

NCA GOVERNMENT FLEET CARD PROCEDURES

- 1. REASON FOR ISSUE:** This handbook outlines procedures for the use of the Government fleet card by National Cemetery Administration (NCA) staff.
- 2. SUMMARY OF CONTENTS:** This handbook defines accounting reconciliation, internal control procedures, and responsibilities that NCA offices and staff must follow in using a Government fleet card.
- 3. RESPONSIBLE OFFICE:** National Cemetery Administration, Office of Finance and Planning, 810 Vermont Avenue, NW, Washington, DC 20420, is responsible for the contents of this publication.
- 4. RELATED NCA DIRECTIVE:** NCA Handbook 4080 (NCA Government Purchase Card Procedures)
- 5. RESCISSIONS:** None.
- 6. RECERTIFICATION:** This publication is scheduled for recertification in October 2013.

/s/
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Acting Under Secretary for
Memorial Affairs

Distribution: Electronic

NCA GOVERNMENT FLEET CARD PROCEDURES

1. PURPOSE

a. This handbook outlines procedures for the use of the Government fleet card¹ by Department of Veterans Affairs (VA) National Cemetery Administration (NCA) staff. These procedures supplement the information and guidance in VA Directive 4090 – Government Fleet Card Policy and Handbook 4090 – Government Fleet Card Procedures.

b. These procedures describe the NCA recordkeeping and reconciliation process, minimize the potential for misuse of Government fleet cards, and document the responsibilities of employees participating in the fleet card program.

2. BACKGROUND

a. As authorized by VA Directive 4090, Government fleet cards were established for NCA commercially-leased vehicles. The fleet cards will be used to pay for (1) all fuel and maintenance purchases and (2) the repair of VA-owned or commercially-leased motor vehicles where onsite repair is not available, and the single purchase aggregated amount does not exceed the micro-purchase threshold of \$3,000 set by Federal Acquisition Regulations.

b. **Standards of Conduct.** A Government fleet card will only be used to purchase fuel, repairs or perform maintenance services within the guidelines of the Government fleet card program. Under no circumstances is the card to be used for personal purchases or for GSA-leased vehicles.

c. **Unauthorized Use/Penalties.**

(1) When using a Government fleet card, a cardholder must comply with VA and NCA policies and procedures. Any violations of approval requirements, spending limitations, internal controls, or prohibitions are considered misuse of the fleet card.

(2) The Debt Collection Improvement Act of 1996 allows NCA to recover from the employee the full cost of unauthorized purchases, plus interest and administrative debt collection fees. NCA will take all actions necessary to collect the debt, including salary offset, in accordance with applicable VA and Government-wide administrative procedures, and the employee may be subject to disciplinary action or criminal prosecution.

d. **Training.** All Agency/Organization Program Coordinators (A/OPC), Approving Officials (AO), Fleet Managers, and vehicle operators are required to take training on the use of the VA fleet card (see appropriate entries under paragraph 4. RESPONSIBILITIES), offered through the VA Learning Management System (LMS) and accessed at <https://www.lms.va.gov>. Failure to complete the required training will result in revocation of related duties, possible administrative or disciplinary actions, and/or dismissal from volunteer assignments.

¹ A government charge card used to purchase fuel and authorized repairs, parts, or services for government-owned or commercially-leased vehicles, in support of official government business. (Use of the card is subject to the policies of the agency possessing the card, except for cards assigned to vehicles leased from the General Services Administration (GSA), whereby GSA policy governs.)

(1) All A/OPCs, AOs, and Fleet Managers are required to complete initial VA Fleet Card Training through the LMS (# VA 5872) and complete refresher training at least every 2 years thereafter. Completion of training can be validated through the printing of a certificate or through LMS reports.

(2) All vehicle operators (both volunteer drivers and VA employee drivers) are required to complete annual refresher training on the responsibilities of a fleet card holder as provided by the Fleet Manager, using the LMS training course, Mini Fleet Course (# VA 6110).

3. PROGRAM PROCEDURES

a. Field Offices will use the Integrated Funds Distribution, Control Point Activity, Accounting and Procurement (IFCAP) system or the Centralized Administrative Accounting Transaction Systems (CAATS) to reconcile fleet card transactions.

