



DCAM - FLEET MANAGEMENT DIVISION

PROCESS F001: *Fleet Card*

1. STATE FLEET CARD

- 1.1. This process addresses only Fleet Cards assigned to vehicles owned by the Fleet Management Division.
- 1.2. State Agencies authorized to own vehicles must comply with the guidelines issued for the [Vehicle Parts and Maintenance Statewide Contracts](#) (Central Purchasing).
- 1.3. Comdata provides the statewide acceptability throughout Oklahoma and neighboring states at any fuel location that accepts MasterCard® as a payment method for fuel, maintenance and other vehicle related purchases.

2. FLEET CARD ACCOUNT MAINTENANCE

- 2.1. Fleet Card is maintained by the Fleet Management Division.
- 2.2. Fleet Management Division releases invoices to agency users by the 10th of every month.
- 2.3. Payment is due to the Division within 30 days from the invoice issue date.
- 2.4. Invoice totals are based on the lease rate for each vehicle, additional authorized fleet-related purchases or expenses that are not covered by the monthly lease plan, and repairs due to vehicle abuse or negligence.

3. FLEET CARD USE FOR FUEL PURCHASES

- 3.1. Drivers are only permitted to fuel vehicles with regular unleaded fuel or the appropriate alternative fuel (E85, CNG, LPG, etc.). Unless otherwise required by a vehicle manufacturer, the purchase of unleaded plus and premium fuel is not permitted.
- 3.2. A driver should not wait until fuel levels are critical before fueling, especially in the winter and summer seasons.
- 3.3. State agencies are exempt from Federal Motor Fuel Excise tax. In order to avoid paying Federal Motor Fuel Excise tax, drivers are required to fuel at Level 3 fuel sites. Level 3 gas stations do not include the Federal Motor Fuel Taxes in the transaction and provide transaction details that are essential.
Note: A receipt received at the pump lists fuel tax; however, the Motor Fuel Excise tax is credited back.
- 3.4. Level 3 fuel sites can be identified:
 - 3.4.1. Through the fuel card vendor via online access:
website: <https://w6.icconnectdata.com>; login ID: "stateok", and password: "merchant2"; or;
 - 3.4.2. Through Fleet Management Division Processes & Tools published on the DCS website at: [Level 3 Gas Stations In Oklahoma](#) and (the list of alternative fuel stations, i.e. CNG is available through <http://www.afdc.energy.gov/afdc/locator/stations/>); or,
 - 3.4.3. By calling the toll free number printed on the reverse side of the Fleet Card (see section 6.1) in order to provide location information to a Customer Service Representative and receive fuel site data in vicinity of your reported location; or,
 - 3.4.4. By swiping the card prior to fueling - the site is not Level 3, if the driver is NOT PROMPTED to enter a PIN and odometer reading.
- 3.5. Drivers are required to enter **accurate odometer** entries when charging fuel to the Fleet Card.
- 3.6. Drivers are not permitted to use the Fleet Card assigned to a specific vehicle to fuel any other vehicles.



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- 3.7. **Review receipts at time of purchase for accuracy** of odometer entry, fuel type and gallons pumped. If there are any errors, notify the clerk and make corrections before leaving the station.
- 3.8. If the driver pumps at a non-level 3 station Federal Motor Fuel Excise tax will be charged. In order to recover the funds used to pay Federal Motor Fuel Excise tax, agencies may claim a refund from IRS ([IRS form 8849](#)).

4. FLEET CARD USE FOR VEHICLE RELATED PURCHASES

- 4.1. State agencies are exempt from Oklahoma sales tax.
- 4.2. Drivers are required to **inform the clerk or service provider** at the time of purchase that all charges are **exempt from sales tax**. The Sales Tax Exemption number is printed on the face of the Fleet Card. **Note:** As a Fleet Card fraud prevention measure, it is a requirement of the State Purchase Card Administrator not to allow clerk or service provider to make a copy of the Fleet Card. If requested, provide clerk or service provider with a copy of the [Sales Tax Exemption letter](#), which is located in the glove compartment of the vehicle.



- 4.3. Vehicle Parts and Accessories purchases are recommended to be purchased through providers listed in Statewide Contract [307](#). At the time of purchase, a driver must request State pricing only when driving Fleet Management/Motor Pool vehicle and present the Fleet Card.
- 4.4. Not all part locations are identified with fleet related merchant commodity code (MCC), which causes card to be declined. If no vehicle oriented business is reasonably available (i.e. AutoZone) and purchase must be made from general store (i.e. Wal-Mart) call the toll free number printed on the reverse side of the Fleet Card (see section 6.1) to receive a onetime override authorization. **Be sure to ask for sales tax exemption prior completing the transaction** (see section 4.2).
- 4.5. Purchases equal to or exceeding \$100.00 must be approved by the Fleet Management Service Manager (405-521-2204);
- 4.6. **Review receipts at time of purchase for accuracy** of items purchased and sales tax exemption. If there are any errors, notify the clerk and make corrections before leaving the service station.
- 4.7. In order to recover the funds used to pay sales tax, the agency is responsible for contacting the vendor and obtaining a credit invoice to be processed against ComData in a future billing period.
- 4.8. Drivers are not permitted to use the Fleet Card assigned to a specific vehicle to purchase parts and accessories for any other vehicles.



