HELP AND
FREQUENTLY ASKED QUESTIONS
(FAQ'S)

OurFleet FAQ's

1. Can a vehicle be excluded from the booking system? Yes a vehicle can be excluded from the booking system by editing a vehicle and ensuring the check box next to 'include in bookings' is empty.

2. Can I see who has made changes to a vehicle? Administrators can see what changes have been made to a vehicle by selecting the 'history' button next to the vehicle in the main vehicle page.

3. Can I make a booking on behalf of someone else? A booking defaults to the user who is logged in but you can make a booking on behalf of someone else simply by selecting their name from the drop down menu next to 'employee' in the booking process.

OurFleet Support

Please contact your OurFleet Administrator for technical support in the first instance. Should your Administrator not be able to assist, the Administrator will escalate your issue to OurFleet Technical Support through the following process:

Support can be provided by emailing:
support@ourfleet.com.au

The following information should be included in your support query:

- full description of the problem including; username, time of occurrence, task being undertaken during the error and screen prints where possible,
- advice on whether OurFleet is working for other tasks would also be useful, and
- contact name and number for issue resolution.

Technical support response time will depend upon the severity.

All technical support will be provided during 8:30am – 5:00pm Monday to Friday. Technical support will be classified as follows:

Severity	Description	Initial Response Time	Update Frequency
One	The Product does not function at all	2 business hours	Daily until resolved
Two	A major component of the Product is not functioning causing a large impact	3 business hours	Daily until resolved
Three	A component of the Product is not functioning causing minor to moderate impact	6 business hours	Every two business days until resolved
Four	Usage questions, clarification of documentation	24 hours	Weekly until resolved
Five	Suggestions, requests for new features and enhancements	24 hours	At the discretion of e-fficiency Business Solutions and/or WEB MATRIX

OurFleet Feedback

We welcome and encourage feedback from Users and Administrators. Please use the feedback form to provide feedback.