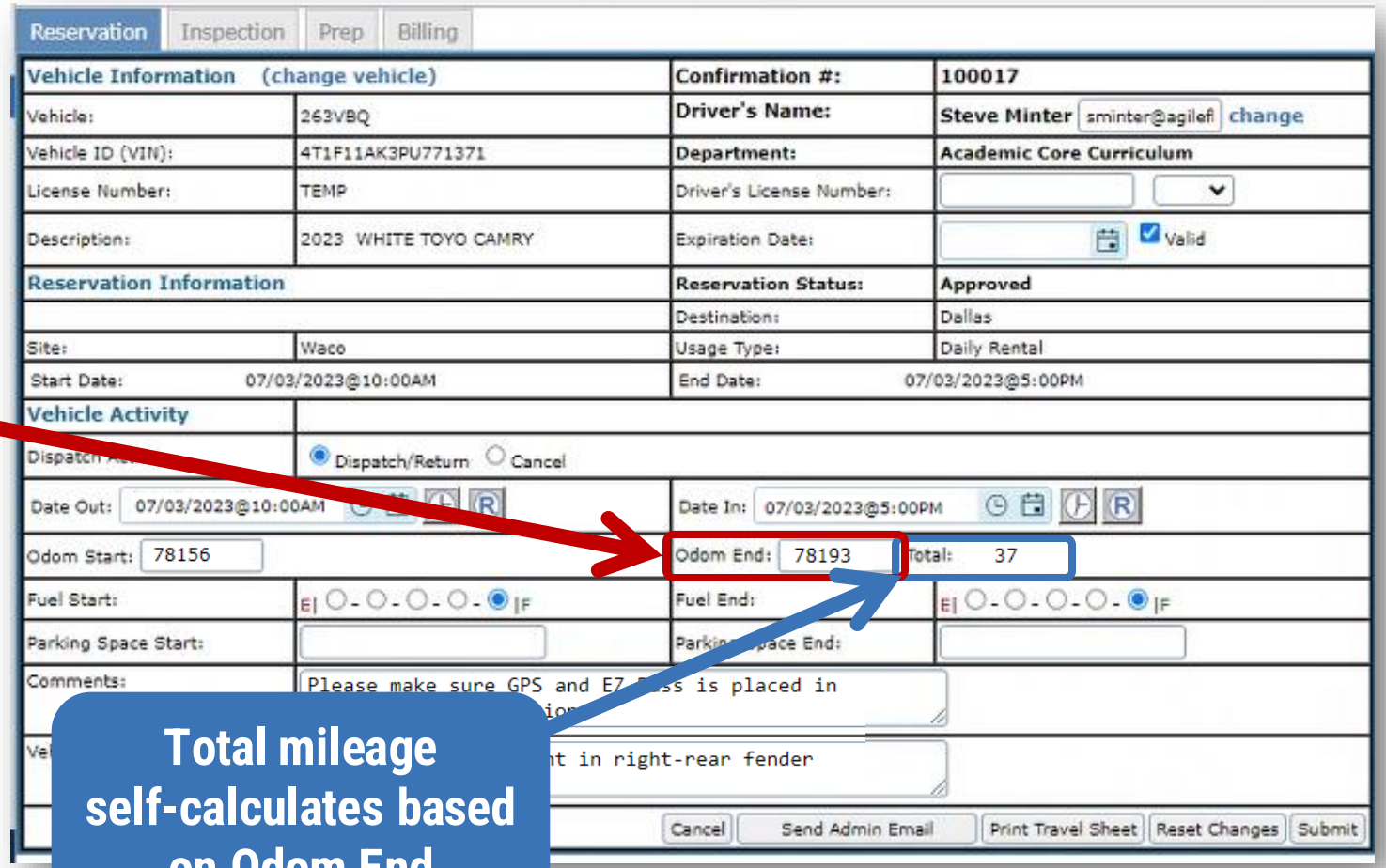


COMMAND 24

Manage Reservation – Dispatch In

Odometer Fields

End Mileage MUST be typed in



Total mileage self-calculates based on Odom End

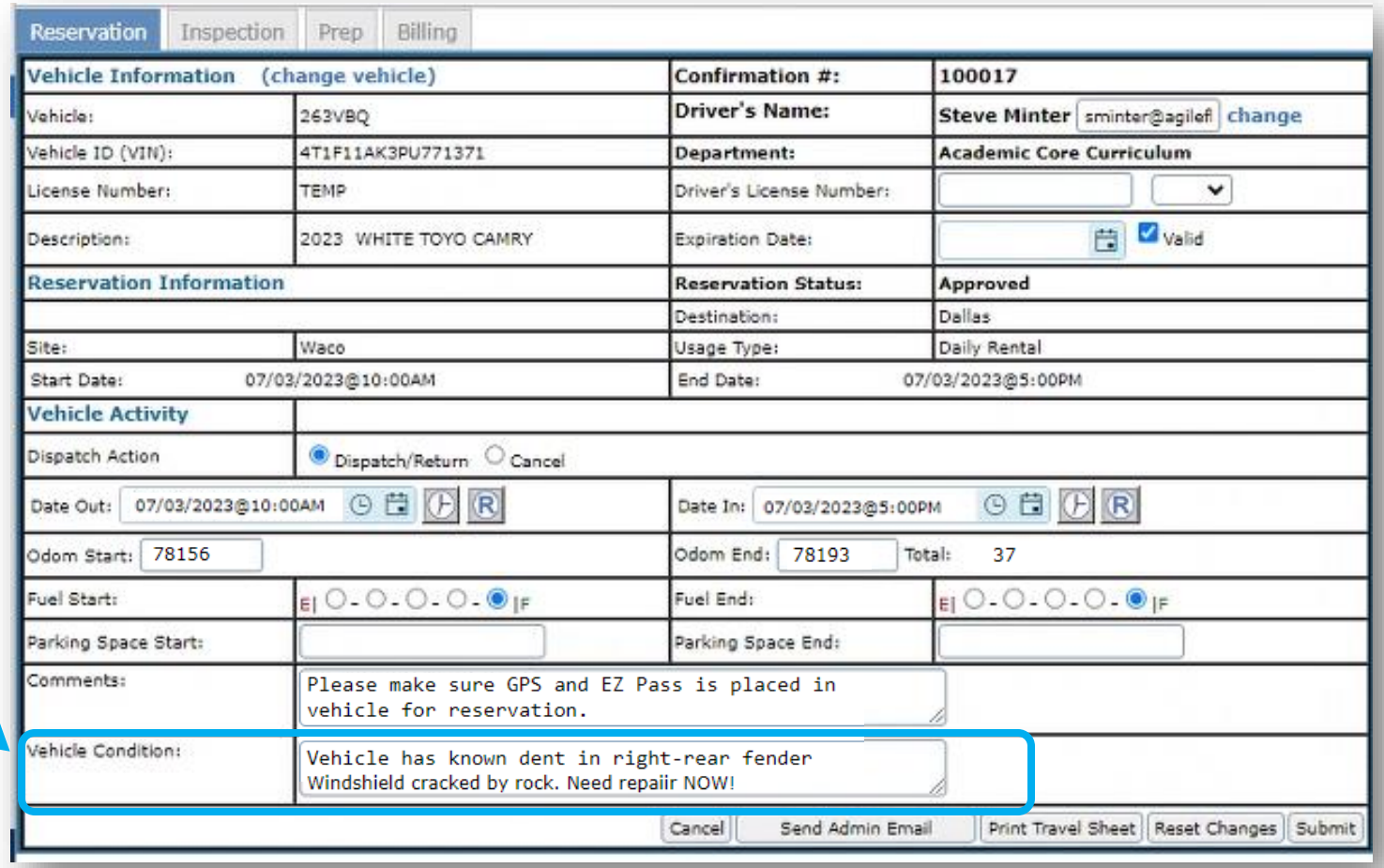
COMMAND 24

Manage Reservation – Dispatch In

DISPATCH HINTS:

Type any NEW DAMAGE on the vehicle in VEHICLE CONDITION.

Details will appear here again with next reservation

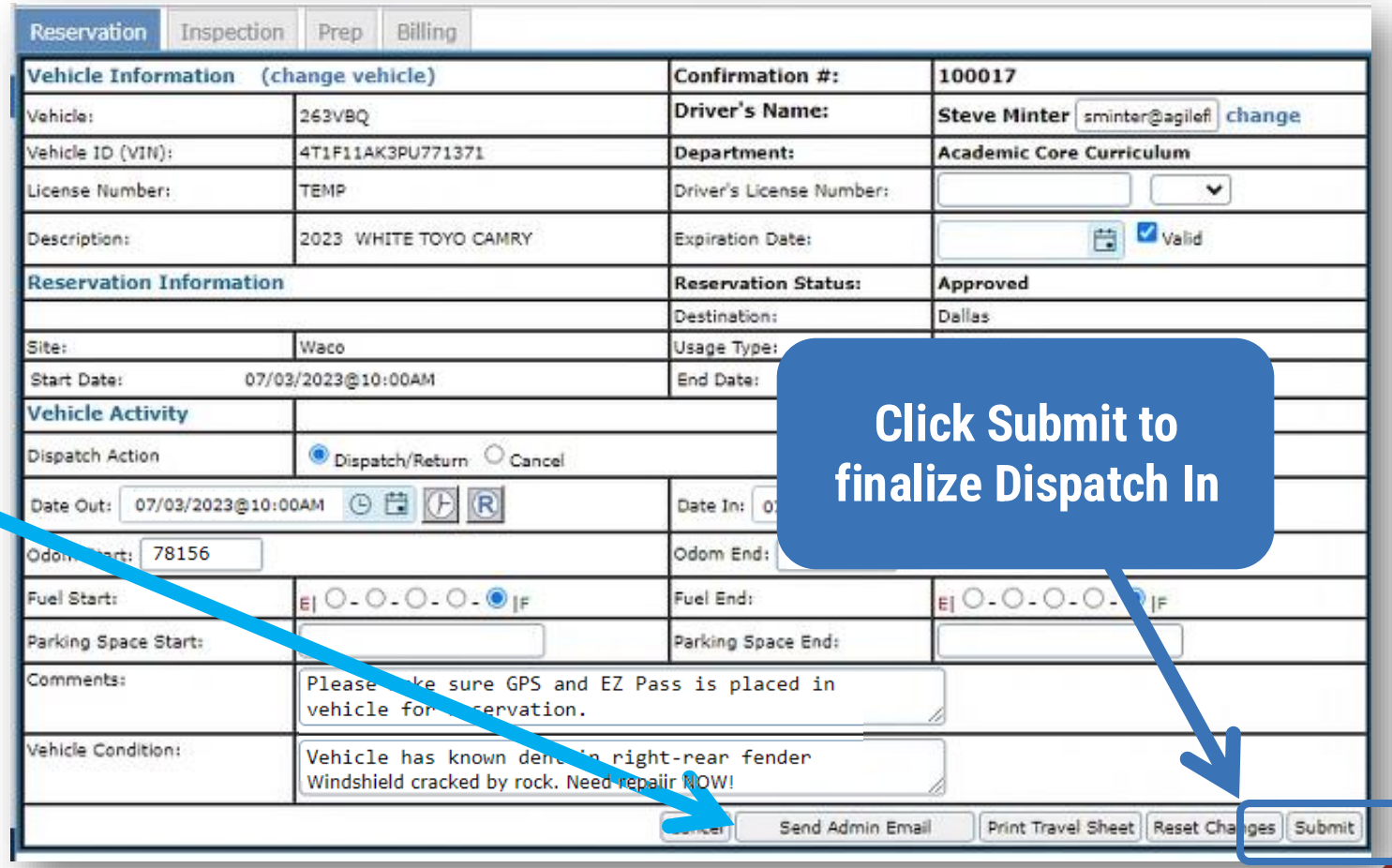


COMMAND 24

Manage Reservation – Dispatch In

DISPATCH HINTS:

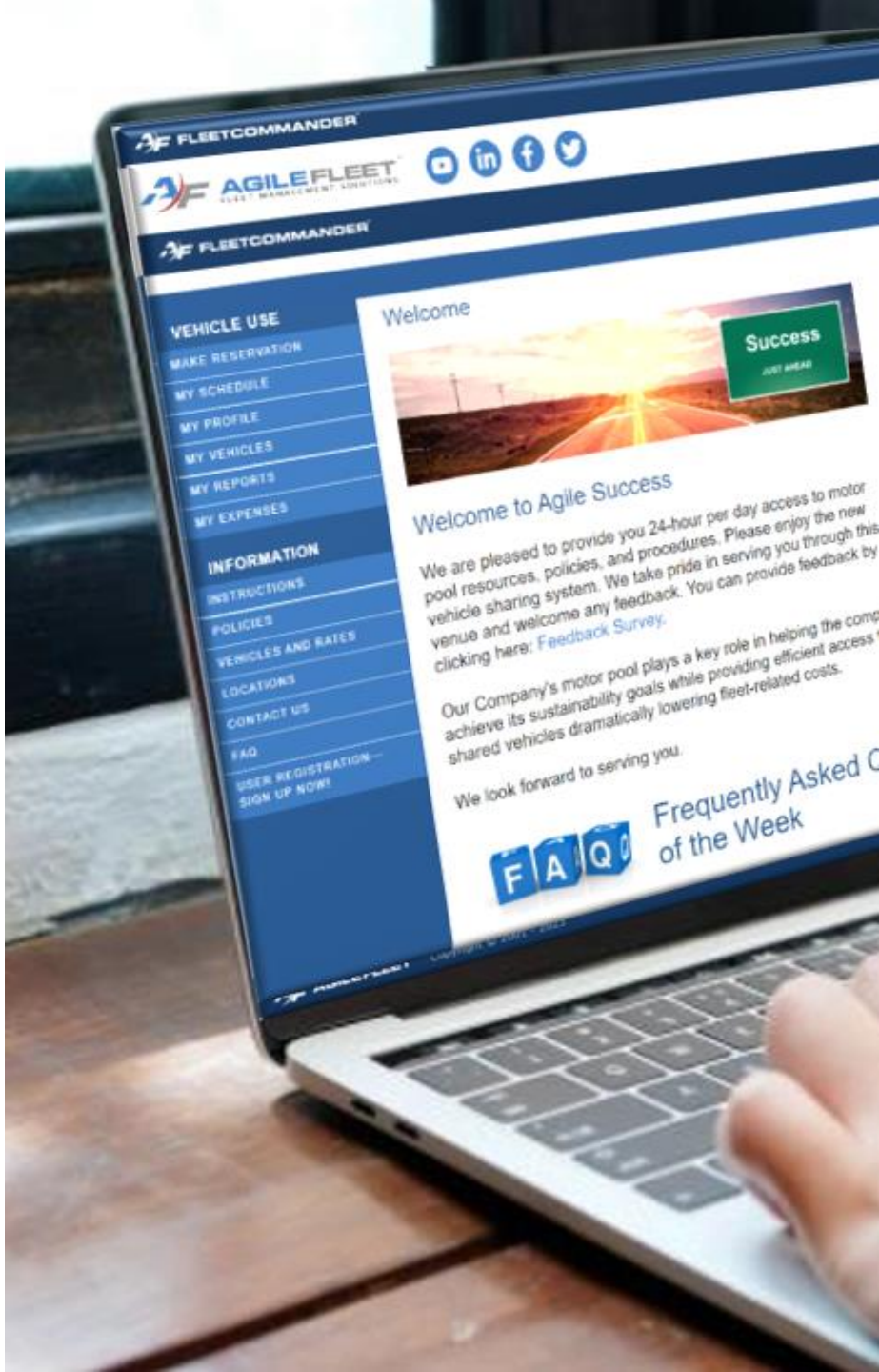
Send email to ADMIN STAFF if you need to relay any information to them regarding this reservation/vehicle (example: damages)



Click Submit to finalize Dispatch In

Other places vehicles can be dispatched include:

- Dashboard - considered best practice (see Slide 154)
- Manage Vehicles
- Manage Users



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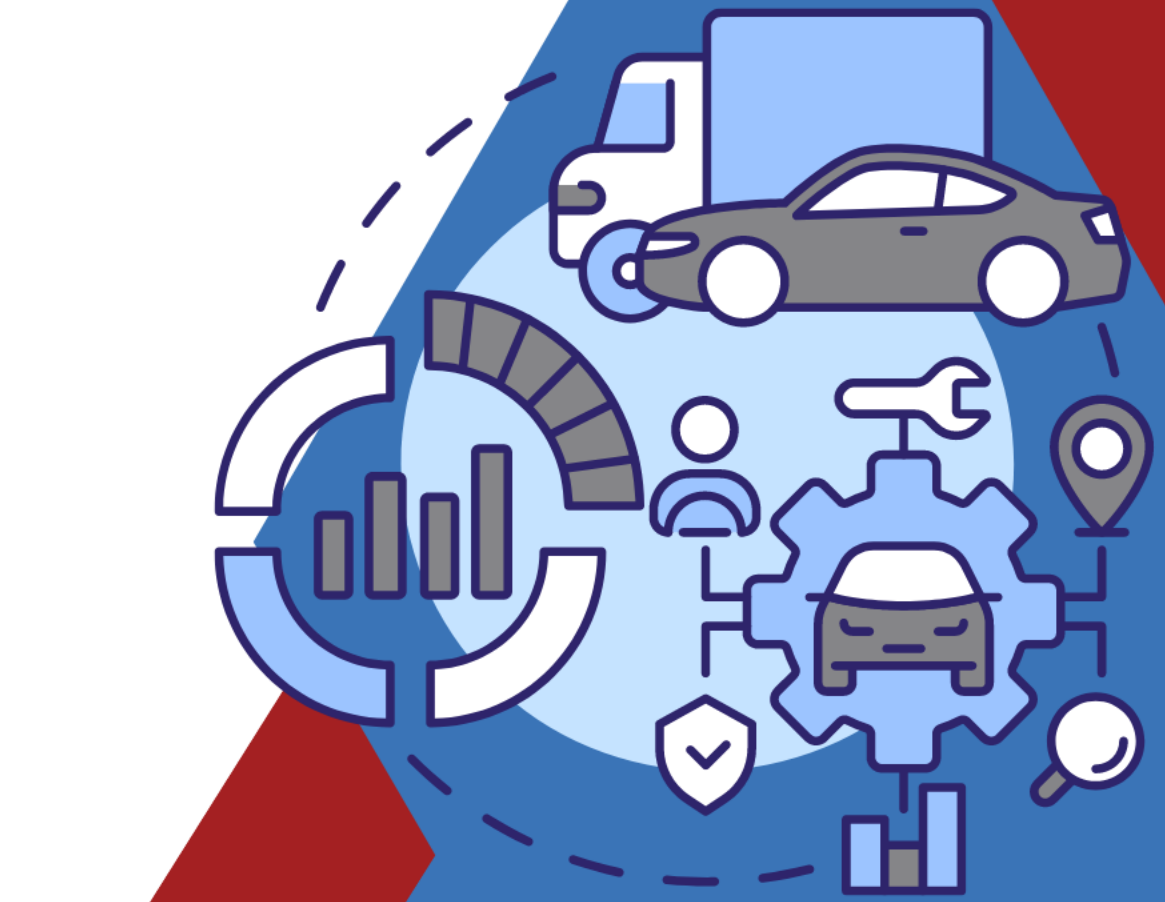
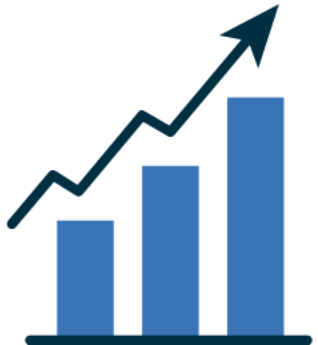
FLEET MANAGEMENT SOLUTIONS

