

# AUTOMOTIVE LIAISON MEETING

December 5th, 2013

# Customer Service Department

- Bill Confair
  - ✉ [biconfair@pa.gov](mailto:biconfair@pa.gov)
  - ☎ 717-783-2325
- Randy Howard
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  - ☎ 717-346-5967

# Driver Accountability Review

- When a state-owned vehicle is involved in an accident, the operator of the vehicle AND the Automotive Liaison will be required to sign the STD-541 Accident Report. We also prefer that the operator's supervisor signs it as well (this will be mandatory in the near future).
- The STD-541 must be turned in within one business day after the accident.

# Driver Accountability Review STD-541

- Please have these signatures on the STD-541 when you turn in the form.
- If the STD-541 is sent in without the operator and liaison signatures, it will be sent back to the Automotive Liaison and asked to be signed and returned to the CSD immediately.

# Driver Accountability Review – STD 541

- Please fax the STD-541 to the Customer Service Department at (717) 265-7781. Include the work order number and the name of the Customer Service Rep on the fax cover page.
- Faxing the STD-541 to BRIM is not required. We will forward the document to the BRIM office.
- If you fax this document to BRIM, you must also fax it to our office.

# Accidents – Estimates for repair

- 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.
- Repairs should be completed within 20 business days of the date of the accident.

# Proper Procedures Review

- Proper CSD Procedures

- Step one: The driver should first open a work order by calling the CSD at (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.

# Proper Procedures Review

- 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.

# Proper Procedures Review

- 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.
  - Repairs should be done within 5 days of opening the work order. Do not open a work order unless you intend to have the repairs completed in a timely manner (never ever more than 60 days).

# State Garage

- Whenever possible, local repairs should be scheduled with the state garage.
- If you can not use the state garage, please contact Randy Tomlinson's office for an exemption.

# After hours emergencies

- If you have a breakdown after hours and you need a tow truck, it is no longer necessary to call the after hours emergency phone.
- All emergency towing vendors are listed on the DGS website under
- Vehicle Management
  - Maintenance / Accidents
  - Towing

# Snow Tires

- Snow tires will not be approved unless the automotive liaison specifically approves the driver to put snow tires on the vehicle. The liaison should contact the CSR with an approval.
- Snow tires should only be considered in situations where it is absolutely necessary.

# Snow Tire Facts

- The definition of a “Snow” tire is one that carries an “M/S or M+S” marking on the sidewall.
- A “Snow” tire is marginally better in snow 3” to 5” deep.
- On dry roads, a tire with large open areas can increase stopping distances significantly depending on road surface and tread depth.

# Snow Tire Facts continued

- On wet, rain soaked roads stopping and starting traction is changed even more dramatically.
- Side traction or steering on curves can be dangerous.
- Having significantly different tread design tires on front and rear axles significantly increases the possibility of a "spin out".

# Snow Tire Facts Continued

- No manufacturer of front wheel drive vehicles recommends “SNOW” tires.
- Snow Tires are generally not available in tire sizes designed for front wheel drive vehicles.
- Someone fitting snow tires onto front wheel drive vehicles often substitutes “similar” size tires. These tires may or may not be suitable for the vehicle specification and are discouraged by the auto manufacturer’s.

# Questions?

- Questions?

# AUTOMOTIVE LIAISONS MEETING

M5 System Administration  
December 5, 2013

# M5 System Administration

- STD-554
  - ▼ Only valid version of this form is dated **9/1/11**
    - ▼ Downloadable from the DGS Website
  - ▼ STD-554 Statistics
    - ▼ Sep: 50/156 errors were on the incorrect form
    - ▼ Oct: 53/195 errors were on the incorrect form

# M5 System Administration

- Commute Usage Entry
  - M5 Administrators will not make any changes or updates on your behalf if the STD-554 is not properly completed
  - Double check the STD-554 before submitting to M5 Administrators for accuracy and completeness
  - When an operator fills out the STD-554, please follow the instructions included with the electronic and hard copies of the form
    - Enter Beginning and Ending Odometer Readings DAILY

# M5 System Administration

- Passenger Vehicle List Update

## *Passenger Vehicle List for November 2013*

*Total # of Passenger Vehicles:* 6

### LIST OF VEHICLES REQUIRING REPORTING:

<u>ORG CODE</u>	<u>UNIT_NO</u>	<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	
█-1302	█ 5819	2007	FORD	F150	
█-1303	█ 5820	2007	FORD	F150	
█-1304	█ 5940	2008	FORD	RANGER	
█-1307	█ 5561	2013	DODGE	RAM 1500 PU	UNASSIGNED DRIVER
█-1308	█ 1204	2014	JEEP	CHEROKEE	
█-1308	█ 1205	2014	JEEP	CHEROKEE	

# M5 System Administration

- eMail I received on 12/03/2013
  - Hello, I am in need of a car this Wednesday, December 4. I am leaving early Thursday morning around 7:00 to go to (*location*). I am not sure when I will return, it could be late at night. So depending on when cars need to be dropped off, I may have to keep it until Friday morning.  
Is there anything available?

# M5 System Administration

- M5 Reporting

- ▼ Next Class: December 12, 2013 at 9am

- ▼ If you have taken the training, and you have a question or something isn't clear, please do not hesitate to ask me

- ▼ Available Reports:

- ▼ Unit Brief Inventory

- ▼ Unit Meter Journal

- ▼ Unit Assignment

- ▼ Unit Job Cost History

- ▼ Work Order Detail

# M5 System Administration

- William Ward

- ✉ [wilward@pa.gov](mailto:wilward@pa.gov)

- ✉ 717-346-3344

- November Mileage Information:

- ✉ Deadline – 10 am on Monday, December 16

# Vehicle Administration

## AUTOMOTIVE LIAISONS MEETING

**CODING**: WEX, M5, 556,  
Enterprise Rental Fuel Cards

# Vehicle Administration

## WEX Validation

WEX cards with incompatible Fund, Cost Centers and Internal Orders will error on the Validation report. (Based on SAP criteria)

Records and Reports will receive the error file daily from WEX and send the errors to the agencies for correction.

# Sample of WEX Error Report

Account Number	Card Number	Business Area	Unit Number	CORRECT EQUIPMENT NUMBER	Fund	CORRECT FUND	Cost Center	CORRECT COST CENTER	Internal Order	CORRECT INTERNAL ORDER
0496001739655	045500112287819273	21	004050488 222986		1026112000		2160981110			
0496001771674	045500112311644473	21	006056154 813332							
0496001771674	045500112311658556	21	006056155 792232							
0496001729433	045500112307475395	21	053107833 169969		1024813309		2150783512			
0496001739655	045500112287819216	21	057014334 C12281		1026113000		2160981110			
0496001739119	045500112286096311	21	057104964 A75662		1024813308		2130782512			
0496001739333	045500112287800471	21	104070388 422139		1024813304		2150972512			
0496001739655	045500112287819232	21	106020429 06165		1026113000		2160981110			
0496001739333	045500112287800539	21	PRK000003 004111		1024813304		2150972512			
0496001739333	045500112287800505	21	THM000163 9120PA		1024813304		2150972512			

Column (A) is the account number that the card is assigned to.

Column (B) is the card number and the last 5 digits are imprinted on the card

Column (D) is the unit number and the last 6 of the VIN

Column (F) is the fund, (H) is the cost center and (J) internal order

Make all corrections in (G), (I), and (K)

# Vehicle Administration

Records and Reports will compare the coding in WEX with the coding in M5. Both systems are coded the same. We will correct both systems when we receive the correct coding.

WEX transactions are posted to the coding in the system at the time of the transaction.

M5 can be corrected retroactively for lease and repair billing posted in the month of the coding change as long as we date the change prior to charges. Enterprise rentals can also be corrected.

# M5 Screen Shot

Bill Single Unit Account - Windows Internet Explorer



File Edit View Favorites Tools Help

Share Browser WebEx



[Go Unit Main]

12/02/2013  
16:40:23

## Bill Single Unit Account (Version 2.5.0)

*Unit Information*

Unit No:

*Expense Accounts (Loaded 2 records)*

Effective Date	Expense Account <small>(default accounts displayed in bold)</small>		
09/22/1998	<b>21-1026113000-2160981110</b> -----	%	▲
02/03/2009	<b>21-1026113000-2160981110</b> -----	%	
		%	

*Revenue Accounts (Loaded 1 records)*

Effective Date	Revenue Account <small>(default accounts displayed in bold)</small>	
09/22/1998		▲





# Tracking Fuel Purchases

- Compare the Enterprise / WEX log with your invoice or transaction summaries in the WEX system.
- Match the card number on both reports and the transaction date in WEX with the dates on the log.
- You will then be able to match the transaction amounts with the treasury billing.

# Vehicle Administration

## 556 Coding

A new version of the 556 will be posted to the web sight. Please use the new form.

A new area will be added to identify the Revenue Code. This must be completed.

Please fill out the condition report accurately.

At the bottom of the form please check the appropriate boxes prior to signing. The date the unit is turned in will be used to stop the billing.

# Updated 556

COMMONWEALTH OF PENNSYLVANIA  
FORM NO. 556

## USED CAR DISPOSITION REPORT

DATE \_\_\_\_\_

TO: DIRECTOR, BUREAU OF VEHICLE MANAGEMENT  
DEPARTMENT OF GENERAL SERVICES  
2221 FORSTER STREET  
HARRISBURG, PENNSYLVANIA 17125

FROM: \_\_\_\_\_ DEPARTMENT \_\_\_\_\_ DEPARTMENT REFERENCE NUMBER \_\_\_\_\_

The vehicle identified below is no longer required by this Department and is released for appropriate disposition. The following actions pertinent to the release of the vehicle have been completed: all keys have been tagged and identified by Department and Equipment Number, credit cards, registration card and license plate have been returned to the Disposition Division, vehicle has been cleaned, personal and superfluous Commonwealth properties have been removed.

If this vehicle is reported on the Commonwealth Fixed Asset Accounting System, STD-243, Fixed Asset Accounting System Transaction, must be completed and included with this report.

EQUIPMENT NO. \_\_\_\_\_ YEAR MANUFACTURED \_\_\_\_\_ MAKE \_\_\_\_\_

MODEL \_\_\_\_\_ BODY STYLE \_\_\_\_\_ NO. CYL. \_\_\_\_\_ CU. IN. \_\_\_\_\_ COLOR \_\_\_\_\_

MANUFACTURER'S NO. \_\_\_\_\_ TYPE OF TRANSMISSION \_\_\_\_\_

TITLE NO. \_\_\_\_\_ MILEAGE \_\_\_\_\_

PROCEEDS TO BE CREDITED TO: REVENUE CODE (MUST BE COMPLETED) \_\_\_\_\_

COST CENTER	FUND	LEDGER

FUND	DEPT.	APP.	YR	L	ORG.	COST FUND.	OBJ.

