



Mike DeWine, Governor
Jon Husted, Lt. Governor

Department of
Administrative Services

Matt Damschroder, Director

State of Ohio Administrative Policy

State Fleet Card Policies and Control Procedures

No:

Motor Vehicle Fleet
VF-03

Effective:

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Issued By:

Matthew M. Damschroder, Director

1.0 Purpose

The purpose of this policy is to establish statewide guidelines and procedures that will assist State Agencies in the controls of fleet card practices.

The Office of Fleet Management (OFM), within the Department of Administrative Services (DAS), manages the statewide fleet card program. The statewide fleet card program is designed to provide State Agencies with a universally accepted electronic fleet card that allows authorized fleet card users to purchase fuel, maintenance, and service related items for state vehicles. Use of the fleet card is meant to streamline and automate the purchase data of fleet operating items such as fuel, maintenance, and minor items as noted in this policy. Fleet operational data is collected in an electronic format and uploaded into the state fleet information management system. Manual data entry of operational purchases is eliminated, increasing data quality and decreasing data entry expenses.

2.0 Policy

Ohio Administrative Code (OAC) section 123:6-1-08 denotes that all State employees operating a State motor vehicle shall use the state fleet card to purchase fuel, vehicle maintenance, and service related items approved by the Department of Administrative Services.

Copies of this policy shall be posted and distributed to all authorized fleet card users that may use a fleet card in the scope of their employment or official duties.

2.1 Responsibilities:

Each State Agency shall be responsible for:

- 2.1.1 The establishment of internal procedures ensuring that all authorized fleet card users are provided a copy of this policy.

- 2.1.2 Monitoring the use of fleet cards.
- 2.1.3 Development and implementation of an internal maintenance policy and dollar threshold rules that are applied when using a fleet card.
- 2.1.4 Reporting any abuse of a fleet card or failure to comply with this policy to the appropriate State Agency representative and OFM.

Each employee using a fleet card is responsible for following all fleet card policies and procedures.

2.2 Fleet Card Account: OFM will act as the liaison for all fleet card account setups, modifications and closures between State Agencies and the fleet card vendor. State Agencies must have new fleet card accounts approved by OFM and submit all supporting documentation to OFM when required.

- 2.2.1 Upon approval by OFM of a new fleet card account, OFM will forward the account setup information to the fleet card vendor. State Agency fleet manager/coordinator or their designee will receive account profiles from the fleet card vendor. These account profiles are to be reviewed by the State Agency fleet manager/coordinator or their designee and Chief Fiscal Officer. Once the new account profile has been established, the State Agency will submit a copy of the profile to OFM.
- 2.2.2 All accounts will be set up as an Electronic Data Interchange (EDI) account. State Agencies are required to receive and pay all invoices from the fleet card vendor via EDI; the vendor is not required to provide paper invoices. State Agencies are required to ensure that the fleet card is used to purchase fuel, maintenance, and service related items only. State Agencies are also required to have all invoices paid via EDI by the 10th calendar day of each month (if the 10th calendar day is on a weekend or Holiday, the payment must be processed prior to the 10th calendar day of the month).
- 2.2.3 For new fleet card accounts that have been established, State Agencies must designate a primary and one or more backup Fleet Card Administrators (FCA) to be set up with access to the fleet card vendor's online program. Access to this program will allow for monthly transaction reports to be run; State Agencies with delegated fleet management authority will take responsibility for ordering new or replacement cards using the online program. State Agencies with fleet programs managed by DAS will have account management services provided by OFM, however, designated FCAs will have viewing access to the fleet card vendor's online program.

FCAs are to be enrolled in the online program directly through OFM by completing an enrollment form (ATTACHMENT 1) and submitting the completed form to OFM as directed on the bottom of the form for processing.

[DAS Fleet Website - Fleet Card](#)

If a State Agency has determined that there is a change in FCA, the change shall be communicated to OFM immediately. Upon notification from the State Agency, OFM will update the FCA user profile for the state agency

- 2.3 Fleet Card Management:** State Agencies must have procedures in place that track the inventory of issued, cancelled, expired and destroyed fleet cards. These procedures shall be submitted to OFM for review and approval. All revisions to State Agency policies shall be communicated to OFM within 60 days for review and approval. If a State Agency does not have a process in place, it shall adopt OFM's process of tracking fleet card inventory.

