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I. ABOUT FLEET FOCUS

A. FA Suite (Fleet Focus)

FleetFocus provides better data in less time to help in making decisions that have long-term benefits for our organization.

FleetFocus is the premier fleet management software solution for public and private organizations alike. FleetFocus is fully integrated into the AssetWorks Enterprise Asset Management (EAM) product suite, so you can manage your infrastructure assets and fleet vehicles in one system.

B. Customer Access Portal

The Customer Access Portal is for Fleet Custodians only. A Fleet Custodian is an individual that has been identified as the department representative for all vehicle management. The Fleet Custodian is also the identified liaison between the department and the Office of Fleet Services.

The Customer Access Portal can be accessed via CLICKING HERE

C. Service Request Portal

The vehicle service portal is assessable to Fleet Custodians, Drivers and PIN Users. This portal is used to submit vehicle service and maintenance request to the Office of Fleet Services. Once the service request is submitted, vehicles can be dropped off for servicing.

The Service Request Portal can be accessed via by CLICKING HERE
II. CREATING A CUSTOMER SERVICE REQUEST

A. Logging In
1. Go to Service Request Site - Accessible via the Fleet Services Website
   a. http://facilities.gatech.edu/fleet-services
   b. Click on the Work Request Form Link

2. No username and password required to access the Customer Service Request

B. Service Request Classifications
The following services require a “service request” entry:
   • Fuel Card Replacement
   • Fuel Card Restriction
   • Accident
   • Road Service Call
   • Key Loan

C. Submitting A Customer Service Request
1. Click on Customer Service Requests tab
3. Click Request Service or Report a Problem
4. There are 3 screens that must be completed in order to process the Service Request.
   a. Who Are You?
   b. Where is the Problem?
   c. What is the Problem?
D. Who are You?

1. Enter GT ID as the Operator ID OR assign a Custodian
2. Click the "..." next to Operator ID

E. Where is the Problem?

1. Option A
   a. Please identify where the problem is and what asset or piece of equipment it affects.
   b. Enter your * 4-digit vehicle number (i.e. 0125 or 1296), then click "Lookup" to verify.

2. Option B
   a. Enter Asset Location (Only if request is a Road Service Call, Tow)

   Asset is Located Near this Address:
   - Address
   - Address line 2
   - City
   - State / Province

   b. Use the text box to describe the asset location in more detail

F. What is the Problem?

1. Choose a symptom code that best fits the problem, and describe the problem in your own words.
   a. Enter Symptom codes by clicking the "...", use the Search box to assist
   b. Add additional comments in the "Describe the Problem" text box.
   c. Add photos or files to support your request
III. CUSTOMER ACCESS PORTAL

- This portal is for Fleet Custodians Only

A. What is the Customer Access Portal?
The Customer Access Portal is a gateway to your department Fleet files. This portal will allow you to view vehicle work orders, service history and digital files and information.

B. Logging In
1. Go to Service Request Site - Accessible via the Fleet Services Website
   a. [Link](http://facilities.gatech.edu/fleet-services)
   b. Click on the ‘here’ hyperlink to access the Customer Access Portal
2. User ID and Password is required
3. The User ID is equivalent to the custodians GT ID# (i.e. 902xxxxxx)
4. The default password is fleet1 (the default password must be changed upon log-in)

C. Submitting a Customer Service Request
1. Once logged in, click on Customer Access tab
2. Customer Access will only allow you to view the department(s) that are assigned to you. Use the Department drop-down menu to select.
3. There are 2 section under the What Do You Want To Do? Section:
   a. Administer Equipment Units
   b. View Work Order Information

D. Administer Equipment Units
   Utilize this section to view department Fleet units.
The report will show the following information: Equipment ID #, Equipment Information; License Plate #, Last Meter Reading, Service Status, Operator (Custodian) Info, and Designated PM Location.

1. Current Filter
   Utilize this section to filter your search. Click the ‘Define Filter’ to input selections. Click the ‘Clear Filter’ button to clear your Utilize the “…” to see options.

2. What Do You Want To Do?
   a. Enter Usage Ticket - *Do not use this tab* - Fleet Services does not operate a Motorpool
   b. Enter Meter Reading
      i. Click on the ‘Enter Meter Reading’ tab
      ii. Enter the updated meter reading in the ‘New Meter 1 Reading’ space provided
      iii. Click Process
      iv. The meter reading and date will be updated
   c. Enter Service Requests
      i. Click on the ‘Enter Service Request’ tab
      1. See page 4

E. View Work Order Information
   Utilize this section to view Open, Pending and Closed work orders for vehicle units in your department.

   The report will show the following information: Location, Name, Total, Open Repair, Open PM, Finished Repair, Finished PM, Waiting Repair, and Waiting PM.
1. Click the ‘View Work Order Information’ button.

2. Under Location/Work Order Summaries, click the plus button to expand the summary of all your department vehicles.

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLEET</td>
<td>FLEET MAINTENANCE</td>
<td>87</td>
</tr>
</tbody>
</table>

3. Once expanded, the summary displayed will include: Equipment ID #, Description, Operator ID, Work Order Number, and Work Order Status.

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Total</th>
<th>Open Repair</th>
<th>Open PM</th>
<th>Finished Repair</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLEET</td>
<td>FLEET MAINTENANCE</td>
<td>87</td>
<td>4</td>
<td>4</td>
<td>51</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Equipment ID</th>
<th>Description</th>
<th>Operator ID</th>
<th>Work Order</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1119</td>
<td>2017 FORD EXPLORER INTERCEPTER POLICE UNIT</td>
<td>902669696</td>
<td>FLEET-2020-712</td>
<td>OPEN</td>
</tr>
</tbody>
</table>

4. Click on the Equipment ID number 1119 to view basic information (Equipment Details) about the vehicle.

5. On the Equipment Details page, you can also enter a service request for that specific unit. Do Not Click on ‘Enter Usage Tickets’

6. Click on the Work Order hyperlink to view the detailed information on an open, pending, finished or closed work order.