GSA DRM
Vehicle Dispatch & Reservation Module

MODIFY OR CANCEL RESERVATION

After clicking 'Submit' for 'Confirm Reservation', users receive an email that includes a Confirmation Number. Please retain this number, as it is needed to modify or cancel an existing reservation.

To modify or cancel the reservation, complete the following:

1. Select 'Modify/Cancel Reservation' under the Reservation menu
2. Enter the Reservation Confirmation Number
3. Click 'Search'

The reservation details will appear with the following options now available:

1. Modify existing details
2. Change the reserved vehicle and/ or scheduled pick-up/return date and time
3. Terminate this reservation by clicking on 'Cancel Reservation'

Note: For 1 and 2 click 'Submit' once modifications have been applied.

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CONTACT US

If you have any questions please feel free to contact us using the email address below:

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AN INTRODUCTORY TOUR OF THE VEHICLE DISPATCH & RESERVATION MODULE (DRM)

Welcome to the General Services Administration's (GSA) Vehicle Dispatch & Reservation Module (DRM).

The purpose of the DRM is to provide customer agencies with a fleet tracking system that will increase efficiency and productivity.

This tool allows users to create motor pools, dispatch vehicles to drivers, and generate reservation and utilization reports. These features provide users the ability to easily identify the availability and location of each vehicle within their motor pool.

This web based fleet tracking system is currently open to GSA Fleet leasing customers and those who have chosen the Federal Fleet Management System (FedFMS) as their agency-owned fleet management solution. Those agencies actively using FedFMS will have access to both their GSA Fleet leased and agency-owned vehicles.

DRM—QUICK REFERENCE GUIDE

USER RIGHTS

The DRM application has two customer designated user roles:

DISPATCHER

A user with Dispatcher privileges has the ability to initiate and manage subsequent user accounts for his/her Motor Pool. Users with Dispatcher rights can access all of the following associated with their Motor Pools:
- Modules
- Vehicle data
- User Profiles
- Reservations

CUSTOMER

Users with Customer access are able to view and reserve vehicles made available to them by the Dispatcher. Essentially, a user with Customer rights has the ability to Create, Modify, and Cancel reservations. Additionally, this user will only have access to certain modules within the application.

USER MAINTENANCE

The User Maintenance section is where Dispatchers invite and manage user accounts, and Customers update their accounts.

The User Maintenance Menu contains the following sections:

INVITE NEW USER

This module is accessed by Dispatchers only and is the primary method for adding subsequent users to a DRM Motor Pool.

USER PROFILE MAINTENANCE

This is where users access and update user credentials (e.g., Security and Contact information).

When logging in for the first time, the User Profile Maintenance screen is displayed, prompting for updates to Contact and Security information. Users may update their Profile information as needed.

RESERVATIONS

The Reservation Menu provides the user with the ability to Create, Modify, or Cancel a reservation.

CREATE A NEW RESERVATION

1. Access 'New Reservation' under the Reservation menu

2. Choose a Pick-up and Return date and time

3. Click 'Search'

4. Click the 'radio button' in the far left column for the vehicle you wish to reserve

5. Click 'Continue to Confirmation' — you will be directed to 'Confirm Reservation'

6. Enter the 'Purpose' of the reservation in 'Confirm Reservation'

7. Click 'Submit'