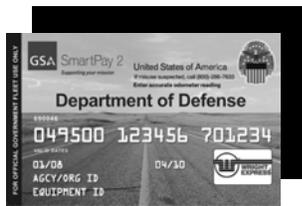


DON Fleet Card Certification Course

Lesson 3

APC Responsibilities



March 1, 2012

This is Lesson 3 of your Fleet Card APC training; it discusses the major program responsibilities which are unique to the position of APC.

Please click the forward arrow and we'll review the first 7 objectives of this lesson.

Lesson 3, Part 1: Major Topics

- Understand Fleet Card usage policies and procedures
- Explain restrictions on card issuance
- Maintain lists of account and POC information
- Explain the purpose of the Statement of Understanding
- Act when local reviews reveal non-compliance, misuse or abuse
- Monitor the program using electronic systems & reports
- Set appropriate authorization limits & restrictions

March 1, 2012

This part of lesson 3 introduces the first 7 of the 11 major responsibilities which are unique to the position of APC. Read over the learning objectives listed here and keep them in mind as you proceed through this lesson. The objectives of each lesson define the information you need to learn and are the basis of the certification test.

When you've finished studying the objectives, click the forward arrow to continue.

Policies and Procedures

- DoD Directive 4140.25-M, Volume II, Chapter 16:
DoD Management of Bulk Petroleum Products, Natural Gas, and Coal Acquisition and Technology
- DON Fleet Card Instruction, Desk Guides, FCPN & FCAN
<https://www.navsup.navy.mil/ccpmd>
Fleet Card Program > Policy
- Local Internal Operating Procedure
Lesson 5: Developing an Internal Operating Procedure

March 1, 2012

Lesson 2 included an overview of the three levels of policy and procedure that govern the Fleet Card Program. Those levels are the DoD Directive listed here, the DON Fleet Card Instruction and your activity's IOP. As the Agency Program Coordinator, you must maintain detailed knowledge and an understanding of all policies and procedures regarding the Fleet Card Program. You must communicate this information to Fleet Card Users, managers and other responsible officials.

Your knowledge and understanding of the DoD Directive and the DON Fleet Card Instruction are incorporated into your activity's IOP. Lesson 5 of this course discusses the content of the basic Fleet Card IOP. It is the APC's responsibility to create and maintain the activity's IOP.

The DON Fleet Card Instruction and the Fleet Card Desk Guides set forth DON policy and procedures for the issuance, use, and management of the Fleet Card. The instruction and desk guides are available on the DON CCPMD web site listed here. Select Fleet Card Program and go to the Policies page. In addition to the instruction and guides, the DON CCPMD issues Fleet Card Program Notices (FCPNs) and Fleet Card Administrative Notices (FCANs). As an APC, you will receive these notices via email. You can also visit the website to review previously released notices.

These governing policies provide guidance on the issuance of Fleet Cards and the restrictions that need to be placed on them. Click on the forward arrow to learn more about these restrictions.

Card Issuance Restrictions

- Official Government Business
- DOD Owned or Leased Vehicles
- Authorized Personnel
- Necessary and Reasonable Expenses
- Statement of Understanding (SOU)

March 1, 2012

Fleet Cards can only be used for necessary and reasonable expenses for official government business conducted using DOD owned or leased vehicles. The APC must establish the local controls to ensure that only authorized personnel with mission requirements are issued Fleet Cards. The IOP must include the necessary local procedures to monitor and control the issuance of cards.

These restrictions on the issuance of cards are partially enforced with the use of the Statement of Understanding which must be read and signed by all card users. More information on the SOU will be addressed later.

Click the forward arrow to go to the next topic, Maintaining Account & POC Lists.

Recordkeeping

- Subordinate APC, AO and Certifying Officer Information
- Training Certificates
- Accurate Account Information
- Authorized Drivers and Vehicles

March 1, 2012

The APC must maintain accurate records in order to manage the Fleet Card program. The program is structured in a pyramid form to facilitate communication. Each APC must maintain a list of contact information for all lower level APCs. At a minimum the list should include the subordinate APCs' names, email addresses, telephone numbers and fax numbers. The DON CCPMD frequently distributes messages with the directive to distribute within the recipient's hierarchy. It is the APC's responsibility to re-distribute this information.

APCs must maintain a complete list of point of contact information for the Approving Official and Certifying Officer and notify the card provider of any changes that affect management, reporting, or billing situations.

In addition to subordinate APC information, each APC is required to maintain their own personal contact information in the card provider's system. This system is often used as a source for distribution lists; if APC contact information is inaccurate, vital announcements can be missed.

