



**FLEET SERVICE
BOOKING SYSTEM
PROCEDURES
MANUAL**

WWW.COUNCILSERVICE.COM.AU

1. Introduction:

Thank you for using the Pacific Motor Group Fleet Service Booking System.

This mobile application has been created specifically for the Sunshine Coast Regional Council (SCRC) to assist with the management of the servicing requirements for their vehicle fleet.

It's primary purpose is to allow drivers and staff of SCRC to check the latest service history for vehicles sold or serviced by Pacific Motor Group and to book these vehicles in for service in a timely and efficient manner.

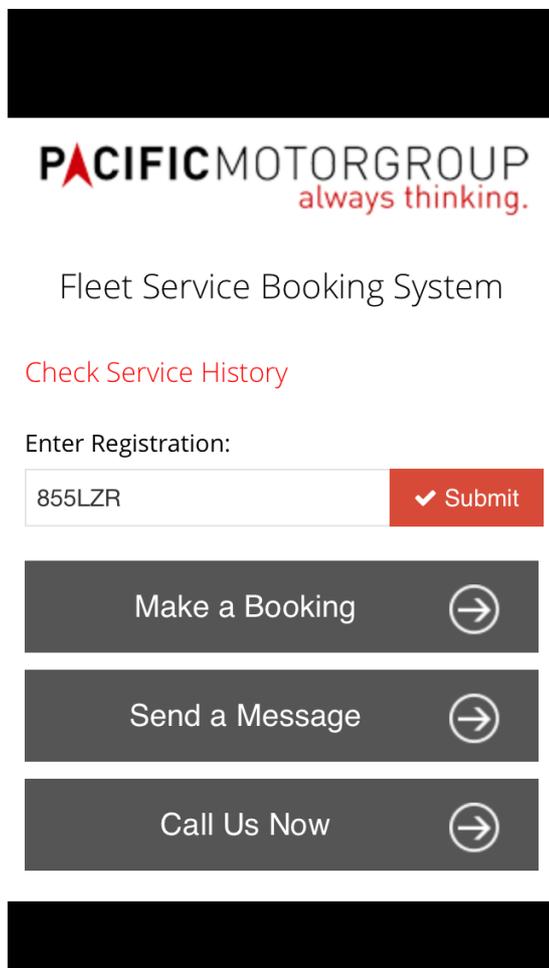
It also allows SCRC staff to interact directly with Pacific via this dedicated portal.

2. System Access:

- a. The system can be accessed by entering www.CouncilService.com.au in Safari (or equivalent) on your smart device or desktop computer.
- b. The web site has been specifically designed for a smart device, hence the screens may look unformatted on a desktop computer. The site will still be totally functional.
- c. At the direction of SCRC, no security or login protocols have been adopted on this site.
- d. When you first select this site on your smart device you will be prompted to add it as a bookmark. Simply select, "Add Bookmark to your Homepage" and an icon will be added.
- e. Once added to your homepage, you can access the site by simply touching this icon rather than using Safari.

3. Using Council Service:

Once have selected www.CouncilService.com.au the following screen will appear.
From this point you can either -



- a. **Check Service History:** simply enter the registration number of your vehicle and press Submit. Your most recent service history will be displayed and if the vehicle is due for service, you can make a booking from within this screen.
- b. **Make a Booking:** This screen allows you to make a booking without first checking your service history.
- c. **Send a Message:** if you simply wish to ask a question or seek some advice on your vehicle, you can do this via this screen.

- d. **Call Us Now:** click this button to call our service booking department direct.

4. Check Service History:

After you have entered the registration number of your vehicle, the following screen will appear.