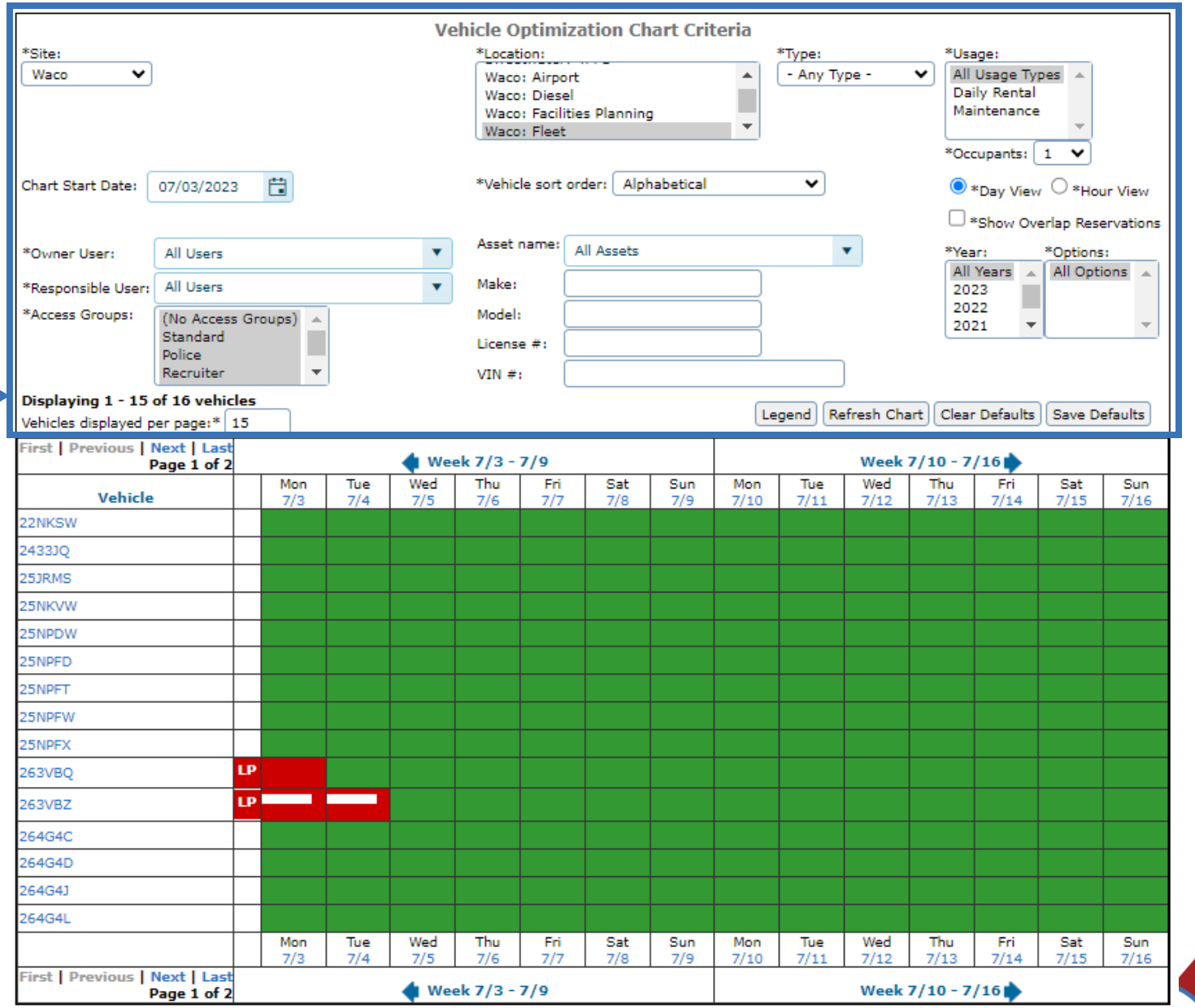
Manage>Fleet





Manage Fleet

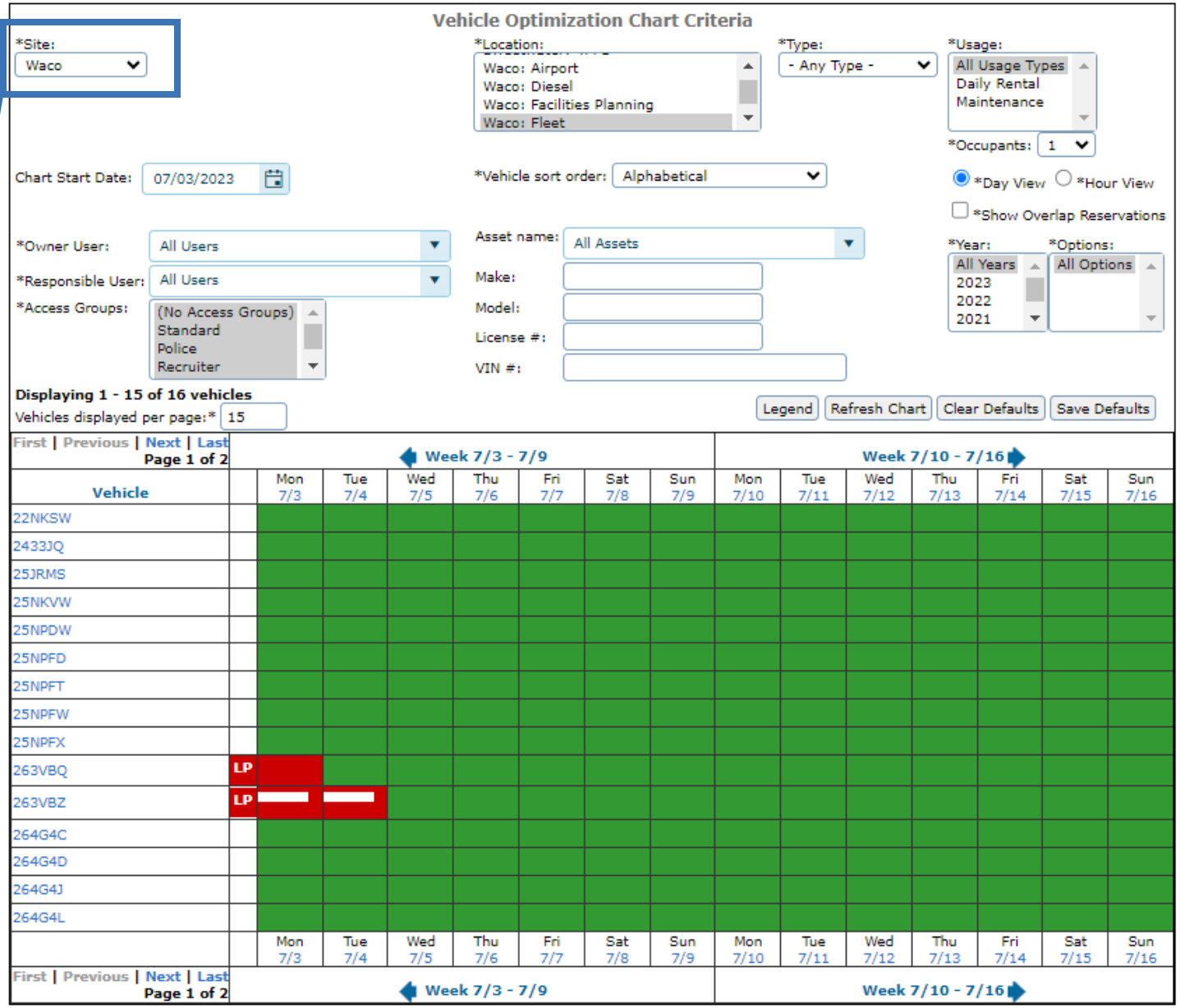
Use the filters to narrow your view



COMMAND 24

Manage Fleet

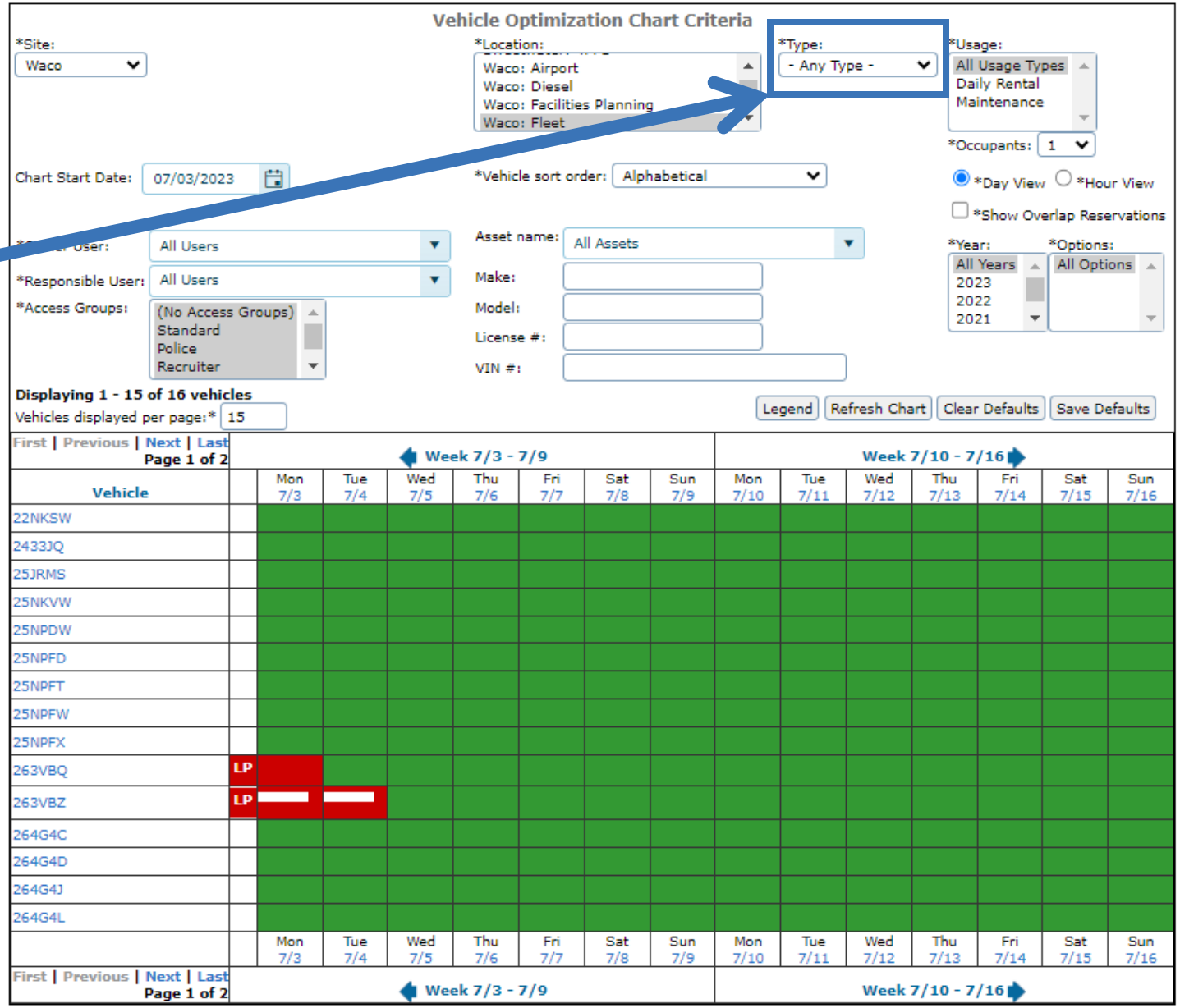
Search by Site



COMMAND 24

Manage Fleet

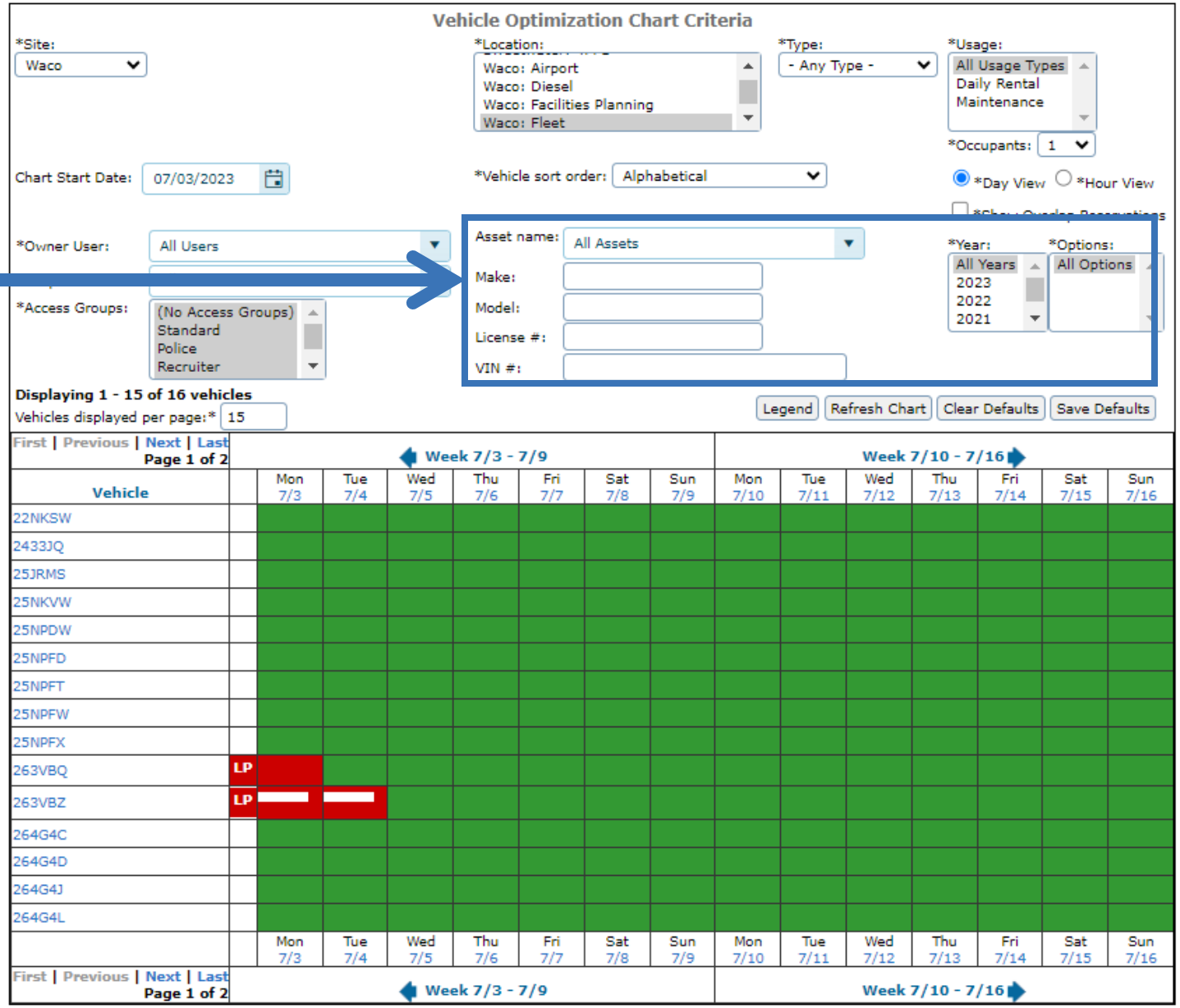
Search by Vehicle Type



COMMAND 24

Manage Fleet

Search by specific vehicle information

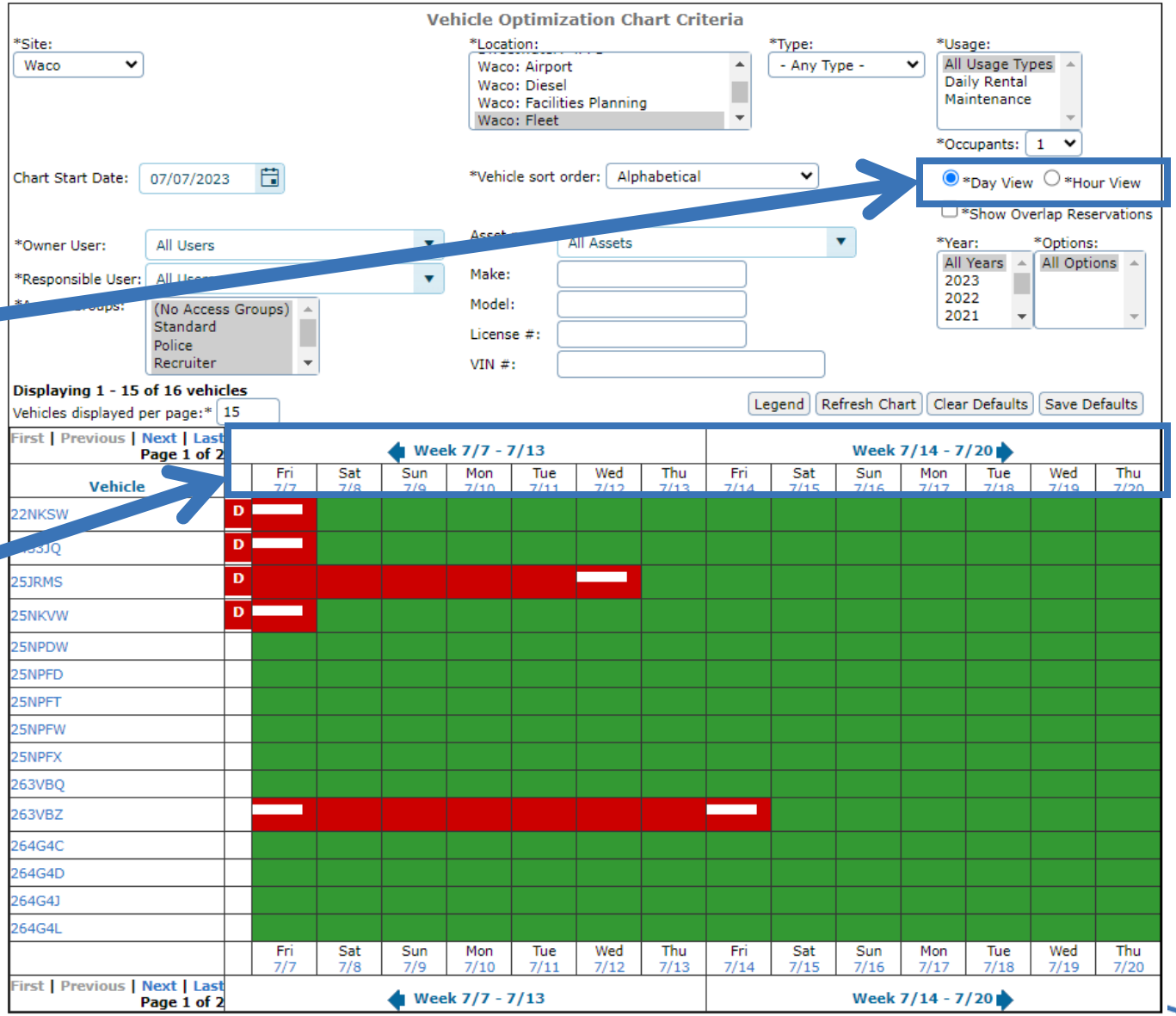


COMMAND 24

Manage Fleet

You can change your chart view from Day View to Hour View

Notice the view on the chart is a two-week period

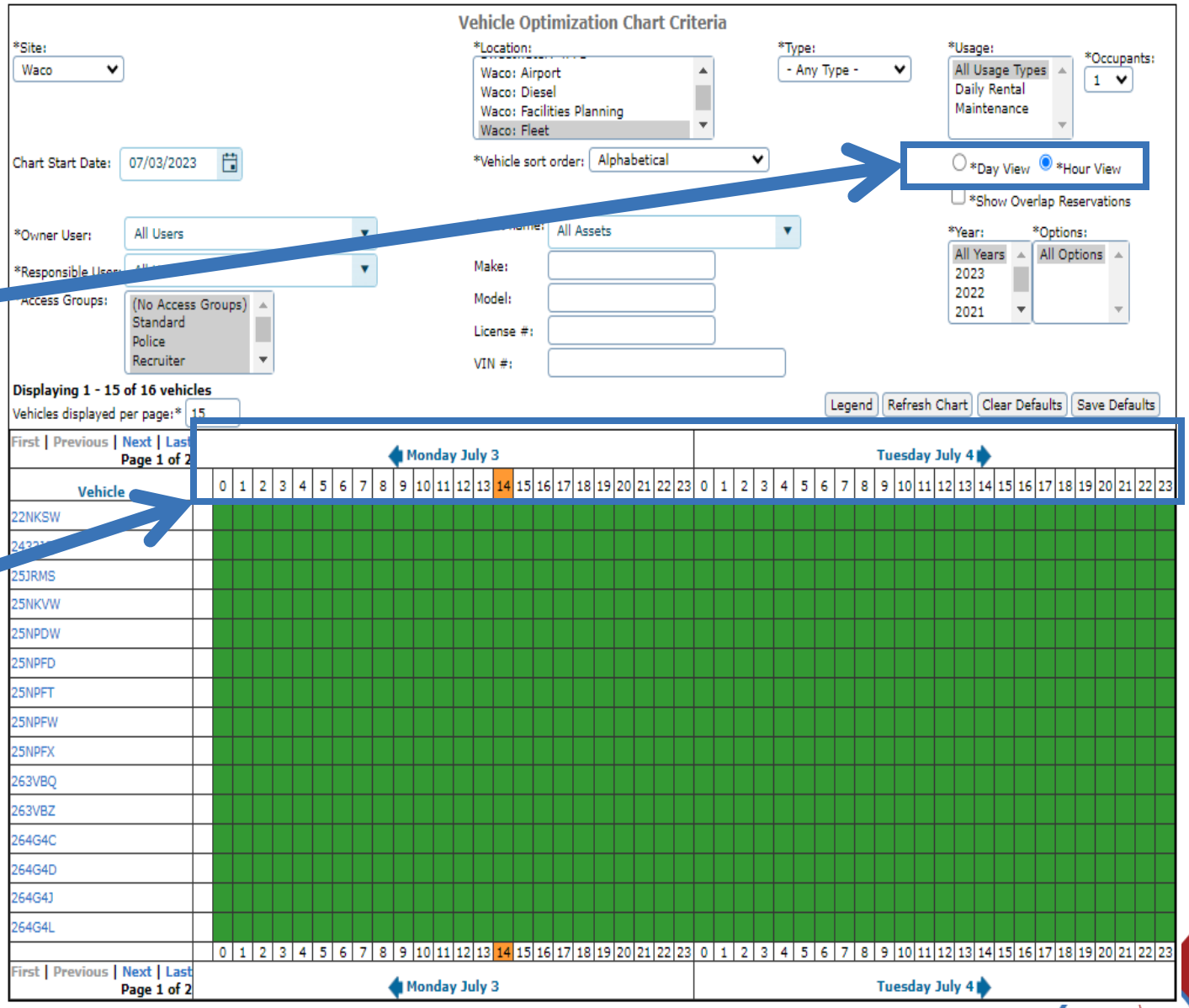


COMMAND 24

Manage Fleet

You can change your chart view from Day View to Hour View

Notice the view on the chart is a two-day period

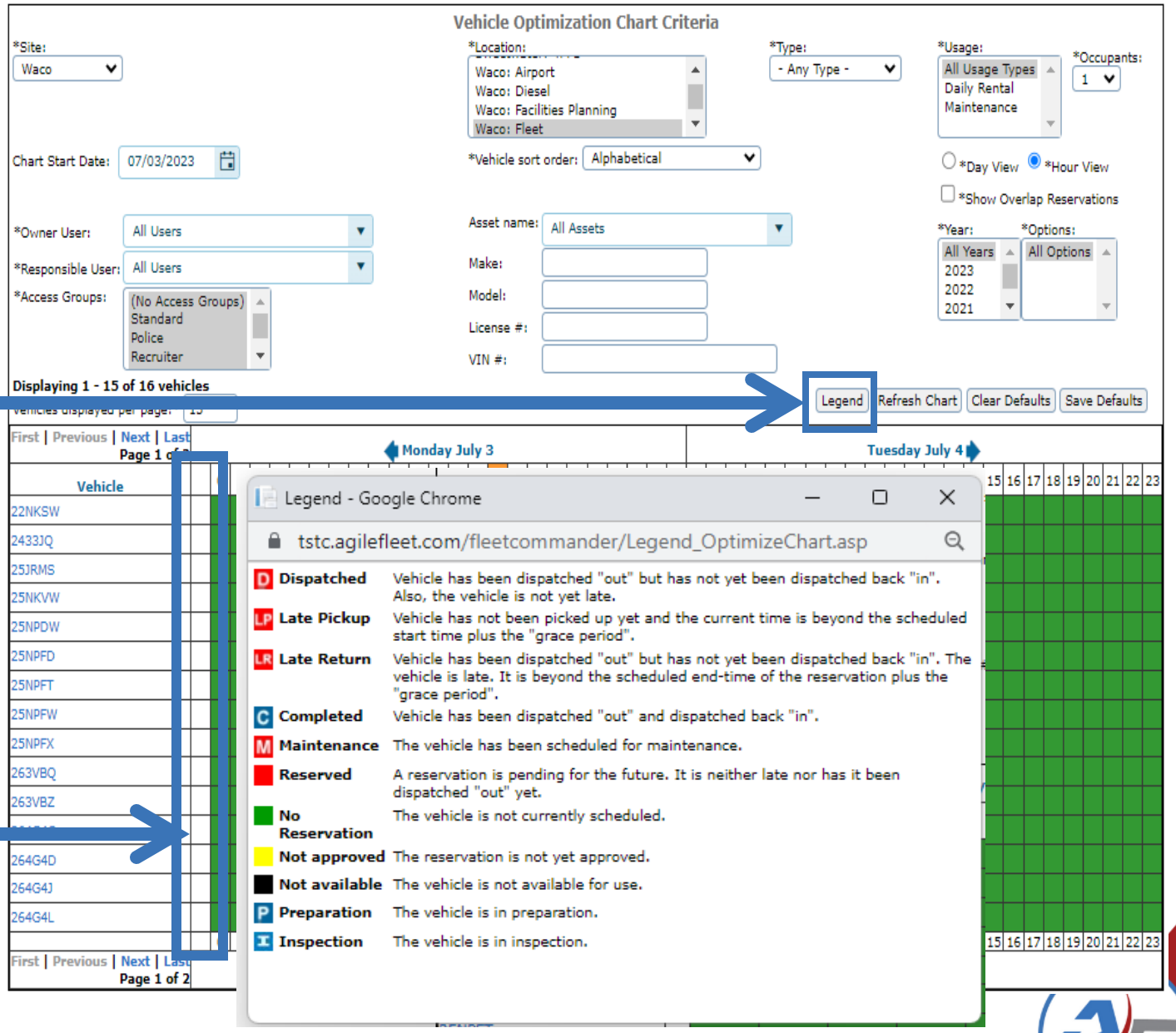


COMMAND 24

Manage Fleet

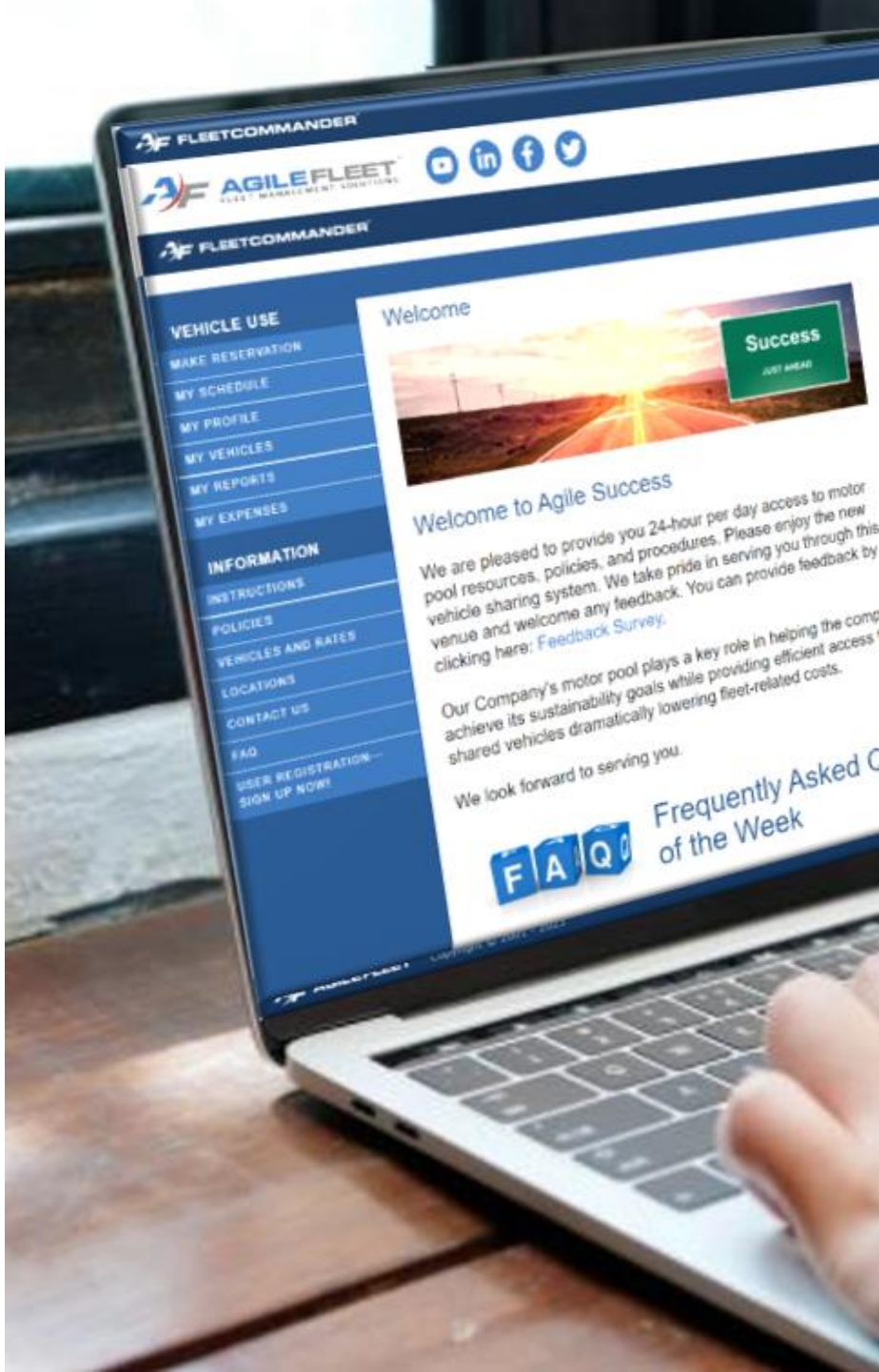
Use the legend to understand the status of vehicles

The status of vehicles will appear in the first column



COMMAND 24

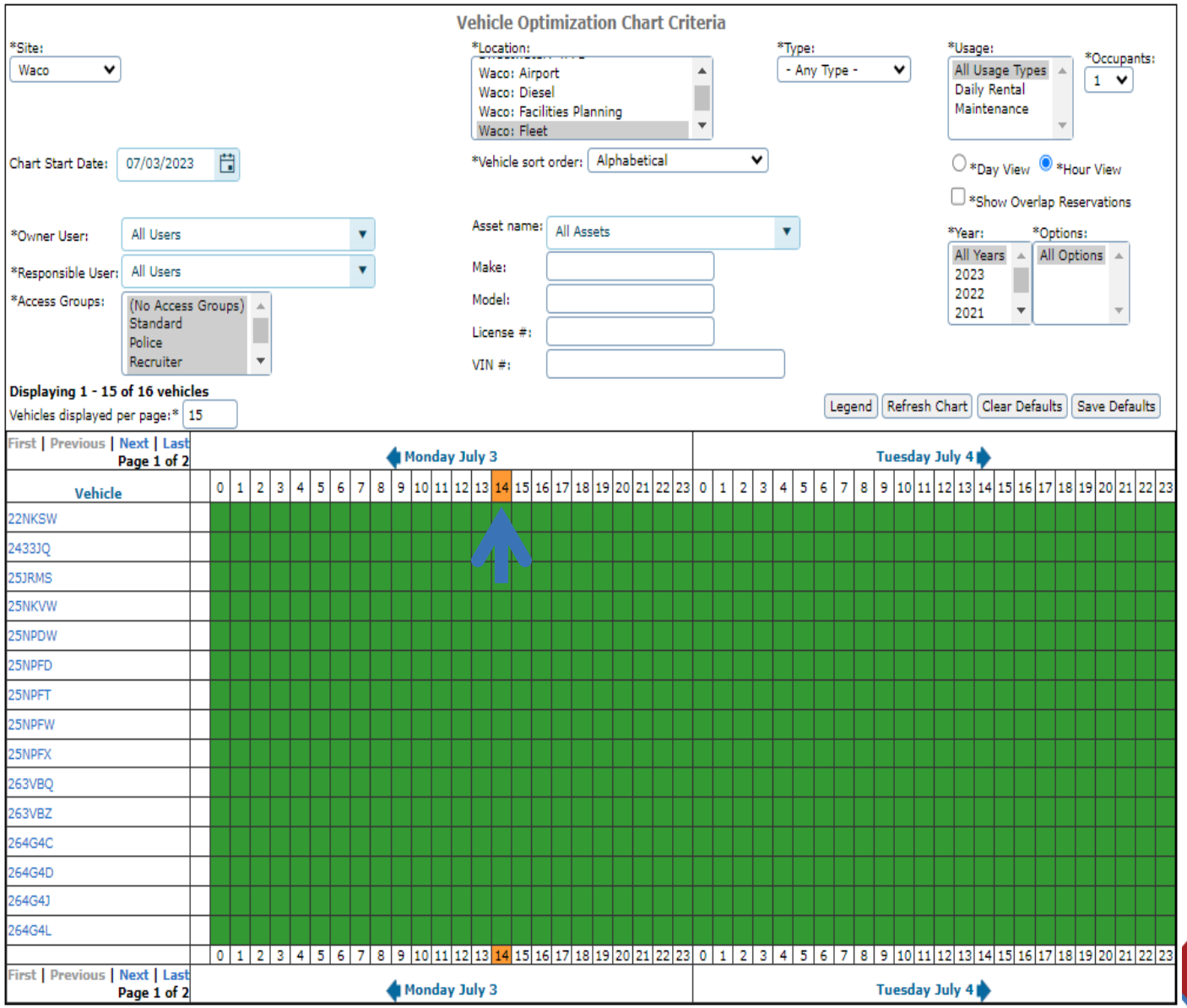
Manage > Fleet is one of several places in FleetCommander where reservations can entered



COMMAND 24

Manage Fleet

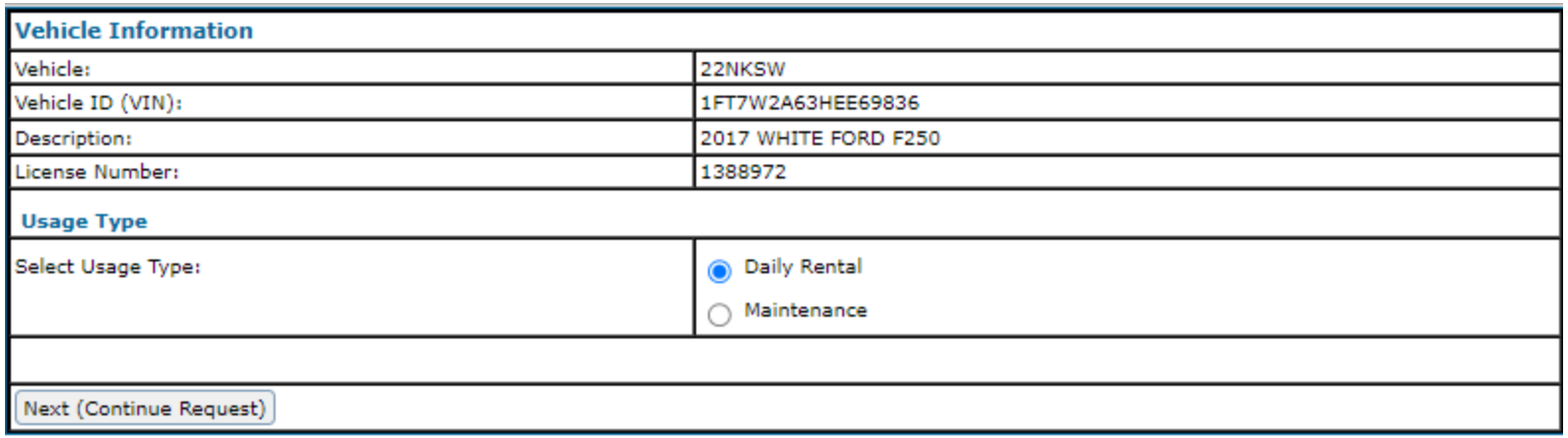
To start a reservation, select the date and time to the corresponding vehicle in either day view or hour view



COMMAND 24

Manage Fleet

Follow the steps for Making a Reservation



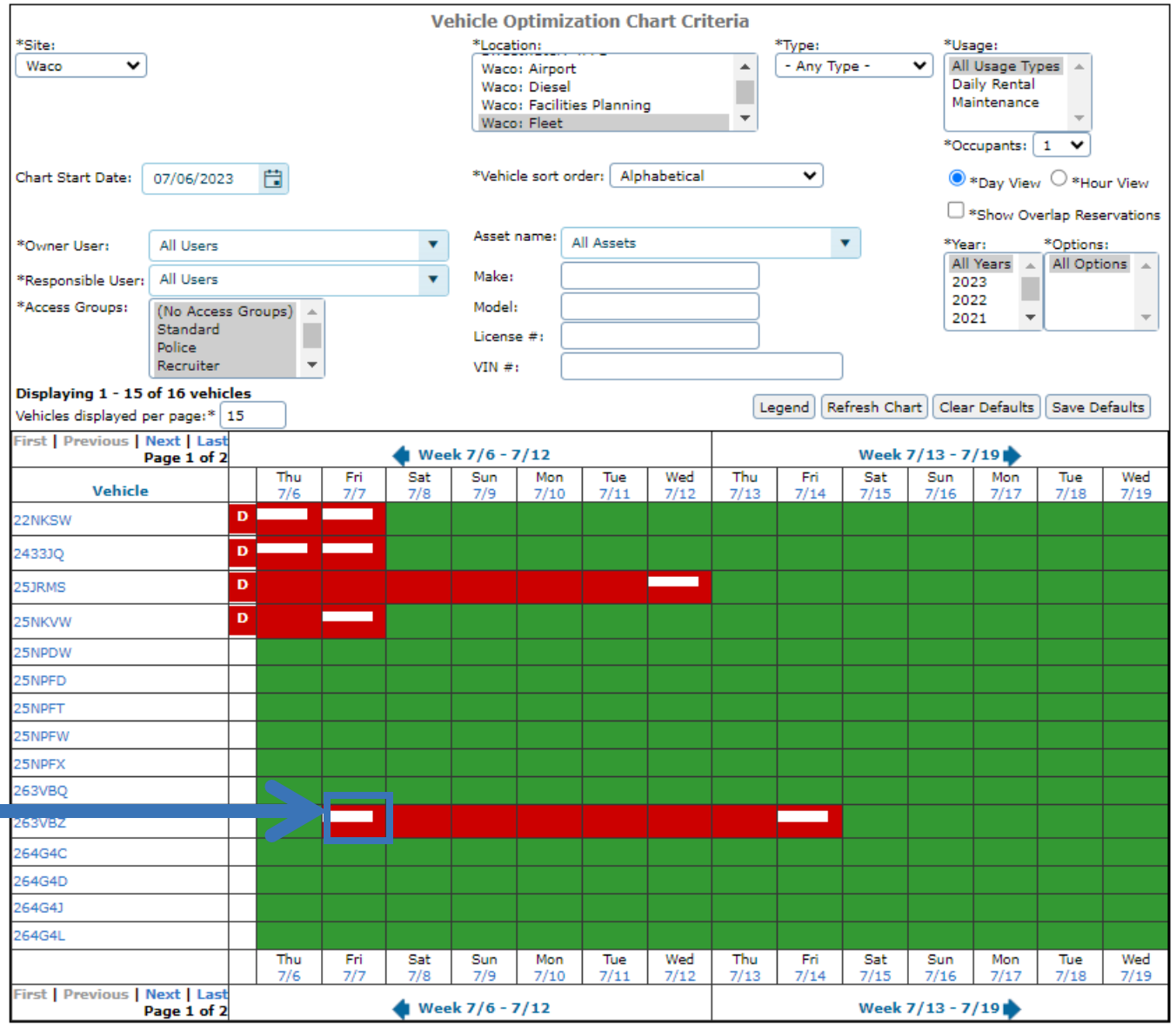
Vehicle Information	
Vehicle:	22NKSW
Vehicle ID (VIN):	1FT7W2A63HEE69836
Description:	2017 WHITE FORD F250
License Number:	1388972
Usage Type	
Select Usage Type:	(●) Daily Rental ( ) Maintenance
Next (Continue Request)	

COMMAND 24

Manage Fleet

Modifying a request

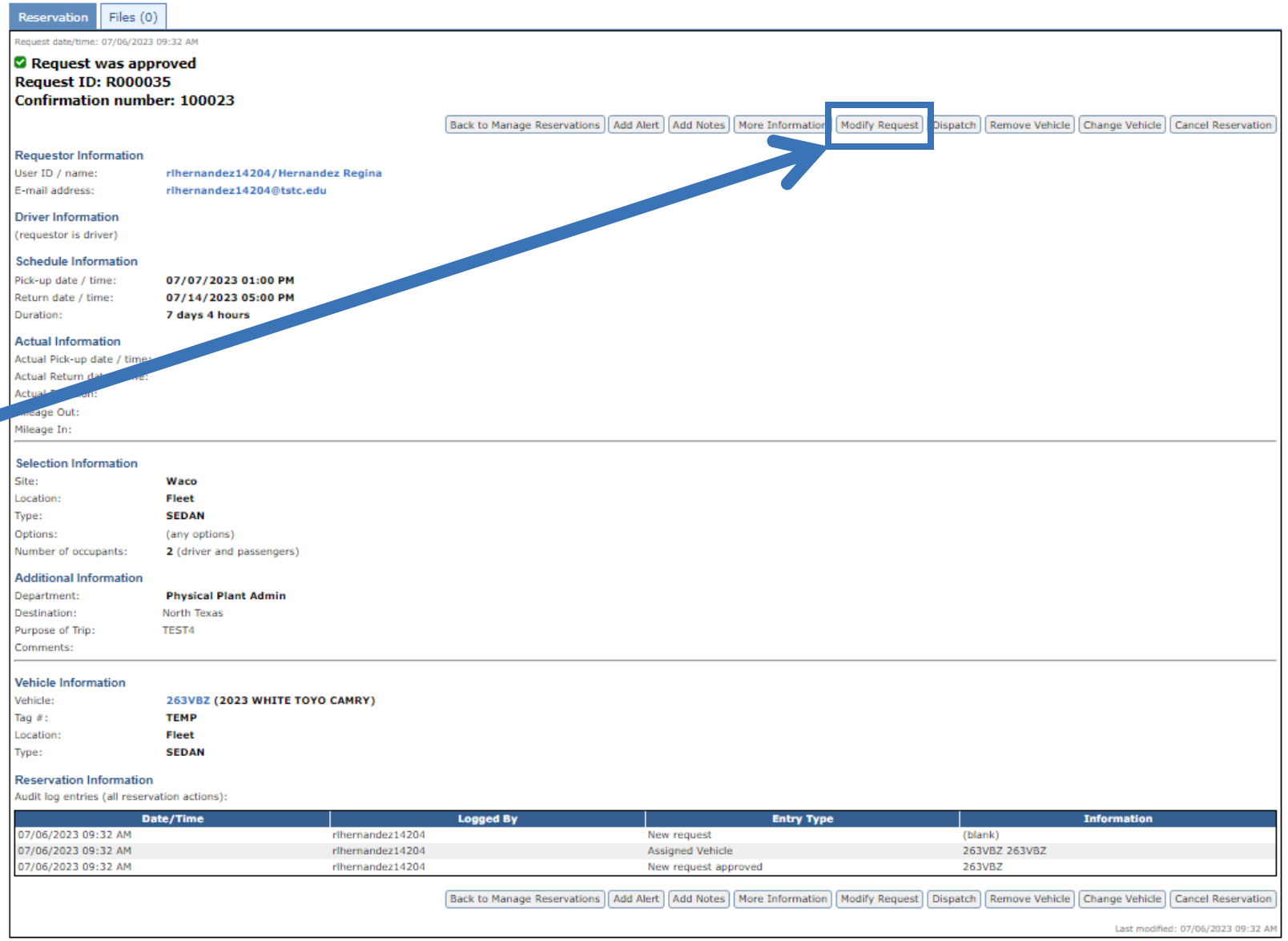
Select the reservation that you would like to modify the request



COMMAND 24

Manage Fleet

Select Modify Request and follow the steps for modifying a reservation.

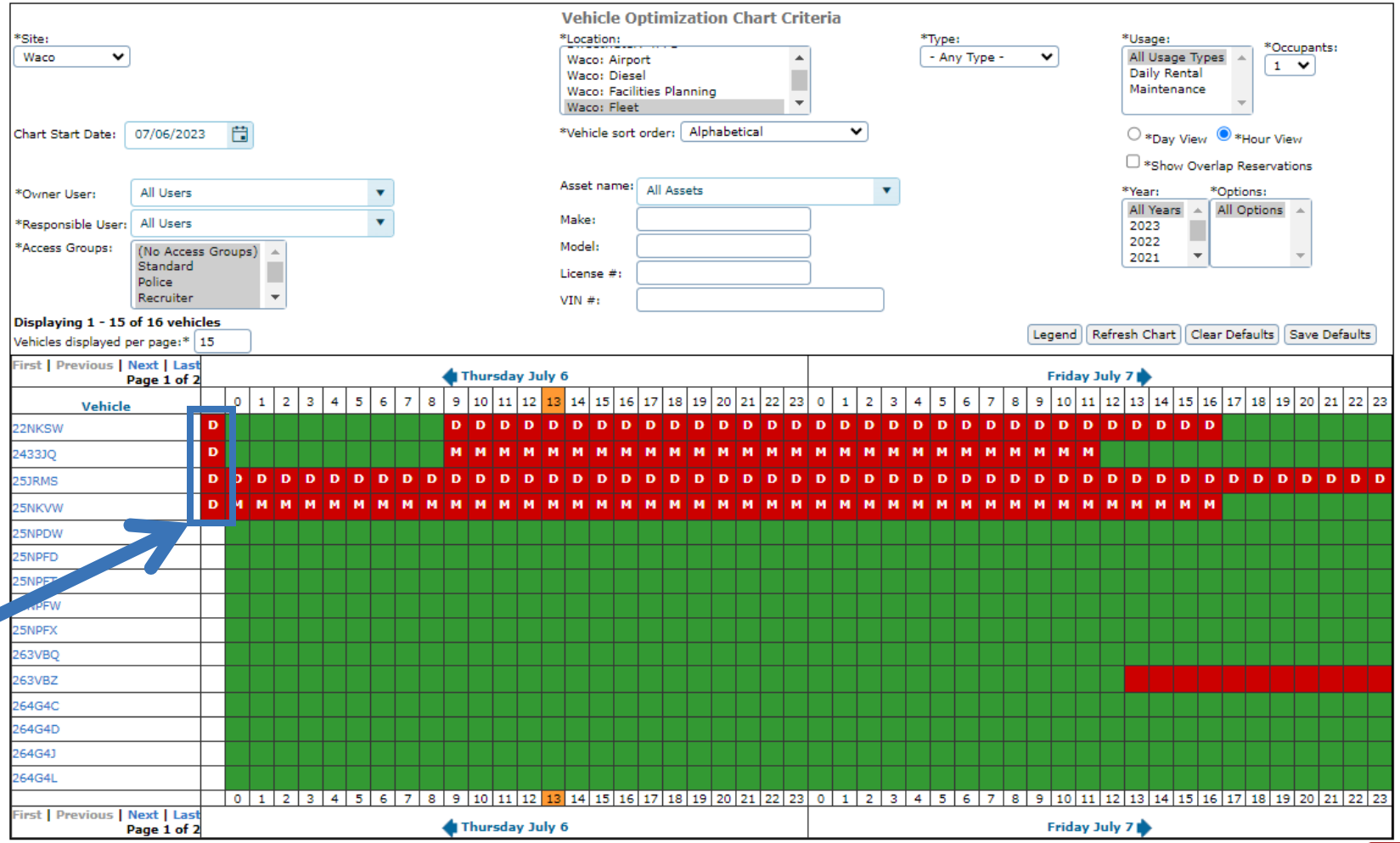


COMMAND 24

Manage Fleet

Changing the vehicle assigned to a reservation

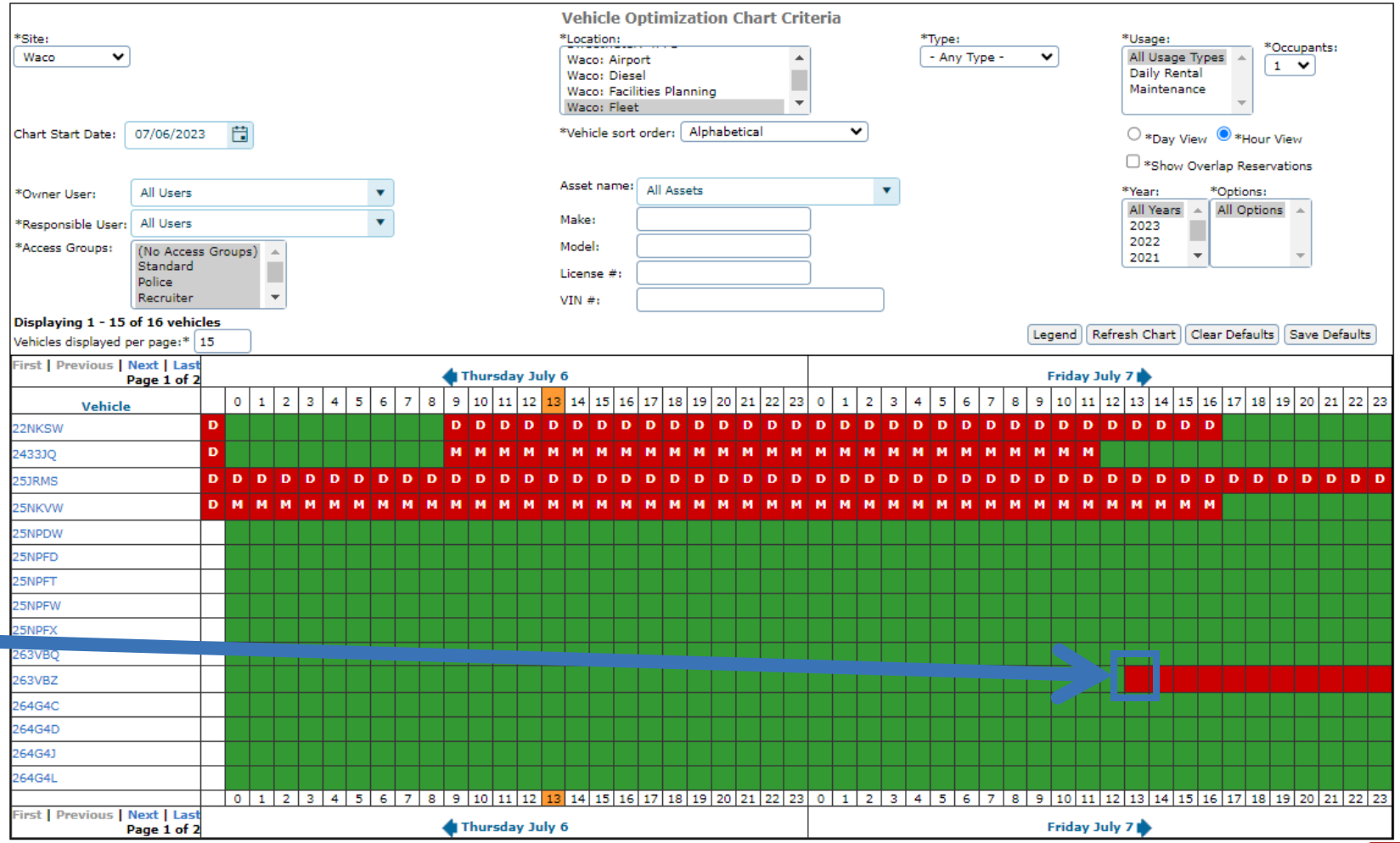
Reservations that have been dispatched are not able to have the vehicle changed



COMMAND 24

Manage Fleet

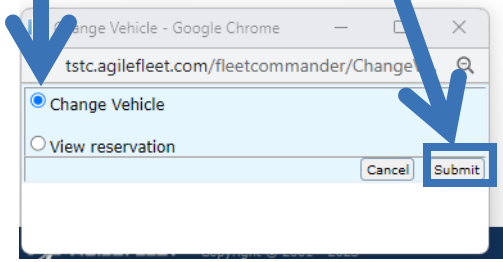
While in hour view select the first time in the chart to change the vehicle

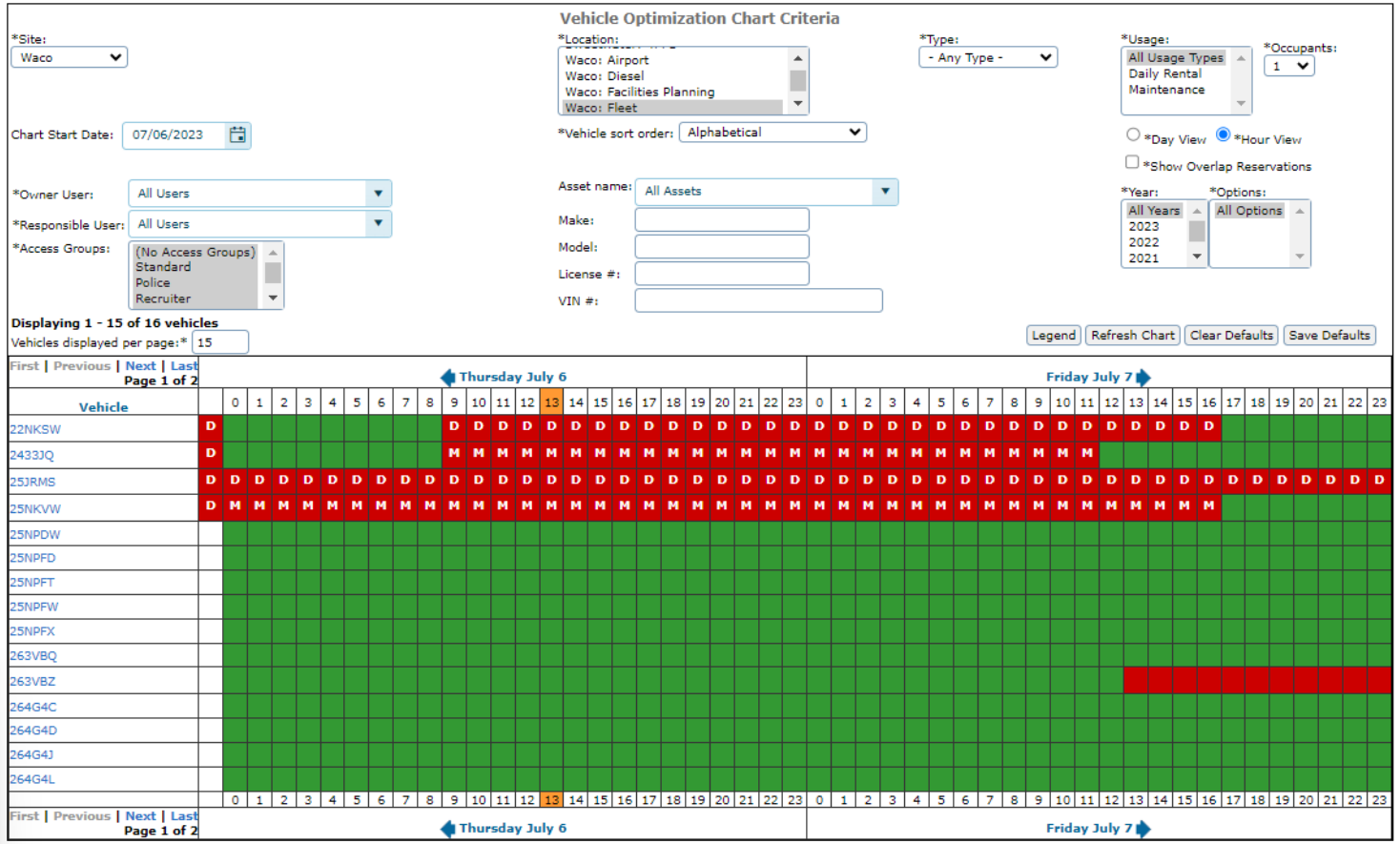


Manage Fleet

Administration - Manage Fleet

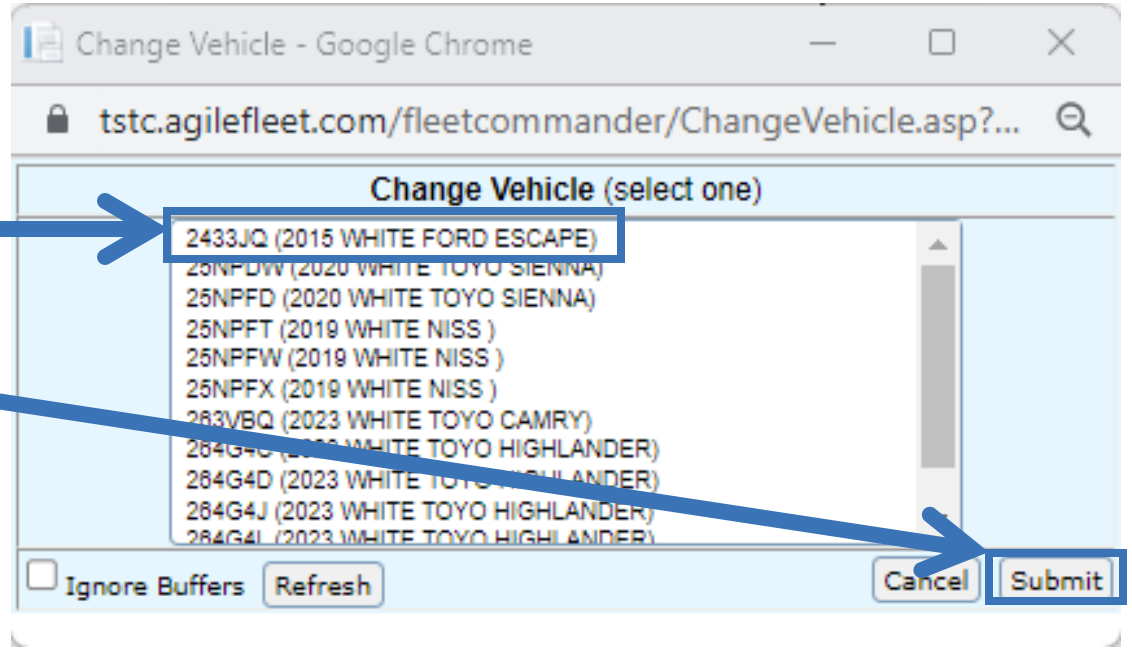
Select the radio button beside Change Vehicle the select Submit





