



Vehicle Reservation System Instructions

VEHICLE RESERVATION HOW-TO GUIDE

Department of Enterprise Services

Fleet Operations

Updated: December 30, 2024

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FleetCommander Vehicle Reservation Website

Sign Up

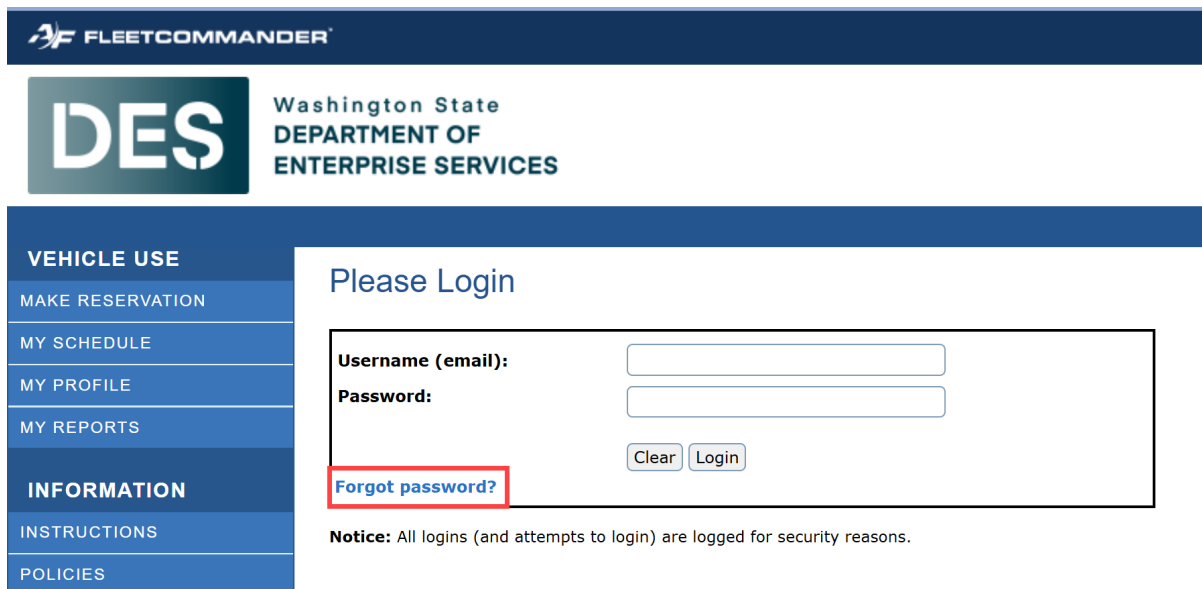
To register for Fleet Rentals, follow the instructions on the [Register for Fleet Rentals page](#). You will need to receive authorization from your Agency Transportation Officer (ATO) and have them send the completed Driver Information Form to mpmail@des.wa.gov.

Once Fleet staff has authorized you to use the reservation system, you will receive a welcome email. Select the **Log in to FleetCommander** button in the email.

Accessing the Reservation System for the First Time / Forgot Password? process

From the welcome email, or if you need to change your password:

1. Access the [DES FleetCommander website](https://washingtondes.agilefleet.com/fleetcommander/login.asp): <https://washingtondes.agilefleet.com/fleetcommander/login.asp>
2. You will be on the *Please Login* screen. Select the **Forgot password?** Link.



FLEETCOMMANDER

DES Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

VEHICLE USE

- MAKE RESERVATION
- MY SCHEDULE
- MY PROFILE
- MY REPORTS

INFORMATION

- INSTRUCTIONS
- POLICIES

Please Login

Username (email):

Password:

[Forgot password?](#)

Notice: All logins (and attempts to login) are logged for security reasons.

3. Enter your work email in the **Username (email)** field and select **Submit**.

4. You will receive an email with the subject *Reset Password - DES Fleet Operation's Automated Keybox Rental System*. **Select the link** in the email to reset your password.

