DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

State Fleet Card Program Manual

Excellence in the Business of Government

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Purpose

The purpose of this State Fleet Card Program Manual is to provide essential Fleet Card Program policies and procedures which must be adhered to by all Department of General Services (DGS) employees who participate in the State Fleet Card Program. These procedures will assist with establishing controls and guidance that will help to prevent abusive Fleet Card practices, including but not limited to fraud and waste.

The Fleet Card is presently administered by Voyager Fleet Systems Inc. (Voyager) and is accepted at all major fuel vendors throughout California (except for ARCO fueling stations). The Fleet Card enables state departments to pay for fuel purchases while using government vehicles and long-term commercial vehicle rentals as well as gas-powered equipment.

Background

DGS Office of Fleet and Asset Management (OFAM) administers the State Fleet Card Contract and Program. The State Fleet Card Contract and Program enables state departments to pay for fleet purchases while using government vehicles and long-term commercial vehicle rentals through the state's commercial car rental contract. It is the responsibility of each department to monitor and verify the appropriate usage of the Fleet Cards issued to their employees. If misuse is determined, each department must take appropriate action according to their departmental policy. In an effort to provide greater guidance toward effective departmental Fleet Card Program usage and management, a set of procedures has been developed. The implementation of these procedures will help to ensure preventive measures are in place to avoid fraud, waste, and abuse.

Fleet Card Program Policy

The Fleet Card can only be used by state employees conducting official state business. Additionally, departments may authorize use of the Fleet Card by other individuals (such as retired annuitants, volunteers, etc.) who are on official state business and whose travel expenses are paid by the state.

a. Allowable Purchases

The Fleet Card may be used to purchase:

- Regular unleaded gasoline
- Alternative fuels (e.g., biodegradable diesel, E-85, CNG, propane, etc.)
- Fluid and lubricants (e.g., oil, anti-freeze, washer fluid, etc.)
- Two basic low cost car washes per month*
- 24-hour emergency roadside service (800) 600-6065
- Emergency purchases such as wiper blades, fan belts, tires, etc.

*Drivers are only allowed two basic low cost car washes per month. Exceptions are allowed where the size and/or attributes of the vehicle will result in a car wash that is more expensive. Additionally, in extreme cases where a detail may be required, please contact the DGS Call Center at 1.855.611.OFAM (6326) for prior approval. Auto detailing will be billed to the division/office leasing the vehicle.

b. Prohibited Purchases

The following items are prohibited and must not be purchased using the Fleet Card:

- Mid-grade or premium (supreme) unleaded gasoline unless specifically required by the vehicle manufacturer
- Fuel for personal vehicles
- Miscellaneous items such as food or sundries (personal items)

The Fleet Card cannot be used for short-term commercial vehicle rentals unless an emergency arises and the Fleet Card User (User) has prior departmental approval for use of the Fleet Card in such circumstances.

Staff Roles and Oversight Responsibilities

The oversight responsibility is key to ensuring appropriate controls are in place to effectively administer the Fleet Card Program. Each DGS division/office who participates in the State Fleet Card Program is ultimately responsible for the oversight of the Program. The staff roles and responsibilities detailed below include: a) Fleet Card Coordinator (Coordinator), the designated point person who oversees the Fleet Card; b) Fleet Card Liaison (Liaison), the designated person to process the ordering and cancelling of the Fleet Cards separate from the Coordinator for appropriate separation of duties; c) Fleet Card User's Supervisor (Supervisor); and d) User. The oversight responsibilities for each of the roles may vary depending upon whether the vehicle is owned by the division/office or leased via DGS OFAM. In addition, there may be more than one Coordinator assigned to a division/office depending on the number of vehicles owned and/or leased; and a Liaison is assigned as applicable.