For	Fleet card service will be provided by
Cemeteries that use IFCAP	VHA servicing station that issues the fleet card
Cemeteries that use CAATS	NCA Finance Service (Stafford)
Memorial Service Network Offices	NCA Finance Service (Stafford)

(1) IFCAP. Financial services (including the fleet card function) at most NCA cemeteries are currently provided by Veterans Health Administration (VHA) servicing stations. Cemeteries serviced by VHA through IFCAP will follow the account reconciliation procedures directed by the VA Medical Center. NCA is in the process of centralizing accounting functions for all national cemeteries at the NCA Finance Office located in Stafford, Virginia, using the CAATS. When CAATS is implemented at a cemetery, the codes on the cemetery’s fleet cards will be changed to the NCA Finance Office instead of the VHA servicing station. All fleet card activity will be processed in CAATS, and the NCA Finance Service will provide fleet card A/OPC services to the cemetery.

(2) CAATS. NCA facilities currently using CAATS will use the Purchase Card Module and follow the procedures outlined in the CAATS user guide to record and approve fleet card transactions, record receipt information for their purchases, and reconcile charges when the file from the fleet card contracting bank (currently U.S. Bank) is received. Fleet card numbers will be designated by an “F” in the card number field. The Fleet Manager should reconcile charges within 10 days of receiving email notification that there are charges to reconcile, unless the items have not yet been received.

b. Accounting Reconciliation. Fleet Managers will reconcile transactions by verifying the accuracy of payment amounts and vendor names with records and receipts received from the drivers. Any improper, incorrect, or fraudulent charges or duplicate payments must be reported to their AO, and will be handled promptly to ensure proper recovery. If the vendor is unresponsive, the payment will be disputed promptly with the fleet card contracting bank. The Fleet Manager is ultimately responsible for ensuring that all fleet card transactions are proper. The AO is responsible for reviewing and certifying that all purchases are legitimate expenditures. Fleet Managers and AOs are responsible for timely reconciliation of fleet card statements (see details under paragraph 4. RESPONSIBILITIES).

c. Timeliness. The reconciliation process must be completed by the Fleet Manager within 10 days of notification that there are charges to reconcile (for CAATS users), or within 10 days of receipt of the monthly statement (for IFCAP users), unless the items have not yet been received. Improper billing must be disputed by the Fleet Manager and/or AO within 30 calendar days of receipt of the monthly statement. Reconciled statements will be certified by AOs within 14 working days of receipt, with corrections forwarded to the NCA Finance Service (see details under paragraph 4. RESPONSIBILITIES).

d. Performance Standards. Performance plans of Fleet Managers and AOs will contain performance standards commensurate with their responsibilities. This will strengthen the link between program integrity and employee accountability.

4. RESPONSIBILITIES

a. **Under Secretary for Memorial Affairs** is responsible for:

(1) Ensuring that the NCA fleet card program meets all legal and financial requirements; and

(2) Signing delegation of authority giving NCA Fleet Managers necessary purchasing authority.

b. **Deputy Under Secretary for Memorial Affairs** is responsible for ensuring that staff responsibilities related to Government fleet cards are carried out appropriately.

c. **Associate Deputy Under Secretary for Finance and Planning, as NCA's Chief Financial Officer (CFO)**, is responsible for implementing the VA fleet card program within NCA. The NCA CFO is responsible for establishing procedures to implement management controls for card use and for ensuring that effective internal controls are established and followed.

d. **Associate Deputy Under Secretary for Field Programs, and Memorial Service Network (MSN) Directors** are responsible for providing management support for the fleet card program at field offices, and ensuring that adequate internal controls are established and followed to avoid fraud, waste, and abuse of the Government fleet card program as further outlined at paragraph 5a.

e. **Supervisors of Fleet Managers and Approving Officials** are responsible for ensuring the performance plans for these employees contain performance standards for their critical fleet card duties, such as the reconciliation and certification of government fleet card charges. The **Chief, Financial Accountability Division, NCA Finance Service**, in conjunction with the **Chief, Human Resources Division, or Chief, Employee/Labor Relations, Office of Field Programs**, as appropriate, is responsible for spot-checking on an annual basis that performance plans for Fleet Managers and Approving Officials contain performance standards for the critical fleet card duties assigned them.