Manage Fleet

Select the vehicle to move the reservation to then select "Submit"



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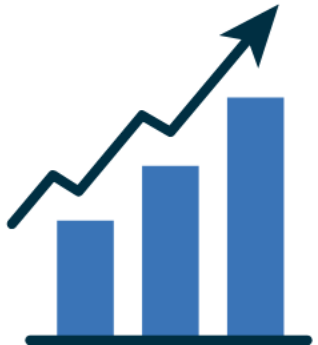
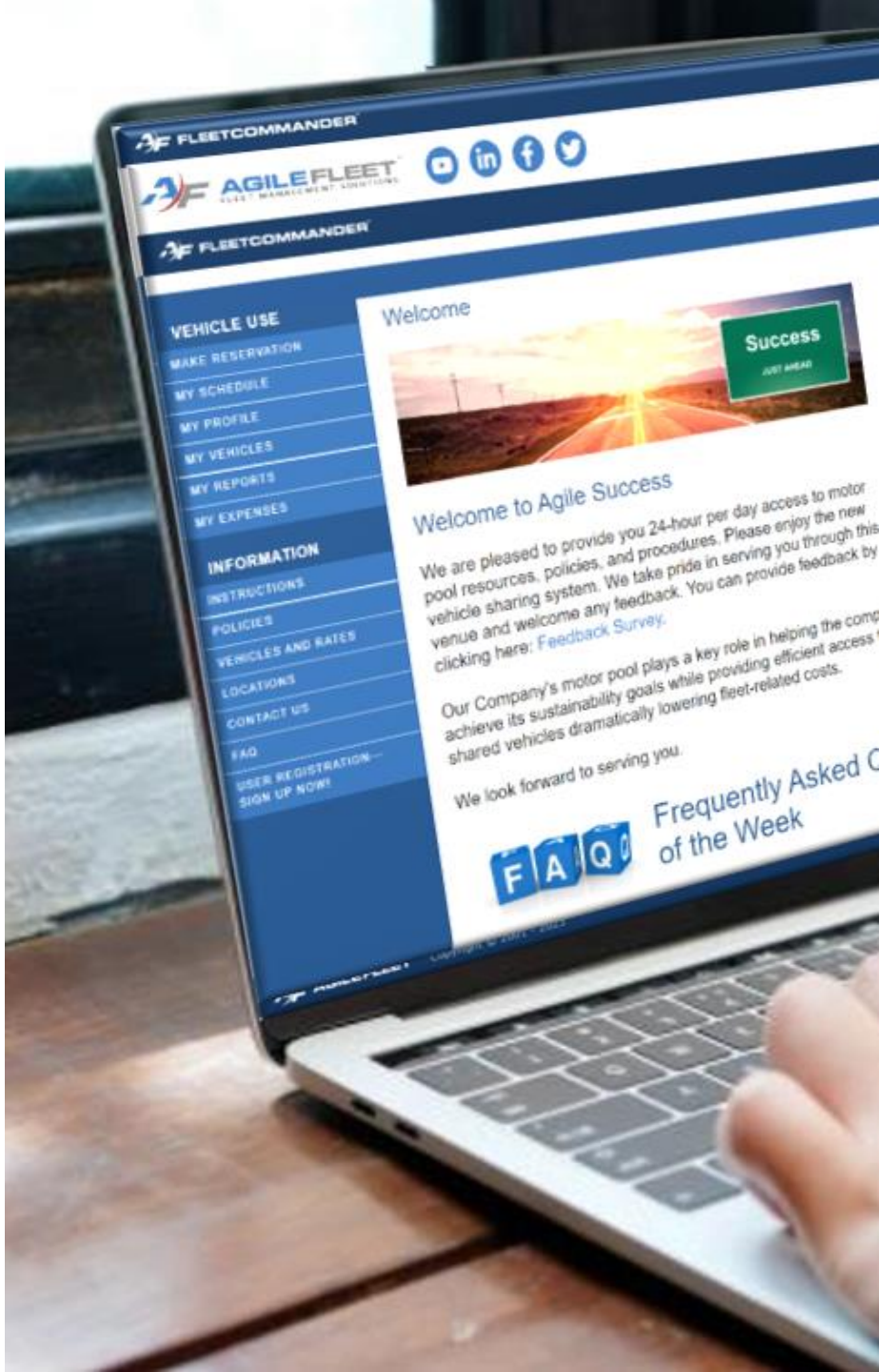
FleetCommander Dashboard (continued)

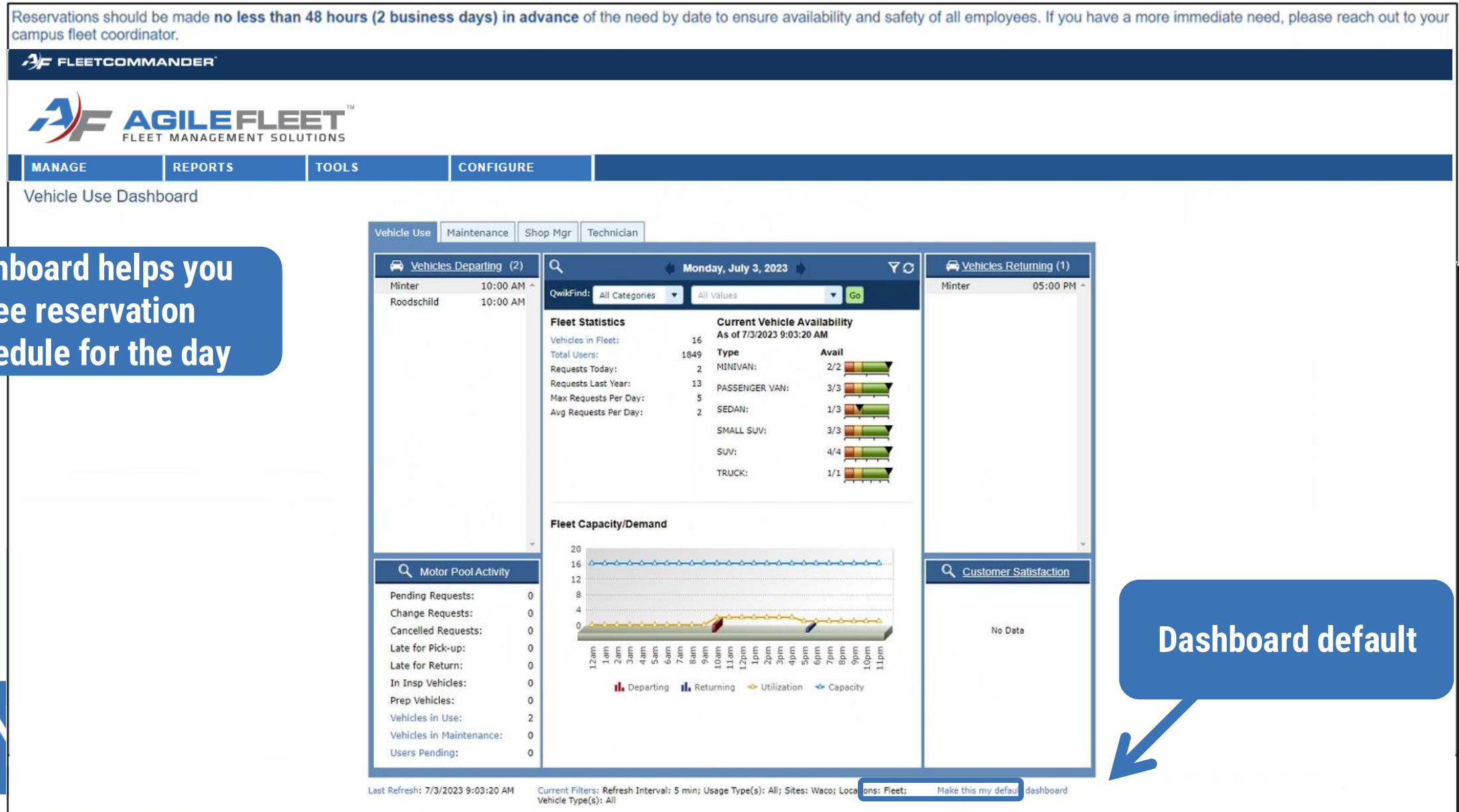


FleetCommander’s Dashboard is the primary workspace for Admins/Dispatchers to interface with the system



COMMAND 24

Dashboard – Vehicle Use Tab

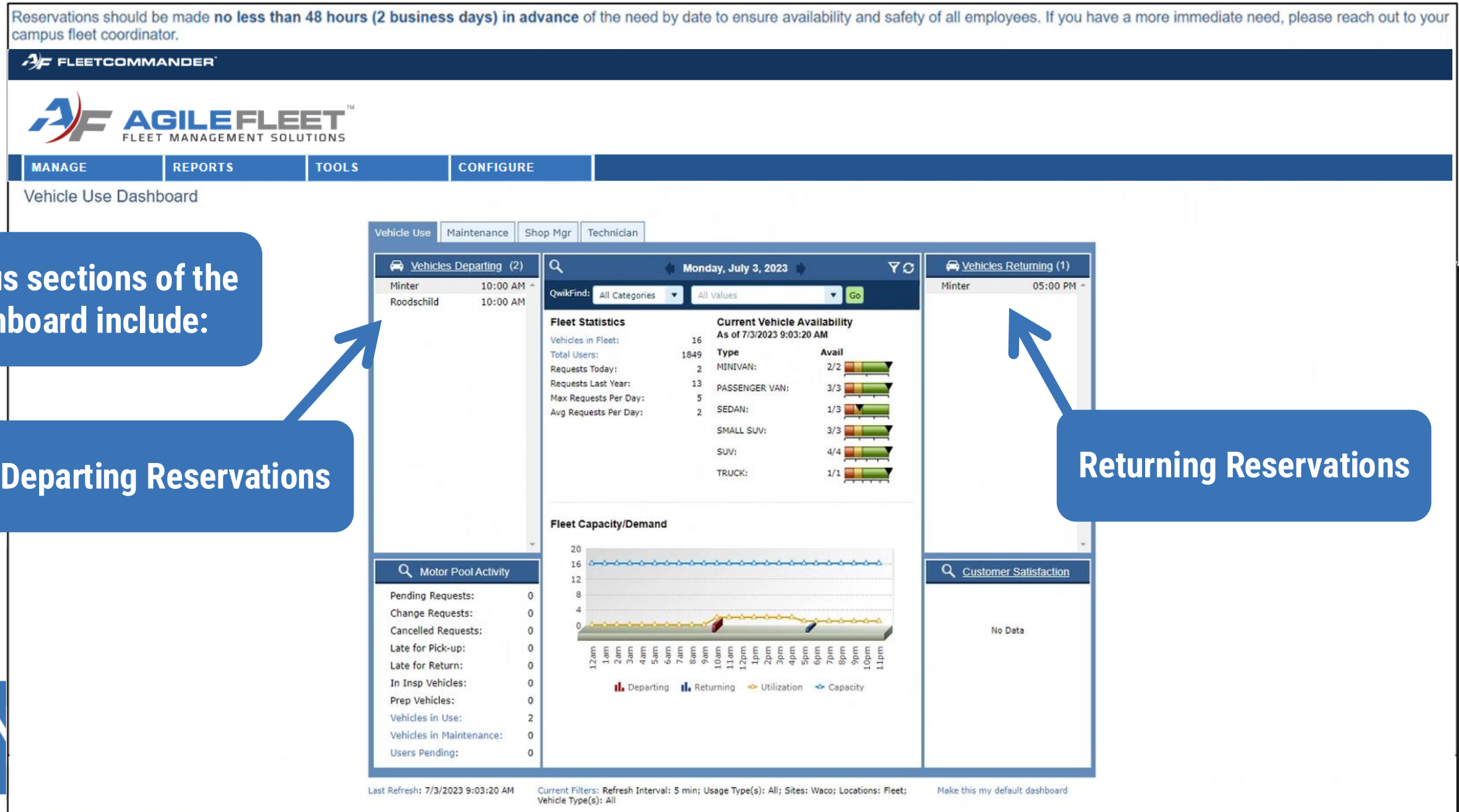


Dashboard helps you see reservation schedule for the day

Dashboard default

COMMAN

Dashboard – Vehicle Use Tab



Various sections of the dashboard include:

Departing Reservations

Returning Reservations

COMMAN

Dashboard – Vehicle Use Tab

Various sections of the dashboard include:

Mouseover for RESERVATION DETAILS

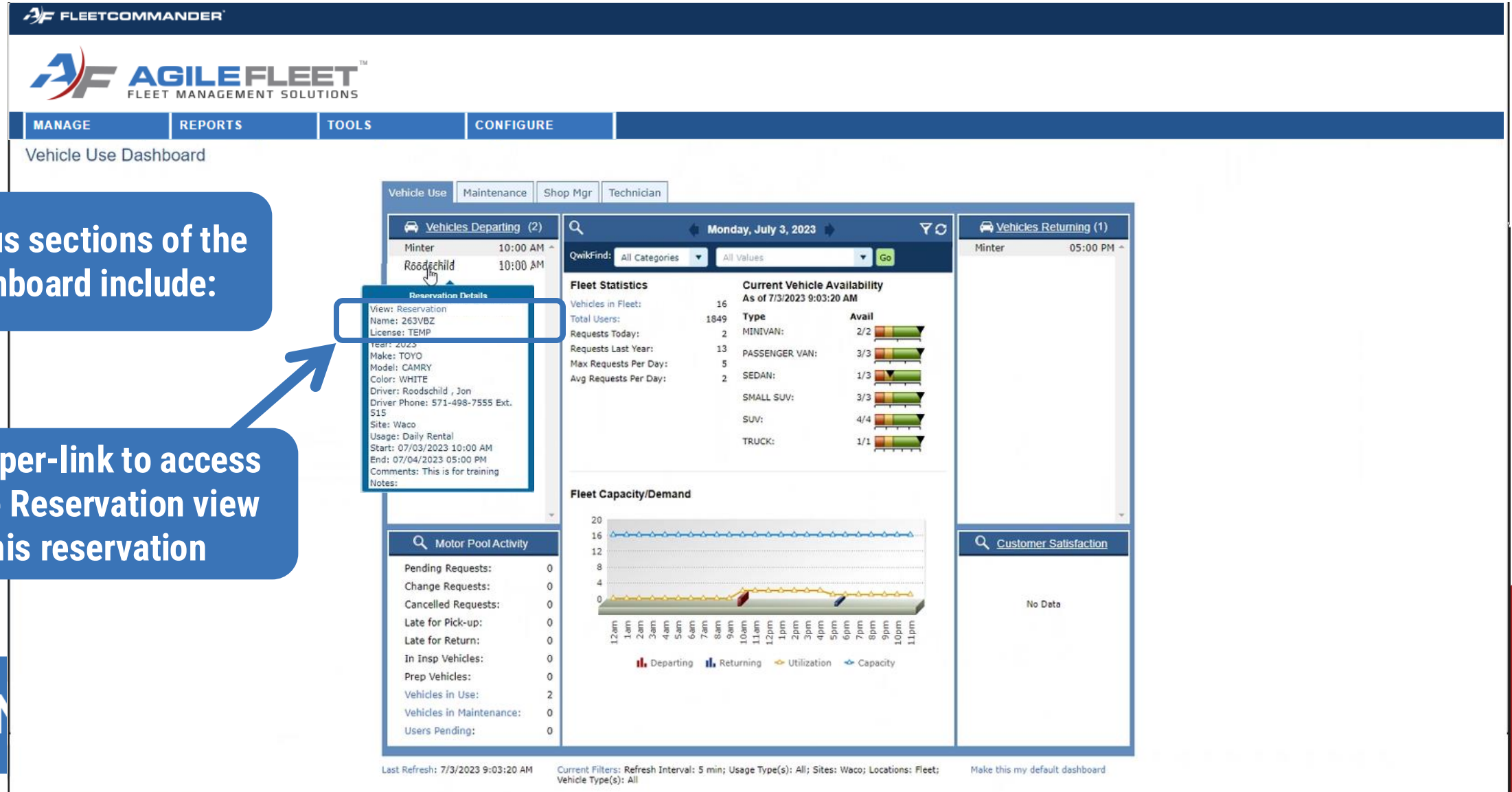
Mouseover line for RESERVATION DETAILS

COMMAN

Dashboard – Vehicle Use Tab

Various sections of the dashboard include:

Click hyper-link to access Manage Reservation view of this reservation



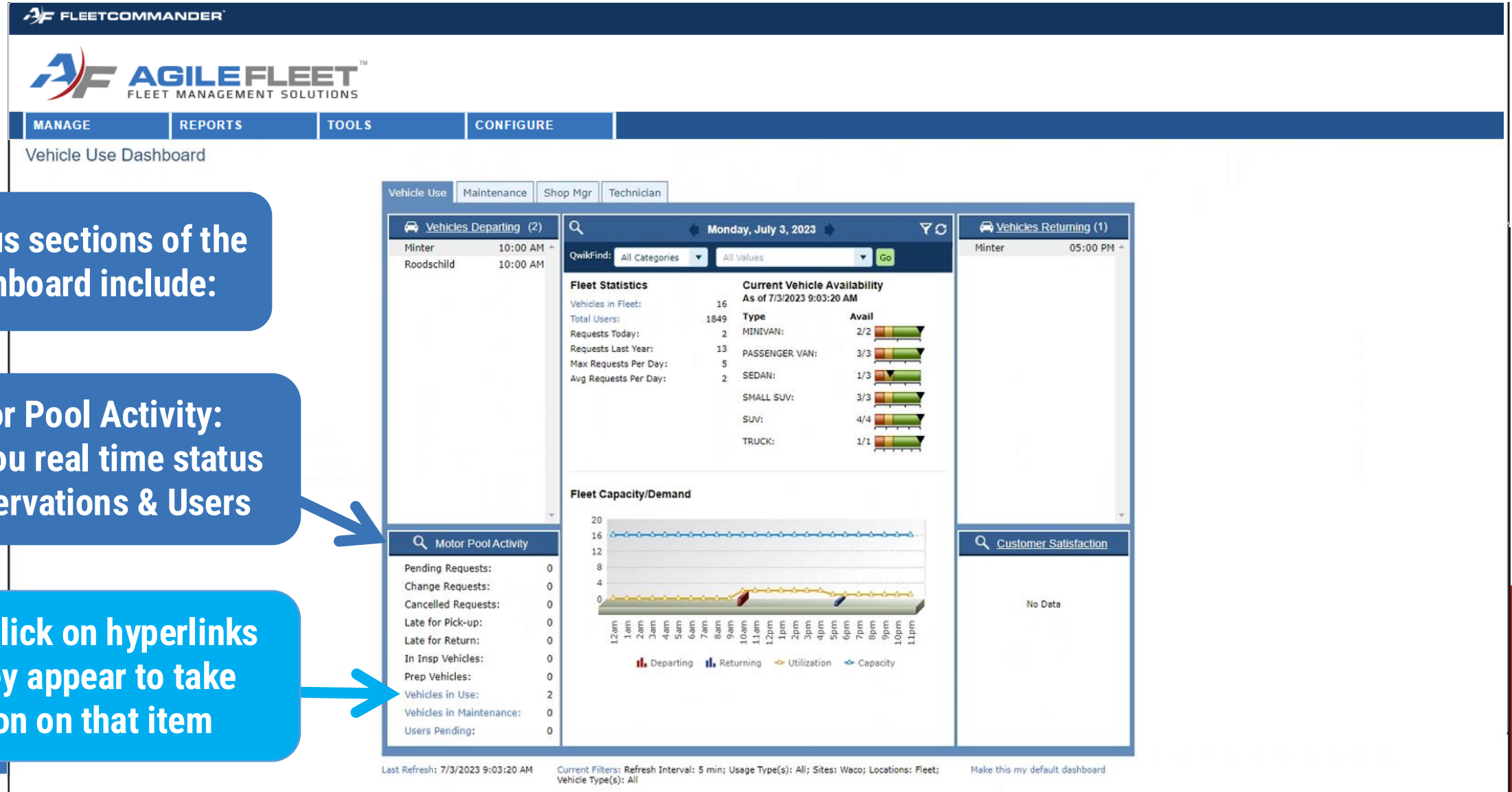
COMMAN

Dashboard – Vehicle Use Tab

Various sections of the dashboard include:

Motor Pool Activity: gives you real time status of Reservations & Users

HINT: click on hyperlinks as they appear to take action on that item



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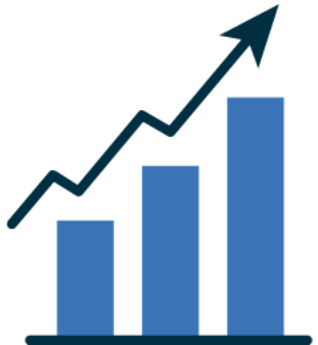
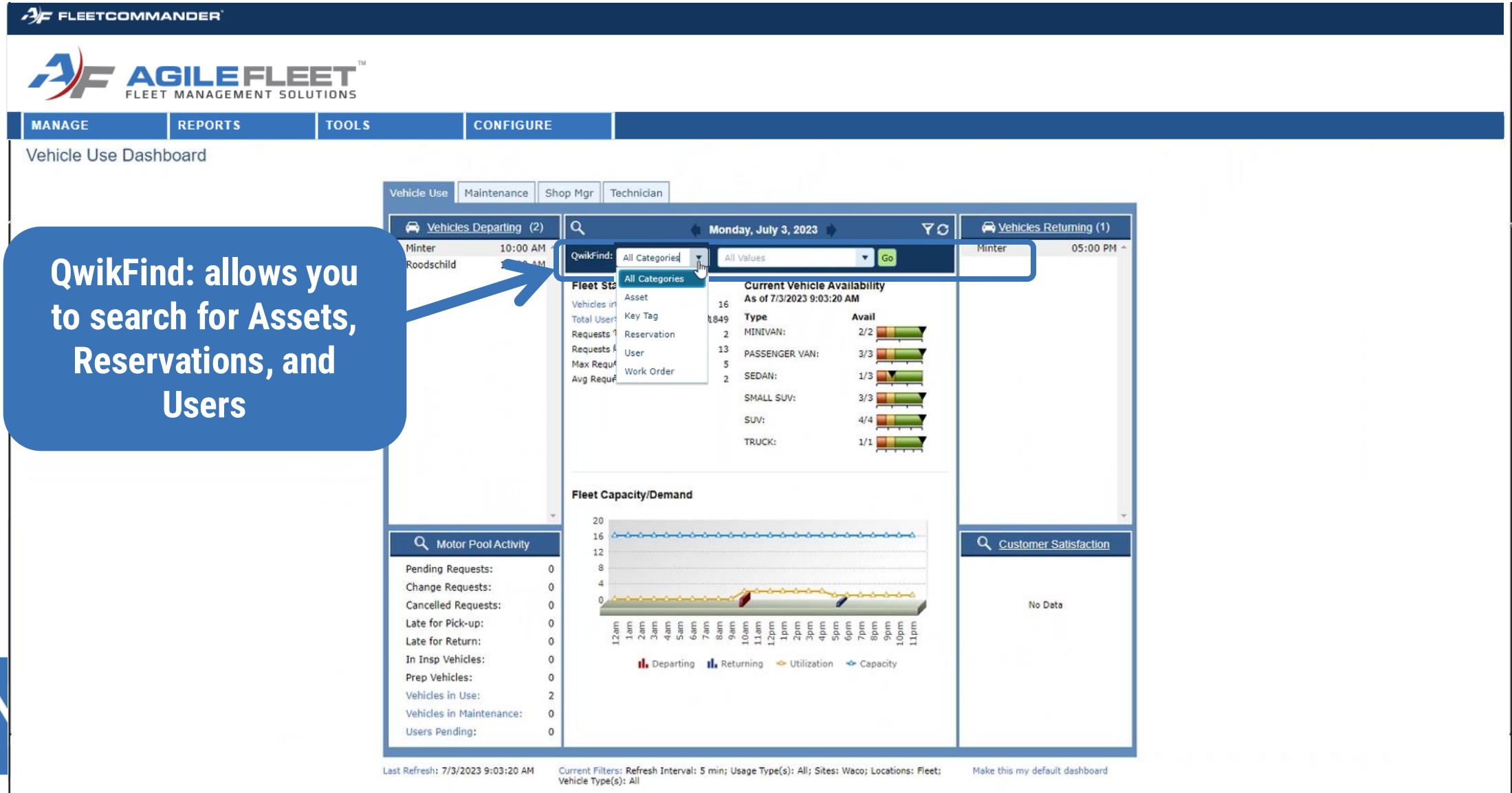
QwikFind Search



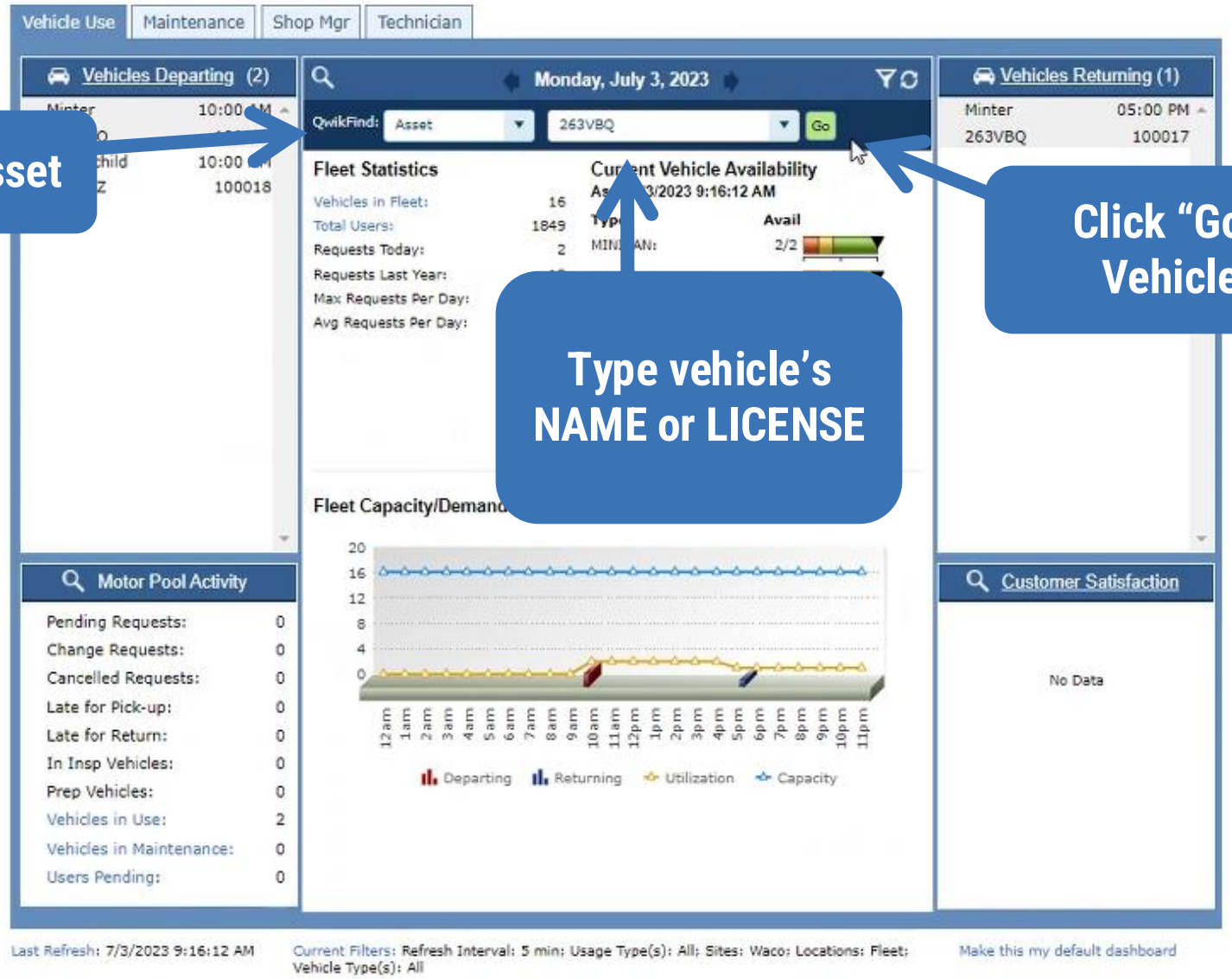
Dashboard – QwikFind



QwikFind: allows you to search for Assets, Reservations, and Users

COMMAN

Dashboard – QwikFind



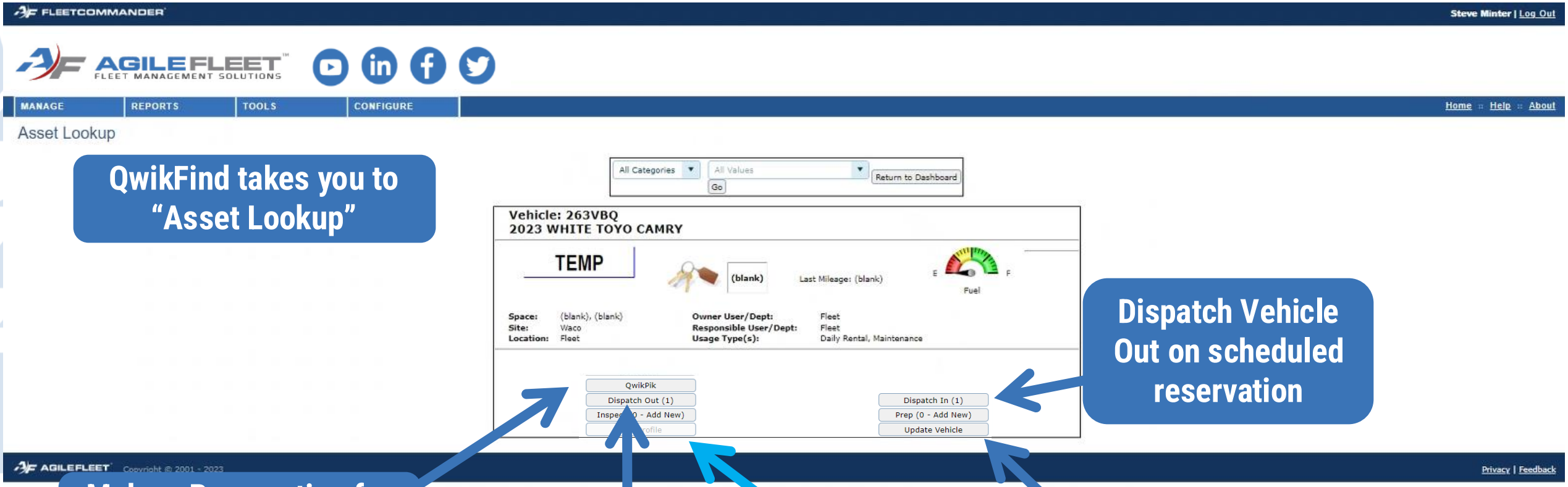
QwikFind: select "Asset

Type vehicle's NAME or LICENSE

Click "Go" to view Vehicle Profile

COMMAND 24

Dashboard – QwikFind



QwikFind takes you to "Asset Lookup"

Dispatch Vehicle Out on scheduled reservation

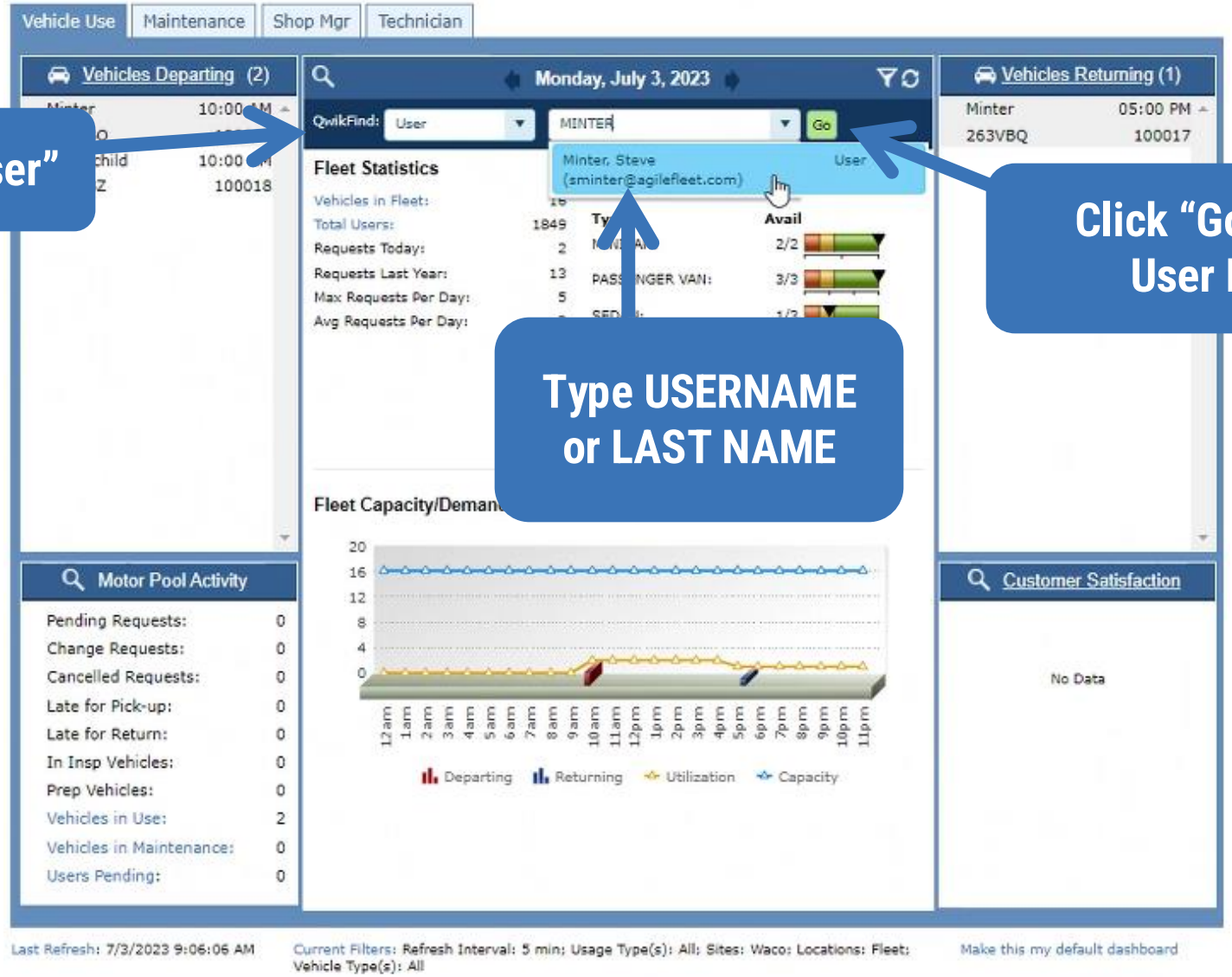
Make a Reservation for this Vehicle

Dispatch Vehicle Out on scheduled reservation

Update Vehicle Mileage

NOTE: Dispatcher Permission DOES NOT allow editing a Vehicle Profile (this link is deactivated)

Dashboard – QwikFind



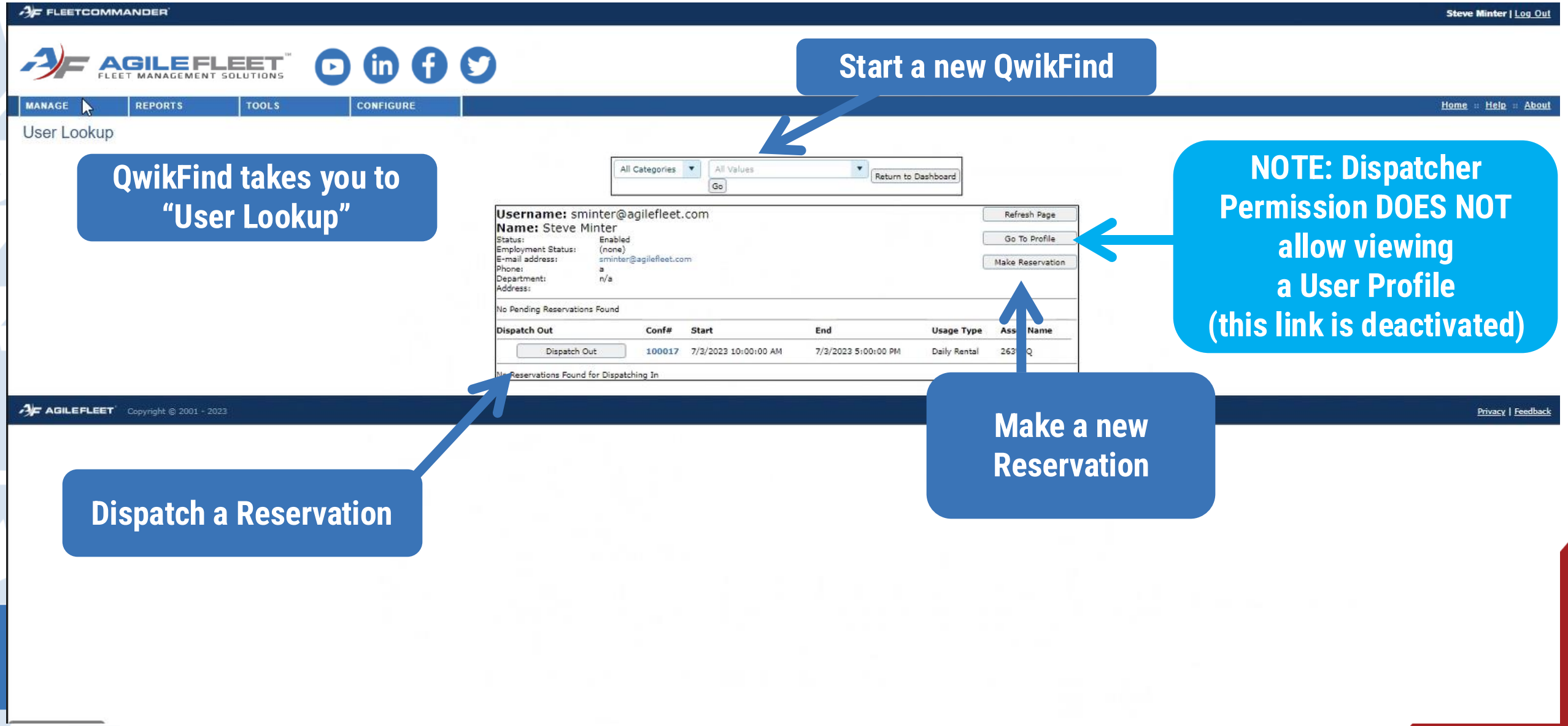
QwikFind: select "User"