DGS currently has eight Coordinators and two Liaisons. DGS divisions/offices who own and/or lease vehicles include: Executive Office, Business Services Section, OFAM, Office Public School Construction (OPSC), Office of State Publishing (OSP), Procurement Division, Real Estate Services Division (RESD) – Asset Management Branch, RESD – Building and Property Management, RESD – Construction Services Branch and Direct Construction Unit, RESD – Professional Services Branch, and RESD – Project Management Branch.

a. The Fleet Card Coordinator

The Coordinator is responsible for the oversight of the Fleet Card Program for their division/office which includes dissemination of policies, procedures, and updates. These duties include the distribution of Management Memos and Administrative Orders to Users. Depending upon whether or not the vehicle is DGS division/office-owned, DGS OFAM-leased, or a long-term commercial vehicle rental, the Coordinator's duties may vary. Please see the categories listed below showing the duties that the Coordinator must perform.

o *DGS Division/Office-Owned and Long-Term Commercial Vehicle Rentals*

- Maintain a current tracking system (e.g., database) of all active Fleet Cards assigned to a vehicle or to an authorized individual.
- Provide access to the Fleet Card online system which is currently Voyager's Fleet Commander Online system (FCO) to:

  - Supervisor(s) so expenditure reviews can be conducted; Access permission must be set and limited to specific reports; and
  - Liaison so Fleet Cards can be ordered or cancelled.
- Maintain purchase limits for Fleet Cards which may include limits on daily transactions, daily dollar amounts, and monthly dollar amounts, etc.
- Establish daily, weekly, and monthly reports from FCO as needed including but not limited to transaction exception and billing reports.
  - Design exception reports that correspond to uses of the Fleet Card(s) (setting parameters needed to monitor any exceptions to the allowable uses).
- Ensure Supervisor(s) reviews and certifies expenditures and Fleet Card exception reports.
  - Analyze and compare miles driven, tank capacity, and fuel purchases for potential misuse/abuse.
  - Investigate all exceptions and, if misuse is determined, take appropriate action according to departmental policy.
- Ensure that all non-issued and/or Valid-All-Vehicle (VAV) Fleet Cards (when not in use with a vehicle) are kept in a secured location at all times.
- Periodically (monthly or quarterly) reconcile database of Fleet Cards to inventory reports available through FCO to ensure only authorized Fleet Cards are in use.
- Ensure the Monthly Account Summary Reports (monthly invoices) received from the Fleet Card Vendor are paid on a timely basis.
- Adhere to DGS emergency purchasing policies for the Fleet Card so Users are able to purchase such items as tires, batteries, wiper blades, towing, and emergency repairs. Emergency purchases are limited to those items above and may be purchased with the Fleet Card. Other items must be approved by a Supervisor. Employees may also contact the DGS Call Center for guidance in emergency situations at 1.855.611.OFAM (6326).
- Provide departmental procedures to each User regarding Fleet Card usage, including procedures for emergency purchases.
- Ensure that Users enter a vehicle's correct odometer reading when prompted at the gas pump.

The following activities are not required but are considered best practices and it is highly recommended among DGS divisions/offices:

- Periodically assess department policies and procedures related to the Fleet Card Program. Recommend/implement improvements to create efficiencies and/or further prevent misuse.

o *DGS OFAM-Leased Vehicles*

As part of its vehicle leasing services, DGS OFAM actively monitors the usage of the Fleet Cards assigned to its leased vehicles. DGS OFAM maintains an active database of its Fleet Cards, and facilitates the ordering and cancelling of Fleet Cards. Additionally, DGS OFAM utilizes Voyager's FCO to produce and review monthly exception reports and identify

questionable transactions that may indicate potential fraud, waste, and/or abuse. DGS OFAM works closely with department Coordinators, Liaisons, and/or Supervisors to gather additional information and report Fleet Card misuse if ultimately identified. In addition, training and technical assistance is available via DGS OFAM.

Where a DGS division/office leases one or more DGS vehicles, a Coordinator should also:

- Inform DGS OFAM of any potential fraudulent or abusive practices.
- Provide DGS OFAM with current Coordinator contact information, and update as appropriate.
- Ensure that Users enter a vehicle's correct odometer reading when prompted at the gas pump.

