

DON Fleet Card Program, Card User Certification Course

Lesson 2

Fleet Card Program Card User Responsibilities



March 1, 2012

This is Lesson 2 of the Fleet Card Program Card User Certification Course.

Lesson 2: Major Topics

- Five Specific Fleet Card User Responsibilities
- The Purpose of the Statement of Understanding
- The Purpose of the Fleet Card Log Sheet
- The Check Out and the Lost/Stolen Card Procedures
- The Fleet Card Brochure and It's "Dos and Don'ts" List

March 1, 2012

Lesson 2 presents five specific Fleet Card user responsibilities and explains the purpose of the Statement of Understanding. Next, the purpose of the Fleet Card Log Sheet is explained as well as the Check Out procedures that must be followed when leaving your old command. Also, the Lost or Stolen Card procedures are presented along with the Fleet Card Brochure which contains a Fleet Card Card User's "Dos and Don'ts" List.

Fleet Card Program

Card User Responsibilities

- Sign a Statement of Understanding (SOU)
- Use Self-Service Gasoline Pumps
- Purchase Only Regular Grade Unleaded Gasoline ...Unless ...

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

- Understand Record Keeping Requirements
- Complete Fleet Card Transaction Log
- Single Purchase Limit - **\$3,000**

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As a Fleet Card User, you will be entrusted with a government charge card and expected to use it properly. A clear understanding of card user responsibilities is, therefore, important to the overall success of the program. Prior to using a Fleet Card, card users are required to read and sign a Statement of Understanding which documents their knowledge of the rules and regulations that govern the program.

There are several user “dos and don’ts” regarding the use of the Fleet Card. The most basic of these is to use self-service gasoline pumps whenever available and only purchase regular grade unleaded gasoline. The only exception is when the vehicle manufacturer specifies that a higher grade fuel must be used. As with all other Fleet Card Program participants, card users are encouraged to check the DON Consolidated Card Program Management Division website at the address shown here to review policy updates.

Card users generate the transactions that feed all other activities in the program. It is, therefore, important that accurate records of these transactions are maintained and that the Card User understands the record keeping requirements. Card Users are required to complete a Fleet Card Transaction Log as a part of their record keeping tasks so that all charges on the card provider’s monthly invoice can be reconciled.

And, final, Card Users must adhere to the single purchase limit and not make a single acquisition in excess of \$3,000 using the Fleet Card.

We will now review samples of the SOU and a fuel card log sheet.

Statement of Understanding

**Fleet Card Program
Statement of Understanding (SOU)**

I understand that I am authorized to use the Fleet card only for those necessary and reasonable expenses incurred by me for official government business for approved government vehicles and/or equipment.

I understand that the issuance of this charge card to me is an extension of the employee-employer relationship and that I am being specifically directed to:

- Abide by all rules and regulations with respect to the charge card.....
- Never use the card for privately owned vehicles (POVs) or personal use.....
- Observe the \$3,000 single purchase limit.....
- Notify the APC of any problems with respect to my usage of the charge card.....
- Notify the APC immediately if my charge card is lost or stolen.....
- Obtain receipts for all purchases and turn into the APC upon trip completion.....

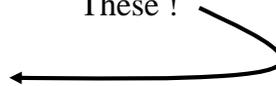
(Card applicants must initial all the above provisions.)

I also understand that failure on my part to abide by these rules or to otherwise misuse the card may result in disciplinary action being taken against me and the loss of my security clearance. I also acknowledge the right of the Fleet card provider and/or APC to revoke or suspend my Fleet Card privileges if I fail to abide by the terms of this agreement or the agreement I have signed with the Fleet card provider.

_____ (Applicant's Signature)	_____ (APC/Transportation Coordinator's Signature)
_____ (Applicant's Printed Name)	_____ (APC/Transportation Coordinator's Printed Name)
_____ (Applicant's Series/Grade/Title)	_____ (APC/Transportation Coordinator's Series/Grade/Title)

NOTE: APCs will not issue a Fleet Card unless the Card User signs this Statement of Understanding and receives training as mandated by the DON Fleet Card Program Management Office.

**1. Read & Initial
These !**



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This is a sample copy of a Fleet Card Statement of Understanding. Prior to using a Fleet Card, all card users are required to read and sign a copy of this SOU. This documents their knowledge of the rules and regulations that govern the program. When you sign the SOU, you are acknowledging that you understand the rules for using the card. You must read these six statements and initial each of them.

