

QFleet Car Share User Guide

A resource for drivers.



Need a work vehicle
for short-term use?
**Book through
QFleet Car Share.**



It's quick and easy to use
www.forgov.qld.gov.au/car-sharing



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Introduction

This user guide is an overview on using the QFleet Car Share booking portal and includes information on how to:

- register to use the service
- make a booking, edit or cancel
- share a ride
- collect and return a vehicle
- use the service responsibly.

QFleet Car Share can be viewed on any web browser, and is mobile device enabled making it quick and easy to access whether you are in or out of the office.

QFleet Car Share operates like a shared calendar. The calendar displays vehicle availability based on your booking search criteria e.g. date, duration, vehicle type and vehicle pickup location.

About QFleet Car Sharing

QFleet Car Share is a car sharing service for staff from participating Queensland Government agencies.

Suitable for short trips, QFleet Car Share is an alternative to using a leased vehicle, taxi, Uber or car rental. Booked online with a real-time calendar, this fully-automated service is quick and easy to use, allowing staff to instantly book and collect a vehicle.

When you book a QFleet Car Share vehicle, your agency will be charged for the duration of the booking and distance travelled.

Online booking

First time users – registration

Step 1 Email your name, department and employee number to gffleetcarshare@hpw.qld.gov.au or register online at www.forgov.qld.gov.au/car-sharing.

Step 2 You will receive an email with log in information.

Step 3 Click on the **emailed link** to complete registration on the booking portal:

- A **log in box will appear**. Enter the username and password provided in the introductory email and follow the prompts to change your password.
- The **welcome page** will ask for your name, email address and other mandatory details. The portal will remember your details.
- Click the **continue button** to agree to the terms and conditions. You will be directed to the **my bookings page** – the main page of the system used to book a vehicle or share a ride.

Step 4 You are now ready to book a vehicle or share a ride.

Existing users

Sign in to <https://gffleetcarshare.poolcar.com> to access the **my bookings page**.

Make a booking

Once registered for QFleet Car Share, log into the booking portal <https://qfleetcarshare.poolcar.com> to:

- search vehicle availability
 - make a new booking or share a ride
 - view current bookings
 - edit or cancel a booking (making the vehicle available for other users)
 - view your bookings history.
1. Select the **new booking** tab on the blue menu bar.
 2. There are two ways to make a new booking. You can click directly into the vehicle columns in the calendar or use the search options.
 3. Enter **vehicle search options** to populate the calendar or click on vehicle columns and complete the booking.

The screenshot displays the 'New Booking - Search for Availability - Fri 4/01/2019' page. At the top is a blue navigation bar with icons and text for 'My Bookings', '+ New Booking', 'Damage/Incident', 'Pool Officer', and 'Sign Out'. Below this is a search form on the left and a calendar grid on the right.

Search Form Details:

- Date required:** 4/01/2019
- Vehicle pool:** AM60 42-60 Albert Street
- Advanced search options:**
 - Time filter: [] - []
 - Any body type -
 - Any fuel type -
 - Any transmission type -
- Show 20 assets per page. Change this if you have a wide screen.
- * denotes a provisional booking

Calendar Grid Details:

Time	Toyota Corolla Hybrid Hatch Rego: QGPE40	Kia Cerato Hatch Rego: QGKT59	Mitsubishi PHEV SUV Rego: Q6NF96
6 AM			
7 AM			
8 AM			
9 AM			
10 AM			9:47am - to - 10:55am
11 AM	10:56am - to - 1:07pm		
12 PM			
1 PM			
2 PM			

Annotations:

- Enter vehicle search options:**
 - date required
 - vehicle pool (vehicle collection location).
 - optional advance search on vehicle availability on time and vehicle type.
 - available vehicles will be displayed on the calendar.
- Quickest way to make a booking** – click on an empty cell in the vehicle column to check availability and complete the booking process.
- Blue shaded boxes are existing vehicle bookings.**

Complete the booking

- I. Click on the **booking details** tab select the reservation date and start and end time.
- II. Enter purpose and destination (these are mandatory fields required for possible FBT reporting).
- III. Confirm your details in the **driver details section** on the right hand-side:
 - a. your name, or other driver's name if you are booking on behalf of someone else, and a mobile phone number
 - b. cost centre (mandatory field)
 - c. click **remember these settings** you'd like to reuse these settings.
- IV. You can use the **recurring booking field** if the booking is regular. A summary of the recurring dates will appear on the right-hand side.
- V. Click the **save booking** button. A message will appear confirming if the booking was successful or unsuccessful, based on vehicle availability.
- VI. A **confirmation email** will be automatically sent to your email address with vehicle booking details and a booking number.

