



GSA Fleet Customer Leasing Guide



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Introduction

Welcome to GSA Fleet Leasing

Thank you for choosing GSA Fleet to manage your motor vehicle needs. Since 1954, federal agencies have benefited from leasing vehicles and obtaining comprehensive fleet services from GSA Fleet. Today, GSA Fleet proudly services more than 75 agencies, like yours, on a cost reimbursable basis. Our goal is to satisfy your transportation needs by providing you with the best fleet vehicles and services in the business at the lowest possible cost.

GSA Fleet does not enter into formal contracts with its customers when leasing vehicles. In the absence of such documentation, this guide describes the roles and responsibilities for stakeholders at federal agencies that lease, or are interested in leasing, vehicles from GSA Fleet. These stakeholders may include but are not limited to:

- Drivers
- Local fleet managers
- Bureau and agency headquarters fleet managers
- Agency budget officials

The guide covers common questions and situations a stakeholder is likely to encounter, including but not limited to:

- Becoming a GSA Fleet customer
- Rates and costs
- Annual acquisitions
- Fueling
- Maintenance and repairs
- Accidents
- Billing

This document will be updated on a regular basis to ensure that stakeholders always have the most up to date information. The most current guide is always available by visiting [GSA Fleet Drive-thru](#).

Summary of Changes

GSA Fleet is updating the Customer Leasing Guide to improve clarity and consistency, while ensuring our stakeholders always have the most up to date information on the GSA Fleet leasing program. Changes to the previous edition of the Customer Leasing Guide are effective immediately.

Significant changes reflected in GSA Fleet Customer Leasing Guide, Version 4 are as follows:

General Updates

- Updated all links throughout the document
- Revised and updated general policy language and terms
- Updated all contact information
- Ensured that all discussed and linked forms are up to date
- Replaced "accident" with "crash", as appropriate, in line with 41 CFR 102-34 Subpart G

Chapter 1

- Updated growing size of GSA Fleet (What Is GSA Fleet and What Is It Authorized to Do?, P. 6)
- Added GSA Fleet Vehicle Purchasing summary (What Is GSA Fleet and What Is It Authorized to Do?, P. 7)

Chapter 2

- Added information on customer responsibility for increased operating costs resulting from a customer's request to extend a vehicle's service life (Types of Vehicle Acquisition: A. Replacement Vehicle, P. 10)
- Clarified additional vehicle requirements (Types of Vehicle Acquisition: B. Additional Vehicle, P. 10)
- Added section on training (Training, P. 14)

Chapter 3

- Revised the Law Enforcement package acronym from LU to LE (Accessory Equipment: Law Enforcement (LE) Equipment Packages, P. 18)
- Deleted reference to rates for non-standard LE Upfit of GSA Fleet vehicles (Accessory Equipment: Law Enforcement (LE) Equipment Packages, P. 19)

Chapter 4

- Added resale value as a factor when assigning rates (About your monthly and mileage rate component, P. 20)
- Added the impact of delinquent accounts on the use of the Short Term Rental program (Delinquent Accounts, P. 21)
- Added information on Agency Incurred Expenses (AIEs) related to decorative items (Agency Incurred Expenses (AIEs), P. 23)

Chapter 5

- Clarified the use of a Memorandum of Agreement for commercial lease conversions (Converting Commercially Leased Vehicles, P. 27)

Chapter 7

- Clarified contractor use of GSA Fleet services card (About your GSA Fleet services card, P. 30)
- Specified cross service sites are not to store fleet card numbers due to PII security (Accepting Merchant Locations, P. 32)
- Clarified unauthorized/fraudulent purchases for any unexplained miscellaneous purchases, food or other unauthorized purchase (Fraudulent Purchases, P. 33)
- Clarified fraud/misuse versus other types of improper fueling (Improper Fueling, P. 35)

Chapter 8

- Added section on damage by repair facilities (Damage by Repair Facilities, P. 44)
- Updated the excessive wear and tear table, including: adding a proration table for brake pads, shoes, and drums; clarifying damage to the truck bed that can result in an AIE; and for tires, removing the 24,000 to 32,000 mile AIE category for tires and eliminating AIEs for tires greater than 6 years old (Wear and Tear, P. 47)

Chapter 9

- Clarified requirement for use of the Standard Form (SF) 91 case of a crash (In Case of a Crash, P. 49)
- Clarified the requirement to submit a SF 91 even if the GSAFleet2Go app is also used (Who can authorize vehicle repairs?, P. 52)
- Clarified the process for repairing a vehicle's windshield (What is the process for repairing a vehicle's windshield?, P. 55)
- Added section on damage by repair facilities (Damage by Repair Facilities, P. 55)

Chapter 10

- Included more information on driver protection through the Federal Tort Claims Act (What is the Federal Tort Claims Act and how does it protect me as a driver?, P. 56)

Chapter 11

- Clarified designation of an EISA 141 exception (Are there exemptions from the AFV acquisition mandates?, P. 61)
- Added inclusion of electricity purchases through ChargePoint stations to fuel monitoring through GSA Fleet Drive-thru (How does GSA support agencies in the acquisition of AFVs and low-GHG vehicles and in meeting other sustainability mandates?, P. 62)
- Updated telematics adoption information with details on the new GSA Telematics BPA, E.O. 13834, and FY20 deployment (How does GSA support agencies in the acquisition of AFVs and low-GHG vehicles and in meeting other sustainability mandates?, P. 63)

Chapter 12

- Added reminder to review FAST data to ensure it is correct before submitting and to update Customer Driven Data (CDD) module in GSA Fleet Drive-thru (Federal Automotive Statistical Tool (FAST), P. 66)

Chapter 13

- Added new multi-factor authentication requirement for access (How do I access GSA Fleet Drive-thru?, P. 68)

- Clarified how to pull FAST Data Center's current year and future projections (What data/reports are available through GSA Fleet Drive-thru?, P. 69)
- Clarified use of Customer Acquisition Module (CAM) for additional vehicles (What are the applications that will assist me in managing my vehicles?, P. 71)

Chapter 14

- Included information on driver's responsibility of using a cell phone while driving (What Policies Apply to Government Owned Vehicles (GOVs)?, P. 73)
- Included information on carrying firearms in GSA Fleet lease vehicles (What Policies Apply to Government Owned Vehicles (GOVs)?, P. 74)
- Included Executive Order 13834: Efficient Federal Operations (What Policies Apply to Government Owned Vehicles (GOVs)?, P. 74)
- Included additional information on greening mandates and charging stations (What Policies Apply to Government Owned Vehicles (GOVs)?, P. 74)

Chapter 15

- Clarified contractor use of vehicles per Federal Acquisition Regulation 51.2 (Contractor Use of Vehicles - Federal Acquisition Regulations, P. 76)

Chapter 16

- Clarified registration of all GSA Fleet vehicles in the Federal Motor Vehicle Registration System (FMVRS) (Registration, P. 78)
- Clarified decorative item approval process (Decorative Items, P. 81)

Chapter 17

- Included restrictions to using the Short Term Rental program (I Have Short Term Vehicle Needs. How Can GSA Fleet Help?, P. 83)

Chapter 19

- *Deleted* the chapter formerly titled "How Do I Purchase a Vehicle Through GSA". Vehicle Purchasing information can now be found in Chapter 1, page 7 and through the [GSA Fleet Vehicle Purchasing Guide](#).

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Chapter 1 - What Is GSA Fleet and What Is It Authorized to Do?

GSA Fleet is a federal vehicle leasing and purchasing entity that provides quality vehicles along with economical and efficient fleet management services. Federal agencies and other authorized entities are eligible for the purpose of transporting personnel and property.

Growing from its origin in 1954 to over 221,000 vehicles in 2020, GSA Fleet is one of the largest fleets in the United States. GSA Fleet includes, but is not limited to, the following types of vehicles:

- Sedans
- Light, medium, and heavy trucks
- Passenger and cargo vans
- Sport and crossover utility vehicles (SUVs and CUVs)
- Ambulances
- Buses

Participating federal agencies are served on a cost reimbursable basis, which makes it possible to offer this diverse fleet at all-inclusive rates that are second to none.

GSA Fleet is supported by a network of dedicated professionals determined to provide customers with the right vehicle, at the right price, with great service, and the data required for an agency to manage its fleet efficiently and effectively. Included within the lease of a GSA Fleet vehicle is a nationwide team that includes, but is not limited to:

A network of Fleet Management Centers (FMCs) that are responsible for the overall day-to-day management of GSA Fleet vehicles, while also providing administrative support and control in the specific geographic areas they serve.

Fleet Service Representatives (FSRs) who serve as GSA Fleet's primary interface with customers. FSRs support and coordinate with customers to ensure satisfaction with GSA Fleet-leased vehicles. FSRs are there for GSA Fleet customers throughout the entire vehicle leasing process.

An Alternative Fuel Vehicle (AFV) Team that provides guidance and resources for customer agencies and GSA Fleet's acquisition and operational personnel on the latest laws and regulations relating to sustainability and operational and procurement efficiency.

An Accident Management Center (AMC) that provides GSA Fleet's customer agencies and drivers with one-stop service for reporting accidents and incidents, coordinating vehicle repairs, and initiating third-party claims.

A Maintenance Control Center (MCC) that provides GSA Fleet customer agencies, drivers, and vendors with one-stop service for mechanical repairs and record-keeping on vehicle repair history.

A Loss Prevention Team (LPT) that monitors for fraud, waste, and abuse as well as managing GSA Fleet Services Cards.

A Vehicle Remarketing Team that maximizes proceeds on sale vehicles through the exchange sale process, enabling GSA Fleet to keep leasing rates low.

For agency-owned fleets, GSA Fleet's vehicle purchasing program is the **mandatory** source of supply for the purchase of all new non-tactical vehicles for all federal executive agencies and the Department of Defense, as defined in [41 CFR 101-26.5](#). In addition, the GSA's [ADM Order 4800.2H](#) provides a listing of other eligible users that may procure vehicles under GSA contracts. Contracts are awarded using full and open competition directly with the Original Equipment Manufacturers (OEMs) and their representative dealers. Generally, the contracts are well below invoice pricing with a wide selection of makes and models. The vehicle purchasing program includes the following services: vehicle engineering, quality assurance, contract administration, and customer support. For more information on the vehicle purchasing program, GSA Fleet publishes a [Vehicle Purchasing Guide](#). You can also contact a customer liaison specialist at vehicle.buying@gsa.gov or (844) 472-1200.

Operating Authority

GSA is authorized to provide motor vehicles and related services to eligible entities pursuant to separate and independent statutory authority. [See [40 U.S.C. 601-611](#)]. Unlike procurement contracts which are governed by the Federal Acquisition Regulation (FAR) and related agency supplements (e.g., the DFARS), the policy governing the establishment and operation of GSA Fleet Leasing (formerly referred to as GSA's Interagency Fleet Management System) is set forth in the Federal Property Management Regulation (FPMR). See [41 C.F.R. Part 101-39](#). The FPMR outlines the relationship (including the use, financing and responsibility for damage of vehicles) between GSA and the customer agencies. The arrangement between GSA and the customer agencies for motor vehicles is not contractual; instead, it is authorized by statute and governed by the implementing regulations noted above. Therefore, leasing agreements are not required for standard operating agreements with GSA Fleet Leasing. GSA Fleet operates as a component of the Acquisition Services Fund (ASF) and must recover all costs it incurs in providing vehicles and related services.

The following is a summary of laws and regulations establishing GSA's vehicle leasing authority, funding source, cost recovery requirements, and leasing agreement.

[40 U.S.C. Subtitle I › Chapter 5 › Subchapter VI](#)

- Establishes GSA's vehicle leasing authority, the ASF as the funding source, and

GSA Fleet's requirement to set prices designed to fully recover costs.

[40 U.S.C. 321](#)

- Defines the ASF, how it recovers funds, and for what it can be used.

[41 CFR 101-26.501-9](#)

- Identifies GSA's centralized leasing program as an additional source of motor vehicles.

[41 CFR 101-39](#)

- Outlines GSA Fleet's leasing parameters.

Chapter 2 – How Does GSA Fleet Help Me With My Vehicle Needs?

The first step to leasing a vehicle from GSA Fleet is to contact a GSA Fleet Zonal office or local Fleet Management Center (FMC). A complete list of FMCs is available [here](#). Should you have questions about a leasing need impacting multiple GSA Zonal or FMC locations or general questions about leasing from GSA Fleet please Email us at: gsafleet-consolidation@gsa.gov.

Customer agencies must provide the following information for GSA Fleet to consider the request:

- A. Anticipated duration of the assignment and projected use in miles per month.
- B. A statement certifying that the agency has funds available to pay for the vehicle assignment.
- C. A statement certifying that the headquarters agency fleet manager concurs with the request.
- D. The office or activity to which the vehicles will be assigned with a point of contact name, address, and telephone number.
- E. The relevant account code (formerly called a Billing Office Address Code (BOAC)). If the customer agency has no account code, the servicing FMC can provide one.
- F. Vehicle quantities, types, locations, and dates required.

GSA Fleet does not guarantee that a new vehicle will be offered in response to the request. Often, vehicles returned from other customers are used to fill another agency's request. However, GSA Fleet does guarantee that any used vehicles assigned to the requesting agency will be in good mechanical and cosmetic condition.

GSA Fleet vehicles are in high demand and some vehicle requests may go unfilled. The more lead-time provided before needing a vehicle, the greater the likelihood that one can be provided. Priority is given to fully participating customers; that is, agencies that choose GSA Fleet to provide all of their vehicle needs. Even fully participating agencies may be placed on a waiting list if there are no vehicles available from inventory, funding for the fiscal year is exhausted, or if vehicle manufacturers have ceased production for the model year.

Customer requests that are logged onto a waiting list may be addressed in the interim using GSA's [Short Term Rental Program](#) (STR). Vehicles can be leased for up to 120 days through STR. For more information on this option, please refer to [Chapter 17](#).

Vehicle Acquisition

Types of Vehicle Acquisition

A. Replacement vehicle. A replacement vehicle is a vehicle that is replacing a GSA leased vehicle currently in inventory. It may be a brand new vehicle or a vehicle that has been turned in by another agency. Each existing GSA vehicle is measured against the following standards to determine eligibility for replacement:

1. [GSA Vehicle Minimum Replacement Standards](#): GSA Fleet owned motor vehicles follow a much more stringent replacement standard than required by the [Federal Management Regulations](#) (FMR).
2. [FMR 102-34.270](#): Minimum replacement standards for federal motor vehicles as dictated by the FMR.

However, the ultimate decision to replace or retain any given vehicle lies with the customer's FSR, based on a variety of factors including the vehicle's age, mileage, condition, and repair history. The assigned FSR will facilitate discussions regarding eligible replacement vehicles at the start of each acquisition cycle. It is essential for customer agencies to determine vehicle requirements as far in advance as possible, as this allows GSA Fleet to provide its customers with low-cost vehicles that are best suited for each agency's mission. **All replacement vehicle selections will be made electronically through GSA Fleet Drive-thru in the Customer Acquisition Module (CAM). Requests will be routed through the applicable customer agency approvals prior to the ordering of replacement vehicles.**

Agencies with high cost accessory equipment installations may request that GSA Fleet grant an extension of a vehicle's replacement cycle as long as vehicle operating costs do not escalate. Increased operating costs that are a result of a customer's request to extend a vehicle's service life will be passed on to the leasing agency.

- B. Additional vehicle. A vehicle not replacing an existing leased vehicle thereby increasing GSA Fleet's inventory. Additional vehicles will be acquired only when the requirement cannot be filled from existing resources. Requests shall be filled in accordance with customer service priorities as funding or vehicles currently in inventory become available. All additional requests shall be submitted electronically through GSA Fleet Drive-thru in CAM. All requests will be routed through the applicable customer agency approvals prior to receiving consideration by GSA Fleet Leasing. Additional vehicles cannot be ordered or placed with a customer unless approved through the CAM (even turn-ins).
- C. Consolidated vehicle. A consolidated vehicle is a previously agency-owned vehicle whose ownership has been transferred to GSA Fleet. Upon completion of the transfer, the vehicle is then leased back to the former owning agency, replaced when eligible, and is charged ordinary GSA Fleet leasing rates. For more information on consolidations, please see [Chapter 5](#).

- D. Transfer vehicle. A transfer vehicle is one that is transitioned, based on customer needs, or from one FMC to another FMC.

Vehicle Acquisition Tools

- A. [AutoChoice](#). AutoChoice is an online ordering tool to purchase a vehicle using GSA's awarded contracts. It cannot be used to order GSA Fleet leased vehicles. AutoChoice allows a user to configure vehicles, choose equipment and color options, and view side-by-side comparisons of vehicle models from manufacturers to help make a best value decision.
- B. [Federal Vehicle Standards](#). The Federal Vehicle Standards classify motor vehicles available for purchase and lease from GSA. The standards identify minimum vehicle requirements, equipment options, and display detailed data for vehicles currently under contract with GSA.
- C. Customer Acquisition Module (CAM). CAM simplifies vehicle acquisition of GSA Fleet leased vehicles through automation of the vehicle selection process. CAM serves as an online method for vehicle selection and approval for additional and replacement vehicles and is accessed through [GSA Fleet Drive-thru](#). The local customer is able to select their replacement and additional vehicle type, Standard Item Number (SIN), preferred fuel type, and desired options. The vehicle selection then goes through a customer review chain until it has received final approval from its agency headquarters. Once approved by the agency, the FSR will finalize the vehicle order and it will be placed with the manufacturer. A [CAM Tutorial](#) video provides a complete overview of the module.
- D. Agency Guidance. Agency Guidance is provided annually by agency headquarters customers who lease vehicles from GSA Fleet. The guidance is related to the current fiscal year vehicle acquisitions and includes the following information: allowed vehicle types, AFV surcharge amount, the process for approving additional vehicle requests, etc. Agencies are also encouraged to provide GSA Fleet with any internal agency specific vehicle ordering guidance that has been issued. All agency guidance is distributed to FSRs across the nation as well as loaded in CAM.

Note: Approvals for replacements of totaled and uneconomical to repair vehicles continues to be done manually outside of CAM and requires written approval (Email approval is sufficient) from the highest level approving official an agency has in CAM (this can be a headquarters fleet manager or a local customer if there is no headquarters level approving official).

Vehicle Transportation Expense

- A. GSA Fleet will charge the agency for the expense of transporting a vehicle where customer benefit is the clear reason for the transport. Examples include:
 - 1. Front door delivery – Vehicles transported from a marshalling site directly to the customer's location.

2. Remote locations – Vehicles transported to locations that require unusually complicated deliveries (i.e., vehicles that are barged or flown into remote areas).
3. Immediate need – Transport of vehicles from other areas of the country in order to meet an immediate and/or emergent need.

B. GSA Fleet will charge an agency in cases when it schedules transportation upon customer request but the customer does not have the vehicle present for pickup at the scheduled time and GSA Fleet is billed by the transport company.