Type USERNAME or LAST NAME

Click "Go" to view User Profile

COMMAND 24

Dashboard – QwikFind

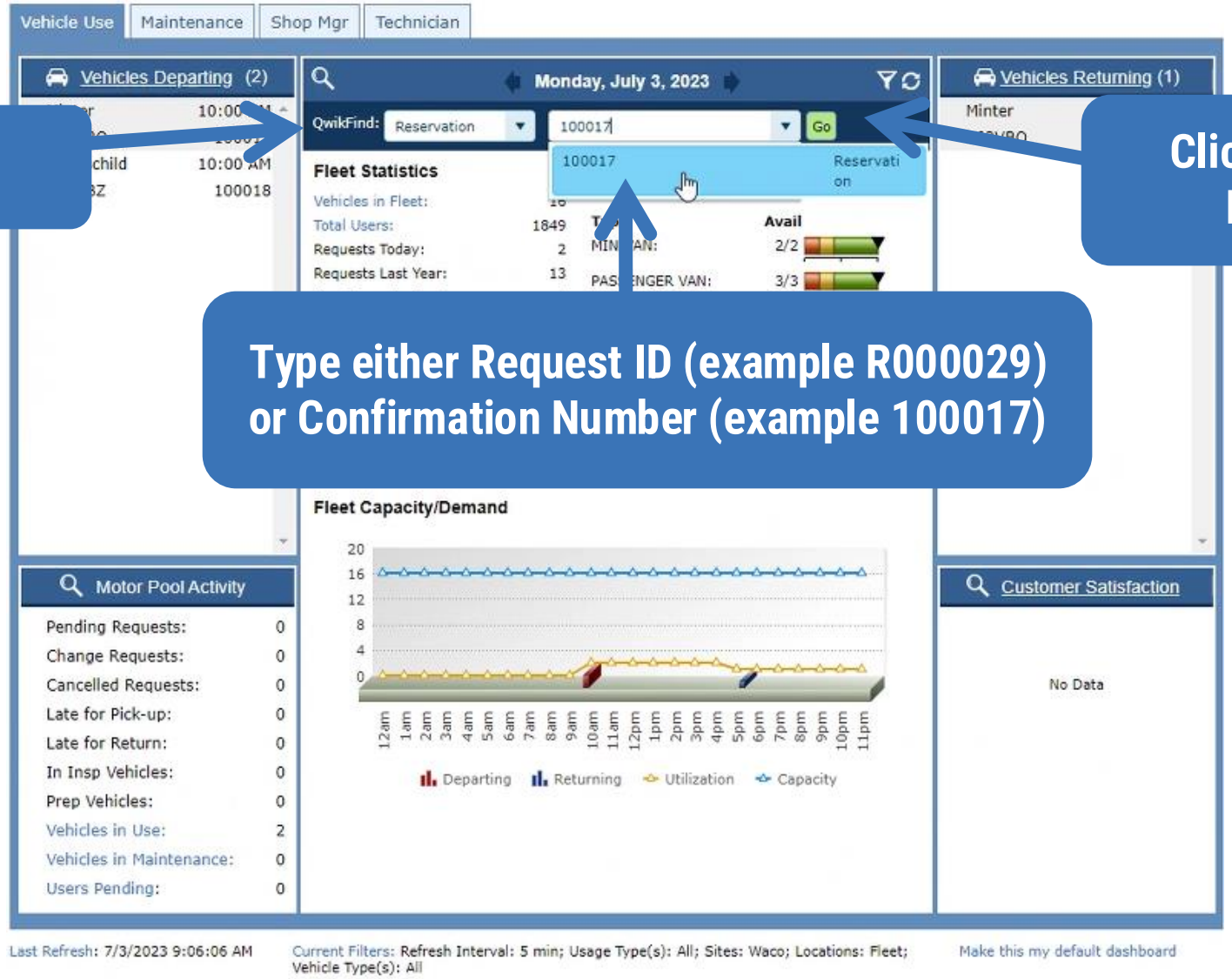


Dashboard – QwikFind

QwikFind: select "Reservation"

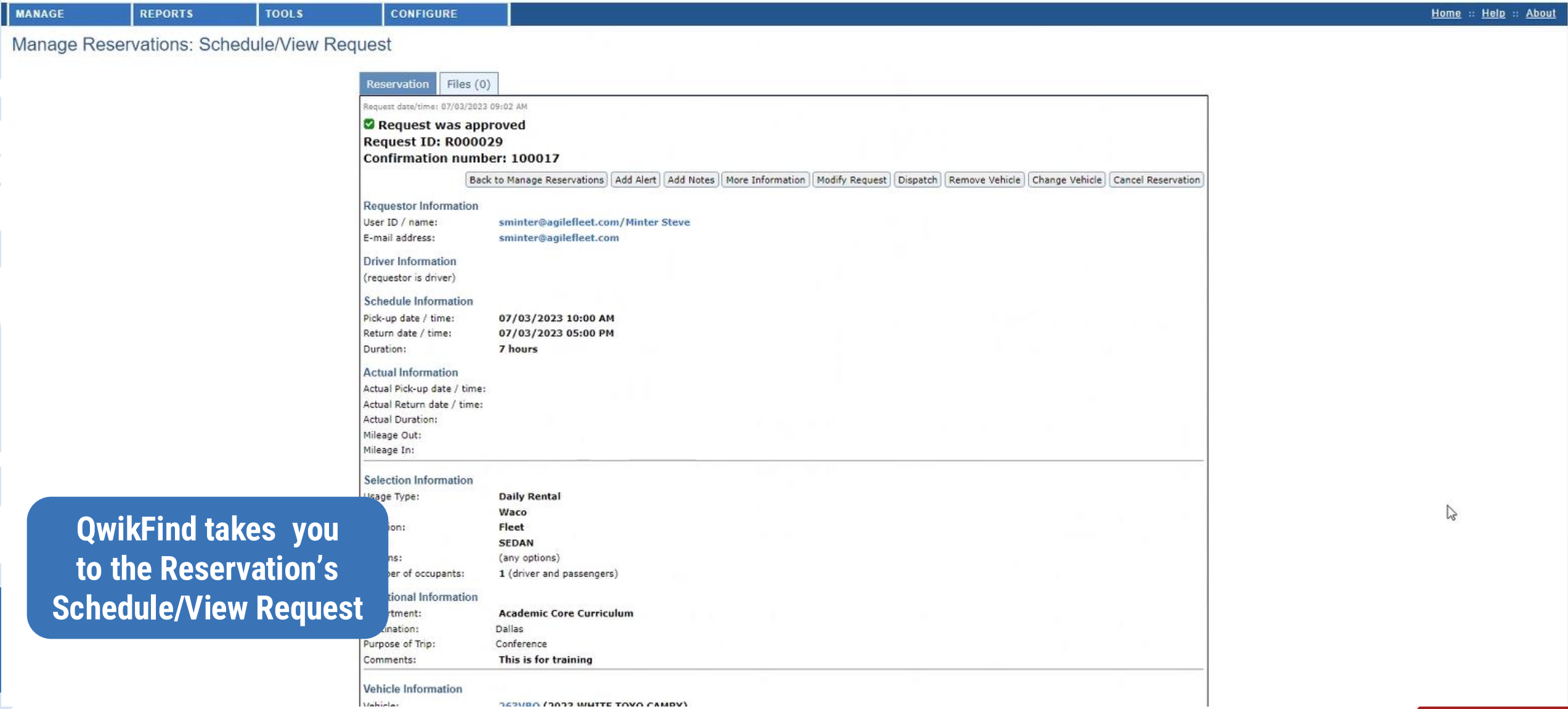
Click "Go" to view Reservation

Type either Request ID (example R000029) or Confirmation Number (example 100017)



COMMAND 24

Dashboard – QwikFind



QwikFind takes you to the Reservation's Schedule/View Request

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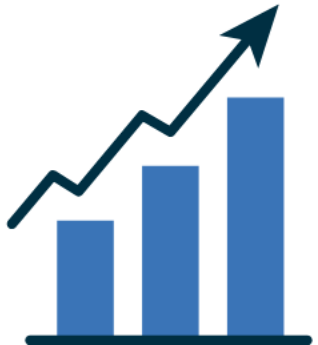
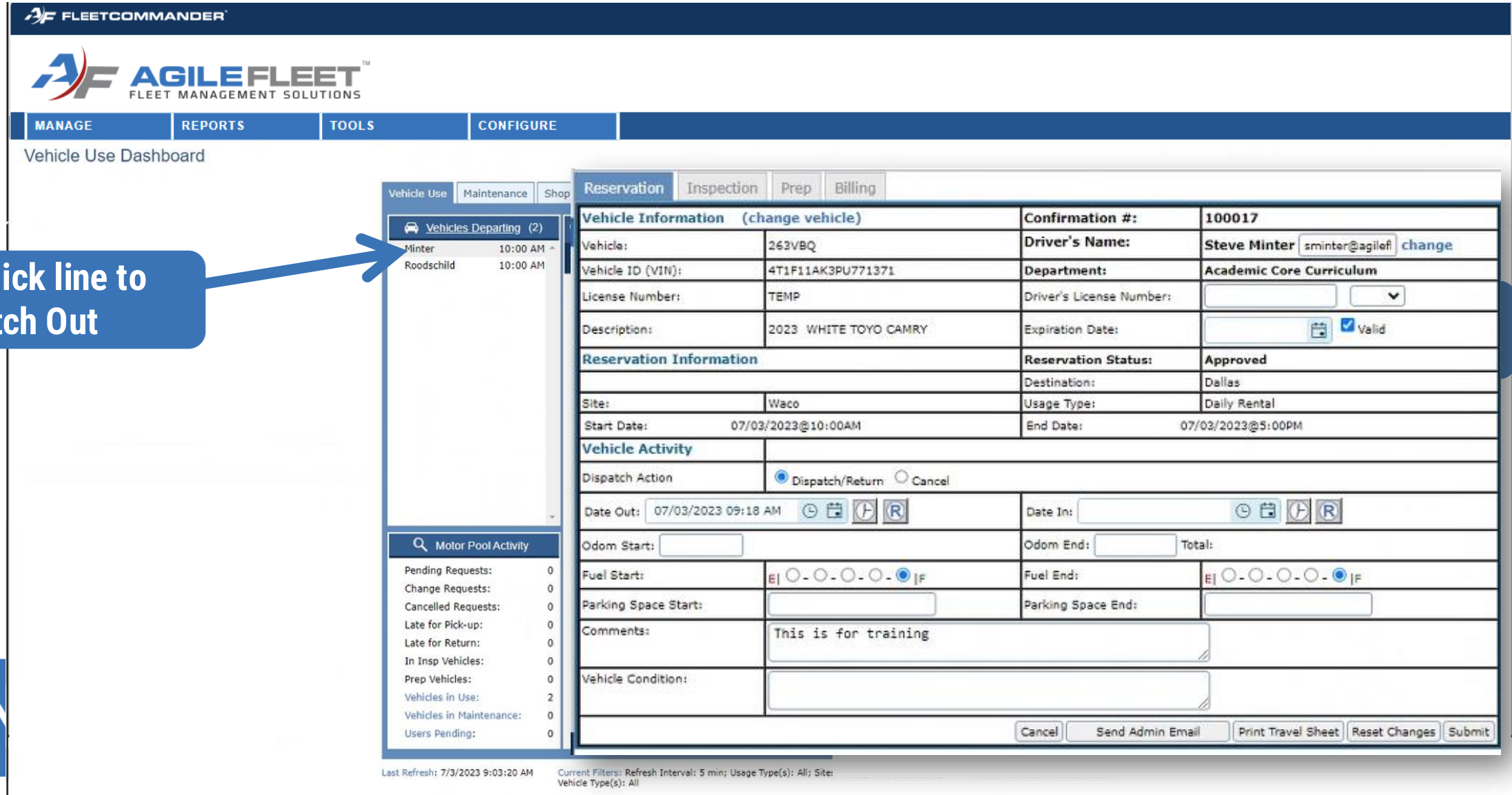
Dashboard Dispatch



Dashboard – Dispatch



Double-click line to Dispatch Out

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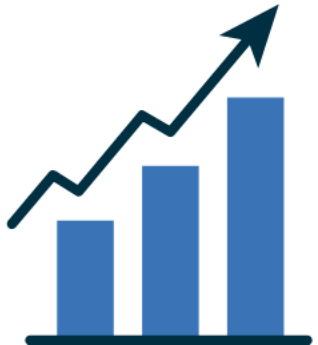
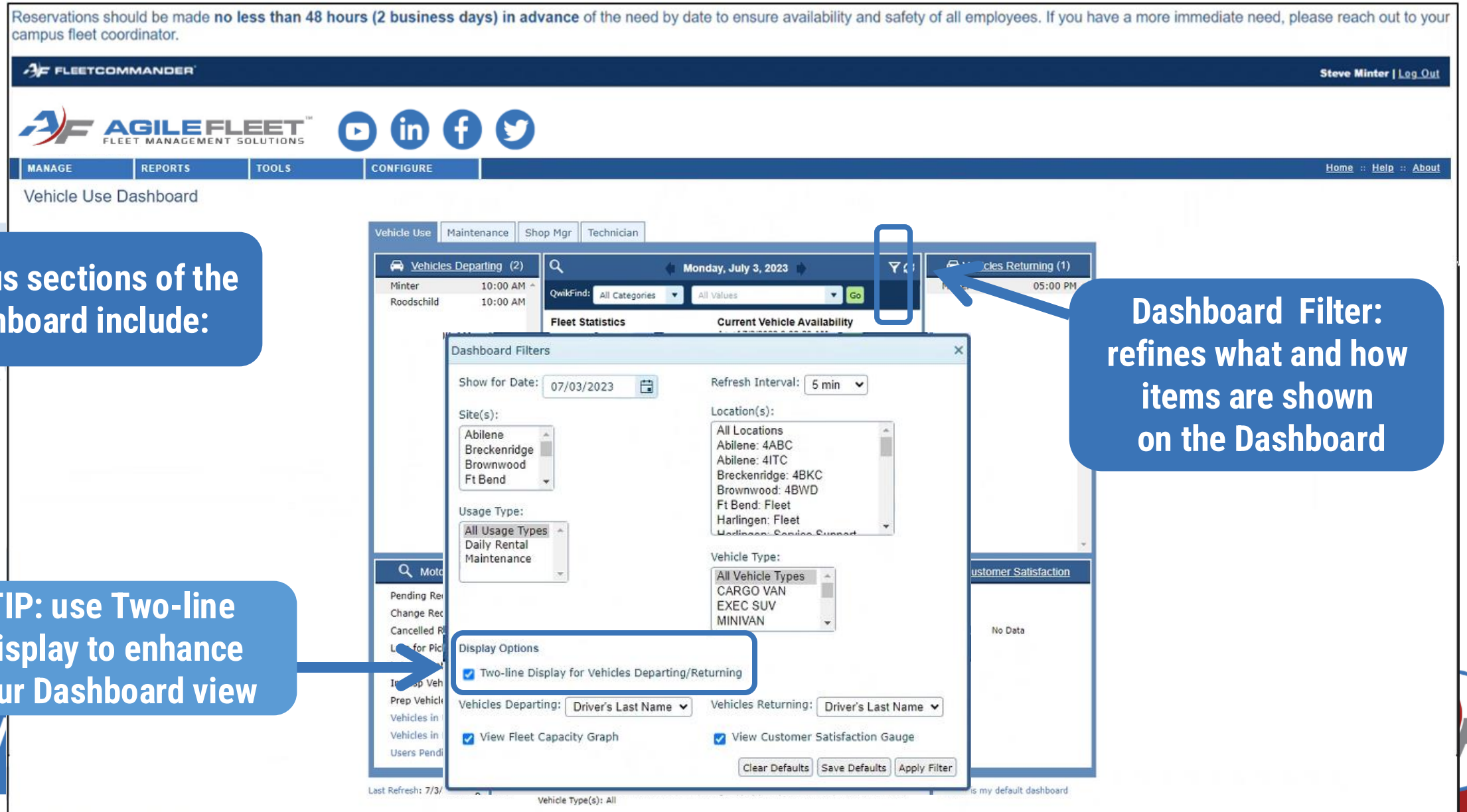
Dashboard Filter



Dashboard – Vehicle Use Tab

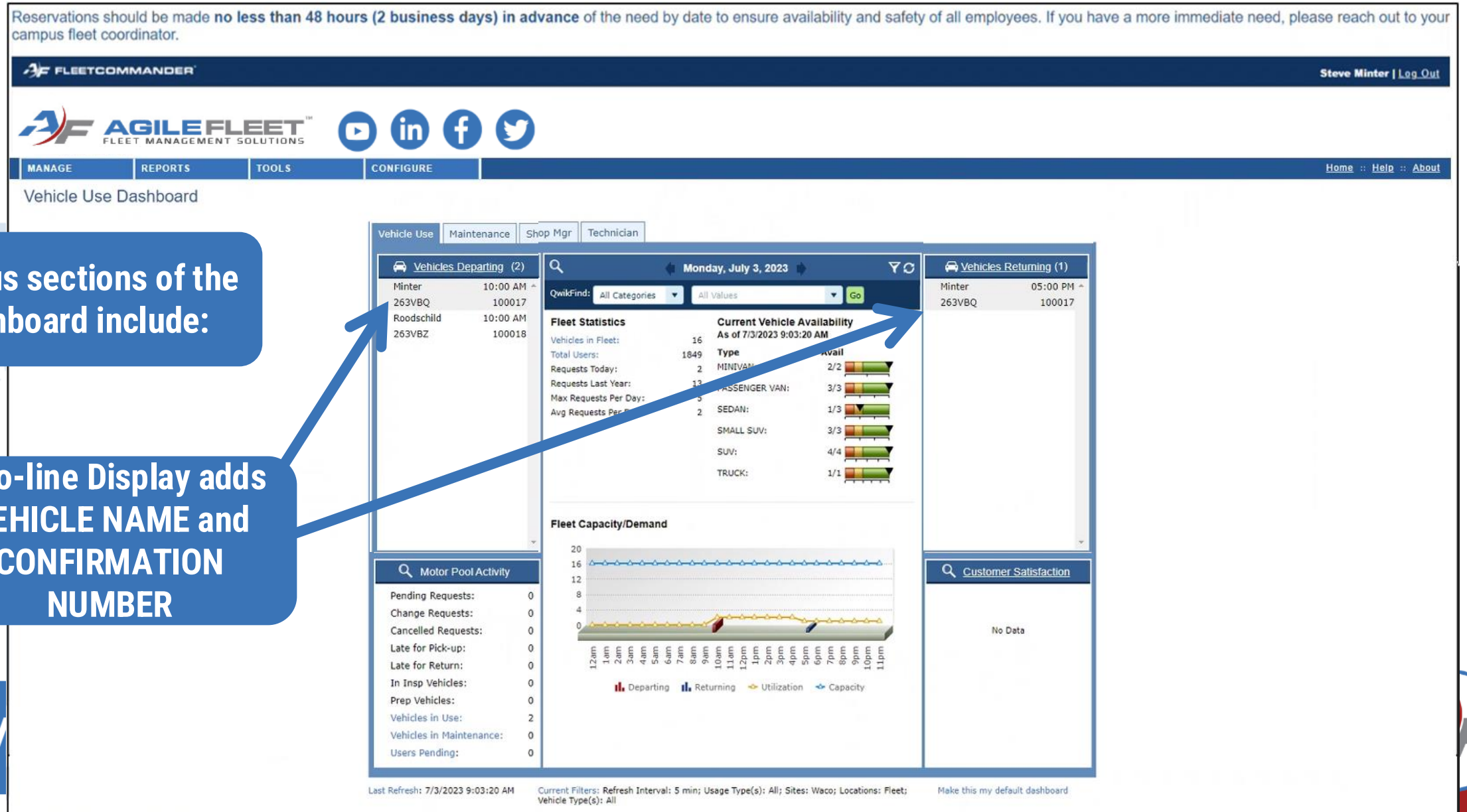


Various sections of the dashboard include:

Dashboard Filter: refines what and how items are shown on the Dashboard

TIP: use Two-line Display to enhance your Dashboard view

Dashboard – Vehicle Use Tab



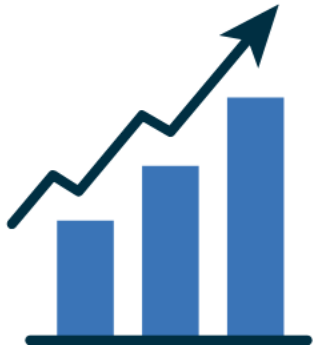
Various sections of the dashboard include:

Two-line Display adds VEHICLE NAME and CONFIRMATION NUMBER

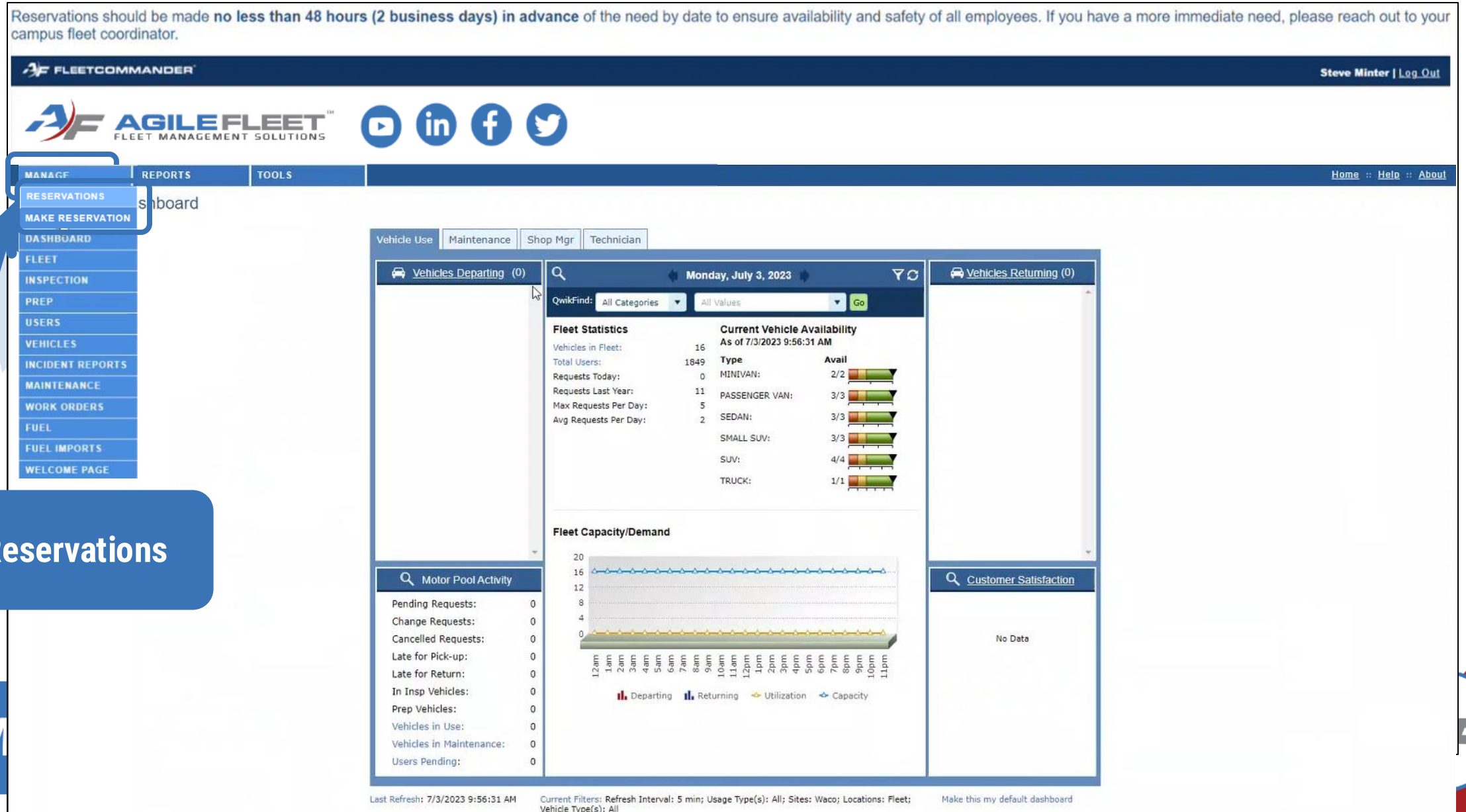
COMM

AGILE FLEET™
FLEET MANAGEMENT SOLUTIONS

Manage>Reservations



Manage > Reservations



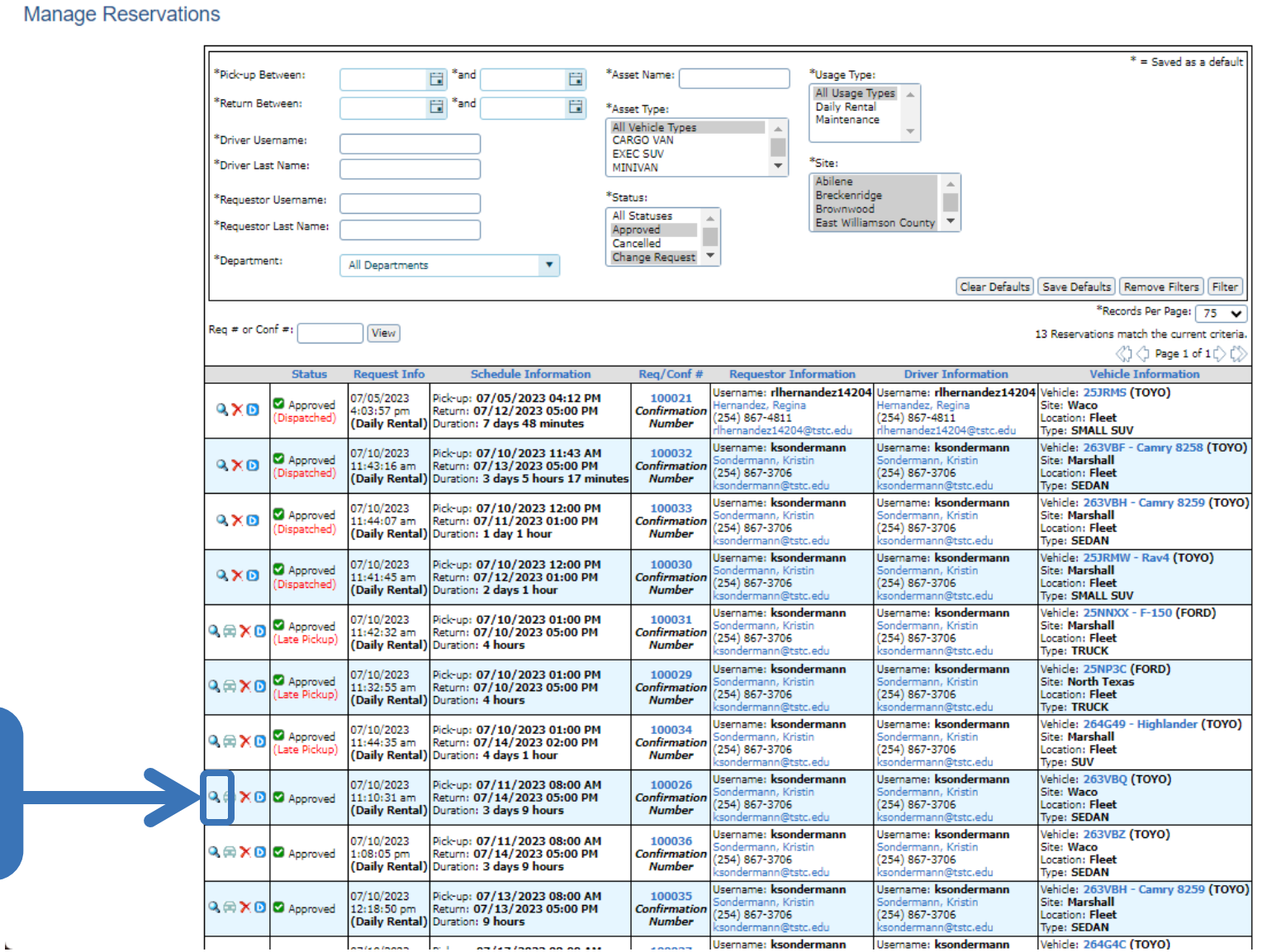
Select Reservations

COMM

Manage > Reservations

Manage> Reservations is the best way to work with reservations

Select View Request

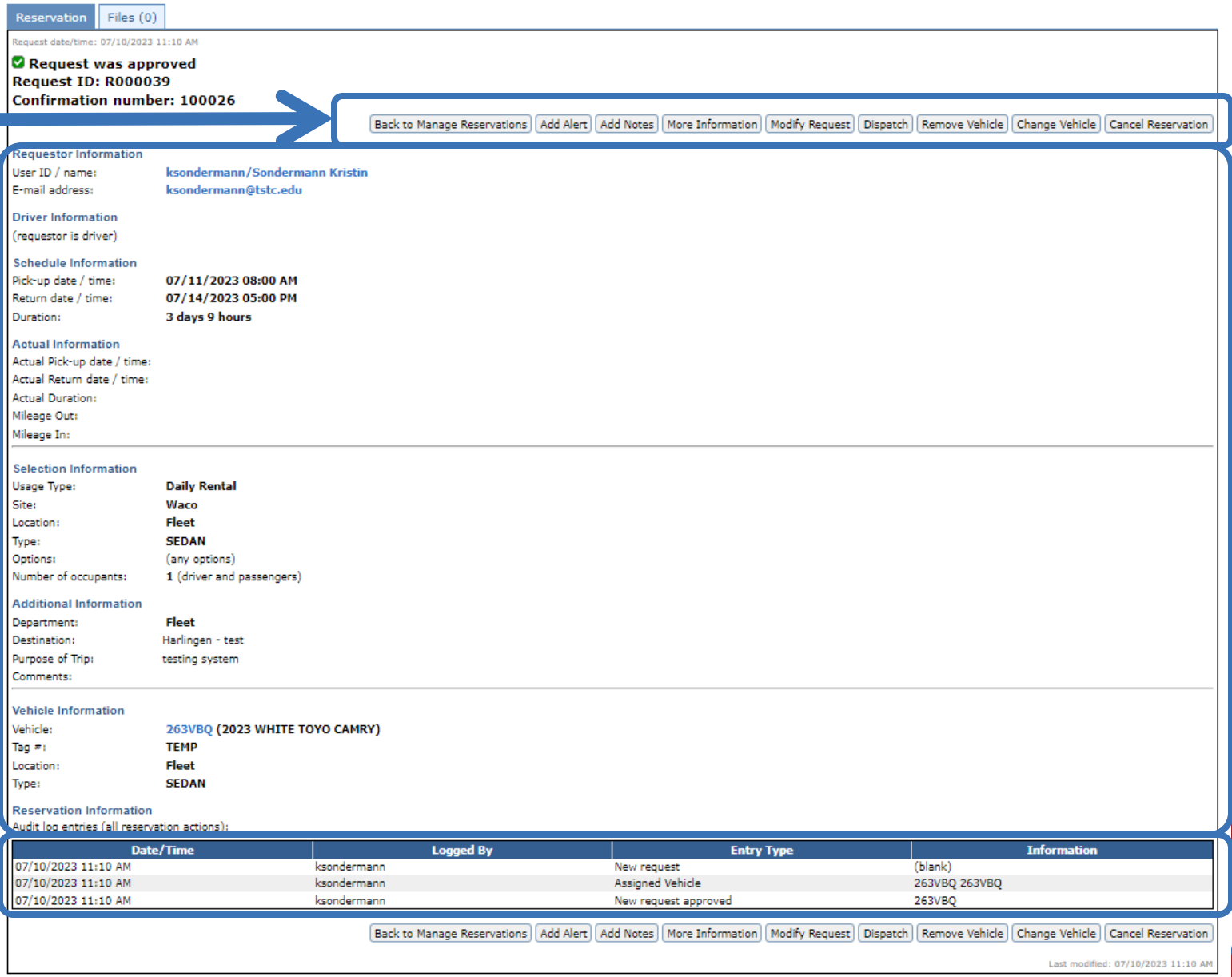


Manage > Reservations

Action buttons allows you to interact with reservation

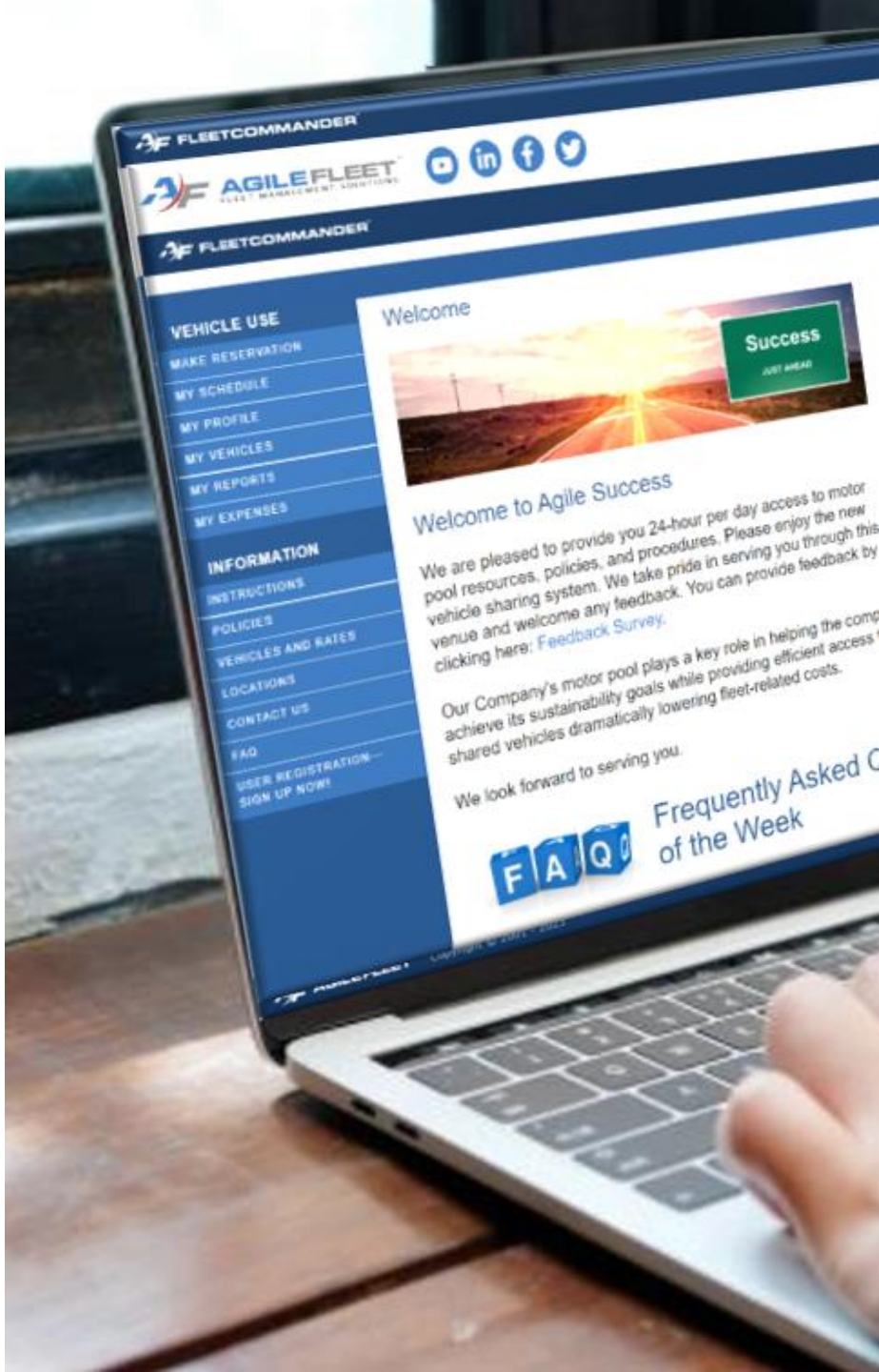
Request information and vehicle specifics

The Audit log shows the step-by-step progression of the Reservation Request



Modify Request

COMMAND 24

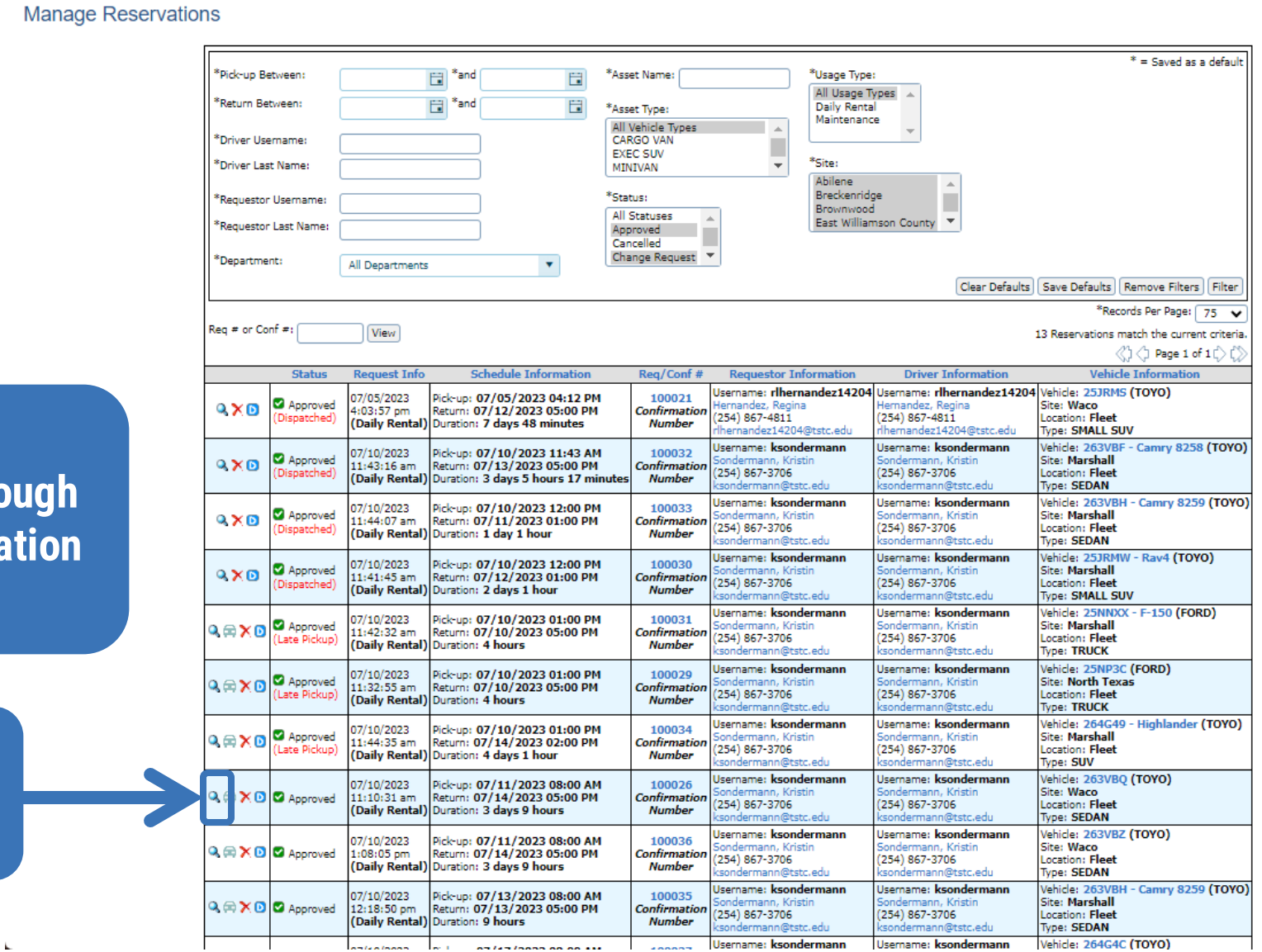


Manage > Reservations – Modify Request

Sometimes it is necessary to make changes to a reservation.

