

Approved:



Department of Transportation

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## **FUEL AND MAINTENANCE CARD**

### **PURPOSE:**

This document outlines the procedure for use of the Fuel and Maintenance Card, and the responsibilities of the Fuel and Maintenance Card User, Administrator, and Approver.

### **AUTHORITY:**

Sections 20.23(3)(a) and 334.048(3), Florida Statutes (F.S.)

### **SCOPE:**

This procedure affects all cost centers of the Florida Department of Transportation (Department) that have a Department fleet vehicle or employees that use a Department fleet vehicle.

### **REFERENCES:**

Sections 17.04, 112.313, 112.3144, 112.3145, and 112.3148, F.S.

Chapter 287, F.S.

Rule Chapter 60A-1, Florida Administrative Code

Emergency Procurement During Governor Declared Emergencies, Procedure No. 375-040-130

Mobile Equipment Procedures Manual, Topic No. 400-000-001

### **BACKGROUND:**

This procedure is based on requirements imposed by the Department of Management Services (DMS), the Department of Financial Services (DFS), and on sound purchasing

and ethical practices. Where flexibility is allowed, the Office of Maintenance will offer recommendations. DMS has developed this Fuel Card Services Program for all state agencies. This program will help participating agencies save money and better manage their fuel purchases.

By leveraging state buying power, agencies will no longer have to pay pump prices for fuel. Fuel prices will be in terms of basis points off of the total invoice, excluding Department fuel sites. The total invoice includes all service and commodity retail transactions made using the Fuel and Maintenance Card. There are no card fees or other program costs to participating agencies.

The Fuel and Maintenance Card is built on a Universal Card platform and is accepted at all Universal Card retailers for the purchase of gasoline, diesel, and alternative fuels. The Fuel and Maintenance Card uses an automated, on-line approval and payment module on the Card Issuer website to process charges. Fuel and Maintenance Card transactions are posted nightly, and must be processed for review on the system within ten (10) calendar days of receipt. Free training for Fuel and Maintenance Card Administrators and Approvers is provided for participating agencies.

The program also offers an innovative, web-based tracking tool that will allow participating agencies to:

- Track usage and spending patterns by both driver and vehicle
- Automatically deduct exempt federal fuel taxes
- Set usage parameters, including spending limits and daily dollar limits for each card user
- Instantly assign, block, and unblock cards

## **DEFINITIONS:**

**Abuse:** Includes, but is not limited to, falsification of records, fraud, theft, using the Fuel and Maintenance Card for personal gain, disallowable goods or services and allowing the use of the card or card number by someone other than authorized Department personnel.

**Agency Profile Parameters:** Identifies the transaction limits, monthly credit limit, or Merchant Product Code (MPC) restrictions.

**Administrator:** A Central Office or district employee who is responsible for administering the Fuel and Maintenance Card Program.

**Approver:** A Central Office or a district employee who has been given the responsibility of reviewing and approving Fuel and Maintenance Card transactions in the Card Issuer website.

**Billing Cycle:** The monthly billing period that begins on the 1<sup>st</sup> day of each month, and ends on the last day of each month.

**Card Issuer Access Request:** A data input tool used to gather and validate required information for gaining access to the Card Issuer Fuel and Maintenance Card Module on the internet. Ensures the Fuel and Maintenance Card Module can only be accessed by approved users. The Fuel and Maintenance Card Module is used to maintain each Fuel and Maintenance Card file, i.e., add, delete, replace, update cards, and card user's driver identification number. Contact the Office of Maintenance for access request.

**Card Issuer:** Financial institution that issues the Fuel and Maintenance Card.

**Card Profile:** Sets transaction limits, cycle limits, and restrictions by group or for each individual Fuel and Maintenance Card in the Card Issuer website. All Fuel and Maintenance Cards assigned to a particular Card Profile will default to the limits and restrictions assigned to that particular Card Profile.

**Card User:** A Department employee, consultant, or contractor's authorized employee that has been issued a Driver Personal Identification Number to make purchases within preset limits, on behalf of the Department.

**Cost Center Manager:** The Department manager responsible for Department fleet assets.

**Cycle Limit:** A maximum dollar value of charges and/or number of transactions that may be applied to a Fuel and Maintenance Card for the billing cycle.

**Daily Limit:** A maximum dollar value of charges and/or number of transactions that may be applied to a Fuel and Maintenance Card per day.