Vehicle Delivery

When new vehicles arrive at a marshalling location - be it an auction house or some other designated locale - it will undergo the Original Equipment Manufacturer (OEM) specified pre-delivery inspection (PDI). The local customer is notified, either by FSR contact or through the [Vehicle Fleet Exchange](#) (VFE) system, to schedule the pick-up of their new vehicle (and to effectively drop-off their “turn in” at the same time, if there is one). Upon notification by the marshalling location, customers have eight (8) business days in which to arrange for the pick-up of their new vehicle(s). Vehicle leasing charges will start after the 8th day. With proper communication in advance, it is possible in rare circumstances - in locations - to arrange for new vehicles to be shipped or delivered to your customer location at your agency’s expense. Please coordinate with your FSR at the time of vehicle ordering to discuss this option.

Once the appointment is made, and prior to actual vehicle turn-in, the customer is responsible for the removal of all agency-owned equipment (wraps/personal objects) as outlined in [Chapter 3](#) below.

Note: If the vehicle has additional equipment that was paid for and owned by GSA, that equipment must remain with the vehicle and should not be removed prior to turn-in.

The customer should also make sure that the vehicle is in the same condition as it was when first assigned (besides normal wear and tear). If the vehicle has unreported accident damage, they should report it to the Accident Management Center (AMC) in advance and follow the provided guidance.

At the appointment time, the customer will arrive with the vehicle and its corresponding GSA Fleet Services Card. The marshalling site will complete a vehicle accountability form to provide a detailed condition of the vehicle being turned in. Any damage found will be documented on this form. The customer should be present for this walk around to sign and will be Emailed a copy of the form. Damage will be billed back to the customer as outlined in [Chapter 4](#) of this guide, Accumulated Damage.

On the same accountability form, the new vehicle’s information will be entered and the customer is offered the opportunity to make sure the new vehicle is in good condition before it leaves the marshalling location. A new Fleet Services Card will accompany the new vehicle.

Vehicle Turn-Ins

GSA Fleet understands agency missions and vehicle needs change and customers may need to turn in underused vehicles. GSA Fleet accepts the turn in of small quantities of vehicles from customers as needed. Such vehicles are generally sold or reassigned to other customers needing additional vehicles. However, if customers must turn in large quantities of vehicles, please adhere to the process below.

- A. Once the customer is aware of pending vehicle reductions, the customer shall contact their FSR and work with GSA Fleet to cooperatively manage the turn in process. GSA Fleet will advise which vehicles are sale-eligible from the customer and request those be returned. The goal is for the customer to return the underused vehicles while minimizing the number of sale-ineligible vehicles turned in to GSA Fleet. The customer shall provide written notice of large turn in requirements to GSA Fleet at least 90 days in advance of the turn in date. This notice shall include a detailed list of the quantity, type, and location of the vehicles to be turned in. Upon receipt, GSA Fleet will work with the customer to identify turn in vehicles according to the following criteria:
 1. Vehicles that meet GSA Fleet sales eligibility.
 2. Vehicles that meet FMR sales eligibility.
 3. Vehicles that do not meet GSA Fleet sales eligibility which can be swapped with similar type sales eligible vehicles **within the same** customer.
 4. Vehicles that do not meet GSA Fleet sales eligibility which can be swapped with similar type sales eligible vehicles **with another** customer.
- B. Customers turning in non-sales eligible vehicles may be required to turn in newer vehicles which can be more easily placed with other customers. Any transportation costs incurred will be paid by the customer.
- C. The customer will continue to be charged for non-sales eligible vehicles until an agreement to place under-used vehicles is reached and executed. If GSA Fleet cannot place the vehicle elsewhere and is required to sell for less than the remaining book value on the vehicle, GSA Fleet retains the right to charge the customer the difference between the book value and the sales proceeds.

Seasonal Use/Vehicle Holdover

Occasionally customers will have a mission need to cover temporary demand surges that coincide with the delivery period of replacement vehicles. In this event, a customer should request approval from their local GSA Fleet manager to retain a replaced vehicle(s). The criteria for holdovers include: account is current without aged, unpaid invoices and the vehicle is needed in support of the war effort, national security, disaster relief, or other special/seasonal use. When vehicle holdovers occur, agencies are charged for both the holdover and the replacement vehicles.

Utilization Guidelines

As defined in [41 CFR 101-39.301](#), “An agency must be able to justify a full-time vehicle assignment.” Agencies should follow utilization guidelines as established in their Vehicle Allocation Methodology (VAM). VAMs are required per [41 CFR 102-39.50\(b\)](#). Additional details can be found in GSA [FMR Bulletin B-43](#). GSA's Fleet Service Representatives can assist with right sizing. In addition, there are reports available in [GSA Fleet Drive-thru](#) to assist in tracking inventory, mileage, and fuel use.

Supporting Foreign Operations

GSA Fleet provides vehicles to agencies operating in many areas throughout the world, including Europe. Agencies can submit a written request for GSA Fleet to add vehicles to an area GSA Fleet already supports or for a new location. Supplemental agreements are required to define vehicle requirements, rates, logistics, maintenance and fueling needs, Status of Forces Agreement (SOFA), personnel, space, and other appropriate details. Requests are to be sent to: gsa.fleet.acquisition@gsa.gov.

Training

GSA Fleet provides training for customers at no additional cost.

Federal Fleet Manager Certification Program (FFMCP)

The Federal Fleet Manager Certification Program (FFMCP) is a comprehensive fleet management training program specific to federal fleet management of all levels. The FFMCP was developed by GSA Fleet in conjunction with the GSA Office of Governmentwide Policy.

The program consists of six core courses and a choice of two elective courses. To complete each course, participants must score a 70 percent or higher on the course exam. After two failed attempts participants must complete the course again. Courses must be completed in sequential order following the vehicle lifecycle. Upon successful completion of all courses, the program certificate will be issued.

The information covered in the FFMCP encompasses an overview of federal vehicle policies and procedures. Your individual agency may have additional policies in place that you must adhere to. All agency specific policy questions should be directed to your agency's headquarters fleet manager or general counsel's office.

For more information about the FFMCP visit www.gsa.gov/ffmcp.

GSA Fleet Desktop Workshops

[Desktop Workshops](#) are monthly web conferences. A different topic is covered each month; past topics have included Personal Liability, the Customer Acquisition Module, GSA Fleet Leasing 101, Distracted Driving, and AFVs and Sustainability. Recordings of GSA Fleet Desktop Workshops are

posted to GSA's YouTube Channel. To receive notifications of upcoming Desktop Workshops you can register in [GovDelivery](#).

GSA Fleet Drive-thru Training Portal

The [training portal](#) on GSA Fleet Drive-thru has a variety of resources:

- Drive-thru How To's
- Vehicle Operator Videos
- Electric Vehicles
- Driver Safety

Chapter 3 – Can I Install Accessory Equipment on My GSA Fleet Vehicle?

Accessory Equipment

Accessory equipment may be installed on GSA Fleet vehicles when approved by GSA Fleet in accordance with [41 CFR 101-39.304](#). Accessory equipment is intended to further the use of a vehicle in accomplishing the customer agency's mission, and is not to be installed on GSA Fleet vehicles merely for the personal convenience or comfort of the vehicle driver. Examples of acceptable accessory equipment include, but are not limited to, snow plows and lift gates for GSA Fleet leased trucks. Equipment that violates or creates an appearance of violating any federal, state, or local law, such as radar detectors, will not be installed or used in GSA Fleet vehicles.

Each agency determines its own aftermarket need. GSA Fleet's policy, as defined here, ensures:

- Procurements and asset management are in line with proper procedures.
- Aftermarket equipment does not impede the safe operation of a vehicle.
- Aftermarket equipment, or its installation, does not void any vehicle or component warranties.
- Proper maintenance of the accessory equipment is scheduled as required by the equipment OEM.
- Customers acknowledge the financial responsibility, and any risks that may apply, of aftermarket equipment.

A. Approval Process

The first step to procure and install accessory equipment on a GSA Fleet vehicle is to obtain approval. Agency fleet managers should include any guidance on internal procedures in the annual acquisition questionnaire so that GSA Fleet's local FSR is aware of any rules that may be in place. Once a requirement is known, the local Agency contact should submit a request using GSA Fleet's [Vehicle Modification Form](#) to their FSR for approval. This applies whether GSA Fleet or the agency will be acquiring the equipment. If the upfitting is for similar equipment on a large number of vehicles, a national agreement may be used as opposed to individual approvals.

The request for approval will:

1. Describe the requested equipment.
2. Acknowledge that the equipment does not void any vehicle or component warranties.
3. Acknowledge that the customer reviewed the vehicle and equipment specifications to ensure the vehicle can handle the equipment at peak operation.

4. Acknowledge that the equipment will not negatively impact the vehicle's operating and safety characteristics.
5. Acknowledge that the customer used good judgement and sound discretion in selecting a supplier to perform the installation or modification on the vehicle.
6. Waive the right to file a claim against GSA under the Federal Employees' Compensation Act or the Federal Tort Claims Act for injuries or death that may occur as a result of the installation of aftermarket equipment or vehicle modifications.
7. Be signed by an agency management official.

B. GSA Fleet Managed Accessory Equipment Procurements

1. GSA Fleet will not procure:
 - a. Decals and decorative items.
 - b. Equipment that is ineligible to be resold to the public, e.g., electronic communication.
 - c. Equipment that violates or creates an appearance of violating any federal, state, or local law, such as radar detectors.
 - d. Aftermarket law enforcement upfit packages.
 - e. Tire upgrades are not considered aftermarket equipment. Customers are 100% responsible for the cost of a tire upgrade.
2. Accessory equipment costing less than \$1,000, including parts and installation, can either be expensed to the agency through an Agency Incurred Expense (AIE) or capitalized and billed to the agency through an optional equipment rate charge on their monthly bill. Expensed equipment will belong to the agency. Capitalized equipment will be a GSA Fleet asset.
3. Accessory equipment costing \$1,000 or more, including parts and installation, will be capitalized by GSA and billed to the agency through an optional equipment rate charge on their monthly bill. This equipment will be a GSA Fleet asset.
4. Capitalized equipment cannot be transferred, on either a reimbursable or non-reimbursable basis, to the customer.
5. If GSA Fleet owns the equipment, maintenance and repairs for that equipment can be requested through the Maintenance Control Center (MCC). The agency is responsible for ensuring that proper maintenance of the accessory equipment is scheduled as required by the equipment's OEM. Repairs to the equipment or vehicle due to abuse and neglect of the equipment, or the failure to perform required maintenance, will be the agency's financial responsibility in accordance with GSA Fleet's AIE guidance.
6. GSA Fleet will dispose of accessory equipment it procures in accordance with GSA policy.

7. At GSA Fleet's discretion, equipment can be transferred between GSA Fleet vehicles. If the transfer is at the customer's request, the cost to remove and reinstall the equipment will be the financial responsibility of the agency through an AIE.

C. Agency Managed Accessory Equipment Procurements

1. As previously stated, GSA Fleet's concurrence is required to install agency-owned equipment on a vehicle leased from GSA. The process for receiving approval is detailed earlier in this chapter.
2. Accessory equipment procured by the agency, to include authorization and payment by an agency contracting officer or with an agency purchase card, is an agency-owned asset.
3. The acquisition, installation, maintenance, removal, and disposal of agency-owned equipment is the agency's financial responsibility and must be done in accordance with agency procedures.
4. Any body or mechanical damage to the vehicle resulting from the installation, use, or removal (whether proper or improper) of accessory equipment will be the financial responsibility of the agency and recovered through an AIE.
5. Prior to vehicle turn in, whether for disposal or early turn-in, the agency must remove the equipment as it is the agency's asset. If the agency provides a written abandonment/destruction determination in accordance with [FMR 102-36.305-315](#), GSA Fleet can sell the equipment with the vehicle.
6. If the abandonment/destruction determination is not provided, GSA Fleet will consider any agency-owned equipment left with the vehicle at the time of turn-in to be voluntarily abandoned. GSA Fleet will remove the equipment at the customer's expense and the equipment will be sold.

Law Enforcement (LE) Upfit Equipment Packages

- A. Standard OEM Built LE Equipment Packages. GSA offers agencies a series of standard OEM built LE equipment packages for sedans, pickup trucks and sport utility vehicles. These vehicles are provided with uniform equipment from the original equipment manufacturer for law enforcement missions and are based upon extensive collaboration with customer stakeholders.

No substitution or deletion of equipment from a standard LE package will be allowed. Annually, the LE options will be published in our customer acquisition guidance to assist all agencies with making law enforcement upfit determinations. Customers can also reference the GSA, Federal Vehicle Standards to review all of the LE packages available. The information can be found on the Documentation tab in the FVS.

- B. Rate for Standard LE Packages. LE upfit packages are offered as part of the GSA Fleet monthly lease rate, which eliminates the need for upfront customer payment. An additional monthly lease rate will be charged to the customer using an optional equipment rate code for the entire duration of the vehicle's assignment. This ensures that LE equipment ordered remains as a GSA Fleet-owned asset; as such, maintenance will be facilitated through the MCC and no removal of equipment will be necessary at the end of the vehicle's life, prior to returning the vehicle to GSA Fleet.
- C. Non-Standard LE Equipment Upfit. As an alternative to acquiring one of our standard OEM built LE equipment vehicle packages, customer agencies can upfit GSA Fleet-leased vehicles with agency-owned aftermarket LE equipment. The process remains unchanged and requires pre-authorization from GSA Fleet. The equipment will be owned by the agency, with full physical and financial responsibility falling on the customer. Also, whenever optional LE equipment is purchased by GSA, the agency will incur costs in accordance with the above guidance on GSA Fleet-acquired equipment.
- D. Life of vehicle for LE vehicle with an upfit. GSA may extend the normal life of certain vehicles used for LE purposes with optional LE equipment installed. GSA will approve such an extension where it will reduce overall costs related to installation, removal, and purchase of LE upfit equipment.
- E. End of Non-Standard LE Upfitted vehicle life and costs for the agency. At the end of the non-uniform LE vehicle's useful life, the agency must remove agency-owned LE equipment and return the vehicle to its stock configuration prior to turn-in. If the vehicle is turned in with agency-owned LE equipment, the FSR, in consultation with the Sales Contracting Officer (SCO), may determine that the equipment has been abandoned and handle the situation pursuant to existing regulations and the best interests of the taxpayer. The agency will be financially responsible for any costs incurred by GSA Fleet for the removal of the equipment and any related repairs required to return the vehicle to stock condition and will be handled via AIE.

Chapter 4 – What Are the Costs Associated With Leasing a GSA Fleet Vehicle?

GSA Fleet offers the most competitively priced full-service lease in the industry. The program primarily recovers its costs by assigning a monthly lease rate and a mileage rate for each vehicle in the Fleet. When necessary, GSA Fleet will modify a fiscal year's established lease rates by issuing a surcharge or rate reduction if there is an unforeseen significant change in cost(s) to GSA during the fiscal year. Rates vary in some instances such as: vehicles located outside of the continental United States (U.S.); vehicles with capitalized values greater than \$75,000; vehicles severely used; and where the agency requires optional equipment or generates unexpected costs not covered by normal leasing rates, as explained below.

Vehicle Rates

About your monthly and mileage rate component

- A. Each of your vehicles leased through GSA Fleet is assigned a monthly rate and a mileage rate. GSA Fleet recovers all fixed costs, including vehicle acquisition costs, overhead, depreciation, and replacement costs through a per vehicle monthly rate. Variable costs for fuel and general maintenance and repairs are recovered through a mileage rate. GSA Fleet also recovers costs for the additional expense of procuring alternative fuel vehicles (AFV) through the AFV surcharge as required by [§702 of the Energy Policy Act \(EPACT\) of 2005](#).

Several factors are taken into account when establishing the rates assigned, which include, but are not limited to, vehicle type, vehicle cost, optional equipment, resale value, intended use, and in some instances the geographic location of the vehicle.

- B. A listing of GSA Fleet's base [Vehicle Rates](#) can be found online. These rates are evaluated and adjusted at least annually upon review of the overall financial performance of the program, adjusting for inflation or changes in vehicle operating expenses. The listed monthly rate is the base rate per month for the vehicle. The mileage rate is the amount charged per mile based on miles driven reported each month. Leasing agencies must report correct mileage to GSA Fleet on a monthly basis through one of our reporting mechanisms. Failure to do so will result in a larger or smaller than expected bill, which will be corrected in a future month once the correct mileage is reported. Please see [Chapter 12](#) for mileage reporting methods.
- C. There are three geographical rate structures:
1. Contiguous U.S. – Vehicles operating inside the contiguous 48 states will be charged according to the default leasing rates.
 2. Outside the contiguous U.S. and U.S. Territories – vehicles operating outside the contiguous U.S. and in the U.S. Territories have a distinct rate table. This [Vehicle](#)

[Rate](#) table can be found on the same site as all other vehicle rates.

3. Europe – Vehicles operating in Europe have a distinct rate table. This [Vehicle Rate](#) table can be found on the same site as all other vehicle rates.

D. Rates for vehicles exceeding \$75,000 in cost. If you are ordering a vehicle with an acquisition cost more than \$75,000, a unique rate will be calculated and assigned to the vehicle. GSA's default leasing rates are set to recover costs on vehicles costing less than \$75,000 and, accordingly, vehicles which are more expensive require a tailored rate. To obtain a rate quote for a vehicle falling into this category, please contact your Fleet Service Representative.

Surcharges and Rate Reductions

Occasionally, due to unexpected and significant market price swings for commodities, such as fuel, GSA Fleet may impose a surcharge to defray the additional costs or a rate reduction to reduce the funds required by an agency to lease GSA Fleet vehicles. When costs return to normal levels, the surcharge or reduction is discontinued.

Rates for Optional Equipment

In cases where the customer requests optional equipment for use on a GSA leased vehicle, the customer will be charged for the added cost, either in an upfront lump sum payment through an AIE or through an amortized monthly optional equipment rate. Optional equipment rates are based on the dollar amount of the optional equipment that GSA has procured and provided. An optional equipment rate can be a flat monthly amount or can also be an additional amount on the mileage portion of the lease rate, depending on the cost of the equipment. The optional equipment table is located in the default [Vehicle Rate](#) table guide. Please see [Chapter 3](#) for information about accessory equipment.

Likewise, if a non-low bid vehicle is selected, the incremental cost over the low-bid is included in the calculation of an optional equipment rate that is applied to the vehicle, effectively increasing the monthly rate.

Delinquent Accounts

All GSA Fleet bills are due 30 or 45 days after bills are issued for non-federal or federal customers, respectively. Due to the significant increase to the balance of delinquent accounts with GSA Fleet, GSA Fleet will evaluate outstanding delinquent balances when determining whether to fulfill additional vehicle or (effective November 1, 2019) [Short Term Rental](#) (STR) requests to ensure the account balance does not escalate. Ordering additional vehicles will be prohibited and STR order access will be restricted for any agency Billing Office Address Code (BOAC) with outstanding account balances aged past 90 days.