5. Enter a password in the **New Password** field, and again in **Confirm Password** field, then select **Save Changes**. **Warning!** This is the same password that you will use to log in at the kiosk. To avoid being locked out, please ensure you have your password with you when picking up and returning your vehicle.

6. You will see a “Password Has been Updated.” message. Click **Log In**.

Password Has been Updated.

You will receive a confirmation email with the subject *Password Reset Successfully - DES Fleet Operation's Automated Keybox Rental System*.

7. In the **Username (email)** field, enter your email address. Enter your new password in the **Password** field. Then, select **Login**.

AF FLEETCOMMANDER™

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VEHICLE USE

- MAKE RESERVATION
- MY SCHEDULE
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- MY REPORTS

INFORMATION

- INSTRUCTIONS
- POLICIES

Please Login

Username (email):

Password:

←

[Forgot password?](#)

Notice: All logins (and attempts to login) are logged for security reasons.

Once logged in, you will be on the Welcome screen.

AF FLEETCOMMANDER™ Emily Hurst | [Log Out](#)

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[Home](#) :: [Administration](#) :: [Help](#) :: [About](#)


VEHICLE USE

- MAKE RESERVATION
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INFORMATION

- INSTRUCTIONS
- POLICIES
- VEHICLES AND RATES
- LOCATIONS
- CONTACT US
- FAQS
- PRIVACY STATEMENT

Welcome



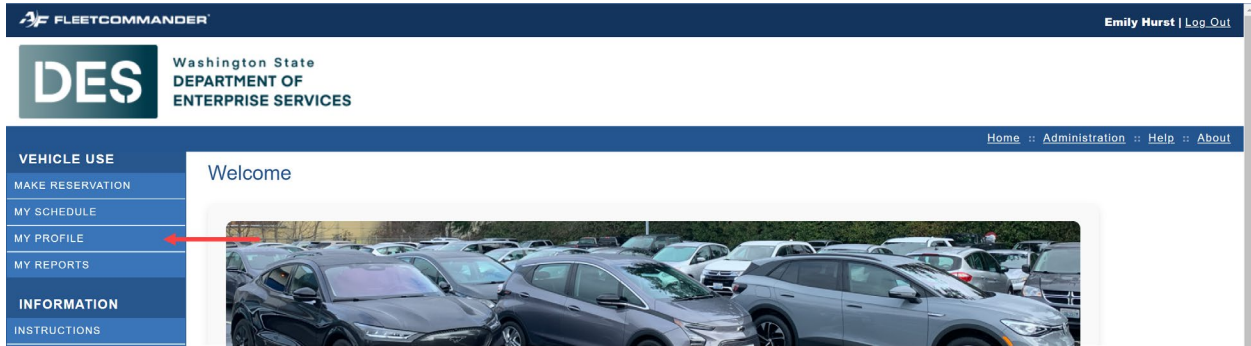
We are pleased to provide you access to Fleet Operations vehicles, resources, policies, and procedures. Please enjoy the new vehicle reservation system. We take pride in serving you through this venue and welcome any **feedback**.

Changing your Password

If you forget your password, use the [Forgot Password? Process](#) above to reset it.

If you are logged into the system and need to change your password:

1. Select **My Profile**.



2. Enter a password in the **New Password** field, and again in **Confirm Password** field, then select **Save Profile**.
Warning! This is the same password that you will use to log in at the kiosk. To avoid being locked out, please ensure you have your password with you when picking up and returning your vehicle.

Edit Profile

Profile
Certifications

Edit Profile

Requestor Information

User ID / name: **1153 / Emily Hurst**

Username (email): **emily.hurst@des.wa.gov**

Change Password:

Re-Type New Password:

Access Information

*Time Zone: Pacific Standard Time

Contact Information

Organization: (blank)

Department/Agency: E179 - DEPARTMENT OF ENTERPRISE SERVICES

*Phone Preference: Business Phone

Business Phone: 36040 Ext.