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5. FLEET CARD USE FOR VEHICLE SERVICE

- 5.1. Drivers are not permitted to use the Fleet Card for service if the vehicle is stationed **within 50 miles** from the Fleet Management Service Center; service shall be performed by the Fleet Management Division (see [DCAM-PROCESS-FM-G001](#)).
- 5.2. If the vehicle is stationed beyond 50 miles from the Fleet Management Service Center, all "A" and "B" maintenance may be obtained from a local vendor as follows (see [DCAM-PROCESS-FM-G001](#)):
 - 5.2.1. Use local vendors listed on Statewide Contract [767](#).
 - 5.2.2. If a local vendor is not listed on Statewide Contract 767, confirm whether a local vendor is willing to accept the current state Fleet Card provided with the vehicle.
- 5.3. Obtain a garage estimate for the service to be performed prior to commencement of work:
 - 5.3.1. Estimates must not include sales tax (see section 4.2);
 - 5.3.2. Estimates equal to or exceeding \$100.00 must be approved by the Fleet Management Service Manager (405-521-2204);
 - 5.3.3. Authorization by the Division shall be obtained prior to commencement of the work.
 - 5.3.4. Not all service locations are identified with fleet related merchant commodity code (MCC), which causes card to be declined. If no vehicle oriented business is reasonably available (i.e. Firestone) and service must take place at general store (i.e. Wal-Mart), call the toll free number printed on the reverse side of the Fleet Card (see section 6.1) to receive a onetime override authorization. **Be sure to ask for sales tax exemption prior completing the transaction** (see section 4.2).
- 5.4. The maximum amount that can be charged to the Fleet Card for car washes is \$15.00. Vehicle details require prior authorization from Fleet Management. Agencies will be billed for any amount exceeding the \$15.00 per car wash limit and one (1) car wash per month.
- 5.5. Drivers are not permitted to use the Fleet Card assigned to a specific vehicle to service any other vehicles.

6. FLEET CARD PROBLEMS

Reasons for which the Fleet Card does not work:

- 6.1. Gas station is not Level 3. Call the Toll Free number printed on the reverse side of the Fleet Card, provide location information to the Customer Service Representative, and request an override.





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- 6.2. An “authorized” Level 3 gas station pump rejects the Fleet Card and/or does not request a PIN and odometer reading entry (see section 3.4.3):
- 6.2.1. Gas station is Level 3 but some of the pumps might be level 2. In order to resolve the issue:
- Ask gas station personnel to identify which pump is Level 3; or,
 - Check to see if a different pump accepts the card; or,
 - Call the Toll Free number printed on the reverse side of the Fleet Card, provide location information to the Customer Service Representative, and request an override.
- 6.2.2. Problem with the terminal on the pump or gas station overall. In order to resolve the issue:
- Ask gas station personnel to identify which pump is fully operational; or,
 - If no other gas station is available, conduct a voice authorization: request the merchant (gas station personnel) call the Fleet Card provider using the toll free number printed on the reverse side of the Fleet Card. Voice authorization requires PIN and odometer reading.
- 6.2.3. Fleet Card has been blocked because:
- 6.2.3.1. A driver repeatedly fuels at a non-Level 3 gas station. The Fleet Card will be blocked and reimbursement for any out-of-pocket funds will be the responsibility of the leasing agency (State of Oklahoma is exempt from the Federal Motor Fuel Excise tax at the rates per gallon of **\$0.184** for unleaded, and **\$0.244** for diesel).
- 6.2.3.2. An agency’s payments to the Fleet Management Division are overdue (60 days per OAC: 580:35-1-5(e)). In order to resolve the issue, a driver must call the agency’s accounts payable department to request resolution. The agency may call the Fleet Management Division and conduct a P/Card payment for the overdue balance by telephone.
- 6.2.3.3. An agency fails to submit Monthly Meter Report (MMR) - see [DCAM-PROCESS-FM-L002](#).
- 6.3. The Fleet Management Division does not provide reimbursements.

7. LOST FLEET CARD

- 7.1. Follow these steps if the Fleet Card is suspected to be lost:
- 7.1.1. Check most likely places:
- 7.1.1.1. Look in key pouch, visors, storage, arm rest and glove compartments, floor, under and between seats
- 7.1.1.2. Search through purse, wallet, suitcase, wardrobe
- 7.1.1.3. Contact most recent driver, if applicable
- 7.1.2. Contact Fleet Management to deactivate.
- 7.1.2.1. Once the call has been placed and new card ordered, an old card is deactivated.
- 7.1.2.2. If an old card is found, mail it to Fleet Management
- 7.2. Measures to avoid losing the Fleet Card
- 7.2.1. Keep it always in key pouch
- 7.2.2. Keep the key pouch attached to a vehicle key ring
- 7.3. If immediate payment is needed Fleet Management can exercise voice authorization.