



Gas Card Program Manual

San José Police Department - Fiscal Division

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PURPOSE

The purpose of this Gas Card Program Manual is to provide essential Gas Card Program policies and procedures which must be adhered to by all Department employees who participate in the Gas Card Program. These procedures will assist with establishing controls and guidance that will ensure proper use of Gas Cards, including but not limited to deterring fraud and waste. The Gas Card program is presently administered by Voyager Fleet Systems Inc. (Voyager) in collaboration with US Bank. The Gas Card is accepted at all major fuel vendors throughout California with the exception of Arco, Safeway, and Costco fueling stations.

Gas cards offer a convenient way for Department staff to re-fuel City marked and unmarked vehicles quickly and efficiently in the course of official city business. Gas cards also offer a way to track fuel purchases and audit fuel use. However, the use of a Gas Card is by exception approval only as the primary way to re-fuel a city vehicle continues to be at a City Service Yard. The primary end users of the Gas Card program will be Traffic Enforcement Unit and Covert Response Unit.

Fiscal will have also Gas Cards available for department staff to check out for special occasions or irregular use, such as out of area travel.

GAS CARD PROGRAM POLICY

The Gas Card can only be used by Department employees conducting official City business for City owned vehicles.

a. Allowable Purchases:

The Gas Card may be used to purchase:

- Regular unleaded gasoline (if for a City motorcycle where the vehicle manufacturer requires premium unleaded gasoline, then premium unleaded gasoline may be purchased)
- Alternative fuels (e.g., biodegradable diesel, E-85, CNG, propane, etc.)
- Fluid and lubricants (e.g., oil, anti-freeze, washer fluid, etc.)

b. Prohibited Purchases

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

- Mid-grade or premium (supreme) unleaded gasoline unless specifically required by the vehicle manufacturer
- Fuel for personal vehicles
- Miscellaneous items such as food or sundries (personal items)

The Gas Card cannot be used for short-term commercial vehicle rentals. Department staff with approved Travel Requests from Fiscal will continue to receive direction on vehicle rentals through the Department's Travel Desk.

STAFF ROLES AND OVERSIGHT RESPONSIBILITIES

The oversight responsibility is key to a successful program and ensuring appropriate controls are in place to effectively administer the Gas Card Program. Each Department employee who participates in the Gas Card Program is ultimately responsible for the oversight of the Program. The staff roles and responsibilities detailed below

a. Gas Card Administrator

The Senior Analyst from the Fiscal Accounting Team shall serve as the Gas Card Administrator. The Gas Card Administrator shall be assigned responsibility for administering the Department's Gas Card Program.

The Gas Card Administrator's responsibilities include the following:

1. Reviews requests for gas cards from Gas Card Manager and requests approval for the issuance of gas cards from the Administrative Officer/ Division Manager of the Fiscal Division;
2. Provide access to the Gas Card online system which is currently Voyager's Fleet Commander Online system as needed;
3. Receives gas cards from the Gas Card Issuer and forwards gas cards to Gas Card Manager for distribution to individual Department staff;
4. Provides training to Gas Card Manager and Gas Cardholders regarding the proper use of the gas card in accordance with this policy;
5. Assists the Gas Card Manager and Gas Cardholders with settling credit card disputes;
6. Ensures compliance with the policy by reviewing purchases monthly;
7. Monitors the gas card program for late payments;
8. Reviews the Gas Card Use Policy at least annually and presents recommendations for improvement to Administrative Officer/ Division Manager of the Fiscal Division for approval.

b. Gas Card Manager

The Accountant from the Fiscal Accounting Team shall serve as the Gas Card Manager. The Gas Card Manager shall be assigned responsibility for managing the daily fiscal needs of the Department's Gas Card Program.

Responsibilities of the Gas Card Manager include the following:

1. Receives training regarding the administration of the Gas Card Program;
2. Maintains a current tracking system (e.g., database) of all active Gas Cards assigned to authorized individuals;
3. Maintains purchase limits for Gas Cards which may include limits on number of daily transactions, daily dollar amounts, and monthly dollar amounts;
4. Establish daily, weekly, and monthly reports from the online Gas Card portal provided by the Gas Card Issuer as needed including but not limited to transaction exception and billing reports;
5. Receives, reviews and submits requests for gas cards to the Gas Card Administrator;
6. Periodically (monthly or quarterly) reconcile database of Gas Cards to inventory reports available through the online portal to ensure only authorized Gas Cards are in use;
7. Works with Public Works Fleet to ensure the Monthly Account Summary Reports (monthly invoices) received from the Gas Card Issuer are paid on a timely basis.
8. Distributes/receives individual gas cards to Gas Cardholders as needed;
9. Distributes temporary gas cards to authorized users when card is needed to make a gas purchase for a city vehicle on special occasions such as out of area travel;
10. Documents on a log the date the gas card was released/returned and the name of the authorized user that was provided with gas card to make a purchase;
11. Reviews gas card purchases in detail on a monthly basis to ensure that purchases are appropriate and made in accordance with this policy;
12. Ensures gas cards in Fiscal's possession are stored in a secure location while not in use.