The following activities are not required but are considered best practices and it is highly recommended among DGS divisions/offices:

- Periodically assess department policies and procedures related to the Fleet Card Program. Recommend/implement improvements to create efficiencies and/or further prevent misuse.

b. The Fleet Card Liaison

The Liaison is an employee designated to process the ordering and cancelling of the Fleet Cards separate from the Coordinator for appropriate separation of duties. Depending upon whether or not the vehicle is DGS division/office-owned, DGS OFAM-leased, or a long-term commercial vehicle rental, the Liaison's duties may vary. Please see the categories listed below showing the duties that the Liaison must perform.

o *DGS Division/Office-Owned and Long-Term Commercial Vehicle Rentals*

- Follow DGS procedures for the ordering, replacing, and cancelling of Fleet Cards. (Refer to Section: Procedures for Ordering, Replacing and Cancelling Fleet Cards.)
- Use the DGS Fleet Card Request Form (Attachment A) including all pertinent information for tracking purposes, such as: equipment number, license plate number, make/model, card number, User's name/address/phone number, and reason for a new Fleet Card (lost, stolen, damaged, etc.).
- Receive the DGS Fleet Card Request Form (Attachment A) from authorized personnel:
  - Review the DGS Fleet Card Request Form to ensure all necessary information is provided and approved by proper authority.
  - Process request via FCO.
- Verify the accuracy of all Fleet Cards that are ordered and make sure they are correct prior to distributing to the User.
- Collect all signed DGS Fleet Card User Agreements and store pursuant to department policies.

- ***DGS OFAM-Leased Vehicles***

  - Use the DGS Fleet Card Request Form (Attachment A) provided by DGS OFAM to order Fleet Cards and submit to DGS OFAM Liaison.
  - Notify OFAM to initiate a Fleet Card cancellation.
  - Collect all signed DGS Fleet Card User Agreements and store pursuant to department policies.

c. Fleet Card User's Supervisor

The Supervisor is responsible for ensuring that state vehicles, long-term commercial vehicle rentals, and Fleet Cards are used by authorized individuals in the conduct of official state business. Depending upon whether or not the vehicle is DGS division/office-owned, DGS-leased, or a long-term commercial vehicle rental, the Supervisor's duties may vary. Please see the categories listed below showing the duties that the Supervisor must perform.

- ***Department-Owned and Long-Term Commercial Vehicle Rentals***

  - Provide User with Fleet Card Program information including any departmental policies and procedures regarding emergency usage. Note: Emergency purchases are limited to such items as tires, batteries, wiper blades, towing, and emergency repairs and may be purchased with the Fleet Card. Other items must be approved by a Supervisor. Towing costs may vary depending upon the size of the vehicle. Employees may also contact the DGS Call Center for guidance in emergency situations at 1.855.611.OFAM (6326).
  - Monitor Fleet Card usage to ensure Fleet Card charges are accurate and appropriate; review and verify monthly activity and expenditure reports generated by FCO or the Coordinator.
  - Reconcile monthly billing statements to actual usage of the Fleet Cards by using transaction reports, vehicle mileage logs, receipts, etc.
  - Research and verify questionable and miscellaneous transactions.
  - Ensure Fleet Cards are properly secured when a vehicle is stored or otherwise not in use. Fleet Cards should not be kept in an unattended vehicle.
  - When turning in a long-term rental, return the vehicle with the same level of fuel that the vehicle had when the vehicle was picked up.

The following activities are not required but are considered best practices and it is highly recommended among DGS divisions/offices:

  - Periodically assess the need for issued Fleet Cards, including VAV cards, and make recommendations to the Coordinator and/or Liaison regarding cancellations.

- ***DGS OFAM-Leased Vehicles***

  - Provide User with Fleet Card Program information including any departmental policies and procedures regarding emergency usage. Note: Emergency purchases are limited

to such items as tires, batteries, wiper blades, towing, and emergency repairs and may be purchased with the Fleet Card. Other items must be approved by a Supervisor. Employees may also contact the DGS Call Center for guidance in emergency situations at 1.855.611.OFAM (6326).

- Reconcile the Monthly Travel Log (State STD Form 273) and the employee's itinerary to ensure all documentation is congruent.
- Research and verify questionable and miscellaneous transactions.
- Instruct User(s) as to the need to properly secure a Fleet Card when a vehicle is stored or otherwise not in use. Fleet Cards should not be kept in an unattended vehicle.

