



Office of Fleet and Asset Management
Online Bicycle and Vehicle Reservation Instructions

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Please Note: You must be an active California State Employee to use the Vehicle Reservation application.

REMINDER: DO NOT USE the Browsers BACK AND FORWARD buttons to move through application.

How To Create A Profile

The instructions below detail the process to create a profile and access the Office of Fleet and Asset Management (OFAM) Online Vehicle Reservation system. Creating a profile allows state employees to make Bicycle and Vehicle reservations to conduct state business.

Your profile will display your Driver license number and your email address; Click the "Update My Info" button to enter the following information.

Complete all required fields (in yellow) in Operator Details area:

1. Enter Driver's Name (first, middle and last)
2. Enter Driver's License Expiration Date – Select by clicking Calendar.
3. Enter your Agency Billing Code. DO NOT Leave field blank.
4. Enter Work Address.
5. Enter Room Number or location information.
6. Enter City.
7. Enter Zip Code.
8. Enter Work Telephone (example: 999-999-9999).
9. Modify the email address in the "Work Email" field, if necessary.
10. Click on the "Save" button.

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Home Logout

Operator Details

Operator ID: X1234567

Operator Information

Name: [Yellow]

License Expiration Date: [Yellow] (MM/DD/YYYY)

DGS Charge Card: [Yellow]

Agency Billing Code: [Yellow]

Contact Information

Work Address: [Yellow]

Room#: [Yellow]

City: [Yellow]

Zip Code: [Yellow]

Work Phone: [Yellow]

Work Email: test.user@dgs.ca.gov [Yellow]

Back Save

Once completed, clicking the Back will return you to this page.

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Home Logout

My Info

Operator ID	X1234567		
Name	TEST USER		
Work Address	1700 NATIONAL DRIVE	Room#	
Agency Billing Code	00101	City	SA(21AM)-N113
DGS Charge Card	20101	Zip Code	95034
License Expiration Date	03/02/2013	Work phone	916123-1234
Work Email	test.user@dgs.ca.gov		

What Do You Want To Do?

Update My Info

New Reservation

My Reservations

Reservation ID	Status	Picking Date & Time	Return Date & Time	Vehicle Type	Display Location
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How to Login

You must have a valid CA driver's license and State of California email address.

1. Enter your CA driver's license number
2. Enter your State employee work email address.
3. Click on the "Login" button.



The system validates if your driver's license number exist in system.

First time users will see the message "**Operator ID not found. Create new operator record**"?

1. First time User: Click on the "**New Operator**" button to continue.
2. Returning User: If you entered your Driver's License Number incorrectly click on the "**CANCEL**" button, and enter correct number.



If error message "**LOGIN FAILED**" displays; it means your driver's license is in our system but your email address doesn't match or is missing. Call the Dispatch Office at (916) 657-2337 for assistance.



After driver's license and email verification, your driver profile screen will open.

How to Make a Reservation

Click the "New Reservation" button to begin. The following fields are required.

1. Click Calendar icon to select the Pickup Time.
(Always select TIME first – located top of calendar)
2. Select the Pick Date.
3. Select the Return Time.
4. Select the Return Date.
5. Select the Pickup Location. (Sacramento Garage location only.)
 - Select SA – Sacramento Vehicle Reservation.
 - Select SB – Bicycle Reservation.
6. Click on the "Continue" or "Back" to modify.

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Home | Logoff

Reservation Information

Reservation For: X1234567 TEST USER An e-mail confirmation will be sent to test.user@dgs.ca.gov.

Pickup and Return Info

Pickup: [] Pickup Location: SA - SACRAMENTO GARAGE

Return: []

Back | Continue

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

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Reservation Information

Reservation For: X1234567 TEST USER An e-mail confirmation will be sent to test.user@dgs.ca.gov.

Pickup and Return Info

Time: 03:00 PM

2012

March

Pickup Location: SA - SACRAMENTO GARAGE

Continue

Select the "Vehicle Type" drop down: BICYCLE, EVS-1 (Electric Vehicles), SEDAN (Compact), SEDANHYBC (Compact hybrid). Highlight and click. Your selection will appear in Vehicle Type. Click "Continue".

