

AUTOMOTIVE LIAISONS MEETING

January 22, 2013

Customer Service Department

- Bill Confair

✉ biconfair@pa.gov

✉ 717-783-2325

- Randy Howard

✉ ranhoward@pa.gov

✉ 717-346-5967

Customer Service Department

- Emergency Plan

- If your driver breaks down out of town, how will they get back home?
- Have you discussed this with your drivers?
- What is your emergency plan to get your driver home in the event of a break down?

Customer Service Department

- Emergency Plan – Brief Example
 - If less than 30 miles, arrange tow from local vendor.
 - If vehicle breaks down 30-75 miles from office, call Automotive Liaison for a ride.
 - If 75 miles Or more, Call Enterprise Rent-a-Car to arrange rental. 1-800 Rent a car.
 - If Enterprise is not open, hotel authorized up to \$100.
 - Or, family member will pick up driver and be paid for mileage.

Customer Service Department

- Please have your Emergency Plan in place by January 31st, 2013.
 - Forward plan to Bill Confair @ biconfair@pa.gov.
 - We will share the plan with our CSR's
 - Make sure your drivers have a copy of your specific emergency plan.

Customer Service Department

- Accident Reporting STD 541
 - STD 541 Accident report must be received within 24 hours or on the following business day.
 - Your Director will be notified when an STD 541 is not received within 24 hours.
 - The Driver should Call the CSD the following day to open a work order.

Customer Service Department

- Accident Reporting (Continued)
 - If the vehicle is drivable, we should receive 3 estimates from approved vendors within 10 business days of the accident.
 - If the vehicle is not drivable, only 1 estimate is necessary.

Customer Service Department

- Proper CSD Procedures
 - Step one: The driver should first open a work order by calling the CSD at: 1-877- 347-9966.
 - When you open a work order, this is not an authorization to begin the repair. We must receive and approve the estimate before the repair shop can begin work.

Customer Service Department

- Proper CSD Procedures (Continued)
 - The driver fills out the fax cover sheet with the unit number, work order #, the CSR's name, the vendor's name & location.
 - Please don't call to open a work order while you are driving.
 - Have the vendor use the fax cover sheet when they send us the estimate.

Customer Service Department



NOTE TO DRIVERS:

Please complete the information below and provide to the vendor to be included when they fax estimate for service/repair.

******PRIOR TO ANY WORK BEING DONE******

Please fax cover sheet and estimate to our Customer Service Division @ 717-265-7781

Unit #: _____ - _____ - _____

DGS Customer Service Rep: _____

Work Order #: _____

Vendor Name: _____

Vendor Location: _____

Bureau of Vehicle Management
2221 Forster Street | Harrisburg, PA 17103 | 877.347.9966 | FAX 717.265.7781 | www.dgs.state.pa.us



Customer Service Department

- Proper CSD Procedures (Continued)
 - Once we have approved the estimate, the vendor can begin the repairs.
 - The driver should never authorize work to be completed on any vehicle. Only a CSR or Operations can authorize the repairs to begin.

Customer Service Department

- Snow Tires
 - Require approval from the Automotive Liaison. Please email the approval to the CSR.

AUTOMOTIVE LIAISONS MEETING

January 22, 2013

M5 System Administration

- William Ward

- ✉ wilward@pa.gov

- ✉ 717-346-3344

- January Mileage Information:

- ✉ Deadline – 10 am on Friday, February 15

M5 System Administration

- Monthly Mileage Entry
 - Ensure beginning meter reading on the STD-554 form matches ending meter on previous months STD-554
 - When vehicles are receiving service, mileage must still be recorded on the appropriate STD-554

M5 System Administration

- Monthly Mileage Entry (Continued)
 - Only vehicles classified as “PASS” or “LEPASS” require monthly mileage entries
 - Double check the mileage entries before saving in M5

M5 System Administration

- Reminders for Operators
 - When a new operator is being assigned a vehicle, make sure they:
 - Understand what they can and cannot do in the vehicle
 - Understand the importance of filling out the STD-554
 - Make every attempt to enter the correct odometer reading when fueling the vehicles

M5 System Administration

- M5 Access

- It is your responsibility to notify the BVM M5 Administration team when an existing M5 user should no longer have access or a new user requires access
- When requesting access to M5 for new employees, please introduce them to the M5 training material located on our web page

M5 System Administration

- Future Projects
 - Lessen Paperwork
 - Auto Liaisons entering operator changes

AUTOMOTIVE LIAISONS MEETING

January 22, 2013

Operations and Maintenance

- Randy Tomlinson

✉ rtomlinson@pa.gov

✉ 717-783-3088

Operations and Maintenance

- Six-month Snapshot
 - Process for turning in cars that have been designated for return to DGS for underutilization:
 - Contact the Operations Office to schedule turn ins: **783-3088**, **787-4252** or **787-4959**
 - If the unit is drivable we will require that it is turned in at 2221 Forster Street
 - If the unit is not drivable we will arrange for a tow or work with you to sell it from site