f. **NCA Government Fleet Card Program Coordinator** (also known as **Agency/Organization Program Coordinator (A/OPC)**). The NCA Fleet A/OPC and alternate A/OPC are members of the NCA Finance Service and report to the Finance Service Director and CFO. A/OPC responsibilities include:

(1) Completing initial LMS online VA Fleet Card Training course (# VA 5872) and refresher training at least every 2 years thereafter;

(2) Ensuring that appropriate training has been provided to Fleet Managers, AOs, and Alternate AOs prior to issuance of fleet cards and certifying on VA Form 0242a - Government-Wide Fleet Card Certification Form (available electronically to VA staff at <http://vaww4.va.gov/vaforms/>) the completion of required training;

(3) Maintaining and updating Fleet Manager and AO certification records to reflect the completion of initial and refresher training (refresher training must occur at least once every two years);

(4) Assisting in determining and recommending the appropriate number of cards needed by each NCA Cemetery to maintain an appropriate span of control;

(5) Establishing fleet card accounts for all NCA fleet vehicles using the contracting bank's electronic access system (cards must be set up to prompt the vehicle operator at the pump for the odometer reading);

(6) Canceling accounts when requested or when notified by the Fleet Manager that a vehicle has been removed from service;

(7) Performing maintenance of fleet card accounts, such as adjusting limits (including temporary increases), changing default accounting codes, etc., using the contracting bank's electronic access system;

(8) Verifying that threshold limitations are reduced after any temporary increase in the spending threshold authorized by the AO for a specific purpose;

(9) Maintaining a master list of all current NCA Fleet Managers and AOs, fleet account numbers, authorized Merchant Category Codes, single and 30-day maximum spending limits, and sufficient transaction information necessary to identify and monitor questionable transactions;

(10) Ensuring NCA's response to the VA Financial Services Center's random quarterly quality reviews is complete, and ensuring that a plan is put into effect to correct any discrepancies found in the quarterly reviews;

(11) Maintaining a database of fleet card transactions using the contracting bank's electronic access system; and

(12) Annually reviewing all Internet links cited in this handbook and informing NCA Legislative and Regulatory Division of any necessary updates.

g. Fleet Card Approving Officials (AO) (typically supervisors) and officially-designated Alternate AOs ensure that the Government fleet card is used properly, and are responsible for:

(1) Ensuring all relevant acquisition regulations are followed;

(2) Completing initial LMS online VA Fleet Card Training course (# VA 5872) and refresher training at least every 2 years thereafter;

(3) Signing VA Form 0242a to indicate acceptance of AO responsibilities;

(4) Recommending card limits (single purchase, monthly, quantity of transactions, etc.) in conjunction with the A/OPC, and the Head of the Contracting Activity (**NOTE: Limits should be based on expected activity. For example, if refueling a vehicle averages \$75, the single purchase limit could be set at \$150. This would limit risk, but allow for fluctuations in fuel prices.**);

(5) Monitoring the use of Government fleet cards to ensure that purchases made are legitimate expenditures, that the card's single purchase limit was not exceeded, and that purchases were not split to avoid that limit;

(6) Reviewing, approving, and certifying all account statements submitted by the Fleet Manager (the AO will certify all reconciled statements within 14 working days of receipt) and forwarding corrections to the A/OPC;

(7) Providing guidance to vehicle operators in response to issues raised by the Fleet Manager related to use of the VA fleet card;

(8) Ensuring cards are canceled and destroyed when vehicles are removed from service (and notifying A/OPC); and

(9) Answering questions about the fleet card program.

h. **Fleet Managers** are responsible for implementing the fleet management program and ultimately responsible for ensuring that all fleet card transactions are proper and:

(1) Complying with all relevant acquisition policies and regulations;

(2) Completing initial LMS online VA Fleet Card Training Course (# VA 5872) and refresher training at least every 2 years thereafter;

(3) Signing VA Form 0242a to indicate acceptance of Fleet Manager responsibilities;

(4) Training all vehicle operators (both volunteer drivers and VA employee drivers) on the responsibilities of a fleet cardholder using the course information outlined in the LMS training course, Mini Fleet Course (# VA 6110), and maintaining vehicle operator certifications of understanding of fleet policies and procedures;

(5) Following activation instructions provided when the fleet card is issued;

(6) Complying with the single purchase limit and monthly limits placed on the card (a transaction may not be split into more than one segment to avoid the single purchase limit);

