



CAL POLY

Fleet Fuel Card Policy and Procedures

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SECTION I: GENERAL INFORMATION

What is a Fleet Fuel Card?

The Fleet Fuel Card is presently administered by USBank- Voyager and is accepted at most major fuel vendors throughout California (except for ARCO fueling stations). In addition, the card has been expanded for use in Washington, Oregon, Nevada and Arizona when driving a corresponding vehicle. The Fleet Fuel Card enables University departments to pay for fuel purchases while using government vehicles and long-term commercial vehicle rentals.

The Fleet Fuel Card is designed specifically for low value and low volume fuel purchases in order to achieve cost savings and improve processing time off campus. A Fleet Fuel Card is a privilege that can be revoked in cases of non-compliance to established policies and procedures.

SECTION II: APPLYING FOR A FLEET FUEL CARD

How to Apply for a Fleet Fuel Card

1. Complete an Application and have it signed by the Department Approving Official.
2. Email the completed form to the Fleet Fuel Card Administrator.
3. Fleet Fuel Card Administrator will review the Fleet Fuel Card Application for completeness. Upon completion of review, the Administrator will order the requested card.
4. The Fleet Fuel Card will be shipped by fuel card vendor to the Fleet Fuel Card Administrator. Upon receipt of new card, Administrator will establish an appointment for distribution of Fleet Fuel Card to appropriate University personnel.
5. Fleet Fuel Card Administrator will provide Fleet Fuel Card agreement for Department Liaison, User, and Department Approving Official Signature.
6. The fuel card shall only be used by individuals who have completed their review of the University Fleet Fuel Card Manual and signed the user agreement.
7. All fuel cards must be stored in a secure location within the department and not with the vehicle.

SECTION III: USES OF THE FLEET FUEL CARD

Allowable Purchases

1. Regular unleaded gasoline
2. Alternative fuels (e.g., biodegradable diesel, E-85, CNG, etc.)
3. Fluid and lubricants (i.e. oil, anti-freeze, washer fluid, etc.).
4. Two basic low cost car washes per month (less than \$15.00 each)
5. 24-hour emergency roadside service (800) 600-6065
6. Emergency purchases such as wiper blades, fan belts, tires, etc.

Prohibited Purchases

1. Mid-grade or premium (supreme) unleaded gasoline unless specifically required by the vehicle manufacturer
2. Fuel for personal vehicles
3. The Fleet Fuel Card cannot be used for commercial vehicle rentals unless an emergency arises and the user has prior departmental approval for use of the card in such circumstances.
4. Miscellaneous items such as food or sundries (personal items)

SECTION IV: RESPONSIBILITIES

All card users, department liaisons, and approving officials are responsible for ensuring the Fleet Fuel Card is used in accordance with the policies outlined in this manual and that all purchases are in compliance with CSU procurement, contracting, and fleet policies and procedures.

University Responsibility

The University is responsible for executing proper management and oversight of Fleet Fuel Card Program under its jurisdiction and shall:

1. Designate a University Fleet Fuel Card Administrator to oversee the University Fleet Fuel Card Program.
2. The University Fleet Fuel Card Administrator must be an employee of the University. The Fleet Fuel Card Administrator shall process the ordering and cancelling of the Fleet Fuel Cards.

3. The University Procurement and Contract Services Department will develop the Fleet Fuel Card Policy Manual.
4. Ensure University department personnel are provided access to the manual which defines their roles and responsibilities, e.g., University Fleet Fuel Card Administrator, University Department Liaison, Fleet Fuel Card user's approving official who reviews monthly card spend
5. Setup program to allow Accounts Payable to review account every 45 days to ensure monthly invoices are paid on a timely basis.
6. Assist in development of Fleet Fuel Card User Agreement to be signed by the:
 - a. University Department Liaison, University Employees/Fleet Fuel Card user's approving official who reviews monthly card spend.
7. Assist in development of Fleet Fuel Card Request Form
8. Complete review of the University Fleet Fuel Card manual.