New Booking, Thu 10/01/2019 2:00 PM

Booking Details Passenger Manifest Telematics

Rego: Booking type:

Reservation start:

Reservation end:

Purpose and destination:
This field must be at least 10 characters.

Will this booking be subject to FBT?:

By proceeding with this booking::

- I confirm that I have read the Queensland Government Policy "Use of Government Owned Motor Vehicles and Parking of Private Vehicles on Official Premises" (Policy) and understand the obligations imposed on me by the Policy.
- I hereby acknowledge that I, the driver, hold a driver's licence current and valid for the type of vehicle I will be driving and all areas and regions in which I will be driving it.

Recurring booking:

Booking Overview:

QGKT59 - Kia Cerato Hatch
 Bay 48, BL 2 AM60 42-60 Albert St
[QFleet Car Sharing](#) - 3008 2621

Driver Details

Name:

Email:

Mobile Phone Number:

Cost Centre/Business Unit:

Remember these settings for next time

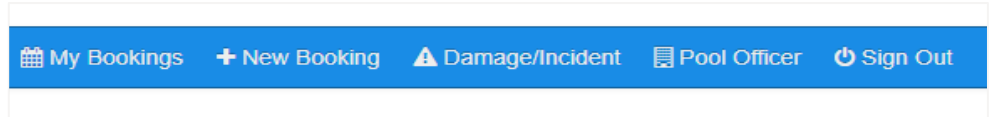
Remember to click **Save Booking**.

Note:

- Providing your mobile phone number is recommended from a WH&S perspective. If you are delayed in returning the vehicle, this makes it easy for you to be contacted.
- A booking number is required to access keys to your booked vehicle.
- Keys are located in the QFleet Car Share key box at vehicle collection points.
- Attached to the booking confirmation email is a file. When double-clicked, the file will automatically insert the booking into your Outlook calendar.

Cancel a booking

1. Click **my bookings tab** on the blue menu bar.
2. Find the booking you wish to cancel in the list.
3. **Select cancel** from the **options dropdown menu**
4. A window will appear requesting you to confirm the booking cancellation – select **cancel booking**.



My Bookings

[New Booking](#) [Historical Booking](#)

This page shows your current and future vehicle bookings. To make a new booking, click the 'New Booking' link. Please cancel bookings you no longer require so that the vehicle is available for other staff to use.

Booking #	Approved?	Pickup	Return	Rego	Vehicle	Purpose/Destination	ODO Recorded?
35803	Approved	10-Jan-19 01:00 PM	10-Jan-19 01:45 PM	QGNI79	-	car sharing testing	

1 records found. Displaying 10 records per page.

Options menu: Edit/View Booking, Cancel Booking, Returned Early, Odometer Values, Close

Select **Cancel Booking** from the options drop down menu.

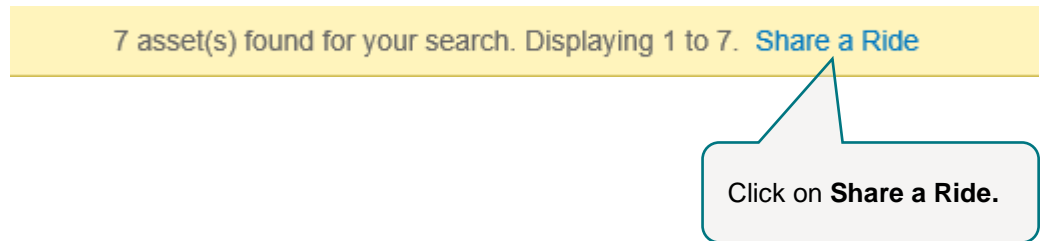
Share a ride

The share a ride feature makes a booked vehicle available to more than one person on a trip, therefore improving vehicle availability and utilisation of the car sharing fleet.

You may consider booking a seat instead of a vehicle, or accepting a share a ride request from another Queensland Government employee.

Book a seat

1. Click on the **new booking** tab. The **share a ride** yellow banner will appear.
2. Click on **share a ride** to view bookings by other staff and available seats.



