



GSAFleet.gov

What is Coming and Customer Feedback

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Product Integration Branch, Acting Branch Chief



Welcome to **GSAFleet.gov**

A single platform that will consolidate, modernize, and improve how YOU buy, lease, rent, and manage both GSA leased and agency-owned vehicles.

Why Change?

Improve customer service and fleet business offerings

Create an integrated system experience for our customers

Why Now?

Technology. In order to have a more adaptive platform that can keep pace with the needs of the federal fleet community

Why Care?

- Better data
- Improved efficiency
- Cost savings
- Better user experience
- Strengthened security
- Alignment with evolving industry standards

Meet the Users



Jane Doe

Agency HQ Fleet Manager

- GSAFleet.gov role: Customer Admin
- Manages 25 bureaus and 25,000 vehicles



Rick Smith

Bureau Level Fleet Manager

- GSAFleet.gov role: Customer Fleet Manager
- Manages 45 BOACs within his bureau



Tim Aguila

Office Level Fleet Manager

- GSAFleet.gov Role: Customer Fleet Manager
- Local point of contact
- Manages 16 vehicles

Jane Doe, Agency HQ Fleet Manager



Life **before** GSAFleet.gov...

Systems Used



Responsibilities

- Acquire vehicles
- Manage vehicles
- Dispose vehicles
- Track and report metrics
- Manage costs
- Enforce Policy

Gaps

- Inability to manage users
- Minimal of oversight
- Required to combine data sets
- Data organization varied by system

Jane Doe, Agency HQ Fleet Manager



Life **today** in GSAFleet.gov...

Systems Used



Responsibilities

- Acquire vehicles
- Manage vehicles
- Dispose vehicles
- Track and report metrics
- Manage costs
- Enforce Policy

Gaps

- ~~Inability to manage users~~
- ~~Minimal of oversight~~
- ~~Required to combine data sets~~
- ~~Data organization varied by system~~

Jane Doe, Agency HQ Fleet Manager



The **future** of GSAFleet.gov...

Systems Used



Responsibilities

- Acquire vehicles
- Manage vehicles
- Dispose vehicles
- Track and report metrics
- Manage costs
- Enforce Policy

New Possibilities

- Data dashboards
- Telematics data
- New services
- Easier access to vehicle orders
- Modification requests

Rick Smith, Fleet Manager (Bureau)



Life before GSAFleet.gov...

Systems Used



Responsibilities

- Oversee and approve vehicle acquisitions
- Manage vehicles
- Dispose vehicles
- Track and report metrics
- Cost management
- Carry out agency mission

Gaps

- Inability to manage users
- Required to combine data sets
- Segmented fleets
- Inconsistent communication

Rick Smith, Fleet Manager (Bureau)



Life today in GSAFleet.gov...

Systems Used



Responsibilities

- Oversee and approve vehicle acquisitions
- Manage vehicles
- Dispose vehicles
- Track and report metrics
- Cost management
- Carry out agency mission

Gaps

- ~~Inability to manage users~~—(role dependent)
- ~~Required to combine data sets~~
- Segmented fleets
- Inconsistent communication

Rick Smith, Fleet Manager (Bureau)



The **future** of GSAFleet.gov...

Systems Used



Responsibilities

- Oversee and approve vehicle acquisitions
- Manage vehicles
- Dispose vehicles
- Track and report metrics
- Cost management
- Carry out agency mission

New Possibilities

- Delegated as final approver for leasing vehicles
- Easy to see and find POCs for leasing accounts

Tim Aguila, Fleet Manager (Office)



Life before GSAFleet.gov...

Systems Used

 **GSAFleet Drive-thru**

Responsibilities

- Manage day-to-day vehicle operations
- Report mileage
- Oversee maintenance
- Use vehicles for mission completion

Gaps

- Difficulty knowing where to start
- Not sure who he can turn to for assistance
- Only performs tasks infrequently and needs frequent reminder training

Tim Aguila, Fleet Manager (Office)



Life today in GSAFleet.gov...

Systems Used

 **GSAFleet Drive-thru**

 **Fleet®**

Responsibilities

- Manage day-to-day vehicle operations
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Gaps

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Tim Aguila, Fleet Manager (Office)



The **future** of GSAFleet.gov...

Systems Used



Responsibilities

- Manage day-to-day vehicle operations
- Report mileage
- Oversee maintenance
- Use vehicles for mission completion

New Possibilities

- Easy to identify tasks via task manager
- Improved access to FSR information
- Intuitive design makes using easy

What will it take to get there?

