Government of **Western Australia**
Department of **Transport**
and Major Infrastructure

Fleet Management Online

User guide

Contents

Last updated 04.08.2025

1.   Introduction/ Purpose

Fleet Management Online (FMO), accessible through the DoTDirect self-service portal provides a convenient and easily accessible way for fleet customers to manage their accounts.

2.   Key Features

Key features of fleet management online include: -

- A 'To-Do' list display of outstanding fleet schedules.
- Automatic email reminders for fleet schedules due for renewal.
- View and export a complete list of vehicles, including fleet and non-fleet vehicles.
- Ability to adjust eligible vehicles expiry date to that of the common fleet expiry date.
- Remove vehicles from a fleet.
- Add eligible vehicles to a fleet.
- Re-print outstanding fleet schedules.
- Pay fleet schedules (up to $20,000) within self-service.
- Fleet schedules can be paid via BPAY (external)

3.   Log-In Requirements

FMO requires users to have active DoTDirect account. A DoTDirect account can be registered through the DTMI website www.transport.wa.gov.au.

The following information will be required: -

- current WA driver's licence details,
- email address, and
- either the vehicle details or a DoTDirect registration code.

Once personal DoTDirect account has been created, access to an organisations' account can be enabled. Details of a current or past vehicle licence renewal owned by the organisation is required: -

- payment number or an account number,
- payment due date (expiry date), and
- organisation name.

Fleet customers can also register using the organisation code and name.
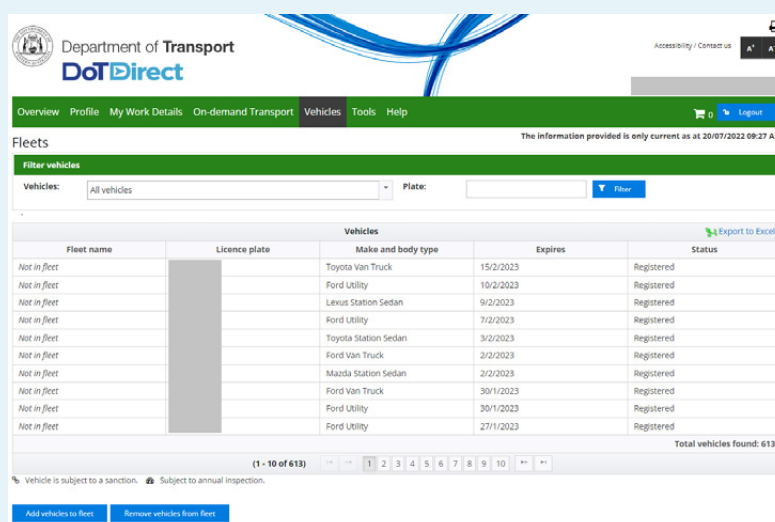
5.   Fleet Management Online Instruction

After logging into the DoTDirect organisation account, fleet managers can access the 'Vehicles' menu and select 'Fleets'.
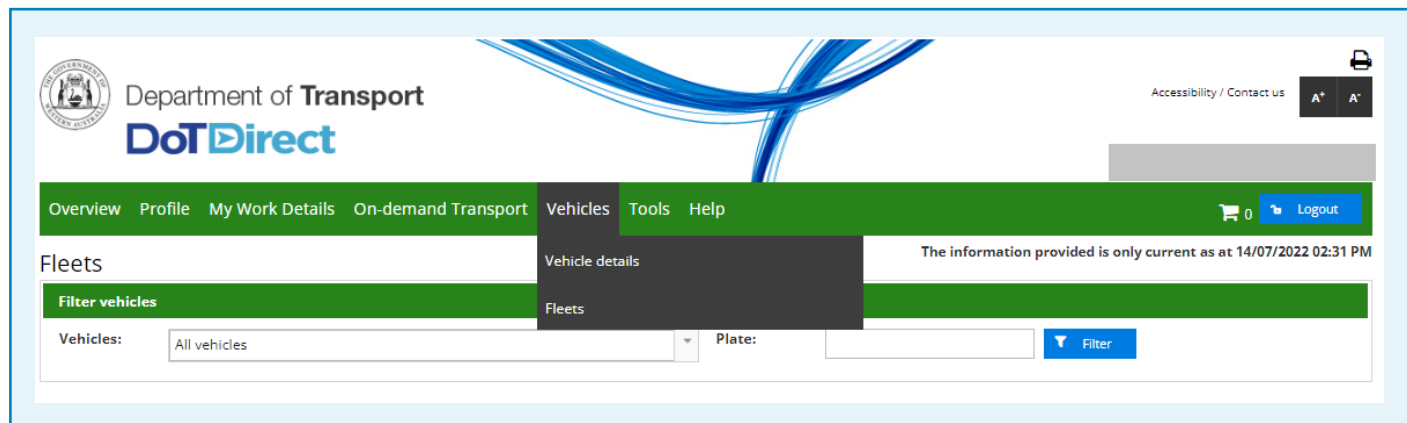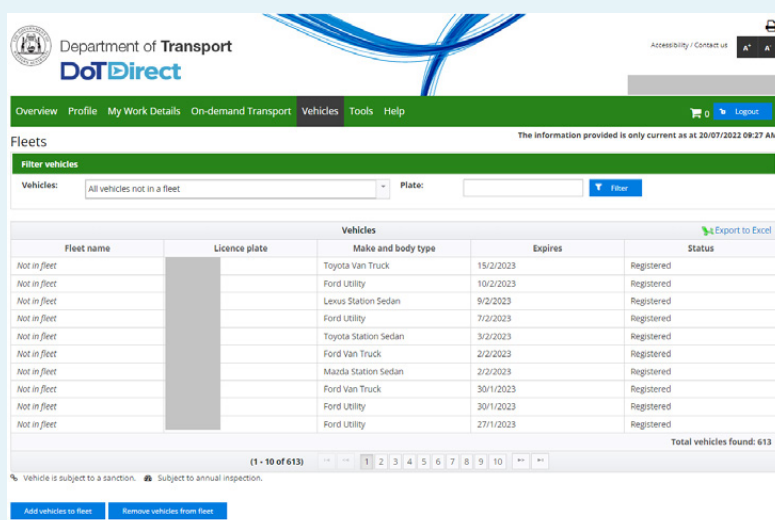

4.   Fleets home page

On the 'Fleets' page, all vehicles owned by an organisation can be filtered by:

- 'All vehicles', or

- 'All vehicles not in a fleet', or

- 'All fleet vehicles', or

- 'All vehicles requiring an inspection', or

- 'Individual fleets'.

A list of the selected vehicles will be displayed on screen and can be exported to a 'Microsoft Excel' format. The exported list includes a range of vehicle details, including inspection status and annual inspection requirements.

The following functions can also be accessed from the 'Fleets' page: -

- 'Pay schedule', or
- 'Request schedule', or
- 'Add vehicles to a fleet', or
- 'Remove vehicles from a fleet'.

The 'Pay schedule' and 'Request schedule' options will only be available if the selected fleet is due for renewal.

6. Pay schedule

Fleet schedules under $20,000 can be paid online by selecting: -

- 'Add to Trolley' from the To-do list, or
- 'Pay schedule' from the Fleets page, or
- 'Pay schedule' after adding eligible vehicles to a fleet, or
- 'Pay schedule' after removing vehicles from a fleet

Once selected, the fleet schedule payment will be added to the trolley. Renewal payment option periods of three, six or twelve months are available. An email with the payment receipt will be sent to both the organisation and delegate.

The fleet schedule payment item must be removed from the trolley if the payment is not being made immediately.

Individual vehicle licence papers and payment receipts will be sent by email after an online payment is processed.

7. Request schedule

Fleet schedules are generated approximately four to six weeks prior to the expiry of the fleet.
FMO customers will have their fleet schedules automatically emailed to the organisation.
A reminder email will be sent two weeks prior to the fleet expiry if payment has not yet been received.

Fleet schedules can be re-printed before payment is made and will be emailed to the organisation and delegate.

8. Fleet Alterations

Fleet managers can request the addition or removal of eligible vehicles from a fleet during the licence period (some conditions/ requirements apply).

Note: Fleet alterations cannot be completed online during the two-week period prior to fleet expiry, until payment of the fleet is received.

9.   Add vehicles to fleet

To add one or more eligible vehicles to an existing fleet, from the 'Fleets' page, select the 'Add vehicles to fleet' option.

A vehicle plate number search can also be used to filter through eligible vehicles. A full or partial plate number can be entered into the search function.

In the left-hand table, select the 'Add' button next to the vehicle plate number to add to the selected fleet, a list of selected vehicles will display in the right-hand table. Multiple vehicles can be added to one fleet at the same time.

Some vehicles may have the 'Add' action disabled if they are eligible to be added to the fleet and the icons displayed indicate the reason(s), including: -

- An inspection is required – If the vehicle is subject to an annual inspection, the vehicle must be inspected before the vehicle can be added to the fleet, or

- Not in renewable period – The vehicle has either expired, or the fleet expiry date is too far in advance, or

- Vehicle is subject to a sanction – The vehicle is subject to a court order, licence suspension order or other imposed sanction.

- Vehicle needs to be renewed – The vehicle expiry date is prior to that of the fleet and must be renewed to the fleet common expiry date using a non-standard renewal.

If a vehicle has been added in error, select 'Undo' from the right-hand table.

Once all eligible vehicles have been selected and confirmed in the right-hand table, click 'Add to fleet' to add the vehicles to the selected fleet.

Once confirmed, a notification will be emailed to the organisation and delegate. Vehicles added to the fleet will display as fleet vehicles in FMO immediately.

If the fleet is due for a renewal, an updated schedule will be emailed to the organisation email address automatically after vehicles are removed

All selections can be cleared by selecting 'Start again'.

Adding a vehicle to a fleet can result in a credit adjustment.

10. Remove vehicles from fleet

From the 'Fleets' page, select the 'Remove vehicles from fleet' option to remove one or more vehicles from an existing fleet.

In the left-hand table, select the 'Remove' button to request removal from the fleet, a list of selected vehicles will display in the right-hand table. Multiple vehicles can be removed from one fleet at the same time.