**Department:** Florida Department of Transportation.

**FLAIR:** Florida Accounting Information Resource.

**FLEET:** Florida Equipment Electronic Tracking system owned by Department of Management Services (DMS).

**Fuel and Maintenance Card User Agreement, Form No. 400-000-05:** An agreement signed by the Card user that stipulates the policies and procedures of the Department and the responsibilities of the card user. The **(Card User Agreement)** stipulates that the card user has attended training and understands the Fuel and Maintenance Card Program and the related rules, regulations, and requirements.

**Merchant:** A vendor that accepts the Fuel and Maintenance Card.

**Merchant Product Code (MPC):** A code assigned to a merchant by the card issuer, which identifies the primary goods or services provided by the merchant.

**Misuse:** Includes, but is not limited to, negligence in Card user responsibilities, non-compliance with established transaction processing procedures, and carelessness in maintaining the security of the Fuel and Maintenance Card.

**Monthly Credit Limit:** A maximum dollar value of charges that may be applied to a card profile for the calendar month.

**Prohibited Purchase:** An item/service not allowed to be purchased on the Fuel and Maintenance Card such as personal items, or cash advances either for others or for the card user.

**Transaction:** A charge, credit, correction, or other activity associated to any Fuel and Maintenance Card account.

**Transactions List Report:** A report available on the Card Module on the Card Issuer website for review and approval of transactions with the Fuel and Maintenance Card.

## 1. FUEL AND MAINTENANCE CARD STANDARDS

### 1.1 PURCHASE OF COMMODITIES AND SERVICES

The Fuel and Maintenance Card is for official state business use only, and will be used primarily for the purchase of fuel needed for immediate use on a Department owned fleet vehicle. The Fuel and Maintenance Card can be used to purchase fuel and vehicle wash only. The Fuel and Maintenance Card can be used for emergency repairs when assistance from a Department repair shop is not available. In addition, the Fuel and Maintenance Card may be used at Department bulk fuel sites, marinas, and/or airports for marine fleets and/or aircraft fleets.

Fuel purchases at Department bulk fuel sites must be done in accordance with the ***Mobile Equipment Procedures Manual, Topic No. 400-000-001***. Purchases of commodities and contractual services outside of the fuel contract must be done in accordance with the ***Procurement of Commodities and Contractual Services Procedure No. 375-040-020***.

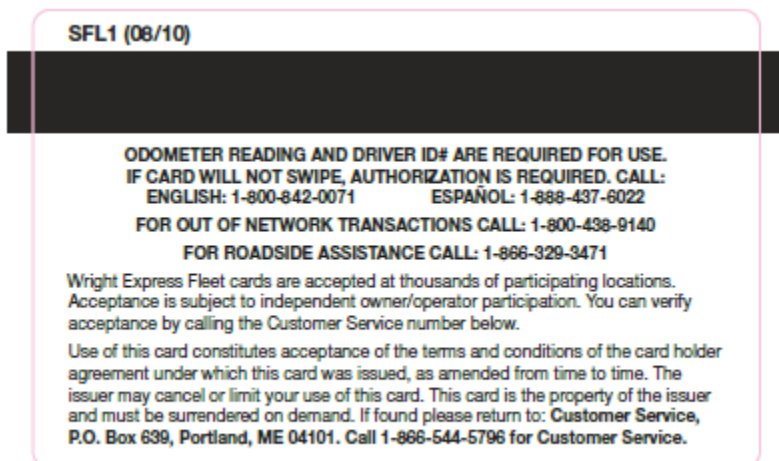
The Fuel and Maintenance Card has five (5) lines of information embossed on the front of the card. The information is as follows:

Line 1 – (Top of card) Lists - State of Florida, State Seal logo watermark, Fleet Card – For Official Use Only, and Tax Exempt ID number.

- Line 2 – (Center of card) Unique 13 digit card number (each card has a different card number).
- Line 3 – Prefix number 6 digits, last 5 digits of the card number, expiration month, and year, issuer insignia logo.
- Line 4 – Lists the initials of the agency account owner (**FLDOT**).
- Line 5 – (Bottom of card) Vehicle tag number the Fuel and Maintenance Card is assigned to in the Department account.



Front of the Card:



Back of the Card:

## 1.2 EMERGENCY CARD PROFILE

An Emergency Card Profile has been established Department wide for use only when a state of emergency is issued by ***Executive Order or Proclamation of the Governor***. When a state of emergency is issued, the Emergency Card Profile will be activated to raise the preset limits of the Fuel and Maintenance Card. The Administrator in Central Office will notify the Administrator in the district when the Emergency Card Profile has been activated and de-activated.