The following activities are not required but are considered best practices and it is highly recommended among DGS divisions/offices:

- Periodically assess the need for issued Fleet Cards, including VAV cards, and make recommendations to the Coordinator and/or Liaison regarding cancellations.

d. The Fleet Card User

The User is any state employee authorized to use a department-issued Fleet Card. Additionally, DGS may authorize other individuals (such as retired annuitants, volunteers, etc.) who are on official state business and whose travel expenses are paid by the state, to use the Fleet Card. The User must sign the DGS Fleet Card User Agreement (Attachment B) which outlines their responsibilities. The User must follow all departmental procedures, including but not limited to:

- Protection of the Personal Identification Number (PIN). Do not share with other Users (unless authorized) or write it directly on the Fleet Card.
- Enter vehicle's correct odometer reading when prompted at the gas pump while fueling your vehicle.
- Purchase regular grade (unleaded) gasoline only. The purchase of mid-grade or premium (supreme) unleaded gasoline is strictly prohibited unless specifically required by the vehicle manufacturer.
- Follow established departmental procedures for emergency purchases of items such as tires, batteries, wiper blades, towing, and allowable repairs. Emergency purchases are limited to those items above and may be purchased with the Fleet Card. Other items must be approved by a Supervisor. Employees may also contact the DGS Call Center for guidance in emergency situations at 1.855.611.OFAM (6326).
- Provide justification for all emergency purchases.
- Maintain all receipts until monthly billing statements have been reconciled and approved for payment. Follow departmental record keeping procedures.
- Report lost or stolen Fleet Cards immediately to the Liaison, Coordinator and/or Supervisor. If no one is available, contact Voyager Customer Service directly at (800) 987-6591, 24 hours a day, 7 days a week. Inform the Liaison and Coordinator or Supervisor as soon as possible.
- Do not keep the Fleet Card in an unattended vehicle.
- Do not purchase prohibited miscellaneous store items such as food or sundries (personal items).

How to Use the Fleet Card

The Fleet Card can be used to purchase unleaded gasoline, alternative fuels (e.g., biodegradable diesel, E-85, CNG, propane, etc.), fluids and lubricants. When purchasing gasoline, drivers are only authorized to purchase E-85 (as applicable) or regular grade (unleaded) gasoline, unless a different fuel grade is specifically required by the vehicle manufacturer. The Fleet Card can be used at over 10,500 retail locations throughout California and is accepted at all major fuel vendors throughout California (except for ARCO fueling stations).

The Fleet Card has the ability to utilize two prompts at the point of sale. The two prompts are the: 1) Personal Identification Number (PIN) or driver identification, and 2) the odometer. In order to have strong, effective Fleet Card control management, two prompts should be in place to reduce the overall risk of fraud. DGS uses a PIN and odometer prompt.

In order to increase account control, DGS maintains purchase limits for Fleet Cards. DGS OFAM-leased vehicle purchase limits are: three transactions per day, $250 daily limit, and a $2,000 monthly limit.

The following steps illustrate how the Fleet Card is used at the gas pump:

- Swipe card at the pump card reader. If the pump terminal requires you to choose either "Credit" or "Debit", press the "Credit" key.
- The pump terminal will prompt you for your PIN. Enter your assigned number and press "Enter." Some stations may require additional digits. Zeros should be entered in front of the PIN for the required amount of digits. For login ID and password information, call customer service at 1.800.987.6591 or email fleetcommander@usbank.com.
- If required, the terminal may prompt you to enter the odometer reading. Enter your odometer as a whole number. Do not enter tenths of a mile. Always enter the correct odometer reading.

Troubleshooting Tips

- If the pump card reader will not accept the Fleet Card, take the Fleet Card inside and have the attendant process the transaction electronically. If the attendant questions the transaction, provide the attendant with the toll-free number on the back of the Fleet Card for assistance in processing the transaction.
- If the Fleet Card cannot be read on any of the equipment, notify Voyager Customer Services at the number shown on the back of your Fleet Card or your Coordinator and/or Liaison.
- If your Fleet Card cannot be read at any location, it is likely there is damage to the magnetic strip. If this occurs, notify your Coordinator for a replacement card.

