

Desk Top Procedure: Mansfield Oil/Voyager Fuel Card Program	Effective Date: June 25, 2021
Department Name: Accounting Support Services	Date of Last Revision: New
	Next Review Date: June 30, 2022

Mansfield Oil Voyager Fuel Card Program Procedures

1. Brief Procedure Description

The Radford University Mansfield Oil/Voyager Fuel Card Program Procedures defines the requirements for the execution of the fuel card program at Radford University (RU).

The fuel card program is administered by the Virginia Department of General Services Office of Fleet Management Services. This card program is managed in a manner consistent with all applicable State accounting policies and procedures related to the use of charge card programs.

**Note: RU's procedures may be more stringent in some areas in order to comply with RU internal policy and procedures.*

More information on the Virginia fuel card program can be found here:

<https://dgs.virginia.gov/fleet/fuel-programs/fuel-card-program/>

2. Applicability

Applies to all employees that are issued or use a Mansfield Oil Voyager Fuel Card by the University as well as employees that have an official responsibility for the execution of the fuel card program at Radford University.

3. Procedure

1. Overview:

The Mansfield Oil Voyager Fuel Card Program provides access to retail fueling stations throughout the Commonwealth of Virginia. Based on the Voyager network, the fuel card is accepted at 90 percent of retail fuel stations nationwide. Contract prices under this program allow cardholders to purchase Federal excise tax-exempt motor fuels. All brands of fuel products are available. Purchases on the credit card should only be for regular unleaded gasoline and oil (if needed). No other purchases are allowed to include food, beverages, parts and labor for towing, road service, mechanical repairs, or other goods or services.

Using the fuel card provides an economical option for fuel purchases by allowing the University to consolidate multiple vendor payments into one monthly payment to Mansfield Oil. In addition, there are numerous online tools available

that increases accountability and security, providing the ability to eliminate theft and fraud.

Fuel cards may be assigned to individuals or to departments for shared use (under the purview of a departmental representative). Department representatives must develop mechanisms to track fuel cards (ex: sign in, sign out sheets).

Voyager cards may be used to fuel fleet and rental vehicles. **Fuel cards are not to be used to fuel personal vehicles.** All business related travel expenses must be in compliance with the University Travel Policy and Procedures which can be located on the Accounting Services website at <http://www.radford.edu/content/accounting-services/home/travel.html>.

Radford University has created a university Fuel Card Account Custodian and backup, who are authorized to make changes (e.g., add or cancel cards, change card controls, etc.) for the fuel card program. Please see the information below for the university Fuel Card Account Custodian and back up:

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Accounting Support Services Sup
Fuel Card Account Custodian
PO Box 6906
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kbane@radford.edu
(540) 831-7613

Carla Linkous
Asst. Controller of Operations Fuel Card
Fuel Card Account back up
PO Box 6923
Radford, VA 24142
clinkous7@radford.edu
(540) 831-6651

Departments are required to maintain a record of all fuel purchases to assist in reconciling activity to the invoice.

Departments shall retain all fuel records for three (3) years plus current fiscal year for auditing purposes. Refer to the Financial Reporting *Records Retention* located on the website at <https://www.radford.edu/content/risk-management/home/record-retention.html> for guidance.

Departments are eligible to submit a request for a fuel card. Multiple cards may be issued to the same department on an as needed basis.

All cards have a \$1,000 monthly limit.

The Fuel Card Account Custodian must be consulted in advance for out of state travel as defined in Section 4.B below due to restriction lifts needed.

2. Request, Change or Cancel a Card:

- A.** Requests for a new card or to change or cancel a card must be made in writing to the Fuel Card Account Custodian. Email is sufficient.
- B.** Fuel Cards are mailed to the Fuel Card Account Custodian. Upon receipt of the card the Fuel Card Account Custodian will contact the department representative or new cardholder to schedule one-on-one cardholder training. Upon completion of training the Fuel Card Account Custodian will issue the card to the cardholder or department representative.
- C.** Anyone using a fuel card is required to sign the cardholder agreement. This includes anyone using a departmental card.
- D.** Cardholders shall return their fuel cards to their departmental representative or Fuel Card Account Custodian immediately upon request of their supervisor/reviewer or designee or the Fuel Card Account Custodian.