## 2. FUEL AND MAINTENANCE CARD

### 2.1 ISSUANCE OF FUEL AND MAINTENANCE CARD

The Administrator issues the Fuel and Maintenance Cards to Department fleet vehicles. In addition, the Administrator can issue Fuel and Maintenance Cards to Department Shops for the purchase of fuel at in-house fuel sites except under emergency conditions as stated in ***Section 1.2***. This Fuel and Maintenance Card is for the purchase of fuel for small equipment that is not assigned a Department vehicle fleet number. These Fuel and Maintenance Cards will be identified with a number designation 90XXX in FLEET. The XXX will designate the FLEET district shop number to which the Fuel and Maintenance Card is assigned. The Administrator is responsible for the issuance and cancellation of all Fuel and Maintenance Cards. Only Department employees may be Approvers in the Fuel and Maintenance Card process. Consultants or contractors may not be Fuel and Maintenance Cards approvers. When a consultant or contractor's employee is required to drive a Department vehicle as part of the contract requirement, the ***Certification of Acceptable Driving Record, Form No. 375-040-39*** must be on file with the contract for these employees.

### 2.2 FUEL AND MAINTENANCE CARD SECURITY

The Fuel and Maintenance Card may only be used by a Department employee, consultant, or contractor's authorized employee who has completed the computer based training BT-07-0067, and has signed a ***Fuel and Maintenance Card User Agreement, Form No. 400-000-05*** available at the completion of the training. The ***(Card User Agreement)*** states that a card user received Fuel and Maintenance Card training and a copy or access to this procedure. This agreement states that the user understands the program, and is aware of potential disciplinary action that may result from abuse or misuse of the Fuel and Maintenance Card.

The signed copy will be kept on file by the Cost Center Manager and the Administrator. In order to record the course in TRESS, a copy of the form must be provided to the unit training coordinator. A card user shall not

lend his/her Driver Personal Identification Number (PIN) to any other individual. The account number appearing on the Fuel and Maintenance Card must not be given to any individual other than the merchant from whom the card user is making a purchase.

Every card user is responsible for the security of his/her PIN Number. All precautions should be used to maintain confidentiality of the Fuel and Maintenance Card account number and the expiration date of the Fuel and Maintenance Card. The Fuel and Maintenance Card must be kept in a safe location, such as the vehicle glove compartment. The Fuel and Maintenance Card must be stored in a secure location when not in use. The Fuel and Maintenance Card must be removed from the vehicle and stored in a secure location when the vehicle is sent for service.

## **2.3 SPENDING LIMITATIONS AND RESTRICTIONS**

Spending limits and restrictions are identified on the card profile.

### **2.3.1 Spending Limits**

Each Fuel and Maintenance Card has been assigned a card profile to match the vehicle it is assigned. The card limit controls are as follows:

- Credit (Cycle or Monthly) Limit – how much a card user can spend in a billing cycle.
- Single Transaction Limit – how much a card user can spend on a single transaction.
- Day Limit – how much a card user can spend per day.
- Merchant Type – types of merchants from which a card user can purchase from.

### **2.3.2 Spending Restrictions**

The Department prohibits the abuse or misuse of the Fuel and Maintenance Card. When identifying the primary type of goods/services provided, merchants are assigned an MPC by their financial institution. MPC's for disallowed goods/services are applied to the Fuel and Maintenance Card, thereby preventing the card user from completing a purchase of unauthorized goods/services. Some merchants may have a MPC that is acceptable but some of the goods/services that they sell are not acceptable. The Fuel and Maintenance Card is for official state business use only, and will be used primarily for the purchase of fuel for fleet vehicles. Subsequent to an attempted purchase of unauthorized goods/services by a card user, the Administrator will generate an exception report and forward to the card user for justification.

### 2.3.3 Allowable Purchases

The Fuel and Maintenance Card is for official state business use only, and will be used primarily for the purchase of fuel. The Fuel and Maintenance Card can be used for emergency repairs when assistance from a Department repair shop is not available. In addition, the Fuel and Maintenance Card may be used at marinas and/or airports for marine fleets and/or aircraft fleets. These commodities and/or services must be installed and/or performed on Department owned fleet vehicles at the time of purchase.

Allowable purchases consist of:

- Fuel (mid grade, premium, or super unleaded fuels should not be purchased)
- Vehicle Wash
- Emergency Repairs (See **Section 2.6** for **Supporting Documentation** requirements)

### 2.3.4 Prohibited Purchases

The Fuel and Maintenance Card shall not be used for the purchase of personal use items or cash advances. The Fuel and Maintenance Card shall not be used for the purchase of mid grade, premium, or super unleaded gasoline grade fuels except when regular unleaded gasoline is not available. These purchases will be considered abuse. See **Section 2.3.3** for **Allowable Purchases**.