Mobile Phone:

Preferred Email: Work Email

Work Email: emily.hurst@des.wa.gov

Additional Information

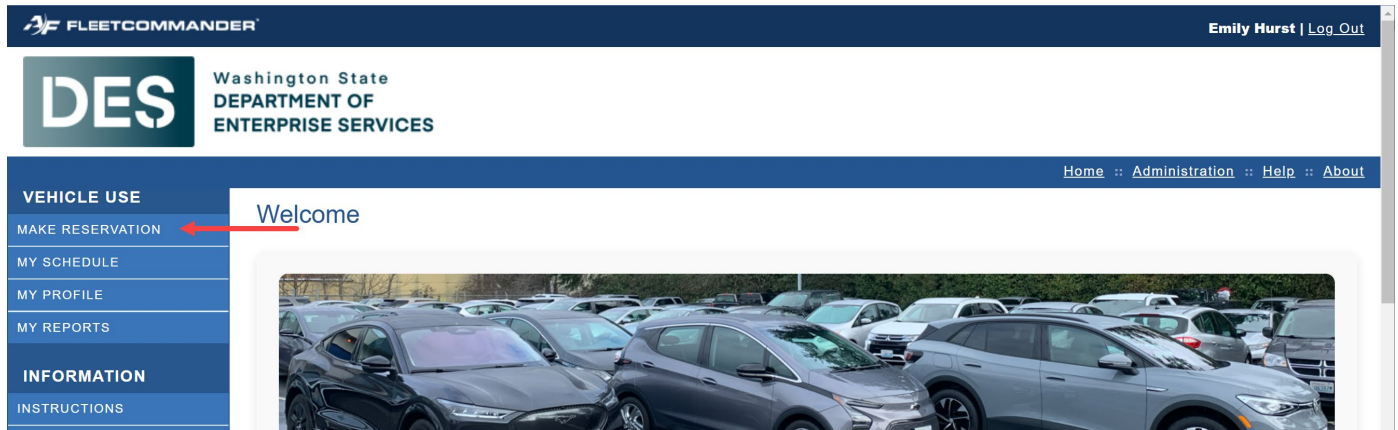
* = required field

Cancel Edit
Save Profile

Your new password will be saved. Use the password to log into the website **and** the kiosk, when needed.

Make a Reservation

1. To begin the reservation process, select **Make Reservation** from the menu.



- If the request is for you, leave the **This request is for me** option selected. If you are making the reservation for another person, select **This request is for** and enter their **exact agency email address** in the field.
 - Note:** If you are making a reservation for another person, they *must* have a user account in FleetCommander. If they do not yet have an account, you will receive an error message. Have them follow the [Sign Up](#) instructions prior to making a reservation.

Select **Next (Continue Request)**.

Vehicle Reservation

Request Information

If you are making a reservation for another person in your agency, select the **This request is for** option and enter the person's exact agency email address. The person you are making a reservation for **must** have a user account in FleetCommander prior to the request being made. If they do not have an account, please contact your Agency Transportation Officer (ATO).

Who is this request for?

This request is for me
 This request is for

- You will see your available sites (locations) in the **Select Site** field.

Vehicle Reservation

Request Information

EV = Fully Electric Vehicle

Select Site:

Choose a site (location) from the **Select Site** dropdown. If you wish to reserve a fully electric vehicle (EV), and there are one or more available, select the option that ends with - **EV**.

4. Complete the reservation form. Fields with an asterisk (*) are required.

Vehicle Reservation - Start Request

Request Information * = required field

Requestor Information

User Id / Name: emily.hurst1@des.wa.gov / Emily Hurst
 E-mail address: emily.hurst@des.wa.gov
 *Driver's User Id: (Emily Hurst)

Schedule Information

*Pick-up Date / Time:
 (MM/DD/YYYY HH:MM AMPM)
 *Return Date / Time:
 (MM/DD/YYYY HH:MM AMPM)

Selection Information

Usage Type: Daily Trip Rental
 Site: DES PLAZA PARKING GARAGE
 Type:
 Number of Occupants: (driver and passengers)