Operations and Maintenance

- Six-month Snapshot (Continued)
 - All designated turn-in units for the next 6 month snapshot are required to be turned in no later than **February 28th, 2013.**

*vehicles need to be physically turned in and 556 submitted by this date

Operations and Maintenance

- Picking up and turning in cars (87 and 556 forms)
 - Once you have received confirmation from Steve that your 557 has been approved start pre-planning your car exchange

Operations and Maintenance

- Picking up and turning in cars (87 and 556 forms) (Continued)
 - New cars need to be picked up within **5** business days of email from Operations stating that the car is ready
 - If the unit is not picked up by the COB on the 5th day billing will be turned on starting the 6th day

Operations and Maintenance

- Picking up and turning in cars (87 and 556 forms) (Continued)
 - Turn-in cars need to be turned in no later than the day you pick up your new car

Operations and Maintenance

- Picking up and turning in cars (87 and 556 forms) (Continued)
 - Please make sure the coding that is submitted on the 87 and 556 forms are the most current
 - 87 forms are due back to the resource account within 48 hours after Connie Mullen sends them out

Operations and Maintenance

- Picking up and turning in cars (87 and 556 forms) (Continued)
 - 556 forms are required to have the correct coding on them to ensure the correct account is credited when the unit is sold
 - Billing will not be turned off on your old unit until we have the 556 form and the unit is either at 2221, the auction location or pics have been received to sell it from site.

Andy Cameron

**Head of Financial Management
Office of the Budget**

- One payment to WEX for all SAP agencies
- Charges are allocated to the agencies via expenditure adjustment using a file provided by WEX

What Agency Coding is Charged?

- Coding is assigned to each card (form GSVM-87/88 or STD-557) in WEX's system
- Each transaction that posts contains the coding

File Processing

- Transaction File with coding is received at the beginning of each month
- File is reviewed and processed in SAP around the 10th of the month
- Coding errors are posted to agency default coding

Common Coding Errors

- Federal Funds without a Grant Internal Order
- Validation Errors
 - Fund and cost center are not valid together
 - Internal Order not valid with Cost Center and/or Fund
- Fund/Cost center does not exist

Steps to Correct Coding

- Comptroller Operations, Bureau of Quality Assurance will be identifying invalid coding in WEX's system
- Agency Fiscal officers and Automotive Liaisons will be asked to provide valid coding
- Update WEX's system

Agenda

- Reservation Website Modification
- Proper Coding
- Accident Procedures
- Roadside Assistance
- Your Questions



Welcome Commonwealth of Pennsylvania Travelers

This page is intended for non-airport travel. Please choose your Department and then your location. The Commonwealth's and its authorized users' use of this website is governed solely by the terms and conditions of our contract.



- Aging** Select
- Agriculture** Select
- Attorney General** Select
- Auditor General** Select
- Automobile Theft Prevention Authority** Select
- Banking and Securities** Select
- Board of Probation and Parole** Select



Reservation Summary

████████ 80% Complete

Special Section

AGING

Location Details [change](#)

Pick Up Location

COMMONWEALTH GARAGE
HARRISBURG, PA 17103-1729
Tel.:(717) 232-0163

Dates & Times [change](#)

Pick Up

Jan 23, 2013 @ Noon

Return

Jan 24, 2013 @ Noon

Vehicle Class [change](#)

Standard

Renter's Information

(not yet entered)

[Start over](#)



Renter's Details:



Please note that a designated contact from your agency and DGS will receive a copy of this reservation.

Main Information

* Indicates Required Field

* Renter's Name: First Last

* Home Phone Number:
(Including Area Code)

Renter's Email:
(to send you a confirmation)

* BA (Business Area):

* Cost Center:
The entry must start with '10' and be a 10 digit value

* SAP Fund:
This entry must be a 10 digit value.

* Proposed Itinerary:
Enter the names of all destinations. Include the starting location and all





Reservation Summary

██████████ 60% Complete

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Reservation Summary

60% Complete

Special Section

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* Home Phone Number:
(Including Area Code)

Renter's Email:
(to send you a confirmation)

* BA (Business Area):

* Cost Center:
The entry must start with '10' and be a 10 digit value

* SAP Fund:
This entry must be a 10 digit value.

* Proposed Itinerary:
Enter the names of all destinations. Include the starting location and all other arrival locations. For example, "Harrisburg - Philadelphia - Harrisburg"



Reservation Summary

 60% Complete

Special Section

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Vehicle Class [change](#)

Standard

Renter's Information

(not yet entered)

[Start over](#)

Renter's Details:



Please note that a designated contact from your agency and DGS will receive a copy of this reservation.