c. Gas Card Bureau Liaison

1. The Bureau Liaison shall be appointed by the respective Deputy Chief and shall have oversight responsibility for Gas Cards assigned to their Bureau.
2. Ensure Gas Cardholders properly review and certify expenditures and Gas Card exception reports.
3. Investigate all exceptions and, if misuse is determined, take appropriate action according to Departmental policy.
4. Ensure that Users enter a vehicle's correct odometer reading when prompted at the gas pump.
5. Monitor Gas Card usage on a monthly basis to ensure charges are accurate and appropriate.
6. Review and verify monthly activity and expenditure reports generated by Fiscal's Gas Card Manager.

d. Gas Cardholder (authorized end users)

Gas Cardholders are those individuals authorized by the Department to have a gas card assigned to them. They are authorized to make gas purchases with a gas card in accordance with this policy.

Gas Cardholders responsibilities include the following:

1. Documents gas card purchases on SJPD Gas Purchases Log (Attachment A);
2. Certifies all gas card purchases are for official City business;
3. Certifies all gas card purchases are for City vehicles only;
4. Enter vehicle's correct identification number when prompted at the gas pump while fueling vehicle
5. Enter vehicle's correct odometer reading when prompted at the gas pump while fueling vehicle;
6. Purchase regular grade (unleaded) gasoline only. The purchase of mid-grade or premium (supreme) unleaded gasoline is prohibited unless specifically required by the vehicle manufacturer;
7. Obtains and safeguards original itemized receipts for all gas card purchases;
8. Ensures gas cards are secured safely while in their possession;
9. Maintain all receipts until monthly billing statements have been reconciled and approved for payment;
10. Does not loan Gas Card to another employee who is not authorized to use it;
11. Report lost or stolen Gas Cards immediately to the Administrator, Manager 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 Administrator and Manager or Supervisor as soon as possible;
12. Do not keep the Gas Card in an unattended vehicle;
13. Do not purchase prohibited miscellaneous store items such as food or sundries (personal items);
14. Be aware of Department policies and procedures regarding the fuel use policy;
15. Immediately report misuse of a gas card to supervisor and Gas Card Manager;
16. Submit Gas Purchases Log and receipts to Bureau Liaison every month.

e. Gas Card Program – Accounts Payables

Public Works – Fleet shall be responsible for paying monthly invoices. Fleet staff will have access to the online system which is currently Voyager's Fleet Commander Online. On a monthly basis and in a timely manner, Public Works – Fleet staff shall retrieve the master monthly statement and make full payment. These timely payments may entitle the City to rebates which will be deposited into a Police Department revenue GL account that would be utilized to offset the program's expenses.

The Police Department's Gas Card Administrator or Manager shall coordinate with Public Works – Fleet staff for any disputed transactions and/or any personal reimbursements for unauthorized fuel purchases as needed.

f. Gas Card Issuer

The Gas Card Issuer is the vendor that issues gas cards and distributes the monthly gas card statement. The current provider is the Voyager Fleet Card program facilitated by U.S. Bank. This is the same vendor that provides the State of California gas card program and as such, the City of San José leveraged this cooperative purchasing agreement to implement the program.

HOW TO USE THE GAS CARD

The Gas 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 Gas Card can be used at over 10,500 retail locations throughout California and is accepted at all major fuel vendors throughout California with the exception of Arco, Safeway, and Costco fueling stations.

The Gas Card has the ability to utilize two prompts at the point of sale. The two prompts are the: 1) the City's vehicle identification number, and 2) the current odometer of the City vehicle. In order to have strong, effective Gas Card control management, two prompts should be in place to reduce the overall risk of fraud.

In order to increase account control, the Department maintains purchase limits for individual Gas Cards which are as follows:

- no more than three transactions per day,
- \$250 daily limit, and a
- \$1,000 monthly limit.

The following steps illustrate how the Gas 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 Vehicle Identification Number. Enter your assigned number and press "Enter."
- The pump terminal will 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 Gas Card, take the Gas 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 Gas Card for assistance in processing the transaction.

- If the Gas Card cannot be read on any of the equipment, notify Voyager Customer Services at the number shown on the back of your Gas Card or your Administrator and/or Manager.
- If your Gas Card cannot be read at any location, it is likely there is damage to the magnetic strip. If this occurs, notify the Gas Card Manager for a replacement card.

