

AUTOMOTIVE LIAISON MEETING

October 22nd, 2014

Customer Service Department

Bill Confair

✉ biconfair@pa.gov

✉ 717-783-2325

Our New Customer Service Rep

Please help me welcome our newest
Customer Service Representative

Elizabeth Dawson

Customer Service Facts

- How many phone calls did the BVM Customer Service Department receive in June, July and August of 2014???
- A – 6470
- B – 992
- C – 2425
- D - 9251

Answer

The correct answer is:

A- 6470

That's over 100 incoming calls every day.
That is why it is so important to have your Unit number ready
when you call the Customer Service Department.

Customer Service Facts

- How many oil changes were processed by the BVM Customer Service Department from October 1st, 2013 through September 30th, 2014?
- A – 913
- B – 2988
- C – 5553
- D - 7924

Answer

The correct answer is:

D- 7924

That's over 660 oil changes per month!

The average cost of an oil change is about $\$36.35 \times 660 =$
 $\$23,991$ Per month or $\$287,892$ Per year.

Every dollar spent on maintenance adds up.

Customer Service Facts

- How many work orders were processed by the BVM Customer Service Department from October 1, 2013 until September 30th, 2014?
- A – 5,831
- B – 12,677
- C – 21,761
- D – 29,599

Answer

The correct answer is:

C – 21,761

That's over 1800 work orders per month, 87 work orders per day. That is why it is so important to use the fax cover page.

GM Service on 2014's - Review

- 2014 Chevrolet or GMC will be covered by a new maintenance program that includes certain scheduled services for two years or 24,000 miles.
- For most 2014 vehicles, Chevrolet, Buick and GMC dealers will complete an oil and filter change, four-wheel tire rotation, and conduct a 27-point vehicle safety inspection.

GM Service on 2014's Review

- Any free service on a 2014 Chevrolet or GMC still requires a work order.
- We must receive a final invoice, even though there is no charge, to document the maintenance history of the vehicle.
- An oil change is only done if the oil levels and quality is deemed acceptable by the dealer.

New Driver training Review

- When a new driver is assigned a vehicle, the liaison should instruct the driver on the proper procedures to follow when their car needs maintenance or repair.
- New drivers should also be instructed on what to do in the case of a breakdown on the side of the road or an accident.

New Drivers – Fax Cover Page

- New Drivers should be instructed where to find the Fax Cover Page.
- The Fax Cover page should be used for estimates and invoices for any repairs and Maintenance.
- The fax cover page can be found on the DGS Website under
 - Vehicle Management
 - Forms

- Small Business Procurement Initiative
- Vehicle Management**
- Forms
- Used Vehicle Auction
- Operations
- Maintenance/Accidents
- Administration
- Ground Travel
- Automotive Liaisons
- Automotive Service Application



FORMS

Below are links to the most commonly used forms for the Bureau of Vehicle Management.

Department of General Services
 Bureau of Vehicle Management
 2221 Forster Street
 Harrisburg, PA 17103
 Attn: Records and Reports Division

GSVM Forms:

- [GSVM-88 - Vehicle Inventory Change Report](#) **Rev. 07/14 in PDF Format
- [GSVM-95 - Request for Confidential License Plate](#)
- [GSVM-556 - Used Car Disposition Report - rev 6/2014](#) ***Now electronically fillable!!!***

STD Forms:

- [STD-541 - Automobile Accident or Loss Notice](#)
- [STD-554 - Monthly Automotive Activity Report - Updated 9/2011](#)
- [How To Correctly Complete a STD-554](#) - PowerPoint Presentation
- [STD-554 - Version for Microsoft Office 2007 or newer](#)
- [STD-554 - Version for Microsoft Office prior to 2007](#)
- [STD-554 - Version for Users Who Complete the Form in Hard Copy Only](#)
- [STD-555 - Repair Authorization Request](#) ***Now with increased fillable text space!!!***
- [STD-557 - Request for Automotive Equipment](#) - This form is in triplicate. It can be ordered through the DGS Warehouse through Procurement through SAP / Internal Goods and Services / Commodity Code 131040
- [STD-928 - Declaration of Use of a Commonwealth-Provided Vehicle](#)

Other Forms:

- [Claims Division FAX Cover Sheet](#) - This form can be used as a tool to assist our vendors in providing all pertinent information when faxing estimates for approval. **PLEASE NOTE:** It is not to be used as the actual estimate, only as a fax cover sheet identifying the information necessary for us to accurately retrieve the accident# information.
- [Customer Service FAX Cover Sheet](#) - This form can be used as a tool to assist our vendors in providing all pertinent information when faxing estimates for approval. **PLEASE NOTE:** It is not to be used as the actual estimate, only as a fax cover sheet identifying the information necessary for Customer Service to accurately retrieve the work order information.