Upon receipt of new fleet cards, the State Agency fleet manager/coordinator or their designee will distribute the new fleet cards to authorized fleet card users. Fleet cards shall be set up in the vendor's online system and may be tied to a vehicle, authorized fleet card user, or as an equipment card. Equipment cards shall be assigned to a location and are to be used for to purchase fuel, maintenance, and service related items that are used on multiple vehicles or equipment. Any agency staff that will have the authority to use a fleet card must sign the State Fleet Card Driver Responsibilities form (ATTACHMENT 2). This form shall be kept on file by the State Agency. [State Fleet Card Driver Responsibilities](#)

- 2.3.1 The State Agency fleet manager/coordinator or their designee is responsible for the collection, cancellation and destruction of old or expired fleet cards. If a fleet card is reported as being lost or stolen, the fleet card shall be cancelled in the online vendor program and the fleet card vendor shall be notified immediately via email or phone. All cards turned in due to expiration, the issuance of a replacement card is required for any reason, or a vehicle is salvaged by State Surplus or locally disposed the State Agency fleet manager/coordinator or their designee shall be responsible for cancelling and destroying the old fleet card.
- 2.3.2 Each State Agency shall be responsible for monitoring fleet card activity on a regular basis. The following reports are to be generated to review the following fleet card activity:
- Fleet Card Inventory Report – this report will monitor the number of cards a State Agency has that are accurately tied to a vehicle or authorized fleet card user as well as the number of cards not tied to a vehicle or authorized fleet card user (i.e. equipment card); report shall be generated monthly to verify the accuracy of active and cancelled fleet cards
 - Transaction Report – this report will show the transaction activity for each card within a fleet card account; report shall be generated monthly when reconciling receipts for each billing cycle

- Lost/Stolen/Cancelled Card Report– this report will show transactions that post on a fleet card statement after an account is closed or a card has been cancelled; report shall be generated monthly to confirm that any charges that may appear after an account has been closed or a card has been cancelled to validate charges are accurate and also to prevent fraudulent charges from being processed
- Transaction Exception Report – this report will disclose certain types of unauthorized product purchases (i.e. food, premium fuels, etc.); report shall be generated monthly to monitor unauthorized use of fleet cards
- EDI Payments Report – this report will monitor monthly State Agency payment status; report shall be generated monthly to monitor timely payments of Voyager EDI Invoices

2.3.3 State Agency fleet manager/coordinator or their designee shall be responsible for ensuring that any purchase that is not made with the fleet card is manually entered into the state fleet information management system as a work order or fuel transaction by the end of the month in which the transaction occurred.

2.3.4 State Agency fleet manager/coordinator or their designee will be responsible for ensuring that fleet card users are aware that any type of fleet card use in conjunction with a rewards program to secure or accept anything of value with public funds is considered a violation of the conflict of interest provisions within the Ohio Ethics Law, set forth in Ohio Revised Code 102.03 (D) and (E) (e.g. using a fleet card in conjunction with an employee's personal Speedy Rewards, UDF U- Drive, Giant Eagle Rewards etc.).

2.4 Authorized Use of a Fleet Card

2.4.1 Fleet cards are to be used to purchase fuel, maintenance, and service related items for state owned or leased vehicles. Regular unleaded fuel shall be purchased unless the vehicle is an alternative fueled vehicle. High grade fuels (i.e. Super, Premium) shall not be purchased unless the State Agency fleet manager/coordinator or their designee approves the purchase.

2.4.2 If a fleet card is assigned to a vehicle, the card shall only be used to purchase fuel, maintenance, and service related items for the vehicle to which the card is assigned.

2.4.3 If a fleet card is assigned to an authorized fleet card user, the card shall only be used to purchase fuel, maintenance, and service related items for a state vehicle by the employee to whom the card is assigned. State Agency fleet manager/coordinator or their designee shall be responsible for ensuring that transactions are manually entered into the state fleet

information management system as a work order or fuel transaction by the end of the month in which the transaction occurred for all cards that are assigned to an authorized fleet card user.