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

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Reservation Information

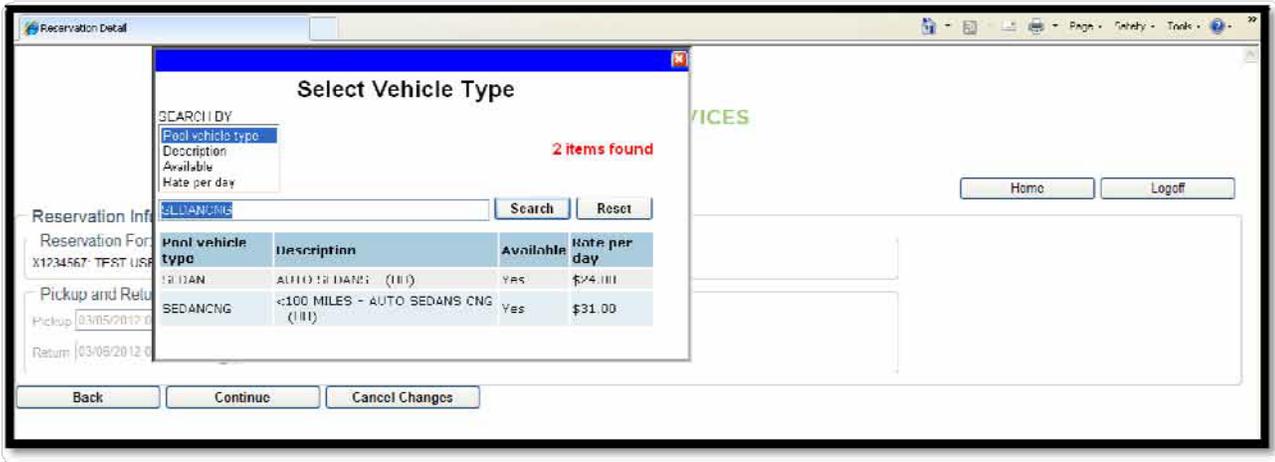
Reservation For: X1234567 TEST USER An e-mail confirmation will be sent to test.user@dgs.ca.gov.

Pickup and Return Info

Pickup: 03/08/2012 08:50 AM Pickup Location: SA - SACRAMENTO GARAGE

Return: 03/08/2012 08:50 AM Vehicle Type: BICYCLE

Back | Continue | Cancel Changes



Click Continue; Cancel Changes, or Back button as required.



Reservation Confirmation

Congratulations, your reservation has been confirmed! You will receive an email confirming your vehicle reservation.

If you need to make another reservation, click on the "New Reservation" button. To print a copy of this confirmation, click on the "Printer Friendly" button.

To exit the program, click on the "Logout" button to return to the login page or click on the "Home" button to return to the Online Reservation page.

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Home Logout

Reservation information
(Thank you for using our services. New reservation 428465 saved with status CONFIRMED. There was an issue with the e-mail server. Confirmation e-mail(s) were not sent. Mailbox unavailable. The server response was: 5.1.1 Error unknown)

Reservation For
428465: TEST USER
An e-mail confirmation will be sent to test.user@dgs.ca.gov and vera.fernandez@dgs.ca.gov.

Pickup and Return Info
Pickup: 03/05/2012 08:15 AM Pickup Location: SA - SACRAMENTO GARAGE
Return: 03/06/2012 08:15 AM Vehicle Type: SEDAN AUTO RETURN (A/R)

Additional Information
Account ID: 000000 TEST USER
Secondary Email: vera.fernandez@dgs.ca.gov
Destination city: San Francisco Destination state: CA Qty of passengers: 2
Reservation Note: event (page 3, click expand)

Reservation ID: 428465 **Pickup Location:** SACRAMENTO GARAGE
Status: CONFIRMED SACRAMENTO STATE GARAGE
1416 10TH STREET
SACRAMENTO CA
95814
Rental Rates:
Rate per day: \$24.00
Phone: 916.657.2327
Fax: 916.653.5265

Back New Reservation Cancel Reservation Printer Friendly

Printer Friendly" Reservation Confirmation Page

Vehicle Reservation Details

Reservation ID 428465 is CONFIRMED.

Customer: TEST USER
Department: 000000
Account: 000000
Work Phone: 916123-1234

Pickup Location:
SA
SACRAMENTO STATE GARAGE
1416 10TH STREET
SACRAMENTO CA
95814

Phone: 916.657.2327
Fax: 916.653.5265

Pickup Time: 03/05/2012 08:15 AM
Return Time: 03/06/2012 08:15 AM

Vehicle Type: SEDAN

Rental Rates:

Rate per day \$24.00

How to View existing for a Reservation

Follow the [login](#) instructions.

1. Once logged in your "My Info" is displayed, all future reservations are listed under "My Reservations".

The screenshot shows the DGS (California Department of General Services) user interface. At the top, there is a logo for DGS and the text 'CALIFORNIA DEPARTMENT OF GENERAL SERVICES'. Below the logo, there are two buttons: 'Home' and 'Logout'. The main content area is divided into two sections: 'My Info' and 'My Reservations'. The 'My Info' section contains a form with the following fields: Operator ID (X1234567), Name (TEST USER), Work Address (1700 NATIONAL DRIVE), Agency Billing Code (000000), DGS Charge Card (000000), License Expiration Date (03/02/2013), Work Email (test.user@dgs.ca.gov), Room# (empty), City (SACRAMENTO), Zip Code (95834), and Work phone (916123-1234). The 'My Reservations' section contains a table with the following columns: Reservation ID, Status, Pickup Date & Time, Return Date & Time, Vehicle Type, and Pickup Location. The table has one row with the following data: Reservation ID (478445), Status (CONFIRMED), Pickup Date & Time (03/05/2012 08:05 AM), Return Date & Time (03/06/2012 08:15 AM), Vehicle Type (SEDAN - AUTO SEDANS - (4H)), and Pickup Location (SA - SACRAMENTO GARAGE). To the right of the 'My Info' section, there is a section titled 'What Do You Want To Do?' with two buttons: 'Update My Info' and 'New Reservation'.

How to Modify a Reservation

Follow the [login](#) and [view reservations](#) instructions. The only fields that can be modified through this system are the Times, Pickup Return Dates. Fields with an asterisk (*) are required to be filled in.

1. Click Reservation ID number; Reservation detail displays.

This screenshot is identical to the one above, showing the DGS user interface with the 'My Info' and 'My Reservations' sections. The 'My Info' section contains the same form fields as above. The 'My Reservations' section contains the same table with one row of data. To the right of the 'My Info' section, there is a section titled 'What Do You Want To Do?' with two buttons: 'Update My Info' and 'New Reservation'.

Change the Pickup Time if needed, you must click on date to save change.

1. Change the Pickup Date if needed.
2. Change the Return Date if needed.
3. Change the Return Time if needed, you must click on date to save change.
4. Change or add to Notes if needed.
5. Click on the "Continue" button.

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Home | Logout

Reservation Information

Reservation For: X1234567 - TEST USER
An e-mail confirmation will be sent to test.user@dgs.ca.gov and vera.fernandez@dgs.ca.gov.

Pickup and Return info

Pickup: 03/05/2017 08:15 AM | Pickup Location: SA - SACRAMENTO GARAGE
Return: 03/12/2017 08:15 AM | Vehicle type: SEDAN (AUTO SEDANS (P18))

Additional Information

Account ID: 000000 | TEST USER
Secondary Email: vera.fernandez@dgs.ca.gov
Destination city: SAN FRANCISCO | Destination state: CA | City of passengers: 3
Reservation Note: [Empty text area]

Back | Continue | Cancel Changes

A confirmation page will display, verifying if the information is correct. If the information is correct click on the "Continue" button and print the confirmation page. You will receive an email that the reservation has been changed.

How to Cancel a Reservation

Follow the log in and View reservation instructions.

1. Select the Reservation ID you wish to cancel, Click on the "Cancel Reservation" button.
2. Confirmation screen displays after you click on the "Cancel Reservation" button.

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Home | Logout

Reservation Information

Reservation For: X1234567 - TEST USER
An e-mail confirmation will be sent to test.user@dgs.ca.gov and vera.fernandez@dgs.ca.gov.