AGENCY REVIEW OF VEHICLE (Actual Driver Should Assist in Review)		LAST DATE IN USE (20th MONTH & YEAR)
EXTENDED CONDITION (BODY LIGHTS, TIRE, WINDSHIELD, ETC.) <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR	EXTERNAL DEFECTS (EXPLAIN)	
INTERIOR CONDITION (SEATBELTS, ACCESSORIES, INSTRUMENTATION, ETC.) <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR	EXTERNAL DEFECTS (EXPLAIN)	
DRIVING/OPERATING PERFORMANCE (STEERING, BRAKES, TURNS, SUSPENSION) <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR	EXTERNAL DEFECTS (EXPLAIN)	
OVERALL CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR	REMARKS	

SALE SITE LOCATION (Address): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

CONTACT PERSON AT SALE SITE: \_\_\_\_\_

THE ABOVE INFORMATION IS PROVIDED TO ASSIST BIDDERS IN THEIR EVALUATION OF THE VEHICLE; HOWEVER, IT MAY NOT INCLUDE ALL DEFECTS. CONDITION SHOULD BE DETERMINED BY THE BIDDER'S INVESTIGATION AND INSPECTION. THERE IS NO GUARANTEE BY THE BUREAU OF VEHICLE MANAGEMENT REGARDING CONDITION OF THE VEHICLE. REFUNDS OR ADJUSTMENTS WILL NOT BE MADE UNDER ANY CIRCUMSTANCES.

**ALL VEHICLES SOLD "AS IS." ALL WARRANTIES, EXPRESS AND IMPLIED ARE EXCLUDED.**

DATE \_\_\_\_\_ SIGNATURE \_\_\_\_\_ DEPARTMENTAL/AUTOMOTIVE OFFICER \_\_\_\_\_

.....  
 At Auction Site  At DGS Garage  Being Sold From Site

Does this unit have to be towed? Yes  No

.....  
 (FOR BUREAU OF VEHICLE MANAGEMENT USE ONLY)

RECEIVED: CREDIT CARD \_\_\_\_\_ REGISTRATION CARD \_\_\_\_\_ LICENSE PLATE \_\_\_\_\_

DATE: \_\_\_\_\_



# AUTOMOTIVE LIAISONS MEETING

December 5th, 2013

# Operations and Maintenance

- Randy Tomlinson

✉ [rtomlinson@pa.gov](mailto:rtomlinson@pa.gov)

✉ 717-783-3088

# Operations and Maintenance

## New Contact For Rentals

Please welcome Sue Stanisic as the new DGS contact for the rental contract!

- Phone #: 717-787-3695.
- Email address: [sstanisic@pa.gov](mailto:sstanisic@pa.gov)
- Resource account: RA-BVM\_RENTAL@pa.gov

# Operations and Maintenance

## Reviewing Rental Transactions

- Does the driver's itinerary match the following:
  - Fuel usage
  - Miles driven
  
- \* Make sure you know the type of vehicle they rented so you can figure out their MPG
- \* DGS will be conducting random audits also. But, we receive over 1500 rentals per month so each agency must be proactive and audit their own rentals on a monthly basis.

# Operations and Maintenance

## FAQ's When Renting

- Why am I being charged tax on my rental?
  - You aren't. Enterprise's system cannot remove the tax on the reservations. BUT, it will be removed once the monthly billing is sent out.
  
- When I fuel up it states "invalid user ID"?
  - You have either one of two things happening
    - 1) you have entered the wrong ID
    - 2) your agency does not have you entered into the WEX database, normally happens to first time renters. If you have not rented or used a fuel card before check with your Automotive Liaison to make sure you are loaded into the system.

# Operations and Maintenance

## FAQ's Continued

- What are my limitations using a rental car?
  - Same procedures and rules apply to a rental car that apply to the Commonwealth Fleet
    - Can I use it to go out to eat while on my business trip? YES
    - Can I stop at the drycleaners? YES
    - While I am out on business can I go sight seeing after my conference? NO
    - Can I go visit family while traveling on business? NO

# Operations and Maintenance

## Enterprise



- Mary Roth
- Johnny Santoro

# Operations and Maintenance

## Quick Topics

- Snow tires
  - When requesting snow tires at the DGS Garage please request them prior to the vehicle showing up. We do not stock snow tires and it may take a full day to get them in.
  - We will require agency approval prior to installing specialty/snow tires.

Questions?