- 2.4.4 Each account may obtain one card per location for equipment fueling. An equipment card that is created in the fleet card vendor's online program must have an assigned license number; the same number must be used as an Equipment ID number in the state fleet information management system. The State Agency fleet manager/coordinator or their designee shall secure the card at all times. Receipts for this card shall be kept in accordance with the State Records Retention Policy and a Monthly Reconciliation shall be completed for this card if used.
- 2.4.5 Fleet cards shall be used to purchase non-fuel, items that are needed for the general upkeep and maintenance of a state vehicle. Examples of such non-fuel items are car washes; ice scrapers; fluids such as oil, washer fluid, anti-freeze, brake fluid, transmission fluid; and items such as wiper blades and light bulbs.
- 2.4.6 Fleet cards shall be used to purchase fuel, maintenance, and service related items in compliance with the State Agency's internal maintenance policy and dollar threshold rules. Transactions greater than the set threshold rule requires approval from the State Agency fleet manager/coordinator or their designee prior to services being performed.
- 2.4.7 In an emergency situation, roadside assistance is available 24 hours per day, 7 days per week, 365 days per year from the National Automobile Club (NAC) at 1- 800-894-6060. The authorized fleet card user must provide a valid fleet card and the card must be in the caller's possession when placing the call. This vendor is an added value service available due to the contract status of the fleet card vendor. DAS OFM reserves the right to terminate approval to use the roadside assistance vendor or replace the roadside assistance vendor. The roadside assistance vendor should be used for breakdowns while traveling. A local tow service may be used for non-emergency tows provided they accept the state fleet card.

2.5 Unauthorized Use of a Fleet Card

- 2.5.1 Use of a fleet card by a person who is not an employee or Contractor of the State.
- 2.5.2 Use of a fleet card to purchase fuel, maintenance, and service related items for a vehicle that is not owned or leased by the State.
- 2.5.3 Use of a fleet card assigned to a particular state vehicle to purchase fuel, maintenance, and service related items for another state vehicle.

- 2.5.4 A state employee's use of a fleet card that is assigned to another state employee.
 - 2.5.5 Use of a fleet card to purchase food, beverage, alcohol, or tobacco products. State Agency fleet manager/coordinator or their designee shall investigate such transactions. State Agencies shall establish internal procedures to address the unauthorized purchase of food, beverage, alcohol, or tobacco products, including the submission of proof of employee reimbursement of the unauthorized purchase.
 - 2.5.6 Use of the fleet card at a full-service pump unless the authorized fleet card user has obtained written approval from the head of the State Agency.
 - 2.5.7 Use of the fleet card to purchase high grade fuels (i.e. Super, Premium) without the approval of the State Agency fleet manager/coordinator or their designee.
 - 2.5.8 Use of a fleet card that has been cancelled or expired in the fleet card vendor's online system.
- 2.6 Maintenance:** State Agency internal policies and procedures for purchasing vehicle fuel, maintenance and related products shall be reviewed and approved by the OFM and shall be kept up-to-date. State Agency internal policies and procedures for maintenance purchases shall stay within the guidelines established within this policy. State Agencies that do not have an internal maintenance policy in place will be required to follow DAS OFM Vehicle Maintenance Policy (ATTACHMENT 3). Repairs for vehicles under warranty shall be performed at an appropriate location honoring such warranty. Maintenance purchases shall be paid for with the fleet card as referenced in OAC 123:6-1-08.
- 2.6.1 Each State Agency shall have an internal vehicle maintenance policy that has been reviewed and approved by OFM. The agency policy must state a maximum single transaction threshold. A maintenance single transaction threshold is the set dollar limit at which the State Agency fleet manager/coordinator or their designee's prior approval is required before services can be rendered by a vendor. Authorized fleet card users shall be authorized to obtain maintenance and repairs without State Agency fleet manager/coordinator or their designee's approval up to the established maintenance single transaction threshold. The maintenance single transaction threshold shall not exceed \$500. State Agencies with maintenance policies that require a threshold limit that exceeds \$500 per single transaction will need to be reviewed and approved by OFM. State Agencies that do not have an internal maintenance policy in place will be required to follow DAS OFM Vehicle Maintenance Policy.
 - 2.6.2 The State Agency fleet manager/coordinator or their designee shall be the main point of contact for all maintenance and repair authorizations that exceed the established single transaction threshold. The State Agency fleet manager/coordinator or their designee shall have a backup point of contact.

The OFM will ensure that these points of contact have access to the fleet card vendor's online program to enter purchase order numbers for repairs that exceed the maintenance single transaction threshold.

2.6.3 The State Agency fleet coordinator is responsible for the following:

- Ensuring that authorized fleet card users use the fleet card to purchase fuel, maintenance, and service related items
- Providing authorized fleet card users with all maintenance policies and procedures.
- Ensuring that authorized fleet card users use maintenance vendors who have been setup to process transactions through the fleet card program.
- Assisting authorized fleet card users who need to set up a new maintenance vendor to accept and process the state fleet card. Interested vendors must complete an enrollment form for processing directly with the fleet card vendor. The enrollment process may take several days, therefore, must be the enrollment process shall be completed prior to maintenance or repairs being performed.