Procedures for Ordering, Replacing, and Cancelling Fleet Cards

The procedures for ordering, replacing and cancelling Fleet Cards depend upon whether or not the vehicle is owned by a DGS division/office or leased via DGS OFAM.

- **For vehicles leased via DGS OFAM**, submit the DGS Fleet Card Request Form (Attachment A) to Shannon Kine, DGS OFAM Liaison at Shannon.Kine@dgs.ca.gov or via FAX at (916) 928-9895.

- **For vehicles owned**, DGS division/office Liaison uses the DGS Fleet Card Request Form (Attachment A). Follow the steps below to order, replace, and cancel Fleet Cards:

  To **order** a Fleet Card for a new vehicle, DGS division/office Liaison must follow these steps:

Ordering a Voyager Fleet Card for a New Vehicle (brand new record)	
Step 1	Go to https://www.fleetcommanderonline.com and login with User ID and Password.
Step 2	After logging in, you will see a 'Welcome' screen. Under **Account Maintenance,** select **Maintain Card.**
Step 3	You will then come to the 'Account Maintenance: Select an Account' page. Select the account number.
Step 4	This will take you to the 'Maintain Cards: Select a Card' page. From the options menu on the left, under **Maintain Cards**, select the appropriate option based on your account(s) default settings, e.g., "Create a Card Tied to a Vehicle."
Step 5	Complete the required fields as follows: Vehicle Information: Enter information in the License Number, State, VIN, and Vehicle Description fields. Card Embossing: Select the appropriate embossing option, and complete accordingly. Organization: Click on the 'select organization' link. Click on the [+] symbol next to the '[Department Name]' link. This will create a drop-down menu. Click on the appropriate location, if applicable. Card Attributes: Under **Prompts,** select the option next to 'Prompt for PIN'. Enter the PIN. Show Card & Vehicle Authorization/Exception Rules: (Select link for options): Under **Vehicle Products, Valid Product 1**, select the appropriate fuel type from the drop-down menu (be sure to select items with a numerical code only). For **Product 1 Capacity**, enter the vehicles fuel tank capacity. (Repeat for each fuel type associated with the vehicle.) **Verify that all information is correct.**
Step 6	Click **Create Card.**
Step 7	You will now see a confirmation page with the new Fleet Card and vehicle number. **Enter the Fleet Card number into the DGS database.**
Step 8	Complete the DGS Fleet Card Request Form and place in "Pending Order' file.

To **replace** a lost or stolen Voyager Fleet Card, the Liaison must follow these steps:

Replacing a Lost or Stolen Voyager Fleet Card	
Step 1	Go to https://www.fleetcommanderonline.com and login with User ID and Password.
Step 2	After logging in, you will see a 'Welcome' screen. Under **Account Maintenance,** select **Maintain Card.**

Step 3	You will then come to the 'Account Maintenance: Select an Account' page. Select the account number.
Step 4	This will take you to the 'Maintain Cards: Select a Card' page. Search by "Card ID" or "Card Attributes." Click the search button. The search results may give you multiple findings of the same vehicle/card. Select the ACTIVE **'Card ID'** with the most current **'Status Date.'**
Step 5	Verify that the information shown is for the Fleet Card to be replaced. Click on **Report Lost/Stolen** button.
Step 6	A message will appear asking you if you are sure you want to report this Fleet Card lost or stolen. (If information is not correct, click **no** to return to the previous page.) If the information on the screen is correct, click **yes**.
Step 7	You will then see a confirmation page that will tell you that the Fleet Card has been cancelled. It will also give you the replacement Fleet Card number. The Fleet Card should arrive within 5-7 business days.
Step 8	Distributing the Fleet Card: Once the Fleet Card has been received, check to make sure it has been embossed correctly. Enter the new Fleet Card number in the DGS database. If local, notify the driver that the Fleet Card is ready to be picked up. If out-of-town, notify the driver that the Fleet Card has arrived and will be sent via overnight courier to the address provided on the DGS Fleet Card Request Form. Provide a copy of the DGS Fleet Card Request Form with the Fleet Card. Complete the bottom section of the DGS Fleet Card Request Form and file in "Completed Orders" file.