## 2.4 TAX EXEMPTION

Fuel purchases made in Florida and for use in Florida are exempt from Federal Fuel Excise Tax. Fuel transactions will be re-priced to remove the excise tax in the Card Module in the card issuer website. This would be transparent to the card user. Purchases of a commodity/service needed for immediate use on a Department owned fleet vehicle are also tax-exempt. However, the merchant will need to remove the taxes at the moment of transaction. The tax-exempt identification number is printed on the face of the Fuel and Maintenance Card and should be sufficient information for the merchant to honor the tax-exempt status. Purchases made in other states are subject to that state's sales tax. As with all state purchases, the card user must be diligent when dealing with the merchant regarding taxes. If the merchant cannot deduct the sales tax, usually because of pre-set controls within their computer systems, or will not honor the exemption without additional paperwork, the card user may continue with the purchase, but must note the refusal on the receipt.



## 2.5 RECEIPTS

- 2.5.1** It is the card user's responsibility to obtain itemized merchant sales receipts, and any other pertinent backup documentation. The card user must sign the receipt, print the vehicle number, and submit the receipt within seven (7) calendar days to the Approver. This information will be used by the Department to validate charges for reconciliation.
- 2.5.2** Copy of the receipt must be kept with the ***Daily Log and Monthly Fleet Equipment Report, Form No. 400-000-55*** or the ***Daily Maintenance Crew Report, Form No. 325-010-01***. The receipt must be available for account audits.
- 2.5.3** When the receipt does not show the product description in detail; the card users must write the following information: date of transaction, Department vehicle number, product description, quantity, price per unit, total amount due, and sign the receipt.
- 2.5.4** When a receipt is lost or not legible, the ***Fuel & Maintenance Card Receipt Replacement Certification, Form No. 400-000-06***, must be completed. The ***Receipt Replacement Certification*** must be submitted to the Approver within seven (7) calendar days of the purchase.
- 2.5.5** The receipt is a document of a purchase with state funds. Mishandling of the receipt could result in suspension of Fuel and Maintenance Card usage and/or disciplinary action. The record retention of the receipt must be in accordance with the ***General Records Schedule (GS1-SL)***, of the ***Records Management, Procedure No. 050-020-025***.
- 2.5.6** The amount on the receipt and the amount of the charge in the Card Module on the card issuer website must match. Any discrepancies in amounts should be resolved by the Approver with the merchant, and an explanation regarding the resolution should be made on the receipt or other backup documentation. It is not sufficient to change the amount on the receipt only.

## 2.6 SUPPORTING DOCUMENTATION

Purchases for commodities and services installed or performed on Department owned fleet vehicles during an emergency repair must be forwarded by the card user to the vehicle assigned district shop within seven (7) calendar days to update the vehicle record in FLEET.

## 2.7 APPROVERS

- 2.7.1** The Fuel and Maintenance Card Module on the card issuer website will be used for reviewing and approving Fuel and Maintenance Card transactions electronically. The Fuel and Maintenance Card Administrator and Approver will review card user transactions available daily from the merchants on the Card Module in the card issuer website.
- 2.7.2** The Approver is responsible for reviewing Fuel and Maintenance Card transactions within ten (10) calendar days after receipt of the transaction into the Fuel and Maintenance Card Module in the card issuer website. To ensure timely processing of charges and timely reporting of abuse or misuse, the Administrator and Approvers must monitor transactions daily.
- 2.7.3** Within the Fuel and Maintenance Card Module on the card issuer website, the Approver will be responsible for verifying and approving a charge. The Approver cannot approve charges made on their own Driver Personal Identification Number. A backup Approver must be assigned to approve these charges. If the Approver has questions on the transaction, they will contact the card user to verify and reconcile the charges. If the Approver cannot verify the charge is for a valid reason, the charge must be disapproved with a reason given. Valid reasons include, goods not received, disputed charge, or waiting for credit. The ***Transaction Research Universal Fleet Card Dispute Form, No. 400-000-07*** or the ***Transaction Research Universal Fleet Card Fraud Services Dispute Form, No. 400-000-08*** must be on file submitted for this transaction.
- 2.7.4** Each month a ***Transactions List Report*** will be available within the Fuel and Maintenance Card Module on the card issuer website. The Administrator will verify that all the transactions within the Fuel and Maintenance Card Module on the card issuer website have been reviewed and approved. Approvers are required to review each transaction against the receipts. If the Approver has questions on the transaction, they will contact the card user. Charges on the Fuel and Maintenance Card Module not reviewed and approved will require a justification to the Administrator.