2.6.4 Authorized fleet card users are responsible for ensuring that maintenance and repairs are performed according to the State Agency's maintenance policy and that the State Agency fleet manager/coordinator or their designee is contacted prior to the work being performed for all maintenance and repairs that exceed or may exceed the established single transaction threshold. The State Agency fleet manager/coordinator or their designee will access the fleet card vendor's online program and enter a purchase order for all approved maintenance and repairs that exceed the established single transaction threshold. This purchase order number shall be given to the authorized fleet card user or the maintenance vendor so the transaction can be processed. Authorized fleet card users are responsible for ensuring that vendors DO NOT charge tax for maintenance and repairs prior to the transaction being processed by the vendor.

2.6.5 State Agency fleet manager/coordinator or their designee are responsible for ensuring that after hour procedures are covered in their maintenance policy and that warranty services are acquired at a manufacturer's dealership.

2.6.6 Body repairs, including accident damage, may be paid for with the fleet card.

2.7 State Sales Tax / Federal Excise Fuel Tax

2.7.1 The fleet card vendor provides tax exempt invoicing for qualified fleet purchases. Federal excise tax exemptions are posted on the invoice. State sales tax exemptions are also posted on the invoice. The State Agency fleet manager/coordinator or their designee must verify that all tax exemptions are credited to the invoice.

- 2.7.2 The State of Ohio is tax exempt and does not pay state sales tax. It is the responsibility of each authorized fleet card user to ensure that prior to the transaction being processed that state sales tax **IS NOT** included.
- 2.7.3 State Agencies may process fleet card invoices that include state sales tax on those transactions where all attempts were made to remove the state sales tax. OBM will process payment of the state sales tax of \$10.00 or less per transaction for those transactions where the state sales tax could not be removed. State Agency fleet manager/coordinator or their designee shall be responsible for monitoring transactions that apply state sales tax to verify that the vendor cannot remove the tax. This process should involve the fleet card provider, if necessary.
- 2.7.4 For transactions that include state sales tax that exceeds \$10.00 and where the authorized fleet card user has made every attempt to have the sales tax removed, the State Agency fleet manager/coordinator or their designee shall follow the appropriate dispute procedures with the fleet card vendor to obtain a credit for the sales tax amount. Copies of all dispute forms for sales tax must be included in the records for that invoice payment.

2.8 Monthly Vehicle Reconciliation Packets & Receipts

- 2.8.1 Each State Agency FCA is responsible for designating a person who will receive and review Monthly Vehicle Reconciliation Packets and approve fleet card invoices for payment. This person will be responsible for maintaining the Monthly Vehicle Reconciliation Packets (which includes the transactions by vehicle report, invoices, and receipts in accordance with their State Agency's policies. All copies of receipts and transactions by vehicle reports for purchases shall be maintained at the State Agency.
- 2.8.2 State Agencies shall be responsible for ensuring that all vehicles and equipment cards that have had purchases applied to the fleet card will be reconciled monthly. A Monthly Transaction by Vehicle Report and a Transaction Detail Report for fleet cards not tied to a vehicle shall be generated out of the fleet card vendor's online program and reconciled with receipts that have been submitted. A Monthly Reconciliation Packet shall be prepared for each month the vehicle is in service and purchases have been made on the fleet card. State Agencies are responsible for establishing a deadline for receipts and Monthly Vehicle Reconciliation Packets to be submitted to the State Agency fleet manager/coordinator or their designee.
- 2.8.3 Authorized fleet card users shall obtain a receipt and/or copies of detailed work orders for all purchases (fuel, non-fuel, and maintenance) charged on the fleet card. Fuel receipts/tickets from the Ohio Department of Transportation shall be submitted when fuel is purchased using the fleet card. The vehicle number and transaction date shall be written on the receipt if these items cannot be clearly identified. Receipts shall be submitted to the State Agency fleetmanager/coordinator or their designee within the deadline established by State Agency procedures.

2.9 Fuel Types

- 2.9.1 **ALL** fuel purchases shall be self-service. Full-service purchases are prohibited unless the authorized fleet card user has obtained written approval from the head of the State agency.
- 2.9.2 Regular unleaded fuel should be the primary fuel purchased. Premium and Super grades shall only be used with prior approval of the State Agency fleet manager/coordinator or their designee.
- 2.9.3 The purchase of non-traditional motor vehicle fuels such as compressed natural gas, propane, bio-diesel blends, ethanol blends and E-85 are approved fuel types for the fleet card. Ensure the vehicle operates on the non-traditional fuel before dispensing the fuel into the vehicle. The vendor must accept the fleet card.
- 2.9.4 Marine and aviation fuel is approved for the respective equipment with vendors that accept the fleet card.