To **replace** a damaged but functioning Voyager Fleet Card, the Liaison must follow these steps:

Replacing a Damaged (functioning) Voyager Fleet Card	
	Please note: If the damaged Fleet Card no longer works, you may follow the steps for "Replacing a Lost or Stolen Voyager Fleet Card."
Step 1	Go to: https://www.fleetcommanderonline.com and login with User ID and Password.
Step 2	After logging in, you will see a 'Welcome' screen. Under **Account Maintenance**, select **Maintain Card**.
Step 3	You will then come to the 'Account Maintenance: Select an Account' page. Select the account number.
Step 4	This will take you to the 'Maintain Cards: Select a Card' page. You can select a card by entering the card number itself; however, the preferred method is to search by the equipment number. - Select the **'Tied to a Vehicle'** option by clicking on the bubble next to it. - Enter the equipment number into the **VIN** section (800XXXXX) - Click the search button The search results may give you multiple findings of the same vehicle/card. Select the ACTIVE **'Card ID'** with the most current

	'Status Date'.
Step 5	Once at the 'Edit a Card Tied to Vehicle' page, verify that the information shown is for the Fleet Card to be replaced. Click on **Replace Card** button.
Step 6	A message will appear asking you if you are sure you want to edit this Fleet Card and have it replaced. (If the information is not correct, click **no** to return to the previous page.) If the information on the screen is correct, click **yes**.
Step 7	You will then see a confirmation page that will tell you that the Fleet Card has been replaced. (The replacement Fleet Card will have the same number as the damaged Fleet Card.) The Fleet Card should arrive within 5-7 business days.
Step 8	Distributing the Fleet Card: Once the Fleet Card has been received, check to make sure it has been embossed correctly. Since this is a duplicate of the damaged Fleet Card, you must receive and destroy the damaged Fleet Card prior to issuing the replacement. If local, notify the driver that the replacement Fleet Card is ready to be picked up. The driver must bring the damaged card to exchange for the replacement. If out-of-town, notify the driver that the replacement Fleet Card has arrived and, once the damaged Fleet Card has been received, the replacement Fleet Card will be sent via overnight courier. Provide a copy of the DGS Fleet Card Request Form with the Fleet Card. Complete the bottom section of the DGS Fleet Card Request Form and file in "Completed Orders" binder.

To **cancel** a Voyager Fleet Card, the Liaison must follow these steps:

Cancelling a Voyager Fleet Card (Terminate a Vehicle Record)	
Step 1	Go to https://www.fleetcommanderonline.com and login with User ID and Password.
Step 2	After logging in, you will see a 'Welcome' screen. Under **Account Maintenance**, select **Maintain Card**.
Step 3	You will then come to the 'Account Maintenance: Select an Account' page. Select the account number.
Step 4	This will take you to the 'Maintain Cards: Select a Card' page. Search by "Card ID" or "Card Attributes." Click the search button. The search results will give you multiple findings of the same vehicle/card. Select the ACTIVE **'Card ID'** with the most current **'Status Date.'**
Step 5	Verify that the information shown is for the card/vehicle to be cancelled/terminated. Select **Cancel Card**.
Step 6	A message will appear asking you if you are sure you want to terminate the vehicle and cancel the Fleet Card. (If the information is not correct, click **no** to return to the previous page.) If the information on the screen is correct, click **yes**.
Step 7	You will then see a confirmation page that will tell you that the Fleet Card has been cancelled. (If you do not have a 'written' cancellation request, be sure to print the confirmation page for filing.)

Step 8	Enter the cancellation information into the DGS database. File the cancellation request (or printed confirmation page) in the "Cancellations" file.

Monitoring Guidelines for the Fleet Card

The Voyager's FCO can provide DGS with customized exception reports to review Fleet Card transaction data for all DGS division/office-owned and/or DGS OFAM-leased vehicles. It is ultimately a DGS responsibility to not only oversee that the Fleet Card is not abused but also to monitor its usage. These customized exception reports are available to support this oversight responsibility.