This is done through Manage>Reservation

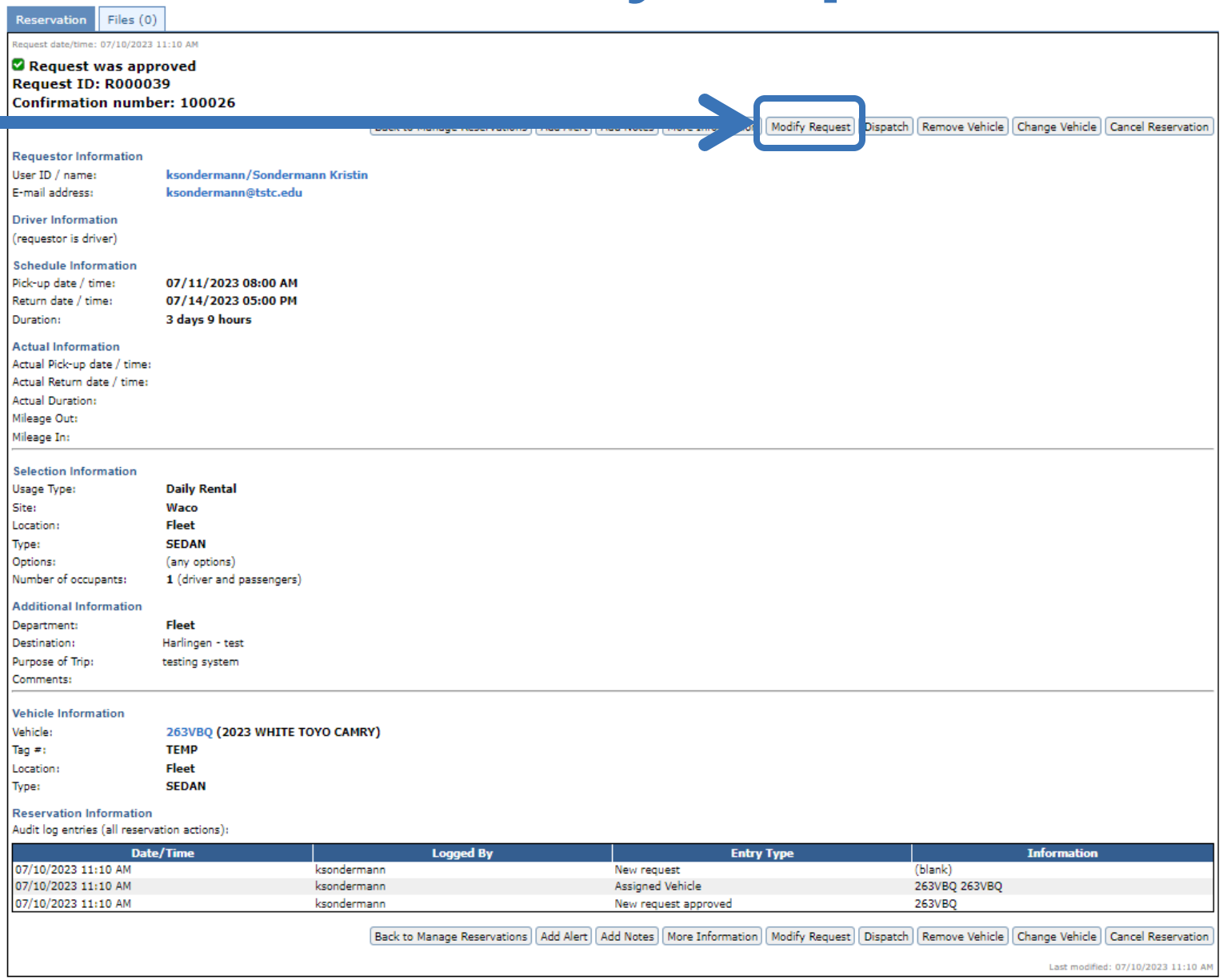
Select View Request action icon



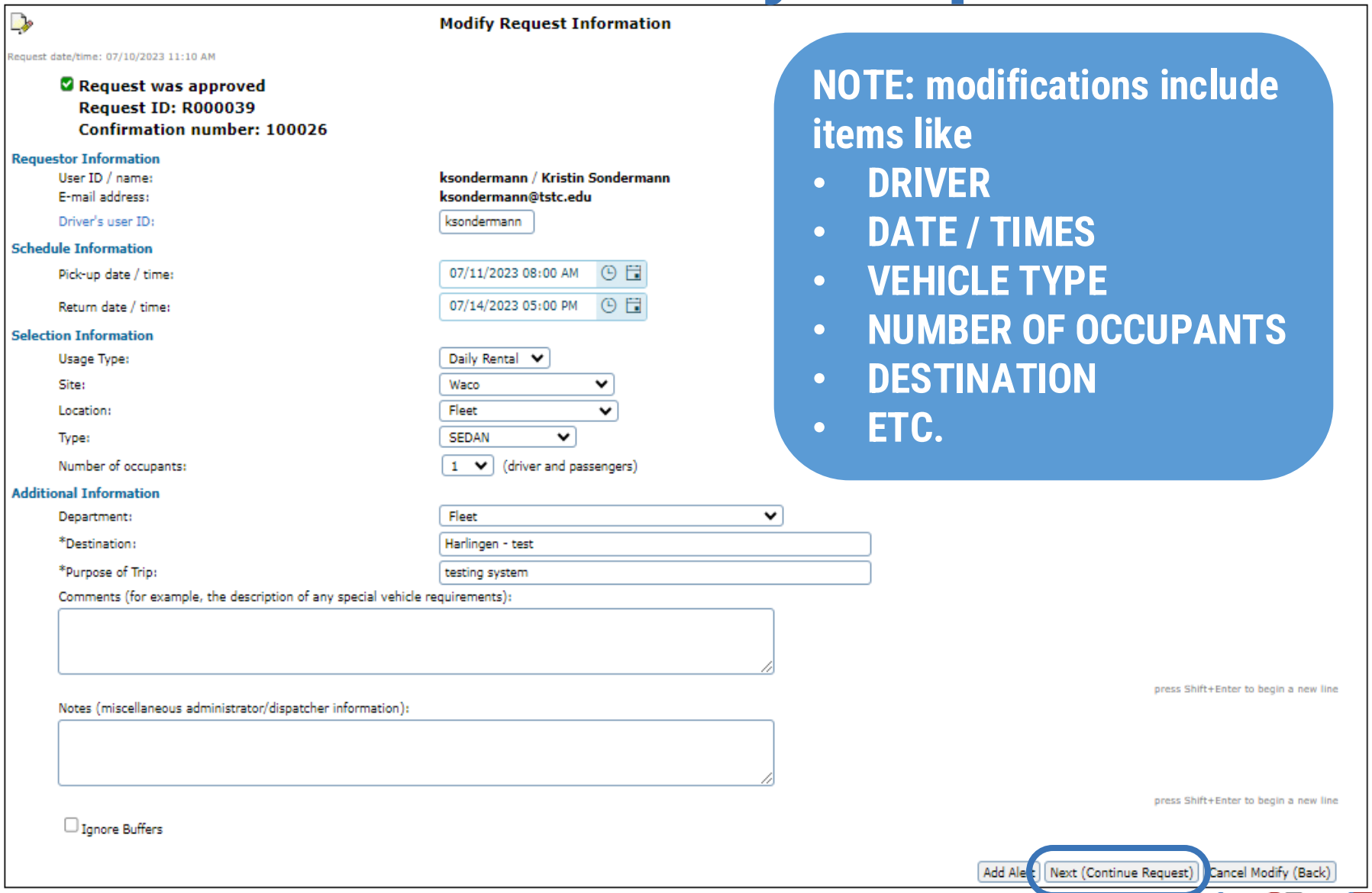
COMMAND 24

Manage > Reservations – Modify Request

Select Modify Request



Manage > Reservations – Modify Request



NOTE: modifications include items like

- **DRIVER**
- **DATE / TIMES**
- **VEHICLE TYPE**
- **NUMBER OF OCCUPANTS**
- **DESTINATION**
- **ETC.**

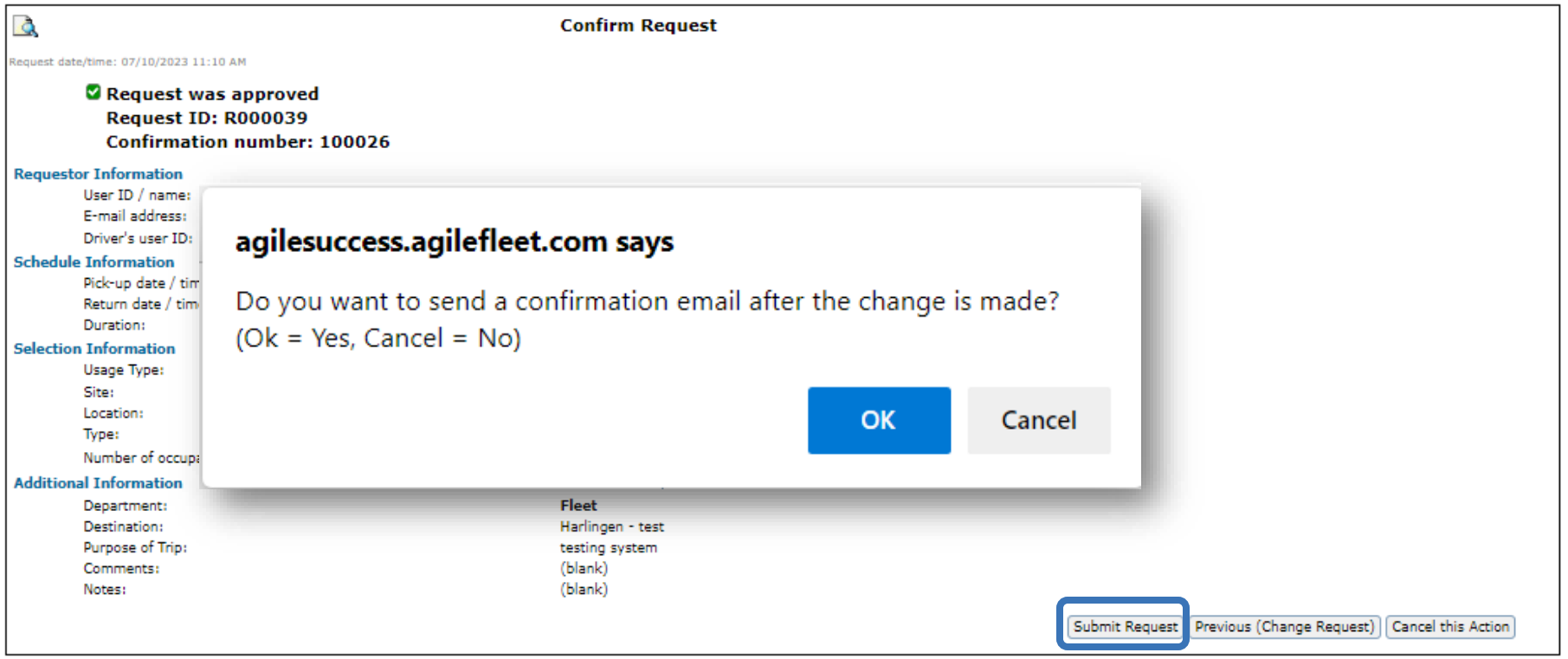
Make changes and select "Next (Continue Request)"

Manage > Reservations – Modify Request

Review the request information and select "Submit Request"

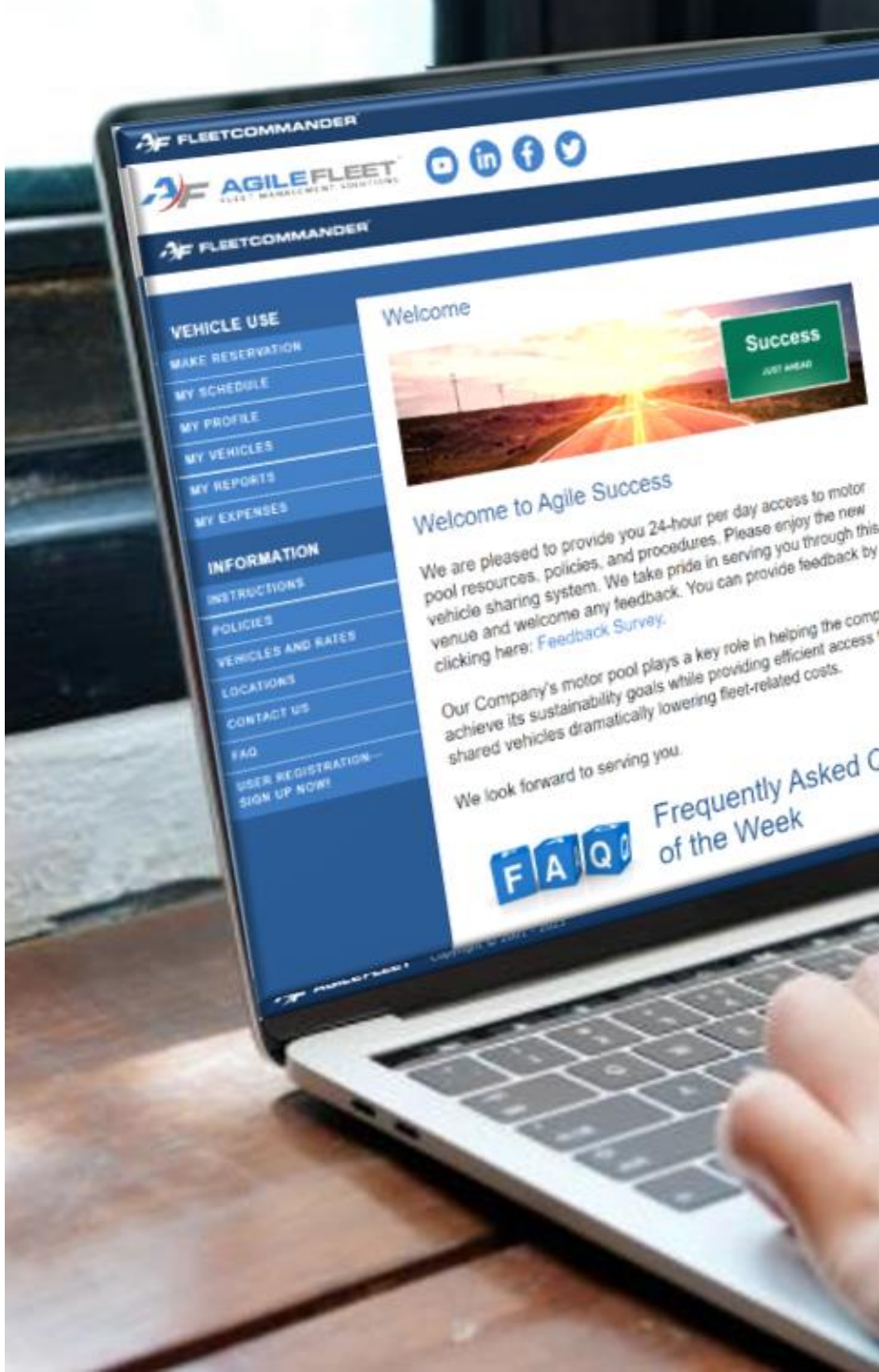
NOTE: You may be prompted to send a confirmation email. Select "OK" if you want the requestor & driver receive the email.

If an email is not necessary, hit "Cancel".



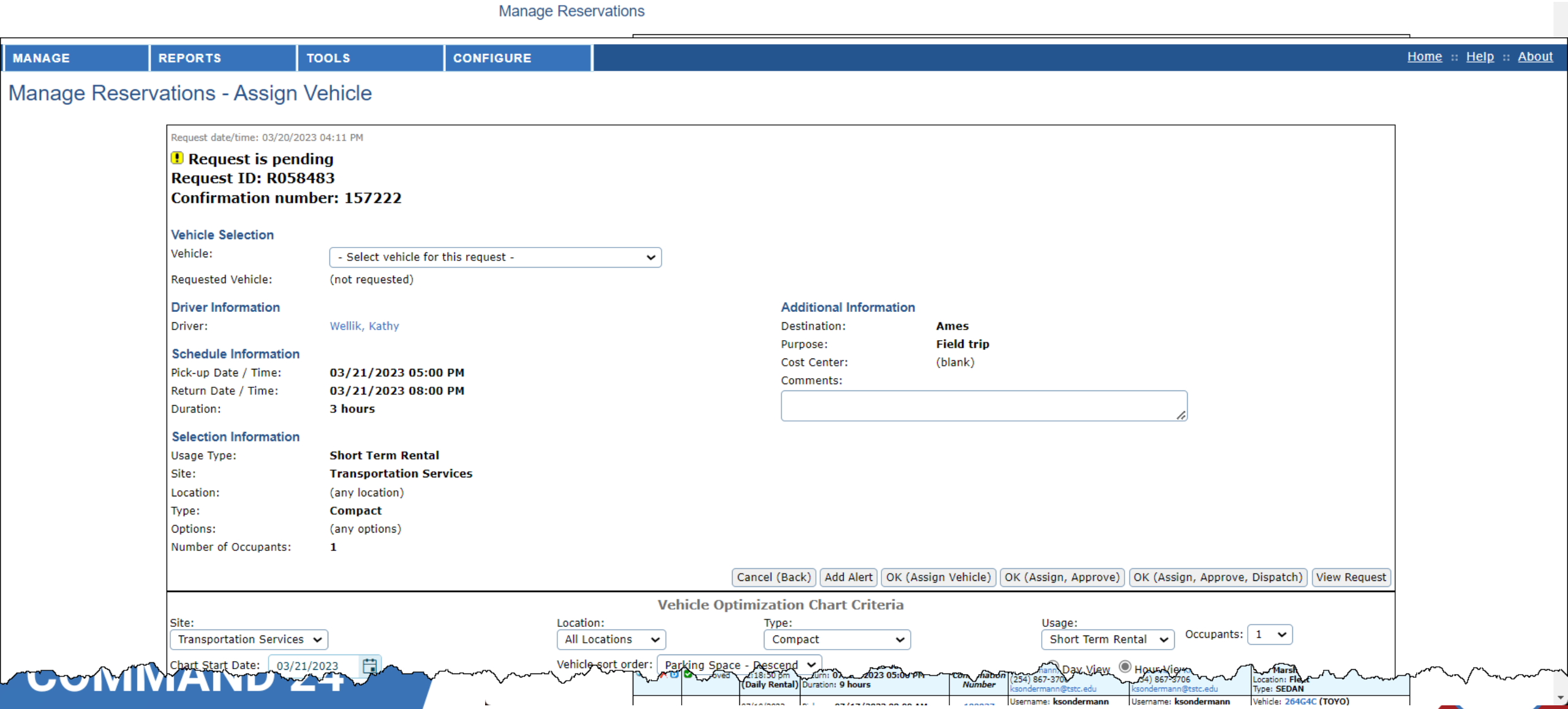
COMMAND 24

Assign a Vehicle



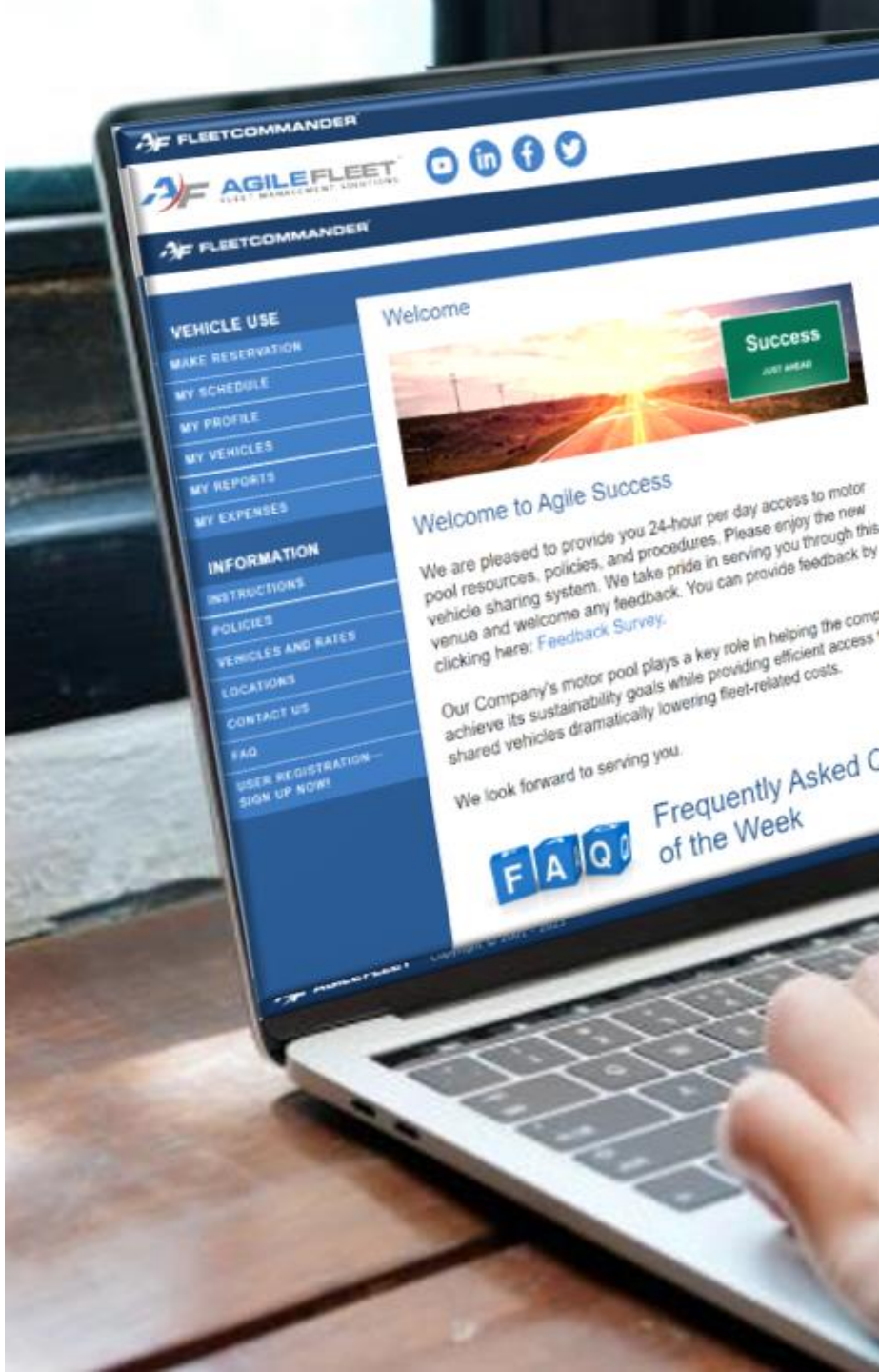
COMMAND 24

Manage > Reservations



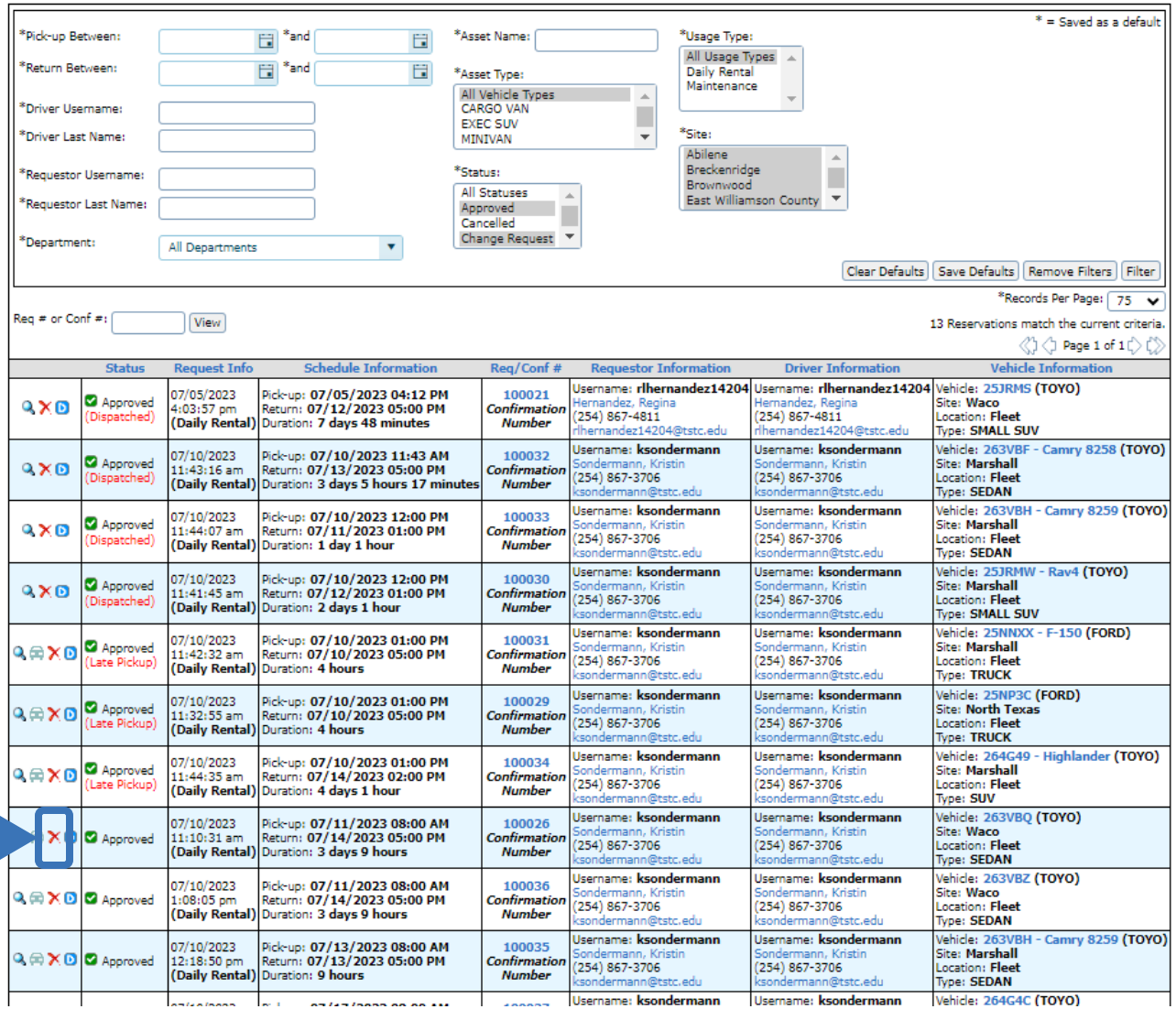
Cancel a Reservation

COMMAND 24



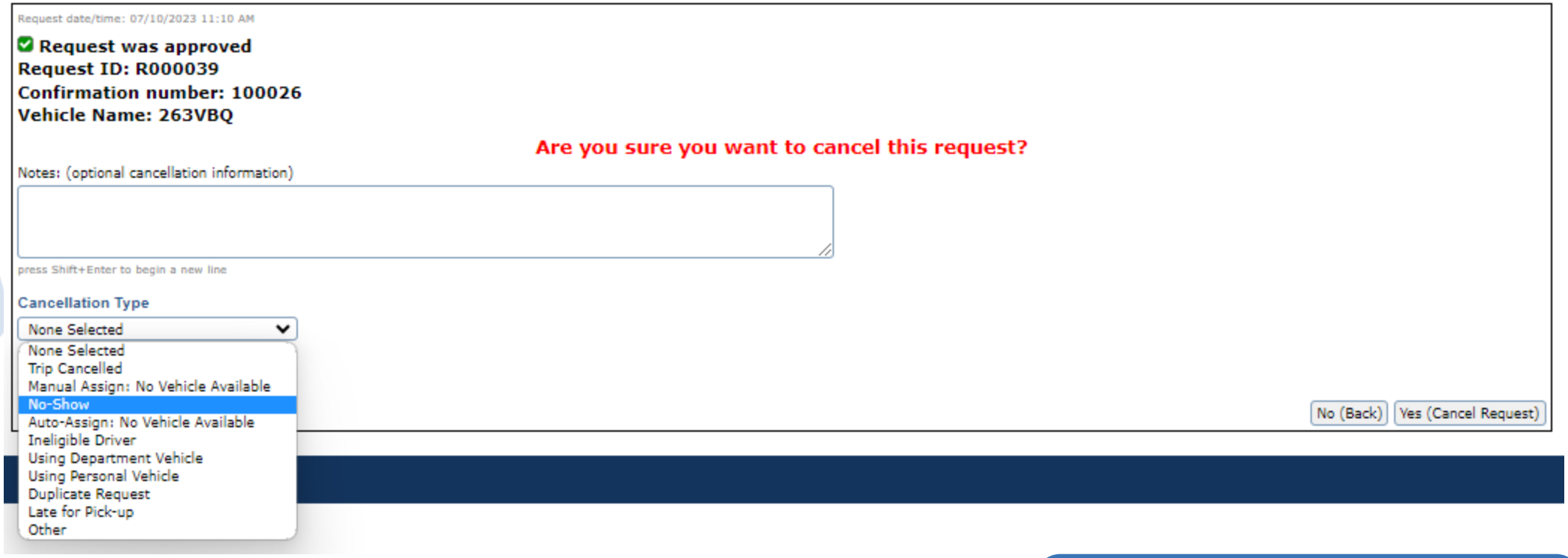
Manage > Reservations – Cancel Reservation

Manage Reservations



Select the Cancel action icon

Manage > Reservations – Cancel Reservation



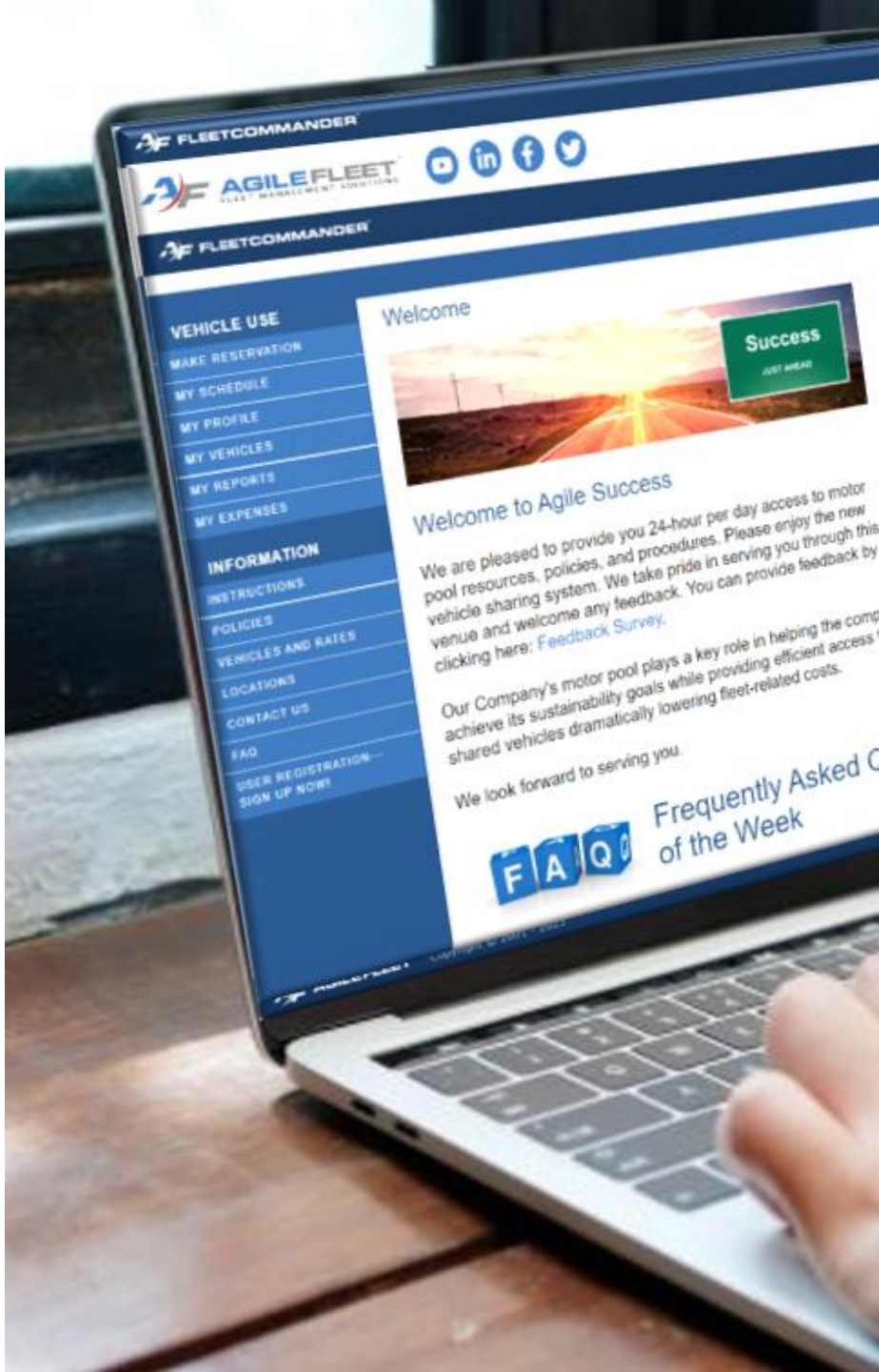
Insert a comment (not required) and then select a Cancelation Type from the drop down.

Select “Yes (Cancel Request)

COMMAND 24

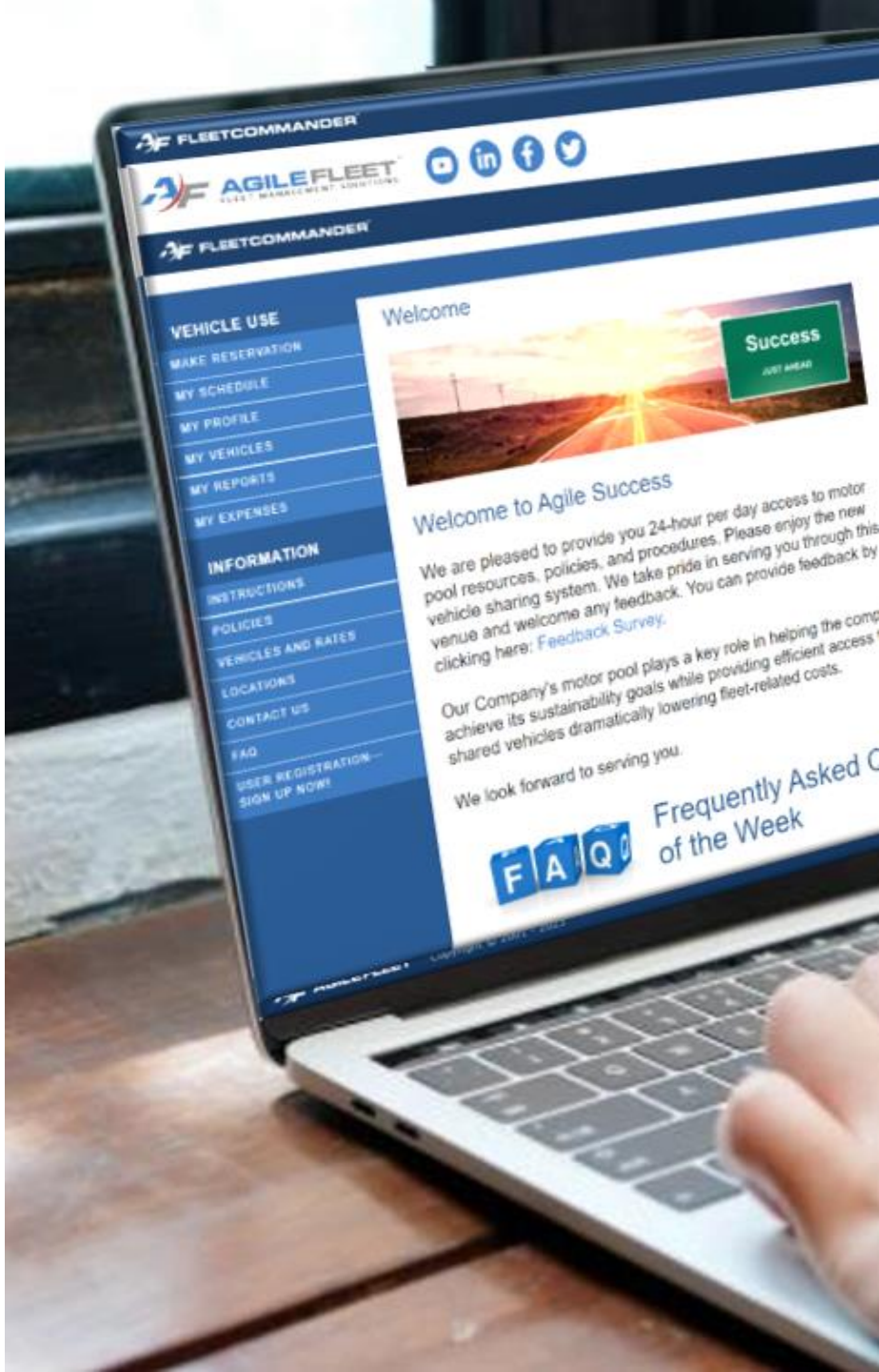
Dispatching a Vehicle

COMMAND 24



Dispatching a Vehicle

MANAGE > RESERVATIONS is one of several places in FleetCommander where RESERVATIONS can be DISPATCHED

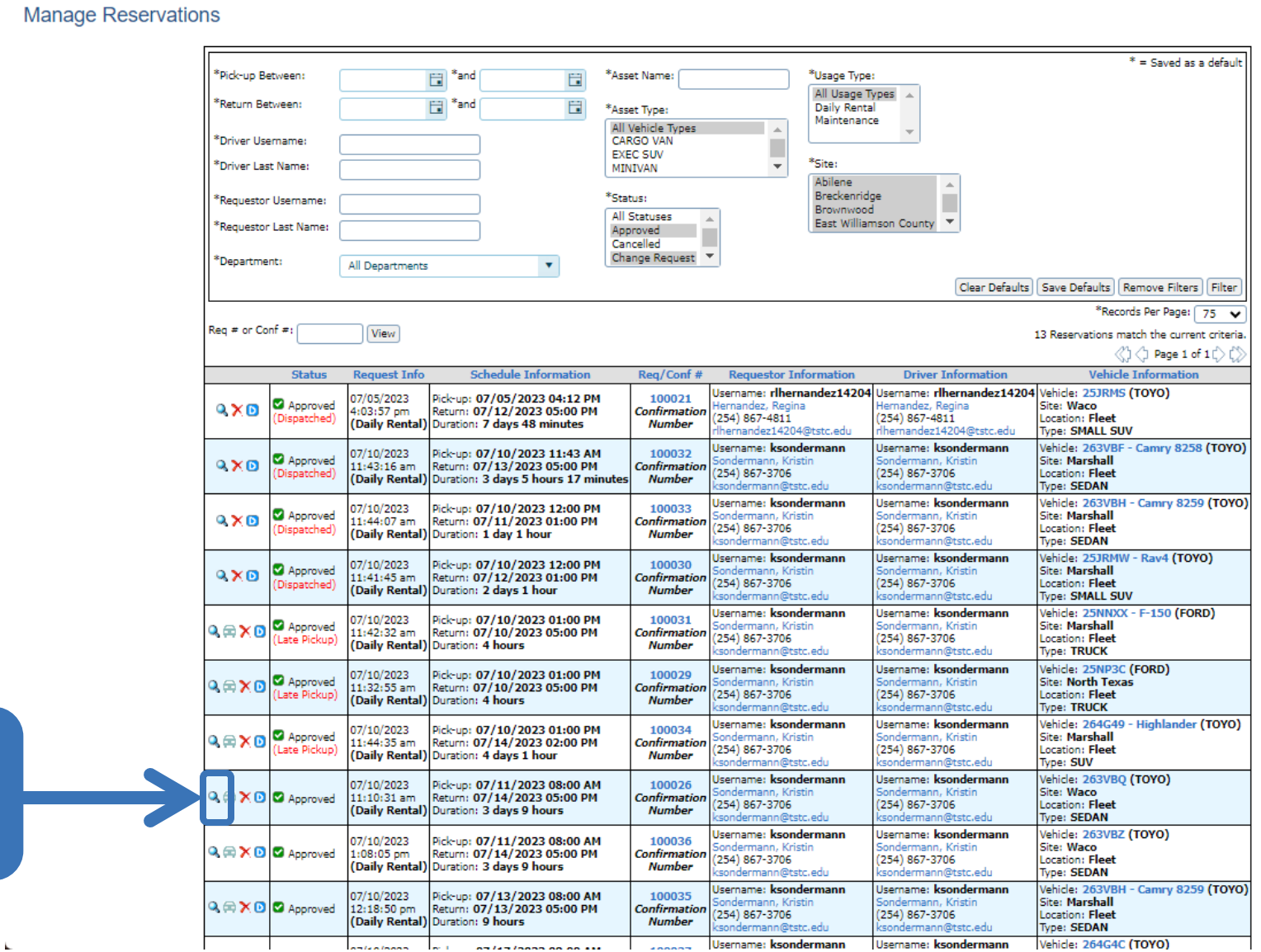


COMMAND 24

Manage Reservation - Dispatch

To dispatch a vehicle via Manage> Reservations…

…select View Request action icon

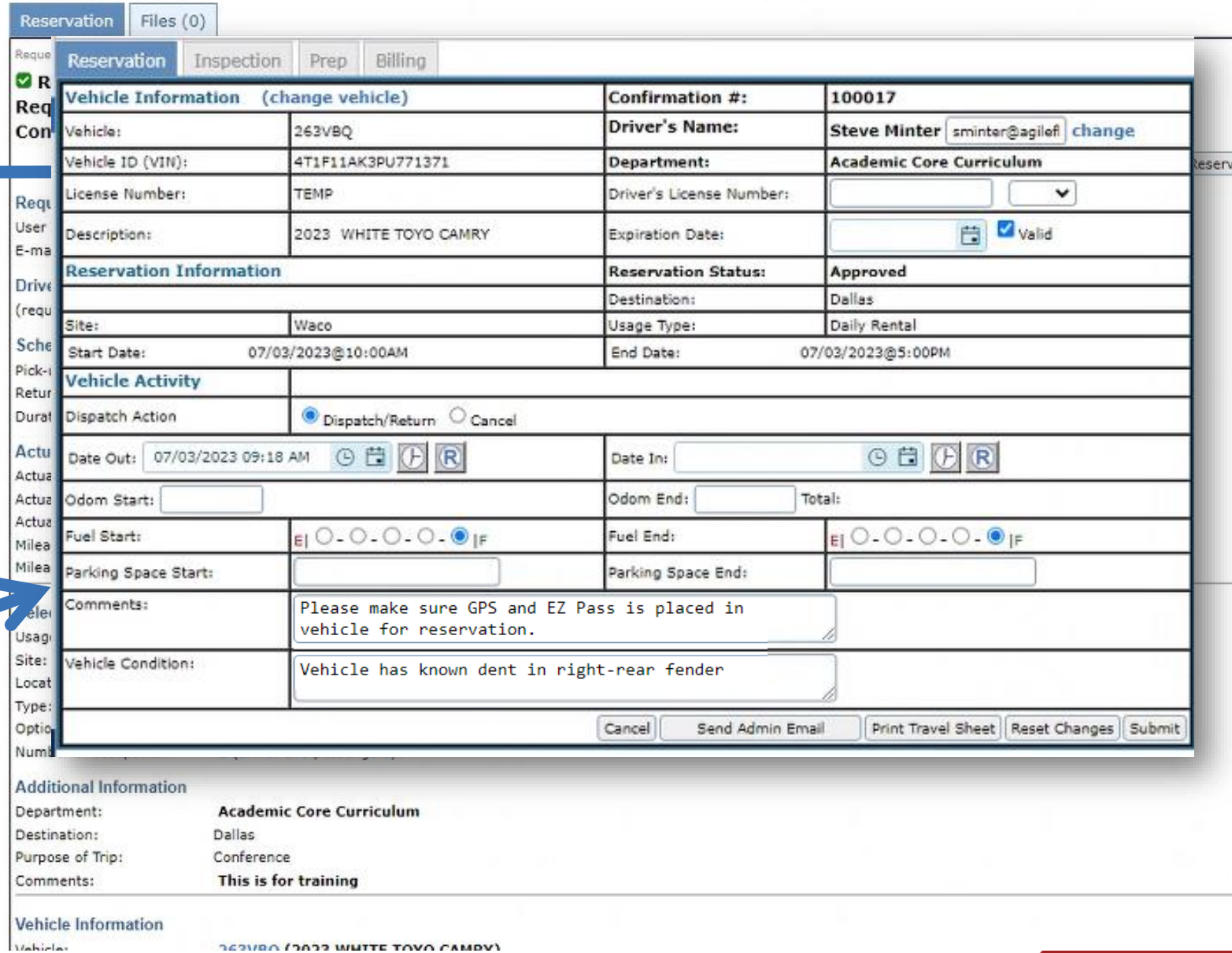


COMMAND 24

Manage Reservation – Dispatch Out

Click on “Dispatch” to bring up the Dispatch Window

Dispatch Pop-up Window appears



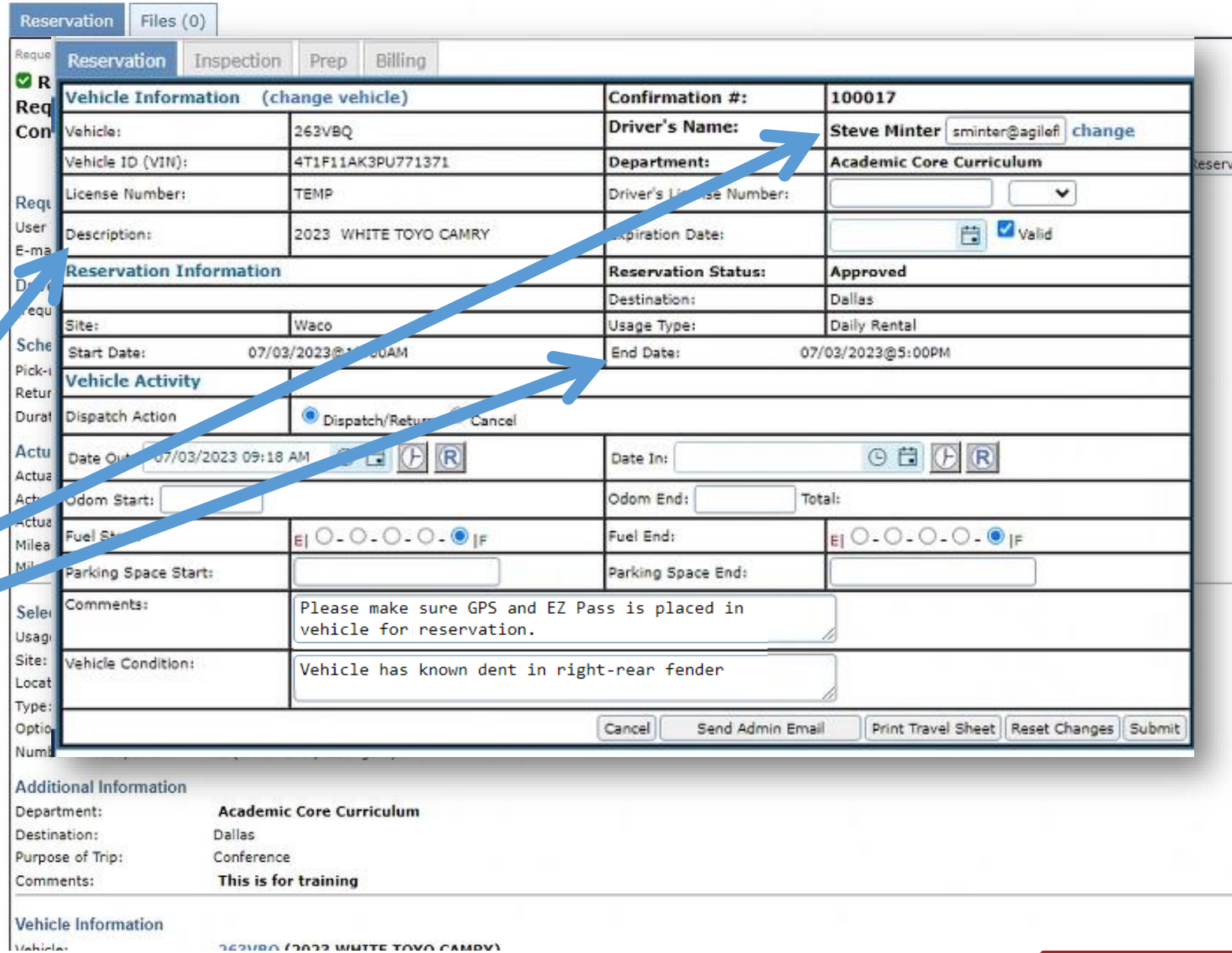
COMMAND 24

Manage Reservation – Dispatch Out

DISPATCH HINTS:

Make sure you're in the right reservations!

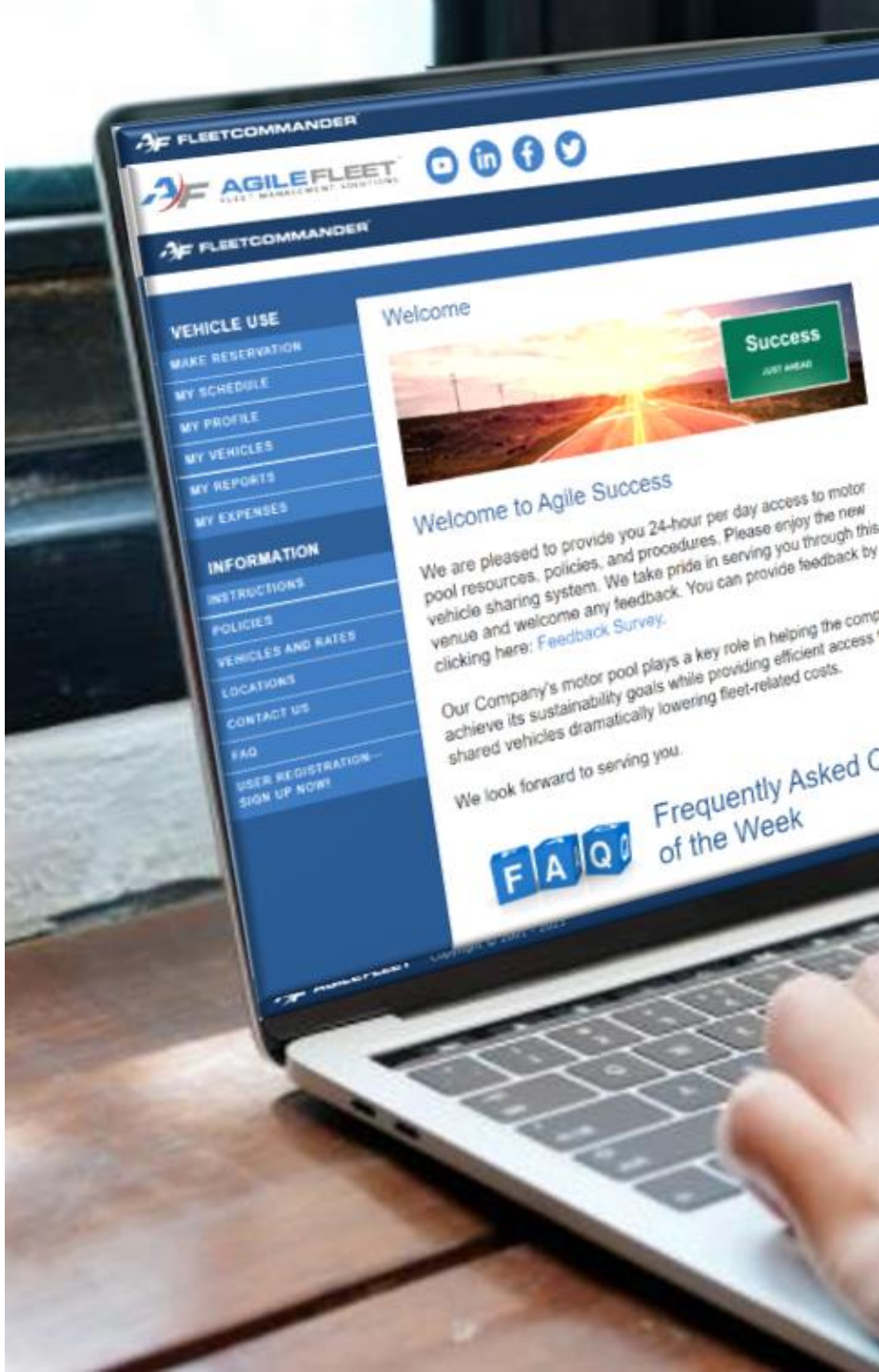
Use Dispatch Window to verify reservation details including NAME OF DRIVER, END DATE, VEHICLE TYPE, etc.



COMMAND 24

Dispatching a Vehicle

If you discover CHANGES that need to be made, you can accomplish this from the Dispatch Window!



COMMAND 24

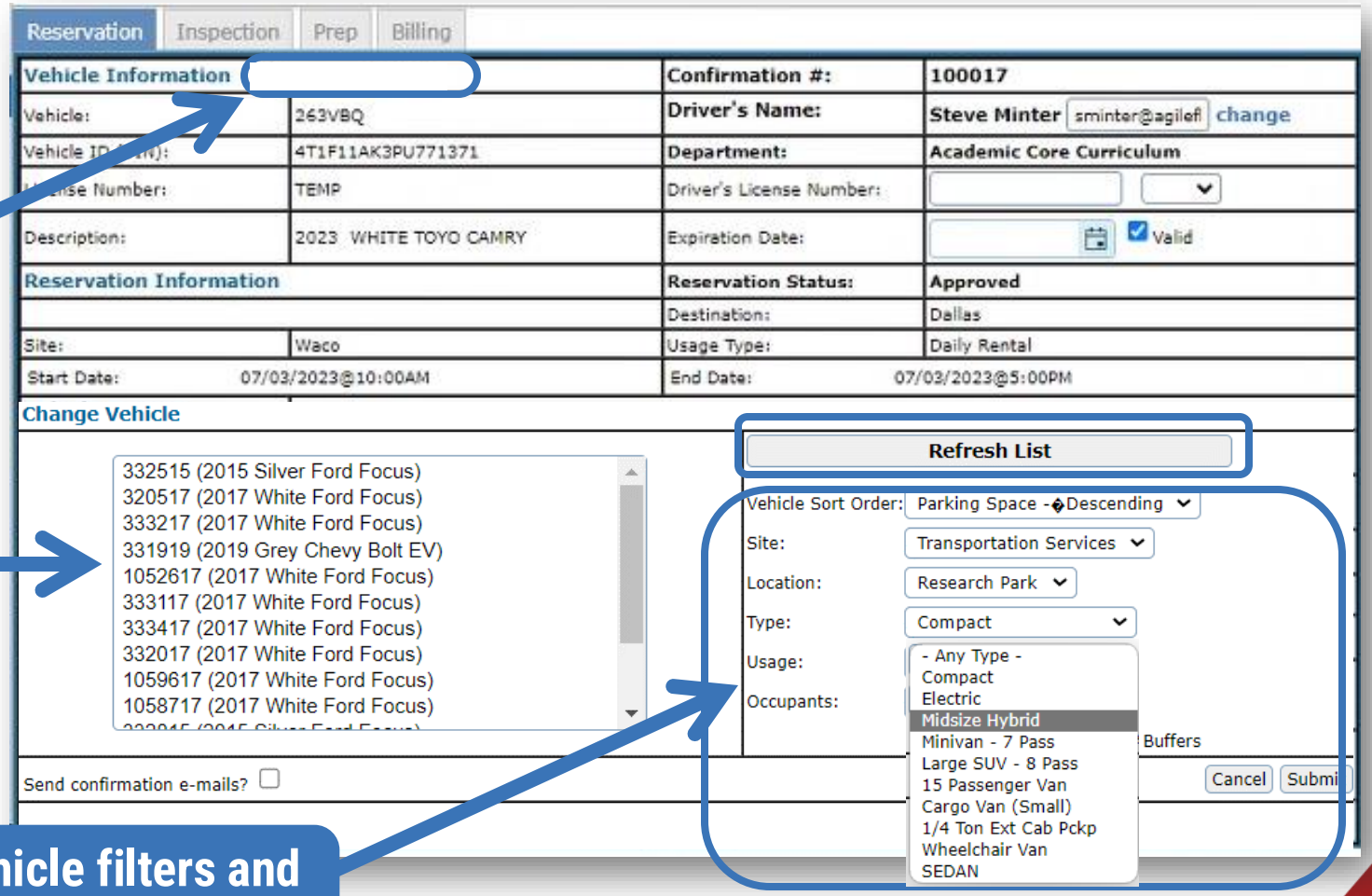
Manage Reservation – Dispatch Out - Changes

Change a VEHICLE within Dispatch:

Click “Change Vehicle”

Window view changes to show available vehicles

Adjust vehicle filters and “Refresh List” as needed



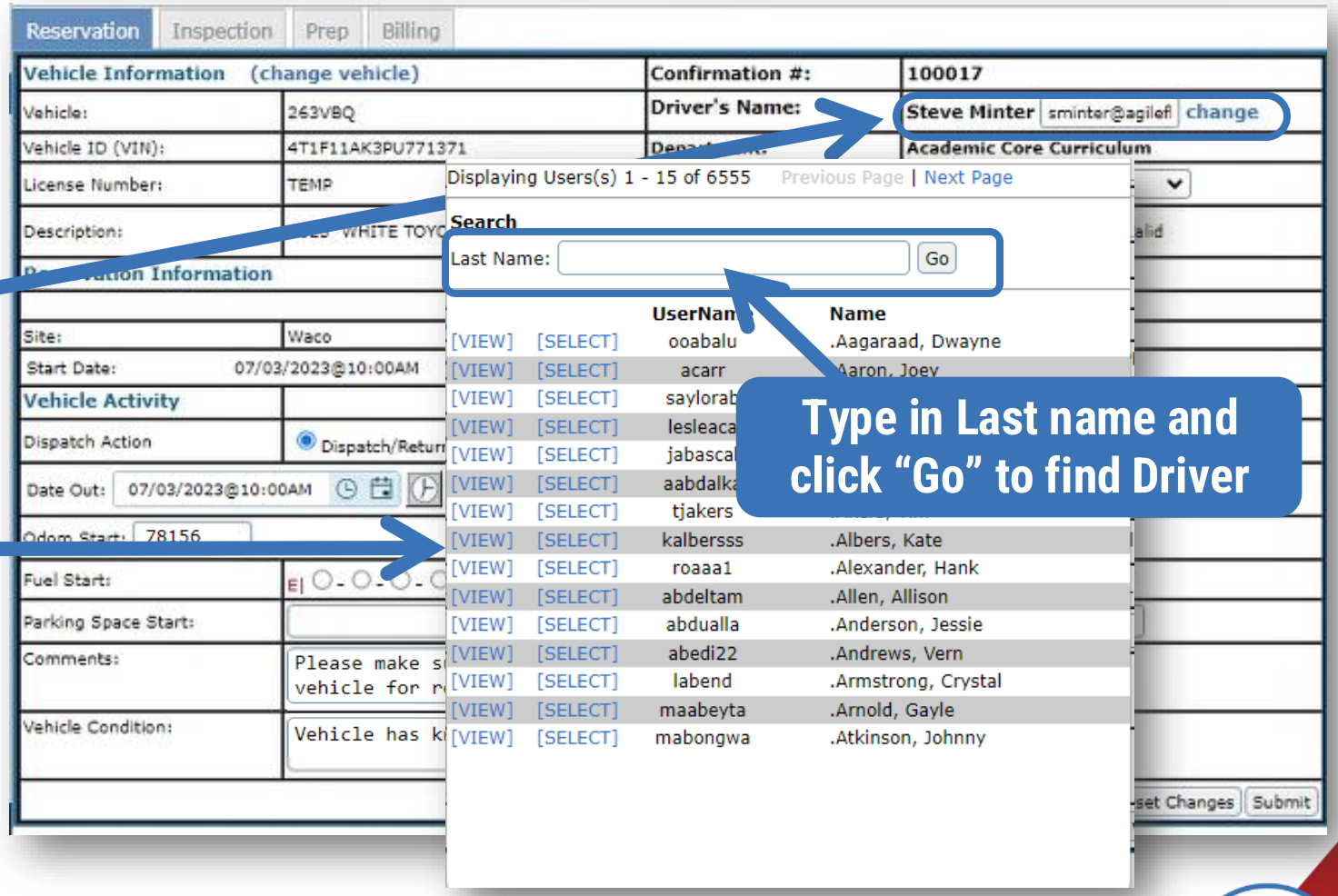
COMMAND 24

Manage Reservation – Dispatch Out - Changes

Change a DRIVER within Dispatch:

Click "Change" next to Driver's Name

User pop-up window appears



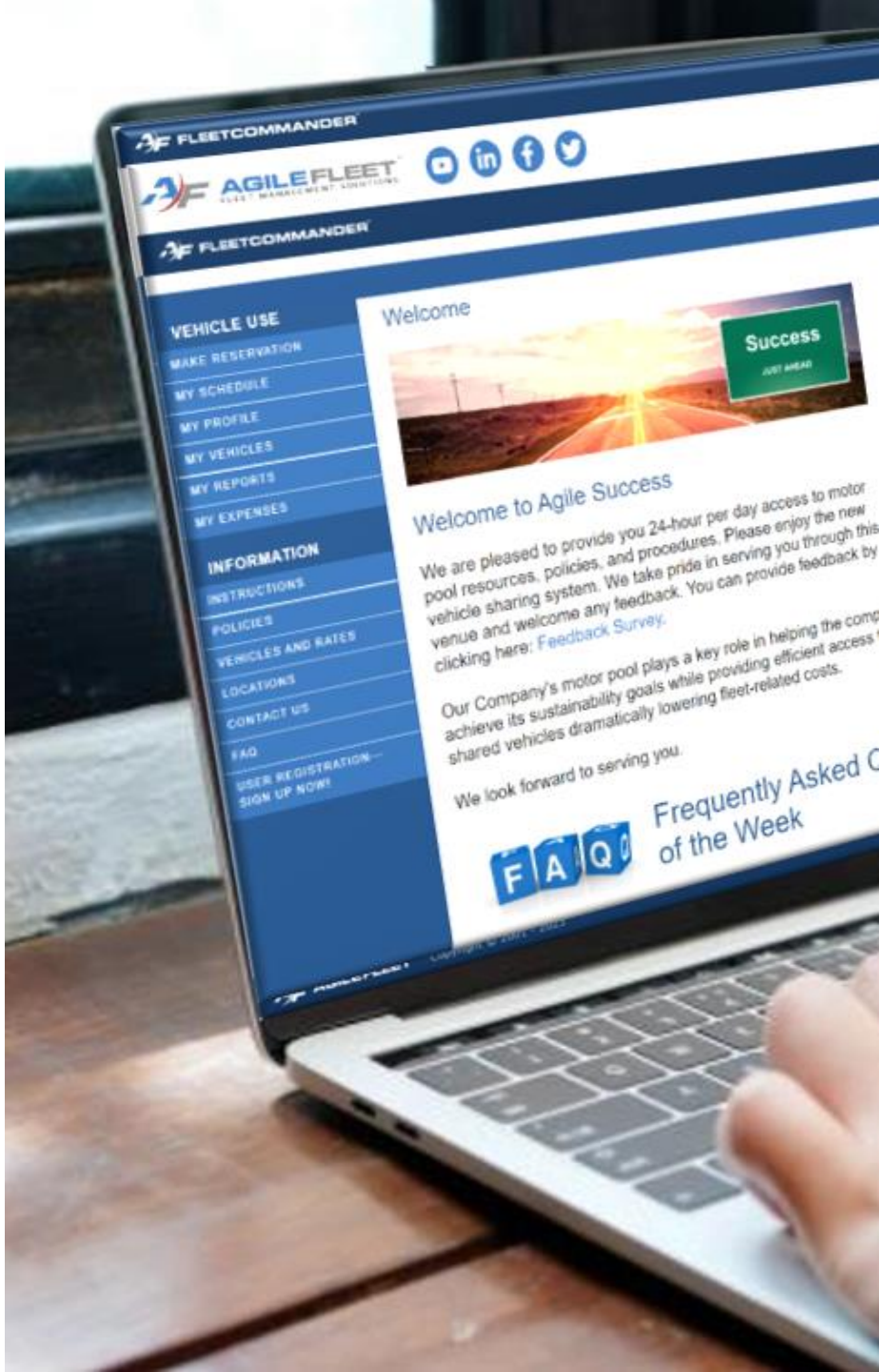
Type in Last name and click "Go" to find Driver

COMMAND 24

Dispatching a Vehicle

When it comes to the “WHEN” a reservation is dispatched, you have the choice of TWO time-frames:

- Current Date/Time
- Request Date/Time

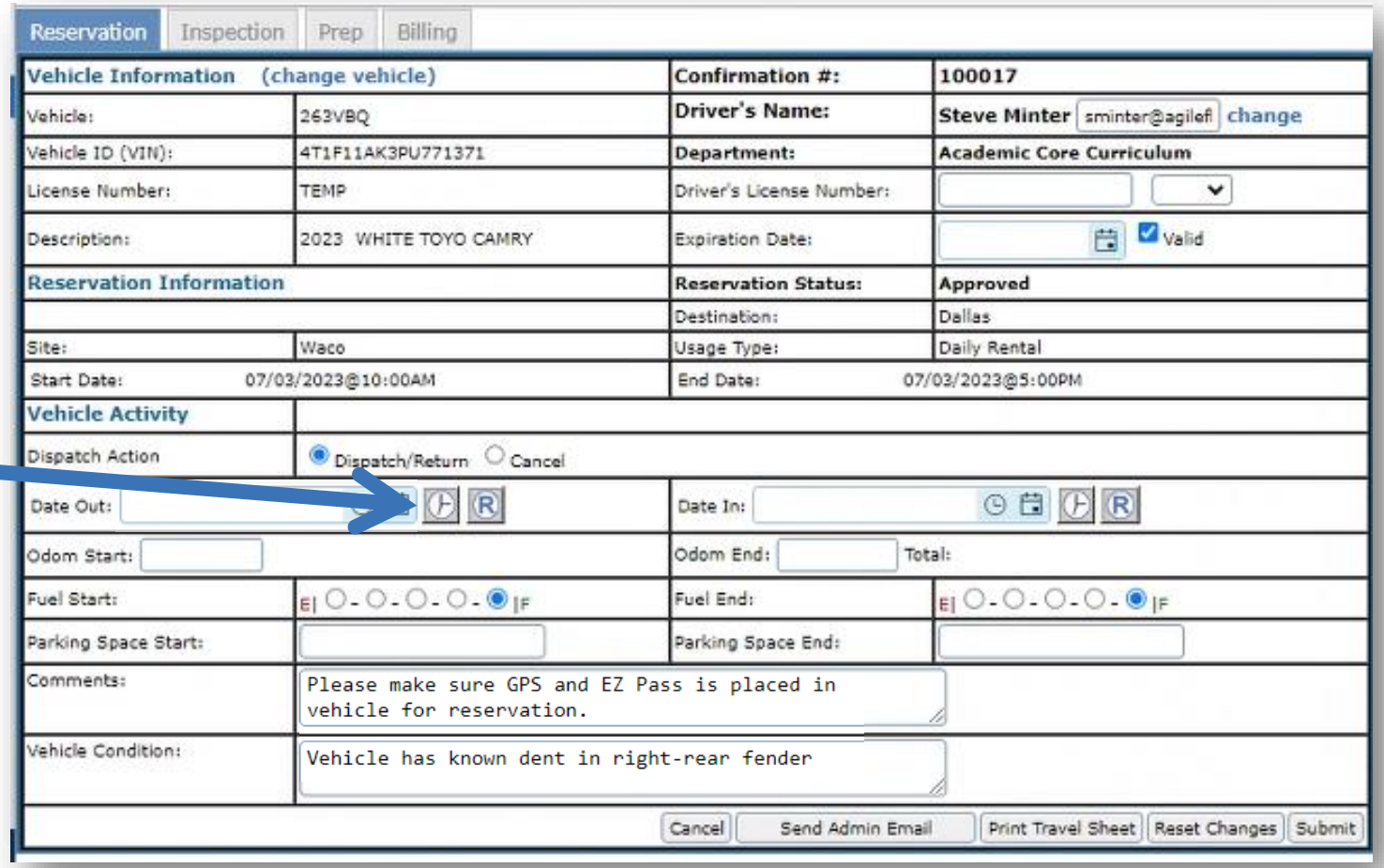


COMMAND 24

Manage Reservation – Dispatch Out

Two Dispatch Options

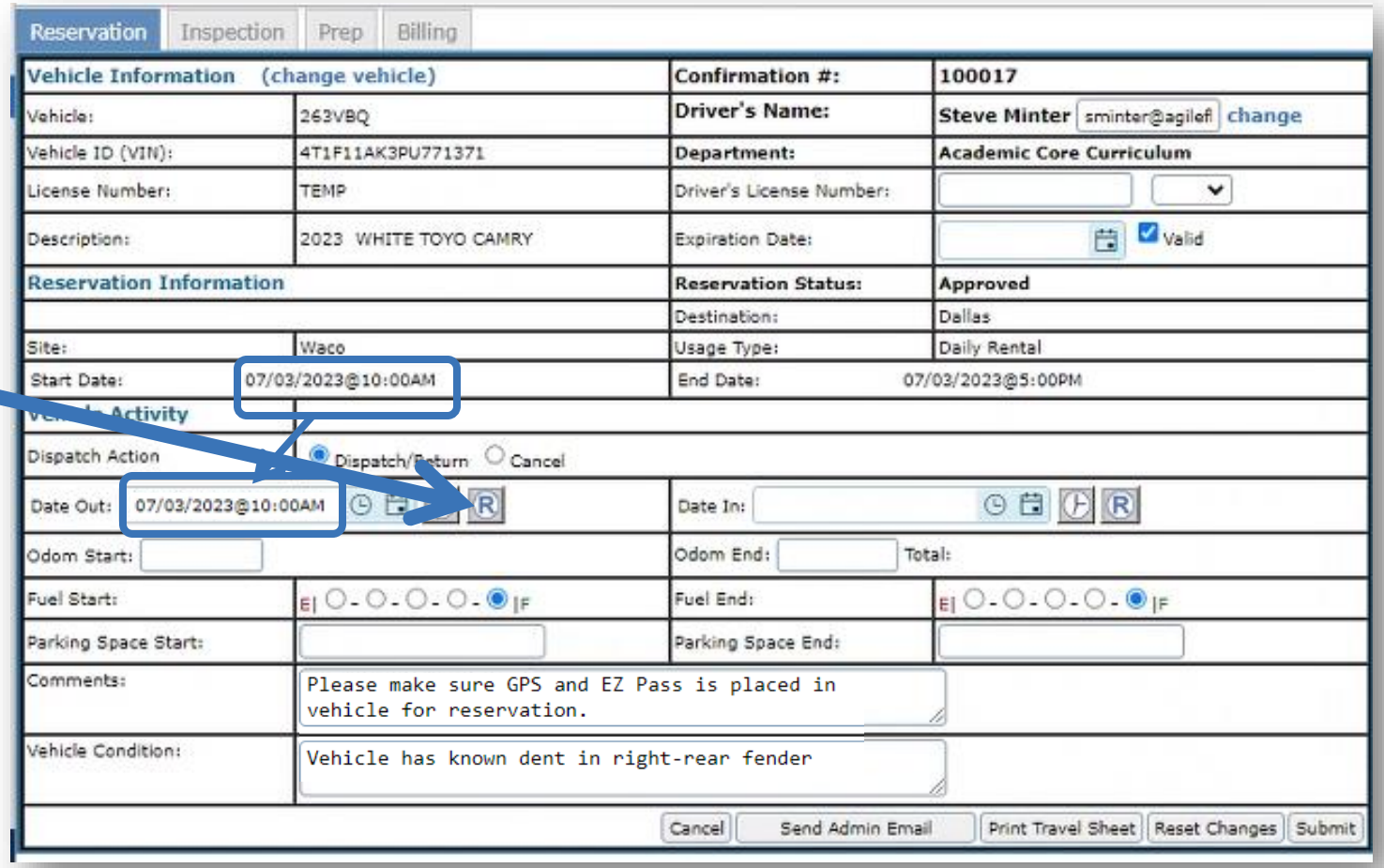
Current Date and Time



Manage Reservation – Dispatch Out

Two Dispatch Options

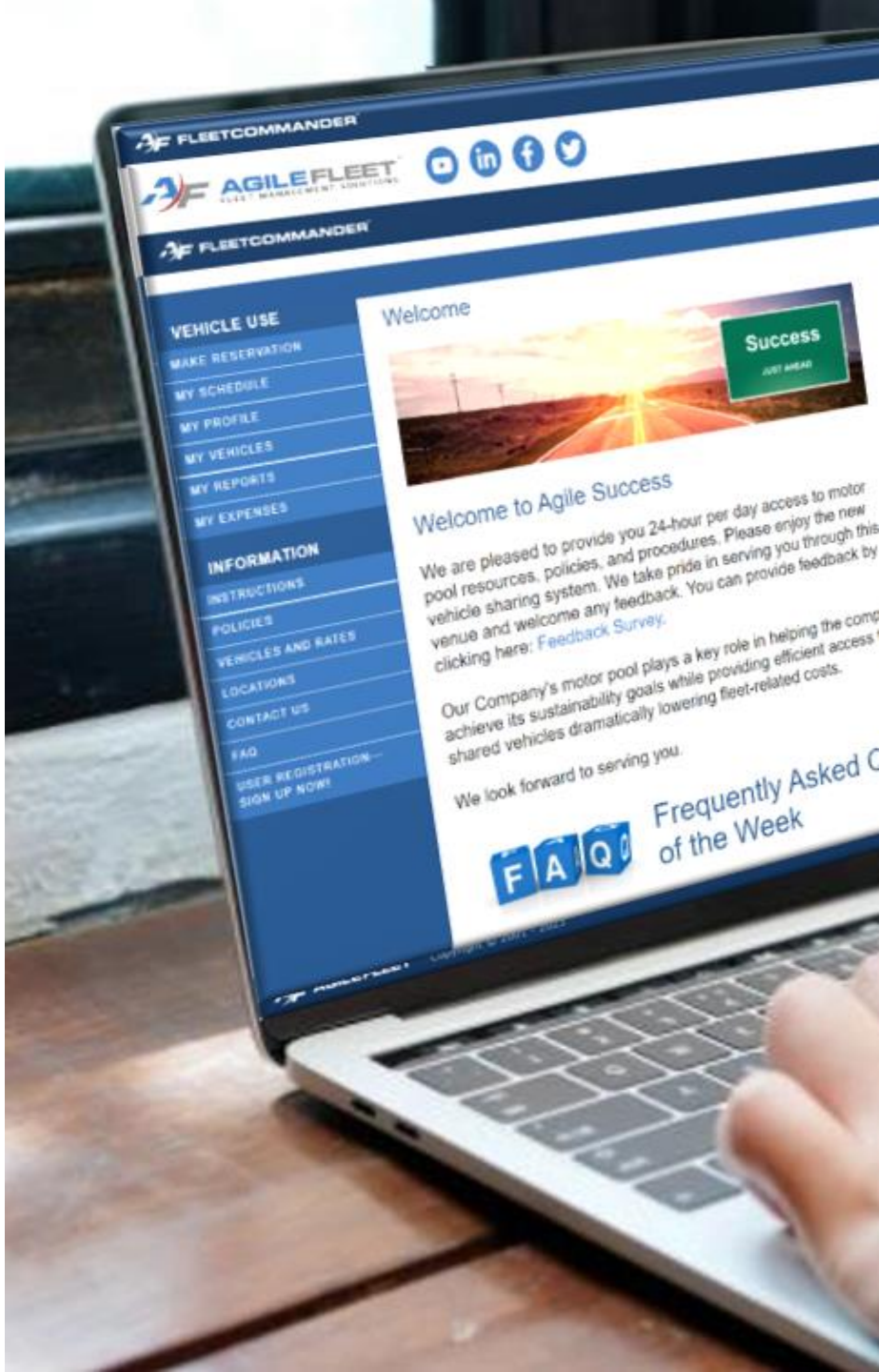
Original Reservation Date and Time



COMMAND 24

Other Dispatch Window Items

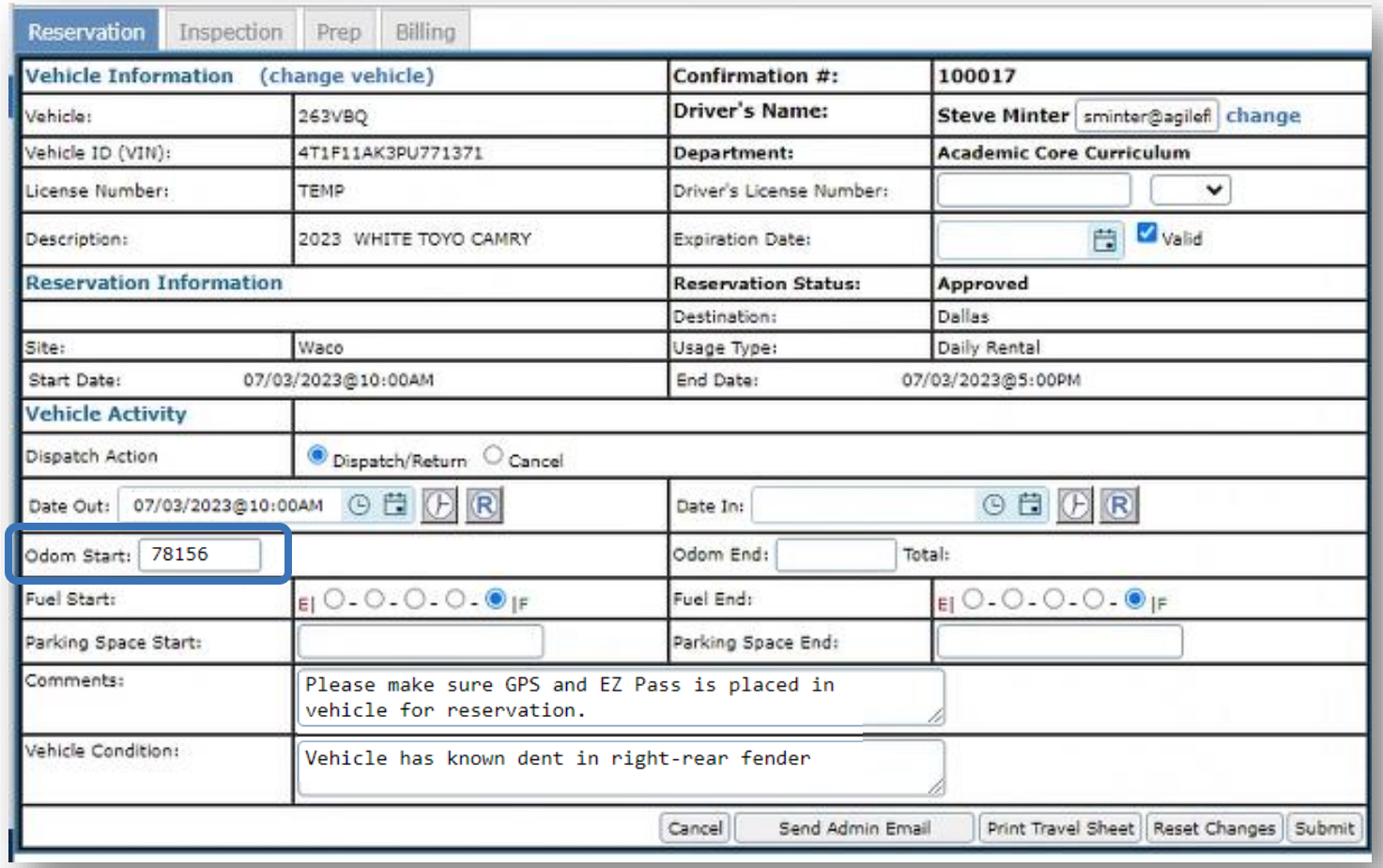
COMMAND 24



Manage Reservation – Dispatch Out

Odometer Fields

Departure/Start Mileage auto-populates from the most recent record



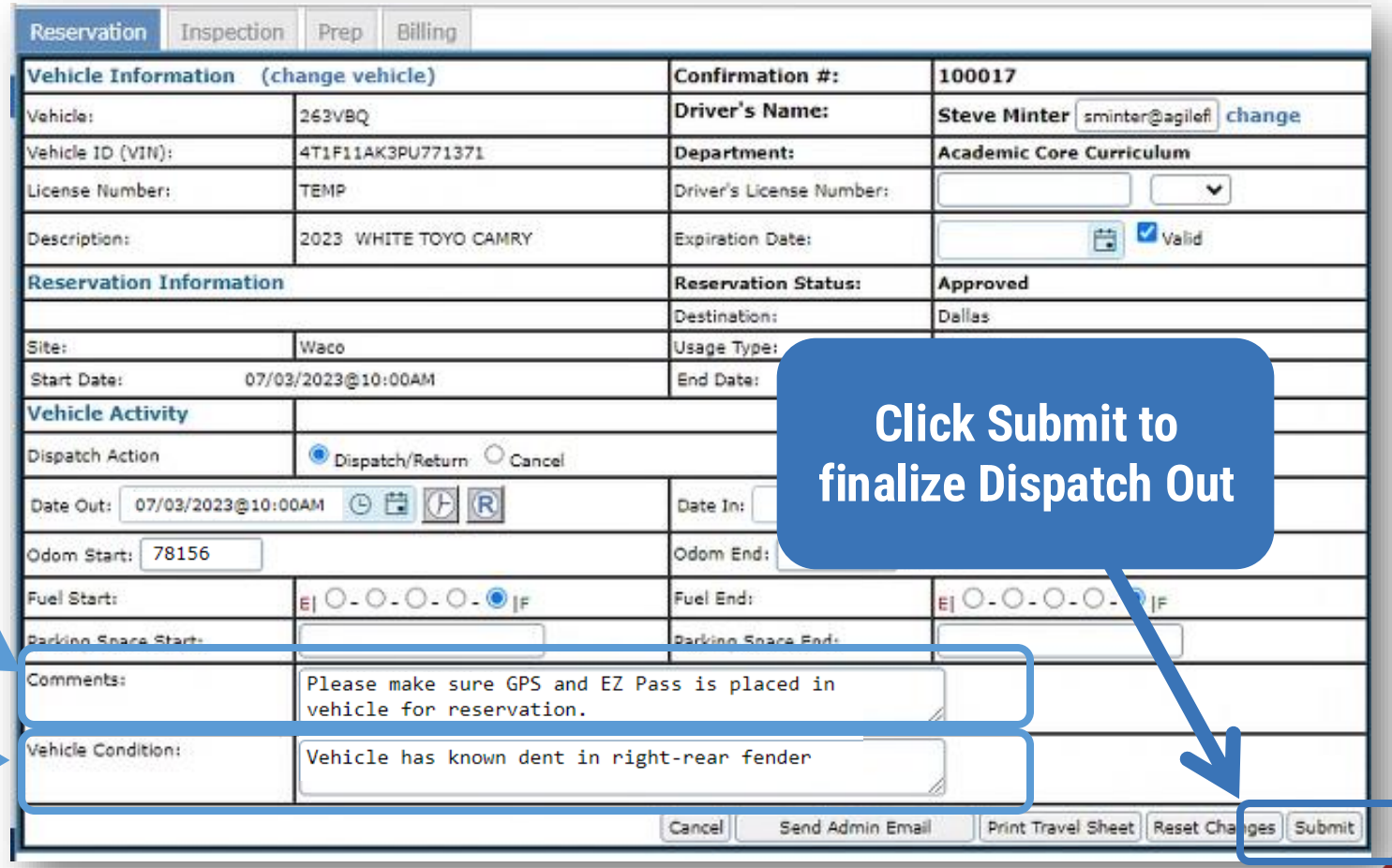
COMMAND 24

Manage Reservation – Dispatch Out

DISPATCH HINTS:

Watch out for information or instructions in COMMENTS before submitting

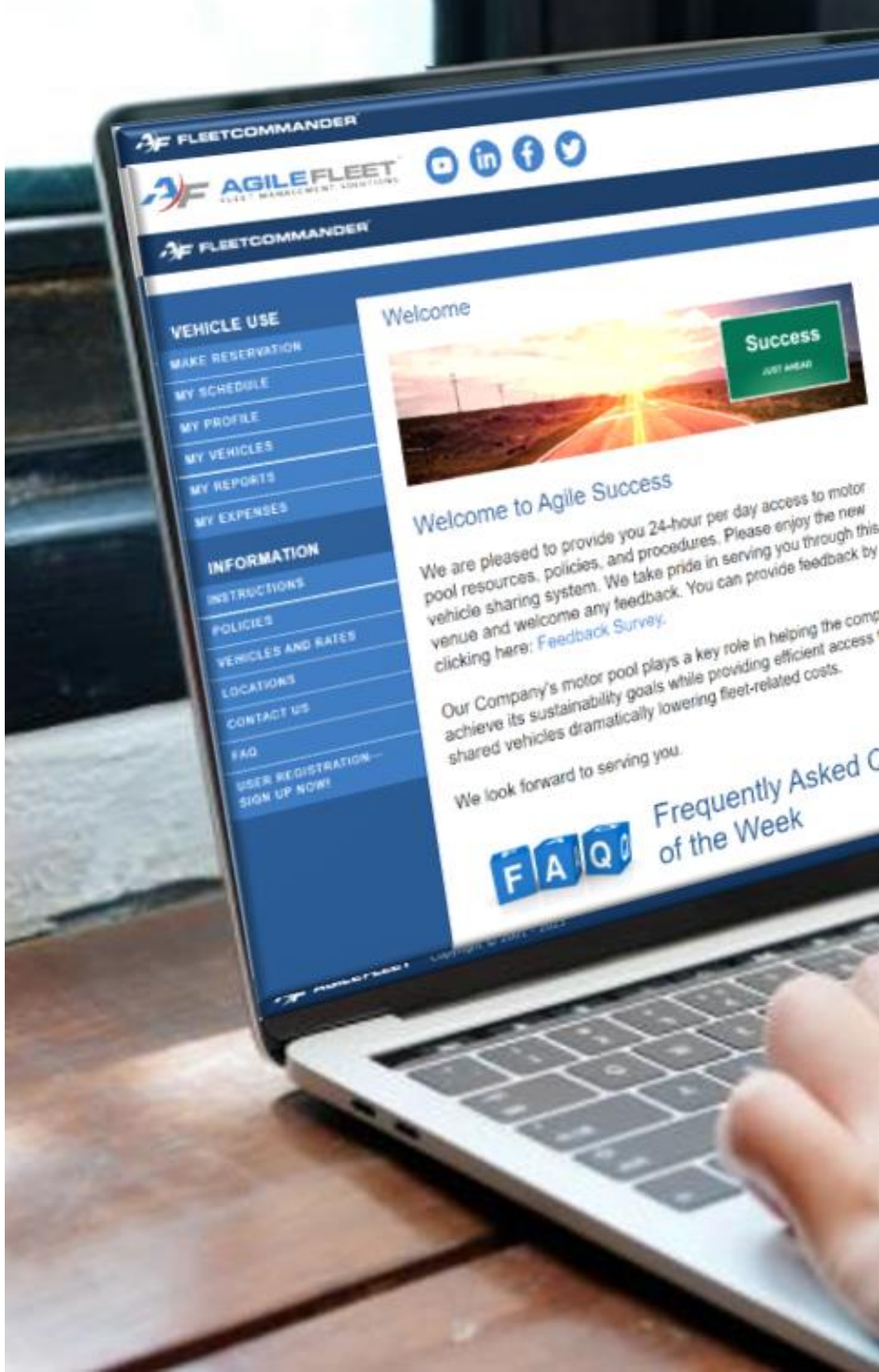
Communicate to driver any previous damage noted in VEHICLE CONDITION



Click Submit to finalize Dispatch Out

COMMAND 24

Return Vehicle/Dispatch In



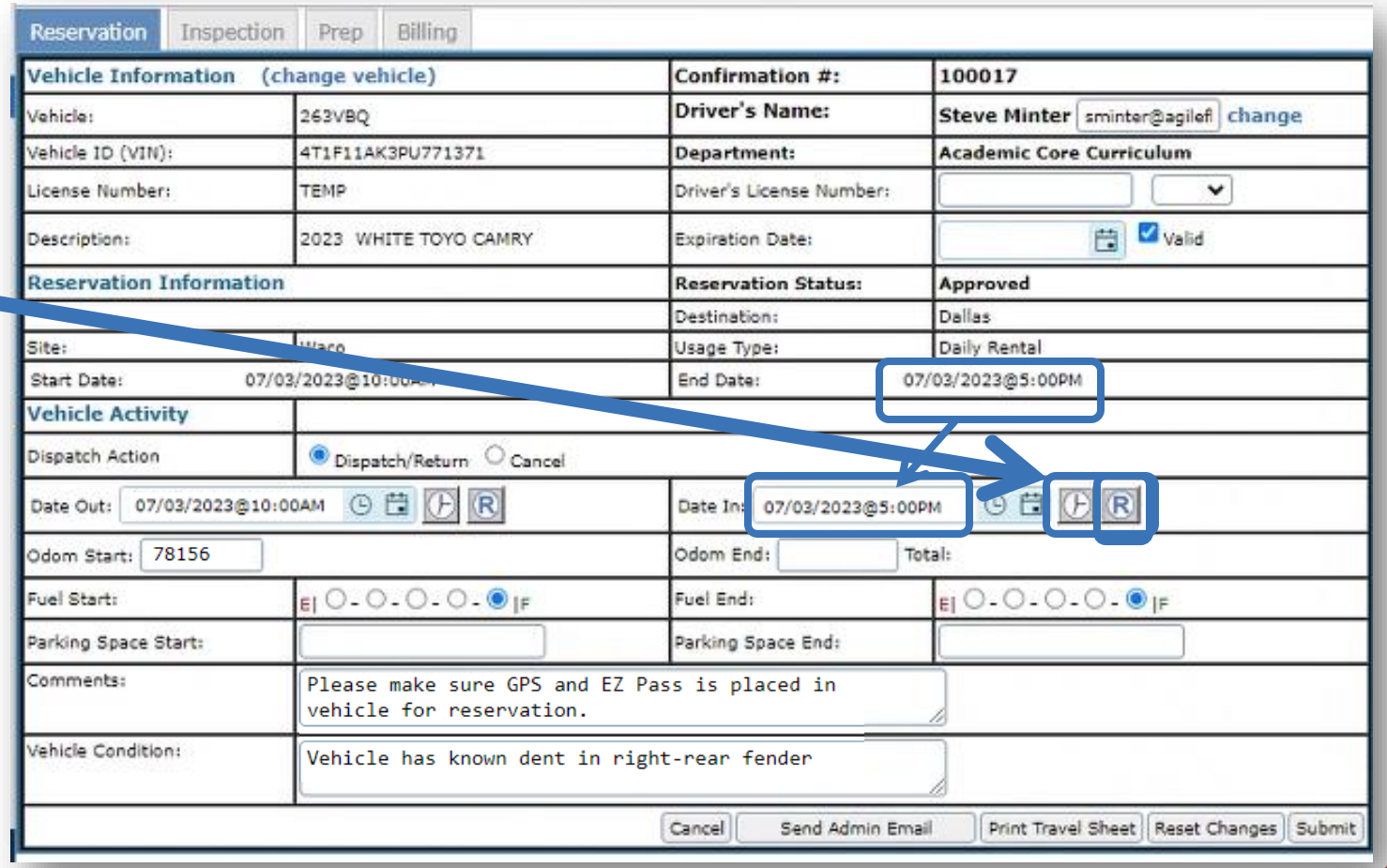
COMMAND 24

Manage Reservation – Dispatch In

Choose from the same options to CHECK a vehicle BACK IN

Current Date and Time

Original Reservation Date and Time

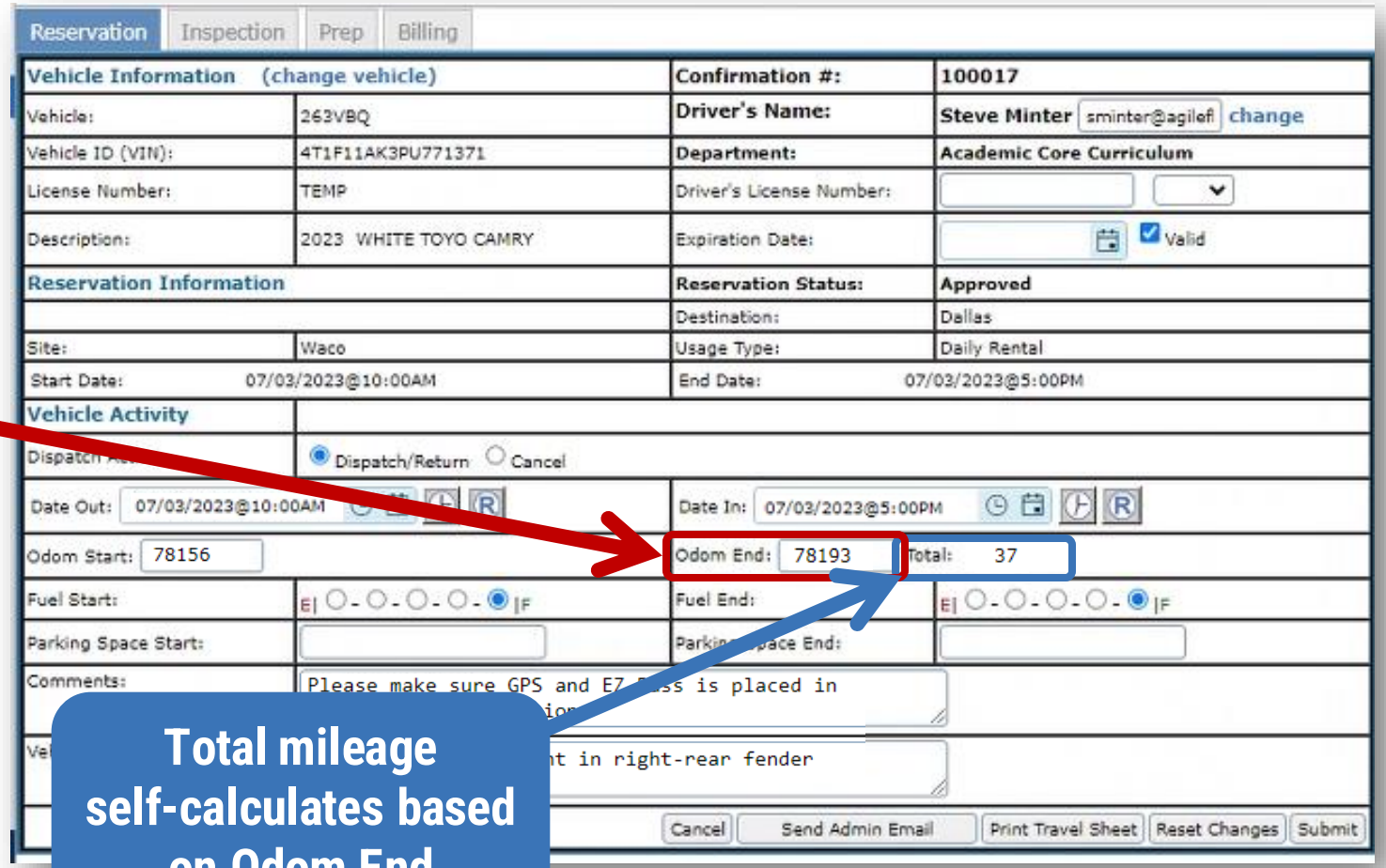


COMMAND 24

Manage Reservation – Dispatch In

Odometer Fields

End Mileage MUST be typed in



Total mileage self-calculates based on Odom End

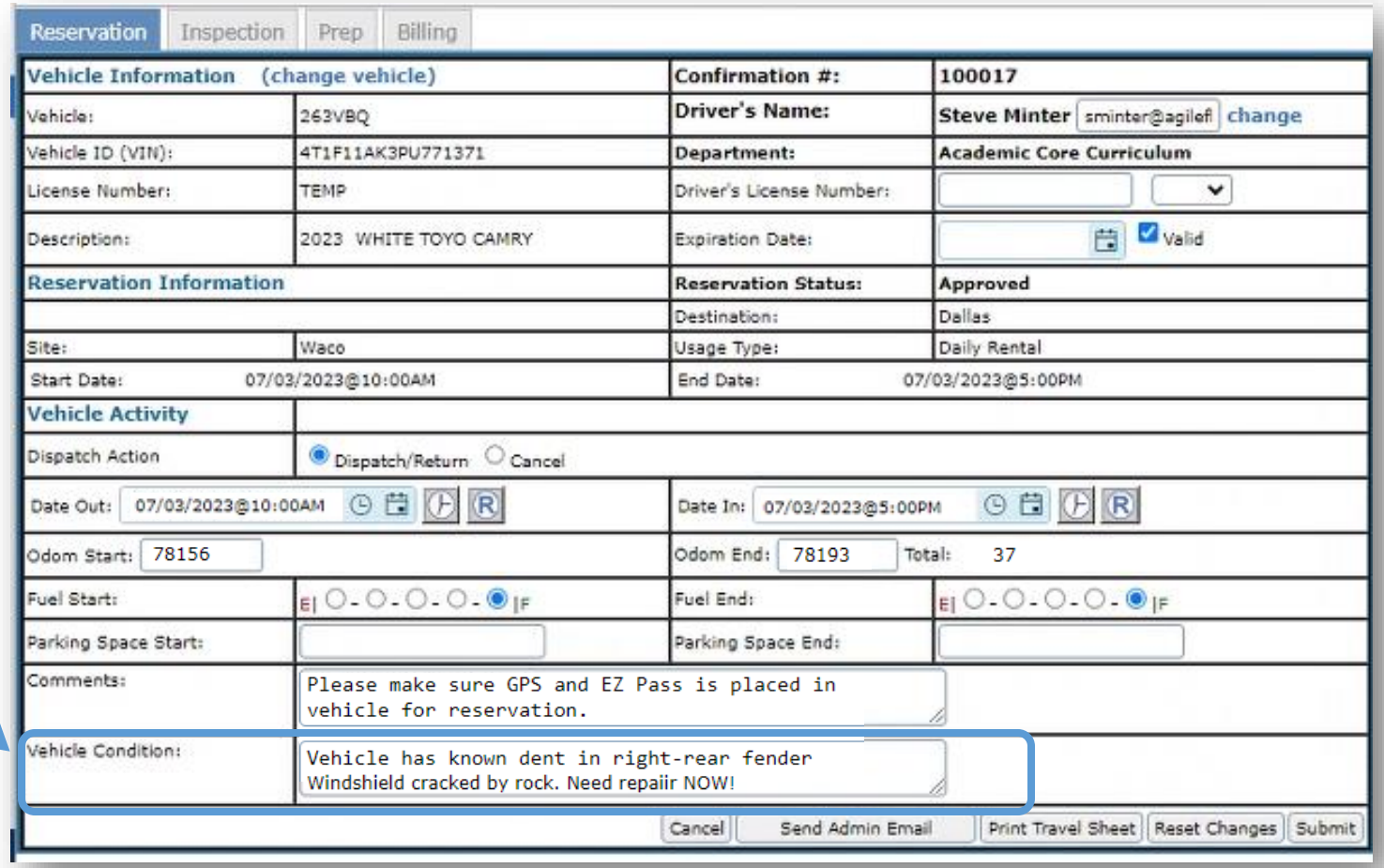
COMMAND 24

Manage Reservation – Dispatch In

DISPATCH HINTS:

Type any NEW DAMAGE on the vehicle in VEHICLE CONDITION.

Details will appear here again with next reservation

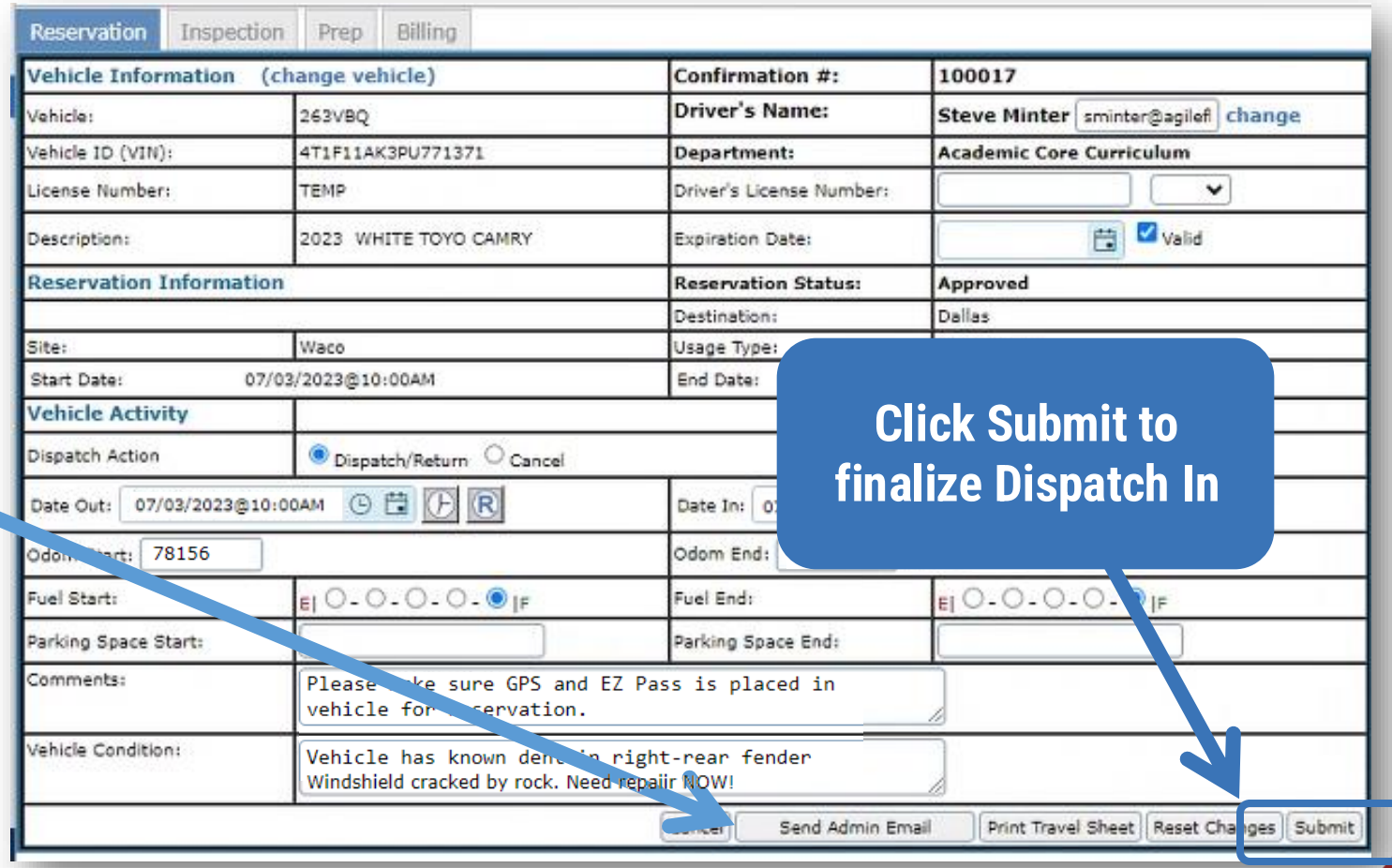


COMMAND 24

Manage Reservation – Dispatch In

DISPATCH HINTS:

Send email to ADMIN STAFF if you need to relay any information to them regarding this reservation/vehicle (example: damages)



Click Submit to finalize Dispatch In

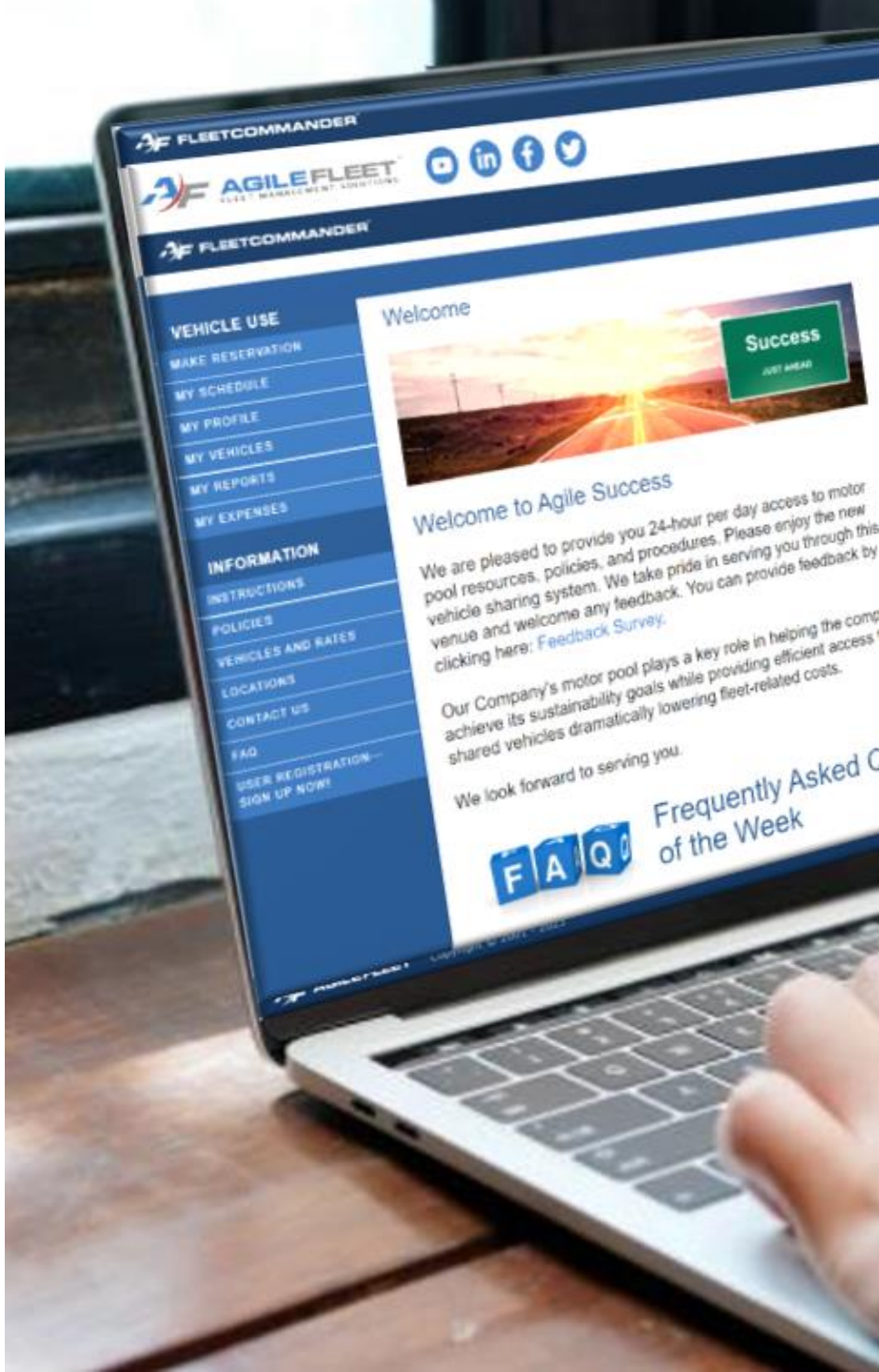
COMMAND 24

Dispatching a Vehicle

Other places vehicles can be Dispatched include

- Manage>Reservations – Dispatch Icon
- QwikFind – Assets
- QwikFind - Users
- Dashboard - Departing/Returning

(considered best practice)