It is imperative to register your BOAC, or Account Code, in the Vendor and Customer Self Service (VCSS) system, in order to view your statements. If you have questions about requesting access or logging into VCSS, please do one of the following:

- Go to the [Vendor and Customer Self Service \(VCSS\)](#) system
- Email Business Applications Service Desk at businessapps@gsa.gov
- Call toll-free (866) 450-6588

There are various methods in which bills can be paid. Agencies can establish an account for Intra-Governmental Payment and Collection (IPAC), which is an automated bill payment through Treasury, and is the preferred method of payment as it is the easiest to administer. Agencies may also send payments to OCFOServiceDesk@gsa.gov, or to:

GSA: Payments for Non-IPAC Statements
Lockbox 979083
St. Louis, MO 63197-9000

When making payment for statements please write the GSA statement number on the check and reference it in the transfer document. This important reference number ensures the payment gets credited to the correct account. Additionally, agencies may use a credit card to pay bills directly through [Pay.gov](#). Please include the Statement Number in the Statement or Claim Number field and be advised a \$24,999.99 daily limit applies. If you have questions regarding your account, please contact KC-Accts-Receiveable.Finance@gsa.gov or (816) 926-7037.

Unexpected Costs

Agency Incurred Expenses (AIEs)

GSA Fleet strives to have well maintained and safe vehicles in its fleet to protect federal drivers and other motorists, while ensuring that customer agencies can continuously execute on their missions. Historically, some customers have not properly maintained their GSA leased vehicles. If GSA did not hold that specific agency responsible for neglect of the leased vehicle, it would unfairly spread the associated repair costs across the fleet and onto other agencies that are diligently maintaining their vehicles. Accordingly, GSA does issue AIEs to protect customers who are diligently maintaining their vehicles from costs associated with neglect elsewhere in the Fleet.

This section details the most common situations in which an AIE may be issued, and *does not* cover every aspect of the vehicle or every situation involving the vehicle that may arise. Again, it is not intended to be all inclusive. GSA Fleet retains the right to issue an AIE for any expenses not covered by its rates, as well as any abuse, neglect, or other damages which result in diminished vehicle value upon resale.

AIEs are charged by GSA to the leasing customer for items not covered under GSA's lease rates. AIEs will appear as a separate line item on your monthly statement and are typically associated with the specific vehicle license plate number and a brief description of the reason for the charge. Your FSR may also send a copy of the AIE via email at the time that they process the AIE. For detailed information or further discussion about an AIE, please contact your FSR directly.

Types and reasons for AIEs include, but are not limited to:

- A. Excessive wear and tear – Any excessive wear and tear due to abnormal vehicle use or abuse may result in a charge to the leasing agency. Please see [Chapter 8](#) for additional information on excessive wear and tear.
- B. Collision/body damage – The leasing agency is financially responsible for the costs of collision/body damage and repair unless a third party is responsible and can be identified. Please see [Chapter 9](#) for additional information on collisions.
- C. Non-collision damage – GSA Fleet vehicles are the responsibility of the operating agency. Damage to vehicles beyond normal wear and tear is the financial responsibility of the agency.
- D. Unauthorized – If there is a purchase or a repair done that is not authorized by GSA, you may be responsible for the charges. Refer to the Repair Authorizations for Maintenance and Service section in [Chapter 8](#) for additional information.
- E. Fraud and misuse – The customer agency is responsible for establishing and enforcing proper controls for each GSA Fleet Services Card and training drivers about correct purchasing practices.
- F. Accessory equipment – If the leasing agency purchases accessory items for the vehicle using the GSA Fleet Services Card, those charges will be charged to the leasing agency. Please see [Chapter 3](#) for additional information on accessory equipment.
- G. Decorative items – GSA Fleet will charge the agency for expenses incurred for:
 - Removal of decorative items left on the vehicle at the time of turn-in.
 - Repairs or lost vehicle value resulting from the removal of decorative items (e.g., damage to vehicle paint).

GSA Fleet recognizes that customers may have a mission essential need to affix visual markings including words, numbers, and images to the vehicle in order to relay information to the public. Please see [Chapter 16](#) for additional information on decorative items.

- H. Accumulated damage – Is the aggregation of items of damage found on a vehicle at time of turn in that, individually, would not be deemed recoverable but that, in aggregate, adversely impact the resale value of the vehicle at the time of sale.

Fleet will evaluate turn-in damage to determine whether:

- Completing the repair(s) will return net value to the government.
- The damage is excessive as established by GSA Fleet in the Excessive Wear and Tear Policy.

For damage that is repaired, GSA Fleet will charge the agency for repaired turn-in damage that exceeds fair wear and tear.

For damage that is not repaired, GSA Fleet will charge the agency the lesser of:

- The estimated cost to repair damage that exceeds fair wear and tear.
- The difference between vehicle proceeds and returns on the sale of comparable vehicles.

In addition, GSA Fleet leasing rates do not cover the cost to repair vehicle damage incurred due, but not limited, to the following:

- A. Acts of nature (hurricanes, tornadoes, hail, fire, floods, etc.)
- B. Vandalism
- C. Fire damage
- D. Stolen vehicles
- E. Damage found where the cause is unknown

Issuance of AIEs:

- A. AIEs will appear on the agency's monthly bill. Agencies can obtain detailed AIE information from the AIE Report application in [GSA Fleet Drive-thru](#) or by contacting their FSR.
- B. AIEs will be issued as quickly as possible, generally within the billing month that they occur, but certainly within three billing months of the date GSA transmits payment for an expense or, for turn-in damage on sale vehicles, the vehicle's sale date. GSA will make every effort to issue AIEs within the fiscal year in which the charge occurred to avoid the need for accruals. Exceptions exist for any discovered fraudulent activity in previous fiscal years or other events beyond GSA Fleet's control.
- C. Agencies wishing to dispute an AIE should contact their FSR. If it is determined that GSA Fleet incorrectly billed an agency, the agency will receive a credit for the charge.

Other Financial Responsibilities of the Agency/Driver

Examples of regular expenses that are the responsibility of the operating agency or the driver include, but are not limited to:

Tolls

Tolls are the financial responsibility of the operating agency. The operating agency must pay tolling fees incurred while operating a Government motor vehicle.

However, in the event of a tolling fine, pursuant to [Federal Management Regulation \(FMR\) 102-34.245](#), "[The driver is] personally responsible if you violate State or local traffic laws. If you

are fined or otherwise penalized for an offense you commit while performing your official duties, but which was not required as part of your official duties, payment is your personal responsibility.”

Parking

Parking fees are the financial responsibility of the operating agency. Pursuant to [FMR 102-34.240](#), “[The driver] must pay parking fees while operating a Government motor vehicle. However, you can expect to be reimbursed through your agency for parking fees incurred while performing official duties.”

However, in the event of a parking fine/ticket, pursuant to [FMR 102- 34.245](#), “If [the driver is] fined for a parking violation while operating a Government motor vehicle, [the driver is] responsible for paying the fine and will not be reimbursed.”

Tickets and Other Driving Penalties

Pursuant to [FMR 102-34.235](#), “[The driver] must obey all motor vehicle traffic laws of the State and local jurisdiction, except when the duties of [the driver’s] position require otherwise. [The driver is] personally responsible if [they] violate State or local traffic laws. If [the driver is] fined or otherwise penalized for an offense [they] commit while performing [their] official duties, but which was not required as part of [their] official duties, payment is [their] personal responsibility.

Additional Expenses Incurred Due to Vehicle Breakdown or Accident

In the event of a vehicle breakdown or accident, GSA Fleet is not responsible for any costs related to lodging, transporting the driver and/or passengers, meals, and/or incidental expenses.

Chapter 5 – How Do I Consolidate Agency Owned Vehicles Into GSA Fleet?

Consolidating Agency Owned Vehicles

The first step in consolidating an agency owned vehicle into GSA Fleet is to contact your local servicing Fleet Management Center (FMC) or through GSA Fleet headquarters at gsafleet-consolidation@gsa.gov. The applicable GSA Fleet representative will meet with you to evaluate your vehicle requirements and provide an overview of the GSA Fleet program.

- A. When your agency consolidates agency owned vehicles into GSA Fleet, GSA will assume ownership of the assets and, in return, refresh your older consolidated vehicles with brand new vehicles on an agreed upon schedule.
- B. If your agency is interested in a consolidation, GSA will request a full inventory list to include: vehicle identification number (VIN), make, model, model year, odometer reading, gross vehicle weight rating (GVWR), whether the vehicle is a 4X2 or 4X4 wheel drive, federal standard item number (SIN), acquisition date, acquisition cost, current book value, any installed aftermarket equipment, and present vehicle location. Once provided, GSA will use this information to prepare a rate quote so that the consolidating agency can compare GSA's rates to current operational costs under agency ownership. If the agency decides to consolidate, GSA will then request local points of contact (POCs) for each vehicle so that GSA can coordinate inspections of the vehicles.
- C. When it is decided to pursue the consolidation, GSA will create a replacement schedule. This schedule will indicate when GSA will replace each aging agency-owned vehicle with a new vehicle. GSA will then develop a Memorandum of Agreement (MOA) outlining the scope of the agreed upon consolidation, the replacement schedule, and the effective date.
- D. After the MOA is signed by both parties, GSA will confirm the vehicle inventory list and associated vehicle locations and collaborate with you to match Fleet Service Representatives (FSRs) with your local POCs by vehicle location.
 1. If your agency is a new GSA Fleet customer, GSA will establish a new account code (formerly BOAC). Please provide the following information:
 - a. Agency's financial point of contact
 - b. Billing address
 - c. Phone number for financial POC
 - d. Agency Location Code (ALC), if the agency would like to establish the ability to pay via IPAC (Intra-Governmental Payment and Collection system) for monthly billings

2. The final inventory list is sent to the applicable GSA Fleet Zones to schedule meetings among the local customer representatives and the GSA Fleet FSR(s). The FSR and agency POC will decide on a mutually agreeable location to perform a joint vehicle inspection.
 - a. During the onsite vehicle inspection between GSA Fleet and the customer agency, the vehicle condition will be thoroughly documented, including needed maintenance and damage repair actions required to ensure the vehicle is in safe and operable condition. GSA Fleet will assume responsibility for having the identified pre-existing vehicle maintenance and crash damage repair work performed after the vehicle's transfer to GSA is complete and will bill the customer agency for these charges. The customer will be liable for mechanical damage for a period of ninety (90) days from the date of consolidation.
 - b. At the inspection, the FSR will install GSA Fleet license plates, provide a GSA Fleet Services Card and will document required vehicle information for entry into the GSA Fleet Management System (FMS). Consolidated vehicles will be assigned and the applicable rates will be charged on a monthly basis. The FSR will also provide a basic overview of customer responsibilities and provide access to GSA Fleet Drive-thru.

Converting Commercially Leased Vehicles

GSA Fleet will assist agencies, who are currently fulfilling their vehicle leasing needs through commercial vendors, to transition to GSA Fleet Leasing. As with a consolidation, the first step is to contact your local servicing Fleet Management Center (FMC) or GSA Fleet headquarters at gsafleet-consolidation@gsa.gov.

- A. The GSA Fleet representative will review the current inventory of commercially leased vehicles, determine the comparable GSA Fleet vehicles and provide a rate quote for comparison.
- B. If the transition is determined to be mutually beneficial, the GSA Fleet representative will work to establish a timeline to order the vehicles that will match as closely to the lease termination dates as possible.
- C. MOAs are typically not required for commercial lease conversions, unless they are on such a large scale that close coordination is required to ensure that the vehicles are delivered in accordance with the agreed upon schedule.
- D. Commercial lease conversions result in an increase in the overall inventory of GSA Fleet Leased vehicles and are treated as "Additional Vehicle" requests. Please refer to [Chapter 2](#) for the GSA Fleet Leasing policy and procedures to obtain "Additional Vehicles."

Chapter 6 – How Do I Use the Vendor and Customer Self Service (VCSS) system?

Vendor and Customer Self Service (VCSS) is a web-based application that allows customers to view billing and payment information for all account codes (otherwise known as Billed Office Address Codes (BOACs)) for which they have been granted access.

Agencies leasing vehicles from GSA are required to pay their GSA Fleet bills in full each month. The statements are accessible online in VCSS by the 10th of the month and payment is due to GSA within 30 days for non-federal customers and 45 day for federal customers. It is the agency's responsibility to download the GSA statement each month from VCSS to process for payment. GSA recommends that agencies assign two designees with access to VCSS to pull the statement(s). For payments by check, the agency's paying official must annotate in the check's memo field both the statement number and account code.

VCSS Capabilities

- A. VCSS allows users to query, download, and sort a wide range of billing data, link to relevant external websites, and export billing data to CSV or PDF files. This functionality allows customers the flexibility to analyze data and create reports or documentation that meets their specific needs. For example, customers can search billing details for specific vehicles or groups of vehicles.
- B. VCSS also allows customers to review their account history and submit new correspondence when there are needed changes to account administrators, needed changes to account information (such as address or Email address of the person with access to the account), or requests to dispute items on a bill.

VCSS Quick Tips

How do I register for access to VCSS?

Customers can request a VCSS user ID at vcss.ocfo.gsa.gov. Customers must register their GSA issued account codes and Agency Location Codes (ALCs) if the customer desires the ability to pay via IPAC.

What information can I expect to find on VCSS?

From the menu bar, there is a vertical row of menus, with each menu item containing a side-bar menu of additional options. Some of the side-bar menus include:

- A. Account – Allows customers to view information about all active accounts such as outstanding balances and business line summary.

- B. Statement – Allows customers to view and print statements for all accounts for which they have access. The View Details selection also allows customers to access a CSV file with all the available data in the VCSS system for a given year for each vehicle billed to the account(s) queried.
- C. Payments – Allows customers to search for and view payments made to GSA and refunds made from GSA to their accounts.
- D. Correspondence – Allows customers to communicate to GSA Finance general issues or questions about their account or a specific statement, payment, or refund on their account. Customers can dispute charges, change account administrators, or change contact information for their account by submitting correspondence through this tab. All correspondence is saved in the system so that customers can search, sort, and download correspondence sent and received for specific statements.

What browsers are VCSS compatible?

VCSS is compatible with Microsoft Internet Explorer Versions 8, 9, 10 and 11. VCSS also requires Adobe Acrobat Reader and Java 1.6.0+ in order to function correctly on your machine.

Where can customers learn more about understanding their GSA Fleet IPAC Statement?

Customers are able to learn more about the statements by reviewing the [About Your GSA Fleet IPAC Statement](#) pamphlet.

Who do customers contact if they have questions?

Customers should send questions to the OCFO Service Desk at businessapps@gsa.gov or contact them at (866) 450-6588 between 7:30 am and 7:30 pm EST Monday-Friday, excluding Federal holidays. The Service Desk refers questions to the individuals within the U.S. Department of Agriculture (USDA) who have the specific knowledge needed to address them.

Please visit the [Training page](#) on the VCSS website for more information about how to use VCSS.

Chapter 7 – How Do I Use the GSA Fleet Services Card Issued With My GSA Fleet Vehicle?

About Your GSA Fleet Services Card

Each GSA Fleet vehicle is issued one GSA Fleet services card to purchase fuel and services. Each Fleet Services Card is embossed with the vehicle's license plate number (e.g., G12 3456A or G12 A3456). The GSA Fleet services card that matches that GSA Fleet vehicle's license plate must be used for all transactions. Contractors authorized to lease or operate GSA Fleet vehicles in performance of a federal contract are also authorized to use the GSA Fleet services card.

- A. Please familiarize yourself with how to properly use the GSA Fleet services card prior to fueling or purchasing maintenance. Each GSA Fleet services card contains valuable information and reminders, including:
1. For official Government use only
 2. Enter accurate odometer readings
 3. U.S. Government tax exempt
 4. Fleet services card customer service. Refer to the customer service number on the back of the services card for:
 - Fueling questions
 - Service Card use issues
 - After hours usage
 5. GSA MCC/AMC (866) 400-0411
 - Maintenance over \$100.00 (call for authorization and for payment)
 - Tires and batteries regardless of cost
 - Body work

Fleet Services Card Controls

GSA Fleet services cards have a variety of controls designed to prevent fraud or misuse, and ensure GSA keeps costs and rates low.

- A. PIN numbers are used to prevent unauthorized use of a card should it become lost or stolen. Please contact your Fleet Service Representative (FSR) for specific information regarding the PIN.
- B. Authorization controls ensure fleet services cards are not used for excessive purchases.

1. All maintenance over \$100 is declined when swiping the card. Prior authorization must be received from the GSA Maintenance Control Center (MCC) before maintenance in excess of \$100 can be performed.
2. [Refueling](#) - Each card has a dollar limit, which takes into account the vehicle's tank capacity. This limit can be adjusted depending upon the price of fuel. This limit differs from pump shut off limits that many stations use to prevent drive offs. It is common for stations to set, as an example, a \$100 limit on their pumps which then may require a second swipe to fill the vehicle.
3. Each Fleet services card has daily swipe limits which restricts the number of allowable card swipes within a 24-hour period.
4. There is a daily dollar threshold the individual card cannot exceed.

If you encounter a problem with any of these authorization controls, contact customer service for assistance at the number supplied on the back of your Fleet services card.

Ordering Replacement Fleet Services Cards

Replacements for lost, stolen, compromised or broken cards can be ordered online via [GSA Fleet Drive-thru](#) using your email address and password setup during the registration process. Select Fleet Card Replacement Ordering from the Main Menu page under the Vehicle Fleet Data section. Orders are sent via overnight shipment, therefore please provide a physical shipping address and not a P.O. addresses. Replacement card(s) should arrive within 1-2 business days from the time of order.

Follow up questions relating to fleet card orders can be directed to replacementcards@gsa.gov.

Accepting Merchant Locations

GSA Fleet relies on commercial facilities for the fueling and maintenance of vehicles to the greatest extent possible. In limited circumstances, where it is determined to be advantageous to the Government, agencies may be approved to sell to GSA Fleet fuel or maintenance through a cross service agreement. Agency contractors may not enter into a cross service agreement with GSA but may pursue a commercial vendor agreement.

- A. GSA Fleet services cards are accepted by most branded fueling stations and maintenance facilities for under \$100 transactions, excluding tires, batteries, or glass replacement which require preauthorization by contacting GSA's MCC or AMC at (866) 400-0411. To look up fueling sites, compare price per gallon, search for alternative fueling sites, download our [fleet services card suppliers fueling app](#) available for either iPhones and Android devices.
- B. To find alternative fueling sites in your area refer to the Department of Energy's [Alternative Fuels Data Center](#).

- C. If a station or maintenance facility cannot swipe the GSA Fleet Services Card, the vendor can contact the number on the back of the services card and receive a MasterCard number over the phone to ensure immediate payment.
- D. Transactions are captured and maintained electronically, therefore GSA Fleet does not require agencies to maintain receipts.
- E. All vendors, including cross service sites, are not authorized to store fleet services card numbers for fueling or maintenance because PII security compliance cannot be confirmed. Transactions shall be submitted using the GSA license plate number only.

Authorized and Unauthorized Transactions

Authorized Purchases	Unauthorized Purchases
Regular-self service unleaded or appropriate alternative fuel for specific vehicle type	Premium or full service fueling (unless mandated by state law or where premium is the lower cost option)
Required preventive maintenance	Maintenance not authorized by GSA Fleet
Car washes not to exceed zonal guidance	Excessive car washes or details
Approved mechanical repairs for GSA vehicle to which card is assigned	Upgrading tires, accessories such as snow plows without prior authorization from FSR
Windshield wipers, fuses, quart of oil, washer fluid, and gas caps which are available at fueling providers or authorized GSA maintenance facilities	Any purchases at parts stores, maps, air fresheners, tolls, or parking

Fueling

Unless one of the following exceptions applies, purchase regular unleaded self-service gasoline from fueling stations offering the best price.