Check Out Procedures & Lost/Stolen Cards

- **Surrender Fleet Cards**
 - Local Clearance Procedures
 - Check-Out Procedures
- **Lost or Stolen Card**
 - User Report to APC Immediately
 - APC Notify the Card Provider
 - Help Desk: **1-877-939-4872**

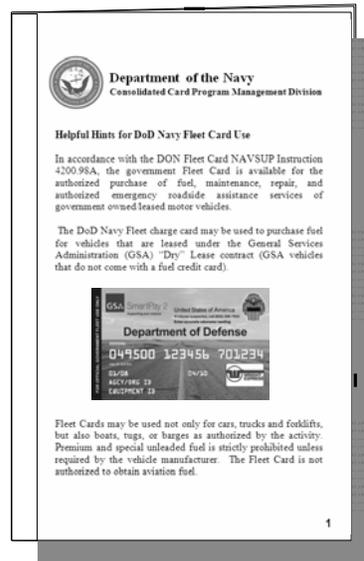
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Local activity clearance or check-out procedures should include the surrender of any Fleet Cards which were issued to the personnel leaving the command. If you have a Fleet Card in your possession, be prepared to surrender it during the check out process.

If your Fleet Card is lost or stolen, you need to report it to your APC immediately. Your APC will notify the card provider so appropriate actions can be taken to prevent any fraudulent use of the card.

On-Demand, DIY
“Helpful Hints for
DoD Navy Fleet
Card Use”
Brochure

5 1/2” x 8 1/2”



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The DON Consolidated Card Program Management Division developed a mini-booklet titled “Helpful Hints for DoD Navy Fleet Card Use”. This brochure is an eight page, 5 ½ by 8 ½ inch pamphlet which includes lists of Fleet Card User “Do’s and Don’ts” and other useful information. It’s designed to fit neatly into the vehicle’s glove compartment. The front page of the brochure, shown here, provides a brief overview of the Fleet Card Program.

You can obtain a copy of this booklet from your Fleet Card APC or check in the glove compartment of your vehicle.

Helpful Hints for Fleet Card Use

Card User Responsibilities - DOs:

You are personally responsible for each transaction made while using the Fleet Card and must comply with all DoN and local regulations and procedures.

DO - use the card for official government use only.

DO - sign a Statement of Understanding prior to receipt of the card.

DO - keep card in a safe and secure place.

DO - purchase any of the following fuel types: gasoline, regular unleaded, diesel, diesel marine fuel, propane, and liquefied petroleum gas (LPG) including compressed natural gas (CNG), ethanol and methanol, E85, and bio-diesel.

DO - use the card ethically.

DO - report a lost, stolen or damaged card to your APC or Transportation Coordinator.

DO - notify APC immediately concerning disputes or questionable coding errors (e.g. an oil change is displayed as a food purchase).

DO - return your card to your APC or Transportation Coordinator when your need for it has expired or if you transfer or retire.

DO - observe the \$3,000 single purchase limit.

DO - observe prompts for PIN and odometer reading.

DO - understand that misuse of the card could result in disciplinary actions.

DO - contact your APC with any questions regarding card use.

DO - verify all information listed on receipt at the time of sale prior to signing.

DO - use self service pumps whenever available.

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Card User Responsibilities - DON'Ts:

DON'T - use the card unless you are DON military or civilian personnel.

DON'T - let anyone other than yourself use the card.

DON'T - use the card to purchase food, beverages, cigarettes or other unauthorized items.

DON'T - purchase high octane/special unleaded fuel unless specified by the manufacturer.

DON'T - use the card to purchase car wash/detailing services unless authorized by your command.

DON'T - use the card to purchase fuel for non-government owned/leased vehicle.

DON'T - use the card for personal use.

DON'T - use the card to purchase oil, fluids, and other maintenance or repairs unless authorized by your command.

DON'T - request cash refunds.

DON'T - use Fleet Card on weekends/holidays when not in "work status".

DON'T - make changes/additions to service station receipts.

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The first two pages of the brochure list the card user "Dos and Don'ts" as shown here; this is a good, quick refresher of the rules and procedures governing the Fleet Card usage.