COMMAND 24

Manage>Reservations – Dispatch Icon

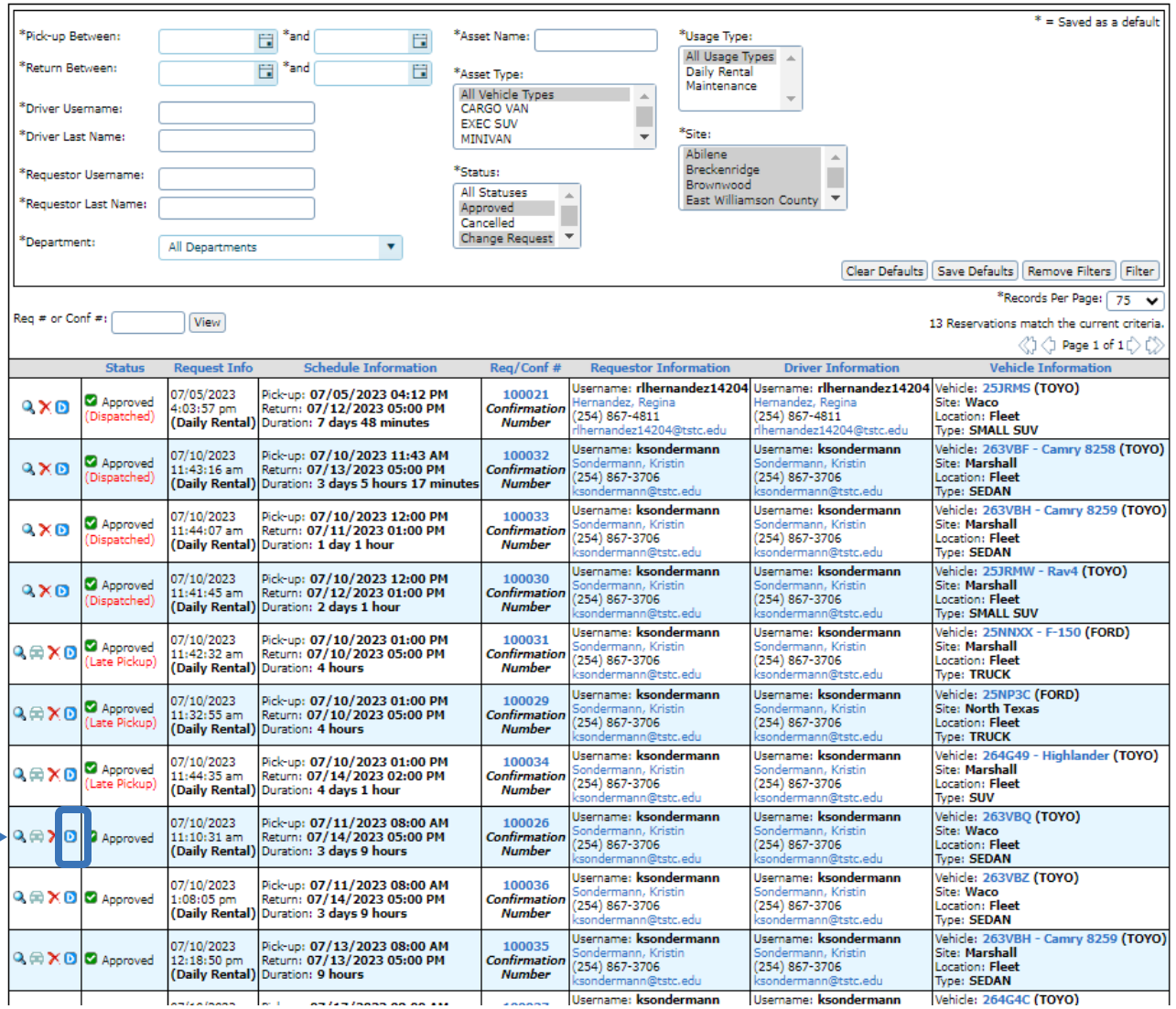
COMMAND 24

Manage Reservation - Dispatch

To dispatch a vehicle via Manage> Reservations…

…select Dispatch action icon

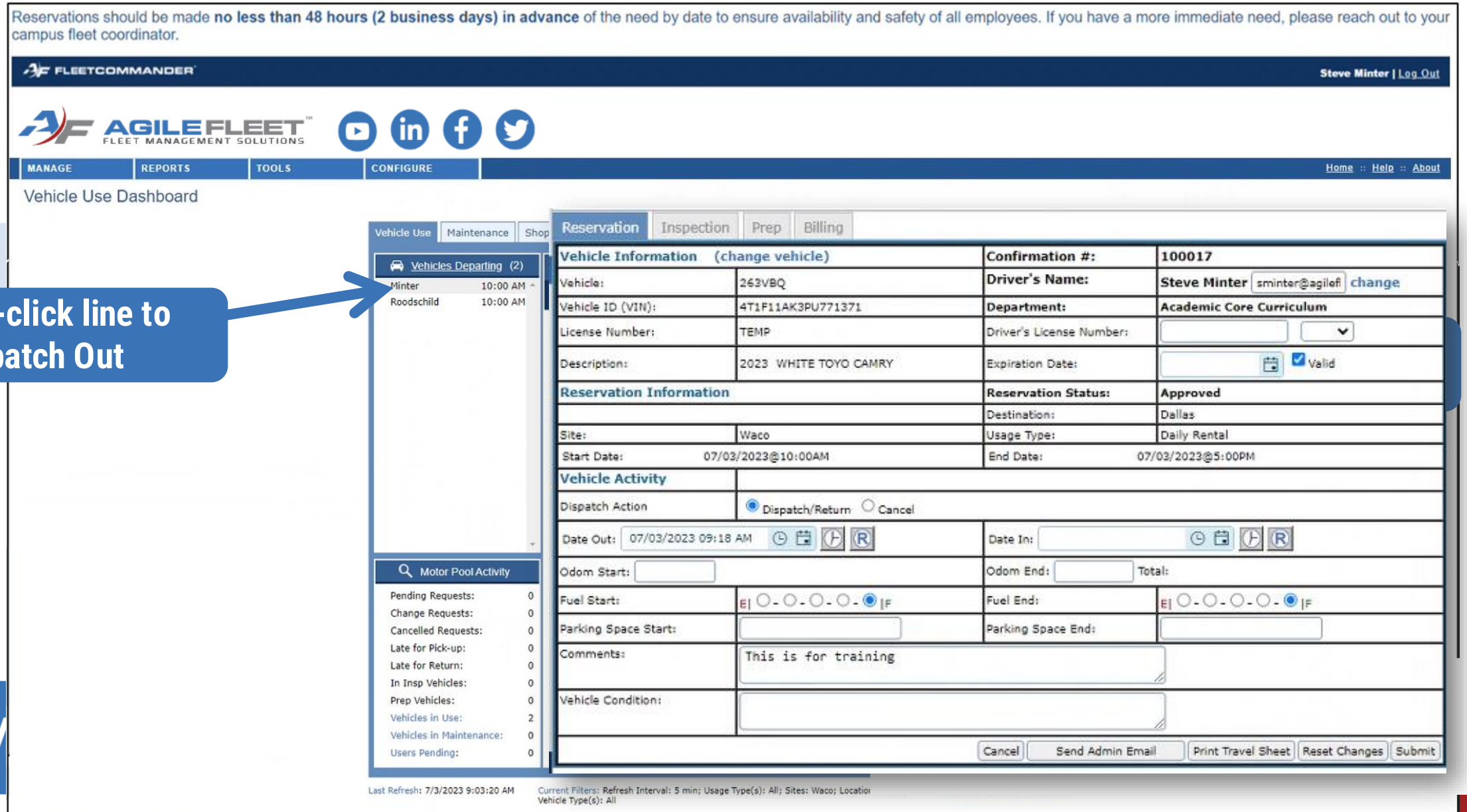
Manage Reservations



	Status	Request Info	Schedule Information	Req/Conf #	Requestor Information	Driver Information	Vehicle Information
	Approved (Dispatched)	07/05/2023 4:03:57 pm (Daily Rental)	Pick-up: 07/05/2023 04:12 PM Return: 07/12/2023 05:00 PM Duration: 7 days 48 minutes	100021 Confirmation Number	Username: rlhernandez14204 Hernandez, Regina (254) 867-4811 rlhernandez14204@tstc.edu	Username: rlhernandez14204 Hernandez, Regina (254) 867-4811 rlhernandez14204@tstc.edu	Vehicle: 25JRMS (TOYO) Site: Waco Location: Fleet Type: SMALL SUV
	Approved (Dispatched)	07/10/2023 11:43:16 am (Daily Rental)	Pick-up: 07/10/2023 11:43 AM Return: 07/13/2023 05:00 PM Duration: 3 days 5 hours 17 minutes	100032 Confirmation Number	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Vehicle: 263VBF - Camry 8258 (TOYO) Site: Marshall Location: Fleet Type: SEDAN
	Approved (Dispatched)	07/10/2023 11:44:07 am (Daily Rental)	Pick-up: 07/10/2023 12:00 PM Return: 07/11/2023 01:00 PM Duration: 1 day 1 hour	100033 Confirmation Number	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Vehicle: 263VBH - Camry 8259 (TOYO) Site: Marshall Location: Fleet Type: SEDAN
	Approved (Dispatched)	07/10/2023 11:41:45 am (Daily Rental)	Pick-up: 07/10/2023 12:00 PM Return: 07/12/2023 01:00 PM Duration: 2 days 1 hour	100030 Confirmation Number	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Vehicle: 25JRMW - Rav4 (TOYO) Site: Marshall Location: Fleet Type: SMALL SUV
	Approved (Late Pickup)	07/10/2023 11:42:32 am (Daily Rental)	Pick-up: 07/10/2023 01:00 PM Return: 07/10/2023 05:00 PM Duration: 4 hours	100031 Confirmation Number	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Vehicle: 25NNXX - F-150 (FORD) Site: Marshall Location: Fleet Type: TRUCK
	Approved (Late Pickup)	07/10/2023 11:32:55 am (Daily Rental)	Pick-up: 07/10/2023 01:00 PM Return: 07/10/2023 05:00 PM Duration: 4 hours	100029 Confirmation Number	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Vehicle: 25NP3C (FORD) Site: North Texas Location: Fleet Type: TRUCK
	Approved (Late Pickup)	07/10/2023 11:44:35 am (Daily Rental)	Pick-up: 07/10/2023 01:00 PM Return: 07/14/2023 02:00 PM Duration: 4 days 1 hour	100034 Confirmation Number	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Vehicle: 264G49 - Highlander (TOYO) Site: Marshall Location: Fleet Type: SUV
	Approved	07/10/2023 11:10:31 am (Daily Rental)	Pick-up: 07/11/2023 08:00 AM Return: 07/14/2023 05:00 PM Duration: 3 days 9 hours	100026 Confirmation Number	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Vehicle: 263VBQ (TOYO) Site: Waco Location: Fleet Type: SEDAN
	Approved	07/10/2023 1:08:05 pm (Daily Rental)	Pick-up: 07/11/2023 08:00 AM Return: 07/14/2023 05:00 PM Duration: 3 days 9 hours	100036 Confirmation Number	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Vehicle: 263VBZ (TOYO) Site: Waco Location: Fleet Type: SEDAN
	Approved	07/10/2023 12:18:50 pm (Daily Rental)	Pick-up: 07/13/2023 08:00 AM Return: 07/13/2023 05:00 PM Duration: 9 hours	100035 Confirmation Number	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Username: ksondermann Sondermann, Kristin (254) 867-3706 ksondermann@tstc.edu	Vehicle: 263VBH - Camry 8259 (TOYO) Site: Marshall Location: Fleet Type: SEDAN
					Username: ksondermann	Username: ksondermann	Vehicle: 264G4C (TOYO)

COMMAND 24

Dispatching a Vehicle – Departing/Returning



Double-click line to Dispatch Out

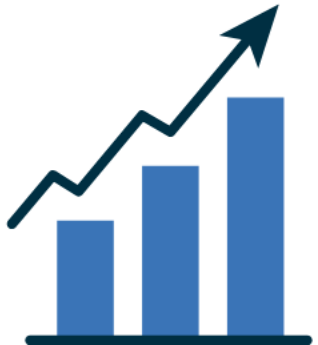
COMM

Fleet Commander Beyond the Basics

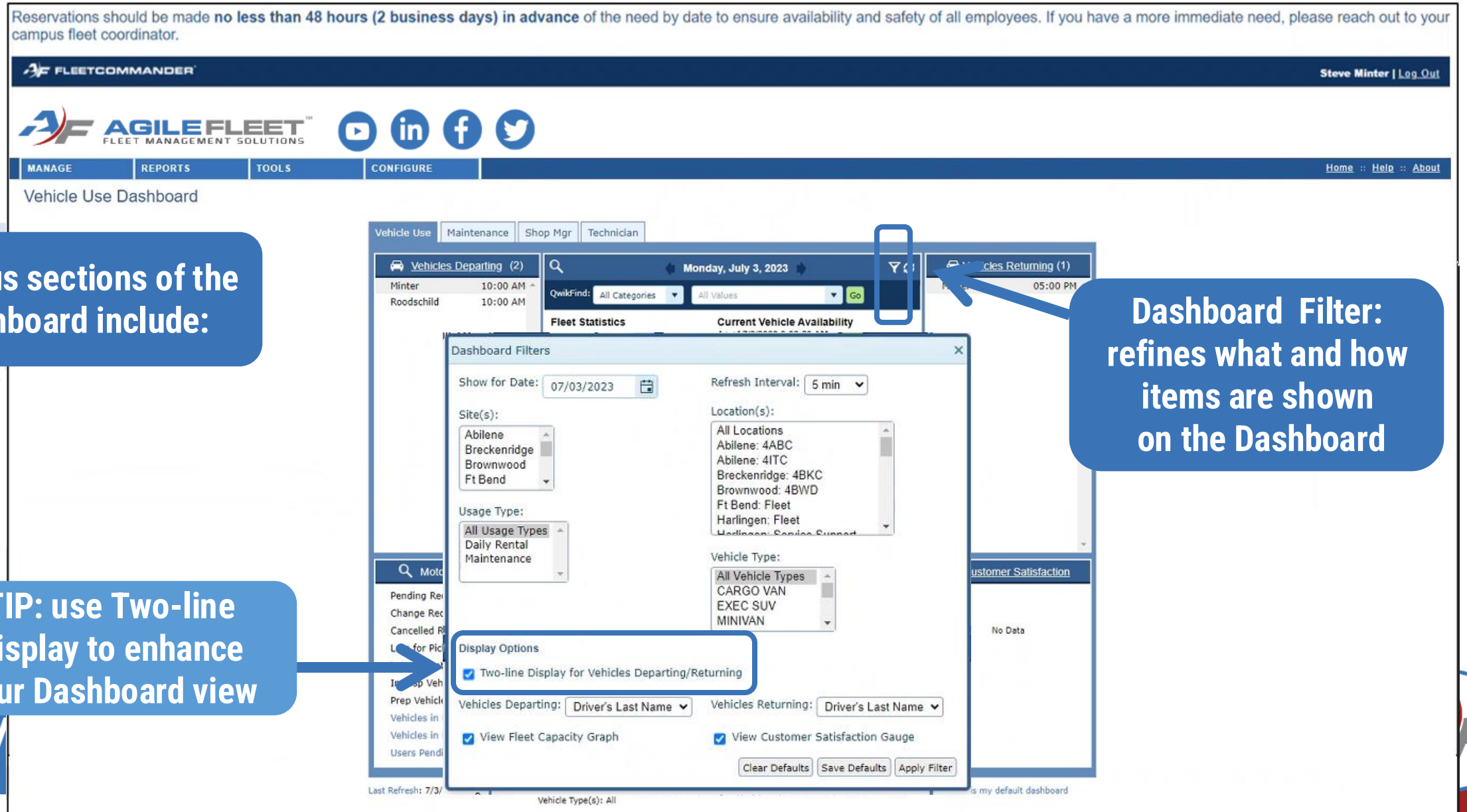
October 3, 2024

AGILE FLEET™
FLEET MANAGEMENT SOLUTIONS

Dashboard Filter



Dashboard – Vehicle Use Tab

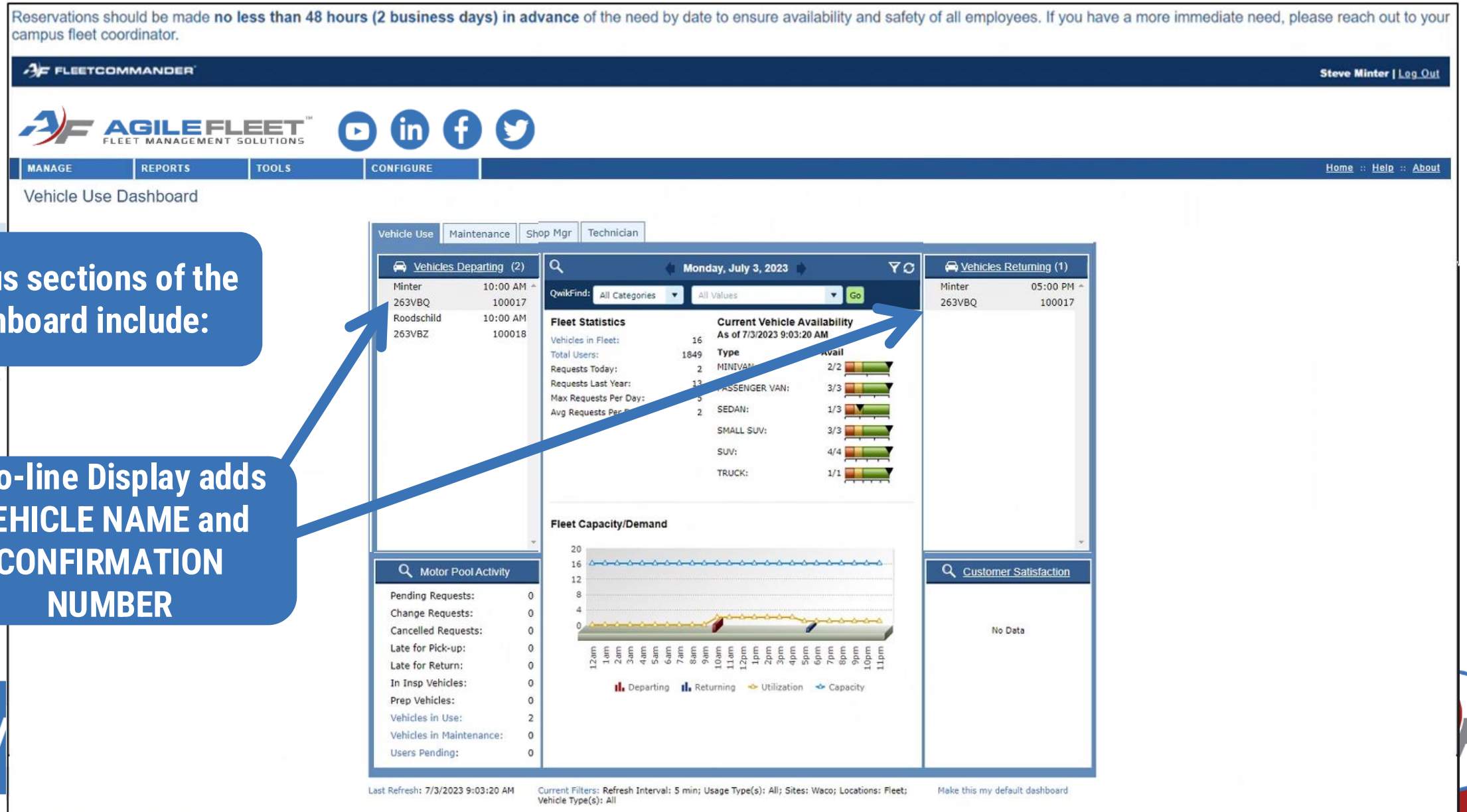


Various sections of the dashboard include:

Dashboard Filter: refines what and how items are shown on the Dashboard

TIP: use Two-line Display to enhance your Dashboard view

Dashboard – Vehicle Use Tab



Various sections of the dashboard include:

Two-line Display adds VEHICLE NAME and CONFIRMATION NUMBER

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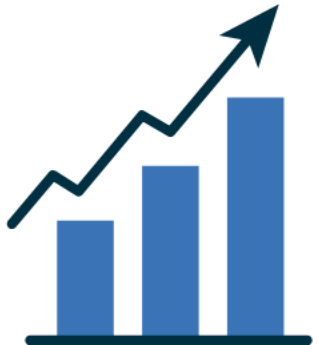
QwikFind Search



Dashboard – QwikFind

QwikFind: allows you to search for Assets, Users, & Reservations

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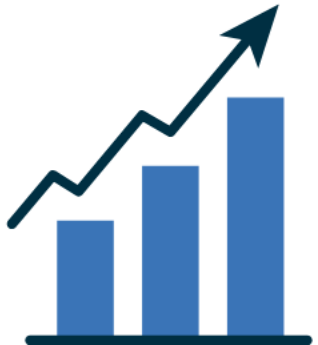
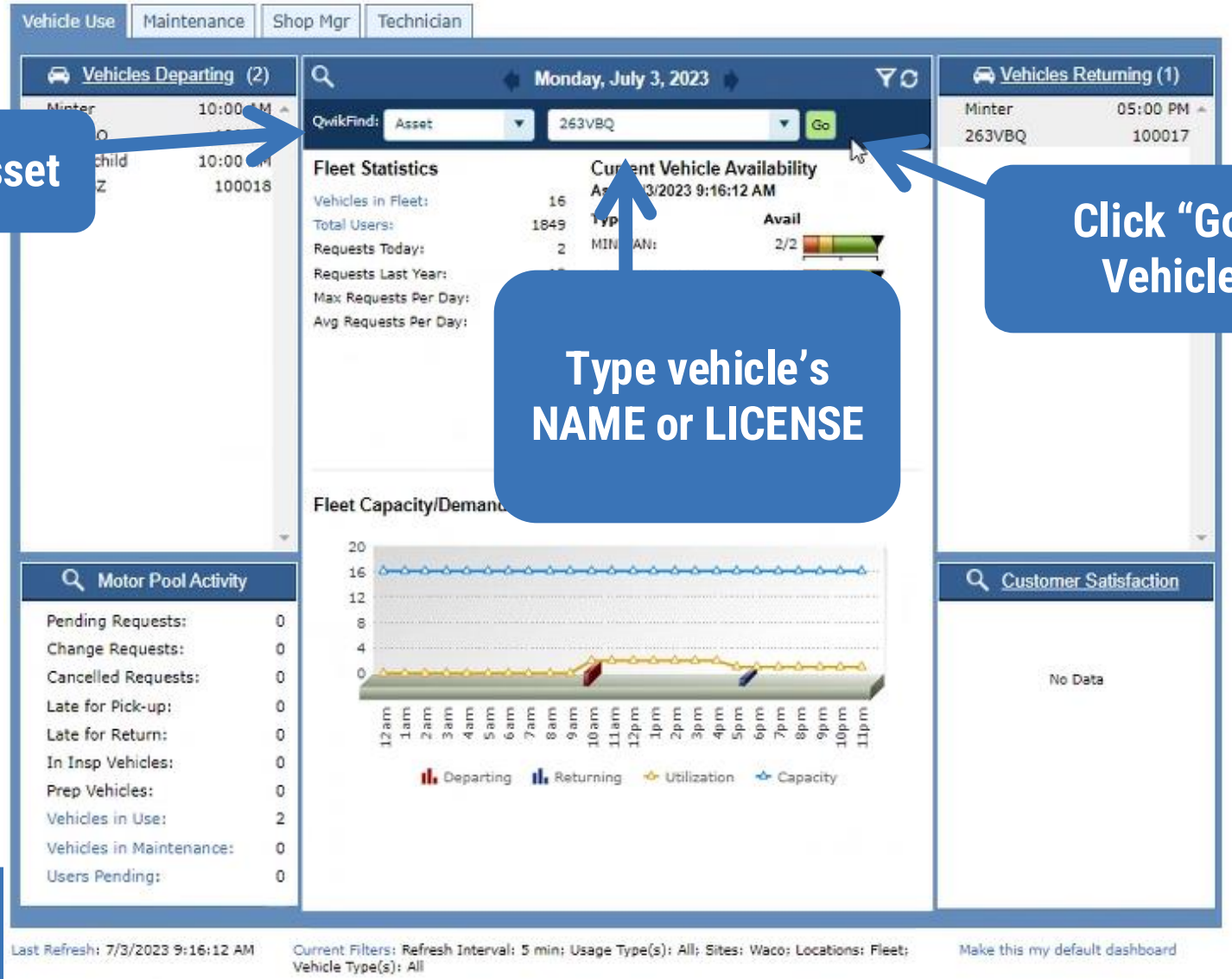
QwikFind Asset



QwikFind - Asset



QwikFind: select "Asset

Type vehicle's NAME or LICENSE

Click "Go" to view Vehicle Profile

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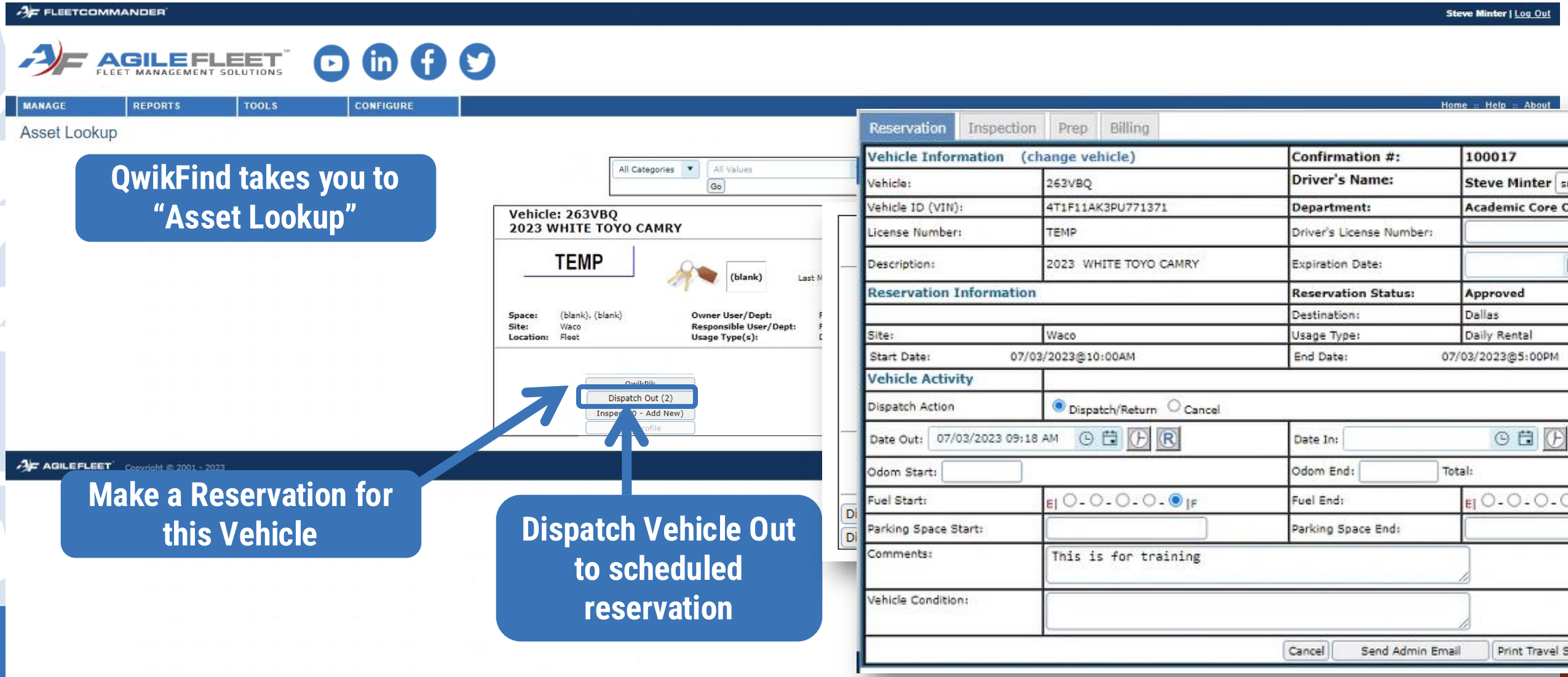
QwikFind - Asset



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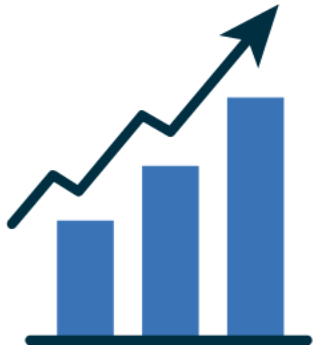
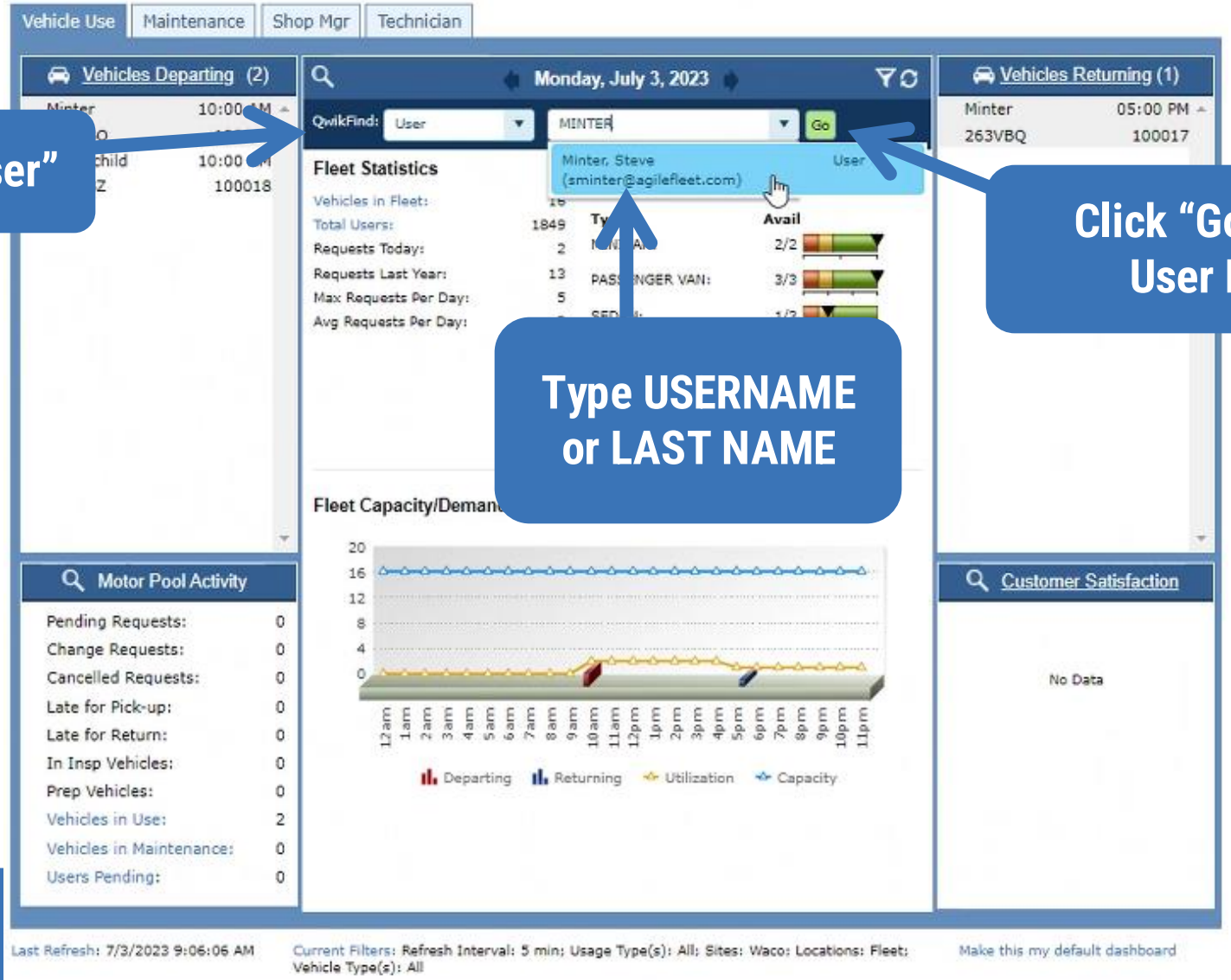
QwikFind User



QwikFind - User



QwikFind: select "User"

Type USERNAME or LAST NAME

Click "Go" to view User Profile

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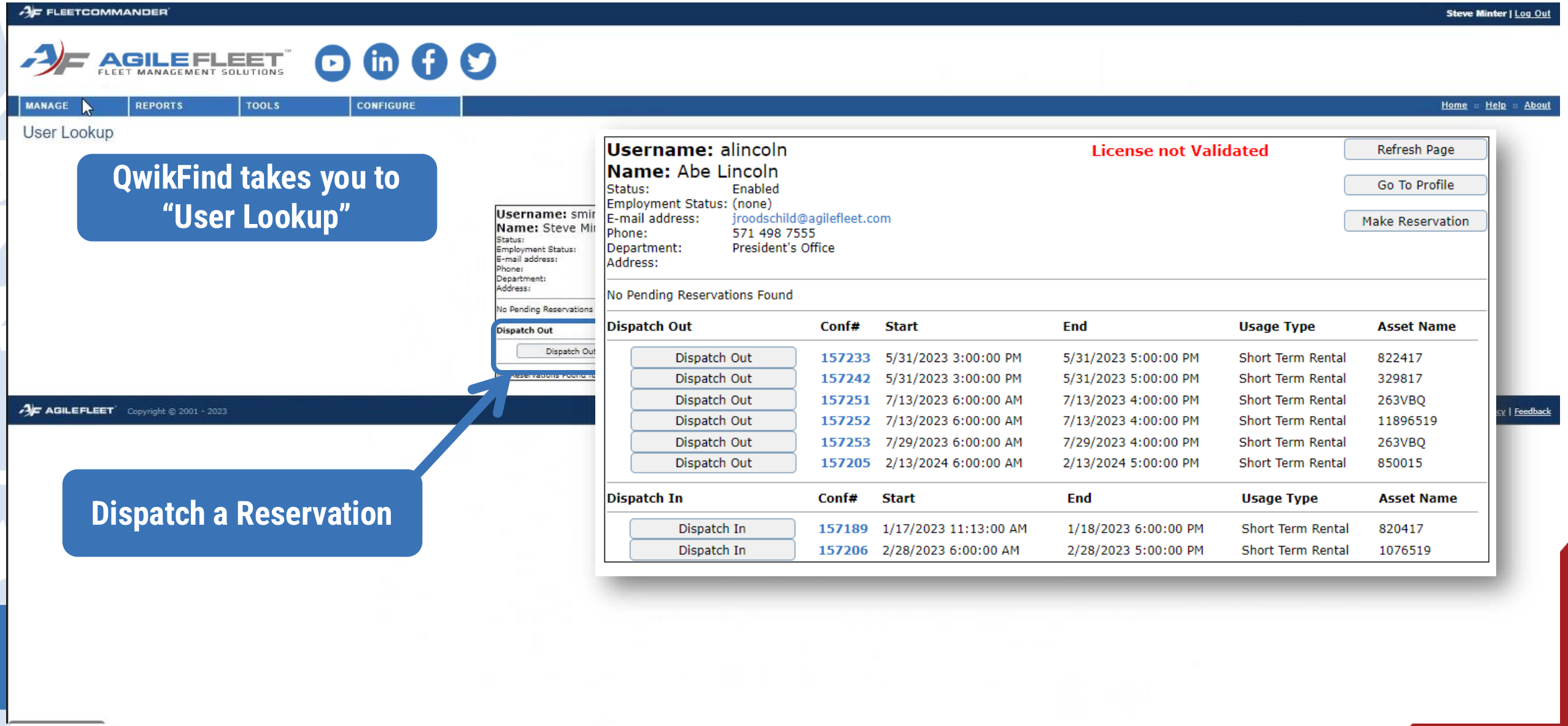
QwikFind - User



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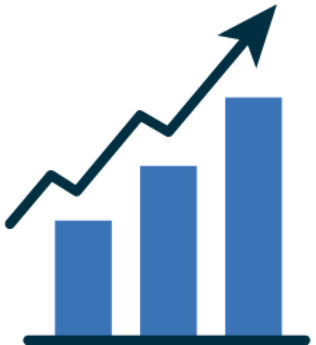
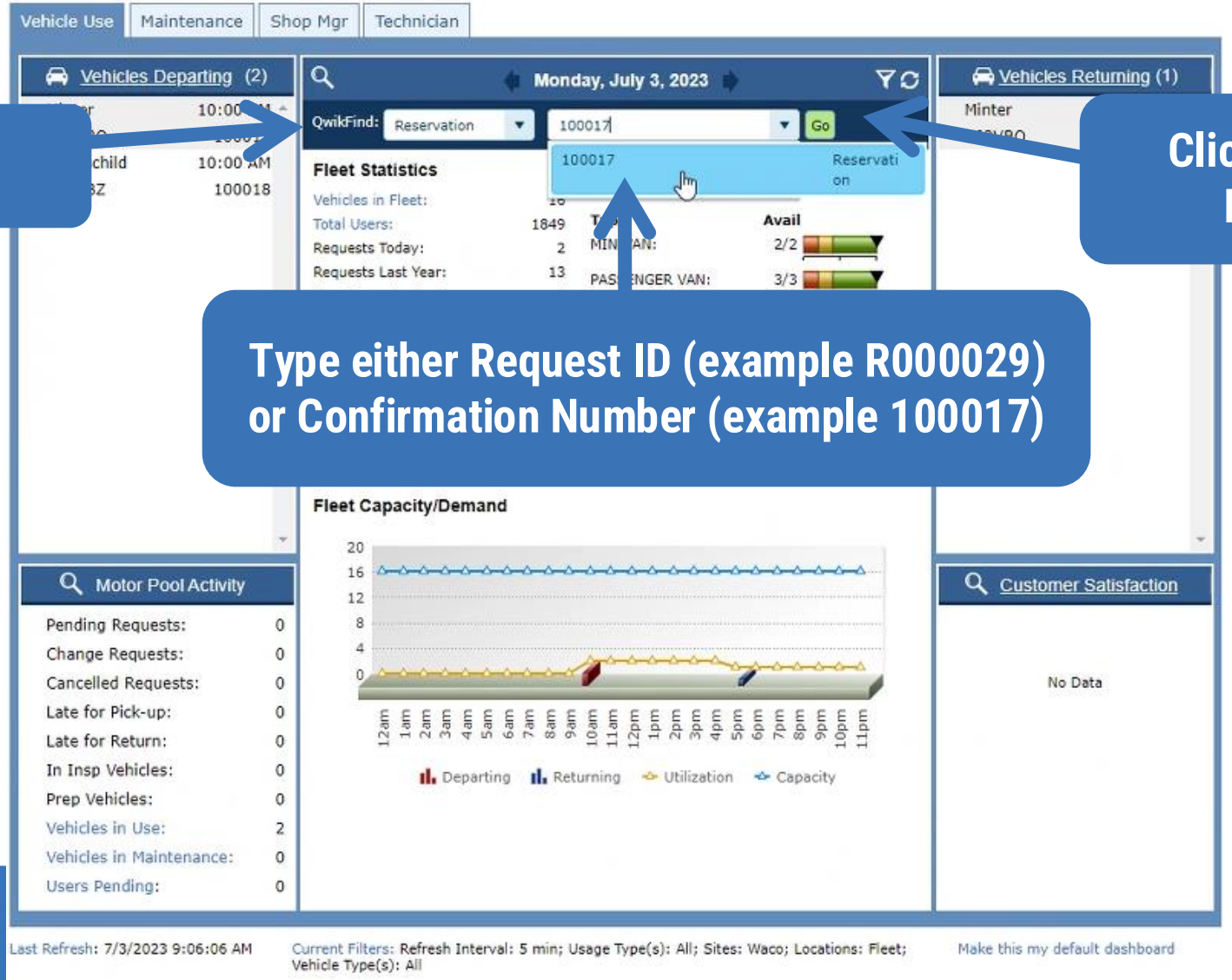
QwikFind Reservation



QwikFind - Reservation

QwikFind: select "Reservation"



Click "Go" to view Reservation

Type either Request ID (example R000029) or Confirmation Number (example 100017)

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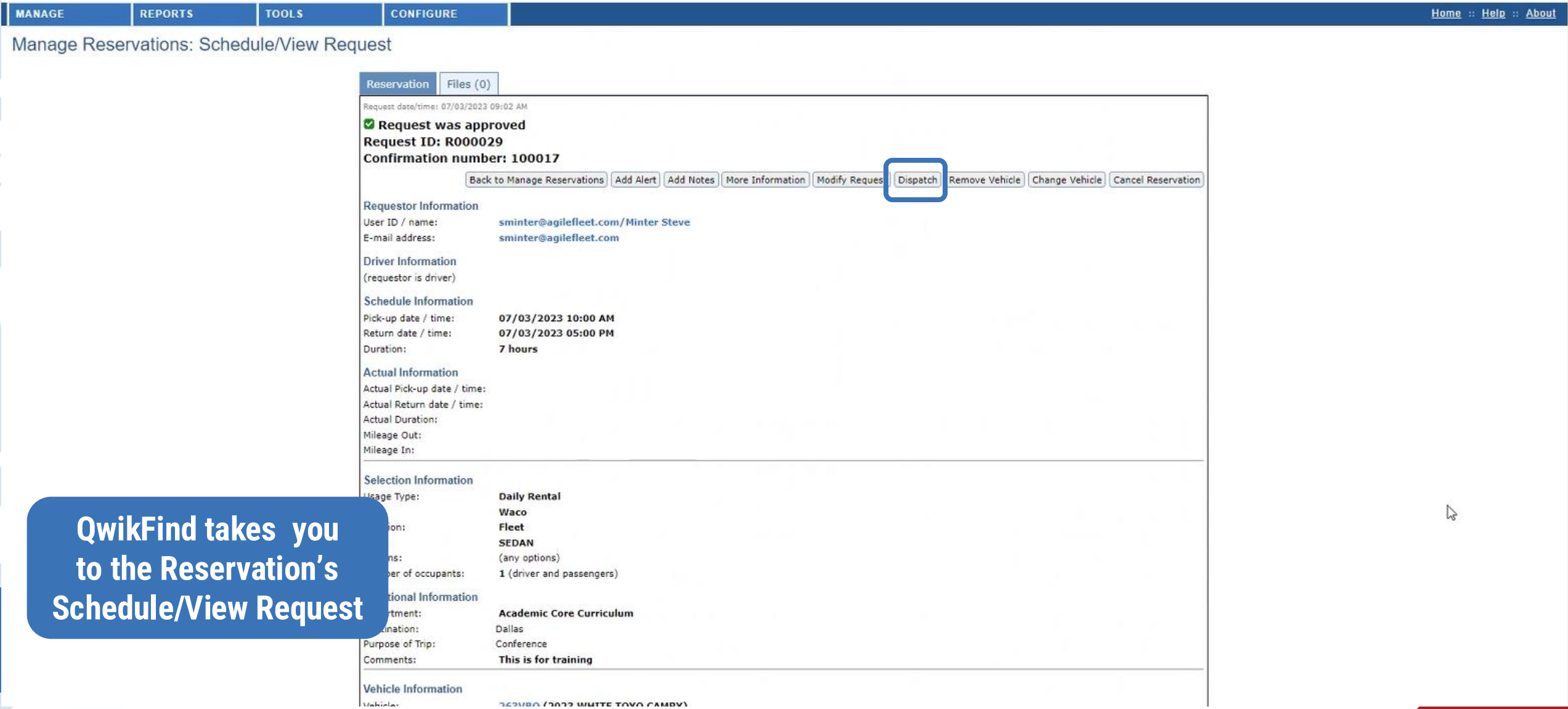
Dashboard – QwikFind



QwikFind takes you to the Reservation's Schedule/View Request

Wrap-Up

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Questions?
Next Up: Beyond Motor Pool/FedRAMP

THANK YOU