- A. Premium fuel is required by the vehicle manufacturer.
- B. Self-service is not available due to state law.

- C. The driver has a physical limitation preventing him or her from pumping fuel.
- D. The vehicle requires an alternative fuel. For the location of the most convenient alternative fuel site, refer to the Alternative Fuel Vehicle Directory found at the [Alternatives Fuels Data Center](#) or call your FSR.

Note: If the vehicle is electric or a plug-in hybrid electric and requires charging at public EV charging stations - Please contact gsafleetfvteam@gsa.gov for an RFID charging card or for more information.

- E. Vehicles requiring Diesel fuel: Model Year (MY) 2007 and newer vehicles require Ultra-Low Sulfur Diesel (ULSD). ULSD is compatible with diesel engines built prior to 2007. See additional information about ULSD below.

1. Important Ultra-Low Sulfur Diesel Information: Model Year 2007 and newer diesel engines are equipped with advanced emissions control devices that require ULSD or S15. Vehicle drivers are cautioned that even small amounts of incorrect fuel such as low sulfur diesel (LSD or S500 diesel) or alternative biofuels can cause damage to vehicle emissions and fuel systems resulting in costly repair expenses that could be billed to the customer agency.
2. See manufacturer guidance for information on whether your vehicle requires the use of biofuels.
3. For any exhaust regeneration processes, refer to the owner's manual or call the MCC.

- F. Use of Ethanol Blended Fuels. Drivers should consult the owner's manual to ensure the vehicle is capable of using fuel blend of E15 or E85, otherwise they should only use regular unleaded (E10) gasoline.

1. Please note that ethanol blended fuels not identified as E85, such as E15, are not an alternative fuel. Agencies will not get alternative fuel credit for using ethanol blends not identified as E85.
2. If any damage occurs that can be attributed to the incorrect fueling of the vehicle, GSA Fleet may issue an Agency Incurred Expense (AIE) for the damages.

Improper Fueling

In cases of fraud or misuse involving fuel, an AIE will be issued for the entire purchase amount to recover those costs. Examples:

- A. Fueling non-government vehicles.
- B. Theft.

- C. Over-tank fuel purchase.
- D. Fueling non-GSA Fleet, government-owned equipment.
- E. Incorrect fuel type AND/OR fuel card for the respective vehicle:
 - 1. Gas in a diesel vehicle.
 - 2. Multiple vehicles fueling with the same GSA Fleet Services Card.
 - 3. GSA Fleet will AIE agencies for repairs needed to fix vehicles damaged as a result of filling or operating a vehicle with the incorrect fuel type.

For other types of improper fueling, GSA Fleet will focus on educating customers when it occurs. However, if an agency, or agency driver, demonstrates a pattern (four times within 90 days) of improper fueling, the agency will be financially responsible and an AIE will be issued for the entire purchase amount to recover those costs. Examples:

- A. Excessive fuel consumption based on actual versus expected fuel economy.
- B. Full-service fuel (except NJ & OR, or locations required by law).
- C. Upgraded fuel when not required and more expensive.

Fraudulent Purchases

Agencies will be charged for fraudulent purchases. It is expected that the agency will collect money back for fraudulent charges per the agencies employee charge card discipline policies. Purchases that are suspected to be fraudulent may be referred to the Office of the Inspector General for further investigation.

- A. Examples include, but are not limited to:
 - 1. Any attempt to obtain cash back from the GSA Fleet services card or selling fuel or items purchased with the Fleet services card.
 - 2. Any unexplained miscellaneous purchases, food or other unauthorized purchase.
 - 3. Selling/skimming a services card or card information.
 - 4. Stealing items (e.g., tires, batteries, motor oil) paid for with the services card.

5. Unexplained consumable purchases (e.g., oil, washer fluid).
6. Fueling a personal vehicle or other personal equipment.
7. Purchase of non-mission related items (e.g., food, lottery tickets, alcohol).

Safeguarding GSA Fleet Services Cards

Federal agencies are responsible for the establishment of administrative controls to ensure that the fuel and services procured using the fleet services card are for the official use of the agency and that administrative controls are maintained to prevent unauthorized use. Below are some ways you can help us keep costs low:

- A. Only use the GSA Fleet Services Card assigned to your specific vehicle.
- B. Do not leave GSA Fleet Services Cards inside of vehicles. In addition to the heightened risk of theft, extreme weather will warp and crack cards.
- C. Ensure that only agency points of contact and authorized drivers have access to the GSA Fleet Services Cards. Keep cards secure when not in use.
- D. Safeguard the GSA Fleet Services Card as you would your own personal card.
- E. Do not leave GSA Fleet Services Cards with a vendor while a vehicle is being serviced.
- F. Educate drivers on proper GSA Fleet Services Card use.
- G. Skimming devices are installed by criminals to steal services card numbers. When practical, use fuel pumps facing the fueling station. These pumps are less likely to have skimming devices installed. Ensure pumps are not open/compromised and that security tape/wrap is intact.
- H. If unauthorized, unusual or questionable charges are found, your FSR may contact the agency point of contact. Please respond so that concerns can be addressed in a timely manner.
- I. Agencies are not authorized to store fleet services card numbers for fueling or maintenance because PII security compliance cannot be confirmed in individual agency systems.
- J. If at any time you suspect fraud, please contact LPT@gsa.gov to report the situation for further investigation.

Chapter 8 – How Do I Have Maintenance and Repairs Performed on My GSA Vehicle?

Proper care and maintenance will sustain the safe and reliable operation of your GSA Fleet vehicle. It is the driver's responsibility to be familiar with all important maintenance aspects of the Fleet vehicle. Lack of care for your GSA Fleet vehicle (in the form of misuse, neglect, or excessive wear) may lead to an Agency Incurred Expense (AIE) charged to your customer account- see section 'Excessive Wear and Tear' of this chapter for details.

Before driving, it is the driver's responsibility to understand the vehicle, its controls and features, and to inspect the vehicle according to the maintenance list below.

Each GSA Fleet vehicle is equipped with an owner's manual provided by the manufacturer in the glove compartment as well as a "[Guide to Your GSA Fleet Vehicle](#)". These guides provide detailed information on the care and servicing of the vehicle, and should be reviewed before operating the vehicle.

Routine Maintenance - Driver Responsibilities

To help keep the vehicle in prime condition, GSA Fleet has a nationwide network of Fleet Service Representatives (FSRs) and Maintenance Control Center (MCC) to serve customers.

Care of Vehicles

The vehicle driver is responsible for regularly inspecting the vehicle for these common maintenance concerns:

- A. Engine oil level. The driver should check engine oil monthly and, if needed, add oil as recommended by the manufacturer. Do not add or instruct vendors to add any oil additives.
- B. Fluid leaks. Before driving the vehicle, the driver should check the ground for oil or other fluid spots.
- C. Tires. The driver should check tire air pressure monthly. Tire pressure which deviates from the recommendation on the sticker label provided by the vehicle manufacturer (located on the driver's side door post, glove compartment, or information found in your vehicle owner's manual) will reduce tire life and affect vehicle handling and fuel economy. Check tires for excessive or uneven tread wear. Contact the MCC if excessive wear is discovered.
- D. Exterior. Before driving the vehicle, the driver should check for body damage incurred while the vehicle was left parked and unattended. Report any damage promptly to the Accident Management Center, (866) 400-0411.

- E. Other. Drivers should familiarize themselves with the vehicle's owner's manual and perform any driver checks or inspections listed therein. Inform your GSA Fleet Service Representative if the owner's manual for your vehicle is missing.

Note: If a vehicle is assigned to a particular driver on a permanent basis, some of these daily maintenance checks may be performed during routine fueling stops.

Preventive Maintenance (PM)

Timely PM ensures that GSA Fleet vehicles are safe, reliable, and effectively serve the customer's mission needs. The customer is responsible for making sure that their GSA Fleet vehicle receives PM as scheduled. *Failure to perform timely PM may void the warranty on the GSA vehicle and/or lead to future costly repairs.*

Preventive Maintenance Schedules

Most new vehicles come equipped with an oil life monitoring system (OLS), which illuminates on the dashboard when the engine oil needs to be changed.

- A. If the vehicle has an OLS, the customer must have the engine oil changed when the dashboard light illuminates, regardless of whether GSA has notified the customer of the need for an oil change. If a year has passed since the vehicle's last oil change, GSA Fleet will send an email notification to perform PM. GSA's recommendations for PM schedules may vary slightly from the manufacturer's guidance.
- B. If the vehicle is not equipped with an OLS, GSA Fleet will send an email notification to have the oil changed, based on the number of miles driven or time elapsed since the last oil change. The email notification will list all the services that are required at the time. The driver must ensure that the vendor closely follows all instructions. If the services will exceed \$100, the vendor must call the MCC for authorization.

Conventional Petroleum-Derived Engine Oils and Re-Refined American Petroleum Institute (API) Certified Oils are preferred by GSA Fleet

Dexos, synthetic oils, and synthetic blends are not authorized for use in GSA Fleet vehicles unless they are comparatively priced to conventional or re-refined oils.

Section 6002(c)(1) of the [Resource Conservation and Recovery Act](#) (RCRA) requires each Federal agency to procure items composed of the highest percentage of recovered materials practicable unless they are not reasonably available, fail to meet performance standards, or are only available at an unreasonable price.

Customer Notification of Due and Overdue PMs

GSA Fleet uses the following two methods to notify customers of due and overdue PMs.

- A. Automated notifications will be generated by GSA Fleet to the vehicle POC that one or

more vehicles needs PM. Automated notifications will be sent for vehicles on all PM schedules, with appropriate intervals determined by the vehicle's schedule (both time and mileage based schedules and the OLS PM schedule are considered).

- B. Notification through PM Express on the [GSA Fleet Drive-thru](#) website. PM Express will show all vehicles assigned to each customer with their respective date of last completed PM as well as the estimated date of the next required PM. Please see [Chapter 12](#) for additional information on PM Express.

Reporting Completed PMs

- A. GSA Fleet automatically captures PMs that were purchased using the GSA Fleet Services Card or were authorized by the MCC.
- B. In addition to the automated procedures in part A, customers have the ability to manually report PMs through PM Express in GSA Fleet Drive-thru. The automated methods decrease the need to report PMs, help expedite those that do need to be reported manually, and increase the accuracy of GSA Fleet's data.
- C. When a PM is not coded correctly by a vendor or is completed without using the Fleet Services Card or through the MCC it will need to be manually updated. If manual reporting is needed, you may do so by entering the date of completion next for the vehicle, identified by license plate number, through PM Express.

Unscheduled PM

GSA Fleet may charge agencies for unscheduled PM (completed earlier than necessary) as it represents a behavior that unnecessarily increases costs to taxpayers.

Specialty Vehicle Maintenance

GSA Fleet customers have the following responsibilities pertaining to vehicles with specialty bodies.

- A. Ambulances: Customers are responsible for the inspection and maintenance of the body interiors and associated components for these vehicles. GSA Fleet is responsible for maintenance of the exterior components of the body (including emergency lighting) and the cab and chassis portion to include the engine.
- B. Tankers/Refuelers: Customers are responsible for the inspection and maintenance of the bodies, pumping systems, and all associated components for these vehicles. GSA Fleet is responsible for the maintenance of the cab and chassis portion to include the engine. GSA requires the manufacturers of these vehicles to provide training on their operation and maintenance. We will only provide replacement tankers/refuelers to customers who currently lease them from us and who agree to take this training.

Please be aware that the inspection/maintenance of any vehicle mounted equipment requiring a state certification, inspection, or licensure is the responsibility of the using agency.

Reporting Mileage

Current and accurate mileage is critical to ensure timely billing and PM notifications. It is the agency's responsibility to report and monitor mileage reporting. See [Chapter 12](#) on reporting reporting for details on submitting your monthly odometer readings to GSA Fleet.

State Requirements

Federal Government vehicles must comply with requirements by the relevant State motor vehicle administration or State environmental department when federally-mandated. This includes any approved State requirement implemented within the bounds of the [Clean Air Act](#).

Emissions Testing

GSA leased vehicles are subject to emission testing requirements of the jurisdiction where the vehicles are primarily garaged. Information regarding the requirements of the specific jurisdictions will be sent to the corresponding GSA Fleet customers to ensure that they are aware of their obligations. Customer agencies are responsible for complying with any required testing and reporting. Penalties and fees associated with not completing emission testing on time are the responsibility of the customer. Records on compliance should be kept for audit purposes by the customer agency.

[FMR 102-34.280](#) describes emissions requirements for Government vehicles.

A. Emission Inspections

1. GSA Fleet will pay for emission inspections of GSA Fleet vehicles.

Safety Inspections

[FMR 102-34.280](#) describes safety inspection requirements for Government vehicles.

A. Motor Vehicle Safety Inspections

1. Government vehicles that display official U.S. Government license plates do not require motor vehicle safety inspections.
2. Accordingly, GSA Fleet will not pay the cost of motor vehicle safety inspections. That cost is the responsibility of your agency.

Selecting a Maintenance or Repair Vendor

Customers can assist in saving taxpayer dollars by contacting the GSA MCC prior to taking the GSA vehicle to a vendor for maintenance or repairs. Our specialists direct drivers to local repair shops qualified to service the vehicle, provide favorable pricing, and familiar with GSA Fleet procedures.

The MCC will also ensure that vehicle maintenance is purchased according to the Federal Acquisition Regulation (FAR), with respect for small business and fair competition priorities. If the customer takes a vehicle for repair to a vendor not registered with GSA Fleet or in the [System for Award Management](#) (SAM), repair completion may be delayed. Customers should remind vendors that they must contact the GSA Fleet MCC for authorization of any repairs or maintenance exceeding \$100. In cases of an after-hours emergency when the MCC is closed, drivers should follow the procedures outlined under the “Unscheduled and Emergency Repairs” section located later in this chapter.

Maintenance Control Center (MCC) Contact Information and Hours

MCC Phone Numbers:

Continental US: (866) 400-0411, Option 1

Puerto Rico: (787) 749-4344 or (787) 749-4345; extensions 225 and 226

MCC Fax Numbers:

Atlanta, GA (855) 288-5172

Fort Worth, TX (855) 288-5173

Lompoc, CA (855) 288-5174

Puerto Rico (787) 277-7529

Hours of Operation:

Continental US: Monday - Friday, 6:00 a.m. to 7:00 p.m. Central Time

Puerto Rico: Monday - Friday, 7:30 a.m. to 4:00 p.m. Eastern Time

Europe MCC

Locations and contact information can be found on the [GSA Europe MCC page](#).

Repair Authorizations for Maintenance and Service

- A. When contacting the MCC, customers have access to a trained professional with complete knowledge of your vehicle. All vehicle repair history records are maintained electronically at the MCC and are used for the oversight and proper authorization of vehicle maintenance and repair.
- B. To obtain information on vehicle maintenance and repair vendors in your area, contact your FSR or the MCC. You could also use the [GSAFleet2Go mobile app](#).
- C. Drivers of GSA Fleet vehicles are authorized to make repair decisions, in accordance with GSA Fleet policy, up to \$100 and excluding the replacement of tires, glass, and batteries, that are payable on the GSA fleet services card specific to the vehicle for which the services are required. GSA Fleet grants this authority through the issuance of the services card to the vehicle.
- D. Vendors must get pre-authorization from the MCC for any maintenance purchases over \$100, and for all tires and batteries; drivers are not authorized to approve tire, battery, or glass purchases, or transactions that exceed \$100.

Drivers are not authorized to obligate government funds in excess of \$100 or for the replacement of tires, glass and batteries. Authorization to a vendor for repairs meeting these criteria can only be issued by a contracting officer in GSA Fleet's Maintenance Control Center (MCC). This occurs by way of a GSA Fleet issued purchase order. Any authorization by the driver or the agency leasing customer to a vendor to perform work or order parts shall be considered an unauthorized commitment.

An unauthorized commitment, in accordance with [Federal Acquisition Regulation \(FAR\) 1.602-3](#), is "an agreement that is not binding solely because the Government representative who made it lacked the authority to enter into that agreement on behalf of the Government." The process for resolving an unauthorized commitment and paying the vendor is referred to as ratification. Ratifications are the responsibility of the agency making the unauthorized commitment in accordance with [FAR 1.602-3](#) and agency procurement guidelines. Even though GSA Fleet provides the vehicle and manages maintenance for the vehicle as part of the lease, GSA Fleet can not pay a vendor for repairs for which an unauthorized government representative (e.g., Fleet leasing customer, whether federal employee or contractor) makes the commitment. The leasing agency bears that responsibility.

If the leasing agency ratifies a repair authorized by an agency representative that GSA Fleet would have authorized and paid for as normal wear and tear, thus a covered expense through the mileage rate, a request, with appropriate supporting documentation can be submitted to the servicing GSA FMC for review and, if approved, a credit for the value of the repair. No credits shall be issued for late fees or for repairs considered excessive wear and tear or otherwise covered under GSA Fleet's Agency Incurred Expense guidance.

Using the GSA Fleet Services Card for Maintenance

GSA Fleet uses a commercial fleet services card for fuel and minor maintenance and repair services. The GSA Fleet Services Card is assigned specifically to your vehicle and should be used only for the vehicle identified on the card. With the exception of the items listed below, you can charge up to \$100 using the services card for maintenance and repair of your GSA vehicle without first getting prior GSA MCC authorization. The GSA Fleet Services Card is accepted at over 180,000 fueling stations. Please see [Chapter 7](#) for additional information on the Fleet Services Card.

Items below \$100 GSA Fleet Services Card limit requiring approval:

- A. **ALL** tires (contact MCC)
- B. **ALL** batteries (contact MCC)
- C. **ALL** glass replacement (contact AMC or MCC)
- D. **ALL** over-the-counter vehicle parts and materials meant for self-installation

All GSA Fleet Services Card purchases must relate directly to the GSA Fleet vehicle. Unauthorized and illegal GSA Fleet Services Card purchases (this includes purchases of personal items) may result in criminal prosecution under [18 U.S.C. 641](#). Under no circumstances should personal items be purchased using the GSA Fleet Services Card. All purchases made with the GSA Fleet Services Card use the latest electronic technology available, which captures detailed data identifying cost, product, fuel type, service level, location, date and time, and purchase amount.

Obtaining Maintenance Services *without* the GSA Fleet Service Card

If drivers are unable to purchase vehicle-needed services with the GSA Fleet Services Card, call (866) 400-0411 and select the voice menu option that applies to the specific situation. If cash or a personal credit card is used, the driver must seek reimbursement from their agency. The agency's point of contact must notify GSA Fleet for reimbursement. GSA Fleet will, in turn, issue a credit to the agency's monthly vehicle bill.

Tire and battery purchases must be authorized by the GSA Fleet Maintenance Control Center (MCC) prior to the work being performed, regardless of cost. Call the MCC at (866) 400-0411, Option 1 for authorization.

