

CAL FIRE



VOYAGER State Fleet Card Program Procedures Manual

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State Fleet Card (US Bank Voyager Fleet Systems Inc.)

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The Fleet Card is presently administered by Voyager Fleet Systems Inc. (Voyager) and is accepted at all major fuel vendors throughout California (except for ARCO fueling stations). The Fleet Card enables the California Department of Forestry and Fire Protection (CAL FIRE) to pay for fuel purchases while using government vehicles and long-term commercial vehicle rentals.

Fleet Card Program Policy

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

a. Allowable Purchases

The Fleet Card may be used to purchase:

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

b. Prohibited Purchases

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

- Mid-grade or premium (supreme) unleaded gasoline unless specifically required by the vehicle manufacturer
- Fuel for personal vehicles
- The Fleet Card cannot be used for short-term commercial vehicle rentals unless an emergency arises and the user has prior departmental approval for use of the card in such circumstances. See “Emergency Use Only Fleet Card”, below for direction in Fleet Card use with short-term commercial vehicle rental during emergency incidents.
- Miscellaneous items such as food or sundries (personal items)

Emergency Use Only Fleet Card

CAL FIRE has an exemption from the Office of Fleet and Asset Management (OFAM) allowing the use of the Fleet Card for commercial rental vehicles which are rented by department employees for use on emergency incidents.

These cards are designated “Emergency Use Only”, and are **only for purchasing fuel** while traveling to, during and returning from an emergency incident. Car washing, emergency roadside service, towing, oil changes and emergency purchasing of repair parts are prohibited as these items are the responsibility of the rental agency.

Each Unit has an inventory of 10 “Emergency Use Only” cards. These cards shall be available 24/7 at the Emergency Command Center (ECC) or other location as deemed necessary within the Unit. They will be issued by means of the AO-115c to individual employees **only for the duration of the employee’s assignment**. In addition, the employee will need to retain all receipts and document the fuel purchases utilizing CAL FIRE form AO-78c Emergency Incident Fuel Purchases.

The “Emergency Use Only” cards are embossed with the Unit Index Code and are sequentially numbered 1 thru 10. The use of the emergency use card is identical to the non-emergency card, it requires the entry of a PIN Number, which is 00900 for fire assignments or the Units PCA code for emergency incidents other than fires, e.g. floods earthquakes and etc. and is not to be used for routine business.

Department’s Responsibility

CAL FIRE is responsible for executing proper management and oversight of Fleet Card Program under its jurisdiction and must:

- Designate departmental Fleet Card Coordinators to oversee the department’s Fleet Card Program.
- Designate support staff personnel as Fleet Card Liaisons to process the ordering and cancelling of the Fleet Cards separate from the Coordinators for appropriate separation of duties.
- Develop a Fleet Card Program and Procedures Manual.
- Ensure department personnel are properly trained according to their roles and responsibilities, e.g., Coordinator, Liaison, Fleet Card User’s Supervisor and Fleet Card User.
- Ensure monthly invoices are paid on a timely basis.
- Review Fleet Card procedures/checklists for Supervisors.
- Develop a Fleet Card User Agreement to be signed by the User. (See Attachment A-1)

Staff Roles and Oversight Responsibilities

a. The Fleet Card Coordinator

CAL FIRE has one one Fleet Card Coordinator, located at HQ in the Business Services Office.

The CAL FIRE Coordinator is responsible for the oversight of the Fleet Card Program which includes dissemination of policies, procedures and updates. These duties include the distribution of Management Memos and Administrative Orders to Users. The Coordinator must also perform the following required activities listed below.