2.10 Fleet Card Use Procedures

- 2.10.1 Authorized fleet card users shall use the fleet card at the pump for fuel purchases. Manual transaction shall be avoided. If authorized fleet card users encounter problems in using the fleet card at the pump, they should first have the attendant call the fleet card vendor's toll-free number. A manual transaction should be a last resort. State Agency fleet manager/coordinator or their designee should investigate manual transactions that continue to appear on invoices. When the fuel station is the problem, the State Agency fleet manager/coordinator or their designee should involve the fleet card vendor.
- 2.10.2 Directions for using the card reader at the fuel pump should be read carefully and followed step by step. Authorized fleet card users will be prompted for an Authorized fleet card user ID or a PIN. This code shall be provided by the State Agency fleet manager/coordinator or their designee upon receipt of the card. Authorized fleet card user ID or PIN's that are entered incorrectly after three (3) attempts will lock the card. If this should happen, the authorized fleet card user is to call OFM during business hours and after hours should call the fleet card vendor's toll-free number. The authorized fleet card user must provide the correct PIN number to get the card unlocked. Authorized fleet card users will be prompted to enter the mileage on the state vehicle. The mileage shall be entered as the accurate mileage on the state vehicle at the time the fuel is being dispensed. **DO NOT** enter tenths and **DO NOT** estimate the mileage or enter a fictitious figure. Exception reports from the fleet card provider document vehicle mileage variance.

2.11 Fleet Card Security

- 2.11.1 Authorized fleet card users shall be responsible for the appropriate use and security of the state fleet card. Fleet cards are to be in the possession of the authorized fleet card user or in the assigned vehicle at all times; cards and/or card numbers shall **NEVER** be left on file with a vendor. If a fleet card is left in the assigned vehicle, the fleet card shall be placed in an unrevealed location inside the vehicle and the vehicle shall be locked when not in use.
- 2.11.2 Authorized fleet card users shall be responsible for reporting damaged, lost or stolen fleet cards to their State Agency fleet manager/coordinator or their designee immediately. If the fleet card is reported as being lost or stolen, the State Agency fleet manager/coordinator or their designee must also contact the fleet card vendor via email or phone immediately upon notification of the card being lost or stolen.
- 2.11.3 State Agency fleet manager/coordinator or their designee are responsible for maintaining the fleet card inventory records in the vendor online program. The fleet card vendor's online program allows fleet cards to be ordered, cancelled or reported as lost or stolen. State Agency fleet manager/coordinator or their designee are responsible for ensuring that multiple fleet cards are not assigned to a single vehicle or authorized fleet card user. There shall be one fleet card per state vehicle or authorized fleet card user. When ordering replacement cards, State Agency fleet manager/coordinator or their designee must cancel old cards once they are returned; the old card must be destroyed and the issuance of new cards and the destruction of old fleet cards must be tracked. Procedures shall be in place to ensure that a State Agency fleet manager/coordinator or their designee's password for the fleet card online program remains confidential.
- 2.11.4 The State Agency fleet manager/coordinator or their designee is responsible for monitoring all transactions to a fleet card that is used as an "equipment card" not tied to a specific vehicle or authorized fleet card user. The equipment card shall be used for the purchase of fuel for special equipment or small inventoried items for multiple state vehicles (i.e. fuel for gators or mowers, wiper blades, motor oil, etc.).
- 2.11.5 All fleet cards have an expiration date that is embossed on the card and is noted in the vendor's online program. Replacement cards will be sent out automatically from the fleet card vendor 45 days prior to the expiration date if the account is in good standing and there has been activity on the card. New fleet cards will not be shipped if the account is past due or there has been no activity on the card. State Agency fleet manager/coordinator or their designee shall be responsible for forwarding new fleet cards to the authorized fleet card user prior to the old card expiring. The State Agency

fleet manager/coordinator or their designees shall also be responsible for the collection, cancellation, and destruction of the old fleet card in the online fleet when returned by the authorized fleet card user.