Additional Information

*Destination (e.g., Spokane):
 Master Index (Billing) Code:
 *Personal Vehicle Parking (PV):
 *PV Plate# (Put N/A if no PV):
 Comments (for example, the description of any special vehicle requirements)
press Shift+Enter to begin a new line

- **Driver's User Id:** The email of the person for whom the reservation is being made will display.
- ***Pick-up Date / Time:** Enter or select the pick-up date and time for the reservation.
- ***Return Date / Time:** Enter or select the vehicle return date and time.
- **Type:** Select the type of vehicle you need.
- **Number of Occupants:** Enter the number of people who will be in the vehicle.
- ***Destination:** Enter the **destination city** that the vehicle will travel.
- **Master Index (Billing) Code:** Entering a billing code (optional) is for *your reference only*.
- ***Personal Vehicle Parking (PV):** Select whether you are leaving your personal vehicle at the site.
- ***PV Plate# (Put N/A if no PV):** If you are leaving your personal vehicle at the site, **enter your personal vehicle's license plate number**. If you are not leaving your personal vehicle, enter **N/A**.
- **Comments:** If applicable, enter any special vehicle requirements for your reservation.

When you have completed the form, select **Next (Continue Request)**.

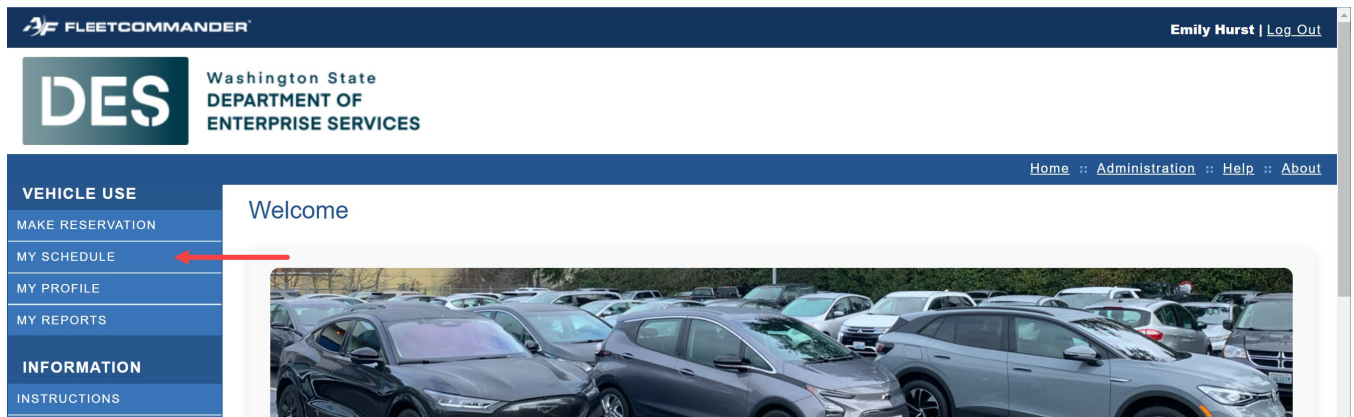
5. Review the information on the *Confirm Request* screen, select:
- **Previous (Change Request)** to make changes.
 - **Cancel Request** if you no longer need the reservation.
 - **Submit Request** if you are ready to submit the request to Fleet.
 - **Submit and Make Similar Request** if you'd like to submit the request *and* make another request based on the information you entered for this request. This will start a new request with pre-populated information (you will be able to make changes, if needed, prior to submitting the new request).

- When you are done submitting requests, you will be on the *My Schedule - Current Requests* screen. You will receive a confirmation email. If needed:
 - To view a reservation, select **View** 🔍.
 - To [cancel a reservation](#), select **Cancel** ✖. Follow the directions below.

Cancel Reservation

To cancel a reservation:

- Navigate to the *My Schedule - Current Requests* screen by selecting **My Schedule** from the menu.



- Select the **Cancel** ✖ button next to the reservation you wish to cancel.
- On the *My Schedule - Cancel Request* screen, you may enter notes (optional). Then select **Yes (Cancel Request)**.