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



Department of General Services

- About DGS
- DGS Mission Statement
- PA Right To Know
- DGS Executive Team
- Contact DGS
- Register As A User

Doing Business with the Commonwealth

Construction and Public Works

Property and Asset Management / Executive Office

Publications and Media Services

Press Office

Report Driving, Improper Use, of Vehicle

Search and Suspended Contractors

Small Business Procurement

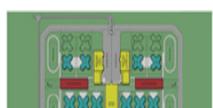
Vehicle Management

Log In

--search DGS--



SCI Phoenix



pennsylvania

DEPARTMENT OF GENERAL SERVICES

How Do I ?

Opportunities to do business with the Commonwealth

- See Real Estate Opportunities
- How Do I Verify as a Small Diverse Business (Minority, Woman, Veteran, Service-Disabled Veteran Business Enterprise)?
- Bid on Public Works Projects
- Find State Contract Opportunities, Recent Awards & Sole Source Procurements (PA eMarketplace)
- Become A Commonwealth Supplier/Vendor
- Get To The Best Value Documents

How Do I ?

Visit the Capitol

- Visit the Capitol Complex
- Access the Commonwealth Telephone Directory
- View Events at the Capitol
- Capitol Restaurant Information
- Access the *The Pennsylvania Manual*
- Apply for a job with the Capitol Police

How Do I ?

Opportunities for Local Government and Non-Profits

- Find Surplus Property Items
- Bid on an Automobile
- Piggyback on a State Contract
- Find Emergency/Disaster Procurement Information

How Do I ?

Info for Commonwealth Employees

- Request Graphic Design, Print & Mail Services
- Request Media Services
- Contact Capitol Police
- Learn More About Your Building
- Find Emergency/Disaster Procurement Information
- Access Commonwealth STD Forms

TOM CORBETT
GOVERNOR

NEWS & MEDIA

Search:

08/22/2014
Department of General Services Awards Contract to Demolish Former Philipsburg State Hospital Campus, Return Land to Green Space

08/08/2014
Seized Classic, Luxury Vehicles to Highlight Aug. 19 State Fleet Auction

07/14/2014
Departments of General Services, Transportation Seek Buyers to Purchase, Preserve Historic Pike County Bridge

MORE NEWS AND MEDIA



In conjunction with the Presidential proclamation for Fire Prevention Week & in honor of the National Fallen Firefighters Memorial Service, Governor Corbett has ordered all United States and Pennsylvania flags in the Capitol Complex and at Commonwealth facilities across the state to fly at half-staff from sunrise to sunset on Sunday, October 12, 2014.

All Pennsylvanians are invited to participate in this tribute



pennsylvania PA

PA STATE AGENCIES ONLIN Procurement | Real Estate | Const

- Department of General Services
- Doing Business with the Commonwealth
- Construction and Public Works
- Property and Asset Management / Executive Office
- Publications and Media Services
- Press Office
- Report Unsafe Driving, Improper Use, of a State Vehicle
- Search Debarred and Suspended Contractors
- Small Business Procurement Initiative
- Vehicle Management**
 - Forms
 - Used Vehicle
 - Operations
 - Maintenance/Accidents
 - Administration
 - Ground Travel
 - Automotive Liaisons
 - Automotive Service Application
- Log In

Home >Vehicle Management

VEHICLE MANAGEMENT

BVM How Do I?

HOW DO I:

- [How do I Report Unsafe Driving, Improper Use, of a State Vehicle?](#)
- [Report an Accident?](#)
- [Receive approval for repairs after normal working hours?](#)
- [Find 2014-2015 approved Service and Tire vendors?](#)

BUREAU OF VEHICLE MANAGEMENT POLICY

Management Directive 615.16

Subject: Commonwealth Fleet Policy
Number: 615.16

This directive establishes provisions for the acquisition, assignment, operation, use, disposition, and maintenance of motor vehicles, which are purchased, monitored or maintained by or under the supervision of the Department of General Services (DGS) and subsequently utilized by agencies to conduct official Commonwealth business.