GAS CARD REQUIREMENTS

Requests for gas cards must be presented by the Gas Card Administrator to Fiscal Division Administrative Officer/Division Manager for approval. Only authorized Gas Cardholders shall have access to a gas card.

Use of gas card shall be restricted to purchase of gas for official City business and be limited to regular unleaded or the recommended manufacturers gas type. The gas card is never to be used for securing of goods or services.

The purchase of gas for rental vehicles is not allowed.

Under no circumstance shall a gas card be used for personal vehicles or for another City employee for which the gas card is not assigned.

a. Obtaining a Gas Card

1. The Department employee shall make requests to the Gas Card Manager for gas card(s) using SJPD Gas Card Request form (Attachment A).
2. Each gas card shall have pre-established merchant codes, credit limits, and limit on daily number of transactions.
3. Requests for changes to these limits shall be submitted for review to the Gas Card Administrator.
4. The Gas Card Administrator shall submit a copy of SJPD Gas Card Request form to the Administrative Officer/Division Manager and obtain approval before issuing a gas card or increasing limits to the gas card.
5. Once approval is obtained, the Gas Card Manager must provide face-to-face training to the Gas Cardholder before gas card is issued. The gas card shall not be released until the training is provided. The Gas Card Administrator shall maintain evidence of the training in the form of a sign-in sheet.
6. The Gas Card Administrator shall require the Gas Cardholder to sign SJPD Gas Cardholder Agreement (Attachment A) acknowledging that the Gas Cardholder has read and agrees to comply with the Gas Card Program Guidelines and Procedures. A re-certification is required during the annual Gas Card review.

b. Gas Card Security

1. The Gas Card Manager shall maintain a list of approved gas cards and authorized users for the Department. The Gas Card Manager should note on the list of the authorized user for each gas card. List shall be physically secured.
2. The Gas Card Manager shall maintain all gas cards in Fiscal's possession safe and secure.
3. The Gas Card Manager shall only release Fiscal gas cards to authorized users when needed to make a gas purchase on temporary occasions such as out of area travel. The Gas Card Manager shall document on a log the date the gas card is released/ returned and the name of the authorized user to which the gas credit card is released.
4. The Gas Card Administrator shall maintain the name and contact information of the Gas Card Issuer.
5. The Gas Card Administrator shall maintain a list of approved Gas Cardholders. The list shall include the authorized merchant codes, credit limits, and limits on number of transactions

c. Lost or Stolen Gas cards

1. The Gas Card Manager shall immediately notify the Gas Card Administrator if the gas card is lost, stolen, or changes to personnel who are authorized to make gas card purchases have been made.
2. The Gas Card Administrator will then notify the Gas Card Issuer to cancel/ deactivate the lost or stolen gas card. A request for a new gas card from the Gas Card Issuer will be promptly made.
3. If the lost or stolen gas card is subsequently found, the gas card shall be immediately returned to the Gas Card Administrator and will be destroyed.

d. Documenting Purchases

1. A gas purchases log and original itemized receipts shall be maintained for each gas credit card issued. Frequent losses of receipts may result in disciplinary action. The Gas Cardholder may also be required to pay charges with his/her own personal funds.
2. The gas purchases log, at a minimum should include the following:
 - a. date of the purchase;
 - b. merchant name;
 - c. gallons purchased;
 - d. total amount of purchase;
 - e. odometer readings;
 - f. Vis Code to which gas purchases should be charged; and
 - g. signature line for the authorized user to certify purchase was for official business use; and signature line for the Gas Card Manager to certify his/her review and recommended approval for payment.

3. The Gas Cardholders shall forward the gas purchases log and original itemized receipts to the Gas Card Bureau Liaison every month in a timely manner.
4. The Gas Card Bureau Liaison shall forward all monthly gas purchases logs and original itemized receipts to the Gas Card Manager every month in a timely manner.
5. The Gas Card Manager shall maintain records of all gas purchase logs in accordance with the records retention policy. This file will be subject to periodic review by Administrative Officer/ Division Manager.

e. Payment and Reconciliation

1. The Gas Card Manager shall reconcile the gas purchases log and original itemized receipts to the monthly gas card statement.
2. The Gas Card Manager will verify that required information is entered on the gas purchases log by the Gas Cardholders.
3. The Gas Card Manager will verify that original itemized receipts were submitted for each purchase, purchases are made in compliance with policy; and correct odometer readings are entered in sequential order. The Gas Card Manager should note discrepancies and forward the discrepancies to the Gas Card Administrator.
4. Reconciled gas card statement(s), and original itemized receipts shall be forwarded to the Gas Card Administrator for review and final approval.

f. Disputed Charges

1. The Gas Card Manager shall inform the Gas Card Administrator of disputed charges. Communication shall be in email and document the following:
 - a. date of disputed purchase;
 - b. name of merchant;
 - c. gallons disputed;
 - d. total amount of disputed purchase; and
 - e. reason of dispute.
2. The Gas Card Administrator shall inform the Gas Card Issuer of the disputed charges. Communication shall be documented in writing.