My Schedule - Cancel Request

Request date/time: 12/11/2024 11:42 AM

✔ **Request was approved**
Request ID: R000033
Confirmation number: 100028

Reservation Information

Are you sure you want to cancel this request?

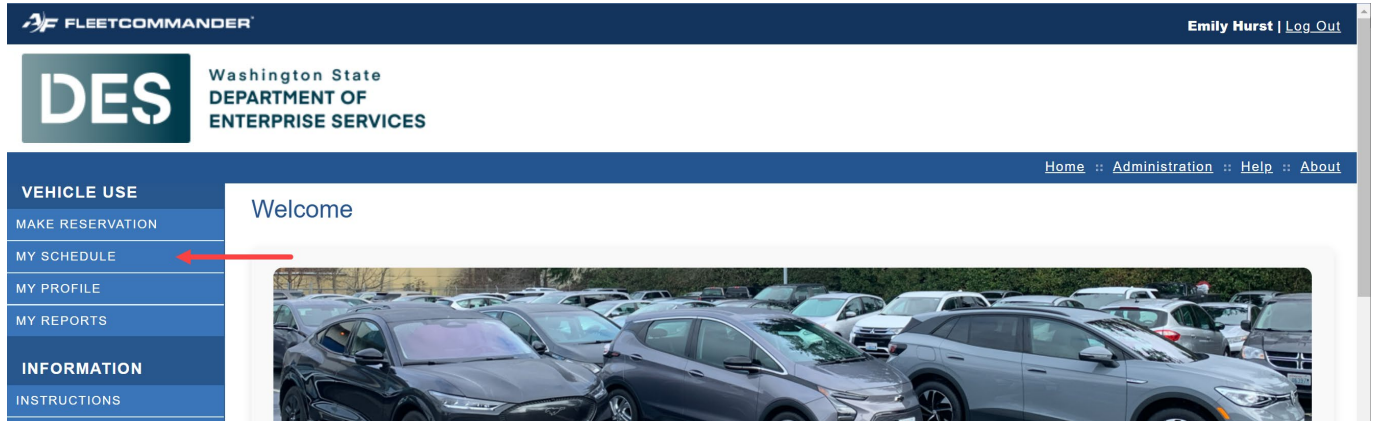
Notes (optional cancellation information):


press Shift+Enter to begin a new line

Request Change to Reservation










To request a change to a reservation:

- Navigate to the *My Schedule - Current Requests* screen by selecting **My Schedule** from the menu.



2. Select **View**  next to the reservation that you want to change.

My Schedule - Current Requests

User ID / Name: Emily.Hurst1@des.wa.gov / Hurst Emily		Schedule as of: 12/11/2024 1:11:33 PM		
Request ID or Confirmation Number: <input type="text"/> <input type="button" value="View"/>		Display: Current Requests ✓ All Requests		
Request Date/Time	Schedule Information	Status Information	Request ID or Confirmation Number	Vehicle Information
 12/11/2024	Pick-up: 12/13/2024 11:00 AM Return: 12/13/2024 12:00 PM Duration: 1 hour	 Request was cancelled  You are the requestor  You are the driver	100028 <i>Confirmation number</i>	Vehicle: 10014M (2019 WHITE NISSAN ROGUE) Location: DES PARKING GARAGE Type: SUV - Compact
 	Pick-up: 12/13/2024 11:00 AM Return: 12/13/2024 12:00 PM Duration: 1 hour	 Request was approved  You are the requestor  You are the driver	100029 <i>Confirmation number</i>	Vehicle: 10018M (2019 GRAY NISSAN ROGUE) Location: DES PARKING GARAGE Type: SUV - Compact

3. Select **Request Changes**.

Vehicle Information

Vehicle: **10018M (2019 GRAY NISSAN ROGUE)**

Location: **DES PARKING GARAGE**

Type: **SUV - Compact**

Reservation Beginning Mileage:

Reservation Ending Mileage:

Total Mileage:

Last modified: 12/11/2024 11:46 AM

4. Enter the necessary changes (e.g., requestor, schedule, vehicle request, etc.). Then select **Submit Change Request**.