- Maintain a current tracking system (e.g., database) of Fleet Card(s) assigned by vehicles and/or to individuals.
- Provide access to the Fleet Card online system which is currently Voyager’s Fleet Commander Online system (FCO) to:
 - Supervisors so expenditure reviews can be conducted; access permission must be set and limited to specific reports; and Liaison so Fleet Cards can be ordered or cancelled.
- Establish and maintain purchase limits for Fleet Cards: daily transactions, daily dollar amounts, monthly dollar amounts, etc.
- Establish daily, weekly, and monthly reports from FCO as needed including but not limited to transaction, exception, and billing reports.
- Design exception reports that correspond to uses of the Fleet Cards (setting parameters needed to monitor any exceptions to the allowable uses).
- Ensure Supervisors review and certify expenditures and Fleet Card exception reports.

- Analyze and compare miles driven, tank capacity, and fuel purchases for potential misuse/abuse.
- Investigate all exceptions and, if misuse is determined, take appropriate action according to departmental policy.
- Ensure that all non-issued and/or valid-all-vehicle (VAV) Fleet Cards are kept in a secured location, such as a locked cabinet, at all times.
- Periodically (monthly or quarterly) reconcile database of Fleet Cards to inventory reports available through FCO to ensure only authorized cards are in use.
- Ensure staff is properly trained according to their roles and responsibilities.
- Ensure monthly invoices are paid on a timely basis after all Fleet Card Supervisors verify charges.
- Periodically assess department policies and procedures related to the Fleet Card Program. Recommend/implement improvements to create efficiencies and/or further prevent misuse.
- Submit on an annual basis, the Department's Annual Certification Form, to the Department of General Services (DGS) Office of Fleet and Asset Management (OFAM) by June 30 of each year.
- Establish departmental emergency purchasing policies for the Fleet Card so users are able to purchase such items as tires, batteries, wiper blades, towing, and authorized emergency vehicle repairs.

b. The Fleet Card Liaison

CAL FIRE has one Fleet Card Liaison, located at HQ in the Business Services Office.

The CAL FIRE Liaison is an employee designated to process the ordering and cancelling of the Fleet Cards separate from the Coordinator for appropriate separation of duties. The Liaison must perform the following required activities listed below.

- Follow and update, as necessary, procedures for the ordering, cancelling, and distribution of Fleet Cards.
- Develop, modify, and/or update a Fleet 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 Card number, user's name/address/phone number, and reason for a new Fleet Card (lost, stolen, damaged, etc.). (See Attachment A-2)
- Receive the Fleet Card Request form from authorized personnel:
 - Review the Fleet Card Request form to ensure all necessary information is provided and that the request has been approved by the Supervisor.
 - Process request via FCO.
- Verify the accuracy of all Fleet Cards that are ordered and make sure they are correct prior to distributing to the User Supervisor.
- Collect all signed Fleet Card User Agreements and store pursuant to department policies.
- Update and maintain the statewide inventory of fleet cards via the Voyager Card Tracking Log as cards are added and deleted.

c. Fleet Card User's Supervisor

CAL FIRE designated supervisors are typically Battalion Chiefs or Program Managers in the Units and in Sacramento Headquarters.

The Supervisor is responsible for ensuring that state vehicles, long-term commercial vehicle rentals (as approved by OFAM), and Fleet Cards are used for official state business only. Each Supervisor should perform the following activities listed below.

- Provide departmental procedures to each User regarding card usage, including emergency purchases.
- Provide Fleet Card Program emergency contact information to each User.
- Monitor Fleet Card usage to ensure Fleet Card charges are accurate and appropriate by reviewing and certifying monthly activity and expenditure reports generated by FCO or the Coordinator.
- Reconcile monthly billing statements to actual usage of the Fleet Cards by using transaction reports, vehicle mileage logs, receipts, etc.
- Research and verify questionable and miscellaneous transactions.
- Ensure that all non-issued and/or VAV Fleet Cards when not in use with a vehicle are kept in a secured location at all times for safekeeping.
- Ensure Fleet Cards are properly secured when a vehicle is stored or otherwise not in use. Do not keep the Fleet Card in an unattended vehicle.
- Periodically assess the need for issued Fleet Cards, including VAV cards, and make recommendations to the Coordinator and/or Liaison for cancellations.