[Click to view MD 615.16](#)

Management Manual 615.3

Subject: Commonwealth Fleet Procedures Manual
Number: M615.3

This manual is designed to provide guidelines and procedures for operators of Commonwealth Fleet vehicles. The authority for this manual is derived from Management Directive 615.16, Commonwealth Fleet Policy.

[Click to view M615.3](#)

Commonwealth Procurement Handbook, Part II, Chapter 18

Subject: Commonwealth Vehicle Procurements
Number: Procurement Handbook, Part II, Chapter 18

This procedure is used by Commonwealth agencies to purchase passenger and non-passenger vehicles that require a certificate of title and license and are necessary for the proper

--search DGS--
GO



- Department of General Services
- Doing Business with the Commonwealth
- Construction and Public Works
- Property and Asset Management / Executive Office
- Publications and Media Services
- Press Office
- Report Unsafe Driving, Improper Use, of a State Vehicle
- Search Debarred and Suspended Contractors
- Small Business Procurement Initiative
- Vehicle Management
- Used Vehicle Auction
- Operations
- Maintenance/Accidents
 - Maintenance of the Commonwealth Fleet
 - Accidents involving the Commonwealth Fleet
 - Service Tire Vendors
 - Towing
- Administration
- Ground Travel
- Automotive Liaisons
- Automotive Service Application
- Log In

Home > Vehicle Management > Maintenance/Accidents > Maintenance of the Commonwealth Fleet

Maintenance of the Commonwealth Fleet

The Bureau of Vehicle Management's Customer Service Division is available to assist Commonwealth Drivers schedule routine maintenance and service for their vehicles.

Contact the Customer Service Division by calling:

1-877-347-9966
or
717-787-6034

Hours of operation are from 7:00 am to 5:00 pm, Monday through Friday.

Emergency calls are handled after hours, weekends, and holidays.

Select the link below for the CSD Fax Cover Sheet:

CSD Fax Cover Sheet for Maintenance and Service

- Department of General Services
- Doing Business with the Commonwealth
- Construction and Public Works
- Property and Asset Management / Executive Office
- Publications and Media Services
- Press Office
- Report Unsafe Driving, Improper Use, of a State Vehicle
- Search Debarred and Suspended Contractors
- Small Business Procurement Initiative
- Vehicle Management
- Used Vehicle Auction
- Operations
- Maintenance/Accidents
 - Maintenance of the Commonwealth Fleet
 - Accidents Involving the Commonwealth Fleet
 - Service and Tire Vendors
 - Towing
- Administration
- Ground Travel
- Automotive Liaisons
- Automotive Service Application
- Log In

Home > Vehicle Management > Maintenance/Accidents > Towing

Towing



[Approved 24 Hour Towing Vendors List](#)

If in the Harrisburg area during normal business hours, contact the Commonwealth Garage to arrange towing:

717-705-2842
 or
717-753-3088

--search DGS--

A	B	C	D	E	F	G
County_Name	Bussiness_Name	Other_Name	Street_Address1	City	Zip_Cod	Towing_Phone_24/7
Adams	GECR Inc	R & S Service Center	535 York Street	Gettysburg	17325	717-487-8852
Adams	Lady & Taylor Body Shop, Inc		2293 Heidlersburg Road	Gettysburg	17325	717-528-4196
Allegheny	CLYDE GOUKER AUTO REPAIR		414 NORTH STATE STEET	CLAIRTON	15025	412-233-5309
Allegheny	FEDELE AUTO SERVICE INC		420 rodi road	penn hills	15235	412-242-6605
Allegheny	FRANKLIN AUTO REPAIR INC.		133 MCALEER ROAD	SEWICKLEY	15143	412-364-2324
Allegheny	Lockhart Tire Inc		507 Lockhart Street	Pittsburgh	15212	412-331-8484
Allegheny	BOCHEK AUTO BODY INC	BOCHEK'S COLLISION CENTER	1009 Russellton Rd.	Cheswick	15024	724-274-5755
Allegheny	FERRA'S AUTOMOTIVE SERVICES		1315 main st	pittsburgh	15215	412-781-7519
Armstrong	Bowser Tire & Automtoive, Inc.		563 N CHERRY ST	WORTHINGTON	16262	724-859-9042
Armstrong	MORRIS TIRE CO.		496 Butler Rd	Kittanning	16201-1902	724-543-2403
Beaver	Steffin Hill Development Corporation	The Brake Stopp	2615 Steffin Hill Road	Beaver Falls	15010	724-846-5180
Beaver	STEWART'S COLLISION CENTER, INC		220 Long Road	Georgetown	15043	412-952-1309
Beaver	South Side Garage, Inc.		2825 US Rt 30	Georgetown	15043	724-573-4146
Bedford	INTERSTATE EMERGENCY SERVICES, INC		16287 Lincoln Highway	Breezewood	15533	814-735-4309
Bedford	B.D.STEEL INC.	LASALLE'S GARAGE	125 sawmill road	everett	15537	814-652-2459
Bedford	BAKER'S BODY CENTER, INC.		5741 BUSINESS 220	BEDFORD	15522	814-623-0555
Berks	BOB FISHER CHEVROLET		4111 Pottsville Pike	Reading	19605	484-256-2632
Berks	D N S TOWING LLC		3202 Mannerchor Road	Temple	19560	484-256-2635
Berks	GARY F. SPITLER	SPITLER'S AUTO BODY	867 BROWNSVILLE ROAD	WERNERSVILLE	19565	610-678-8989
Blair	Reliable Towing Tire & Auto Center Inc.		2110 7th Avenue	Altoona	16602	814-946-1939
Blair	CLAAR'S GARAGE INC		12823 Dunning's Hwy	claysburg	16625	814-329-3652
Bradford	JUNIOR'S AUTO REPAIR		21 juniors lane	troy pa	16947	570-297-3401
Bradford	KELEHER ENTERPRISES		23459 Route 14	Columbia Cross Roads	16914	570-297-2464
Bucks	Bill Marsh Ford Inc.		10 N. Sycamore Street	Newtown	18940	215-968-4474
Bucks	JERRY'S AUTO BODY,INC		3410 Bethlehem Pike	Souderton	18964	215-723-4068
Bucks	Miller's Quik Lube, Inc.		3997 veterans hwy	levittown	19056	215-808-6769
Bucks	ROB'S AUTOMOTIVE & COLLISION CENTER INC.	ROBS' AUTOMOTIVE SERVICE / ROB'S COLLISION /	3114 Veterans Highway	Bristol	19007	215-826-0250
Bucks	ROB'S AUTOMOTIVE & COLLISION CENTER INC.	ROBS' AUTOMOTIVE SERVICE / ROB'S COLLISION /	2700 Veterans Highway	Bristol	19007	215-826-0250
Bucks	SCRAPPY'S AUTO SERVICE INC.		350 E LINCOLN HWY	PENNDDEL	19047	215-870-7154
Bucks	JOHN BECKS AUTO BODY & SERVICE		7985 BRISTOL PIKE	LEVITTOWN	19057	215-945-6600
Bucks	mcm automotive llc		439 mill rd	bensalem	19020	215-519-0262
Butler	JACK HOCKENBERGER MOTORS		424 s main st	zelienople	16063	724-624-4742
Butler	FISHERS SERVICE INC		335 NORTH MAIN STREET	BUTLER	16001	724-285-6660
Cambria	ALL STAR AUTO & TOWING		1251 COLONEL DRAKE HWY	ASHVILLE	16613	814-941-1655
Cambria	Biter's Body Shop		475 Thomas Rd	Loretto	15940	814-472-4641
Cambria	CRESSON AUTO PARTS INC	Munster Auto Sales and Service	6377 Admiral Perry Hwy	Loretto	15940	814-886-5528
Cambria	Stagers Chevrolet Co		528 Main St	Portage	15946	814-736-4541
Cameron	PNEUMA POWERSPORTS		327 Portage St.	Emporium	15834	814-601-0120
Cameron	SINGERS AUTO		17 East 4th Street	Emporium	15834	814-486-0287
Carbon	WRECKERS INTERNATIONAL INC	SCHLIERS TOWING AND SERVICE CENTER / FRANKS	640 INTERCHANGE ROAD	LEHIGHTON	18235	610-377-4355
Centre	Rich's Amoco		153 Tracy Dale Road	Howard	16841	814-355-7660
Centre	S & R Repairs, Towing & Recovery, Inc		125 Sams Drive	Bellefonte	16823	814-355-7007
Centre	H.R. BIERLY & SONS GARAGE		585 N.Pa ave	Centre Hall	16828	814-364-2106
Centre	WALK'S SERVICE CENTER, INC.		827 S. Atherton Street	State College	16801	814-238-2886

Snow Tires

- If your drivers need snow tires, please start making arrangements to get them now.
- Email me a list of the units who are authorized to receive snow tires.
- All requests for snow tires require automotive liaison approval.

