



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

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## First-Time User Instructions

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. **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.

1. Access to the Vehicle Reservation Website at:  
<http://www.dgs.ca.gov/ofam/Programs/FleetOps/VehicleLease/VehicleResv.aspx>.
2. Input your Driver's License and work email address.
3. Click Login.
  - First time users will receive the message "**Operator ID not found. Create new operator record**"?
4. Click on the "**New Operator**" button to continue creating a profile.
5. You will be directed to Profile page for completion.

## Creating A Profile

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.



The screenshot shows the "Operator Details" form within the DGS (California Department of General Services) system. The form is divided into two main sections: "Operator Information" and "Contact Information".

**Operator Information:**

- Operator ID: X1234567
- Name: (Yellow field)
- License Expiration Date: (Yellow field with a calendar icon and format (MM/DD/YYYY))
- DGS Charge Card: (White field)
- Agency Billing Code: (Yellow field)

**Contact Information:**

- Work Address: (White field)
- Room#: (White field)
- City: (White field)
- Zip Code: (White field)
- Work Phone: (White field)
- Work Email: test.user@dgs.ca.gov (Yellow field)

At the bottom of the form, there are "Back" and "Save" buttons. In the top right corner of the page, there are "Login" and "Logout" buttons. The DGS logo and "CALIFORNIA DEPARTMENT OF GENERAL SERVICES" are visible at the top of the page.

Once completed, clicking the "Back" button 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	80101	City	SACRAMENTO
DGS Charge Card	20101	Zip Code	95834
License Expiration Date	03/07/2013	Work phone	916123-1234
Work Email	ttest.user@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 Login

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



The screenshot shows the 'Login to Reservations Portal' page. At the top right is the DGS logo with the text 'CALIFORNIA DEPARTMENT OF GENERAL SERVICES'. Below the logo, the title 'Login to Reservations Portal' is displayed. There are two input fields: 'Driver's License' and 'Email Address', both containing yellow placeholder text. A 'Login' button is positioned below the email field.

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

1. Note: If you entered your Driver's License Number incorrectly click on the "CANCEL" button, and enter correct number.



This screenshot shows the login form with the 'Driver's License' field containing 'X1231557' and the 'Email Address' field containing 'test.user@dgs.ca.gov'. The 'Login' button is disabled. Below the form, the text 'Operator ID not found. Create new operator record?' is displayed, followed by a 'Now Operator' button.

If a "Login Failure" message occurs, please contact the Sacramento Dispatch office at (916) 657-2327 for assistance.



This screenshot shows the login form with the 'Driver's License' field containing 'X1234567' and the 'Email Address' field containing 'test.user@dgs.ca.gov'. The 'Login' button is disabled, and a red error message 'Login failed.' is displayed to the right of the button.

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

## Making a Reservation

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

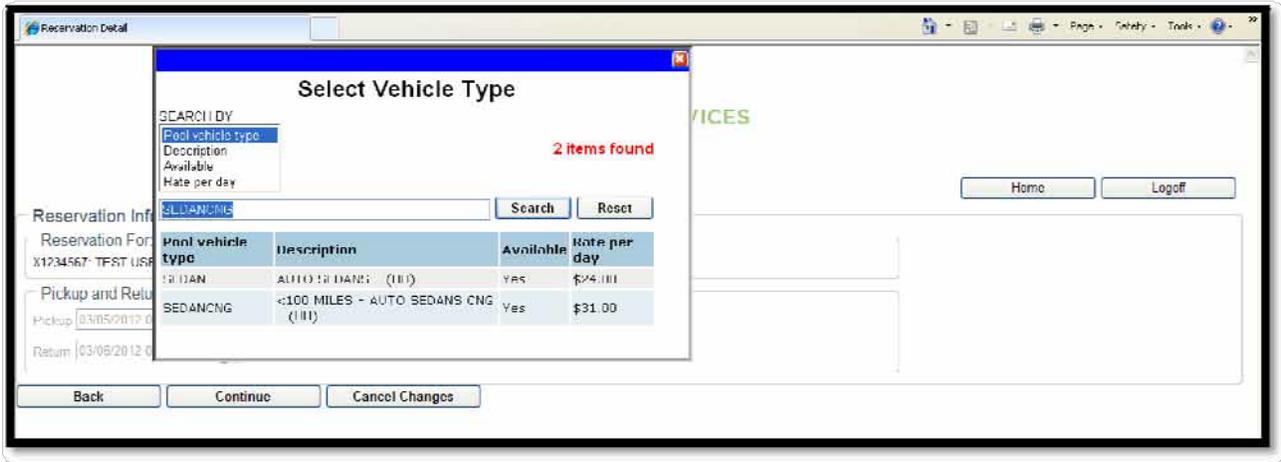
1. Click Calendar icon to select the Pickup Time.
  - (Always select TIME first – located top of calendar)
2. Select the Pick Date.
3. Select the Return Time.
4. Select the Return Date.
5. Select the Pickup Location. (Sacramento Garage location only).
  - Select SA – Sacramento Vehicle Reservation.
  - Select SB – Bicycle Reservation.
6. Click on the "Continue" or "Back" button 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 "Logout" buttons in the top right. The main section is titled "Reservation Information". It 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. It has "Pickup" and "Return" fields, both with calendar icons. The "Pickup Location" is a dropdown menu currently set to "SA - SACRAMENTO GARAGE". At the bottom of this section are "Back" and "Continue" buttons.