My Schedule - Request Changes

Request date/time: 12/11/2024 11:46 AM

✔ **Request was approved**
Request ID: R000034
Confirmation number: 100029

Reservation Information
Changes: (requestor/driver, schedule, selection, additional, or vehicle information)

press Shift+Enter to begin a new line

Submit Change Request Cancel (Back)

Kiosks - Vehicle Pick Up & Return

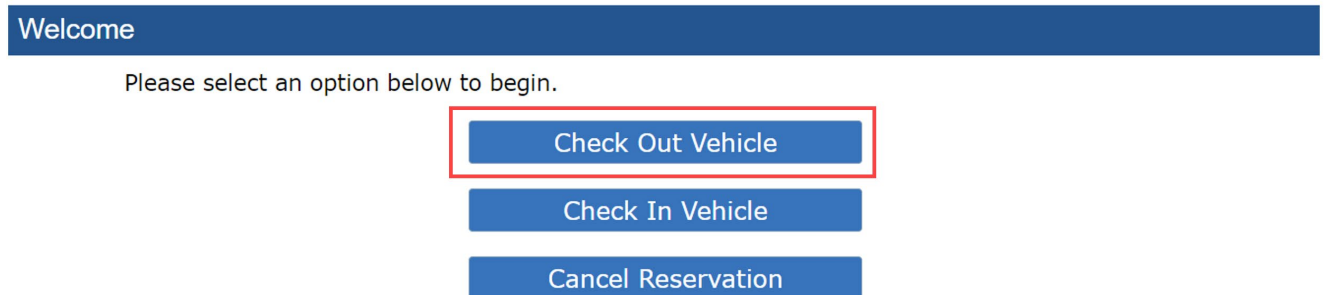
Check Out Vehicle

For yourself

WARNING! To retrieve the keys to your vehicle, you will need to use the same username/login (email address) and website password at the kiosk location! To avoid being locked out, please ensure you have this information available when picking up your vehicle.

When you arrive to the kiosk to pick up the keys for your vehicle:

1. Locate the touch screen and select **Check Out Vehicle**.



2. Using the same username (email) and password that you use for the vehicle reservation website, log in to the kiosk. **If you are unable to recall your password, call Fleet Operations at 360-664-9207 (Monday - Friday, 7:30am - 4:30pm). There is no after-hours assistance.**

Please Log In Home

Welcome to DES Fleet Operation's Automated Keybox Rental System! Please log in below using your FleetCommander reservation system username/login (work email) and password.

Username (email):

Password:

Show Password Off

Notice: All logins (and attempts to login) are logged for security reasons.

- 3. Select the **Conf #** next to the reservation.

Check Out Home Logout

Please select a vehicle to check out.

Conf #	Vehicle	Scheduled Start	Scheduled End	Comments
100020	74834	05/17/2023 12:00 PM	05/17/2023 08:00 PM	

Reservation not shown above? [Check Out via Confirmation Number](#)

- 4. Verify the information in the *Additional Information* section or correct it by touching a field and typing in the on-screen keyboard, and then select **Check Out**.

Check Out

[Administration](#)
[Home](#)
[Logout](#)

Verify the information below and click "Check Out" to begin this reservation.


Reservation Information

Confirmation Number: 100052 Driver: Hurst, Emily (emily.hurst1@des.wa.gov)
 Schedule: 12/17/2024 09:15 AM - 12/17/2024 12:00 PM
 Current Time: 12/17/2024 09:15 AM

Vehicle Information

Vehicle Name: 09187M Mileage: 0
 Parking Space: (blank)
 Description: 2017, BLACK, HYUNDAI, SONATA
 Options: (blank)
 Vehicle Condition: (blank)

09187M

License Number

Fuel Out

Additional Information

Destination (e.g., Spokane): Master Index (Billing) Code:

Personal Vehicle Parking (PV): PV Plate# (Put N/A if no PV):

[Home](#)
[Check Out](#)

If you have questions, call our office at 360-664-9207 (Monday - Friday, 7:30am - 4:30pm), or email mpdispatch@des.wa.gov.