Did you know???

- You are 3 times more likely to hit a deer with your car in November than you are between Feb 1st and August 31st.
- October is the 2nd worst month for deer/vehicle accidents.
- December is the 3rd worst.
- In 2012, the average cost to repair a deer related accident was \$3305.

Questions?

- Any Questions?

AUTOMOTIVE LIAISON MEETING

Claims Division

Thais Boland

October 22nd, 2014

New Reporting Procedures

- Call 1 877-347-9966, option #5
- Accident # assigned
- Use our resource account for STD-541, estimates and invoices:

✉ ra-gsbvmclaimsdiv@pa.gov

- Copy BRIM when submitting STD-541:

✉ ra-bvm541@pa.gov

Accident Cover Sheet

ACCIDENTS



NOTE TO DRIVERS:

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

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

**Please fax cover sheet and estimate to our
Claims Division @ 717-265-7781**

UNIT#: _____

Accident#: _____

Vendor Name: _____

Vendor Location: _____

Towing due to Accidents

- Use approved vendor whenever possible
- Driver must notified BVM immediately when the vehicle is not drivable
- Photos of the damage
- Goal is to avoid/reduce storage fees
- Storage/towing for 2 total losses in Sept = \$2,337.00

Towing/Storage - Example



Bowser Tire And Automotive, Inc.
583 North Cherry St
Worthington, PA 16252
724-297-3435

Customer Copy
Invoice #5142

DEPT OF GENERAL SERVICES		Friday, September 12, 2014 3:44:43 PM	
2221 FORESTER ST Harrisburg PA 17125		Ordered on Friday, September 12, 2014	
Workorder # 8903			
2014 DODGE GRAND CARAVAN SE	877-347-9966	MICHELE J. MJT	Net 30
3554PA	0 / 0	2C4RDGBG9ER245911	3.6L V8 SFI DOHC 24V 6 SPEED AUTOMATIC
UNCATALOGED PARTS LABOR DISC FET TOTAL			

TOW	Towing	1	115.00	\$115.00
TOW	COLLISION WRAP	1	60.00	\$60.00
TOW	SITE CLEAN UP	1	25.00	\$25.00
TOW	STANDBY - WAITING FOR YOUR EMPLOYEES RIDE TO GET THERE AND TO REMOVE BELONGINGS	1	15.00	\$15.00
TOW	STORAGE	5	35.00	\$175.00

Reitlers AutoBody LLC.

591 East Brady Rd.
Kittanning, Pa. 16201
724-545-6618
Tax ID#25-1879227

Towing & Storage Statement

CERTIFIED ORIGINAL

Vehicle owners name: Dept. Of General Services

Vehicle description: 2014 Dodge Grand Caravan

Vehicle VIN #: 2C4RDGBG9ER245911

Insurance Company:

Date of loss: 9/12/14

Towing & Recovery: None

Storage: 21 Days @ \$42.00/Day As of 10/2/14

Pick-up Date: By:

Amount Due To Reitler's: \$882.00

Check #:

Approved For Payment

Shain F. Boland



Your business is greatly appreciated!!! Call for everyday low prices and let us earn your business through our service.
Thank You and have a nice day.

Account \$390.00	Parts	\$0.00	Taxable	\$0.00
	Labor	\$0.00	Non-Taxable	\$390.00
	Freight	\$0.00	local per sales tax 6	\$0.00
	Other	\$390.00		
	FET	\$0.00		
	Supplies	\$0.00		
			TOTAL	\$390.00

Current Balance: \$439.00

63'D - Example



Fleet Policy – Accident Reporting

- STD-541 within one business day from accident date (49 out of 101 in Sept)
- 3 estimates within 10 business days of accident date (12 not rec'd from Sept)
- If vehicle is not drivable, only 1 estimate required
- Repairs completed within 30 days from estimate date (must be approved by BVM first)

Driver Accountability

- STD-541 must be completed in full
- STD-541 typed and not hand written
- If police report exists, please make sure report # is on 541 and attach copy
- Pictures are very important!
- Driver and liaison signatures
- Glass only goes to Customer Service not Claims Division

Accidents - Totals

- August Totals:
 - \$88,615
 - 78 reported accidents
 - 2 total losses – 1 at fault
 - September Totals:
 - \$71,370
 - 101 reported accidents
 - 2 total losses – 1 at fault
- *Not including WFE (12) or totaled

September Totals

- Total Accidents: 101
 - PF: 57
 - SF: 44
- Total Cost: \$71,370 (\$707/avg per accident)
 - PF: \$44,697
 - SF: \$26,673
- Total At Fault: 40
 - PF: 16
 - SF: 24
- Total Cost At Fault: \$28,043
 - PF: \$11,455
 - SF: \$16,588

Causes of Accidents

Distracted Driving is again the most common cause of accidents



Safe Driver Training

- Offered by the Defensive Driving National Safety Council DDC-4
- Fast paced 4 hour driver improvement program
- Available to all Commonwealth employees
- In ESS: Defensive Driving NSC DDC-4
- Increase awareness and enhance defensive driving techniques
- At Fault list sent to auto liaisons?

AUTOMOTIVE LIAISONS MEETING

M5 System Administration
October 22, 2014

Future Initiatives

- Audits

- Confidential Plate Audit

- Planning on making this a yearly audit

- **Confidential License Plates** shall be issued only for Commonwealth Fleet vehicles assigned to designated agency heads and employees assigned to perform undercover or investigative work.

- *Commonwealth Fleet Procedures Manual 615.3*

M5 Upgrade

- V3.0.0G
- Biggest change effecting users is IEv10 support

Electronic STD-554

- Electronic STD-554
 - New Electronic version assists with reporting commute usage
 - NOT CHANGING the version or the layout of the report, just some functionality.
 - 9/1/11 still valid version

Commute Usage

- Don't spend too much time trying to figure out what you may have done wrong when you get an error
 - 95% of errors can only be fixed by M5 Administrators
 - Double check to make sure that you didn't make a data entry error
 - Send error to M5 Administrator eMail account

Commute Usage

- Review your passenger list
 - If you know that there is a unit that you are sure was turned in (STD-556) let us know
 - After we validate that we did receive paperwork and the unit, we will take it off of your reports

Commute Usage Errors

Commute Usage Error Quiz!!



Commute Usage

From: [REDACTED]
Sent: Thursday, October 16, 2014 12:16 PM
To: GS, M5 Administrators
Subject: Error Report

Unit Number: 007 [REDACTED]
Total Days: 10
Ending Mileage: 11,920
Total Miles: 1,294

Unit Number: 007 [REDACTED]
Total Days: 14
Ending Mileage: 135,636
Total Miles: 2,508

I keep getting error messages when trying to enter these reports.

Please let me know if you need any additional information or what I need to do to have these entered.

Thank you,

Commuter Usage

- If there is an error, immediately send a screen shot error and a scanned copy of the STD-554 to M5 Administrators

The screenshot displays the FleetFocus web application interface. The main window shows the 'Commuter Usage Entry' form for a user with ID [REDACTED] at the location 'AULIAS - AGENCY AUTO LIAISON'. The form includes a table for 'Commuter Usage Entry (New record number 1)' with the following data:

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	Prev Fin Mel Rea
006	2003 DODGE CARAVAN	09/30/2014	10	114807	0	POOL MATUE 622	08/31/2014	112555		

An error message window is overlaid on the bottom right of the screen, titled 'Error Messages - Windows Internet Explorer'. The message reads: 'Warning! The given meter reading of 114807 is larger than the system calculated mileage of 114682'.

M5 System Administration

- William Ward

- ✉ wilward@pa.gov

- ✉ 717-346-3344

- Commute Usage Information:

- ✉ Currently there are 85 outstanding entries

- ✉ Deadline – 10 am on Monday, November 17

AUTOMOTIVE LIAISONS MEETING

VEHICLE ADMINISTRATION
OCTOBER 22, 2014

WEX CARD PROFILES



Search: -- Select category -- -- Select Filter -- Go Search Tips

Shortcuts

- PA DOH Rental
 - View Detail
 - Edit Account
- Departments
 - View Departments
 - Add Department
- Drivers
 - View Drivers
 - Add Driver
- Cards
 - View Cards
 - Add Vehicle/Asset Card
- Auth Profiles
 - View Auth Profiles
 - Add Auth Profile

Account Explorer [View all](#)

Enter Account # or Account Name

Level 2

[COPA Agencies](#)

Level 3

[PA Bureau of...](#)

Level 4

[PA Dept of...](#)

Level 5

[PA DOH Rental](#)

Change Profile of Card ****27022 for PA DOH Rental

Change Profile



To change the profile associated to this card, select a new profile below.

Card Information

Card Number: ****27022
Custom Vehicle/Asset ID: Rental 103
Authorization Profile: Fuel Only [View Profile](#)
Prompting: Odometer & Driver ID
Card Status: Active
Last Issue date: 09/06/2012

Select Profile

Available Profiles [View Profile](#)

- BVM Rentals
- BVM 1000
- BVM 1500
- BVM 500
- BVM Rentals +
- BVM Standard
- COPA Standard
- Car Detailing
- EMERGENCY
- Heavy Trucks
- Specialized Vehicles
- Storm Emergency
- Custom Control
- Fuel Only

CAR DETAILING PROFILE

https://www.sunocouniversalfleetonline.com/online/gotoFlow.do?_flowId=flow-authProfilePopUp&oid - Windows Internet Explorer

Authorization Profile Detail

Profile Name: **Car Detailing**
Description: **Unrestricted**
Shared: **Yes**
Root Account: **COPA Agencies**
Card Type: **Custom Control**
Status: **Active**

Transaction Based Limits

Car Wash Products: **\$ 160 Limit per Transaction**
Fuel Products: **\$ 250 Limit per Transaction**
General Merchandise Products: **\$ 160 Limit per Transaction**
Labor Products: **\$ 160 Limit per Transaction**
Oil & Fluids Products: **\$ 160 Limit per Transaction**
Parts & Service Products: **\$ 160 Limit per Transaction**
Quick Lube Products: **\$ 160 Limit per Transaction**
Roadside Assistance Products: **\$ 160 Limit per Transaction**
Total Dollars for Non-Fuel Products: **\$ 160 Limit per Transaction**
Total Dollars for All Products: **\$ 250 Limit per Transaction**

Total Purchasing Controls

Timeframe: **Day**
Total dollars for Non-Fuel products per
timeframe: **No Limits Set**
Total dollars for all products per timeframe: **No Limits Set**
Total number of transactions for all products
per timeframe: **3 Limit**

Product Limits

Car Wash Products:

Dollars per Day: **No Limits Set**
Transactions per Day: **No Limits Set**

Fuel Products:

Dollars per Day: **No Limits Set**
Transactions per Day: **No Limits Set**
Units per Day: **No Limits Set**

General Merchandise Products:

Dollars per Day: **No Limits Set**

BVM STANDARD

https://www.sunocouniversalfleetonline.com/online/gotoFlow.do?_flowId=flow-authProfilePopUp&oid - Windows Internet Explorer

Card Type: Custom Control
Status: Active

Transaction Based Limits

Car Wash Products:	No Limits Set	No Alerts Set
Fuel Products:	\$ 250 Limit per Transaction	No Alerts Set
General Merchandise Products:	No Limits Set	No Alerts Set
Oil & Fluids Products:	No Limits Set	No Alerts Set
Roadside Assistance Products:	No Limits Set	No Alerts Set
Total Dollars for Non-Fuel Products:	No Limits Set	No Alerts Set
Total Dollars for All Products:	No Limits Set	No Alerts Set

Total Purchasing Controls

Timeframe:	Day	
Total dollars for Non-Fuel products per timeframe:	\$50 Limit	No Alerts Set
Total dollars for all products per timeframe:	No Limits Set	No Alerts Set
Total number of transactions for all products per timeframe:	3 Limit	No Alerts Set
Total Consecutive Declines:	2	
Tank Capacity Alert:	Yes	
Notify Me:	No	

Product Limits

Car Wash Products:

Dollars per Day:	\$ 50 Limit	No Alerts Set
Transactions per Day:	1 Limit	No Alerts Set

Fuel Products:

Dollars per Day:	\$ 750 Limit	No Alerts Set
Transactions per Day:	3 Limit	No Alerts Set
Units per Day:	No Limits Set	No Alerts Set

General Merchandise Products:

Dollars per Day:	\$ 50 Limit	No Alerts Set
Transactions per Day:	1 Limit	No Alerts Set

Oil & Fluids Products:

Dollars per Day:	\$ 50 Limit	No Alerts Set
Transactions per Day:	1 Limit	No Alerts Set

PRODUCT LIMITS

- 1. Allows you to change fuel limits.
- 2. Purchase Car washes
- 3. Purchase a quart of oil (not an oil change).
- 4. Purchase wiper blades (not replace wiper arm)
- 5. Purchase washer solvent
(**Maximum \$50.00.**) see profile limit

AUTHORIZATION

- All automotive officers have the ability to change the profile on any card.
- Process: Call up the unit number.
- Open (**Change Profile**)
- Select appropriate Profile
- **APPLY THE PROFILE**
- Only change profiles when necessary

WEX CARD ACCEPTANCE

- The WEX card is accepted at 95% of all major fuel retailers.
- The WEX card can be used to buy a *car wash, washer fluid, wiper blades, without buying fuel.*
- Independent car washes accept the card. WEX will contact independent's and sign them up. (send us the info.)

TRANSACTION INVOICING

- All general purchases will be listed as a separate transaction on your invoice.
- You may see car washes etc. listed as general merchandise depending on the vendors software. Some will spell it out.

ACCEPTING LOCATIONS

- .Select (**RESOURCE TOOLS**) in the task bar.
- .Go to **accepting locations**.
- .Select **fuel and service** locations.
- .Drop down box will open and you can select your preferences.
- .Criteria: City, State, Zip Code.

QUESTIONS

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THANK YOU

AUTOMOTIVE LIAISONS MEETING

October 22nd, 2014

Operations and Maintenance

- Randy Tomlinson

✉ rtomlinson@pa.gov

✉ 717-783-3088

Operations and Maintenance

Commonwealth Garage

- We do accommodate “waiters”. BUT, if they come later in the day they will have to “wait” for a bay to become available. To ensure the quickest service try to be here first thing in the morning (7:30am)
- Make sure key fobs are left with the vehicle while it is here for service. If we are programming a new key, or have to do a computer update normally the PCM (Power Control Module) needs programmed, which requires us to reprogram the keys and fobs.

Operations and Maintenance

Garage Continued

- Please remind your drivers:
 - Oil changes on the new cars (specifically 2012 and newer) are based off of the vehicle oil life monitor system, **not** the old school 3,000/5,000/or 7,500 base LOF schedules. This equals less oil changes during the life of the car, saving you time and money \$\$\$
 - If your car requires synthetic oil, we must use synthetic oil when doing the oil change, it's not an option (it is more expensive, BUT you do get longer life thus being able to go longer between oil changes)
 - Drivers are responsible for checking fluid levels, lights, tire pressures etc. between services.

Operations and Maintenance

Garage Continued

- If washer fluid is needed you can no longer dispense it at the fuel island. Please come in and see the service desk, they will assist you!
- We still perform a free winterization/courtesy check while your vehicle is in for an oil change. This service includes checking all fluid levels (including antifreeze strength), brakes, tires and wipers.

Operations and Maintenance

Vehicles Replacements

- There are only 80 more 2008's to swap out this year!! These will be completed by December '14
- Next year we only have approximately 200 2009's to swap out!!! '09 swaps will start in early '15
- High mileage swaps will be starting on newer units....
- When completing and submitting STD 556's please make sure the equipment #'s match the vehicle information (title #, VIN, make, model, etc)
- Most common things left in turn-in vehicles; EZPass', parking passes and CD's – do a thorough check!

Operations and Maintenance

Enterprise Rentals

- **Rentals:** should only be made for the following vehicle classes; compact, intermediate or standard (\$32/\$34 per day) unless an upgrade is approved by your supervisor for a specific business need.
- **Confirmation Emails:** Please make sure your agency has this set up so it fits your needs/size etc. This can be a VERY helpful tool to ensure that rentals are not being abused and proper classes are being rented. It gives the agency a chance to review a rental BEFORE it takes place.
 - We will be sending out a list shortly informing you who is currently listed as the email confirmation receivers for your agency.

Operations and Maintenance

- Questions and Comments?

Thank you!