We have already come so far...

Access Data

- Vehicle Inventory
- Recall Management
- License Plate Orders
- License Plate Inventory
- Vehicle Mileage History (AO)
- Vehicle Reports Manager
- Reports
 - Inventory
 - Fuel Use
 - Agency Incurred Expenses

Vehicle Report

Use this tool to export vehicle data to your desktop via an email from this system. You can also schedule reports.

For more information, please see the scheduled report [user guide](#) and [How to](#) video.

Required fields are marked with an asterisk (*).

1 **2** **3**

Report selection Agency selection Report filters

1 of 3 Report selection

Vehicle ownership options *

Agency owned

GSA leased

Choose from available reports *

-Select-

We have already come so far...

Record and Track

- Wallet
- Vehicle Reports Manager
- Vehicle Mileage History (AO)
- License Plates
- Vehicle Expenses

Monthly Mileage & Non Accident Billings By Customer Number

* Required fields. Symbols are not allowed.

Select Customer Number:

* Department:

* Fiscal Year:

* Approp.:

* Limit:

* BCN OBAN ASN:

Supplemental Accounting Data:

* FSN/AAA/ADSN:

* Standard Doc Number:



Wallet

Please use this page to view your Agency/Bureau BOACs (Billing Office Address Code) and their Line of Accounting information. Line of Accounting data will include the Treasury Account Symbol (TAS) and Supplemental Accounting information. If your BOAC is not found, please take proper action to add your line of accounting. Please note, a TAS is required for all federal BOACs for all applicable Fleet Offerings.

For more information, please see the [user guide](#) for Wallet and [How to video](#).

FILTERS		↕ Fiscal year	↕ BOAC	↕ Fleet offering	↕ Treasury Account Symbol (TAS)	↕ Fiscal Station Number (FSN)	Actions
1 filter applied		> 2024	022000	Leasing - Accidents	022-2023-2024-9595-001	NA	...
Organization		> 2024	022001	Leasing - Accidents	022-2024-2024-9595-001	NA	...
022 - Agency 22		> 2023	022000	Leasing - Accidents	022-2023-2024-9595-001	NA	-

Organization: 022 - Agency 22

Organization: -Select bureau-

-Enter BOAC-

We have already come so far...

Organize your fleet

- User Management
- Office Management
- Leasing Account Management
- Vehicle Registration
- Dispatch and Reservation

Customer Accounts

This page provides a filterable list of all active GSA Leasing customer accounts. Use this page to view Account names, Agency POCs, FSR, and vehicle count for a given account.

Search by license plate Search by VIN

[Hide filters](#)

FILTERS [Reset all](#)