5. The system will check the key status and then unlock the door. The keys for your reservation will be released.

Please wait. Checking the key status...

6. A countdown will begin; you have 60 seconds to remove the keys:

DES Fleet Operations

Vehicle Reservation Instruction Guide

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Administration

Home

Logout

Please remove your
key now.

Your key #:2



Turn key to the left
(counter-clockwise) to remove it.

Time
Remaining

17

Cancel Check Out

1. The light next to the door will light up. **Lift the latch and open the door.**
2. The light next to the correct key will light up.
3. **Turn the key counterclockwise and remove it.**
4. **Close the door.**



If successful, you will receive a “Your checkout was successful.” message.

Check Out



Your checkout was successful.

If you are unable to remove the keys in 60 seconds, the system will display a “Your key was not removed in the time allotted.” message. Select **Home** to try again.

For someone else

WARNING! To retrieve the keys to your vehicle, you will need to use the same username/login (email address) and website password at the kiosk location! To avoid being locked out, please ensure you have this information available when picking up your vehicle.

When you arrive to the kiosk to pick up the keys for the vehicle:

1. Locate the touch screen and select **Check Out Vehicle**.

Welcome

Please select an option below to begin.

Check Out Vehicle

Check In Vehicle

Cancel Reservation

7. Using the same username (email) and password that you use for the vehicle reservation website, log in to the kiosk. **If you are unable to recall your password, call Fleet Operations at 360-664-9207 (Monday - Friday, 7:30am - 4:30pm). There is no after-hours assistance.**

Please Log In Home

Welcome to DES Fleet Operation's Automated Keybox Rental System! Please log in below using your FleetCommander reservation system username/login (work email) and password.

Username (email):

Password:

Show Password Off

Clear Login

Notice: All logins (and attempts to login) are logged for security reasons.

2. Select **Check Out via Confirmation Number**.

Check Out Administration Home Logout

No approved reservations could be found.

Check Out via Confirmation Number

3. Enter the **Confirmation Number** using the on-screen keypad. The Confirmation Number is a six-digit number that can be found in the FleetCommander reservation system or in the confirmation emails sent from the system.

The screenshot shows the 'Check Out' screen with a navigation bar at the top containing 'Administration', 'Home', and 'Logout' buttons. Below the navigation bar, the text 'Enter Confirmation Number:' is followed by an empty input field. A red arrow points to this input field. Below the input field are two buttons: 'Back' and 'Continue'. A modal dialog box is open in the center, titled 'Please enter your Confirmation Number.' with a close button (X) in the top right corner. The dialog contains an input field with the text '100025'. Below the input field is a numeric keypad with buttons for digits 0-9, a backspace key, and an 'Enter' key. A red arrow points to the 'Enter' key.

4. Select **Continue**.

The screenshot shows the 'Check Out' screen with the same navigation bar. The text 'Enter Confirmation Number:' is followed by an input field containing the text '100025'. Below the input field are two buttons: 'Back' and 'Continue'. The 'Continue' button is highlighted with a red border.

5. Verify the information in the *Additional Information* section or correct it by touching a field and typing in the on-screen keyboard, and then select **Check Out**.
6. The system will check the key status and then unlock the door. The keys for your reservation will be released.

The screenshot shows a loading screen with a navigation bar at the top containing 'Administration', 'Home', and 'Logout' buttons. The main content area displays the text 'Please wait. Checking the key status...' next to a loading spinner consisting of several blue dots arranged in a circle.

7. A countdown will begin; you have 60 seconds to remove the keys:



1. The light next to the door will light up. **Lift the latch and open the door.**
2. The light next to the correct key will light up.
3. **Turn the key counterclockwise and remove it.**
4. **Close the door.**



If successful, you will receive a “Your checkout was successful.” message.

Check Out



Your checkout was successful.