3. Select **request seat**. A request email will be sent to the booking owner.

Share a Ride - Thu 10/01/2019

Travel Date: 10/01/2019
AM60 42-60 Albert Street

Booking Times	Booking Holder	Description	Seats Avail.	Action
today, 12:00 PM to 12:45 PM	@hpw.qld.gov.au	Sheena Grenier - Test Booking <i>Will this booking be subject to FBT? = No</i>	2	Requested
today, 3:15 PM to Fri 11/Jan/2019 3:00 PM	@hpw.qld.gov.au	MT TAMBORINE INSPECTION BRISBANE STATE HIGH INSPECTION <i>Will this booking be subject to FBT? = No</i>	3	Request Seat

Legend:
 4 the number of passenger seats available
 2 your seat request is pending
 3 your seat request was approved
 4 your seat was declined

4. The driver will receive the share a ride request. They will approve or decline the request.
5. You will receive an email notification from the driver who booked the vehicle. This email will confirm if the share a ride request has been approved or declined.

QC Thu 10/01/2019 11:46 AM
 QFleet Car Sharing <noreply@poolcar.com>
 Passenger seat request approved

To: KUMAR Konica

Hello,

Please find below details for your seat:

Pickup: Thu Jan 10, 2019 12:00 PM
 Return: 12:45 PM
 Purpose/Destination: Sheena Grenier - Test Booking

Will this booking be subject to FBT?: No

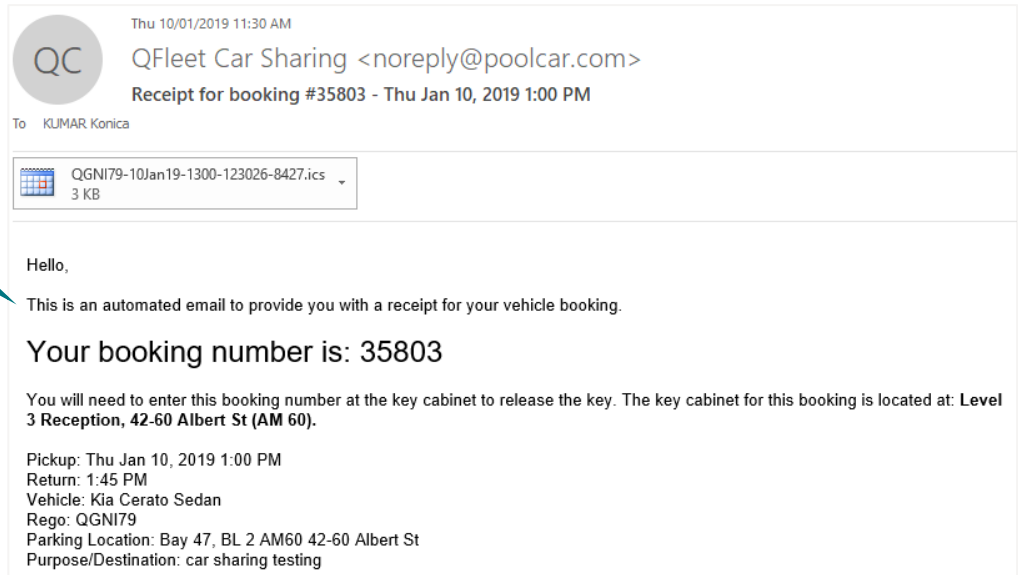
Please contact the driver to discuss the meeting point and departure time by replying to this email or calling me on 0400123123

Collect and return your vehicle

The booking confirmation email will include:

- booking number
- pick-up and return time
- vehicle details
- vehicle and key cabinet location.