2.12 Invoice Reconciliation

- 2.12.1 The State Agency FCA, fleet manager/coordinator or their designee shall be responsible for reconciling any fleet card that has purchase transactions for each month. Each State Agency is required to maintain submitted receipts for each monthly Transactions by Vehicle Report generated from the fleet card vendor's online program. Each State Agency is required to retain monthly Transactions by Vehicle Reports, copies of all receipts/Fleet Card Purchase Affidavit forms (ATTACHMENT 4) (fuel and non-fuel), and any dispute forms.
- 2.12.2 Each State Agency shall prioritize the processing of the fleet card invoice to ensure the EDI invoice is paid by the 10th calendar day of each month. Agencies shall develop internal processes/procedures to ensure EDI invoices are paid by the 10th calendar day of each month. Repeated instances of non-compliance with this procedure shall be promptly reported to the State Agency's management for corrective action, up to and including cancellation of the accounts. State Agencies will be required to provide a written response within 30 days of notification of non-compliance as to the corrective action taken. To enable a State Agency to promptly process EDI invoices, all EDI invoices should be post-audited. EDI invoice payments shall be processed immediately upon receipt.
- 2.12.3 Each vendor invoice/receipt shall be reviewed and monitored for the following:
- All federal fuel excise taxes have been appropriately removed from the amount owed.
 - All state sales taxes have been appropriately removed from the amount owed or the amount of state sales tax that could not be removed is under \$10.00.
 - All transactions coded full-service are investigated.
 - All transactions coded miscellaneous are investigated and verified against receipts and or work orders.
 - All transactions for non-fuel products are verified against receipts or work orders.
 - There are no transactions for a fleet card that has been reported lost, stolen, or expired.

- Confirmation that there are no unauthorized transactions for a fleet card purchase that has been returned and/or cancelled/destroyed.
- A purchase affidavit is completed for transactions that do not have a receipt for submission.
- Unauthorized purchases: If a State Agency detects an unauthorized purchase, duplicate transaction, product code issues, or any problems associated with a particular transaction, the transaction is to be disputed with the vendor. This can be done by completing the fleet card vendor Account Dispute Form (ATTACHMENT 5); online or by submitting the form directly back to the fleet card vendor. A transaction must be disputed with the fleet card vendor within 15 days of the invoice receipt date. The State Agency shall be responsible for contacting the fleet card vendor and making notification that a transaction is being disputed. The State Agency shall still be responsible for processing that month’s invoice in a timely manner.

3.0 Authority

OAC 123:6-1-08

4.0 Revision History

Date	Description of Change
02/02/2004	Original policy.
03/03/2006	Revised
05/07/2013	Revised
09/01/2017	Revised and renumbered.
02/10/2021	Reformatted, updated contact information in section 5.0. Attachments 1, 2, 3, 4 and 5 have been updated.

5.0 Inquiries

Direct inquiries about this policy to:

Office of Fleet
Management General
Services Division
Ohio Department of Administrative
Services 4200 Surface Road,
Columbus, Ohio 43228

614-466-6607 | dasfleet@das.ohio.gov

State of Ohio Administrative Policies may be found online at
<http://das.ohio.gov/Divisions/AdministrativeSupport/StateAdministrativePolicy.aspx>

ATTACHMENT 1



Fleet Commander® Online
Enrollment Form
Voyager

All fields are required. Form must be submitted by the primary point of contact for your account

ACCOUNT INFORMATION	
Request type	<input type="checkbox"/> New user <input type="checkbox"/> Edit existing user id
Date submitted	
Agency name	
Primary point of contact name	DAS - FLEET
Account name	DAS MANAGED ACCOUNT
Account number	869284117
Org level (if applicable)	
Comments	

USER INFORMATION	
Preferred user id (minimum of 6 characters. No symbols or special characters)	
First name	
Middle initial	
Last name	
Job title	
Phone number	
Email address	
Street address	
City, state, zip code	
<i>Allowable user feature capabilities</i>	
Account maintenance (order, cancel cards)	<input type="checkbox"/> Edit/view <input checked="" type="checkbox"/> View only <input type="checkbox"/> None
Reporting	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Statements	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Bill Pay	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Email notification	<input type="checkbox"/> Online statement <input type="checkbox"/> Payment is due <input type="checkbox"/> Payment is past due
	<input checked="" type="checkbox"/> Purchase decline <input type="checkbox"/> None

AUTHORIZATION

Supervisor's Name & Title

Supervisor's Signature

If you have questions on Fleet Commander™ Online enrollment, please contact Susan Reed, 614-387-2587.

Submit completed form by email to: susan.r.reed@das.ohio.gov. Enrollment is complete within 3 to 5 business days. Upon completion a temporary password will be emailed to you.