Main Information

* Indicates Required Field

	First	Last
* Renter's Name:	<input type="text" value="Doug"/>	<input type="text" value="Paskowski"/>
* Home Phone Number: (Including Area Code)	<input type="text" value="7179095006"/>	
Renter's Email: (to send you a confirmation)	<input type="text"/>	
* BA (Business Area):	<input type="text" value="10 - Aging"/>	
* Cost Center:	<input type="text" value="1512345678"/>	
	The entry must start with '10' and be a 10 digit value	
* SAP Fund:	<input type="text" value="3012145678"/>	
	This entry must be a 10 digit value.	
* Proposed Itinerary:	<input type="text" value="Harrisburg-Pittsburgh-Harrisburg"/>	
	Enter the names of all destinations. Include the starting location and all	



Reservation Summary

 60% Complete

Special Section

AGING

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Pick Up Location

COMMONWEALTH GARAGE
HARRISBURG, PA 17103-1729
Tel.:(717) 232-0163Dates & Times [change](#)

Pick Up

Jan 23, 2013 @ Noon

Return

Jan 24, 2013 @ Noon

Vehicle Class [change](#)

Standard

Renter's Information

(not yet entered)

[Start over](#)

Renter's Details:

! Please review the information on this page for accuracy where indicated.**i** Please note that a designated contact from your agency and DGS will receive a copy of this reservation.

Main Information

* Indicates Required Field

	First	Last
* Renter's Name:	<input type="text" value="Doug"/>	<input type="text" value="Paskowski"/>

* Home Phone Number:
(Including Area Code)

Renter's Email:
(to send you a confirmation)

* BA (Business Area):

! Please enter a correct value. 

* Cost Center:

The entry must start with '10' and be a 10 digit value

* SAP Fund:

This entry must be a 10 digit value.



Reservation Summary

80% Complete

Special Section

AGING

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Dates & Times [change](#)

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Vehicle Class [change](#)

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[Start over](#)

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Main Information

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* Renter's Name:

* Home Phone Number:
(Including Area Code)

Renter's Email:
(to send you a confirmation)

* BA (Business Area):

! Please enter a correct value.

* Cost Center:

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* SAP Fund:

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Reservation Summary

 80% Complete

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Vehicle Class [change](#)

Standard

Renter's Information [change](#)

Doug Paskowski
Tel.: (717) 909-5006

BA (Business Area):
10 - Aging

Cost Center:
1012345678

SAP Fund:
3012145678

Verify your Information and Book your Rental.

Book

Total Cost Estimate

For a **1 day rental** of a **Standard**
(Chrysler 200 or similar).

1 Day @ \$ 34.00 USD	\$ 34.00 USD
PA TRANSPORTATION ASSISTANCE	\$ 2.00 USD
Subtotal	\$ 36.00 USD
VEHICLE RENTAL TAX	\$ 0.68 USD
SALES TAX	\$ 2.04 USD
* Total Charges	\$ 38.72 USD

Commonwealth of Pennsylvania Accounts are tax and fees exempt. These fees will be removed at the counter.

Thank you for your reservation. Please contact DGS' contract administrator, Dave Welker at 717-787-3695 if you have any questions regarding rental services.

Important Information About Your Rental

- Commonwealth of Pennsylvania receives unlimited mileage on all Commonwealth business Travel.
- There is no additional charge to add additional Commonwealth Business Travelers as drivers on this reservation.
- The Commonwealth's and its authorized users' use of this website is governed solely by the terms and conditions of our contract.



Standard
Chrysler 200 or similar

Accident Procedures

- During business hours (M-F 8:00am – 6:00pm & Sat. 9:00am – 12:00pm): Contact police at the scene of the accident and rental branch located on your copy of the rental agreement. Obtain name of investigating police department (with police report number), the name, address, driver's license number, license plate number, insurance carrier and policy number of other vehicle operator(s).

Accident Procedures

- **After business hours:** Contact police at the scene of the accident and rental branch located on your copy of the rental agreement the next business day to speak with a rental agent. Obtain name of investigating police department (with police report number), the name, address, driver's license number, license plate number, insurance carrier and policy number of other vehicle operator(s).
 - **If car is not drivable** – please follow After Hours Breakdown Procedures.

Breakdown Procedures

- **For Breakdowns During Office Hours:**
Contact rental branch directly during business hours (M-F 8:00am – 6:00pm & Sat. 9:00am – 12:00pm). Phone number can be found on the rental agreement.

Breakdown Procedures

- **For Breakdowns After Office Hours:** Get to a safe location. Call the Enterprise 24hr Roadside Assistance at 1-800-307-6666. Roadside assistance will help to determine the best course of action depending on your situation.

Thank You!!!

ENTERPRISE HOLDINGS.

Douglas J. Paskowski
Director of Business Rental Sales
Business Rental Department

717-909-5006 office
717-773-1818 cell
815-301-6650 fax

douglas.j.paskowski@ehi.com

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