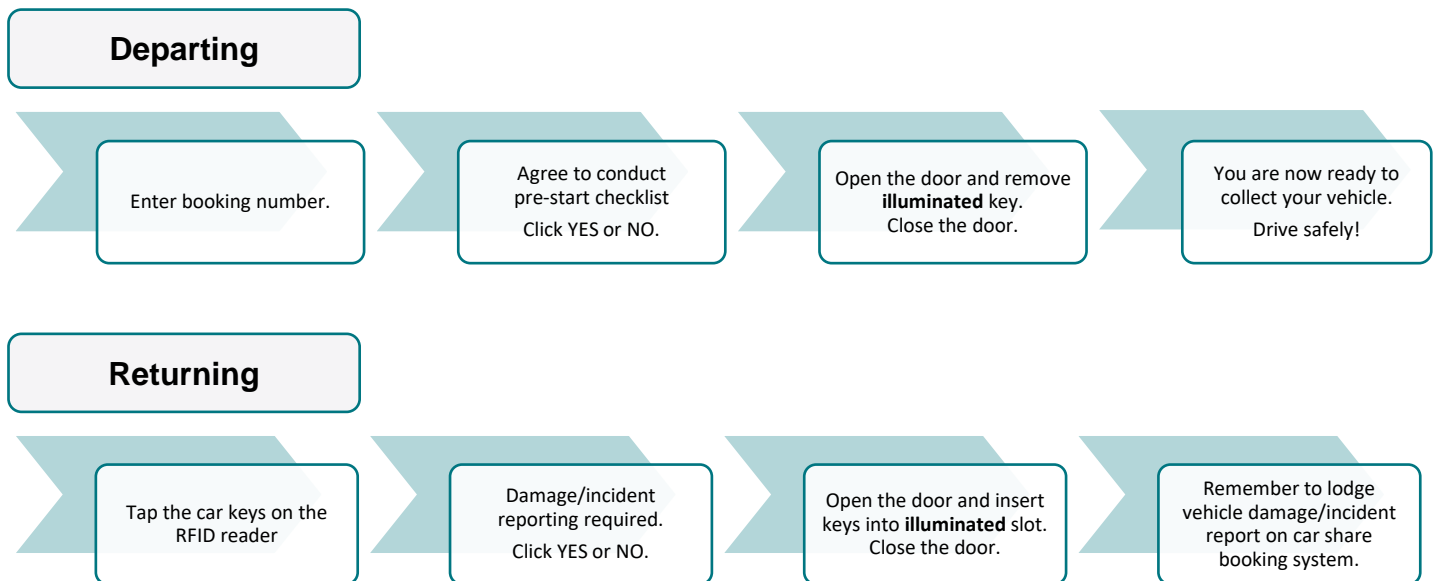
Example booking confirmation email



Key cabinet process

On arrival at your vehicle location go to the QFleet Car Share key cabinet.

Use the touchscreen on the front of the cabinet, choose departing or returning and follow the prompts:



Driver responsibilities

Reporting damage/incidents

It is your responsibility as a driver of a QFleet Car Share vehicle to report vehicle damage and incidents in the booking portal. Click on the damage/incident tab on the blue menu bar and complete the details.



Complete the online damage/incident form for pre and post reporting.

My Bookings New Booking **Damage/Incident** Reports Sysadmin Sign Out

Report Damage/Incident

Please notify the administrator immediately if you have observed any damage or there has been an incident.

Rego: [My recent bookings](#)

Date of Damage/Incident (or date observed):

Your name:

Your contact number:

Inspection required?:

Description of damage or incident:

Pre and post vehicle checklist

You are required to complete a vehicle pre-start checklist prior to driving the vehicle. The checklist is located on the dashboard of your vehicle.

If you are unsure if the vehicle is suitable for driving, please contact the QFleet Car Share team on (07) 3008 2621 or email qfleetcarshare@hpw.qld.gov.au to confirm.

Any damage to the vehicle noticed prior to driving or incurred during your booking must be reported in the QFleet Car Share booking portal. Driving incidents must also be reported.

When returning vehicle keys, there will be a prompt on the key cabinet touchscreen asking if vehicle damage/incident needs to be reported.

Driver safety and responsibly

When driving a vehicle for work purposes you must drive safely and take reasonable care for your own health and safety as well as others.

Under the [Work Health and Safety Act 2011](#) a vehicle used for the purpose of work is described as a workplace and you are required to act accordingly and also adhere to your agency's WH&S policies and procedures. As a public servant, you must follow the [Queensland Government Code of Conduct](#) and demonstrate a high standard of workplace behaviour and personal conduct when driving a government vehicle.

Visit www.forgov.qld.gov.au/driver-responsibilities to learn more about your responsibilities when driving a vehicle for work.

More information

More information is located:

- on the key cabinet
- in the self-service links on the footer of the QFleet Car Share booking portal.

For further assistance with using the booking portal or vehicle collection/return please contact the QFleet Car Share team on (07) 3008 2621 or email qfleetcarshare@hpw.qld.gov.au