- ***DGS OFAM-Leased Vehicles***

  For DGS OFAM-leased vehicles, the OFAM Fleet Card Administrator (Administrator) utilizes Voyager's FCO to produce and review monthly exception reports and identify questionable transactions that may indicate potential fraud, waste, and/or abuse. The Administrator works closely with Coordinators, Liaisons, and/or Supervisors to gather additional information and report Fleet Card misuse if ultimately identified. If at anytime the Coordinator detects potential fraudulent or abusive practices related to the leased vehicles, the Coordinator should inform the Administrator and/or Supervisor. If specific reports are needed, please contact the DGS Coordinator.

- ***Department-Owned and Long-Term Commercial Vehicle Rentals***

  For DGS division/office owned vehicles, it is the role of the Coordinator and/or Supervisor to collect and periodically review these exception reports as specified:

  - Transactions over $100 (Weekly)
  - Transactions beyond vehicle tank capacity (Weekly)
  - Transactions over 35 gallons (Weekly)
  - Multiple transactions per day (Monthly)
  - Out-of-state transactions (Monthly)
  - Food transactions (Monthly)
  - Miscellaneous transactions (Monthly)
  - 12:00 a.m. – 3:00 a.m. transactions (Monthly)
  - Saturday and Sunday transactions (Quarterly)
  - Holiday transactions (Quarterly)

  When an exception report is received, the Coordinator shall review the Fleet Card charges in FCO to determine if there is a pattern of inappropriate charges, e.g., multiple fuel-ups per day, over tank capacity fuel-ups, transactions over $100, etc.

  If it is determined that a Fleet Card transaction looks inappropriate, the following steps should be taken:

  - Run a transaction detail report through FCO for the Fleet Card transaction data in question

- Verify the Voyager Fleet Card data with DGS database, license number, equipment number and the Fleet Card number
- Determine if the vehicle is a monthly or a daily rental vehicle and whether it is currently assigned
- Verify the Supervisor's name and phone number
- The Fleet Card should be cancelled in most circumstances
- If it is determined that the Fleet Card needs to be cancelled, login to FCO and cancel the Fleet Card by either the card number or equipment number
- If the Fleet Card is cancelled, it becomes inactive immediately after the initial notification to Voyager

The Supervisor is contacted by phone to ensure that he/she is currently the employee's Supervisor. An email memo must be prepared documenting the inappropriate charges and sent to the Supervisor of the User along with a spreadsheet of the charges. The email memo states that a response must be received within two weeks.

If fraud is involved, the Coordinator should be notified by the Supervisor that an investigation will be conducted and a response will be sent when the investigation is completed.

Payment

The Coordinator shall review and process the Voyager Account Summary Report (invoice) on a timely basis. The invoice reflects charges through the 24th of each month. The payment is due 25 calendar days after the invoice is mailed by Voyager and is payable *upon receipt.* The entire invoice must be paid promptly. The Voyager Account Summary Report can be paid online at www.fleetcommanderonline.com/. For login ID and password, call (800) 987-659 or email fleetcommander@usbank.com.

If the complete payment is not received by Voyager within the 25 calendar day deadline, the account will be considered 30 calendar days past due. Accounts over 45 calendar days past due can be suspended and are in jeopardy of being canceled. At 90 calendar days past due, the account can be closed. The Coordinator has access to online reporting to identify past-due status.

If there is an error on the invoice, Voyager has dedicated Operations Account Representatives to answer billing inquiries and can be reached at (800) 987-6591 available from 6:00 AM to 8:00 PM (CST).

24-Hour Emergency Roadside Service

In the event of a breakdown of a state vehicle, DGS offers 24-hour emergency roadside service through a partnership with the National Automobile Club. These services include:

- Mechanical First Aid (Minor adjustments not requiring parts or supplies which will be made in an effort to enable your vehicle to operate under its own power.)
- Battery service
- Tire change
- Fuel, oil, and water delivery
- Towing
- Jump start

- Lockout service (does not include key making service)

To use emergency roadside services, Users must:

a. Contact the National Automobile Club Roadside Assistance at (800) 600-6065.
b. Provide the vehicle's year, make, model, color, license number; User name, telephone number and department; and the 15-digit Fleet Card account number to the National Automobile Club operator.
c. Remain with the vehicle to provide the keys to the tow truck driver.