Responsibilities of the Fleet Fuel Card Administrator(s)

The University Procurement/Contracts Services Administrative Support staff shall act as the Fleet Fuel Card Administrator for the Fleet Fuel Card Program. As the Administrator the Administrative Support staff are responsible for the oversight of the program and dissemination of the manual, procedures, and updates. These duties include the distribution of memos, updates and guidelines/procedural information. The Administrator must also perform the following required activities listed below.

1. Assist in development, modification, and/or updating of Fleet Fuel Card Request Form, as necessary. The form should include all pertinent information for tracking purposes, such as: equipment number, license plate number, make/model, Fleet Fuel Card number, user's name/address/phone number, and reason for a new Fleet Fuel Card (lost, stolen, damaged, etc.).
2. Maintain a current tracking system (e.g., database) of Fleet Fuel Card(s) assigned by vehicles and/or to University departments.
3. Maintain access to the Fleet Fuel Card online system which is currently USBank's Voyager Fleet Commander Online (FCO) to:
 - a. Establish and maintain purchase limits for Fleet Fuel Cards
 - b. Establish daily, weekly, and monthly reports from FCO as needed including but not limited to transaction, exception, and billing reports.
 - c. Design exception reports that correspond to uses of the Fleet Fuel Cards (setting parameters needed to monitor any exceptions to the allowable uses).

- d. Ensure approving officials review and certify expenditures and Fleet Fuel Card exception reports.
4. Analyze and compare miles driven, tank capacity, and fuel purchases for potential misuse/abuse.
5. Investigate and notify approving officials of exceptions to validate if the card has been misused. It is the responsibility of the manager to take appropriate action according to University policy if inappropriate use of the card is discovered.
6. Advise University Department Liaisons and/or approving officials that all non-issued and/or validate-all-vehicle (VAV) Fleet Fuel Cards are kept in a secured location, such as a locked cabinet, at all times.
7. Biannually reconcile database of Fleet Fuel Cards to inventory reports available through FCO to ensure only authorized cards are in use.
8. Ensure staff are provided access to the manual which defines their roles and responsibilities.
9. Ensure University Department Liaisons and approving officials are aware that they are responsible to validate monthly invoices and that those invoices are submitted to the Fleet Fuel Card Administrator for timely payment.
10. Review University emergency purchases on the Fleet Fuel Card for items such as tires, batteries, wiper blades, towing, and authorized emergency vehicle repairs.
11. Collect all signed Fleet Fuel Card User Agreements and store pursuant to Procurement/Contract Services guidelines and procedures.

Responsibilities of the Fleet Fuel Card Department Liaison

The University Department Liaison is a University employee designated to request the ordering and cancellation of cards at the University departmental level through the Fleet Fuel Card Administrator (Procurement and Contract Services). The Department Liaison must perform the following required activities listed below.

1. Complete review of the University Fleet Fuel Card manual.
2. Request Fleet Fuel cards for department vehicles as needed.
3. Request cancellation of departmental Fleet Fuel cards as needed.
4. Coordinate pickup/distribution of Fleet Fuel Cards for department as applicable.
5. Receive the Fleet Fuel Card Request form from authorized departmental personnel.
6. Review the Fleet Fuel Card Request form to ensure all necessary information is provided and that the request has been approved by an approving officials who has authority to sign off on expenditures.
7. Verify the accuracy of all Fleet Fuel Cards that are ordered and make sure they are correct prior to distributing to the departmental users.