APCs must ensure that periodic training requirements are met by all program participants under their purview. The APC must retain a copy of the training certificate for all subordinate program participants which includes the AO Certifying Officer and card users.

Accurate lists of basic account information are critical for good program management. The card provider's system provides standard account reports that should be reviewed frequently to ensure the accuracy of the systems account data. Maintaining this data on a regular basis can help avoid program problems.

Finally, the APC must maintain a list of authorized drivers and vehicles. One of the most significant pieces of driver information is a copy of the driver's Statement of Understanding or SOU.

Click the forward arrow to see our next topic, the Statement of Understanding..

Statement of Understanding

- Instructed on the Appropriate Use of the Card
- Required from All Card Users
- Abide by All Rules and Regulations
- Official Government Business Only
- Notify the APC :
 - Problems With Respect to My Usage
 - Charge Card Is Lost or Stolen
- User Acknowledges Training

March 1, 2012

The Statement of Understanding, referred to as the SOU, ensures Card Users are instructed on the appropriate use of the card. All Card Users are required to read, complete and sign the Statement of Understanding prior to initial card usage. It is the APC's responsibility to see that this happens.

The SOU ensures card users are informed of basic rules, regulations and restrictions that govern the use of a Fleet Card and the important issues about which they must notify their APC.

APCs must maintain signed copies of all SOUs with the Fleet Card logs and other documentation. A copy of the SOU is available on the DON CCPMD website under the Policies page. Click the forward arrow to see a sample copy of the Statement of Understanding.

Non-Compliance, Misuse or Abuse

- Ensure Appropriate Action Taken
 - Local Reviews Reveal Non-compliance, Misuse or Abuse
 - Follow-up With the DON CCPMD
- Notify Immediately of Investigation
 - Next Higher Level APC
 - Local Chain of Command
 - DON CCPMD

March 1, 2012

The APC is responsible for the implementation and smooth operation of the activity's Fleet Card program. No matter how well run a program is, it can still experience non-compliance, misuse or abuse of the cards. The APC must take action immediately upon discovering any such activity.

APCs are responsible for conducting periodic reviews of the program. They must ensure that appropriate action is taken when a review reveals non-compliance, misuse or abuse. They also need to follow-up with the DON CCPMD. If an investigation is initiated involving alleged or suspected fraud, misuse or abuse of the Fleet Card by personnel under their purview, the APC must immediately notify the next higher level APC and the local chain of command. The level 3 APC must then notify the DON CCPMD Fleet Card Program Office.

Lesson 6 of this course discusses *Disciplinary Guidelines* and will acquaint you with your options for dealing with non-compliance, misuse or abuse. The next topic of this lesson is titled *Monitoring the Program* and will introduce you to the electronic systems and reports available for that purpose.

Monitoring the Program

Electronic Systems & Reports

- Available Capabilities
 - On-line, Real-time
 - Day-to-Day Program Management
- Major Functions
 - Request New Cards, Cancel Lost Cards
 - Update Addresses, Change Profiles
 - Maintain Vehicle and Driver Information
- Additional Details:
 - Analyze Transaction Data
 - Adhoc & Standard Reports
 - “How To Use System” Manuals

March 1, 2012

There are several electronic systems available that support the Fleet Card Program. Two of those systems are the card provider's account and card management system and DLA Energy's Fuels Automated System.

The card provider's system is an on-line, real-time system that allows an APC to conduct all day-to-day program management functions. The APC can request new cards, cancel lost cards, change authorization profiles, as well as add, change and delete vehicle and driver information. Transaction data including Driver, Vehicle, Date and Type information is available.

Monitor the Program

Electronic Systems & Reports

- Fuels Automated System



- FAS Enterprise Server (FES)
 - Interfaces Card Provider & DFAS Systems
- Accepts Weekly Feed from Card Provider
- Creates File for Input to Financial Systems
 - STARS-FL or DWAS
 - SABERS
- Approving Officials Initiate Download
- DLA Energy: <http://www.feshub.desc.dla.mil>
 - Fuels Automated System >
 - FAS General User Information

March 1, 2012

The Fuels Automated System, known as FAS, is under the management of DLA Energy. FAS provides commanders, vendors, and DLA Energy visibility into bulk fuel assets and transactions. The FAS Enterprise Server (FES) is a web-based environment that collects, routes, and reports transactions among bases, contractors, DLA Energy, DFAS, and other entities.

The Fuels Automated System serves many functions, most of which are unrelated to the Fleet Card Program. There is, however, one major related function, which is the creation of a financial file to be downloaded into the appropriate billing system. Navy uses STARS-FL or DWAS, USMC uses SABERS. These files are uploaded into financial systems to create obligations for the fuel transactions. The APC needs to be aware of this system and its purpose; however, it is the Fleet Card Approving Officials who use this database to post obligations to the billing systems.