Service History

Registration:	855LZR
Make	FORD
Model	MONDEO AUTO DIESEL TITANIUM
VIN	WF0EXXGBBE9A26005
Last Service Date:	02/07/2012
Last Service Mileage:	90,270
Purchase Date:	25/09/2009

Next Service Due

Date:	02/07/2013
Mileage:	105,270
Status:	Overdue

Make a Booking 



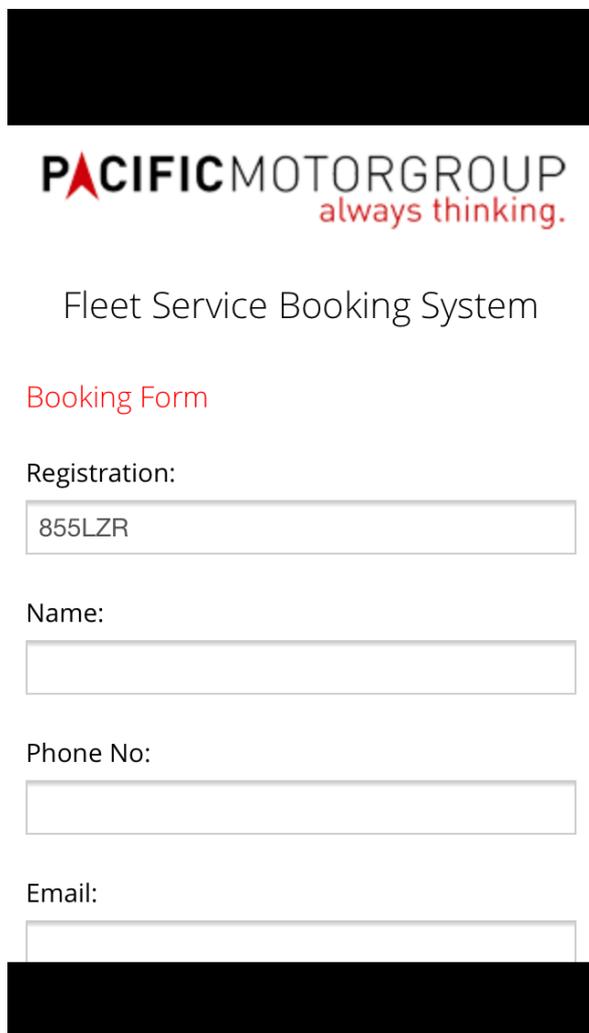
- a. We recommend you check the Make and Model of the vehicle to confirm it matches the one you are driving. It is also possible to check your VIN Number against the registration label on the windscreen.
- b. The screen will show the Last Service Date and the Last Service Mileage.
- c. Based on the model of the vehicle and the pre-defined service intervals, the system will calculate the next service due date and mileage.
- d. If the next service due date has already passed, it will display the word **Overdue** in

red text. If it is not overdue by date, it will prompt you to check the current mileage against the next service due mileage.

- e. If the vehicle is due for service, you can proceed straight to the booking screen by selecting the Make a Booking button.
- f. If the vehicle has no service history because it is a new car, the next service due date and mileage will be based off the delivery date of the vehicle.

5. Make a Booking:

When this button is selected, the following screen will appear.



PACIFIC MOTOR GROUP
always thinking.

Fleet Service Booking System

Booking Form

Registration:

Name:

Phone No:

Email:

- a. **Registration:** if you enter this screen via “Check Service History”, the registration number will already be pre-filled. Otherwise, you will need to enter this data.
- b. **Name:** Enter your name.
- c. **Phone No:** Enter the best contact number for you. It may be used to confirm your appointment.
- d. **Email:** enter your email address. A receipt of your booking will be sent to this email and the confirmation of your appointment may also be sent here.
- e. **Service Provider:** select either Mobile Service Unit if you wish to have your vehicle serviced in the field or Pacific Service Centre to have it serviced at the dealership.
- f. **Service Location:** select the relevant Council Depot location for the mobile service unit or the closest Pacific Motor Group service centre if having it serviced at the dealership.
- g. **Preferred Day / Drop Off Time / Pick Up Time:** enter your preferred date and times.
- h. **Service Required:** enter the service you require as well as any additional work. If you are not sure of the name of the service, simply leave this field blank.

- i. Once the form is complete, press Submit. If any fields are incomplete or the vehicle has already been booked in, an error message will be displayed under the registration number box.
- j. An email receipt will be sent to your inbox and our service booking clerk will be in touch with you to confirm the actual booking date and time.