Once all vehicles to be removed from the fleet have been confirmed, select 'Confirm' to lodge the request.

Select 'Start again' to clear all selections.

Once confirmed, a notification will be emailed to the organisation and delegate. Vehicles removed from the fleet will display as non-fleet vehicles in FMO immediately.
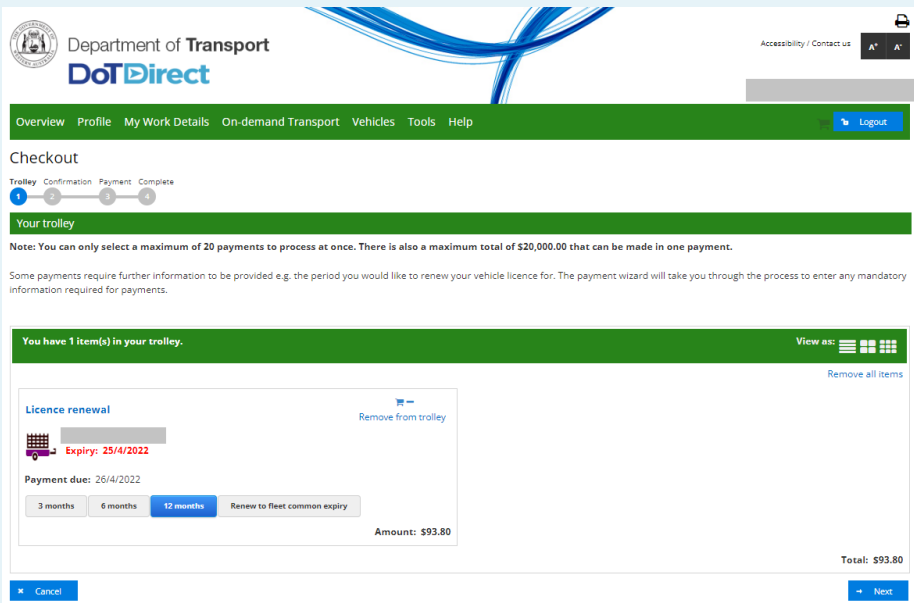
If the fleet is due for a renewal, an updated schedule will be emailed to the organisation email address automatically after vehicles are removed.
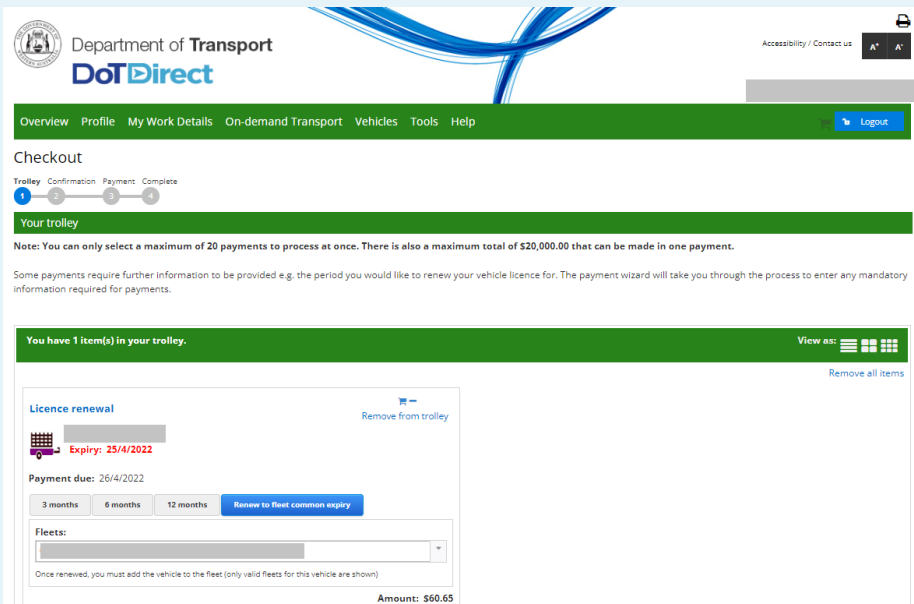
11.   Payment of a non-standard vehicle renewal

Where a FMO customer wants to add a vehicle to a fleet, but the vehicle requires a renewal to align the vehicle expiry to the fleet common expiry date, payment of the non-standard vehicle renewal is required. Once this is done, the vehicle can be added to the fleet.

Firstly, the licence renewal account can be selected in the To-do list and added to the trolley.
The trolley can be selected, and the checkout page opened. For a FMO customer with one or more active fleets, a 'Renew to fleet common expiry' button available in addition to the standard periods (3 months, 6 months, and 12 months).

Select the 'Renew to fleet common expiry' option, and then the fleet, which will determine the amount to pay to align the vehicle to selected fleet common expiry date.

Click on 'Next' to confirm the period and payment, and then pay using the secure online payment facility.

Confirm

Please review your items and select *Proceed to payment* to confirm or *Back* to make changes.

Licence renewal

Renewal period: To ▓▓▓ 25/10/2022

Amount
$60.65