Resources and Services Offered by US Bank Voyager Fleet Systems Inc.

For DGS division/office-owned vehicles, the Voyager's FCO allows the Coordinator to manage its fleet operations from any location, at any time with the security of an encrypted, online portal. The portal provides total access to observe, update, track and manage fleet operations and Voyager Fleet Card accounts.

To enroll in FCO, staff must email fleetcommander@usbank.com or call a customer service representative at (800) 987-6591.

The Fleet Commander Online management tool provides the following services:

- Real-time Fleet Card administration including but not limited to PIN management, Fleet Card ordering, replacing and cancellation, authorization and purchase controls.
- Various customizable reports for account maintenance including:
  - Management Reports – Identify transaction trends or misuse by tracking purchases by merchant, dollar amounts, type of purchase, fuel economy, purchases by date, and other parameters.
  - Exception Reports – Identify trends and abuse/misuse (e.g., excessive tank capacity report, product variance report, invalid odometer report, pattern discrepancy report, and miles per gallon variance report).
  - Transaction Reports – Captures many separate data elements.
  - Inventory Reports – Provides inventory information by generating reports on individual Fleet Cards, vehicles, and driver information as provided by the department.
  - Billing Reports – Provides information on all transactions including payments and adjustments.
  - Ad Hoc Reports – Additional reports could be developed to meet the needs of the department.
- Web based training at https://wbt.fleetcommanderonline.com

Staff Contact Information

For further information concerning the State Fleet Card Program, please contact:

Toni Holland, Fleet Operations Manager
DGS OFAM
(916) 928-4645; (916) 928-2575
Toni.Holland@dgs.ca.gov

David Montoya, SSM I
DGS OFAM
(916) 928-9894
David.Montoya@dgs.ca.gov

Shannon Kine, Fleet Card Liaison
DGS OFAM
Shannon.Kine@dgs.ca.gov
(916) 928-9814

Attachments

Attachment A: DGS Fleet Card Request Form
Attachment B: DGS Fleet Card User Agreement

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Fleet Card Request Form

VEHICLE INFORMATION

Equipment # _____

License Plate # _____

Fuel Card # _____

REASON FOR REQUEST

- ☐ Lost
- ☐ Stolen
- ☐ Damaged
- ☐ New Vehicle

DRIVER INFORMATION

Agency / Dept. _____

Name _____

E-mail _____

Phone _____

Office Address (Required if not picked-up, No P.O. Box)

Street Address _____

City, State, & Zip _____

Special Instructions

_____

Office Use

Date Card Ordered: _____

Date Driver Contacted: _____

Date Office Received: _____

Date Card Mailed Picked up :_____

Fuel Card # _____

DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Governor Edmund G. Brown Jr.

Fleet Card User Agreement

I, _____ (name), agree to the following regarding the use of the Official State of California Fleet Card:

- To observe state policies regarding the appropriate use of the fleet card;
- To comply with departmental control procedures;
- To ensure appropriate use and security of the fleet card's Personal Identification Number (PIN);
- To enter the correct odometer reading at the pump, when prompted, before fueling the state vehicle;
- To immediately notify authorized personnel if my fleet card is lost or stolen or if the PIN is compromised; and
- To cooperate with state officials engaged in auditing or otherwise investigating the use of the fleet card.
- To ensure the fleet card is properly secured and is not kept in an unattended vehicle.

I further understand that:

- The fleet card cannot be used for the purchase of:
  - Mid-grade or premium (supreme) unleaded gasoline, unless specifically required by the vehicle manufacturer;
  - Fuel for personal vehicles; and
  - Miscellaneous items, such as food or sundries, etc.
- Inappropriate use of the fleet card may result in disciplinary action, including termination of employment and criminal action.

I acknowledge that I have read and understand, and will comply with my department's policies and procedures governing the use of the official State of California Fleet Card.

_____
Employee Name Printed

_____ _____
Employee Signature Date