8. Report lost or stolen Voyager Cards immediately to US Bank Customer Service directly at (800) 987-6591, available 24 hours a day, and 7 days a week. The University Fleet Fuel Card Administrator (fuelcard@calpoly.edu) and approving officials should also be notified as soon as possible

Responsibilities of the Fleet Fuel Card User

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

1. Complete review of the University Fleet Fuel Card manual.
2. Protection of the Personal Identification Number (PIN). Do not share with other users (unless authorized) or write it directly on the Fleet Fuel Card.
3. Enter vehicle's correct odometer reading when prompted at the gas pump while fueling your vehicle or write odometer reading on corresponding receipt.
4. Purchase regular grade (unleaded) gasoline only or diesel. The purchase of mid-grade or premium (supreme) unleaded gasoline is strictly prohibited unless specifically required by the vehicle manufacturer.
5. Follow established University guidelines and procedures for emergency purchases of items such as tires, batteries, wiper blades, towing, and allowable repairs.
6. Provide justification for all emergency purchases.
7. Maintain all receipts until monthly billing has been reconciled and approved for payment. Follow departmental record keeping procedures.
8. Report lost or stolen Voyager Cards immediately to US Bank Customer Service directly at (800) 987-6591, available 24 hours a day, and 7 days a week. The approving official and University Fleet Fuel Card Administrator should also be notified as soon as possible.
9. Do not keep the Fleet Fuel Card in an unattended vehicle.
10. Do not purchase prohibited miscellaneous store items such as food or sundries (personal items).

Responsibilities of the Approving Official

The Approving Official is responsible for ensuring that campus vehicles and University Fleet Fuel Cards are used for official campus business only. An Approving Official is defined as an employee with a classification of MPP, Department Head, Department Chair or Confidential Employee. Each Approving Official should perform the following activities listed below.

1. Complete review of the University Fleet Fuel Card manual.
2. Have knowledge of University processes and procedures for each User regarding card usage, including emergency purchases.
3. Provide Fleet Fuel Card Program emergency contact information to each User.
4. Monitor Fleet Fuel Card usage to ensure Fleet Fuel Card charges are accurate and appropriate by reviewing and certifying monthly activity and expenditure reports.
5. Reconcile monthly billing to actual usage of the Fleet Fuel Cards by using transaction reports, vehicle mileage logs, receipts, etc.
6. Report lost or stolen Voyager Cards immediately to US Bank Customer Service directly at (800) 987-6591, available 24 hours a day, and 7 days a week. The University Fleet Fuel Card Administrator should also be notified as soon as possible.
7. Research and verify questionable and miscellaneous transactions.
8. Ensure that all Fleet Fuel Cards are kept in a secured location, such as a locked cabinet, at all times. Do not keep the Fleet Fuel Card in an unattended vehicle.
9. Periodically assess the need for issued Fleet Fuel Cards, and make recommendations to the Department Liaison or University Fleet Fuel Card Administrator for card cancellations.
10. Analyze and compare miles driven, tank capacity, and fuel purchases for potential misuse/abuse.
11. Investigate all exceptions to validate if the card has been misused. It is the responsibility of the manager to take appropriate action according to University policy.

SECTION V: PROCEDURES

How to Use the Fleet Fuel Card

The Fleet Fuel 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 Fuel 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). In addition, the card has been expanded for use in Washington, Oregon, Nevada and Arizona when driving a corresponding vehicle.

The University will maintain purchase limits for Fleet Fuel Cards. The University has set its limits as follows: three (3) transactions per day, daily limit, and monthly limits vary depending on the individual department requirements.

Program control measures require certain inputs from users when the card is being used. The following controls, separately, or in combination, will be encountered by the card user:

1. Personal Identification Number (PIN) entry
2. Odometer reading entry
3. Daily transactional limits
4. Monthly dollar limits

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

1. Swipe card at the pump card reader. Select "Credit."
2. The pump terminal will prompt you for the PIN. Enter the assigned number and press "Enter."
3. If prompted, enter the odometer reading as a whole number. Always enter the correct odometer reading and press "Enter."

Troubleshooting tips:

1. If the pump reader will not accept the card, take the card inside the gas station and request that the attendant process the transaction.
2. If the card cannot be read on any equipment (i.e. magnetic strip is compromised, card is old/damaged) contact the campus Program Administrator to request a replacement.