(7) Reviewing purchase requests received from vehicle operators;

- (8) Ensuring that sales tax is not paid when it is not required;
- (9) Ensuring drivers maintain a vehicle trip log or record for all fleet use;
- (10) Reviewing receipts submitted by vehicle operators for accuracy, accountability, and possible misuse;
- (11) Reconciling transactions within 10 working days of notification that there are charges to reconcile (for CAATS users) or 10 working days of receipt of the monthly statement (for IFCAP users), unless the items have not yet been received, by verifying the accuracy of payment amounts and vendor names with records and receipts received from the vehicle operators;
- (12) Providing the AO with applicable electronic or paper records to enable certification of payment;
- (13) Safeguarding the Government fleet card by keeping it on their person, in the custody of an authorized vehicle operator (vehicle operators should not maintain possession of the Government fleet card), or secured in a locked location when not in use;
- (14) Ensuring the retention of receipts for all fleet card transactions (receipt records - packing slip, receipt, cash register slip, sales slip, etc.) for 6 years and 3 months in accordance with VA Manual MP-4, Part 10 (Controller Records Control Schedule), Item No. 5-1c;
- (15) Retrieving card from vehicle operator and notifying the A/OPC when a card needs to be canceled due to fraud, misuse, or a vehicle being removed from service;
- (16) Notifying the A/OPC immediately when a card is lost or stolen;
- (17) Reporting any improper, incorrect, fraudulent charges, or duplicate payments to the AO and A/OPC; and
- (18) Forwarding vehicle operator questions or issues about the use of the VA fleet card to the AO.

i. **Vehicle operators (VA employees or volunteers)** are responsible for:

- (1) Complying with all relevant acquisition regulations;
- (2) Attending Fleet Manager-provided training on the responsibilities of a fleet cardholder (based on LMS # VA 6110 - Mini Fleet Course) and certifying in writing that he/she understands the policies and procedures, and knows the consequences of inappropriate actions;
- (3) Knowing and complying with single purchase and monthly card limits;
- (4) Entering an accurate odometer reading at the pump when prompted;
- (5) Providing receipts to the Fleet Manager daily to enable certification of payment;

(6) Providing the Fleet Manager the following information if a receipt is not available: vendor, time and date of purchase, and the following by category of purchase;

Fuel: odometer reading, number of gallons purchased, cost per gallon, type of fuel, total cost

Other: description of the maintenance and/or repair purchased, total cost;

(7) Ensuring receipt of goods and services ordered;

(8) Completing and submitting vehicle trip logs to the Fleet Manager;

(9) Safeguarding the VA fleet card when in his/her possession (do not leave fleet cards unattended in vehicles) and returning it to the Fleet Manager promptly; and

(10) Addressing questions or issues concerning use of the fleet card to the Fleet Manager and/or Approving Official.

j. **NCA Finance Service** staff are responsible for finance, billing, and resolving disputed procurements, credits, and billing errors. These responsibilities include:

(1) Ensuring that single purchase and monthly purchase limits are within fund control limits;

(2) Establishing default accounting codes for fleet card purchases and providing those to the A/OPC;

(3) Ensuring refunds are credited to the correct appropriation;

(4) Having final certifying authority on the legitimacy of any procured goods or service;

(5) Collecting reimbursement from the vehicle operator for inappropriate procurements (if the goods cannot be returned for full credit) by using all applicable procedures, including salary offset;

(6) Providing training to Fleet Managers and AOs on correct funding procedures, reconciliation procedures, and receipt records maintenance;

(7) Reporting noncompliance to the appropriate management level for review and corrective action;

(8) Coordinating and monitoring disputed procurements, credits, or billing errors; and assisting or interceding when a dispute cannot be handled in the normal method. Until CAATS is implemented NCA-wide, billing and dispute offices vary based upon location:

For	Billing/Dispute service will be provided by
Cemeteries that use IFCAP	VHA servicing station that issues the fleet card
Cemeteries that use CAATS	NCA Finance Service (Stafford)
Memorial Service Network Offices	NCA Finance Service (Stafford)

k. **Head of Contracting Activity (HCA)** is responsible for delegating necessary purchasing authority to the Fleet Manager for the acquisition of fuel, maintenance and repair of VA-owned or commercially-leased vehicles. HCA assignments vary based upon location:

For	HCA service will be provided by
Cemeteries that use IFCAP	VHA servicing station that issues the fleet card
Cemeteries that use CAATS	Under Secretary for Memorial Affairs
Memorial Service Network Offices	Under Secretary for Memorial Affairs

5. INTERNAL CONTROLS

a. All NCA responsible offices/officials shall ensure that adequate internal controls are established and followed. At a minimum, internal controls must include the following:

(1) There must be a clear separation of duties for authorizing NCA fleet card transactions, making purchases, and reconciling fleet card transactions;

(2) Government fleet cards must be secured in a locked safe or storage unit (not in the vehicles or with vehicle operators when not in use), and card numbers will be available only to authorized users;

(3) Billing statement reconciliations and certifications must be performed in a timely manner; all fleet transactions should be reconciled within 10 days of notification that there are charges to reconcile (for CAATS users) or 10 days of receipt of the monthly statement (for IFCAP users);

(4) Supporting documentation, receipts, packing slips, etc., must be maintained for 6 years and 3 months;

(5) Items purchased must be verified as received and fairly priced; and

(6) Charges must be verified as appropriate and for official government business.

b. Internal Control Reviews will be conducted by the NCA Finance Service. Results of internal reviews will be documented, and corrective actions will be monitored to ensure that they are effectively implemented. The NCA Internal Control Reviews will mirror procedures currently in-place for the Government purchase card and include verification that:

(1) Sales tax was not paid;

(2) The purchase did not exceed the micro-purchase threshold of \$3,000 and was not part of a split purchase to avoid the micro-purchase threshold; and

(3) The purchase was reconciled within the timeframes outlined in paragraph 3. PROGRAM PROCEDURES, subparagraph c. Timeliness.

6. DEFINITIONS

a. **Fleet Card:** A government charge card used to purchase fuel and authorized repairs, parts, or services for government-owned or commercially-leased vehicles, in support of official government business. (Use of the card is subject to the policies of the agency possessing the card, except for cards assigned to vehicles leased from the General Services Administration (GSA), whereby GSA policy governs.)

b. **Fleet Manager:** This individual is generally the Transportation Coordinator. The Fleet Manager implements the VA and NCA fleet management program at the local level to ensure compliance with all regulations; manages the daily use of their assigned vehicle fleet; budgets for, acquires, distributes and disposes of vehicle assets to meet VA and NCA requirements; and conducts vehicle authorization, utilization and reconciliation reviews of all vehicles under their control.

c. **Fleet Vehicle:** Any over-the-road vehicle that requires a license plate that is not leased from the General Services Administration.

d. **Misuse:** Use of the Government fleet card for other than the official government purpose(s) for which it is intended.

e. **Micro-purchase:** An acquisition of supplies or services using simplified acquisition procedures, the aggregate amount of which does not exceed the micro-purchase threshold. The Micro-purchase threshold is \$3,000, except: (1) For acquisitions of construction subject to the Davis-Bacon Act, \$2,000; and (2) For acquisitions of services subject to the Service Contract Act, \$2,500.

f. **Vehicle Operator:** Any employee who is required to operate a motor vehicle in order to properly carry out assigned duties. Included in this definition are contractor employees and volunteers required or authorized to operate U.S. Government vehicles under the terms of an existing contract or agreement with the Department of Veterans Affairs.

7. REFERENCES

a. Debt Collection Improvement Act of 1996 (Chapter 10 of Public Law 104-134) (available electronically at <http://www.gpoaccess.gov/plaws/search.html>)

b. Federal Acquisition Regulations (FAR) as codified in title 48, Code of Federal Regulations, parts 22 and 52 (available electronically at <http://www.gpoaccess.gov/cfr/index.html> or <https://www.acquisition.gov/Far/>)

c. Office of Management and Budget (OMB) Circular A-123 - Management's Responsibility for Internal Control, Appendix B (available electronically at <http://www.whitehouse.gov/omb/circulars/index.html>)

d. VA Directive and Handbook 4090 - Government Fleet Card Procedures (1/12/2010) (available electronically at <http://www1.va.gov/vapubs>)

e. VA Manual MP-4, Part X (Controller Records Control Schedule) (available electronically at <http://vaww.va.gov/pub/direc/finance/M4P10.htm>)