3. Fuel Card Security:

- A.** Authorized use of the card is limited to the person that has been assigned a card either temporarily or for extended use. The assigned cardholders shall not lend the card or share the card number with anyone other than the vendor with whom they are conducting business. Departments must develop tracking mechanisms for temporary use of fuel cards (ex: sign in and sign out sheets).
- B.** When not in the cardholder's physical possession, the card should be kept in an accessible but secure location within the office, such as a locked file cabinet or desk. The cardholder should not post the card account number, leave the card in a conspicuous place or photocopy the card. The cardholder should possess the card only when traveling for official University business.
- C.** The department representative maintaining fuel cards are ultimately responsible for lost or stolen cards. If the card is lost or stolen, immediately notify Mansfield Oil Customer Service at 800-987-6591 so that the compromised account will be closed and a new card can be issued. The department representative must also notify the Fuel Card Account Custodian to have file documentation.

D. Radford University is liable for purchases made by authorized users of the fuel card. Radford University does not accept liability for the following:

- Unauthorized use of the card.
- Account numbers that are fraudulently used.

4. **Card Restrictions:**

- A. Fuel cards may not be used to purchase fuel for personal vehicles under any circumstances.
- B. **The Fuel Card Account Custodian must be contacted in advance to remove card restrictions when traveling outside of VA, NC, SC, GA, TN, KY, WV, IN, MD, DC and NJ**
- C. Purchases on the fuel card should only be for regular unleaded gasoline and oil (if needed) No other purchases are allowed. This includes food or beverages, parts and labor, towing, roadside assistance, mechanical repairs, other goods and services.

5. **Fueling using the card:**

- A. Voyager Fuel cards may be used to fuel fleet and rental vehicles only. **Fuel cards are prohibited from being used to fuel personal vehicles.**
- B. Ensure the gas station will accept the Voyager Credit Card prior to pumping gas. If the gas pump has card swipe access, use the assigned pin number. The current mileage on the vehicle is needed for keying into the gas pump terminal. The fuel pump will prompt the cardholder for this information. The cardholder only has 2 attempts to put the information in correctly before the card becomes locked and is unable to be used. If the card becomes locked there are two options: use an alternate form of payment or contact Voyager assistance at the pump by calling: 800-987-6591.

6. **Fuel Card Log and Payment Form:** Immediately after card use, transactions should be logged by the departmental representative or assigned cardholder on the Fuel Card Log and Payment Form. One form should be maintained for transactions during the 1st to the 15th of the month and another log for transactions the 16th through the end of the month. Fuel Card Log and Payment Forms for each period should be submitted to Accounts Payable 5 days after the log period has ended. Log period 1st-15th is due to Accounts Payable by the 20th and log period of 16th-31st is due by the 5th.

7. **Approvals:** The departmental representative's supervisor or the assigned cardholder's supervisor is responsible for signing the Fuel Card Log and Payment

Form authorizing the transactions. For business related travel, a Chrome River preapproval should include fuel expenses paid by the university. In Chrome River fuel purchased on the fuel card should be entered under Ground Transportation, Car Rental Fuel with the paid by type: University Paid Directly. The Chrome River preapproval number should be listed on the Fuel Card Log and Payment Form. As a reminder, rental vehicles returned to Facilities will be refueled by Facilities being before returned to Enterprise.

8. **Disputes:** Accounts Payable must pay the total amount of the Mansfield Oil invoice each month. If a charge needs to be disputed, fill out a dispute form and email it with a copy of your receipt to fuelcard@mansfieldoil.com. All dispute documentation must be provided to the Fuel Card Account Custodian as well. Cardholders are responsible for follow up and resolution of any discrepancies or disputes.