## 2.8 INVOICE PROCESSING

- 2.8.1** The Administrator will receive a monthly invoice notification via email from the card issuer. The invoice will clearly reflect a description of the item or items, the number of units, and cost per unit. Although the invoice will be a summary invoice, it should be in sufficient detail to permit validation of the unit price for periods and locations as specified in the contractual document. The Administrator is responsible for validating the invoice against both the detail records on the card issuer website, and the unit prices as per the contract terms. The Administrator has five (5) working

days from receipt of the invoice to submit the approved invoice, and all necessary accounting details to the Disbursement Operations Office for payment processing.

This procedure establishes appropriate controls for the Administrator to ensure that all detail transactions are valid, supported by detail receipts, reconciled to the invoicing, and that any corrections will be monitored for credit on future invoices. The Disbursement Operations Office will process the invoice in accordance to the ***Invoice Processing*** section of the ***Disbursement Handbook for Employees and Managers***.

The Administrator will coordinate and retrieve any necessary transaction detail required by the DFS or other audit agencies.

## **2.9 RECORDKEEPING AND RECONCILIATION OF CHARGE RECEIPTS**

**2.9.1** The Fuel and Maintenance Card receipts and account invoices will be maintained by the Administrator. However, cost centers or work units may choose to file the receipts in a centralized location. The receipts and account invoices must be retained in accordance with the ***General Records Schedule (GS1-SL)***, of the ***Records Management, Procedure No. 050-020-025***.

**2.9.2** The receipts and account invoices must be available at all times for review by DFS, or other audit agencies or offices.

## **2.10 CREDITS**

**2.10.1** If items are invoiced in the Fuel and Maintenance Card Module on the card issuer website, but not received, the Approver will contact the merchant and the card issuer to resolve the transaction. If the merchant does not issue a credit, the Approver will file a ***Transaction Research Universal Fleet Card Dispute Form, No. 400-000-07*** and submit to the Administrator no later than ninety (90) days from the transaction date of the billing cycle in which the transaction appears.

**2.10.2** If a card user returns an item to the merchant, the merchant should issue a credit to the Fuel and Maintenance Card account. The card user is NOT authorized to receive a cash payment for returned merchandise. The card users should avoid merchants with restrictive return policies whenever possible. The Approver is responsible for reviewing the Fuel and Maintenance Card Module to ensure credits appear within ten (10) calendar days and, if not, submit the appropriate receipt for disputed item to the Administrator.

## 2.11 DISPUTES AND ERRONEOUS CHARGES

If there is a problem with a purchase or transaction resulting from the use of the Fuel and Maintenance Card, the card user must first attempt to reach a resolution directly with the merchant that provided the item or service. In most cases, disputes can be resolved directly between the card user and the merchant. The card user should document all attempts to resolve any problem and notify the Approver. In most instances, the merchant will issue the card user a credit.

If an incorrect charge cannot be resolved directly with the merchant, the card user must complete and submit the ***Transaction Research Universal Fleet Card Dispute Form, No. 400-000-07*** to the Approver no later than ninety (90) days from the transaction date of the billing cycle in which the transaction appears. The billing cycle ends at the end of each month. The charges should remain in disapproved status on the card issuer website, but the description should include the date the dispute was filed. The Approver will contact the Administrator prior to filing the dispute, and provide them with a copy for tracking purposes.

Reasons for disputes include, but are not limited to, the following:

### **Card User:**

- Unauthorized Charge – The card user did not make the purchase, the merchandise or services were not ordered or received.
- Disputed Transaction – The transaction took place, but there is a problem with the transaction and the card user is unable to resolve with the merchant.
- Defective or Wrong Merchandise – The merchandise ordered was different from that received, or the merchandise was defective/damaged.
- No transaction was ever authorized with this merchant.
- Duplicated transaction.

### **Approver:**

- Alteration of Charge Amount – The electronic transaction amount on the card issuer website is different than the amount on the sales receipt.
- Recurring Charge After Cancellation – A Fuel and Maintenance Card is charged although merchandise or services were cancelled.
- Credit Not Received – The card user received a credit slip from a merchant, but the credit has not appeared in the card issuer website within forty five (45) calendar days from the date the credit was issued.

## **2.12 FUEL AND MAINTENANCE CARD – CANCELLATION, TERMINATION, WITHDRAWAL, MISUSE/ABUSE, LOST OR STOLEN, AND FRAUD**

### **2.12.1 Cancellation**

Fuel and Maintenance Cards are canceled for the following reasons:

- (a) The vehicle the Fuel and Maintenance Card is assigned to has been disposed from the Department fleet.
- (b) A change in the vehicle Fuel and Maintenance Card record on the card issuer website that caused a new card to be issued.
- (c) The Fuel and Maintenance Card is lost, or the card number has been compromised.

