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There are two ways of accessing the LeasePlan system:

- Logging in via leaseplan.com.au in a web browser
  
  www.leaseplan.com.au
  
  • Can do any operation
  • POP UPS must be enabled
  • Clicking the link in the booking confirmation email (which goes to a browser but is ‘app-like’ and mobile friendly)
    • Can add odometer readings when picking up a vehicle and returning a vehicle
    • Can report an incident or damage

When first using LeasePlan Online – Update/check details

- Go to the ‘MY PROFILE’ tab
- In Address & Contact Details
  • Make sure Garaged address is Gate 11 Carpark as shown above
  • Select No for ‘Is Garaged Address Postal Address’
  • Choose your postal address type and enter details (the street address can be your work address)
- In ‘Update Employment Details’
  • Check details are correct
  • Can edit ‘Salary / Employee Number’ (please enter zNumber) & ‘Job Title’
- In ‘Update Licence Details’
  • Check details are correct
  • If you have an international licence, put the country, region, and licence type in the ‘Any Conditions on your Licence’ box at the bottom (you need to choose ‘yes’ before text can be entered)

Making a booking

- Click on ‘New Pool Car Booking’ from the left panel menu
  
  CONTACT DETAILS PAGE
  • Confirm contact details
  • Click next

  BOOKING DETAILS PAGE

- Main booking portal
  • Essentials (*):
    • Cost centre
    • Start date/time
    • End date/time
    • Start location
    • Destination post code
    • Business/Private
    • Estimated Distance
    • NB: Can filter using other vehicle details

- Choose Cost Centre
  • Can only choose from cost centres associated with your account
  • Can't manually add cost centres (contact BEES-vehicles@unsw.edu.au to add cost centres)

- Driver Name
  • Driver name can’t be changed from yourself.
  • If you are not driving the car at all, you shouldn’t be making the booking.
  • If you are sharing the driving, add the extra drivers later in the booking in the ‘Driver comments or special instructions’ box
  • Any drivers must be INDUCTED or APPROVED VOLUNTEERS

- Chose Start Date / Time
  • Current minimum booking time is 2.5 hrs
    • Make sure to Log the vehicle as returned on leaseplan.com.au if using it for less time
    • We’ve asked leaseplan to change this
    • The work-around is to modify the booking to a shorter time after the booking has been made
    • Minimum increment is 0.5 hrs
    • Currently, there is a half hour buffer around the booking time
      • We’ve asked leaseplan to change this
• **Chose Start location**
  - For BEES vehicles choose ‘BEES Botany Street KENSINGTON NSW’
  - For UNSW fleet vehicles choose ‘Gate 11 Botany St Carpark 11 Botany Street KENSINGTON NSW’ (fleet location will most likely change)

• **Choose Destination Post Code**
  - Search the **pop-up screen** for your destination postcode.

• **Choose Business/Private**
  - Choose Business

• **Estimated Distance**
  - Should automatically populate after choosing destination post code

• **Click Search**
  - List populates with available vehicles during the selected time and start location
  - Clicking on a vehicle displays detailed vehicle specs.

• **Select vehicle**
  - Click ‘confirm vehicle’

• **BOOKING CONFIRMATION PAGE**
  - **Check booking details**
    - Click ‘Back’ to make changes
  - **Driver comments or special instructions box**
    - Add your SafeSys Activity/RMF Number (if you have one)
    - Add other INDUCTED drivers or APPROVED volunteers
    - Rough itinerary
  - Read through terms and conditions and tick the check box

• **BOOKING RESULT PAGE**
  - **Most users are set with automatic approval**
  - If you abuse the system you will go on a ‘naughty list’ and need to get admin approval to make a booking
  - This completes the booking process. You will receive a booking confirmation via email. This will include the links required to ‘pick up’ and ‘return’ the vehicle in the PCM system.

**Booking confirmation email**
- Most users are set with automatic approval
- You should receive a confirmation email soon after booking (within ~1 minute)
- There is a link in the confirmation email to access the ‘app-like’ mobile friendly LeasePlan system to add your odometer readings etc.

