

DON Fleet Card Certification Course

Lesson 5

Developing an Internal Operating Procedure



March 1, 2012

This is Lesson 5 of your Fleet Card training.

Lesson 5 is titled *Developing an Internal Operating Procedure*. The Internal Operating Procedure is the activity's local guidance for managing the Fleet Card Program. The IOP should be tailored to the local environment however there are eleven basic sections it should contain. This part of lesson 5 covers the first six of these sections.

Click the forward arrow and we will review this lesson's objectives.

Lesson 5, Major Topics

- Explain Purchase Restriction Controls And The Process For Designating Key Program Personnel
- Write Your Activities/Unit IOP And Ensure It Contains The Correct Information
- Understand The Methods To Conduct Training
- Identify Record Keeping Requirements
- Establish Local Check Out Procedures To Ensure Fleet Card Surrender
- List The Steps For Handling Lost Or Stolen Cards

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This lesson introduces the required sections in your Fleet Card IOP. Read over these major topics and keep them in mind as you proceed through this lesson.

When you are ready, click the forward arrow to continue.

Authorizations

- Type of Vehicle or Equipment
- Fuel Only or Fuel and Other Account/Cards
- Acceptable Fuel Purchases
- Acceptable Non Fuel Purchases
- Unauthorized Fuel and Non Fuel Purchases

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The first section of the IOP must address the following areas:

- Identify the Type of Vehicle or Equipment that can use the Fleet Card to make Fuel or Non-Fuel purchases.
- Determine if the account will be Fuel Only or Fuel and Other, or contain cards with a combination of both.
- State what fuel types are permitted for purchase. i.e. Diesel, Unleaded, Compressed Natural Gas, etc.
- Clearly define what non fuel purchases are acceptable by the command.
- List the unauthorized purchases that the command will not tolerate and would be considered Fraud, Misuse or Abuse.

Key Program Personnel

- **Commanding Officer**
 - Process for Designating Personnel
 - Letter of Delegation & Acknowledgment

- **APCs**
 - Author of the IOP
 - Compliance

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The second process that the Internal Operating Procedure must document is the procedure to assign personnel to the Fleet Card Program. The Commanding Officer of each activity must designate Fleet Card personnel. The Policies Page of the DON CCPMD Fleet Card website includes a sample Letter of Delegation and an Acknowledgement signature form for this purpose. These document samples can be tailored to an activity's needs and may be included in the IOP.

The APCs is the primary author and maintainer of the IOP. It is their responsibility to ensure the IOP contains the information necessary to manage the Fleet Card program at their activity. An IOP template is provided on the DON CCPMD Fleet Card web site under the Policies Page. The APC will ensure that each task or action is carried out as directed in the IOP.

Click the forward arrow and we will discuss the next major section of the IOP, the Training Requirements.

General Procedures

- Identify Roles and Responsibilities
 - Card User
 - APC or Transportation Coordinator
 - Approving Official and Certifying Officer

- Handling Fraud, Misuse or Abuse

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The IOP must identify every person who has a role with the Fleet Card program and what their exact responsibilities are. This includes but is not limited to the Card User, APC or Transportation Coordinator, Approving Official and Certifying Officer.

In working with the Human Resources office and possibly your legal dept or supervisory chain of command the IOP must identify how cases of Fraud, Misuse or Abuse will be handled. It should contain the type of offense and how corrective or disciplinary actions will be carried out against Civilian or Military Personnel.

Training Requirements

- Document Training Requirements
 - Those mandated by DON CCPMD Instruction
 - Local training
- Determine how training will be provided
 - Individual or Classroom
- Define process to track compliance

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The IOP must document what Fleet Card Program training courses must be taken and who is responsible for completing the training. This includes at a minimum the DON CCPMD Role base courses and Ethics Training. Other training curriculums may also be required as defined in the IOP such as driver safety.

The role-based training for the APCs, Approving Officials, Certifying Officers and Card Users can be taken using several different methods. The IOP should define how the training is provided to program participants.

Two examples are individuals taking the courses themselves or by giving the training in a classroom environment.

The IOP should also define how training compliance is recorded.
Click the forward arrow to learn about Ethics Training.

Record Keeping Requirements

- Point of Contact Information
- Drivers and Vehicles Lists
- Statement of Understanding (SOU)
- Fleet Card Log
- Card Inventory - Lock & Key
- Accountable Property Log
- Financial Records

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Accurate recordkeeping is an important part of good program management.

APCs, Approving Officials, and Certifying Officers must maintain their personal point of contact information in the card providers on line system by submitting an Account Setup form to identify changes or corrections.

Additionally, APCs must establish and regularly maintain records on authorized drivers and vehicles.

APCs must maintain copies of the signed Card User Statements of Understanding. The SOUs and other written documentation, including special approvals, should be filed with the logbook and maintained as an audit trail. The Fleet Card log sheets must, at a minimum, contain the information shown on the next slide. A sample log sheet is also included on the DON CCPMD Fleet Card website under the Policy tab.

All Fleet Cards are to be kept secure when not in use. At a minimum, cards are to be properly inventoried at a minimum annually with results documented. More frequent inventories are encouraged and should be defined in the IOP.

If items are purchased that meet the requirements of accountable property, entries must be made into the property log.

These are all important recordkeeping requirements. Non-financial records should be retained for a minimum of three years. Financial records such as the SF1034 and invoices must be retained for six years and 3 months.

Check Out Procedures *and* Lost or Stolen Cards

- Surrender Fleet Cards
 - Local Clearance Procedures
 - Check-Out Procedures
 - Notify Card Provider
- Lost or Stolen Card
 - User Report to APC Immediately
 - APC Notify the Card Provider

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The local IOP should document the activity's check-out procedure for personnel leaving the organization. Ensure that local activity clearance or check-out procedures include the surrender of any Fleet Cards by personnel to whom they were previously issued. It's much easier to regain physical custody of a credit card from across the desk than from around the world. Be sure to contact the card provider asap when any changes are made to personnel.

In addition to these check-out procedures, the IOP should include the process on how to handle lost or stolen cards. As a minimum, it should direct the Card User to report a lost or stolen card to the APC immediately. The APC must then notify the card provider of the situation by contacting their Help Desk. The contact information is available on the DON CCPMD website. This information should also be in your local IOP.

Regardless of whether a card is lost or stolen, questionable transactions can appear on the monthly statement. Click the forward arrow for a discussion of the appropriate dispute process for handling questionable charges.

Lesson 5: Major Topics Review

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This concludes Lesson 5, Developing an Internal Operating Procedure. This slide reviews the lesson's major topics. When you are ready to continue, close this lesson, return to the main menu and select lesson 6 to complete your training.