The Cost Center Manager must immediately notify the Administrator of any of these actions. Upon notification, the Administrator will cancel the card from the system.

### **2.12.2 Card User Termination**

Upon notice of a card user termination from employment with the Department, the Cost Center Manager must notify the Administrator to cancel the card user in the system immediately. The Administrator will review the list of active card users in the card issuer website and update this list as required. A Department mainframe report of active employees provided by the Administrator will be used to update the list of active card users in the card Issuer website.

### **2.12.3 Card User Suspension**

Should the Cost Center Manager deem it appropriate to suspend for any reason a card user from his or her employment, the Cost Center Manager will immediately notify the Administrator. The Administrator will remove the card user from the system.

### **2.12.4 Misuse/Abuse**

The Fuel and Maintenance Card is for official business use only. The purchase of personal or disallowed goods/services is prohibited. Misuse/abuse of the Fuel and Maintenance Card will result in disciplinary action, up to and including, termination of employment. Misuse of card privileges includes, but is not limited to, negligence in performance of card user responsibilities, non-compliance with established transaction processing procedures, and carelessness in maintaining card security. Abuse of the Fuel and Maintenance Card by any Department employee includes, but is not limited to, falsification of records, fraud, theft, using the

card for personal gain, and allowing the use of the card/card number by someone other than the Department employee to which the fleet vehicle was issued. In addition, card users will be required to reimburse the state, including sales tax, for any purchases that are found to be improper or not for official business use.

The Administrator will be notified of all instances of Fuel and Maintenance Card misuse or abuse.

### **2.12.5 Lost or Stolen Cards**

In the event a Fuel and Maintenance Card is lost or stolen, the card user must immediately notify the Administrator. Lost or stolen cards reported to the Administrator via telephone or electronic mail is cancelled immediately. Upon notification, the Fuel and Maintenance Card Administrator will notify the card issuer to order a replacement card. When reporting the lost or stolen card, the Administrator should be prepared to provide the following information to the card issuer's representative:

- Department fleet vehicle tag number as it appears on the card and a brief summary of events.

### **2.12.6 Fraud**

Fuel and Maintenance Card fraud can cost the Department and the card issuer hundreds of millions of dollars each year. While theft is the most obvious form of fraud, it can occur in other ways. For example, someone may use the Fuel and Maintenance Card number without card user knowledge.

***Transaction Research Universal Fleet Card Fraud Services Dispute Form, No. 400-000-08*** must be submitted to the Approver no later than ninety (90) days from the transaction date of the billing cycle in which the transaction appears. The billing cycle ends at the end of each month. The charges should remain in disapproved status on the card issuer website, but the description should include the date the dispute was filed. The Approver will contact the Administrator prior to filing the dispute, and provide them with a copy for tracking purposes.

It's not always possible to prevent Fuel and Maintenance Card fraud from happening. But there are a few steps to make it more difficult for a thief to capture the Fuel and Maintenance Card, or card numbers, and minimize the possibility.

Here are some tips to help protect the Fuel and Maintenance Card account from fraud:

Do;

- Keep an eye on the Fuel and Maintenance Card during the transaction, and get it back as quickly as possible.
- Void incorrect receipts.
- Destroy carbons.
- Save receipts for prompt reconciliation of Fuel and Maintenance Card transactions.
- Report any questionable charges promptly to the Administrator.

Don't;

- Lend Fuel and Maintenance Card to anyone.
- Leave Fuel and Maintenance Card or receipts unattended.
- Sign a blank receipt. When signing a receipt, draw a line through any blank spaces above the total.
- Give out Fuel and Maintenance Card account number over the phone, unless you're making the call to a company you know is reputable. If you have questions about a company, check with your local consumer protection office or Better Business Bureau.

### **3. FUEL AND MAINTENANCE CARD ADMINISTRATOR**

#### **3.1 DEPARTMENT FUEL AND MAINTENANCE CARD ADMINISTRATOR**

In order to operate the Fuel and Maintenance Card Program, the Department designates Administrators in the Central Office and districts to manage the program. The Administrators are liaisons between card users, Approvers, Disbursement Operations Office, and the card issuer in resolving issues that may arise regarding transactions or Fuel and Maintenance Card Program specifics.