d. The Fleet Card User

The User is any state employee authorized to use a department-issued Fleet Card. Additionally, state departments may authorize other individuals (such as retired annuitants, volunteers, etc.) who are on official state business and whose travel expenses are paid by the state, to use the Fleet Card. The User must sign the department's Voyager State Fleet Card Program Procedures which outlines their responsibilities. (See Attachment A-1) The "Voyager State Fleet Card Program Procedures" can also be downloaded from the CAL FIRE Business Services Page. The User must follow all departmental procedures, including but not limited to:

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

How to Use the Fleet Card

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

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

In order to increase account control, CAL FIRE shall maintain purchase limits for Fleet Cards. Some of these limits are daily transactional limits, daily dollar amount limits, monthly dollar amount limits, etc. CAL FIRE sets its limits as follows: 5 transactions per day, \$ 5,000 monthly limit.

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

- Swipe card at the pump card reader. If the pump terminal requires you to choose either "Credit" or "Debit", press the "Credit" key.
- The pump terminal will prompt you for your PIN. Enter your assigned number and press "Enter." Some stations may require additional digits. Zeros should be entered in front of the PIN for the required amount of digits. For login ID and password information, call customer service at (800) 987-6591 or e-mail fleetcommander@usbank.com.
- If required, the terminal may prompt you to enter the odometer reading. Enter your odometer as a whole number. Do not enter tenths of a mile. Always enter the correct odometer reading.

Troubleshooting Tips

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

Procedures for Ordering, Replacing, and Canceling Fleet Cards for CAL FIRE

To **order** a Fleet Card for a new vehicle, the CAL FIRE Liaisons must follow these steps:

Ordering a Voyager Fleet Card for a New Vehicle (brand new record)	
Step 1	Go to https://www.fleetcommanderonline.com and login.
Step 2	After logging in, you will see a 'Welcome' screen. Under Account Maintenance , select Maintain Card .
Step 3	You will then come to the 'Account Maintenance: Select an Account' page. Select the account number .
Step 4	This will take you to the 'Maintain Cards: Select a Card' page. From the options menu on the left, under Maintain Cards , select create card + vehicle .
Step 5	Complete the required fields as follows: <u>Vehicle Information</u> : Enter information in the License Number, State, VIN, and Vehicle Description fields. <u>Card Embossing</u> : Line 1: CAL FIRE [space] Index, Line 2: X Number [space] License Number (no alpha), Line 3: VIN Number. <u>Organization</u> : Click on the 'select organization' link. Click on the [+] symbol next to the CALFIRE link. This will create a drop-down menu. Click on the appropriate location, if applicable. <u>Card Attributes</u> : Under Prompts , select the option next to 'Prompt for PIN'. Enter the PIN. <u>Show Card & Vehicle Authorization/Exception Rules</u> (Select link for options): Under Vehicle Products, Valid Product 1 , select the appropriate fuel type from the drop-down menu (be sure to select items with a numerical code only). For Product 1 Capacity , enter the vehicles fuel tank capacity. (Repeat for each fuel type associated with the vehicle.) Verify that all information is correct.
Step 6	Click Create Card .
Step 7	You will now see a confirmation page with the new card and vehicle number.
Step 8	Complete "Fleet Card Request form" and place in "Pending Order" file.
Step 9	Update the Voyager Card Tracking Log.