This screenshot shows the same reservation form as above, but with a calendar widget open over the "Pickup" field. The calendar is for the month of March 2012. The time is set to 03:00 PM. The "Pickup Location" dropdown remains set to "SA - SACRAMENTO GARAGE". The "Continue" button is visible at the bottom of the form.

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".

This screenshot shows the reservation form with the "Vehicle Type" dropdown menu open. The "Pickup" field now shows a selected date and time: "03/05/2012 08:50 AM". The "Return" field also shows a selected date and time: "03/05/2012 08:50 AM". The "Vehicle Type" dropdown is open, showing options: "BICYCLE", "EVS-1 (Electric Vehicles)", "SEDAN (Compact)", and "SEDANHYBC (Compact hybrid)". The "SA - SACRAMENTO GARAGE" location is still selected. At the bottom, there are three buttons: "Back", "Continue", and "Cancel Changes".



Click “Continue”, “Cancel Changes”, or “Back” button as required.



## 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.

The screenshot shows the 'Reservation Information' page on the DGS website. The page includes a 'Reservation For' section with a reservation number and a note about email confirmation. Below this is the 'Pickup and Return Info' section with fields for pickup and return dates and times, pickup location, and vehicle type. The 'Additional Information' section contains fields for account ID, secondary email, destination city, destination state, and number of passengers. A 'Reservation Note' field is also present. At the bottom, there are 'Rental Rates' and 'Pickup Location' details, including the rate per day and the address of the pickup location. Navigation buttons for 'Back', 'Continue', and 'Cancel Changes' are located at the bottom of the form.

## Information Verification

This screen allows you to review your reservation for accuracy.

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

This screenshot is similar to the previous one, but it features a 'Message from webpage' dialog box overlaid on the 'Additional Information' section. The dialog box contains a question mark icon and the text 'Click OK to continue reservation. Click Cancel to make changes.' Below the text are 'OK' and 'Cancel' buttons. The background form shows the same reservation details as the previous screenshot, but with the 'Secondary Email' field filled with 'www.farmdw@dgscs.gov' and the 'Destination city' set to 'San Francisco'. The 'Reservation Note' field contains the text 'need large truck space'.

## Reservation Confirmation

Congratulations! Your reservation has been confirmed. You will receive an email confirming your vehicle and or bicycle 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 User unknown)

**Reservation For**  
XXXXXXXX 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  
Return: 03/06/2012 08:15 AM  
Pickup Location: SA - SACRAMENTO GARAGE  
Vehicle Type: SEDAN (S) AUTO SEDANS (4F)

**Additional Information**  
Account ID: 000000 TEST USER  
Secondary Email: vera.fernandez@dgs.ca.gov  
Origin city: San Francisco Destination state: CA Qty of passengers: 2  
Reservation Note: event charge 3.0000, expense

**Reservation ID:** 428465  
**Status:** CONFIRMED  
**Rental Rates:**  
Rate per day: \$24.00

**Pickup Location:**  
SACRAMENTO GARAGE  
SACRAMENTO STATE GARAGE  
1416 10TH STREET  
SACRAMENTO CA  
95814  
Phone: 916.657.2327  
Fax: 916.653.5265

Back New Reservation Cancel Reservation Printer Friendly

## Reservation Confirmation Page (Printer Friendly)

### 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

## Viewing an existing 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 (478468), 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 - (H4)), 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'.

## Modifying 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, the 'My Reservations' table with one reservation, and the 'What Do You Want To Do?' section with 'Update My Info' and 'New Reservation' buttons.

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.