#### **3.2 RESPONSIBILITIES**

**3.2.1** The Administrators coordinate, monitor, and oversee the Fuel and Maintenance Card Program, and ensure that key controls are in place and operate as designed. The following are the primary responsibilities of the Administrator:

- (a) Administer the program in accordance with this procedure.
- (b) Be familiar with all aspects of the Fuel and Maintenance Card program, including but not limited to:

- Establishing new cards
  - Making changes to existing cards
  - Card cancellations
  - Monitoring the program
  - Purchasing rules and procedures
  - Accounting requirements
- (c) Immediately update the list of card user personal identification number (PIN) in the Fuel and Maintenance Card Module on the card issuer website when a card user's termination of employment is notified.
- (d) Collect Fuel and Maintenance Card(s) issued to a Department owned fleet vehicle that has been disposed of, cancel the card immediately in the Fuel and Maintenance Card Module on the card issuer website, and destroy the card rendering the card number and expiration date indistinguishable.
- (e) Contact the card issuer immediately upon the discovery of a lost, stolen card, or fraud. Cancel the card immediately in the Fuel and Maintenance Card Module on the card issuer website.
- (f) Monitor card processing activities so that all appropriate transactions are approved within ten (10) calendar days of receipt in the Fuel and Maintenance Card Module in the card issuer website.
- (g) Provide information requested by and report, as necessary, to the Fuel and Maintenance Card Administrator in Central Office.
- (h) Notify the Approver of overdue transactions. Advise them to process the transactions in accordance with procedure.
- (i) Other duties include:
- Ensure charges and credits are processed
  - Provide card user training and retraining
  - Work with card users to resolve merchant issues
  - Make sure that employees who are no longer involved in the process are deleted from the card issuer website
  - Review disposed vehicle list to ensure all affected cards are deleted
  - Review inactive cards and delete unnecessary cards



- (j) The Administrator will notify the Office of Maintenance and Office of Inspector General all instances of Fuel and Maintenance Card misuse or abuse.

**3.2.2** The card user is a Department employee, consultant, or contractor's employee, approved by their supervisor and cost center manager, to be assigned a personal identification number (PIN) to use the Fuel and Maintenance Card to make purchases on behalf of the Department. The card user shall ensure that it is used solely for conducting state business. The card user obtains a receipt or other acceptable documentation for each transaction. Complete a ***Fuel & Maintenance Card Receipt Replacement Certification, Form No. 400-000-06*** when a receipt is not obtainable.

### **3.3 DECLINED PURCHASE TRANSACTIONS**

A transaction may occasionally be declined at the point of sale. A declined transaction is a transaction that is not authorized and usually occurs when:

- (a) A Merchant Product Code (MPC) is blocked on a Fuel and Maintenance Card user profile.
- (b) The purchase amount exceeds the Fuel and Maintenance Card single transaction limit.
- (c) The purchase places the Fuel and Maintenance Card over the monthly credit limit.
- (d) Incorrect card user PIN number is used.
- (e) Merchant is not registered with the card issuer to accept Fuel and Maintenance Card transactions.

At the time of a declined transaction, a card user may call the Administrator to inquire as to the reason for the decline. The Administrator may contact the card issuer within seventy-two (72) hours of the decline, or review the weekly decline report to determine the reason, and take appropriate corrective action.

### **3.4 REPORTS**

Monthly reports will be generated on the card issuer website for each district and a detailed transaction listing will be available on the card issuer website. In most cases, these reports will be available to the Administrator, Approver, and Disbursement Operations Office. Each business day the card issuer website will automatically update information on Fuel and Maintenance Card transactions. This information can be used by:

- The Approver validate transactions for charges or credits

- The Approver monitors and/or approve purchases being made
- The Administrator tracks daily activity

### **3.5 QUALITY ASSURANCE**

**3.5.1** The Administrator from Central Office will develop and maintain policies and procedures for the Quality Assurance Program of the Fuel and Maintenance Card program. The Administrator from the district will develop and maintain Quality Control Programs consistent with the Quality Assurance Program in Central Office. The District Quality Control Program shall be of clear, consistent format, be signed off by District Maintenance Engineer, and be filed in a reasonably accessible manner. These may vary from district to district, but at a minimum must provide documented proof that:

- (a) The Fuel and Maintenance Card purchases and transactions are properly reviewed and approved.
- (b) The Fuel and Maintenance Card transaction reviews are being correctly done, and on schedule.
- (c) The Fuel and Maintenance Card transactions for fuel are documented, and are available for review upon request.
- (d) The Fuel and Maintenance Card transactions for items other than fuel and carwashes are documented on a shop work order in FLEET, and records are being properly maintained.
- (e) The Fuel and Maintenance Card inventory records are being properly maintained.
- (f) The Fuel and Maintenance Card issuance, use, and cancellations practices and procedures are being followed.
- (g) District monitoring is carried out on a set schedule to ensure the authenticity of this district quality control plan.