Glass replacements, including windshields, must be authorized by the Accident Management Center (AMC) or the MCC prior to the work being performed, regardless of cost. Call either center at (866) 400- 0411, Option 1 or 2 for authorization.

Unscheduled and Emergency Repairs

If the vehicle requires unscheduled maintenance, please contact the MCC for vendor information and authorization before the vendor begins work. The dollar limit for maintenance purchases without prior MCC approval is \$100. If the vehicle becomes disabled or an emergency requires the driver to stop on the roadside, remember to turn on the emergency flasher lights. Be sure to check if the vehicle has a spare tire or tire inflator kit and refer to the owner's manual for self-repair instructions.

Obtain roadside assistance by calling the following options in order of precedence:

- A. During business hours, contact the MCC at (866) 400-0411, Option 1.
- B. If after normal business hours and the vehicle is under warranty, refer to the [Guide to Your GSA Fleet Vehicle](#) or owner's manual in the glove box for current roadside assistance guidelines, or visit [Roadside Assistance](#). A roadside assistance customer service representative will contact a local service provider for support. This service is available throughout the 50 states, Puerto Rico, the Virgin Islands, and Canada. The Vehicle Identification Number (VIN), make/model, color, license plate, and current location of the vehicle are needed when contacting a roadside service representative.

1. Typical services include:

- a. Emergency towing
 - b. Flat tire change
 - c. Fuel delivery
 - d. Jump starts
 - e. Lockout service
- C. If after normal business hours and the vehicle is not under warranty, contact the GSA Fleet Services Card representative to coordinate roadside assistance using the toll-free number listed on the GSA Fleet Services Card.
1. Please contact the MCC or servicing Fleet Service Representative (FSR) on the next business day following an after-hours roadside assistance event to inform GSA Fleet of the location of the vehicle so repairs can be expedited and to ensure no unauthorized purchases occur.
 2. GSA Fleet may bill agencies for charges incurred for roadside assistance that would have been otherwise covered under the vehicle's Original Equipment Manufacturer (OEM)-issued roadside assistance program.

For maintenance in the event of a natural disaster, please see [Chapter 4](#) section on Acts of Nature.

Towing

GSA Fleet will charge the agency for the expense of transporting a vehicle when customer benefit is the clear reason for the transport.

- A. GSA Fleet will bill customers for the additional charges that it incurs when GSA arranges transportation of one type at the customer's request (e.g., a tow) when the vehicle actually requires another form of transportation (e.g., a flatbed due to vehicle being inoperable).
- B. GSA Fleet will charge customers for towing or service calls if the vehicle could have been driven to a qualified repair vendor or if the driver could have safely changed the flat tire or used the tire inflator kit.

Warranty repairs

GSA Fleet may charge agencies for repairs that would have been covered under any applicable warranty. Some examples for when a FSR may elect not to issue an AIE to a customer include, but are not limited to:

- A. The cost to transport a vehicle to a dealer for warranty work is greater than the cost to perform the work at a non-warranty repair vendor.
- B. Excessive time out of service would be incurred by choosing to repair under warranty at a dealer when compared to using a non-warranty repair vendor.

Damage by Repair Facilities

In an ideal situation, if a vehicle is damaged by a repair shop, it will contact the AMC or MCC, whichever managed the repair, to address the situation as soon as it occurs. However, vendor caused damage may be found by customers. If upon arriving at the repair shop you notice damage that was not there when the vehicle was dropped off, you must report it to your FSR or to the AMC/MCC before accepting the repaired vehicle. This gives the AMC/MCC the best chance to resolve the situation with the vendor. If the damage is discovered after acceptance, it should still be reported, but a favorable resolution becomes much more difficult. The repair of the damage will be worked on a case by case basis with the vendor's financial responsibility depending on the liability laws of the state.

Recalls

When manufacturers or regulators discover defects in vehicles which potentially can lead to the death or injury of occupants, a safety recall is initiated by the manufacturer. The manufacturer is legally required to send paper notifications to the vehicle owner on record, detailing the nature of the safety recall, as well as steps owners must take to remedy the defect. GSA Fleet is the owner on record of all leased GSA Fleet vehicles.

After a manufacturer announces a safety recall, the National Highway Transportation Safety Administration (NHTSA) initiates an investigation of the defect and assigns a tracking number to the manufacturer initiated recall. NHTSA posts information on all active safety recall campaigns at www.safercar.gov where users may enter a vehicle identification number (VIN) to look up any and all active safety recall campaigns on a light or medium-heavy duty vehicle sold in the United States.

GSA Fleet maintains close contact with manufacturers and regulators to receive the best and most recent information on safety recall campaigns affecting GSA Fleet vehicles. The GSA Fleet recall team updates recall records weekly and tracks recall trends across the fleet and down to the individual vehicle. The recall team researches all new safety recalls to note the status as actionable (meaning a remedy or parts are available) or not actionable. GSA sends automated monthly reports to customers, alerting them to open, actionable recalls on their vehicles leased from GSA Fleet. Customers and fleet managers may also access this information through [GSA Fleet Drive-thru](#).

Customers must take immediate action if they receive notifications, electronically or via mail, alerting them to open safety recalls on fleet vehicles in their custody. Upon receipt of a safety recall notice, customers must contact their local OEM dealer location to ensure that parts are on hand and make an appointment to have the recall remedied in a timely manner. Failure to respond promptly to safety recall notifications potentially could lead to the death and/or injury of Federal Employees, contractors, and the general public.

Customers with questions or concerns about safety recalls should contact their FSRs and OEM service providers, as well as check the online resources from GSA Fleet and its Federal motor vehicle safety counterparts - [GSA Fleet Drive-thru](#) and NHTSA's [SaferCar.gov](http://www.safercar.gov).

Downtime

Operating agencies are responsible for the maintenance and repair of GSA Fleet vehicles. If a vehicle is in a shop for more than 10 days and the MCC has been unable to help, customers should contact their FSR and request help in expediting repairs. FSRs work with the MCC and vendors to ensure timeliness, quality of work, that GSA Fleet and Federal procurement policies and regulations are followed, and that best value repair rates are charged.

In the event of excessive and/or repetitive mechanical downtime for assigned vehicles, GSA Fleet may offer a substitute vehicle upon request from its inventory if one is available. All costs associated with making substitute vehicles available shall be reimbursable to GSA Fleet.

On rare occasions, and when determined appropriate by the FSR or FMC Manager, GSA Fleet may issue a credit or other type of concession in cases where an assigned vehicle has been out of service for an excessive amount of time for mechanical reasons due to no fault of the customer.

GSAFleet2Go

[GSAFleet2Go](#) is a mobile tool for drivers of GSA Fleet leased vehicles. This mobile application includes features to find maintenance and repair vendors, push safety recall notifications, assist with accident reporting, and provide fuel information among other features. GSAFleet2Go works with Android and iOS platforms. To download the free app, search for "GSAFleet2Go" in Google's Play Store or Apple's App Store. For questions, please email GSAFleet2Go@gsa.gov.

Once you have downloaded the application, follow the instructions in the [GSAFleet2Go User Guide](#) to register your account, confirm your email account, and build your profile. If you do not fully register your account, you will not be able to log in to the app.

Wear and Tear

GSA Fleet establishes a mileage rate to fuel and maintain its vehicles. These rates are established based on what GSA Fleet considers to be normal wear and tear across its entire fleet. When excessive wear and tear occurs, whether due to abuse or neglect of a single vehicle or a mission requirement unique to a specific customer, GSA Fleet must recover those additional costs. Excessive wear and tear increases maintenance costs on all GSA Fleet vehicles if not recovered from the responsible customer. These excessive wear and tear expenses are not covered by GSA Fleet rates and may be charged to the customer as Agency Incurred Expenses (AIEs).

A. Abuse or Neglect

GSA Fleet will charge agencies for maintenance related expenditures that are determined to be the result of abuse or neglect of the vehicle. Specific examples of excessive wear and tear are outlined in the GSA Fleet Excessive Wear and Tear Table below.

B. Replacement of Glass

GSA Fleet will charge agencies for all glass replacements except where it is repairable per industry standards.

C. Normal Wear and Tear

GSA Fleet will not charge agencies for normal wear and tear.

D. Road Hazards

GSA Fleet will charge agencies for the replacement of parts including, but not limited to, the tires (based on the prorating schedule established in the GSA Fleet Excessive Wear and Tear Table below), wheels, tire pressure monitoring sensors, and valve stems resulting from impacts with road hazards and curbs.

E. Replacement of Tires

Except as noted below, tires shall be replaced when the remaining tread depth is 2/32 of an inch or less, when the tread wear bars indicate that the tire should be replaced, or when the tires are otherwise deemed unsafe or unusable.

A tread depth of 4/32 of an inch shall be maintained on the front steering wheels of any vehicle exceeding 10,000 GVWR operated on the highway, any vehicle carrying hazardous or explosive material, and all buses, ambulances or law enforcement vehicles.

Retread or remanufactured tires shall be procured whenever practicable in accordance with [EPA's Wastes - Resource Conservation - Comprehensive Procurement Guidelines](#). In determining whether it is practical to procure retread tires, consider the intended end use of the tire, its price, life cycle cost, mileage guarantee, availability, and quality.

GSA vehicles come standard with All Season Tires. If a more aggressive type tire is required, including studded tires where state laws allow, customers may submit a request to GSA Fleet for approval. All additional expenses related to their acquisition, installation, and operation shall be charged to the customer and the customer is also responsible for storage and accountability of seasonally rotated tires. Installation of other than standard tires does not exempt the vehicle from fleet management's rotation program.

F. Vehicle Cleaning

Each GSA Fleet Zonal Office establishes its vehicle cleaning/car wash policy based on local costs, climate, agency mission, etc., and charges agencies for cleanings obtained and charged by the agency in excess of that policy.

GSA Fleet: Excessive Wear and Tear Table

Updated: November 26, 2019

The following guidelines establish GSA Fleet's criteria for Standard Vehicle excessive wear and tear. These guidelines are not all inclusive, but establish GSA Fleet's criteria for wear and tear in the most common situations. Consult your FSR with specific questions.

Mechanical	Description / Example
Brakes	Brakes worn down to metal on metal and continued use ruins rotors, calipers, and other parts of the braking system.
	<i>Pads/Shoes and Rotors - Mileage interval based on Front to Front or Rear to Rear replacement. First replacement assumed to replace original. Applies to Light Duty Vehicles (i.e., Tag starts with G10-G14, G41-G63). Excludes Law Enforcement, Ambulances, Buses, Medium and Heavy Trucks and Trailers which will be evaluated by GSA Fleet on a case by case basis.</i>
	<8,000 miles (12,875 km) = 80% AIE
	>=8,001 mi (12,875 km) and <16,000 mi (25,750 km) = 60% AIE
	>=16,001 mi (25,750 km) and <24,000 mi (38,624 km) = 40% AIE
Mechanical failure	Damage due to abuse or neglect, including, but not limited to failing to follow preventative maintenance schedule, failing to promptly repair damage that leads to a major repair, ignoring warning lights, excessive idling, etc.
Aftermarket equipment	Damage caused by the installation, use, or removal of any aftermarket equipment.
Exterior	Description / Example
Poor Quality Repairs	e.g., Obvious evidence of repair such as color mismatch or mis-alignment between panels.
Scratch	Length exceeds 1" (2.54 cm) or any length where bare metal is visible.
Dent	Multiple dents on a single panel or a single dent > 3/4" (1.9 cm) in diameter. Includes hail damage.
Cracks	e.g., Cracked bumpers, rubbing strips, mirrors.
Chip	Multiple chips on a single panel.
Paint damage	e.g., Bird excrement, sand, salt, etc. damage paint/clearcoat because vehicle not cleaned regularly
Heavy rust	Major visible rust or component rust related issues, including brake components.
Undercarriage	e.g., Damage due to bottoming out.
Missing parts	e.g., Sections of the bumper or molding, mirrors, antenna.
Aftermarket equipment	Damage caused by the installation, use, or removal of any aftermarket equipment.
Decals and Shrink Wraps	Residual damage - e.g., color fade, adhesive. Removal damage - e.g., scratches, chips to body paint or glass.
Lenses and Mirrors	e.g., Damaged or not operational due to abuse or neglect, chips, cracks, holes or fogging.
Glass	Description / Example
Glass	Any damage requiring glass replacement.

Interior and Cargo Area	Description / Example
Seats, headlining, carpets, lining fabrics, floor covering	e.g., Burns, tears, rips, holes, cuts, permanent stains
Seats, headrests, glove box, cargo tie-downs, trim pieces, side-panels, truck-liners, bed-liners, controls, knobs	e.g., Missing, broken, inoperable, installed replacement does not meet manufacturer specifications for quality and design.
Aftermarket equipment	Damage caused by the installation, use, or removal of any aftermarket equipment.
Truck Bed	e.g., Drilled holes, large dents, crushed wheel wells, holes due to rusting, mis-aligned or damaged tailgate
Parts and Accessories	Description / Example
Keys and Remotes	Missing.
GSA-owned aftermarket equipment (e.g., snow plows, telematic device)	Missing, damaged, or not operational.
Parts and Accessories	Description / Example
Tires (Set of tires = # tires on the vehicle)	<i>Replacement prior to the expected 40,000-mile (64,374 km) life expectancy of the tire shall be charged back in a prorated manner unless the tire is greater than 6 years old. First set of replacement tires presumed to replace original. Each replacement tire thereafter is presumed to replace the oldest replacement tire on the vehicle.</i>
	<8,000 miles (12,875 km) = 80% AIE
	>=8,001 mi (12,875 km) and <16,000 mi (25,750 km) = 60% AIE
	>=16,001 mi (25,750 km) and <24,000 mi (38,624 km) = 40% AIE
Wheels	Deep cracks, bent, or gouged.
Spare Tire or Tire Inflator Kit	Missing.
Tire jack and tools	Missing or broken.

Chapter 9 – What Do I Do in Case of a Crash or Incident?

GSA provides a variety of tools and resources to help you in the event that a crash or incident happens and to manage the process afterwards. The Accident Management Center (AMC) provides GSA Fleet's customer agencies and vehicle drivers with one-stop service for reporting crashes and incidents, coordinating vehicle repairs, and initiating claims against an identifiable third party. Crashes and incidents need to be reported to the AMC within five (5) business days.

In Case of A Crash

1. Stop immediately and turn on emergency flashers.
2. Take steps to prevent another collision at the scene.
3. Notify the police, or Emergency Medical Services as needed
4. The SF91 MUST be signed by both the vehicle driver and their supervisor in order to be considered complete. Failure to submit a signed SF91 may impact GSA Fleet's ability to pursue a third party claim.
5. DO NOT sign any paper or make any statement as to who was at fault (except to your supervisor or a Federal Government investigator).
6. Obtain the name and address of each witness. Ask the witness(es) to complete the Standard Form (SF) 94, Statement of Witness, contained in the [GSA Form 1627, Motor Vehicle Accident Reporting Kit](#), envelope in the glove compartment of each GSA Fleet vehicle.
7. Drivers should state their name, address, place of employment, name of supervisor, and upon request show their driver's permit (e.g., driver's license) and the vehicle's registration card, where applicable (note: only government owned or leased vehicles registered in the District of Columbia or displaying state license plates have registration cards). The Federal Government is self-insured and proof of insurance is located on the back of the Motor Vehicle Accident Reporting Kit envelope.
8. Complete [SF 91, Motor Vehicle Accident Report](#) at the scene. If conditions prevent this, make notes of the following:
 - a. Registration information for other vehicle(s) involved (owner's name, owner's address, tag number, VIN, and vehicle description).
 - b. Information on other driver(s) (name, address, driver's permit number, and expiration date).
 - c. Name, address, and phone number of each person involved and injuries sustained, if any.
 - d. Name, address, and phone number of the companies insuring other vehicle(s) and related insurance policy number(s).
 - e. Situational information, such as the location, time, measurements, weather, damage, etc.
9. Request a copy of the police report, if applicable.
10. Take color photos of the crash scene and any damage to the vehicles or other property involved.
11. If the vehicle is unsafe to operate, do the following:
 - a. During business hours (6:00 AM to 6:00 PM CST, Monday-Friday except Federal

holidays), call the AMC at (866) 400-0411, option 2.

- b. After hours
 - i. Call the manufacturer's Roadside Assistance Program if the vehicle is covered based on age and mileage. The owner's manual in the glove compartment will provide the phone number and the eligibility requirements. Towing and other minor services may be arranged at no cost.
 - ii. If the Roadside Assistance Program does not apply to your vehicle, contact GSA's After-Hours Emergency toll-free number (866) 400-0411. A customer service representative will authorize towing expenses and any other required after-hours emergency services.

Crash/Incident Reporting

What are the requirements for reporting a crash or incident to GSA Fleet's Accident Management Center?

Within one (1) business day after the crash or incident, drivers should submit all reports and data to their supervisor. If the driver is injured, he/she should have the police notify a supervisor who will assume responsibility for reporting the crash or incident.

Within five (5) business days after the crash or incident, the driver or their supervisor must fax or email all documentation to the AMC.

Documentation includes:

- A. [Standard Form 91, Motor Vehicle Accident Report](#) in the event of a crash (REQUIRED):
 - 1. Vehicle driver must complete this form at the time and scene of the crash, if possible.
 - 2. Please ensure that SF91 is filled out in its entirety as it is essential for the AMC to properly process claims.
 - 3. If a third party was involved, please ensure that Section II of the SF91 is filled out in its entirety. Failure to obtain information that identifies a responsible third party will result in a determination that the operating agency is financially responsible.
- B. [Standard Form 94, Statement of Witness \(if applicable\)](#)
 - 1. Request witnesses to complete this form at the scene of the crash, if possible.
 - 2. Obtaining the witnesses' names and telephone numbers is essential.
- C. Police Report (if applicable)
 - 1. Obtaining the police report is the responsibility of the driver and/or agency.

D. Color Photos (if applicable)

1. GSA Fleet requires that drivers take color photos to document the crash scene and submit them to the AMC.
2. Required photos include damage to all vehicles and/or property involved in the crash; the crash scene (e.g., road conditions, skid marks, debris in the roadway, and vehicle positions); location identifiers (e.g., intersection, address, and exit number); and driver and vehicle identification information (e.g., driver's licenses, insurance cards, and license plates).

Color photos must be emailed. Other information can be submitted by either fax or email to:

1. For states east of the Mississippi River (to include Puerto Rico and the U.S. Virgin Islands) as well as Louisiana and South/Central Texas send information to:
Fax: (855) 511-9159
Email: atl.amc@gsa.gov
2. For states west of the Mississippi river (to include Alaska, Hawaii and the Pacific territories) except South/Central Texas and Louisiana send information to:
Fax: (855) 288-5171
Email: kc.amc@gsa.gov

Where do I file a report if one of my drivers or employees is injured?

Driver injuries should be processed through their agency personnel office using a [CA-1](#) form.

What is the operating agency's responsibility if a third party suffers damages, injury, or death?

The operating agency should provide the third party with a [Standard Form 95, Claim for Damage, Injury or Death](#). The third party needs to submit the SF-95 to the tort claim office of the agency operating the vehicle. GSA does not process claims from third parties unless the vehicle was operated by a GSA employee.