**Viewing bookings**
- **VIA LEASEPLAN.COM.AU**
  - Click on My Pool Car Bookings
  - To view all your bookings just click the search button
  - There are many different ways to search for and display your bookings
    - Not also the drop down field above the table allows you to change from ‘Result List View’ to ‘Calendar View’
    - To view details about the booking, click the booking ID number hyperlink
  - **VIA CONFIRMATION LINK**
    - Click the link in the confirmation email
    - Select the left square ‘List of your available bookings’

**Cancel a booking**
- Go to ‘My Pool Car Bookings’
- Select the drop-down arrow next to the desired ID number
- Click ‘Cancel Booking’
Modify a booking

• Go to ‘My Pool Car Bookings’
• Option 1
  • Select the drop-down arrow next to the desired ID number
  • Click ‘Modify Booking’
• Option 2
  • Click on the booking ID number
  • Click ‘Modify Booking’
• You can use the modify feature to:
  • Add the required details to the ‘Driver Comments or special instructions’ box (i.e. additional inducted drivers and/or approved volunteers; SafeSys Activity/RMF Number; rough itinerary; any other relevant details!).
  • Change start and end times
  • Make booking shorter if desired length is <2.5 h
  • Etc

Picking up a vehicle

• VIA LEASEPLAN.COM.AU
  • Go to ‘My Pool Car Bookings’
  • Click on the booking ID number
  • Click on ‘Vehicle Pick Up’
  • Enter the odometer reading
    • This field should be pre-populated but check the value is correct.
  • Click ‘Submit’
  • The vehicle is now officially ‘Picked Up’ and should show this status.
  • An option for ‘Vehicle Return’ is now available
• VIA CONFIRMATION LINK
  • Click the link in the confirmation email
  • Select the left square ‘List of your available bookings’
  • Select the desired booking
  • Enter the odometer reading
  • Click the ‘Return’ symbol in the top right corner
  • The status should now say ‘Vehicle Returned’

Returning a vehicle

• VIA LEASEPLAN.COM.AU
  • Go to ‘My Pool Car Bookings’
  • Click on the booking ID number
  • Click on ‘Vehicle Return’
  • Enter the odometer reading
  • Click ‘Submit’
  • The status should now say ‘Vehicle Returned’
• VIA CONFIRMATION LINK
  • Click the link in the confirmation email
  • Select the right square ‘Report Damage or Incident’
  • Select the desired booking
  • Click ‘Add damage report’
  • Enter all the required details and upload pictures

Report an incident or damage

• ALWAYS inform BEES vehicles managers via email: BEES-vehicles@unsw.edu.au
• VIA LEASEPLAN.COM.AU
  • Go to ‘My Pool Car Bookings’
  • Select the drop-down arrow next to the desired ID number
  • Click on ‘Report Damage / Incidents’
  • Enter all the required details and upload pictures
• VIA CONFIRMATION LINK
  • Click the link in the confirmation email
  • Select the right square ‘Report Damage or Incident’
  • Select the desired booking
  • Click ‘Add damage report’
  • Enter all the required details and upload pictures

Click for FAQs & WHERE TO GET HELP & TIPS/PROBLEMS
There are two ways of accessing the LeasePlan system:

- Logging in via leaseplan.com.au in a web browser
  - Can do any operation

- Clicking the link in the booking confirmation email (which goes to a browser but is ‘app-like’ and mobile friendly)
  - Can add odometer readings when picking up a vehicle and returning a vehicle
  - Can report an incident or damage
BEES LeasePlan Booking System

www.leaseplan.com.au
Pop-ups must be enabled!
Welcome to LeasePlan Online for Pool Car Drivers

From here you can create your booking requests, view and track pool car availability.
As a driver you can review and modify you booking if required. You can also specify a pick up location, start and return date.
This makes it easier for you to organise a pool car as per your organisation’s requirements - eliminating paper trails and reducing the administrative effort.

No More Password resets
You no longer have to reset your LeasePlan Online password every 90 days. You can keep the one password as long as you like.
You still have the option to change your password when you want, but it will not be compulsory.
When first using LeasePlan Online – Update/check details

• Go to the ‘MY PROFILE’ tab
• In Address & Contact Details
• Make sure Garaged address is **Gate 11 Carpark** as shown above
• Select **No** for ‘Is Garaged Address Postal Address’
• Choose your postal address type and enter details (the street address can be your work address)
When first using LeasePlan Online – Update/check details

- In ‘Update Employment Details’
  - Check details are correct
  - Can edit ‘Salary / Employee Number’ (please enter zNumber) & ‘Job Title’

- In ‘Update Licence Details’
  - Check details are correct
  - If you have an international licence, put the country, region, and licence type in the ‘Any Conditions on your Licence’ box at the bottom (you need to choose ‘yes’ before text can be entered)
Making a booking
Making a booking

Logging in via leaseplan.com.au in a web browser

- Click on ‘New Pool Car Booking’ from the left panel menu
- Confirm contact details (they are intentionally blanked out in the image on the left)
- Click next
Main booking portal

Essentials (*):
- Cost centre
- Start date/time
- End date/time
- Start location
- Destination post code
- Business/Private
- Estimated Distance