9. **Card Renewals:** Fuel cards are automatically renewed. No action is required on the part of the department or cardholder. Departments will be notified by the Fuel Card Account Custodian informing them of the date, time and place the card is available for pick up. The expired card shall be returned to the Fuel Card Account Custodian for documented destruction.

10. **Card Infractions:** Penalties are at the discretion of the Fuel Card Account Custodian in the event the cardholder inappropriately uses the fuel card. Misuse of fuel cards is considered theft of state property.

11. **Monitoring:** The Fuel Card Account Custodian receives emails from Mansfield Oil with possible exception activity. Exception codes for D, H, 2-9, O will be reviewed by the Fuel Card Account Custodian.

Exception Codes: D = Duplicate X = Exceed Tank H = High Grade W = Weekend 2-9 = Multiple Fuelings
 A = Off Hours Cap V = Aviation R = Propane E = Emergency PIN used
 P = Product Type

 O = Non-Fuel
 (Other)

12. **Card Reviews:** Audits of transaction activity and record keeping will be conducted at the will of the Fuel Card Account Custodian. Card usage will be reviewed annually. Cards will be cancelled if not used.

13. **Vendor invoice:** The university is billed twice per month. The Mansfield Oil invoice will be paid centrally and transferred to the FOAP (fund, organization, account and program) on the Fuel Card Log and Payment Form.

4. Responsibilities

1. **Assigned Cardholder (card is in a specific employee's name):**
 - a. Maintain the card and the card pin number in a secure location.
 - b. Sign a cardholder agreement.
 - c. Comply with University procedures when purchasing fuel.
 - d. Complete the Fuel Card Log and Payment Form for each billing period and upon approval submit to Accounting Services. Log period 1st-15th is due to Accounts Payable by the 20th and log period of 16th-31st is due by the 5th.
 - e. Maintain all receipts for all transactions.
 - f. Return the card to the Fuel Card Account Custodian when requested by the supervisor/reviewer the Account Custodian. Also, return the card when terminating employment and notify the Account Custodian if transferring from one University department to another.

2. **Departmental Representative (responsible for numerous departmental cards)**
 - a. Develop tracking mechanisms for shared use cards (ex: check in, check out logs)
 - b. Require each temporary user to sign a cardholder agreement. Send copies of the cardholder agreements to Accounting Services.
 - c. When temporary card users return, complete the Fuel Card Log and Payment Form based upon receipts provided. Upon approval submit the Fuel Card Log and Payment Form to Accounting Services Log period 1st-15th is due to Accounts Payable by the 20th and log period of 16th-31st is due by the 5th. Maintain all receipts for all transactions in departmental files.
 - d. Return the cards to the Fuel Card Account Custodian when requested by supervisor or Fuel Card Account Custodian.

3. **Supervisor:**
 - a. Review and approve cardholder transactions ensuring business use and compliance with this procedure.
 - b. Sign the Fuel Card Log and Payment Form authorizing payment of the invoice.
 - c. Revoke cardholders purchasing authority for misuse of the card. Obtain and return card to Fuel Card Account Custodian.
 - d. Respond to Fuel Card Account Custodian requests in a timely manner (i.e., review of cardholder use, cardholder noncompliance correspondence, audit request, etc.)

4. **Fuel Card Account Custodian**

- a. Provide cardholders access to University policies and procedures.
- b. Enter in cardholder data, review and approve card applications.
- c. Issue cards.
- d. Cancel cards as needed.
- e. Audit select departmental files.
- f. Monitor and cancel inactive cards.
- g. Review exception emails received from Mansfield Oil. Follow up on concerns with department representative or assigned cardholder. Retain documentation of review.
- h. Remove state restrictions as necessary. Maintain supporting documentation.
- i. Cancel or suspend cards used inappropriately. The card can be suspended or permanently revoked for continued misuse.
- j. Provide guidance and direction to cardholders, departmental representatives and supervisors.
- k. Manage and assist cardholders with card issues and disputes. Maintain files, issue cards, and confirm the list of current cardholders with departments.