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**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 AM Pickup Location: SA - SACRAMENTO GARAGE  
Return: 03/13/2012 08:15 AM AM Vehicle Type: SEDAN AUTO SEDANS (99)

**Additional Information**

Account ID: 000008 TEST USER  
Secondary Email: vera.fernandez@dgs.ca.gov  
Destination city: SAN FRANCISCO Destination state: CA City of passengers: 3  
Reservation Note:

[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.

### **Canceling 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.

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**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 AM Pickup Location: SA - SACRAMENTO GARAGE  
Return: 03/05/2012 08:15 AM AM Vehicle Type: SEDAN AUTO SEDANS (99)

**Additional Information**

Account ID: 000008 TEST USER  
Secondary Email: vera.fernandez@dgs.ca.gov  
Destination city: SAN FRANCISCO Destination state: CA City of passengers: 3

<b>Reservation ID:</b> 423455	<b>Pickup Location:</b>
<b>Status:</b> CONFIRMED	SACRAMENTO GARAGE
<b>Rental Rates:</b>	SACRAMENTO STATE GARAGE
Rate per day: \$24.00	1410 1011 STREET
	SACRAMENTO, CA
	95811
	Phone: 916.657.2327
	Fax: 916.657.5286

[Back](#) [Modify Reservation](#) [New Reservation](#) [Cancel Reservation](#) [Print Friendly](#) [Notes](#)

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

**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: 03/06/2012 08:15 AM Vehicle Type: SEDAN

**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 ID: 420465 Status: CONFIRMED**

**Pickup Location**

SACRAMENTO GARAGE  
SACRAMENTO STATE GARAGE  
1116 10TH STREET  
SACRAMENTO CA  
95814

Phone: 916.657.2327  
Fax: 916.653.5265

Rate per day: \$24.00

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

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

**DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES**

Home Logout

**Reservation Information**

Reservation cancelled. There was an issue with the email server. Confirmation email(s) were not sent. Mailbox unavailable. The server response was: 5.1.1 User unknown

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: 03/06/2012 08:15 AM Vehicle Type: SEDAN (AUTO SPARE - (HR))

**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 ID: 420465 Status: REFUSED**

**Pickup Location**

SACRAMENTO GARAGE  
SACRAMENTO STATE GARAGE  
1116 10TH STREET  
SACRAMENTO CA  
95814

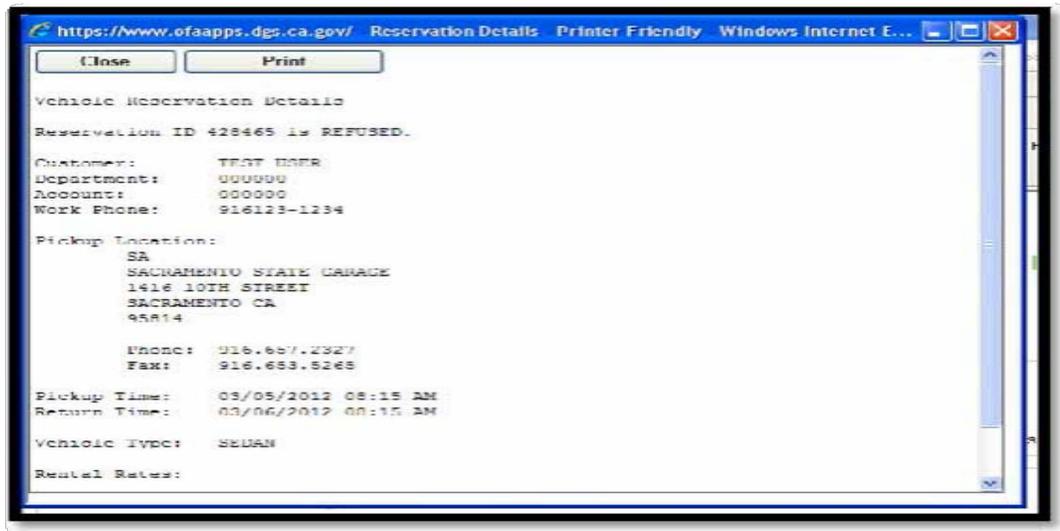
Phone: 916.657.2327  
Fax: 916.653.5265

Rate per day: \$24.00

Back New Reservation Printer Friendly **Notes**

reservations@dgs.ca.gov  
Reservation ID 420465 is REFUSED  
Vehicle Reservation Details  
Reservation ID: 420465 is (HR)

## Cancellation Confirmation page (Printer Friendly)



### **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](mailto:Fleet.Services@dgs.ca.gov)