If you are unable to remove the keys in 60 seconds, the system will display a “Your key was not removed in the time allotted.” message. Select **Home** to try again.

Check In Vehicle

WARNING! To return the keys to your vehicle, you will need to use the same username/login (email address) and website password at the kiosk location! To avoid being locked out of the kiosk, please ensure you have this information available when returning your vehicle.

When you arrive to the kiosk to return your vehicle:

1. Locate the touch screen and select **Check In Vehicle**.

Welcome

Please select an option below to begin.

- [Check Out Vehicle](#)
- [Check In Vehicle](#)
- [Cancel Reservation](#)

- Using the same username (email) and password that you use for the vehicle reservation website, log in to the kiosk. **If you are unable to recall your password, call Fleet Operations at 360-664-9207 (Monday - Friday, 7:30am - 4:30pm). There is no after-hours assistance.**

Please Log In

[Home](#)

Welcome to DES Fleet Operation's Automated Keybox Rental System! Please log in below using your FleetCommander reservation system username/login (work email) and password.

Username (email):

Password:

Show Password off

[Clear](#) [Login](#)

Notice: All logins (and attempts to login) are logged for security reasons.

- Select the **Conf #** next to the reservation.

Check In

[Home](#) [Logout](#)

Please select a vehicle to check in.

Conf #	Vehicle	Actual Start	Scheduled End	Comments
100020	74834	05/17/2023 04:55 PM	05/17/2023 08:00 PM	*Currently Checked Out

[Help...My Vehicle Is Not Shown](#)

- Check In screen:

DES Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

Check In Administration Home Logout

Complete the form below and click "Check In" to complete this reservation.


Reservation Information

Confirmation Number: 100053 Driver: Hurst, Emily (emily.hurst1@des.wa.gov)
Schedule: 12/18/2024 11:33 AM - 12/18/2024 02:00 PM
Current Time: 12/18/2024 11:33 AM


Vehicle Information

Vehicle Name: 08488M License Number: 08488M Mileage Out: 0
Description: 2016, SILVER, FORD, C-MAX Mileage In:
Vehicle Condition: (blank)

Additional Information

Full tank or plugged in (EV)?: 

Comments:
Detail any body damage, mechanical issues, or general comments about the vehicle here:

Home Check In 

If you have questions, call our office at 360-664-9207 (Monday - Friday, 7:30am - 4:30pm), or email mpdispatch@des.wa.gov.

- **Mileage In:** If you did not turn the vehicle on, but need to return the keys to the kiosk, you will be prompted to enter mileage. Enter the starting mileage that is displayed in the "Mileage Out" field above.
- **Full tank or plugged in (EV)?:** Select whether the vehicle has a full tank of gas (if gas or hybrid) or if it is plugged in (if it's an electric vehicle).
- **Comments:** If there are comments (e.g., such as a warning or check engine light, broken windshield, etc.), enter those in the **Comments** field.

Then, select **Check In**.

5. The system will check status and unlock the door.
6. A countdown will begin; you have 60 seconds to return the keys.

Please return your
key now.

Your key #:5



Insert key and
turn to the right (clockwise).

Time
Remaining

17



1. The light next to the door will light up. **Lift the latch and open the door.**
2. The light for your key slot will light up.
3. **First, insert the card holder with the oval cutout facing up. Then, enter the key and turn it clockwise.**
 - Note: You **must turn the key clockwise** to complete the return!
4. **Close the door.**



Note: If you don't return the key, the countdown continues.

7. When the countdown hits 0, the system will finish checking the key status.



If your check-in was successful, you will receive a "Your check-in was successful." message.

Check In



Your check-in was successful.

If your check-in was **not** successful, you will receive a “Key not returned in the time allotted...” message. Select **Return to Menu** and try again.

Assistance

If you have questions or need assistance with any part of the vehicle reservation or vehicle check out/check in process, please contact DES Fleet Services at (360) 664-9207 (Monday - Friday, 7:30am - 4:30pm) or email mpdispatch@des.wa.gov.