1 filter applied

Account status

Active

Organization +

BOAC +

Point of Contact +

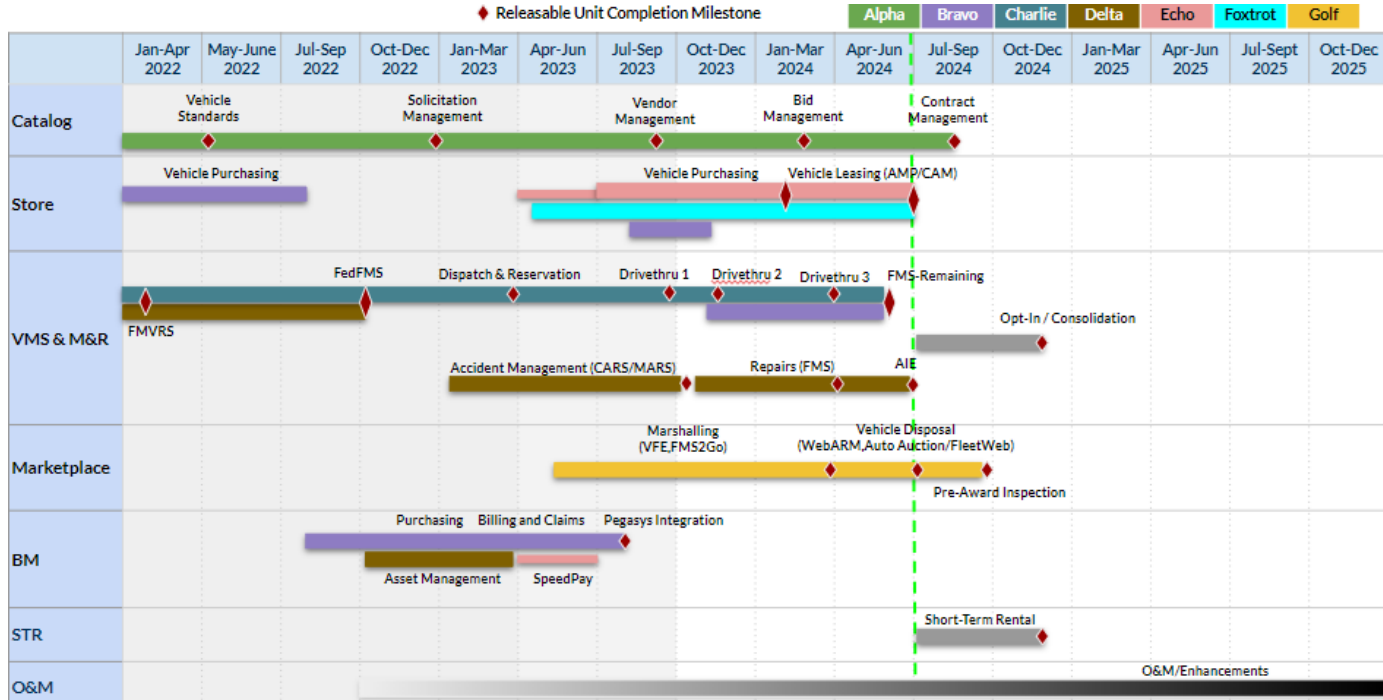
Fleet Management Center +

Account status +

[Return to top](#)

Account name	Agency POC	FSR	No. of vehicles	Actions
No Customer Accounts available				

The road ahead...



The road ahead...

Upcoming GSAFleet.gov Releases:

- Recalls for leasing
- Customized Inventory report
- NEW! Store (replaces AutoChoice)
- Updates to the Vehicle Details page
- Preventative Maintenance Management for Leasing
- Mileage reporting for Leasing
- Vehicle Fleet Exchange (VFE)
- Store: Leasing (replaces CAM)

Requisitions and Orders

Draft requisitions are orders that have not yet been submitted. Any incomplete draft will be canceled within 45 business days. Conciled drafts will be deleted after 365 days. Requisitions which have been submitted and approved will display within the Orders tab.

Requisitions Orders Modifications

Orders

Hide filters Order actions

0 Filters applied

Order number	Order status	Date placed	Contract shipment date	Actions
AP123	In process	10/10/2021	10/10/2021	...
AP123	In process	10/10/2021	10/10/2021	...
AP123	In process	10/10/2021	10/10/2021	...

AP123

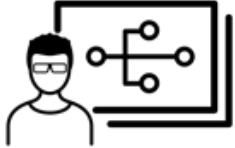
Requisition number	1234AB-1234-A234	Agency	Agency X
Standard Item Number	210	Bureau	Bureau X
Vehicle type	Ambulance	Group	Group X
Model	F450 Ambulance	Created by	Billie Ocean
UPRID	47QMC423F0001	Approved by	Susan DeBlesser
Quantity	2	Motor Vehicle Delivery Order	View PDF
Total price	\$350,979.00		

AP123	In process	10/10/2021	10/10/2021	...
AP123	In process	10/10/2021	10/10/2021	...

5 Items per page 1 2 3 Displaying 1-5 of 25 items

Our commitment to collaboration...

In 2023, we:



178 Design Reviews with internal & external stakeholders



Conducted **65** user tests with customers



Hosted **17** training events with roughly **3,700+** attendees

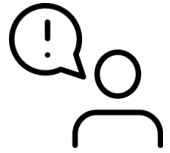


Assisted **10+** agencies to organize their hierarchy

In 2024, there will be many more opportunities...

Future Opportunities for Feedback

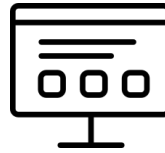
Email any suggestions to Fleetsystemsmodernization@gsa.gov



Have a great
idea?



Let GSA Fleet
know



Ideas can turn
into features



Improved customer
experience

Questions?

Want a Deeper Dive into GSAFleet.gov?

- 1. Visit the Computer Lab** in Room 150
 - Focus Group opportunities to see & test new functionality
 - Have your questions answered!
- 2. Attend the “GSAFleet.gov: How to Organize Your Hierarchy”**
session to learn more about streamlining your agency’s organization in GSAFleet.gov
- 3. Email us at Fleetsystemsmodernization@gsa.gov**

Contact Us

jenevieve.doerr@gsa.gov

OR

Fleetsystemsmodernization@gsa.gov