g. Canceling a Gas Card

1. The Gas Card Manager shall immediately notify the Gas Card Administrator in writing when:
 - a. an authorized Gas Cardholder's employment with the City is terminated;
 - b. an authorized Gas Cardholder's assignment is changed to an assignment that does not warrant a gas card;
 - c. an authorized Gas Cardholder is transferred to another City department.
2. The written notification shall include:
 - a. a request to cancel the gas card;
 - b. the reasons for canceling the gas card;

- c. identify the gas card number;
 - d. authorized user
- 3. Upon written notification, the Gas Card Administrator shall request from the Gas Card Issuer that the gas card be cancelled/ deactivated. The request shall be made in writing. The written request shall be filed for record keeping purposes in accordance with the records retention policy.
- 4. Prior to separation from the Department or before transferring to another City Department, the employee shall surrender the gas card to the Gas Card Manager. The Gas Card Manager shall surrender the gas card to the Gas Card Administrator and the gas card shall be destroyed. The Gas Card Administrator shall maintain records indicating when the gas card was destroyed in accordance with records retention policy.

DISCIPLINARY ACTIONS

Any misuse of the gas card may result in reasonable disciplinary actions that may include one or a combination of the following:

- 1. Reimbursement to City of San José for unauthorized purchase and any administrative costs associated with the unauthorized purchase;
- 2. Limitation on the use of the gas card and/or termination of the right to use the gas card at any time due to misuse or abuse.

Attachment A-1: Gas Card Request Form

San José Police Department

Gas Card Request Form

Use this form to request a San José Police Department Gas Card in accordance with the Department's Gas Card Program Manual

Name:	UC Name: (if applicable)
Unit: CRU* or TEU (circle one)	City Employee ID #:

Employee Signature

Date

Gas Card Bureau Liaison Signature

Date

* - For CRU, Gas Cards will list UC Name, Employee ID, and will *not* reference City of San José. For TEU, Gas Cards will list Name, City of San José and Employee ID.

For Fiscal Staff Use Only:	
Date Received:	Approved: Yes No
Date Gas Card Ordered:	Date Gas Card Received by Fiscal:

Attachment A-2: Gas Card User Agreement

San José Police Department Gas Card User Agreement

I, _____ (name), agree to the following regarding the use of the Official San José Police Department Gas Card:

- To use the San José Police Department's Gas Card for official city business only;
- To observe City policies regarding the appropriate use of the Gas Card;
- To comply with internal control procedures as outlined in the Department's Gas Card Program Manual;
- To enter the correct odometer reading at the pump, when prompted, before fueling the city vehicle;
- To enter the correct vehicle number at the pump, when prompted, before fueling the city vehicle;
- Retain and submit original itemized receipts for all Gas Card use;
- To immediately notify authorized personnel if Gas Card is lost or stolen;
- To cooperate with City officials engaged in auditing or otherwise investigating the use of the Gas Card;
- To ensure the Gas Card is properly secured and is not kept in an unattended vehicle; and
- Surrender the Gas Card when the duties no longer require the use of the Gas Card.

I further understand that:

- The Gas Card cannot be used for the purchase of:
 - Mid-grade or premium (supreme) unleaded gasoline, unless specifically required by the vehicle manufacturer;
 - Fuel for personal vehicles; and
 - Miscellaneous items, such as food or sundries, etc.
- Inappropriate use of the Gas Card may result in disciplinary action.

I acknowledge that I have read and understand, and will comply with San José Police Department's policies and procedures governing the use of the official Gas Card.

Employee Signature

Date

Fiscal Signature

Date

Gas Card # Assigned:
Date Gas Card Distributed to Employee:

Attachment A-3: Gas Card Monthly Purchase Log**San José Police Department
Gas Card Monthly Purchase Log**

Cardholder Name/UC Name:	
Employee ID Number:	Unit (circle one): CRU TEU
Gas Card Number (last 4 digits):	

Billing Period (month and year):

Date of Purchase	Merchant Name	Number of Gallons Purchased	City Vehicle ID Number	Odometer Reading	Amount of Purchase
					\$
					\$
					\$
					\$
					\$
					\$

Total Purchased: \$ _____

Original receipts must be taped (do not staple) to an 8 ½" x 11" paper and must be submitted with this log.

I acknowledge that my Gas Card purchases are for official city business only and are in compliance with San José Police Department's Gas Card Program Manual.

Employee Signature

Date

Gas Card Bureau Liaison Signature

Date

For Fiscal Staff Use Only:	
Date Received:	Approved: Yes No
Date Reconciled:	Gas Card Manager Signature: