

**Office of Fleet and Asset Management
(OFAM)**

www.dgs.ca.gov/ofam
(Reserve a State Vehicle)

Online Vehicle Reservation Instructions

Revised March 2, 2012

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

When you pick up the vehicle you must present a valid driver's license and a valid Agency Billing Code. The Department of General Services (DGS) [Blue Charge Card](#) is **no longer required** but if you have one it will be accepted.

The Dispatch Center is hours are: 7:00 AM – 4:45 PM to pick up a vehicle, office closes promptly at 5:00 PM.

Vehicle can be returned to Sacramento State Garage Monday through Friday, 6:00 AM to 7:00 PM, excluding State holidays. Website: <http://www.dgs.ca.gov/ofam> (Right column -- Under Quick links Select “**Reserve a State Vehicle**”

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

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 screenshot shows the login page for the Reservations Portal. At the top right is the DGS logo with the text "CALIFORNIA DEPARTMENT OF GENERAL SERVICES". Below the logo is the heading "Login to Reservations Portal". There are two input fields: "Driver's License" and "Email Address". A "Login" button is located below the input fields.

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.



This screenshot shows the login page with the "Driver's License" field containing "X1234567" and the "Email Address" field containing "test.user@dgs.ca.gov". Below the "Login" button, a message reads "Operator ID not found. Create new operator record?". A "New Operator" button is positioned to the right of this message.

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 Sacramento Dispatch Office at (916) 657-2337 to verify information.



This screenshot shows the login page with the "Driver's License" field containing "X1234567" and the "Email Address" field containing "test.uoor@dgs.ca.gov". Below the "Login" button, the text "Login failed." is displayed in red.

After driver license and email verified, the driver profile screen will open.

How To Create A Driver Profile

If you've NEVER made a reservation with the Office of Fleet & Asset Management before, you must create driver profile now.

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

Complete required fields in Driver Details area. Fields with Yellow background are required fields.

1. Enter Driver's Name (first, middle and last)
2. Enter Driver's License Expiration Date – Select by clicking Calendar.
3. Enter the DGS Charge Card Number. (xxxxxx-xxx) – **No longer required**, **If you have a card enter the number. If you DO NOT have a card enter your Agency Billing Code, DO NOT Leave field blank.**
4. Enter your Agency Billing Code (first 5 or 6 digits of DGS Blue Charge Card). If you do not have a number contact your Business Service or Accounting Office.
5. Enter Work Address.
6. Enter Room Number or location information.
7. Enter City.
8. Enter Zip Code.
9. Enter Work Telephone (example: 999-999-9999).
10. Modify the email address in the "Work Email" field, if necessary.
11. Click on the "Save" button.

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Home Logout

Operator Details

Operator ID: X1234567

Operator Information

Name: [Yellow background]

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

DGS Charge Card: [Yellow background]

Agency Billing Code: [Yellow background]

Contact Information

Work Address: [Yellow background]

Room#: [Yellow background]

City: [Yellow background]

Zip Code: [Yellow background]

Work Phone: [Yellow background]

Work Email: test.usor@dgs.ca.gov

Back Save

Completed

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	SACRAMENTO
DGS Charge Card	00101	Zip Code	95834
License Expiration Date	03/02/2013	Work phone	916123-1234
Work Email	test.usor@dgs.ca.gov		

What Do You Want To Do?

Update My Info

New Reservation

My Reservations

Reservation ID	Status	Pickup Date & Time	Return Date & Time	Vehicle Type	Booking Location
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How to Make a Reservation

Click the “New Reservation” button to begin.

All 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 Vehicle Location. (Sacramento Garage only option)
6. Click on the "Continue" or "Back" to modify.

The screenshot shows the top of the DGS reservation page. The header includes the DGS logo and "CALIFORNIA DEPARTMENT OF GENERAL SERVICES". There are "Home" and "Logoff" buttons in the top right. The main form area is titled "Reservation Information" and contains a "Reservation For:" field with the value "X1234567 TEST USER" and a note "An e-mail confirmation will be sent to test.user@dgs.ca.gov.". Below this is the "Pickup and Return Info" section, which has empty "Pickup" and "Return" time fields, a "Pickup Location" dropdown menu set to "SA - SACRAMENTO GARAGE", and "Back" and "Continue" buttons at the bottom.

This screenshot shows the same reservation form as the previous one, but with a calendar widget open over the "Pickup" field. The calendar is for the month of March 2012, and the date 1st is selected. The "Return" field remains empty. The "Pickup Location" dropdown is still set to "SA - SACRAMENTO GARAGE". A "Continue" button is now visible below the calendar.

Select the “Vehicle Type”. (SEDAN or SEDAN**CNG**), click box with ... to the right of Vehicle Type. Click “Continue”.

The screenshot shows the reservation form with the "Pickup" field set to "03/01/2012 08:50 AM" and the "Return" field set to "03/08/2012 08:50 AM". The "Pickup Location" dropdown is still "SA - SACRAMENTO GARAGE". A new "Vehicle Type" dropdown menu is now visible, with a three-dot menu icon to its right. The "Back", "Continue", and "Cancel Changes" buttons are at the bottom of the form.