Accident Management Center

When should the agency contact GSA's Accident Management Center (AMC)?

Contact the AMC with general questions, for assistance with a vehicle disabled in a crash or locating a vendor.

What are the AMC's hours of operation and contact information?

Hours: 6:00 AM to 6:00 PM CST (Monday through Friday, except Federal holidays.)

Call an Accident Management Specialist:

- During business hours, please call (866) 400-0411, option 2.
- In the event of an emergency after hours, such as a disabled vehicle, please call (866) 400-0411.

Vehicle Repair

What is the process for getting a vehicle repaired?

As detailed above, upon notification of a crash, the AMC will arrange for an auto body shop to complete repairs at the expense of the agency. Again, the agency is responsible for any charges associated with transporting a vehicle for crash damage repairs. In accordance with the FAR, the AMC may need to solicit for additional estimates. The operating agency should anticipate a need for additional estimates, especially if the damage is likely to exceed \$2,500. Before repairs are started, these estimates must be submitted to the AMC by either the customer or the vendor per procurement regulations.

The GSA Accident Management Specialist handling the case is a warranted contracting officer and will manage the repair process. This individual will manage documentation collection and the repair procurement, including review of the estimates, making repair decisions, and paying the vendor. Once the repairs have been completed, the leasing agency is responsible for verifying that repairs have been completed and are satisfactory prior to signing the invoice. If there are any concerns regarding the repairs made to the vehicle, they need to be reported to the AMC **prior** to signing the invoice so that the concerns can be resolved between the AMC specialist and the vendor.

Who can authorize vehicle repairs?

- A. To obtain information on body shops in your area, contact your FSR or the AMC. You could also use the [GSAFleet2Go mobile app – Accident Reporting Tool](#). The crash reporting feature in the mobile app allows the user to electronically capture information at the scene of the crash or incident. The user can report the crash or incident, capture any body damage to the GOV or third party vehicle, or call for a tow (routes to the AMC or WEX if after hours). When the report is submitted through the app, an email report is sent to the driver and to the appropriate AMC inbox. For more information please refer to the [GSAFleet2Go Mobile App User Guide](#).

Note: Reporting the crash or incident through the app does not replace the requirement for the driver/agency to submit an SF 91 and other documentation post-crash. The SF 91 MUST be signed by both the vehicle driver and their supervisor in order to be considered complete.

- B. Vendors **must** get pre-authorization from the AMC for any crash repairs, body work, or glass replacements.
- C. Drivers are not authorized to obligate government funds in excess of \$100 or for the replacement of tires, glass and batteries. Authorization to a vendor for repairs meeting these criteria can only be issued by a contracting officer in GSA Fleet's AMC. This occurs by way of a GSA Fleet issued purchase order. Any authorization by the driver or the agency leasing customer to a vendor to perform work or order parts shall be considered an unauthorized commitment.

An unauthorized commitment, in accordance with [Federal Acquisition Regulation \(FAR\) 1.602-3](#), is "an agreement that is not binding solely because the Government representative who made it lacked the authority to enter into that agreement on behalf of the Government." The process for resolving an unauthorized commitment and paying the vendor is referred to as ratification. Ratifications are the responsibility of the agency making the unauthorized commitment in accordance with [FAR 1.602-3](#) and agency procurement guidelines. Even though GSA Fleet provides the vehicle and manages maintenance for the vehicle as part of the lease, GSA Fleet can not pay a vendor for repairs for which an unauthorized government representative (e.g., Fleet leasing customer, be they federal employee or contractor) makes the commitment. The leasing agency bears that responsibility.

How does GSA Fleet define crash and incident?

A. Definition of "Crash"

1. A collision involving a GSA Fleet vehicle and at least one other vehicle.
2. A single vehicle collision that involves a fatality or personal injury to the driver, a passenger, or an individual not located in the vehicle.
3. A collision that involves damage to property.

B. Definition of "Incident"

1. A single vehicle crash with no fatality, injury, or property damage.
2. Vandalism.
3. Theft.
4. Act of nature.
5. Damage for which the cause is unknown.

Who pays vendors for repairs, transport, storage, appraisals, etc.?

GSA will manage payment(s) to vendors for all repairs, transport, storage, appraisals, etc.

A. In case of a crash, GSA Fleet assigns financial responsibility based on the following:

1. Admissions of fault by either party.
2. Issuance of a moving violation citation to either party.
3. Assignment of fault/responsibility in the police report.
4. Payment of a claim by a third party or their insurance provider.

5. If a third party cannot be identified, responsibility defaults to the customer agency.
- B. Once a determination of financial responsibility is made; GSA will bill the appropriate party.
- C. If the leasing agency has the proper documentation of fault (e.g., police reports or admission of fault) then the AMC will process the claim against the other driver or their insurance company. If the agency was billed in error, a credit will be issued.
- D. Costs may be distributed between the leasing agency and other parties when multiple vehicles are involved in a crash or if the third-party insurance company provides additional information as to fault. In these instances, cost may be distributed on a pro-rata basis.
- E. In case of an incident, the agency will be billed for all charges.

What is meant by a No-Fault state?

Currently 12 states and Puerto Rico have no-fault auto insurance laws. Florida, Michigan, New Jersey, New York, and Pennsylvania have verbal thresholds. The other seven states; Hawaii, Kansas, Kentucky, Massachusetts, Minnesota, North Dakota, and Utah use a monetary threshold. No fault insurance means that the driver's auto insurance will pay some or all of their medical bills and lost earnings if they get into a car crash, regardless of who was at fault for the crash. Every state's law is different as to the monetary thresholds.

Do No-Fault insurance laws apply to GSA Fleet Vehicles?

No. In the case of *United States v. Ferguson*, the United States Court of Appeals for the Sixth Circuit affirmed the judgment for the Federal Government. Their decision was founded on the basis that Michigan's no-fault law did not bar the recovery of damages from appellant driver because the Federal Government had the paramount power of control over its property and because, in the interest of uniformity, the traditional principle of negligence was to be applied. The court found that the Federal Government was authorized under 41 CFR § 101-39.805 (see now [41 CFR § 101-39.404](#)) to seek recovery of its claim where a party other than the operator of the vehicle was at fault in the accident. The court ruled that the issue presented was not one in which the state had a primary interest and that the Federal Government was entitled to the application of the traditional principles of negligence and recovery in the interest of uniformity. In addition, the court determined the Act was probably not intended to apply to the Federal Government and that its rights of recovery should not vary from state to state.

Chargeable Expenses

- A. If GSA Fleet decides to repair a vehicle; it will charge the financially responsible party for the following, as appropriate:
 1. Repair expenses.
 2. Towing.
 3. Storage.
 4. Appraisal fees.

5. Rental fees.
6. GSA Fleet purchased accessories.
7. Other applicable expenses.

B. If GSA Fleet totals a vehicle or if the vehicle is not recovered, GSA Fleet will charge the appropriate party for the sum of the following, as appropriate:

1. Vehicle's market value at the time of the accident, less any applicable sale value.
2. Towing.
3. Storage.
4. Appraisal fees.
5. Rental Fees.
6. GSA Fleet capitalized ("owned") accessories.
7. Other applicable expenses.

What regulation governs GSA's handling of accidents, incidents and claims?

GSA manages its accident management program based on [41 CFR 101-39.4](#). Per [40 U.S.C. 605](#), GSA must recover all expenses for the related services it provides in the furnishing of motor vehicles, to include expenses related to vehicle accidents and incidents.

What is the process for repairing a vehicle's windshield?

- A. For assistance in locating a glass repair shop, the driver or an agency representative can contact an Accident Management or Maintenance Control Specialist or their Fleet Service Representative. All glass replacement or any glass repair over \$100 must be approved by the AMC or MCC regardless of cost.
1. If the glass is considered repairable per industry standards, the leasing agency will not be billed.
 2. If the windshield needs to be replaced, the operating agency will be billed.

Damage by Repair Facilities

In an ideal situation, if a vehicle is damaged by a repair shop, it will contact the AMC or MCC, whichever managed the repair, to address the situation as soon as it occurs. However, vendor caused damage may be found by customers. If upon arriving at the repair shop you notice damage that was not there when the vehicle was dropped off, you must report it to your FSR or to the AMC/MCC before accepting the repaired vehicle. This gives the AMC/MCC the best chance to resolve the situation with the vendor. If the damage is discovered after acceptance, it should still be reported, but a favorable resolution becomes much more difficult. The repair of the damage will be worked on a case by case basis with the vendor's financial responsibility depending on the liability laws of the state.

Chapter 10 – Is My GSA Fleet Vehicle Insured?

How does the Motor Vehicle Accident Reporting Kit help me as a driver of a GSA vehicle?

Within the United States and its territories, the U.S. government is self-insured for loss or damage to government property and the liability of government employees for actions within the scope of their duties. This “Proof of Insurance” is explained on the [GSA Motor Vehicle Accident Reporting Kit \(GSA Form 1627\)](#) located in the glove box of your GSA Fleet vehicle.

Driver Protection

What is the Federal Tort Claims Act and how does it protect me as a driver?

- A. The [Federal Tort Claims Act \(FTCA\)](#) protects drivers who are performing actions within the scope of their official duties. If an individual is injured or property is damaged as a result of wrongful and negligent acts of a federal employee acting in the scope of his or her official duties, the injured individual may file a claim with the Government for reimbursement for that injury or damage. For more information, refer to the US Code (USC) for information on [tort claim procedures](#) and to the Code of Federal Regulations (CFR) for information on [employee representation](#). Note: This language is information only and Federal employees should always consult with their Office of General Counsel.
- B. The FTCA waives the sovereign immunity of and permits persons to sue the Government of the United States. The Federal Government acts as a self-insurer and assumes liability for the negligent or wrongful acts or omissions of its employees acting within the scope of their official duties which cause injury, loss of property, or death. The United States Government is liable to the same extent an individual would be in similar circumstances.
- C. [SF1145](#): Voucher for Payment under Federal Tort Claims Act.

What coverage do I need once authorized to operate my Privately Owned Vehicle (POV) for conducting official business?

If an employee is authorized to drive their POV for official business, the employee is reimbursed on a mileage basis by the employee’s agency. Since the cost of collision and liability insurance is a component of the POV mileage reimbursement rate-setting process, claims for the injury or death of third parties or damage to their property are the responsibility of the employee and his or her personal insurance carrier. Drivers using their POV for official business must ensure their insurance policy will cover accident claims stemming from official use.

Are authorized government contractors covered under Federal Tort Claims Act while operating a GOV?

No. When authorized cost-reimbursement Government contractors or subcontractors use vehicles assigned to an agency, they must obtain their own insurance. The insurance policy

should cover bodily injury and property damage with limits of liability as required by the customer agency ([FAR 51.202\(a\)\(2\)](#)). Please see [Chapter 15](#) for additional information on Government contractor use.

Does my insurance cover me during foreign travel? Does the country I travel to matter?

- A. Most foreign countries, to include Mexico and Canada, require U.S. government employees operating vehicles in that country's jurisdiction to be covered by insurance otherwise required by the laws of that country. In these instances, the customer agency employing the vehicle driver is administratively and financially responsible for meeting the legal requirement of the other country. GSA Fleet recommends that agencies seek advice from their legal counsel to meet such requirements.
1. Military agencies in foreign nations usually have a pre-existing agreement with the host nation that covers many issues; including liability for motor vehicle accidents. Interested parties should review the local Status of Forces Agreement (SOFA) for specific guidance.
 2. The [Federal Tort Claims Act](#) is not applicable in foreign countries ([28 U.S.C.2680 \(k\)](#)) and thus employees may be reimbursed for trip insurance to cover third party loss and damage claims when authorized by the Federal Travel Regulation (FTR). [FTR §301-10.451\(b\)](#) provides that such insurance may be reimbursed only when it is required by foreign statute.
 3. If an agency expects to have frequent business in a foreign country, the purchase of an applicable term foreign automotive liability insurance policy will most likely be appropriate. However, if an agency's foreign business travel is limited, obtaining a commercial rental vehicle with foreign liability insurance may be more economical.

Does the Federal Motor Vehicle Registration System (FMVRS) provide proof of insurance?

No. FMVRS does not provide insurance cards, but rather a vehicle identification card which indicates that the federal vehicle's information is housed in [FMVRS](#).

Commercial rental vehicles for TDY travel:

Temporary Duty (TDY) rentals are governed by the Defense Travel Management Office (DTMO). The Government Administrative Rate Supplement (GARS) covers the cost of collision damage to TDY rental vehicles. Additional insurance is not necessary since the Government is a self-insurer. Information on vehicle rentals for TDY can be found at [Defense Travel Management Office Rental Programs](#).

Insurance on commercial rental vehicles for non-TDY travel:

GSA Short Term Rental vehicles, like GSA Fleet vehicles, are self-insured by the U.S. government. This coverage includes loss or damage to government property as well as liability of government employees for actions within their duties when operated within the United States or its territories.

Supplemental or commercially available insurance is not available for GSA Short Term Rental vehicles. Customers are responsible for all damage and third party liability claims while in possession of Short Term Rental vehicles.

Personal Liability

What is my Personal liability as a Federal employee or authorized contractor?

- A. You are bound by state and local traffic laws. You must obey all motor vehicle traffic laws of the state and local jurisdiction, except when the duties of your position require otherwise. You are personally responsible if you violate state or local traffic laws. If you are fined or otherwise penalized for an offense you commit while performing your official duties, but are not required as part of your official duties, payment is your personal responsibility. Several regulations cover agency and driver responsibilities.
 - 1. State and local traffic laws. [41 CFR 102-34.235](#)
 - 2. Responsibility for damages. [41 CFR 101-39.406](#)
- B. Each agency handles personal liability a little differently; contact your agency's general counsel for specific guidance.
- C. GSA Fleet's [Desktop Workshop series](#) covers personal liability in more detail.

Chapter 11 – How Can GSA Help Me With Federal Sustainability Mandates?

GSA Fleet strives to assist federal customers in meeting federal sustainability requirements. GSA Fleet has a dedicated Alternative Fuel Vehicle (AFV) Team that is constantly reviewing mandates, monitoring the commercial vehicle market, evaluating GSA vehicle offerings, discussing requirements with agencies, and providing tools and resources to assist agencies in making decisions with environmental mandates in mind.

There are a variety of environmental laws and regulations affecting the Federal fleet. Agencies are required to purchase alternative fuel vehicles, optimize their fleets, acquire all light-duty vehicles as low greenhouse gas vehicles, use more alternative fuel in dual-fueled vehicles, properly account for and report fleet data, and use environmentally preferred products for vehicle maintenance. This chapter will review the mandates and some of the ways GSA helps agencies meet each challenge. Additional resources can be found at www.gsa.gov/afv.

Acquiring Alternative Fuel Vehicles

What are alternative fuels?

The [Energy Policy Act \(EPA\) of 1992, Section 301](#) defines alternative fuels as:

- A. Biodiesel
- B. Denatured alcohol
- C. Electricity
- D. Hydrogen
- E. Methanol
- F. Mixtures containing up to 85 percent methanol or denatured ethanol
- G. Natural gas
- H. Propane (liquefied petroleum gas)

What is an alternative fuel vehicle?

- A. EPA 1992 defines an AFV as any “dedicated vehicle or dual-fueled vehicle designed to run on at least one alternative fuel.”
- B. In addition, the [National Defense Authorization Act \(NDAA\) of 2008](#) expanded the definition of an AFV to include:
 - 1. Advanced lean burn technology vehicles.
 - 2. Fuel cell vehicles.
 - 3. Hybrid electric vehicles.
 - 4. Any type of vehicle that the Administrator of the Environmental Protection Agency (EPA) demonstrates to the Secretary of the Department of Energy (DOE) would achieve a significant reduction in petroleum consumption.

When acquiring AFVs, there are different terms used to describe the fuel system configurations:

- A. Dedicated AFVs. These vehicles have one fuel system that operates only on the alternative fuel. Examples include compressed natural gas (CNG) or electric vehicles.
- B. Bi-Fuel AFVs. These vehicles have two separate fuel systems: one for the alternative fuel and one for gasoline. Examples include CNG/gasoline and Liquid Propane Gas (LPG)/gasoline vehicles.
- C. Flex-Fuel AFVs. These vehicles have one fuel system that can operate on either the alternative fuel, gasoline, or any combination of the two up to 85% of the alternative fuel. Example: Ethanol (E85).
- D. Low Greenhouse Gas (GHG) Vehicles. The [Energy Independence and Security Act \(EISA\)](#) requires all light-duty vehicle acquisitions to be low-GHG emitting vehicles. Along with introducing the requirement to acquire low-GHG vehicle, EISA required EPA to define low-GHG emitting vehicles. They did so, but also strived to give agencies the proper credit for acquiring these lower carbon emitting vehicles. In order to reduce the burden on agencies and allow for a more flexible and cohesive EPA Act Program, EPA used the aforementioned provision of the [NDAA for 2008](#) and demonstrated to DOE that low-GHG vehicles do achieve significant reduction in petroleum consumption and should be counted as alternative fuel vehicles. DOE concluded that low-GHG emitting vehicles could be counted as AFVs if alternative fuel was not available within 5 miles or 15 minutes of a vehicle's garage zip. Thus, allowing an agency to claim the vehicle as an AFV for reporting purposes.

What are the Federal AFV acquisition mandates?

- A. [The Energy Policy Act of 1992](#) requires agencies to acquire 75% of their light-duty vehicles, or those vehicles under 8,500 lbs. gross vehicle weight rating (GVWR), in metropolitan statistical areas (or MSAs) with alternative fuel capability. All AFVs acquired outside of MSAs and all alternatively fueled medium and heavy vehicles also are credited toward an agency's 75% requirement.
- B. 2010 guidance on the 2007 [Energy Independence and Security Act \(EISA\) section 141](#) stipulates that all federal agencies, both foreign and domestic, acquire all light duty and medium duty passenger vehicles (MDPVs) as low greenhouse gas (GHG) emitting vehicles. EISA defines light duty vehicles as those less than 8,500 lbs. GVWR. EISA defines MDPVs as vehicles between 8,500 lbs. and 10,000 lbs. GVWR that transport less than 12 passengers or less than 9 passengers' rearward of the driver's seat. Each model year, the EPA releases the CO2 emission thresholds that determine whether or not a vehicle is low GHG emitting.

- a. Low GHG acquisitions can be indicated in the Customer Driven Data portal in the EISA 141 field. Although this field appears blank, after October 15 of each year, this data will populate in your GSA Fleet Drive-thru FAST Data Center report.

Are there exemptions from the AFV acquisition mandates?