NB: Can filter using other vehicle details

Logging in via leaseplan.com.au in a web browser
Making a booking

- **Cost Centre**
- Can only choose from cost centres associated with your account
- Can’t manually add cost centres (contact Jaz or Mira to add new ones)

Logging in via leaseplan.com.au in a web browser
Making a booking

- **Driver Name**
- Driver name can’t be changed from yourself.
- If you are not driving the car at all, you shouldn’t be making the booking.
- If you are sharing the driving, add the extra drivers later in the booking in the ‘Driver comments or special instructions’ box.
- Any drivers must be INDUCTED or APPROVED VOLUNTEERS.
Making a booking

- Start Date / Time
- Current minimum booking time is 2.5 hrs
  - Make sure to Log the vehicle as returned on leaseplan.com.au if using it for less time
- Minimum increment is 0.5 hrs
Making a booking

- **Start Date / Time**
- Current minimum booking time is 2.5 hrs
  - Make sure to Log the vehicle as returned on leaseplan.com.au if using it for less time
- Minimum increment is 0.5 hrs

Hopefully this will be changing soon
(currently the work-around is to modify the booking time after making it)
Making a booking

- **Start location**
- For BEES vehicles choose ‘BEES Botany Street KENSINGTON NSW’
- For UNSW fleet vehicles choose ‘Gate 11 Botany St Carpark 11 Botany Street KENSINGTON NSW’

Logging in via leaseplan.com.au in a web browser
Making a booking

- Destination Post Code
- Search the **pop-up screen** for your destination postcode.

Logging in via leaseplan.com.au in a web browser
Making a booking

- **Business/Private**
  - Choose Business
- **Estimated Distance**
  - Should automatically populate after choosing destination post code

**Trip Details**

- **Business / Private:** Business
- **Estimated Distance:** 0.00
- **Trip Purpose:**
- **Customer Reference:**
Making a booking

- Click Search
- List populates with available vehicles during the selected time and start location
• Clicking on a vehicle displays detailed vehicle specs.

Logging in via leaseplan.com.au in a web browser
Making a booking

• Click ‘confirm vehicle’
Making a booking

- **Check booking details**
  - Click ‘Back’ to make changes

- **Driver comments or special instructions box**
  - Add your SafeSys Activity/RMF Number (if you have one)
  - Add other INDUCTED drivers or APPROVED volunteers
  - Rough itinerary

- **Read through terms and conditions and tick the check box**

Logging in via leaseplan.com.au in a web browser
Making a booking

- **Booking result**
- Most users are set with automatic approval
- If you abuse the system you will go on a ‘naughty list’ and need to get admin approval to make a booking
- This completes the booking process. You will receive a booking confirmation via email. This will include the links required to ‘pick up’ and ‘return’ the vehicle in the PCM system.

Logging in via leaseplan.com.au in a web browser
Booking confirmation email
Most users are set with automatic approval
You should receive a confirmation email soon after booking (within ~1 minute)
There is a link in the confirmation email to access the ‘app-like’ mobile friendly LeasePlan system to add your odometer readings etc.
BEES LeasePlan Booking System

Desktop view

Mobile view

Accessing LeasePlan through email link

Return to Contents List
## Pool Car Booking Confirmation - 9002676379

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<td>Date: ___________</td>
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<td>Signature:</td>
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</tbody>
</table>
View a booking
Viewing your bookings

- Click on My Pool Car Bookings
- To view all your bookings just click the search button

Logging in via leaseplan.com.au in a web browser
Viewing your bookings

• Explore all the different ways of displaying your bookings
Viewing your bookings

- To view details about the booking, click the booking ID number hyperlink.
Viewing your bookings

• To view details about the booking, click the booking ID number

Logging in via leaseplan.com.au in a web browser

Shows estimated cost (currently not entirely accurate)
Clicking the link in the booking confirmation email.
Cancel or modify a booking
To cancel a booking:

- From my car bookings
- Select the desired booking and click ‘Cancel Booking’
To modify a booking

Depending on the view click the ‘Modify Booking’ button

Logging in via leaseplan.com.au in a web browser
In the ‘Driver Comments or special instructions’ box please add:

- additional drivers (including volunteers)
- SafeSys Activity/RMF Number
- Rough itinerary
- Any other relevant details!
Pick up a vehicle
Picking up a vehicle

- Entering initial odometer reading

1.

After selecting the booking, click on ‘Vehicle Pick Up’.

Click on ‘List of your available bookings’ then select the desired booking.
Picking up a vehicle

• **Entering initial odometer reading**

Enter the odometer reading

This field should be pre-populated but check the value is correct.

Click ‘Submit’

Enter the odometer reading

This field should be pre-populated but check the value is correct.

Click the Pickup symbol in the top right corner
Picking up a vehicle

• Entering initial odometer reading

3

Logging in via leaseplan.com.au in a web browser

Clicking the link in the booking confirmation email

The vehicle is now officially ‘Picked Up’ and should show this status.

An option for ‘Vehicle Return’ is now available

The vehicle is now officially ‘Picked Up’ and should show this status.

An option to ‘Return Vehicle’ is now displayed
Return a vehicle
Returning a vehicle

- Entering final odometer reading

After selecting the booking, click on ‘Vehicle Return’

Click on ‘List of your available bookings’ then select the desired booking.
Entering final odometer reading

2

Enter the final odometer reading

Click ‘Submit’

Logging in via leaseplan.com.au in a web browser

Clicking the link in the booking confirmation email

Click the Return symbol in the top right corner
Returning a vehicle

- Entering final odometer reading

3

The status should now say ‘Vehicle Returned’

Logging in via leaseplan.com.au in a web browser

Clicking the link in the booking confirmation email

The status should now say ‘Vehicle Returned’
Report an incident or damage
1. Click on the arrow next to the booking entry
2. Click ‘Report Damage / Incidents’

1. Click on ‘Report Damage or Incident’
2. Choose the appropriate booking on the next page
3. Click ‘Add damage report’
Report an incident or car damage

Enter all the required details and upload pictures

*Still inform us via email:
BEES-vehicles@unsw.edu.au
FAQs · where to get help · features in the pipeline · problems & workarounds
• How can I tell how much my booking will cost?
  – LeasePlan approximates how much your booking will cost – see this slide – but it’s best to calculate yourself based on BEES prices: $6/hour; capped at $48/day. Fuel is charged $0.40c/km.
  – Trailers will be costed at $2/hour; capped at $16/day.

• I can see a vehicle in the carpark but I can’t see it listed online, what do I do?
  – If a vehicle has been physically returned but it’s not yet visible online it is most likely because the previous user has not digitally finalised their booking (i.e. adding final odometer readings and clicking ‘return vehicle’)
  – Unfortunately, at the moment you can’t see who has booked the vehicles (this feature is coming later in the year) so you can’t call them to see what’s going on.
  – Firstly, check for another available vehicle.
  – You can contact BEES-Vehicles@unsw.edu.au and we will contact the previous user. If you fail to digitally finalise your booking 3 times you will be removed from the system for a period of time.

• What do I do with volunteers?
  – Add them to the ‘Driver Comments or special instructions’ either when making a booking or later when modifying the booking.
Can I book for someone else?
- No, the driver officially listed cannot be changed. If there are additional drivers on a trip, list them in ‘Driver Comments or special instructions’. It is the responsibility of the person making the booking that any additional drivers are qualified to drive. If you are not going on the trip, do not book for someone else.

Are we still using log books?
- Yes, until you no longer find them in the car.

Will there still be a SIMS ONLY and DAY USE ONLY vehicles?
- Yes, this will be listed in the ‘Vehicle Type’ description.

How far ahead can I make a booking?
- Not sure yet, but we are looking to set it up for one year ahead.

When I try to search for a car nothing is coming up at all! Help!
- Make sure pop-ups are enabled
- Check the booking is at least 2.5 hrs for cars/trailers and 1 day for boats (you can modify the booking afterwards to make it shorter)
- Check Location is set to BEES
- Check the date is correct and not more than a year ahead
- Email BEES-vehicles@unsw.edu.au
FAQs

• I haven’t received my temporary username and password from Leaseplan
  – Check Junk Mail
  – Check through emails thoroughly before emailing BEES-vehicles@unsw.edu.au

• I haven’t received and booking confirmation emails
  – Check Junk Mail
  – Check through emails thoroughly before emailing BEES-vehicles@unsw.edu.au
Where to get help?

- These slides are available from the BEES Vehicles page
- Don’t email Jaz directly anymore, email:

BEES-Vehicles@unsw.edu.au

Tips/problems we’ve come across

- For some reason you can only print your bookings using Chrome
Future changes in the pipeline

- Viewing other user’s bookings
  - this feature is meant to come out some time 2016. This will allow users to contact each other to let others know if they’ve returned early etc.
- The name of the Fleet vehicle location *may* change
- Minimum booking time should be reduced from 2.5 hours to at least 1 hour.
Booking UNSW fleet vehicles

- Search with location as Gate 11
- The vehicles are found at the western end of the Botany St Carpark
- Different costs (little more expensive)
- Key collection from FM during BUSINESS HOURS ONLY (8am-4:30pm)

- Let us know today if you have previously booked FM Fleet vehicles – you will already have an assigned log in, but your password will be reset and you will be added to BEES system.
Change over times and processes

- NEW SYSTEM IS ACTIVE