



EROAD Product Guide

Booking a vehicle

Makes pool booking easy to use, Booking a vehicle

Search

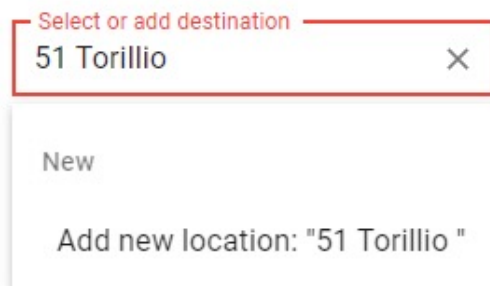
1. To book a vehicle select **Make Booking** from the left navigation
2. Enter the requested items for your search. Mandatory booking details are:

a. **A pick-up date and time**

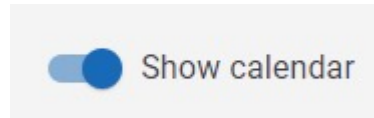
b. **A drop-off date and time**

c. **The branch** handling your fleet. If there is only 1 branch, or you aren't not a Multibranch Booker this will be greyed out and not selectable

d. **A destination.** If you enter in a destination that hasn't already been entered, you'll be prompted to add it to the destinations list in future. Ensure you're not duplicating destinations with 'close spellings'.



3. **Search.** The list of qualifying vehicles appears. If the list is long, use the filters above the list narrow down your selection. If no vehicles appear, the calendar will appear so you can view all vehicle availability. You can book from the Calendar by clicking and dragging across an available space.



4. Identify a vehicle you wish to book and click **Select**. The confirmation panel appears.

Confirm booking - Ute test ✕

Rego: AAA111 Make/Model: EROAD Avallia

Location & Period

Branch	Head Office	Transmission	Manual
Accessories	None	Required seats	1
Pick up date	21 Jul, 3:00 PM	Drop off date	21 Jul, 5:00 PM

Make recurring

Add passenger details

Booker:

Passengers:

Book whole vehicle

Trip reason:

Cost centre:

Auto-complete booking if vehicle is returned early?

Notes:

Verify information above and click button below to confirm booking

5. **Reoccurring:** 'Make reoccurring' will allow you to make a reoccurring booking, clicking Set Reoccurring Plan will open the reoccurring settings.

Booker: The Booker can be changed by users with the 'BookOnBehalf' of user role. You can only change the booker to other verified BookIt users

Passengers: You can additional passengers, they must already be verified users of BookIt. They will receive a calendar invitation with the booking details.

Book Whole Vehicle: Will prevent other bookers joining the journey as a passenger

Auto Complete: If this is ticked, if the vehicle returns to the branch early, the booking will automatically complete and the vehicle will become available again. Untick this if you expect to be coming and going from the branch during the booking.

There may be additional fields that your fleet manager has added to the booking confirmation. These may be required before you can complete confirming the booking.

Calendar Invite: Once you confirm the booking, you will receive a calendar invite via email with the booking details

Booking a seat

If you search for a vehicle, and there is another vehicle doing the same journey as you, a popup will appear offering you a seat in this vehicle.

You can decline this and continue to a by selecting ‘No Thanks’

If you select ‘Grab Ride’ you will be immediately booked in the car, and the driver will receive an email advising them.

There are 1 vehicle making the same journey as you
Select 'Grab a ride' to add yourself as a passenger to the selected booking

Vehicle	Booking Start	Booking End	Seats free	Destination	Booker	Passengers	Accessories	Actions
JBM216 Skoda	Dec 9, 2021 8:00 AM	Dec 9, 2021 10:00 AM	4	Albany Office	Kieran Waelen	-	-	Grab ride

No thanks

In order for this option to appear, the vehicle has to be:

- leaving from the same branch
- going to the same place, and
- the start and end time has to be within 15 minutes of your search criteria.

A user can stop other people joining as passengers by selecting **Book whole vehicle** when booking.

Vehicle Types

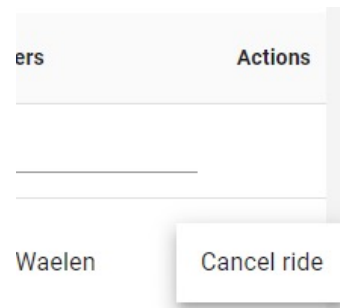
Vehicle Icon	Engine Type
	Combustion
	Hybrid
	Electric

Editing and Cancelling a Booking

To view your upcoming bookings go to **My bookings**

Cancelling a Passenger Journey

If you have booked as a passenger, you can cancel the booking by selecting **Actions, Cancel ride**. It cannot be edited.



Editing a booking

Historical Bookings

For historical bookings, you can only edit the booking details like cost centre, you cannot edit the journey time or vehicle.

Future Bookings

For future bookings, to edit the journey details select Change Vehicle or dates.

This will open a popup where you can select the new start date and time, end date and time, and if you wish, the vehicle.

When you select check availability, the system will check if the vehicle is available at your new selection.

If it is, it will say “Reschedule / update is available” and you will be able to select OK to confirm the change.

If it is unavailable, and there is another vehicle available, you will be shown a drop down with available vehicles from your branch to select.

Select one of these vehicles and select OK.

Edit booking - Change vehicle and or dates

Pick-up date: 9 Dec 2021 | Pick-up time: 8:00 AM

Drop-off date: 9 Dec 2021 | Drop-off time: 11:00 AM

Preferred vehicle: Skoda - PA

Check availability

Sorry, the selected vehicle is unavailable for this period. Select an alternative

Vehicle: Test car

OK Cancel

Is there anything else I need to know?

If your vehicles are already fitted with EROAD GPS hardware, BookIt integrates with this technology to determine the vehicle location. BookIt is able to recognise when a vehicle has not been picked up from the branch at the time of the booking and will cancel your booking after a set amount of time. Your organisations administrator will set how long the ‘Auto-Cancel’ period is. Your administrator may also disable this setting.

If your vehicle is not collected within the auto-cancel period your booking will be cancelled and the vehicle released back into the available pool to be booked. You will receive an email 10 minutes prior to the auto cancellation, which will enable you to extend the time out period by 15 minutes.

For full operating and management guides, visit our helpsite at: <https://help.eroad.com/nz/bookit-pool-booking/>