VOY905 (R 05/12)

ATTACHMENT 2

STATE FLEET CARD DRIVER RESPONSIBILITIES

The procedures below must be followed when using the state fleet card:

- Driver must verify the merchant accepts the state fleet card prior to obtaining fuel, maintenance, or service-related items.
- Directions for using the state fleet card are outlined in Appendix #1.
- The PIN or Driver ID must be entered at the time of each transaction. The card will be locked from further use after 3 incorrect PIN attempts. Please call Voyager at 1-800-987-6591 with the correct PIN to unlock the card or contact the Office of Fleet Management (OFM) during business hours 7:00 a.m. - 4:30 p.m. at 614-466-6607.
- All non-fuel transactions such as maintenance, oil, washer fluid, wiper blades, and car washes must be tax exempt (Fed. I.D. #31-1334820).
- State fleet cards cannot be used in conjunction with any vendor/merchant rewards program.
- REGULAR UNLEADED or E-85 (check owner's manual to ensure that E-85 is compatible with your vehicle) is to be purchased. No premium fuel.
- All fuel purchases must be self-serve unless authorized by the head of the agency.
- All vehicle maintenance shall be paid for with the state fleet card. See DAS/OFM Vehicle Maintenance Policy in Appendix #2 for information concerning vehicle maintenance.
- All repairs over the established single transaction threshold stated in the agency or DAS/OFM Maintenance policy require prior approval. **(The driver shall have the merchant contact their agency fleet manager/coordinator or OFM with an estimate BEFORE repairs are started)**
- All transactions must be verified by the driver before receipts are signed.
- All receipts must be retained and turned in with the Monthly Fleet Card Reconciliation to OFM or the agency designee.
- Lost or damaged cards must be reported to OFM or the agency designee immediately. NOTE: OFM or the agency designee must also contact the fleet card vendor by phone or email immediately upon notification of the card being lost or stolen.
- If problems occur with transactions, please have the merchant call Voyager at 1-800-987-6591 for charge authorization and assistance with processing the transaction.

I have read and understand the above State Fleet Card Procedures.

Driver's Print Name _____

Driver's Signature _____

Contact Information:
614-466-6607
DASFleet@das.ohio.gov

ATTACHMENT 3

Department of Administrative Services - Office of Fleet Management Vehicle Maintenance Policy

Policy:

All vehicles should be maintained according to the guidelines set forth by DAS Office of Fleet Management (OFM). All Agencies, Boards and Commissions in the OFM managed fleet program are responsible for obtaining necessary maintenance.

Procedure:

The following vehicle maintenance guidelines should be followed unless specified by the DAS Fleet Manager. The state fleet card shall be used to purchase fuel, vehicle maintenance and service-related items on all state-owned motor vehicles.

Service Requirements

- Oil Changes should be completed every 6 months or 6,000 miles (5000 miles for Dodge vehicles only), whichever comes first. Should the oil change indicator signal it is due earlier, the service should be performed at that time.
- For all other maintenance items follow the manufacturer's recommended maintenance schedule apart from items requiring Fleet manager approval. See the list below.
- Light bulbs and fuses should be replaced upon failure.
- Warranty repairs should be obtained at the manufacturer's dealership. Operators should not pay for repairs that are covered under warranty.

Repairs that exceed \$300.00 or include any of the items listed below require DAS Fleet Manager Approval prior to the work being performed. Please have the vendor call the Office of Fleet Management at 1-800-686-1521, and fax or email and estimate to 614-752-8883 or dasfleet@das.ohio.gov

- | | |
|--------------------------|----------------------------------|
| ○ Wheel Alignments | ○ Cabin Filters |
| ○ Brake Fluid Exchanges | ○ Power Steering Fluid Exchanges |
| ○ Battery Treatments | ○ Tune-Ups |
| ○ Fuel System Treatments | ○ Windshield |

Vendor Payment Procedures

For vendors that process transactions through Voyager using TeleTrans, the TeleTrans Processing Instructions are outlined in Appendix #3 for vendors to review if necessary.

For all transactions, the vendor must provide an invoice, receipt or work order. The driver must retain all invoices, receipts and work orders to submit with the monthly vehicle reconciliation packet.

ATTACHMENT 3
Continued

Vehicle Breakdowns

The National Automobile Club (NAC) is available for State of Ohio Voyager account holders. NAC provides statewide emergency roadside assistance 24 hours a day, 7 days a week. NAC services include lockouts, jump starts, tire service, and towing. The vendor serves the State of Ohio with operating parameters established by the DAS Office of Fleet Management. A Voyager card must be in the caller's possession.