- A. There are several exemptions to EPO's AFV acquisition requirements depending on the type of vehicle, usage, location, and availability of alternative fuel.
 1. Medium and heavy vehicles, or those over 8,500 lbs. GVWR, are not required to be acquired as AFVs, though agencies get extra credit for acquiring them and the fuel use counts towards alternative fuel mandates, as well as petroleum reduction.
 2. Law enforcement and emergency vehicles *may* be exempt as determined by the head of the agency.
 3. Military tactical vehicles, which are not offered by GSA Fleet.
 4. Non-road vehicles, including farm and construction vehicles, which are not offered by GSA Fleet.
 5. Motor vehicles held for lease or rental to the general public (not applicable).
 6. Motor vehicles held for sale by motor vehicle dealers, including demonstration motor vehicles (not applicable).
 7. Motor vehicles used for motor vehicle manufacturer product evaluation or test.
 8. Motor vehicles that, under normal operations, are garaged at personal residences at night as authorized by the head of the agency.
 9. Vehicles operated outside the US.
 10. Where alternative fuel is not available within 5 miles or 15 minutes, an [EPO 2005 701 waiver](#) is required and low GHG vehicles would qualify as an AFV in these instances. EPO 701 Waivers are requested via the [FAST](#) reporting system.

Note: Agencies and drivers can denote whether a vehicle is subject to EPO in the Customer Driven Data portal in GSA Fleet Drive-thru in the EPO Coverage Designation field.

When approving acquisitions, Headquarter Fleet Managers can designate if an exception to the EISA 141 Acquisition requirement is on file in the Customer Acquisition Module in GSA Fleet Drive-thru.

Recognizing that federal agencies need some flexibility to acquire vehicles for diverse applications, [EISA § 141](#) allows for two exceptions to the prohibition - the functional needs exception and the alternative measures exception. These two exceptions allow agencies to acquire non low GHG emitting vehicles:

1. The functional needs exception is self-certified in writing by the agency head or his or her designee that no low-GHG emitting vehicle is available that meets the functional needs of the agency to meet its mission.
2. The alternative measures exception requires that the agency head certify that the agency has taken specific alternative measures to reduce petroleum consumption and GHG emissions over their entire fleet.

How does GSA support agencies in the acquisition of AFVs and low-GHG vehicles and in meeting other sustainability mandates?

- A. GSA Fleet provides commercially available AFVs in most vehicle classes. GSA Fleet does not promote the use of one fuel type over another and strives to make the largest number and variety of commercially available new and alternative fueled vehicles available. For a list of AFVs currently available, please refer to the [AFV Guide and Acquisition Tool](#).
- B. The Energy Policy Act of 1992 (as amended by the Energy Policy Act of 2005) requires GSA Fleet to surcharge customer agencies to recover AFV incremental costs. This practice funds the incremental cost of AFVs that are purchased for the agency throughout the current fiscal year by adding a surcharge to all inventory vehicles each month. AFV Surcharges are assessed by GSA at the agency level depending on whether an agency is required to comply with EPACT AFV mandates. AFVs can range from the same price as a conventionally fueled vehicle to tens of thousands of dollars more expensive. Through the AFV surcharge rate, agencies are able to meet their mandate to acquire 75% or more light duty AFVs. A fact sheet with more information about the AFV Surcharge can be found at www.gsa.gov/afv.
- C. The leasing program offered by GSA enables agencies to quickly integrate AFVs and advanced technology vehicles into their fleets. Routine replacement ensures agencies can obtain AFVs when they need them.
- D. GSA Fleet also enables agencies to monitor their fuel use electronically through the Fuel Use Reports application in [GSA Fleet Drive-thru](#). This application combines fuel and electricity purchases (for ChargePoint networked stations where the fleet services card has been linked to a ChargePoint card) through GSA Fleet's Fleet Services Card, DLA, and other locations with cross service agreements which provide itemized purchase information in the format that GSA needs to electronically upload into the system. For questions on electric vehicles or to start charging at pay for use stations today, please contact gsafleetafvteam@gsa.gov.
- E. GSA Fleet awarded a Blanket Purchase Agreement (BPA) for electric vehicle supply equipment (EVSE) to include data services. The BPA is available for all GSA Fleet leasing and purchasing customers to use for their charging station equipment and data needs. For agencies that want to purchase EVSE from the BPA, agency Contracting Officers can place a task order directly against the BPA without involvement of GSA Fleet. More

information can be found at [gsa.gov/evse](https://www.gsa.gov/evse).

- F. To assist agencies in adopting telematics “to the maximum extent practicable” as recommended by [Executive Order 13834](#): Efficient Federal Operations, GSA Fleet awarded a telematics BPA to Geotab USA, Inc. Starting in FY20, this new solution will be deployed on new GSA Fleet vehicles moving towards fleetwide implementation where appropriate over the coming years. With GSA Fleet integrating telematics into its core leasing service, both GSA Fleet and its customers will observe immediate benefits such as automated mileage reporting and increased data collection. Through a GSA sponsorship, the Geotab government products and services used will be fully authorized under the Federal Risk and Authorization Management Program (FedRAMP). Additionally, expanded service options will be offered to GSA Fleet leasing customers at significantly discounted rates. For more information on GSA Fleet’s telematics program, please visit our portal page at <https://www.gsa.gov/telematics>.

Vehicle Maintenance

Are there green mandates for vehicle maintenance?

- A. The [Resource Conservation and Recovery Act \(RCRA\)](#) requires each Federal agency to procure items composed of the highest percentage of recovered materials practicable unless they are not reasonably available, fail to meet performance standards, or are only available at an unreasonable price.

Vehicular products meeting these designations are outlined in [EPA’s Comprehensive Procurement Guidelines](#), and include:

1. Engine coolants.
 2. Rebuilt vehicular parts.
 3. Re-refined lubricating oils.
 4. Retread tires.
- B. GSA Fleet has several processes in place to use these products to the greatest extent possible.
1. GSA uses an extensive network of maintenance vendors nationwide and, when establishing a relationship with a new vendor, verifies that these types of products will be used.
 2. When making a procurement decision, GSA Fleet’s Maintenance Control Center specialists must first evaluate whether a product meets the performance needs of the vehicle and second evaluate whether there is an environmentally-preferable product available at a lesser or comparable cost to a conventional product.

What is CARB and why does it affect the type of AFV I can lease?

The California Air Resource Board (CARB) is the California state agency tasked with ensuring clean air in the state. It was established in 1967 with the signing of the Mulford-Carrell Act.

California is the only state that is permitted to have such a regulatory agency, as it was the only state that had such a board before the passage of the Federal [Clean Air Act](#). To date, CARB standards are more stringent than EPA's standards and, given California's automotive market is one of the largest in the world, CARB wields enormous influence over the automakers and can influence the products they offer. Automakers sometimes do not comply with CARB's requirements, which is why some GSA vehicles otherwise available cannot be procured in California or other states that adhere to CARB standards.

- A. A number of states follow CARB standards. However, the list of states that follow CARB standards does change over time due to changes in state environmental policies. Please check with your FSR for information on whether your state is or is not following CARB standards.
- B. Because of differences in state laws, all AFV engine configurations may not be available in your state.

Chapter 12 – What Are the Reporting Requirements for My GSA Fleet Vehicle?

Federal Automotive Statistical Tool (FAST)

The [Federal Automotive Statistical Tool](#) (FAST) is a Web-based reporting tool managed and funded by the Federal Energy Management Program (FEMP), the General Service Administration's Office of Governmentwide Policy, and the U.S. Department of Energy's Energy Information Administration.

- A. The tool collects Federal fleet information based on regulatory requirements across:
 - 1. [EPAAct 1992](#)
 - 2. [EPAAct 2005](#)
 - 3. [Energy Independence and Security Act \(EISA\) of 2007](#)
 - 4. [Federal Energy Administration Act](#)
 - 5. [Federal Property and Administrative Services Act](#)
 - 6. [Office of Management and Budget \(OMB\) Circular A-11](#)
 - 7. [GSA Bulletin B-30](#)

- B. The FAST reporting tool collects data through three primary data calls each fiscal year:
 - 1. June: EPAAct 2005 Section 701 waiver requests and EISA 2007 Section 246- related information about Federal fleet fueling centers.
 - 2. August: OMB Circular A-11 information covering fleet makeup, vehicle costs, and fleet budget needs.
 - 3. October: information covering vehicle inventory, acquisitions, disposals, fuel costs, fuel consumption, vehicle mileage, and overall fleet costs.

- C. FAST data collection covers all vehicles operated by reporting Federal agencies both domestically and abroad, but does not include exempt vehicles (e.g., off-road equipment and military tactical vehicles).

- D. GSA makes available to its leasing customers all the required FAST data in readily downloadable files from a dedicated FAST module within the [GSA Fleet Drive-thru](#) program.
 - 1. To access your FAST files, log into GSA Fleet Drive-thru with your customer number and access code.
 - 2. Click the "Reports Carryout" menu option.
 - 3. Select FAST Data Center. You can download your fiscal year FAST data for review, and upload into the DOE/GSA Office of Government-wide Policy's [FAST](#) website. (Note: FAST is not a GSA Fleet owned or managed program).

- i. Prior to uploading to FAST, ensure your data is correct. Updating customer driven-data in the CDD Module in GSA Fleet Drive-thru can ensure a better reporting experience.

Reporting Odometer Readings

To ensure your vehicles receive the necessary preventive maintenance and are billed correctly, it is important to report current odometer readings of assigned vehicles every month.

You may submit your odometer readings to GSA Fleet using one of the following methods:

A. GORP (Get Odometer Readings at the Pump)

GORP provides the most cost effective and efficient mileage reporting tool available. At each refueling, the driver inserts the GSA Fleet Services Card into the pump as usual. Before the transaction is completed, the fuel pump automatically prompts the driver to enter the PIN/Driver ID (numeric portion of the GSA Tag number) and the vehicle's current odometer reading. This reading is electronically sent to GSA Fleet's system for accurate monthly billing. Mileage information not collected by GORP must be reported using another less efficient method.

B. GSA Fleet Drive-thru

1. Mileage Express is GSA Fleet's web based mileage reporting system. Click the [GSA Fleet Drive-thru](#) link and select Login to enter your Email Address and Password to log in. Select Mileage Express at the main menu listed under Vehicle Fleet Data, and then input vehicle mileages for each vehicle registered under that Customer Number. To obtain your login information, click the "Contact Us" button or contact your FSR.
2. The FTP Monthly Mileage Upload Tool is the latest enhancement to the FTP mileage reporting process. Instead of emailing mileage files to GSA every month, users can upload mileage files using the Java-based tool in GSA Fleet Drive-thru and then view the results in real-time. A [FTP Monthly Mileage Upload Tool](#) user guide is available.

Reporting Preventive Maintenance (PM)

Customers will receive an automated PM Email notification at the beginning of each month if any vehicles have required PMs approaching, due, or overdue according to records in GSA's system. Customers are expected to take appropriate action to resolve all due and overdue PMs listed in the email in a timely manner. The PM completion record for your vehicle is updated automatically based on either the date the GSA Fleet Services Card is used to pay for the PM or the date the MCC authorized a PM. However, when a PM is not coded correctly by a vendor or is completed without using the Fleet Services Card or through the MCC it will need to be manually updated. If manual reporting is needed, you may easily do so by entering the date of completion next for the vehicle, identified by license plate number, through PM Express.

Preventive Maintenance Express (PM Express) allows you to report completed vehicle preventive maintenance online, with no additional paperwork required.

A. Report in GSA Fleet Drive-thru using the following instructions

1. Log into [GSA Fleet Drive-thru](#) using your email address and password.
2. Click the “PM Express” menu option from the main page. From here, you can scroll through your list of vehicles associated with the customer number you logged in with, or enter in the specific tag number you want to report for.
 - a. Enter the date the PM was completed, as well as the mileage at the time the PM was performed.
3. Once you click the “submit” button, GSA’s internal systems will be updated accordingly, in real-time.

Please see [Chapter 13](#) for information on accessing GSA Fleet Drive-thru.

Chapter 13 – How Do I Use GSA Fleet Drive-thru?

Data is at the forefront of efficient and effective fleet management. GSA's Office of Government-wide Policy (OGP) issued [Bulletin FMR B-15](#) in September 2007, which details the requirements for Fleet Management Information Systems (FMIS). GSA Fleet operates a Fleet Management System (FMS) for its leased vehicle fleet and has provided [FedFMS](#) as a no additional cost option for agency-owned fleets. These systems are in compliance with government requirements for FMIS.

How do I access GSA Fleet Drive-thru?

A. GSA Fleet provides customers with access to their data through [GSA Fleet Drive-thru](#):

To register in GSA Fleet Drive-thru:

1. Click "New User? Register here" link on the GSA Fleet Drive-thru homepage.
2. Fill out the required fields in the "User Information" section. You will need an active customer number and Access Code to register.
3. Click the "Submit" button and wait for an email from gsadrivethruhelp@gsa.gov.
4. Check your email you entered in step 2. The email subject line will read: "New Drive-thru User Access Requested."
5. Note the temporary password included in the email. You will need this for logging in.
6. Click the link provided in the email (the link will no longer be valid after two business days. If the link is not selected within two business days you'll need to register again). After selecting the link the system will route you to the "My Account Screen."
7. Enter the required fields in the "My Account Screen". This screen requires you to enter your secret question and the old password (provided in the email sent to you) and the new password.
8. Click the "Update Changes" button. After clicking this button you'll receive the following message: "*Your account has been activated. Please [click here](#) to login.*"
9. Click the "[click here](#)" link and it will take you to the GSA Fleet Drive-thru homepage.

GSA employs a two-step verification process for all externally facing applications. The process is called Multi-Factor Authentication (MFA) and requires the utilization of an Email address/password as the first credential, and a unique One Time Passcode (OTP) as the secondary credential for validation.

To log in to GSA Fleet Drive-thru:

1. Click the "Login" link from the home page.
2. Enter your email address and password you registered with.
3. Click the "Login" button.
4. Click the "Send Verification" button to obtain your One Time Passcode (OTP).
5. A unique OTP code will be sent to the email you registered with.
6. Check your email for the 6 digit OTP code, and enter it into the login screen.
7. Click the "Verify" button and you will be taken to the GSA Fleet Drive-thru homepage.

8. Note: if you have forgotten your password. Select the “Reset/Forgot Password?” link.

B. For assistance with GSA Fleet Drive-thru, contact the Technical Support Team using the below contact information, or contact your FSR.

Phone: (866) 472-6711

Email: gsadrivethruhelp@gsa.gov

Customized Vehicle Data Reports

What data/reports are available through GSA Fleet Drive-thru?

- A. CRASH. Collision, Repair, Accident and System History (CRASH) allows immediate access to your GSA Fleet vehicle accident report. It lets you decide the format for your accident report, including an already formatted Excel spreadsheet or a standard text file. You can select the information you want to see in your accident report without looking through a data sheet populated with unwanted information. CRASH also has a built-in assist so you can easily select the options you really want from the selections page. Just look for the small pop-up mouseover descriptions on the options page.
- B. Preventive Maintenance (PM) Express. With the PM Express you may review due and overdue PMs through the PM Express module in [GSA Fleet Drive-thru](#) portal. PM Express lists all of the vehicles assigned to you with their respective date of last completed PM, as well as an estimated date of the next PM due. Please see [Chapter 12](#) for additional information on PM Express.
- C. AIE Report. Accessible through Reports Carryout, the Agency Incurred Expense (AIE) Report allows users to pull a detailed record of agency expenses not covered by ordinary leasing rates. Reports can be pulled by Agency, Agency Indicator, Bureau, Account Code (BOAC), Customer Number, and Vehicle Tag. Reports are available for any date range in both Excel and text file format.
- D. Fuel Use Report. Using Reports Carryout, users can access Fuel Use Reports to review summary and historical fueling data at the transactional level for the vehicles they lease from GSA. Reports can be pulled by Agency, Agency Indicator, Bureau, Account Code (BOAC), Customer Number, and Vehicle Tag. Reports are available for any date range in both Excel and text file format.
- E. GSA Fleet FAST Data Center. Every year, agencies are required to submit data via the [Federal Automotive Statistical Tool](#) (FAST) on their fleet inventory, acquisitions, disposals, costs, mileage, and fuel use. Generally, the FAST reporting period runs from October 1 until December 15 for reporting on the previous year’s activity. Please see [Chapter 12](#) for additional information on FAST.
 - 1. To assist agencies with reporting on their GSA Fleet-leased vehicles, the GSA Fleet FAST Data Center was created within Reports Carryout. Agencies can pull current year or future projections that are formatted for easy uploading into the FAST system.

2. Reports can be pulled by Agency, Agency Indicator, Bureau, Account Code (formerly BOAC), and Customer Number, with the option of pulling information for the agency's Domestic, Foreign or the Combined fleet. The time period for reports can be set by the user for a year. Select either Current reporting year or future year projections.
- F. Inventory Report. Within Reports Carryout, users can choose a pre-formatted or a customizable inventory report.
1. Reports can be pulled by Agency, Agency Indicator, Bureau, Account Code (BOAC), and Customer Number.
 2. Reports can be pulled for year to date as well as for the end of previous fiscal years.
 3. The information can be pulled in either Excel or text file format.
- G. Scheduled Reports. Allows customers to have the ability to set a time and date to receive an unlimited number of reports housed in Reports Carryout (AIE, CRASH, Inventory, GSA Fleet FAST Data Center, and Fuel Use Report). Once the scheduled report date, time, and criteria are set the customer will be able to update or edit their schedule reports at any time. The customer will also be able to delete scheduled reports.

Applications

What are the applications that will assist me in managing my vehicles?

- A. CRASH. Comprehensive, Repair, Accident, and Systems History (CRASH), an application within [GSA Fleet Drive-thru](#), is available to assist with tracking vehicle accident activity, past, and present. The CRASH system provides all GSA Fleet customers with an in-depth, comprehensive analysis of all accidents and incidents that vehicles (and drivers) are involved in.
- B. Customer-Driven Data (CDD), an application within [GSA Fleet Drive-thru](#), assists agencies with year-end [Federal Automotive Statistical Tool](#) (FAST) reporting. This optional tool is customer-driven and allows users to identify their "Asset Level Data (ALD)" by uploading the fields one at a time or by using the "CDD Upload Tool". The "CDD Upload Tool" will allow you to easily identify your existing Fleet data and will allow you to save time with getting your vehicle data loaded. Once your data is uploaded the changes are immediately loaded into our real-time database. Users may also key in and store the physical garage address of their vehicles for purposes of processing 701 waiver requests and for mapping a vehicle's location relative to fueling stations and repair shops.
- C. [Dispatch & Reservation Module](#) (DRM). The Dispatch & Reservation Module helps customer agencies manage their GSA Fleet leased and agency-owned vehicles in one application. (Note: The customer agency has to maintain their vehicles in [FedFMS](#) to be able to manage them in DRM.) The application allows users to schedule vehicle appointments, dispatch vehicles to drivers, and produce reports based on the data

captured within the module. The DRM is not accessible from GSA Fleet Drive-thru.