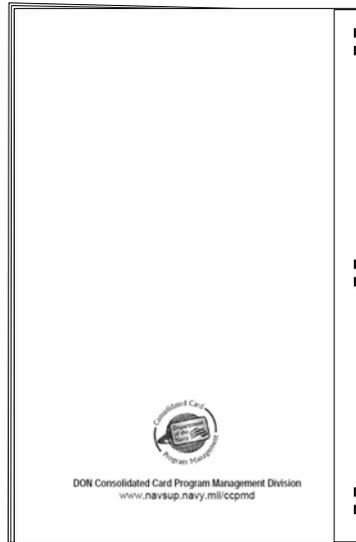
Helpful Hints for Fleet Card Use

 <p>When you can not find a WEX vendor, transactions can be processed where MasterCard is accepted</p> <ul style="list-style-type: none">• vendor will call the phone number on the back of the card• Purchase must be within your card profile• Transactions show in WEXOnline with "MC" prefix• Merchant is paid with a MasterCard single-use account number for the amount of the transaction• Transactions are billed on your Wright Express invoice <p><small>Both Consolidated Card Program Management Division (CCPM) and Wright Express are trademarks of Wright Express.</small></p> <p>WEX Customer Service 877-939-4872</p> <p>Merchant Acceptance: If a merchant does not currently accept WEX but would like to, have them call 877-939-4872 or go to https://www.wrightexpress.com</p> <p>4</p>	<p>If you're having problems with your vehicle contact your APC to ensure you have Roadside Assistance coverage. If you're authorized for Roadside Assistance call the phone number below to have a merchant come to your vehicle and provide towing or other assistance. Your APC will provide instructions on how to proceed if your card is not authorized for Roadside Assistance.</p> <p>ROADSIDE ASSISTANCE: 866-329-3471</p> <p>For additional information, visit our website: https://www.navy.mil/opsnd/fleet_card</p> <p>or email us at: fleet_card@navy.mil</p> <p>5</p>
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The next two pages contain useful contact information. The left side contains a list of important Wright Express phone numbers and on the right, there is guidance and contact information should you need roadside assistance.

Helpful Hints for Fleet Card Use



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And finally, we have the back cover that includes the logo and the web address of the DON Consolidated Card Program Management Division. This web site includes an entire section dedicated to the Fleet Card Program.

https://www.navsup.navy.mil/ccpmd/fleet_card/nuggets

Department of the Navy
**CONSOLIDATED CARD
PROGRAM MANAGEMENT
DIVISION**

Contact Us Feedback Help & FAQ Email Subscription

Home Purchase Card Travel Card **Fleet Card** AIR Card @ SEA Card @

Home > Fleet Card > Knowledge Nuggets

Knowledge Nuggets

Overview
Aids
Bank Guidance
Metrics
Policies
Training
Knowledge Nuggets

Fleet Card Knowledge Nuggets (FCN) are short multimedia presentations that demonstrate specific card program processes or procedures. Each nugget is just a few minutes in length and is design to communicate the details of a program relevant topic.

There are two basic ways you can access a Knowledge Nugget. This web page includes a list of the currently available Fleet Card Knowledge Nuggets. You can scan this list and view topics of interest.

In addition to this listing, Knowledge Nugget links are distributed throughout this web site in close proximity to the topics they support. For example, there is a link to FCN42, *How to Complete the SF 1034* on the Fleet Card Policies web page next to the SF 1034 Non-Fuel Payment Form download link.

Fleet Card Knowledge Nuggets

- FCN01 - *What is Split Billing* (3min, 57sec)
- FCN02 - *How to Complete the SF 1034* (4min, 50sec)
- FCN03 - *How to Complete the AO Nomination Form* (5min, 56sec)
- FCN04 - *How to Process a Fleet Card Invoice* (6min, 17sec)
- FCN05 - *How to Use STAR2OnePay* (6min, 29sec)
- FCN06 - *How to Report Your Training Certificate* (3min, 29sec)
- FCN07 - *Using DFAS myInvoice to Check Status* (5min, 32sec)
- FCN08 - *Viewing Fleet Card Transactions with FES Account Explorer* (6min, 45sec)
- FCN09 - *Fleet Card Helpful Hints Brochure* (3min, 55sec)
- FCN10 - *Detecting, Preventing & Managing Fleet Card Fraud* (7min, 34sec)

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Here is one of the Fleet Card Program menu pages, the Knowledge Nuggets page. Knowledge Nuggets are short training videos that address a specific topic. The nugget highlighted here is a four minute video for APCs that explains how to create these Helpful Hints brochures.

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This concludes lesson two. Close this lesson and return to the main menu. Select lesson three to complete your training.