The FAS Enterprise Server website is located at the address shown here. Select the Fuels Customer and Inventory link and then enter your user name and password.

As an APC, you must be familiar with the systems we have just discussed. As stated, the card providers system is used to maintain accounts and cards. When using the system, it is important to understand the limits and restrictions you can place on the Fleet Cards. This is our next topic.

Set Limits & Restrictions

- Type of Card
 - Fuel Only
 - Fuel & Other Items
- Authorization Profiles
 - Type of Vehicle
 - Dollar Threshold for Purchases by Type
 - Days When Transactions can Occur
 - Only DLA Energy Creates Profiles
 - APCs can change profiles assigned to a card

March 1, 2012

The APC is responsible for the creation and maintenance of Fleet Card accounts. This includes assigning profiles which set limits and restrictions that control the cards usage. These controls must be stringent but flexible to meet mission requirements.

The first major restriction is the card type. Is the card to be used for fuel only or fuel and other items like parts and services? Lesson 5 covers this topic in more detail.

All Fleet Cards are established with authorization profiles. These profiles identify type of vehicles, spend limit and days when purchases can be made. Spend Limits can be broken out by types of purchases. Only DLA Energy has the capability to create profiles. APCs can change from one profile to another by using the online system.

These are the limits and restrictions available to the APC to manage the program. This completes Part I of Lesson 3. Click the forward arrow to review of the objectives of Part II of this lesson.

Lesson 3, Part 2: Major Topics

- Explain the importance of DON CCPMD Fleet Card Program website
- Understand the need for timely review of invoices
- Explain the responsibility for communicating information within the Fleet Card Program hierarchy
- Identify who assumes responsibilities if the Transportation Coordinator does not exist

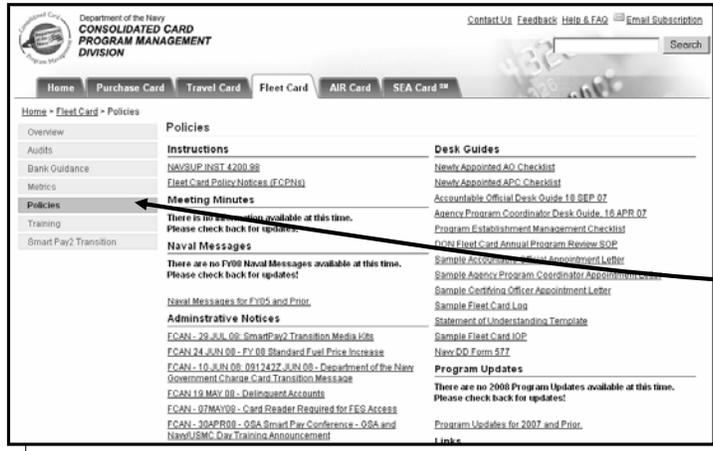
March 1, 2012

This second part of lesson 3 covers the remaining 4 major program responsibilities which are unique to the position of APC. Read over the learning objectives listed here and keep them in mind as you proceed through this lesson.

When you have finished studying the objectives, click the forward arrow to continue.

DON CCPMD Website

<https://www.navsup.navy.mil/ccpmd>



6 Major
Navigation
TABS

March 1, 2012

This is the Fleet Card Program section of the DON CCPMD website which is located at the address shown here. As a Fleet Card APC, you should visit this website frequently. There are six major navigation tabs including Overview, Audits, Bank Guidance, Metrics, Policies, and Training. The Policies tab is selected here and includes links to the Fleet Card Program instruction, to the program Desk Guides and to various meeting minutes. Also included are Naval Messages and Fleet Card Policy Notices, both of which are important methods of communicating policy. There are many links on the Policies page to other important websites - for example, the DLA Energy Fleet Card Program Home Page.

Another helpful feature of the DON CCPMD website is its Email Subscription service. This tool, accessed by clicking on "Email Subscription", allows customers to sign up to automatically receive card-related updates issued by the DON CCPMD Fleet Card Program Management Office. The subscription service is a way of helping APCs to ensure that their program participants receive important program information. The subscription service does not, however, eliminate the APC's responsibility for regularly checking the website. APCs should encourage their participants to sign up for this service.

Take the time to become familiar with the content of the DON CCPMD website. It contains valuable information to help you manage your Fleet Card Program.