How to Make a Reservation Continued

Reservation Detail

Select Vehicle Type

SEARCH BY

- Pool vehicle type
- Description
- Available
- Rate per day

2 items found

SEDCNCNG

Search Reset

Pool vehicle type	Description	Available	Rate per day
SEDAN	AUTO SEDANS (11)	Yes	\$24.00
SEDCNCNG	<100 MILES - AUTO SEDANS CNG (11)	Yes	\$31.00

Reservation Information

Reservation For: X1234567-TEST USER

Pickup and Return Info

Pickup: 03/05/2012 08:50 AM

Return: 03/06/2012 08:50 AM

Home Logoff

Back Continue Cancel Changes

The application only allows vehicle type "SEDAN" and "SEDCNCNG" (for trips traveling local or 100 miles or less)

For all other types of vehicles (vans, suvs) create a driver profile then call the Sacramento State Garage at (916) 657-2327 to make the reservation.

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

DGS 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: 03/05/2012 08:50 AM

Return: 03/06/2012 08:50 AM

Pickup Location: SA - SACRAMENTO GARAGE

Vehicle Type: SEDAN AUTO SEDANS - (11)

Additional Information

Account ID: 000000 TEST USER

Secondary Email: [input field]

Destination city: [input field] Destination state: CA City of passengers: 0

Reservation Note: [input field]

Back Continue Cancel Changes

Additional Reservation Information:

1. Enter secondary email to receive copy of email confirmation notification.
2. Enter destination city.
3. Enter number of passengers.
4. Reservation Notes (example: Need large truck space, need full size car).
5. Click "Back" button to make changes.
6. Click "Cancel Changes" button to cancel changes.
7. Click "Continue" button to continue with reservation.

The screenshot shows the DGS (Department of General Services) reservation interface. At the top, it says "DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES". There are "Home" and "Logout" buttons in the top right. The main section is titled "Reservation Information" and contains the following fields:

- Reservation For: X1234567 TEST USLR. A note says "An e-mail confirmation will be sent to test.user@dgs.ca.gov".
- Pickup and Return Info: Pickup date/time is 03/06/2012 08:30 AM, Return date/time is 03/06/2012 08:30 AM. Pickup Location is CA - SACRAMENTO GARAGE. Vehicle Type is SEDAN, with a dropdown for "AUTO SEDANS (84)".
- Additional Information: Account ID is 000000, User is TEST USLR. Secondary Email is blank. Destination city is blank, Destination state is CA, and Qty of passengers is 0.
- Reservation Note: A text area for notes.

Below the form, there are sections for "Rental Rates" (Rate per day: \$24.00) and "Pickup Location" (SACRAMENTO GARAGE, SACRAMENTO STATE GARAGE, 1416 10111 STREET, SACRAMENTO, CA 95811). Contact info includes Phone: 916.657.2327 and Fax: 916.659.5265. At the bottom are "Back", "Continue", and "Cancel Changes" buttons.

Verify Reservation Information prior to submission.

This screen allows you to review your reservation detail for accuracy.

1. To change "Reservation Information" click on the "Cancel" button.
2. If all the information is accurate - click on the "OK" button.

This screenshot is similar to the previous one, but with a "Message from webpage" dialog box overlaid in the center. The dialog box has a question mark icon and contains the text: "Click OK to continue reservation. Click Cancel to modify reservation." It has "OK" and "Cancel" buttons. The background form shows the same reservation details as the previous screenshot, but with the "Secondary Email" field now populated with "test.user@dgs.ca.gov" and the "Reservation Note" field containing "Need large truck space".

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 GENERAL SERVICES

Home Logout

Reservation Information
(Thank you for using our services. Your 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 User unknown)

Reservation For: XT28465: 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 (SA) AUTO RETURN (SA)

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:

Reservation ID: 428465 Pickup Location: SACRAMENTO GARAGE
Status: CONFIRMED SACRAMENTO STATE GARAGE
1416 10TH STREET
SACRAMENTO CA
95814
Phone: 916.657.2327
Fax: 916.653.5265

Rental Rates
Rate per day: \$24.00

Back New Reservation Cancel Reservation Printer Friendly

"Printer Friendly" Reservation Confirmation Page.

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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 'Logoff'. 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 data:

Reservation ID	Status*	Pickup Date & Time Return Date & Time	Vehicle Type	Pickup Location
428465	CONFIRMED	03/05/2012 08:15 AM 03/06/2012 08:15 AM	SEDAN - AUTO SEDANS - (HH)	SA - SACRAMENTO GARAGE

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 California Department of General Services user interface. It displays the 'My Info' section with user details and the 'My Reservations' section with a table containing one reservation record.

Modify Reservation Continued.