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

Replacing a Lost or Stolen Voyager Fleet Card	
Step 1	Go to https://www.fleetcommanderonline.com and login with User ID and Password.
Step 2	After logging in, you will see a 'Welcome' screen. Under Account Maintenance , select Maintain Card .
Step 3	You will then come to the 'Account Maintenance: Select an Account' page. Select the account number .
Step 4	This will take you to the 'Maintain Cards: Select a Card' page. Search by "Card ID" or "Card Attributes." Click the search button. The search results will give you multiple findings of the same vehicle/card. Select the ACTIVE ' Card ID ' with the most current ' Status Date. '

Step 5	Verify that the information shown is for the card to be replaced. Click on Report Lost/Stolen button.
Step 6	A message will appear asking you if you are sure you want to report this card lost or stolen. (If information is not correct, click no to return to the previous page.) If the information on the screen is correct, click yes .
Step 7	You will then see a confirmation page that will tell you that the card has been cancelled. It will also give you the replacement card number. The card should arrive within 5-7 business days.
Step 8	Distributing the Card: Once the card has been received, check to make sure it has been embossed correctly. Notify appropriate User Supervisor that card is forthcoming.
Step 9	Update the Voyager Card Tracking Log.

To **cancel a** Voyager Fleet Card, the CAL FIRE Liaisons must follow these steps:

Canceling a Voyager Fleet Card (Terminate a Vehicle Record)	
Step 1	Go to https://www.fleetcommanderonline.com and login with User ID and Password.
Step 2	After logging in, you will see a 'Welcome' screen. Under Account Maintenance , select Maintain Card .
Step 3	You will then come to the 'Account Maintenance: Select an Account' page. Select the account number.
Step 4	This will take you to the 'Maintain Cards: Select a Card' page. Search by "Card ID" or "Card Attributes." Click the search button. The search results will give you multiple findings of the same vehicle/card. Select the ACTIVE ' Card ID ' with the most current ' Status Date. '
Step 5	Verify that the information shown is for the card/vehicle to be cancelled/terminated. Select Cancel Card .
Step 6	A message will appear asking you if you are sure you want to terminate the vehicle and cancel the card. (If the information is not correct, click no to return to the previous page.) If the information on the screen is correct, click yes .
Step 7	You will then see a confirmation page that will tell you that the card has been cancelled. (If you do not have a 'written' cancellation request, be sure to print the confirmation page for filing.)
Step 8	Enter the cancellation information into the CAL FIRE database. File the cancellation request (or printed confirmation page) in the "Cancellations" file.
Step 9	Update the Voyager Card Tracking Log.

Monitoring Guidelines for the Fleet Card

The Voyager's FCO System can provide CAL FIRE with customized exception reports to review Fleet Card transaction data. It is the role of the CAL FIRE Fleet Card Coordinator and/or Supervisor to collect and periodically review these exception reports as specified:

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

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

For DGS-leased vehicles, it is the responsibility of each department to not only oversee that the card is not abused but also to monitor its usage. If specific reports are needed, please contact the DGS Coordinator.

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

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

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

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

Payment

The CAL FIRE Coordinators shall review and process the Voyager Account Summary Report (invoice) on a timely basis. The invoice reflects charges through the 24th of each month. The payment is due 25 calendar days after the invoice is mailed by Voyager and is payable *upon receipt*. The entire invoice must be paid promptly. The Voyager Account Summary Report can be paid online at <http://www.fleetcommanderonline.com/>. For login ID and password, call (800) 987-6591 or e-mail fleetcommander@usbank.com.

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

Note: CAL-Card **cannot** be used to make Voyager Card payments.

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

24-Hour Emergency Roadside Service

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

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

To use emergency roadside services, Users must:

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

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

Voyager's FCO System allows CAL FIRE to manage its fleet operations from any location, at any time with the security of an encrypted, online portal. The portal provides total access to observe, update, track and manage fleet operations and Voyager Fleet Card accounts.

To enroll in the Fleet Commander Online System, staff must e-mail fleetcommander@usbank.com or call a customer service representative at (800) 987-6591.

The Fleet Commander Online management tool provides the following services:

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

Staff Contact Information

For further information concerning the *State Fleet Card Program*, please contact your local Unit, or Region Fleet Manager or Davis Mobile Equipment Facility.