**3.5.2** The Administrator from Central Office will monitor the district programs and records to ensure that all requirements are being consistently accomplished. This may include an onsite review inspection, in cooperation with the district.

Copies of the inspection results will be given to the district Administrator and the District Maintenance Engineer, Director of Operations, and District Secretary.

#### 4. TRAINING

All card users and Approvers must complete training before they are issued a PIN to make purchases or become an Approver. A computer based training on the Department Infonet site for the Fuel and Maintenance Card user has been developed to track and provide district training coordinators the information needed to document the training in the Department TRESS system. The TRESS training number is BT-07-0067. Card user training is critical so that employees understand purchases that are allowed or prohibited, purchasing requirements, applicable state laws, and reasonable precautions to prevent theft or fraudulent use, and how to file a dispute. The card user must complete **Form No. 400-000-05, Fuel and Maintenance Card User Agreement** provided at the completion of the computer based training to obtain a PIN.

Computer based training for the Approvers is required and has been developed by the card issuer and is available from the card issuer website.

#### 5. FORMS

The forms listed below are available in the Departments Forms Library:

250-005-25, Notice of Separation/Resignation

400-000-05, Fuel and Maintenance Card User Agreement (form is available at the completion of TRESS training BT-07-0067)







400-000-06, Fuel & Maintenance Card Receipt Replacement Certification

400-000-07, Transaction Research Universal Fleet Card Dispute Form

400-000-08, Transaction Research Universal Fleet Card Fraud Services Dispute Form







## CARD USER INSTRUCTIONS



LOCATION: Pay at the Pump - Fuel Purchase

Photo Image	Instructions
	1. Confirm that the fueling location accepts the Fuel and Maintenance Card.
	2. Insert Fuel and Maintenance Card into the card reader.
	3. The keypad device will request a Card user PIN. Always enter your 6 digit Card user PIN.
	4. The keypad device will request the vehicle Odometer. Enter the vehicle Odometer reading.
	5. Fuel the vehicle.
	6. When prompted, select <b>YES</b> for receipt.
	7. <b>Take receipt and confirm the amount, price per gallon, and product description. Sign the receipt and print the vehicle number. Maintain the receipt for reconciliation by the Approver.</b>

## CARD USER INSTRUCTIONS







LOCATION: Pay inside - Fuel Purchase

Photo Image	Instructions
	1. Confirm that the fueling location accepts the Fuel and Maintenance Card.
	2. Follow prompts that allow you to "Pay Inside". NOTE: Prompts may vary.
	3. Fuel the vehicle
	4. Give store clerk the Fuel and Maintenance Card
	5. The store clerk will swipe the card. Wait for the store clerk to return the Fuel and Maintenance Card.
<b><i>If Pin pad device is available:</i></b>	
	6. The pin pad device will request your Card user PIN. Always enter your 6 digit Card user PIN.
	7. The pin pad device will request the vehicle Odometer. Enter the Odometer reading.

		8. The clerk will ask for your Odometer if pin pad device is not available. Give the clerk the vehicle odometer reading.
		9. Sign the receipt
		<b>10. Take the receipt and confirm the amount, price per gallon, and product description. Sign the receipt, and print the vehicle number. Maintain the receipt for reconciliation by the Approver.</b>





## CARD USER INSTRUCTIONS

LOCATION: Department bulk fuel sites with Fuel Master Plus equipment

Photo Image	Instructions
	1. Go to the card reader and swipe the Fuel and Maintenance card in the card reader slot.
	2. The keypad device will request a Card user PIN. Always enter your 6 digit Card user PIN.
	3. The keypad device will request the vehicle Odometer. Enter the Odometer reading with no decimals.
	4. Select the pump number.
	6. Start fueling the vehicle.
	7. The receipt is not required for fuel transactions at DOT fueling facilities.

## CARD USER INSTRUCTIONS

LOCATION: Department bulk fuel sites with Fuel Master Plus gate controllers

Photo Image	Instructions
	1. Go to the card reader and swipe the Fuel and Maintenance card into the card reader slot.
	2. The keypad device will request a Card user PIN. Always enter your 6 digit Card user PIN.
	3. The keypad device will request the vehicle Odometer. Enter the Odometer reading with no decimals.
	4. Select pump number <b>9</b> . Only pump number <b>9</b> is available to authorize gate openings at sites equipped with gate controllers.