1. Change the Pickup Time if needed, you must click on date to save change.
2. Change the Pickup Date if needed.
3. Change the Return Date if needed.
4. Change the Return Time if needed, you must click on date to save change.
5. Change or add to Notes if needed.
6. 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: 03/05/2012 08:15 AM | Pickup Location: SA - SACRAMENTO GARAGE
Return: 03/15/2012 08:15 AM | Vehicle type: SEDAN | AUTO SEDANS (11)

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: [Text Area]

Back | Continue | Cancel Changes

A verification confirmation page will display, verify 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: 03/05/2012 08:15 AM | Pickup Location: SA - SACRAMENTO GARAGE
Return: 03/05/2012 08:15 AM | Vehicle Type: SEDAN | AUTO SEDANS (11)

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:**
Status: CONFIRMED | SACRAMENTO STATE GARAGE
Rental Rates: Rate per day: \$24.00 | 1416 10TH STREET | SACRAMENTO, CA 95811
Phone: 916.657.2127
Fax: 916.657.6766

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

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

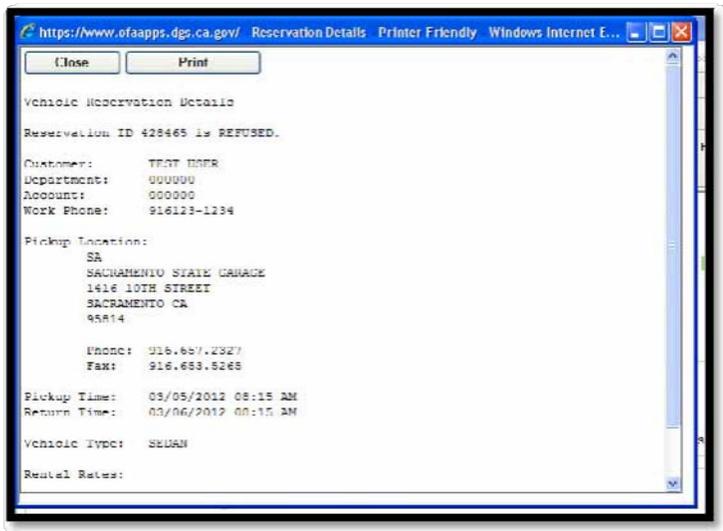
The screenshot shows the DGS California Department of General Services reservation management interface. At the top, there is a logo for DGS and navigation buttons for 'Home' and 'Logout'. The main section is titled 'Reservation Information' and contains several form fields: 'Reservation For' (X1234567: TEST USER), 'Pickup and Return Info' (Pickup: 03/05/2012 08:15 AM, Return: 03/06/2012 08:15 AM, Pickup Location: SA - SACRAMENTO GARAGE, Vehicle Type: SEDAN), and 'Additional Information' (Account ID: 000000, Secondary Email: vera.fernandez@dgs.ca.gov, Destination city: SAN FRANCISCO, Destination state: CA, Quantity of passengers: 2). A modal dialog box titled 'Message from webpage' is overlaid on the form, asking 'Cancel the reservation?' with 'OK' and 'Cancel' buttons. Below the form, there is a summary section with 'Reservation ID: 428465', 'Status: CONFIRMED', and 'Pickup Location' details (SACRAMENTO GARAGE, 1116 10TH STREET, SACRAMENTO CA, 95814). At the bottom, there are buttons for '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 DGS reservation management interface after a reservation has been refused. The 'Reservation Information' section now displays a red error message: 'Reservation cancelled. 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 User unknown'. The 'Reservation For' field remains 'X1234567: TEST USER'. The 'Pickup and Return Info' section shows the same pickup and return times and location, but the vehicle type is now 'ALLOY SEDANS - (HR)'. The 'Additional Information' section is the same as in the previous screenshot. The summary section at the bottom shows 'Reservation ID: 428465', 'Status: REFUSED', and the same pickup location details. The buttons at the bottom are 'Back', 'New Reservation', 'Printer Friendly', and 'Notes'. A notification box in the bottom right corner displays the email address 'reservations@dgs.ca.gov' and the message: 'Reservation ID: 428465 is REFUSED. Vehicle Reservation Details: Reservation ID: 428465 is REFUSED.'.

"Printer Friendly" Cancellation Confirmation page.



How to Make a Reservation for Someone Else.

A person can make a reservation for someone else. The person you are making a reservation for must be currently registered in the system. You will need the other person's CA Driver's License Number and Expiration Date and their work email address and a valid agency billing code (must verify number is correct in system).

1. Follow the [log in](#) instructions.
2. The other person's Driver Details will be displayed.
3. Follow the "[How to Make a Reservation](#)" instructions.
4. Enter your email address in the "Secondary Email" field.
5. Click on the "Continue" button to continue.

*Once the reservation is completed an email confirmation notice is sent to you and the person the reservation is for.

Call the Sacramento Dispatch Office: (916) 657-2327, M – F 7:00 AM – 4:45 PM.

Or

Email: Michael.Pegos@dgs.ca.gov or Aaron.Thuston@dgs.ca.gov for assistance.