Pickup and Return info

Pickup: 03/05/2017 08:15 AM | Pickup Location: SA - SACRAMENTO GARAGE
Return: 03/05/2017 08:15 AM | Vehicle Type: SEDAN (AUTO SEDANS (P18))

Additional Information

Account ID: 000000 | TEST USER
Secondary Email: vera.fernandez@dgs.ca.gov
Destination city: SAN FRANCISCO | Destination state: CA | City of passengers: 3

Reservation ID: 428455 | **Pickup Location:** SACRAMENTO (SANS) SACRAMENTO STATE GARAGE 1410 1011 STREET SACRAMENTO CA 95811
Status: CONFIRMED
Rental Rates: Rate per day: 924.00
Phone: 916.657.2327
Fax: 916.651.6286

Back | Modify Reservation | New Reservation | Cancel Reservation | Printer Friendly | Rates

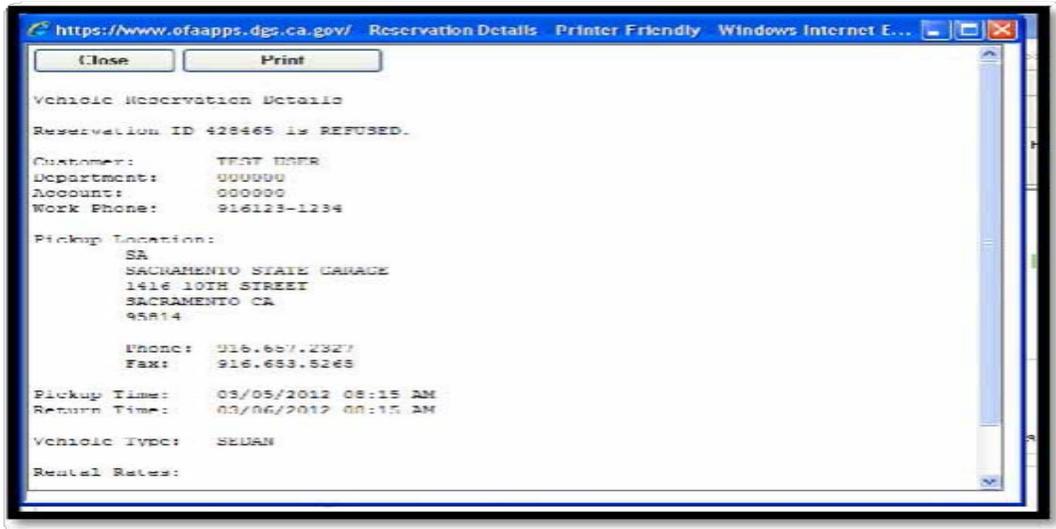
Click on the "OK" button to submit the cancellation.

The screenshot shows the DGS California Department of General Services reservation interface. A modal dialog box titled "Message from webpage" is displayed in the center, asking "Cancel the reservation?" with "OK" and "Cancel" buttons. The background form shows reservation details for reservation ID 420465, which is currently "CONFIRMED". The pickup location is Sacramento Garage, and the rental rate is \$24.00 per day. Navigation buttons at the bottom include "Back", "Modify Reservation", "New Reservation", "Cancel Reservation", "Printer Friendly", and "Notes".

Cancellation screen displayed after you click on the "Continue" button. You will receive an email confirmation that the reservation has been cancelled.

The screenshot shows the same reservation interface, but the status is now "REFUSED". A red error message at the top reads: "Reservation cancelled. There was an issue with the email server. Confirmation e-mail(s) were not sent. Mailbox unavailable. The server response was: 5.1.1 User unknown". The reservation ID 420465 is now marked as "REFUSED". A notification box in the bottom right corner displays: "reservations@dgs.ca.gov", "Reservation ID 420465 is REFUSED", "Vehicle Reservation Details", and "Reservation ID 420465 is REFUSED". Navigation buttons at the bottom include "Back", "New Reservation", "Printer Friendly", and "Notes".

"Printer Friendly" Cancellation Confirmation page.



OFAM Online Vehicle Reservation Contact:

OFAM Fleet Dispatch Office: (916) 657-2327

Office Hours: 7:00am – 5:00pm, Monday through Friday, excluding weekends and holidays.

OFAM Fleet Call Center: (855) 611-OFAM (6326) or via email: Fleet.Services@dgs.ca.gov .