Timely Review of Monthly Invoices

- Card Provider's Collect Interest
- Reviewed, Reconciled & Certified for Payment
- Ensure Disputes are Identified and Reported
- Identify Purchases Miscoded

March 1, 2012

As with all charge card accounts, the card provider will collect interest on the delinquent unpaid balance of our Fleet Card accounts. The Dept of Navy's goal is to minimize interest payments by performing timely reviews of the card providers statement and prompt payment of the invoice.

An invoice cannot be paid until the card providers statement has been reviewed, reconciled and certified for payment by the Approving Official and the Certifying Official.

As the APC, it is important to monitor the process and ensure that all invoices are being reviewed in a timely manner and that invoices are being paid promptly. Delinquent payments are subject to the Prompt Payment Act and interest is paid to the card provider on payments overdue.

Transactions that are incorrect or suspicious should be processed within the identified timeline using the dispute process identified by DLA Energy and the card provider.

Purchases may be coded with the wrong Product code which can impact your invoices when fuel is coded as non-fuel or visa versa. Contact Customer Support immediately to have these issues reconciled.

Communicating within the Hierarchy

- **HL3 APC - Major Command / HQ USMC**



Command Information to the CCPMD
Program Information to HL4 APCs

- **HL4 APC - Subordinate Command**



Fleet Card Information to the HL3 APC
Program Information to HL5/6/7 APCs

- **HL5/6/7 APC - Activity Level / USMC Major Units / USMC Subordinate Command**



Fleet Card Information to HL4 APC
Program Info to AOs and Certifying Officers

March 1, 2012

Lesson 2 introduced the Fleet Card Program hierarchy. One of the benefits of this structure is the communication channels it creates. Three of the six hierarchy levels are shown here. Each level has responsibility for communicating program information up and down the hierarchy.

The level 3 APC is located at the Major Command and is responsible for providing command information up the chain to DON CCPMD. The level 3 APC must also communicate program information down the hierarchy to the level 4 APCs. The DON CCPMD sends out Fleet Card Policy Notices and Fleet Card Administrative Notices to the Command level APCs. It is the responsibility of level 3 APCs to maintain accurate distribution lists so these notices can be forwarded to the Level 4 APCs.

The level 4 APC is located at the subordinate command levels such as the Regions and TYCOMs for Navy. For USMC the Level 4 APC is at the Major Unit. Level 4 APCs also have communication related tasks. They provide Fleet Card information up the chain to the level 3 APCs and program information down the chain to the level 5/6/7 APCs.

The level 5, 6 or 7 APC can be located at the activity level. This position is also referred to as the account point of contact. In addition to these responsibilities, this level APC is responsible for providing Fleet Card information to the level 4 APC and for communicating program information to the AOs and Certifying Officers.

All APCs have responsibility for communication up and down the hierarchy. An activity may or may not have a Transportation Coordinator depending on whether or not they work with a Public Works Center. Click the forward arrow to learn more about the role of the Transportation Coordinator.

Transportation Coordinator

- The Facility Engineering Command (FECs)
 - Vehicle Providers
 - Issue Fleet Cards

- Transportation Coordinator
 - Activity Point of Contact to FECs
 - Responsible For:
 - Receipt of the Fleet Card and Assigned Vehicles
 - Training, and Documentation of the Fleet Card Log

March 1, 2012

Facility Engineering Commands are the vehicle providers for many Navy activities. They issue Fleet Cards to activities using FEC services and they are granted the authority to require receiving activities to appoint Transportation Coordinators to serve as a liaison for their activity.

The Transportation Coordinator is the point of contact at the activity responsible for the receipt of the Fleet Cards and assigned vehicles from the APC at the Facility Engineering Command. The Transportation Coordinator can also be responsible for training and documentation.

This completes our coverage of the major roles and responsibilities of the Fleet Card Program APC. Click the forward arrow to review this lesson's objectives.

Lesson 3, Part 1: Major Topics Review

- Understand Fleet Card usage policies and procedures
- Explain restrictions on card issuance
- Maintain lists of account and POC information
- Explain the purpose of the Statement of Understanding
- Act when local reviews reveal non-compliance, misuse or abuse
- Monitor the program using electronic systems & reports
- Set appropriate authorization limits & restrictions

March 1, 2012

You have completed Lesson 3 of your Fleet Card training. The next two slides are a review of this lesson's major topics. Re-read these topics and then click the forward arrow to continue.

Lesson 3, Part 2: Major Topics Review

- Explain the importance of DON CCPMD Fleet Card Program website
- Understand the need for timely review of invoices
- Explain the responsibility for communicating information within the Fleet Card Program hierarchy
- Identify who assumes responsibilities if the Transportation Coordinator does not exist

March 1, 2012

This concludes lesson 3. Close this lesson and return to the main menu; then select lesson 4 to continue your training.