

# AUTOMOTIVE LIAISON MEETING

May 28th, 2013

# Customer Service Department

- Bill Confair
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  - ☎ 717-783-2325
- Randy Howard
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# Tips for Drivers

- All drivers must call in to the Customer Service Department before they take their vehicle in for service.
- The toll free number for the Customer Service Department is 877-347-9966.
- Please use the fax cover sheet to write down the unit #, CSR's name, Work Order # and Vendor's name. (The fax cover sheet is on the DGS Website).

# Tips for Drivers

- Give the filled out fax cover sheet to the vendor. Instruct the vendor to use this cover sheet when they send us the estimate and final invoice. (Keep the work order # and CSR's name written down for yourself as well).
- Please do not call the Customer Service department to open a work order while you are driving. You will need to write down the CSR's name and the work order number.

# Tips for Drivers

- No work can begin until an estimate is received in the CSD. Once we have approved the estimate with the correct discounts and pricing, 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.

# Tips for Drivers

- All repairs should be completed within 5 days of opening the work order. This allows our staff to work more efficiently. No tracking down the status of old work orders.
- Do not open a work order unless you intend to have the repairs completed in a timely manner (Never more than 60 days unless approved by the CSD Chief).

# Tips for Drivers

- Never pay the vendor with your Department's credit card once you've opened a work order with the CSD.
- Opening a work order triggers our expectation that an invoice will need to be paid by the Customer Service Department.

# Tips for Drivers

- Never use an unapproved vendor unless the CSD or Operations Chief has approved it.
- Approved vendors have agreed to discounted rates with the Commonwealth, as well as a 15% discount on all parts. This saves money for your department and the tax payers in Pennsylvania.

# Unapproved Vendors

- The use of unapproved vendors for DGS owned vehicles could result in your agency being responsible for the cost of the repairs in the near future.
- Here are some examples of agencies who used unapproved vendors:



# No Parts Discount - \$342.62

Northeast Towing Service  
 77 Goat Hill Drive  
 Honesdale, PA, 18431  
 Phone - 570-253-1050 Fax - 570-251-2520

INVOICE  
 4551

**INVOICE**

Work Completed Date: 08/10/2013 Print Date: 08/18/2013

2000 Chevrolet - Pickup K2500  
 5.7L, V8, VIN (R)  
 Lic # :  
 Unit # :  
 Vin # : 1GCGK24R0YR212157  
 Hat # :  
 Odometer In : 126391

Cust ID : 916 Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
REMANUFACTURED TRANSMISSION				LABOR	90.00
3 YR 100,000 MILE WARRANTY PARTS AND LABOR				DRAIN AND REFILL TRANSFER CASE OIL WITH SYNTHETIC ATF	
SERIAL # 1TU9604233				REPLACE ENGINE OIL COOLER LINES	
T1659AC	1.00	1,950.00	1,950.00	PARTS COVERED UNDER WARRANTY BY SUPPLIER	
MISC FLUIDS AND SUPPLIES				REPLACE TRANSMISSION OIL COOLER AS PER CONVERSATION WITH JAY	
111111111	1.00	50.00	50.00	REPLACE FRONT DRIVESHAFT U-JOINTS DUE TO WEAR	
OE TRANSMISSION COOLER LIST				LABOR	441.00
285.00				REPLACE DEFECTIVE TRANSMISSION, INCLUDING FLUSH TRANSMISSION COOLER, CLEAR ALL STORED FAULT CODES AND RELEARN PCM SHIFT MEMORY	
89022535	1.00	242.25	242.25		
FRONT DRIVESHAFT U-JOINTS LIST					
24.67					
210-3105	2.00	20.96	41.92		
ENG OIL COOLER LINE warranty					
625101	1.00				
ENG OIL COOLER LINE warranty					
625123	1.00				

**NO PARTS DISCOUNT**

306781/  
 342.62  
 1941.558

[ Technicians - Barone, Joe ]	Org. Estimate \$2.12	Revisions \$0.00	Current Estimate \$ 2.12	Additional Cost	Revised Estimate	Labor: 531.00
						Parts: 2,284.17
						Sublet: 0.00
						Sub: 2,816.17
						Tax: 0.00
						Total: 2,815.17
						Bal Due: \$2,816.17

SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_  
Written By: Rosemarie, Diawhan Page 1 of 1 01.17.07 Copyright Mitchell 1 30001

# 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 - Chief of Operations for an exemption.

# After Hours Calls

- 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

# Questions?

- Questions?

# 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.

# Questions?

- Questions?

# AUTOMOTIVE LIAISONS MEETING

M5 System Administration

May 28, 2014

# Future Initiatives

- Audits
  - NonPassenger Audit
  - Confidential Plate Audit
- Work Order Requests
  - Recalls
  - Inspections
- Warranty

# Driver Management

- Driver Management laws currently in use in the UK
  - Fleet Manager is accountable for drivers within the fleet
  - Laws are in discussion in Canada and may become policy in the US

# Driver Management

- Commonwealth Drivers
  - ❑ Drivers License Valid?
  - ❑ License Classification valid for the vehicle they are operating?
  - ❑ Is operator physically able to drive?
- Gray Fleet
  - ❑ Does POV have current inspection?
  - ❑ Does POV have proper insurance?

# Commuter Mileage Reporting

- BVM requires that Commuter Mileage is separated from Business Mileage
- All employees permanently assigned a state vehicle are taxed the same regardless if they are home-headquartered or portal-to-portal
- We do get a lot of questions regarding if the “commuter” mileage needs to be reported

# Commuter Mileage Reporting

- From October 2013 Meeting

## M5 System Administration

- Management Directive 315.20 (Amended) May 2013: Taxability of the Use of State-Provided Vehicles
  - **Commuter Mileage.** Commuting from home to headquarters and from headquarters to home. Employees headquartered at their homes are in commuter mileage status from their homes to first work location and from last work location to home.

# Commuter Mileage Reporting

- Portal-to-Portal Employees:
  - Includes the travel to their first worksite and from their last worksite.
    - They are on the clock from the moment they first turn on their vehicle
  - These employees are to track ALL miles as business miles on the STD-554 for BVM's tracking purposes

# Commute Mileage Reporting

- Home Headquartered Employees
  - Begin their compensable workday upon arrival at their first worksite and end their workday while still at their final worksite.
    - They are not compensated for the time incurred in traveling to/from their first/last work location(s)
  - These employees should track their first/last trip as commute miles

# Commute Usage Errors

Commute Usage Error Quiz!!





# Commute Usage Errors

DATE	ODOMETER READING		BUSINESS	COMMUTE	PERSONAL	TOTAL DAILY MILES	DESTINATIONS (LIST ALL DAILY DESTINATIONS)	DRIVER NAME (Pool Vehicle Only)	FUEL GALLONS	FUEL COST
	STARTING MILEAGE	ENDING MILEAGE								
1	25211	25266				55	H'burg-Hunt-SP			
2	25266	25347				81	H'burg-Hunt-Mt Union			
3	25347	25414				67	H'burg-Hunt			
4	Leave									
5										
6										
7	25414	25493				79	H'burg-Hunt-Mt Union			
8	Leave									
9	Leave									
10	Leave									
11	25493	25559				66	H'burg-Hunt-Detwiler			
12										
13										
14	25559	25613				54	H'burg-Hunt			
15	25613	25670				57	H'burg-Hunt			
16	25670	25768				98	GWSP			
17	25768	25924				156	H'burg-Hunt-Mt Union			

# Commute Usage Errors

Commute Usage Information

Location:

Commute Usage Entry (New record number 1)

Unit No	Year/Make/Model	Last Day of Reporting Month	Business Days Used	Final Meter Reading for Reporting Month	Meter Override	Total Commute Miles + Total Personal Miles	Operator at end of Reporting Month	Total Business Miles	Previous Reporting Date
	2003 FORD F150	04/30/2014	8	149455	<input type="checkbox"/>	0		222	03/31/2014
			0		<input type="checkbox"/>				

Error Messages - Windows Internet Explorer

File Edit View Favorites Tools Help

## Error Messages

This amount of usage 999902 exceeds the allowable usage on a meter rollover for unit number 057014967. The maximum usage allowed based on MCC maximum usage and

26									
27									
28									
29									
30	149455	149555	100		100			10.2	38.89
31									
TOTAL DAYS BUSINESS USE:	8	TOTAL MILES:	647	0	0	647	COMMENTS:	TOTAL FUEL GAL/COST:	44.2 163.91

# Commuter Usage Errors

- We received this response when a unit was in our garage for maintenance and the visual inspection of the meter was less than what was last entered into M5
  - Good morning. I have attached a revised 554 form for ***unit number***. March 31 trip was not to ***destination***.

# Commuter Usage Errors

- Commonwealth Fleet Procedures Manual 615.3
  - 5. All operators of Commonwealth Fleet passenger and non-passenger vehicles must document daily vehicle usage appropriately through the completion of Form STD-554, Monthly Automotive Activity Report.
    - b. Failure to timely submit the completed form or ***intentional falsification of data included on the form may*** subject the operator to forfeiture of the privilege to operate a Commonwealth Fleet vehicle and may subject the operator to discipline and/or criminal prosecution.

# M5 System Administration

- William Ward

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

✉ 717-346-3344

# AUTOMOTIVE LIAISONS MEETING

May 28th, 2014

# Operations and Maintenance

- Randy Tomlinson

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

✉ 717-783-3088

- Sue Stanisic

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

✉ 717-787-3965

# Operations and Maintenance

## Vehicle Replacements

- 2007 model year PF vehicle replacements are almost complete
- 2008 replacements will start late summer/early fall
  - Prepare now for 2008 replacements – budgets, type of vehicles (your agency will be offered like-for-like units unless specified otherwise)
  - We will continue to deny certain repairs on current 2008 models that do not make financial sense, be prepared to swap out now if needed

# Operations and Maintenance

## Recalls

- We are implementing a new recall management system
  - This system will ensure *all* recalls are submitted to the agencies and it will track the recalls by unit until completed
  - You will be able to receive these recalls via email, or as you have in the past by picking them up in the DGS Operations mailbox slots
  - If you have a vehicle that you are currently questioning if it has an open recall you can call any dealer, give them the VIN and they can verify that for you
  - You must go through DGS Customer Service when having recalls performed

# Operations and Maintenance

## In-House Repair Charges

- When submitting in-house repair work orders please use a stand labor rate (All Data, Chilton, Haynes, etc)
  - Example: you cannot charge 2 hours for an inspection
    - $2 \times \$28 = \$56$  (due to two employees completing the inspection)
    - Even if you have two people conducting an inspection you can only charge for one
    - The reason for doing in-house repairs is to save money, if you are training people on repairing cars DGS will not be responsible for anymore than the standard labor rate.

# Operations and Maintenance

## Forms for Operations

- **GSVM 87 forms**

- When picking up a new car, a completed copy of this form must go on John Brougher's desk and Randy Tomlinson's desk

- **STD 556 forms**

- When turning in old units, a completed copy of this form must be placed in the car and one placed on Randy Tomlinson's desk

\* if anyone from DGS Operations assists you with this paperwork they will make sure it goes to the correct place

# Operations and Maintenance

## Enterprise

### ▪ **New Budget Period Coding**

- Starting July 1<sup>st</sup> 2014
- This will be a separate 4 digit code that will be required to be input when reserving a vehicle on the DGS/Enterprise web site
- This 4 digit code will represent the current Fiscal Year that is now listed as the 6<sup>th</sup> and 7<sup>th</sup> digit in the SAP Fund. Those digits will now turn to "00" in the SAP Fund

#### **Old coding:**

1510332100                      1039513000

#### **New coding:**

1510332100                      1039500000                      2014

# Operations and Maintenance

## Enterprise cont.

- Use the Custom web page when booking!
- Drivers asking for vehicle upgrades after reservation is made

# AUTOMOTIVE LIAISONS MEETING

Vehicle Administration

May 28<sup>th</sup> 2014

# Mileage Units

- Suggested swaps will be sent out on a regular basis.
- Make every attempt to execute the changes.
- Necessary to protect the value of the vehicles

# 87 entry for Special Fund Units

- Some 87's are months old
- Turn-in vehicles lose value
- Ties up assets

Please pick up your special fund units in a timely fashion.

# SAP Coding

- **SAP coding will be changing July 1<sup>st</sup>**

*The fund year will no longer be the 6 and 7 digit in the fund code. There will be a separate field for the year.*

**Old coding:**

1510332100                      1039513000

**New coding:**

1510332100                      1039500000                      2014

# WEX Coding

- Coding in Wright Express will be exactly the same as we have in M5.
- WEX will also add a field for the Fiscal Year.

# ORG Codes

- BVM will still use ORG codes. If your agency does not use them we will assign you a code.

**M5 requires an ORG Code**

35-*5401* / ORG Code

# 557 Letter

- **Requests for Automotive Equipment**
- All Purchases of equipment (vehicles, trailers, tractors, etc.) must have a STD-557 approved by the Director of BVM **PRIOR** to their purchase.
- Any approved acquisition of equipment under \$10,000.00 that is on State Contract can be purchased with a P-Card or on a purchase order. The STD-557 must be approved by the Director of BVM **PRIOR** to the purchase and specify the payment method to be used.
- Any approved acquisition of equipment under \$10,000.00 that is *not* on State Contract *must* be purchased with a P-Card. The STD-557 must be approved by the Director of BVM **PRIOR** to the purchase.
- All equipment under \$10,000.00 can be delivered directly to the Agency location.
- All Equipment *not* on State Contract and over \$10,000 must be bid thru DGS Procurement. Procurement requires an approved STD-557 attached to the shopping cart **PRIOR** to sending the equipment out for bid. The delivery location of this equipment must be approved by BVM.
- The Agency is responsible for delivering the MCO and completed MV-1 to BVM for processing along with the invoice and a delivery inspection report. All equipment purchased that has an MCO cannot be retained by an agency without the MCO being executed and titled in DGS's name.

# 557 and Procurement

- You must have an approved 557 prior to ordering any unit.
- You must send in a shopping cart to have a unit ordered.
- Do not send a vendors Quote.
- **QUESTIONS.**
- *Brian Reinoehl*-Commodity Manager