Vehicle Coordinator Pool Training FAQ
CVA – January 2014

Q. Why is CVA changing the process for pool bookings?
A. CVA has introduced a new, more comprehensive and more up-to-date fleet management system. This new system is expected to increase efficiency, provide greater service delivery to our clients and consolidate all of our processes into one central management system.

Q. How will this change help me?
A. By moving CVA's pool processes to the online FleetWave® system, our customer service capabilities are increased. Drivers are able to make their own bookings online, even outside of business hours. The process is automatic and immediate. The online system will eliminate the need for paper requisition forms and allows CVA's pool processes to be paper-free. Vehicle coordinators are able to have more control over their organization's bookings by being able to see previous, current and future pool vehicle bookings all at their fingertips.

Q. When do we start using FleetWave® for CVA pool operations?
A. FleetWave® is expected to be fully implemented in the winter of 2014.

Q. Can I book a vehicle for a driver who does not have an authorized P-number?
A. No, a driver must have an authorized P-number in order to book a CVA pool vehicle.

Q. How do drivers get a P-number?
A. Drivers fill out an authorization request in FleetWave®. Training materials will be provided for drivers booking pool vehicles and posted to the CVA website.

Q. Is a P-number assigned to a driver or to a larger group of drivers?
A. Each authorized driver is assigned an individual P-number. This P-number is their username to log in to the FleetWave® system for CVA pool bookings.

Q. How long does it take a driver to be authorized?
A. When a driver submits an authorization request in FleetWave®, their vehicle coordinator will receive an email notifying them of the request. As soon as the vehicle coordinator reviews and approves the request, the driver receives an email with their P-number and password. The process is automatic and the turnaround time depends on how quickly the vehicle coordinator reviews and approves the request.

Q. What do I do when I am away (for vacations, EDOs or other leave)? How will drivers be approved in my absence?
A. We recommend that you have your emails forwarded to another person authorized to use FleetWave® as a vehicle coordinator for reviewing and approving authorization requests and bookings. However, you should determine the best-practice for your specific situation. CVA will work collaboratively with you to determine a solution.

Q. How do we remove a driver who is no longer an authorized pool user?
A. You must notify CVA when a driver is no longer authorized to use CVA pool vehicles (e.g. they no longer work for the government, or have left your ministry). CVA will then remove their authorization from the system.

Q. Does a driver need a new P-number if they move to another ministry or department within their ministry, or can they keep the same one?
A. The P-number is specific to the driver's customer information CVA uses for billing purposes. If they move to a different department *within* their ministry or organization, the vehicle coordinator can update their driver information to reflect this change. If they move to another ministry or organization entirely, CVA must be notified in order to remove their authorization from the system. They will then need to become re-authorized within the new organization.

Q. Does this new process affect how we operate our internally-run pools of CVA vehicles?
A. No, this process is for CVA-run pools only. Ministries that manage their own pool of vehicles will not be affected by this process.

Q. Will there be training for drivers?
A. Training materials for drivers about how to become authorized and how to book CVA pool vehicles will be made available. When this is released, vehicle coordinators will be notified and the materials will be posted to the CVA website.

Q. How do I select the type of vehicle needed?
A. The driver will select the vehicle type when they book a pool vehicle. Training materials will be provided for drivers booking pool vehicles.

Q. Can we select the pool location we want to book a vehicle from?
A. Yes. The booking process includes a pool location selection. Training materials will be provided for drivers booking pool vehicles.

Q. Can I book a vehicle for someone else?
A. No. An authorized driver must book a pool vehicle using their P-number.

Q. Is FleetWave® mobile?
A. FleetWave® is an internet based system; however, there is currently not a FleetWave® app or mobile site for CVA.

We invite you to provide feedback after the FleetWave® system implementation when you have a chance to use the system for several driver authorizations or bookings. Please send your feedback to Al Nikish, Pool Supervisor, at 306-787-2041 or al.nikish@gov.sk.ca.