Terminating Fleet Fuel Card Account

If a department wishes to cancel a Fleet Fuel Card (terminate a vehicle record) the following steps apply:

1. Contact the Fleet Fuel Card Administrator and request cancellation of the Fleet Fuel Card and define the reason for the cancellation.
2. All cancellation requests must have the approval (in writing) of the approving official. Upon request of the cancellation the Administrator will cancel the card with the fuel card vendor.
3. The cancellation request will be filed appropriately with the Fleet Fuel Card Administrator.

24-Hour Emergency Roadside Service

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

1. 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.)
2. Battery service
3. Tire change
4. Fuel, oil, and water delivery
5. Towing
6. Jump start
7. 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 Fuel Card account number to the National Automobile Club operator.
 - c) Remain with the vehicle to provide the keys to the tow truck driver.

Payment

The University Department Liaison and the Approving Official shall review and process the Fleet Fuel Account Summary Report (invoice) on a timely basis. The

invoice reflects charges through the 13th of each month. The Fleet Fuel Card Administrator will submit the current statement to each department. Statement, receipts, and signatures of the Department Liaison and Approving Official are due 10 days after the invoice is submitted to the department. Payment is due 25 calendar days after the invoice is mailed by WEX and is payable *upon receipt*. The entire invoice must be paid promptly. The Fleet Fuel Account Summary Report (invoice) will be sent to the Accounts Payable Department for payment once approved by department personnel.

If the invoice is not received by Fleet Fuel Card Administrator within the 10 calendar day deadline, if the invoice is more than 30 calendar days past due the account can be suspended and is in jeopardy of being canceled. At 90 calendar days past due, the account can be closed.

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).

Monitoring Guidelines for the Fleet Fuel Card

The USBank Voyager System can provide the University Fleet Fuel Card Administrator with customized exception reports to review Fleet Fuel Card transaction data. These reports can be made available to the department approving official to periodically review these exception reports as specified:

1. Transactions over \$100 (as requested)
2. Transactions over 35 gallons (as requested)
3. Multiple transactions per day (as requested)
4. Food transactions (as requested)
5. Miscellaneous transactions (as requested)
6. 12:00 a.m. – 3:00 a.m. transactions (as requested)
7. Saturday and Sunday transactions (as requested)
8. Holiday transactions (as requested)

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

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

1. The University Fleet Fuel Card Administrator will run a transaction detail report through FCO for the Fleet Fuel Card transaction data in question.
2. Verify the Fleet Fuel Card data with, license number, equipment number and the Fleet Fuel Card number.
3. Verify the approving officials name and phone number.
4. The Fleet Fuel Card should be suspended in most circumstances.
5. If it is determined that the Fleet Fuel Card needs to be cancelled, the University Fleet Fuel Card Administrator will login to FCO and cancel the Fleet Fuel Card by either the card number or equipment number.
6. If the Fleet Fuel Card is cancelled, it becomes inactive immediately.

The approving official is contacted to ensure that he/she is currently the employee's manager. An e-mail memo must be prepared documenting the inappropriate charges and sent to the manager of the User along with a spreadsheet of the charges in question. The e-mail memo will state that the approving official shall respond to the notification within two weeks.

If fraud is involved, the University Fleet Fuel Card Administrator should be notified by the approving official that an investigation will be conducted and a response will be sent when the investigation is completed.

SECTION IV: REFERENCES

Fleet Fuel Fuel Card website (forms, tutorials and other resources)	https://afd.calpoly.edu/facilities/services/fleet-services#Fuel https://afd.calpoly.edu/facilities/services/fleet-fuel-card
Fleet Fuel Card 24- Hour Roadside Assistance “Fleet Rescue”	(800) 600-6065
Fleet Fuel Card Fraud Prevention Line	(800) 523-9078
Fleet Fuel Card Voyager Fuel Card Customer Support	(800) 987-6591
Fleet Services Fleet Fuel Card Program Administrator	Darren Nichols x 66022 dnicho05@calpoly.edu Administration Bldg. 71, Room 001
Strategic Business Services Fleet Fuel Card Program Administrator	Emily Rutherford X 62232 ethutchi@calpoly.edu Administration Bldg. 1, Room 128