NAC Phone Number – 1-800-894-6060

In the event of a breakdown during business hours, managed agencies must contact the DAS fleet manager at 1-800-686-1521, self-managed agencies must contact their fleet manager. The DAS fleet manager will arrange towing services. During non-business hours, contact NAC to tow the vehicle to the nearest automotive facility. Contact the DAS fleet manager at 1-800-686-1521 at the beginning of the next business day. Drivers should contact their supervisor to arrange for alternate transportation while repairs are completed.

Glass Repair

The commonly used vendor, Safelite Auto Glass, offers services throughout the state. An account has been established with Safelite Auto Glass (Account number 456600) and is to be used in conjunction with the Voyager card. To maintain quality service and pricing, DAS uses a "piggy-back clause" with glass vendors that bid on large government contracts but is not a declared party of any glass contract. For further instructions on using Safelite please to Appendix #4.

Accident Repairs

Contact the DAS fleet manager at 1-800-686-1521. Repairs of collision damage require 2-3 estimates. The fleet manager will provide vendor names where the operator should obtain the estimates or arrange for an appraisal service.

Miscellaneous Maintenance

It is the responsibility of the driver to maintain the interior and exterior appearance of the vehicle. All trash should be discarded from the interior of the vehicle immediately.

Car washes are authorized at the following intervals:

- During winter months – once per week.
- During summer months – once every 2 weeks.
- Interior vacuum and wipe-downs during an authorized car wash – 2 per year.
- Extensive Car Details are not approved.

Car washes should be obtained with the Voyager card at an accepting location, typically a retail fueling station.

Windshield wiper blades should last at least 2 years. Streaking of windshields, caused by dirty wiper blades, is often remedied by wiping off the blade with a paper towel soaked in washer fluid. Blades that need replaced can be obtained with the Voyager card from a Voyager accepting retail fueling station or during scheduled maintenance.

One (1) ice scraper per year can be obtained on the Voyager card at an accepting retail fueling station.

Contacts: DAS Fleet Manager
1-800-686-1521

Voyager TeleTrans
1-800-987-6591

ATTACHMENT 4

FLEET CARD PURCHASE AFFIDAVIT

On (date) _____, (item purchased) _____ was purchased for \$ _____ on the State Fleet Card and I cannot provide the receipt or work order.

I certify that although a receipt was not turned in for the transaction, the purchase was a valid purchase for vehicle (license plate) _____.

_____ (Printed name of employee completing purchase)

_____ (Signature of employee completing purchase)

_____ (Date)

_____ (Agency)

_____ (Printed name of supervisor)

_____ (Signature of supervisor)

_____ (Date)

Contact Information:
614-466-6607
DASFleet@das.ohio.gov

ATTACHMENT 5



ACCOUNT DISPUTE FORM

Step 1: CONTACT INFORMATION	
Account Number / Customer Number <input type="text"/>	Date Submitted <input type="text"/>
Company Name / Organization Name <input type="text"/>	
Contact Name <input type="text"/>	Phone Number <input type="text"/>
Email Address <input type="text"/>	Fax Number <input type="text"/>

Step 2: TRANSACTION INFORMATION									
Card Number / Customer Number	Transaction Date	Total Transaction Amount	Invoice #	Duplicate Transaction	Unauthorized Transaction	Data Integrity (See Step 3)	Other Reason	Amount in Dispute	Reason for Dispute
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Step 3: DATA INTEGRITY INFORMATION (If applicable)			*** Receipt copies are required for Data Integrity ***		
Participant Code or Station's Name <input type="text"/>		Merchant ID or Station's Address <input type="text"/>			
Entire Card Number <input type="text"/>	Transaction Date <input type="text"/>		Transaction Amount <input type="text"/>		
<input type="checkbox"/> INSIDE <input type="checkbox"/> AT THE PUMP	Product reported by Merchant <input type="text"/>		Correct Product <input type="text"/>		
Additional Information <input type="text"/>					

Step 4: SUBMIT COMPLETED FORM

Complete form by filling in the appropriate fields. Fax form to 866-400-5770, email to FuelDisputes@usbank.com OR mail form to: U.S. Bank PO Box 13050 Overland Park, KS 66282-3050

FOR OFFICE USE ONLY		
Data Integrity Tracking # <input type="text"/>	Date Received <input type="text"/>	Date Sent <input type="text"/>

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