- D. FTP Monthly Mileage Upload Tool, an application within [GSA Fleet Drive-thru](#), is an innovative way for customers to use file transfer protocol (FTP) to report mileage electronically. By updating a pre-existing template, users can transmit their mileage file(s) to the GSA database with the simple click of a mouse.
- E. Customer Acquisition Module (CAM), an application within [GSA Fleet Drive-thru](#), allows customers to view their replacement eligible vehicles and can submit replacement requests and additional vehicle requests quickly and easily. Customers are also able to submit additional vehicle requests in the Additional Request module. The replacement and additional vehicle selections flow through a customer review chain until it receives approval from the agency headquarters. FSRs will not place turn-in vehicles with agencies that are additional to your agency's fleet. All requests must come through CAM.
- F. Mileage Express, an application within [GSA Fleet Drive-thru](#), is a web-based mileage reporting system. It allows customers to enter the mileage of their vehicles directly into GSA's Fleet Management System (FMS) database. Customers also have the ability to bulk upload their mileage into FMS.
- G. PM Express, an application within [GSA Fleet Drive-thru](#), allows customers to review due and overdue PMs quickly and easily. PM Express lists all vehicles assigned to each customer with their respective date of last completed PM and an estimated date of the next PM due.
- H. Reports Carryout, an application within [GSA Fleet Drive-thru](#), is GSA Fleet's web-based inventory reporting system for customers. It allows customers to manage data in a variety of reporting options. Reports can be generated on screen, by Email in both Excel and text formats. Any GSA Fleet customer can use Reports Carryout without an enrollment process.
- I. Speed Pay, an application within [GSA Fleet Drive-thru](#), is available to GSA Fleet leasing customers who are on the DoD's DFAS payment network. The module allows users to enter information and accounting classifications that simplify reconciliation and payment of vehicle bills.
- J. Fleet Card Replacement Ordering, an application within [GSA Fleet Drive-thru](#), allows customers who lease GSA Fleet vehicles the ability to request a new replacement GSA Fleet Services Card.
- K. Defensive Driving Course, an application accessible through [GSA Fleet Drive-thru's](#) homepage, is an accredited course designed to provide convenient training to customers using a personal computer. Using state-of-the-art animation and graphics, the online defensive driving course offers an engaging and interactive learning environment for Fleet customers to analyze real driving situations, spot driving hazards, and identify the correct driving defenses. This training is free of charge for GSA Fleet customers.
- L. [Vendor and Customer Self Service](#) (VCSS), a web-based application that allows GSA Fleet

customers to access billing information and download statements in .pdf and .csv format. Customer agencies must log into VCSS to view their fleet statement each month.

- M. [GSAFleet2Go](#), a mobile application that allows drivers of GSA leased vehicles to find maintenance and repair vendors, access roadside assistance, receive notifications for safety recalls and preventative maintenance reminders, receive accident reporting assistance, locate fuel, and contact your FSR. GSAFleet2Go works on both Android and iOS platforms. Information on how to download, register, and use GSAFleet2Go can be found in the [GSAFleet2Go User Guide](#).

Chapter 14 – What Policies Apply to Government Owned Vehicles (GOVs)?

Policies and guidance documents that affect the operation and management of federal motor vehicles come in many forms: advisory bulletins, Government Accountability Office (GAO) Reports, Executive Orders, Office of Management and Budget Circulars, Office of General Counsel guidance, laws, regulations, and agency specific policies.

While policy surrounding topics in fleet management are often very clear and easy to find within the various resources cited above, situations may occur for which there are no specific regulations or guidance documents to address the issue. In these instances, the answer generally can be found through an interpretation of data gathered from many sources combined with sound decision making.

Guidance for Federal Motor Vehicle Management can be found at GSA's [Vehicle Policy website](#).

A. Refer to Agency specific policy

B. GSA Mandatory Source for Vehicle Purchases [41 CFR 101-26.500](#)

1. Centralized Leasing Authority [41 CFR 101-26.501-9](#)

C. GSA Fleet Authority and Funding

1. [40 USC Subtitle I › Chapter 5 › Subchapter VI](#): Establishes leasing authority, funding source, and cost recovery

2. [40 USC 321\(b\)\(2\)](#): Establishes requirements for reimbursement of funding source

D. GSA Leasing Regulations [41 CFR 101-39](#). The objective of GSA Fleet is to provide efficient and economical motor vehicle and related services to participating agencies. To attain this objective, policies and procedures for use and care of GSA IFMS vehicles provided to an agency or activity are described in this subpart.

1. Seat Belts – [41 CFR 101-39.300\(c\)](#) To operate a motor vehicle furnished by GSA, drivers and occupants shall wear safety belts whenever the vehicle is in operation. The vehicle operator shall ensure that all vehicle occupants are wearing their safety belts prior to operating the vehicle.

2. Firearms – GSA Fleet does not regulate the carrying of firearms in its leased vehicles. Drivers should contact their fleet manager or their Office of General Counsel for guidance as the decision is up to the agency. The agency's mission and regulations, official duties of the driver and/or passengers, facility regulations, and state and local law are all considerations.

3. Tobacco Use – [41 CFR 101-39.300\(d\)](#) The use of tobacco products is prohibited in GSA Fleet motor vehicles. The agency to which the vehicle is assigned is responsible for ensuring that its employees do not use tobacco products while occupying IFMS vehicles. If a user agency violates this prohibition, the agency will be charged for the cost of cleaning the affected vehicle(s) beyond normal detailing procedures to remove tobacco odor or residue or repairing damage caused as a result of tobacco use.

E. Motor Vehicle Management Regulations [41 CFR 102-34](#). All executive agencies must comply with the provisions of this regulation.

1. State and Local Law - [41 CFR 102-34.235](#) Drivers are personally responsible for following state and local law, except when the duties of their position require otherwise.
 - i. As an example, in addition to Agency specific policy (see A above) and the texting ban under Executive Order 13513 (see F below), drivers are responsible for following state and local law with regard to use of cell phones while driving. Current state cell phone laws are posted at [IIHS.org](#).

F. Executive Orders

1. [13513](#) Federal Leadership on Reducing Text Messaging While Driving, October 1, 2009
2. [13834](#) Efficient Federal Operations, May 17, 2018

G. Alternative Fuel Vehicles - Please see [Chapter 11](#) for additional information on greening mandates.

1. EPACT 1992/2005
2. EISA 2007 Section 141 & 142
3. NDAA 2008
4. Charging Stations
 - i. Consult agency general counsel
 - ii. [FAST Act of 2015 Section 1413](#)
 - iii. [White House 2016 Guidance on EVSE](#)
 - iv. [GSA/PBS Guidance in GSA managed space](#)
 - v. [GSA 2016 EVSE BPA](#)

H. [GSA Federal Management Regulations \(FMR\) Bulletins](#)

Chapter 15 – What Is Authorized Use of Government Owned Vehicles (GOVs)?

Official use of Government motor vehicles

Like all federally owned vehicles, GSA Fleet vehicles must be used in accordance with [41 CFR 102-34.200](#). Official use of a GOV entails use to perform your agency's mission(s), as authorized by your agency. For additional information, consult your agency's general counsel, your agency's motor vehicle guidelines, and [31 U.S.C. 1344](#).

Home-to-work transportation

Generally speaking, government employees are not authorized to use a GOV for transportation between their residence and place of employment unless their head of agency authorizes it in accordance with [31 U.S.C. 1344](#), [41 CFR 102-5.35](#), and [41 CFR 102-34.205](#).

Non-Federal individuals in GOVs

Your agency is responsible for authorizing individuals who are not Federal employees to accompany Federal employees in a GOV.

Unofficial use of Government motor vehicles

Unofficial use of Government motor vehicles comes in many forms such as reckless driving, failure to obey state and local traffic laws, aggressive driving, parking and traffic violations, and other restrictions your agency may place on the use of a Government vehicle. Please consult with your agency's motor vehicle guidelines for specific information as it pertains to your agency. GSA reports all known unofficial use of a GSA Fleet vehicle to the head of the using agency. The agency will investigate and may, if appropriate, take disciplinary action.

- A. Penalty for misuse of a GOV: [41 CFR 102-34.225](#) and [31 U.S.C. 1349](#)
- B. Obeying state and local traffic laws: [41 CFR 102-34.235](#)
- C. Driver License requirements: [5 CFR 930.111](#)
- D. Parking fees and fines [41 CFR 102-34.240 – 245](#)
- E. Use of vehicle safety devices and safety guidelines [41 CFR 102-34.250](#)

Contractor Use of Vehicles - Federal Acquisition Regulations

For clarity, all references to Interagency Fleet Management System (IFMS) in this section are referring to the GSA Fleet program.

FAR Part 51 prescribes the use of Government sources by contractors and [FAR Subpart 51.2¹](#) specifically addresses contractor use of GSA Fleet as a source for vehicles. If it is in the Government's best interest the contracting officer may authorize a contractor to obtain vehicles directly from GSA Fleet. Contracting officers must issue an authorization memo to the contractor stating that the contractor is authorized to obtain vehicles from GSA Fleet. Authorization memos must include, at a minimum, the following information:

1. The contract number.
2. The limitations of the authorization, including its duration.
3. Instructions to comply with the applicable policies and procedures provided in the FAR.

Contracting officers must ensure that any vehicles obtained from GSA Fleet are used only for the specific contract stated in the authorization memo.

If a contractor has been authorized to obtain vehicles from GSA Fleet contractors must follow [FAR 51.203](#) to request vehicles from GSA Fleet. Authorized contractors requesting to lease vehicles from GSA Fleet in support of a government contract will have to provide GSA Fleet the following information:

1. A copy of the agency authorization to obtain vehicles from GSA Fleet.
2. The number and types of vehicles required and the period of use.
3. A list of contractor employees authorized to request vehicles and related services.
4. Billing instructions and address.
5. Proof of liability insurance.

Requests for vehicles should be submitted as far in advance as possible.

¹ FAR Subpart 51.2 uses the name Interagency Fleet Management System (IFMS) which is an old name for GSA Fleet. Any reference to IFMS in the regulation can be substituted with GSA Fleet when reading the language.

Tribal Use of Vehicles

GSA Fleet implements and monitors the vehicle leasing program for GSA. GSA Fleet is a non-mandatory source of leased vehicles for use by executive agencies, as defined in [40 U.S.C. § 491](#) (alternatively referred to as interagency motor pool). GSA Fleet reviews all requests from tribal entities and validates their authorizing documentation to use GSA Fleet Leasing as an eligible source of supply.

[GSA Order ADM 4800.2](#) provides a listing of entities eligible to lease vehicles using GSA programs. Section 5 (a) of the referenced Order provides that according to the 1975 Indian Self-Determination and Education Assistance Act ([Pub. L. 93-638](#)) and the Indian Self Determination Act Amendments of 1994 ([Pub. L. 103-413](#)), a tribal organization, when carrying out a contract, grant, or cooperative agreement under the Indian Self-Determination and Education Assistance Act (ISDEAA), is deemed an executive agency for purposes of [40 U.S.C. § 501\(b\)\(1\)\(A\)](#). The 1975 Indian Self-Determination and Education Assistance Act, Pub. L. 93-638, gives Indian tribes or tribal organizations the authority to contract with the Federal Government to operate programs serving their tribal members and other eligible persons. As such, Tribes may procure vehicles using GSA sources of supply when acting and authorized under their self-determination contract to procure vehicles. However, in order to access the GSA Fleet program to lease vehicles, the contract, grant, or cooperative agreement must specifically a) be pursuant to the ISDEAA, b) specifically reference GSA's vehicle leasing program or interagency motor pool and c) have a current period of performance.

Chapter 16 – What Type of Registration, Identification, and Markings Are Required?

Each GSA Fleet-controlled motor vehicle acquired for official use must display license plates or be registered as outlined below. The primary purpose of identifying individual motor vehicles and transportation equipment is to enable positive identification, ensure proper use, and to maintain individual records on each vehicle.

Registration

All GSA Fleet vehicles are registered in the Federal Motor Vehicle Registration System. GSA Fleet motor vehicles do not need to be registered in the states, territories, or possessions in which they are used. However, vehicles exempt from the requirement to display official U.S. Government license plates and other identification shall be registered and inspected in accordance with the laws of the state, territory, or possession involved.

Government License Plates

A. Assignment.

1. Each GSA Fleet motor vehicle will display official U.S. Government license plates mounted on the front and rear of the vehicle, except in those instances where the use of District of Columbia, state, or territorial motor vehicle license plates have been approved. An exception to this policy includes agencies that are exempt from the use of official U.S. Government plates and other identification.
2. Upon receipt of a new vehicle or consolidation, the FSR will assign license plates to the vehicle based on the vehicle's class (sedan, truck, bus, etc.). All vehicles, with the exception of trailers, should be assigned and should display license plates on the front and rear of the vehicle.

B. Transfer. When a motor vehicle is transferred within GSA Fleet (from one leasing agency to another, or turned in from a leasing agency to GSA), the license plates are to be transferred with the vehicle. When a motor vehicle is disposed of by any means other than transfer within GSA Fleet, the vehicle's FSR will ensure that the U.S. Government license plates are removed and destroyed in accordance with current policy.

C. Replacement license plates. U.S. Government license plates will be replaced when they are missing, become so defaced, or damaged that they cannot be easily read at a distance of 100 feet. Missing or damaged license plates will be replaced with a new license plate.

D. Lost or stolen license plates. Lost or stolen U.S. Government license plates pose a significant national security risk and should be reported to the vehicle's assigned FSR immediately. The FSR will request a written notification from the customer agency with the affected plate number and the circumstances surrounding the loss, and will identify

the license plate as lost or stolen in GSA Fleet's Fleet Management System (FMS). The FSR will report the loss to the Department of Homeland Security's Federal Protective Service. Lost or stolen license plates will be reissued with a different license plate number and GSA Fleet Services Card.

- E. Recovered license plates. Once license plates are reported lost or stolen, they may not be re-plated on a vehicle. If a customer recovers a lost or stolen plate, they should contact their FSR immediately so that a recovery report can be filed. The FSR will also ensure the recovered plate is returned for destruction and new license plates will be assigned to the vehicle.
- F. All U.S. Government license plates have an eight (8) year expiration date. Prior to the expiration, the FSR will work with the customer to re-plate the vehicle and ensure the expired plates are destroyed. If a vehicle uses undercover plates and the GSA Fleet plates have been destroyed, there will be no need to re-plate the vehicle.

License Plate Exemption

GSA Fleet vehicles may be exempt from identification in accordance with the provisions of [41 CFR 102-34.180](#).

A. Types of Exemptions.

1. Unlimited Exemption. Motor vehicles used primarily for investigative law enforcement, intelligence, or security duties have an unlimited exemption from displaying U.S. Government license plates and motor vehicle identification when identifying these motor vehicles would interfere with those duties.
2. Limited Exemption. The agency headquarters or designee may authorize a **limited exemption** to the display of U.S. Government license plates and motor vehicle identification upon written certification that states that identifying the motor vehicle would endanger the security of the vehicle occupants or otherwise compromise the agency mission. *Please see section B below regarding submission of written certification.*
3. Special Exemption. Motor vehicles assigned for the use of the President and the heads of executive departments specified in [5 U.S.C. 101](#), are also exempt from the requirement to display motor vehicle identification.

- B. Requests or certifications for limited exemptions should be authorized annually by agency headquarters and a copy of the approval letter should be sent to:

gsafleet@gsa.gov

or mailed to:

GSA
Office of Fleet Management (QMD)
1800 F Street NW
Washington, DC 20405
Phone: (703) 605-5630

- C. The process to register vehicles with state plates varies by state. In most cases, the customer agency is required to perform the steps necessary for state plate registration and pay the applicable fees assessed by the applicable state's department of motor vehicles. Agencies should check with their local FSR to verify each state's requirements. Agencies are responsible for any costs associated with state plates.
- D. Once a vehicle has stopped displaying state license plates (either taken out of service, rotated, or returned to regular use), the used state plates should be destroyed or returned to the state. In no instance will Fleet leasing agencies switch state license plates to different vehicles without complying with section C above. Each vehicle registered with a state will display the specific tag number issued to that vehicle.
- E. Government license plates for an exempt vehicle must be returned to GSA for destruction as they are a controlled item with national security implications. Exemptions for retaining Government license plates must be submitted and approved by the assigned FMC.

Agency Identification

An agency desiring to display its name as part of the vehicle identification is required to submit a request and justification to the assigned Fleet Management Center for approval by the Zonal Fleet Manager. The request should include a statement that the agency will furnish decals and will pay all costs for applying and removing the name of the agency, including any necessary restoration of the vehicle.

Special Markings

- A. When approved by GSA Fleet, GSA Fleet vehicles used exclusively on airport landing areas may be painted and marked in accordance with the requirements for identifying vehicles used on landing areas. Such markings will be restricted to assigned vehicles.
- B. School Buses. Buses used for the transportation of children to and from schools will be painted and marked in accordance with local laws and ordinances and Federal motor vehicle safety standards concerning the positive identification of such vehicles. Buses used for the transportation of passengers other than students are not to be painted school bus yellow.

Decorative Items

- A. In accordance with [FPMR 101-39.304](#), the addition of any decorative items to GSA Fleet vehicles must be approved by GSA Fleet.

- B. All decorative items procured aftermarket must be requested in advance and require completion of a [Vehicle Modification Form](#). Use of the Shrink Wrap Letter of Agreement (LOA) is discontinued. The completed form, to include representative images, shall be submitted to your FSR to begin the vehicle modification approval process. Nationwide or high vehicle volume requests should be submitted to the agency's GSA Fleet National Account Advisory Team (NAAT) member, if applicable, for coordination across GSA Fleet. Please see [Chapter 3](#) for additional information.

- C. GSA Fleet recognizes that customers may have a mission essential need to affix visual markings including words, numbers, and images to the vehicle in order to relay information to the public. Unless acquired by GSA Fleet with the vehicle, the procurement and funding of all decorative items are the responsibility of the agency, to include acquisition, installation, maintenance, repair if damaged, and removal. GSA Fleet will charge the agency for expenses incurred for:
 - 1. Removal of decorative items left on the vehicle at the time of turn-in.

 - 2. Repairs or lost vehicle value resulting from the removal of decorative items (e.g., damage to vehicle paint).

Chapter 17 – I Have Short Term Vehicle Needs. How Can GSA Fleet Help?

Whether it is seasonal work, a special event, or a need to replace a vehicle that is out of service for repair, the GSA Fleet [Short Term Rental](#) (STR) program can supply the vehicles and equipment to meet your needs. The program is open to all federal agencies: prospective STR customers need not be a GSA Fleet leasing customer to use the program. GSA handles the procurement using established Blanket Purchase Agreements (BPAs) with many major rental companies so that you can quickly obtain the vehicle(s) you need to complete your mission.

A. The STR program offers a variety of vehicles and equipment:

1. Vehicles – Sedans (all sizes); minivans, sport utility vehicles (SUVs), light trucks, buses (without drivers), passenger and cargo vans, box, flatbed and stake trucks, refrigerated trucks and trailers, and single and double axle conventional tractors.
2. Equipment – Forklifts, scissor and boom lifts, generators, light towers, backhoes, dump trucks, drum rollers, excavators, and much more.

B. Benefits

1. GSA handles the entire procurement process.
2. Every request is competed to obtain the lowest rate possible.
3. There is no limit on the number of drivers.
4. An online request system is available 24/7.
5. For GSA Fleet leasing customers, charges will appear as a separate line item on their monthly bill.
6. For non-GSA Fleet customers, the charges will appear on their GSA bill.
7. The program can eliminate the ownership and maintenance costs for vehicles and equipment used infrequently. The vehicles can be used for up to 120 days, while equipment can be used for 365 days.
8. Customers can always have the right equipment for their mission.
9. Fuel cards are available.
10. Rentals are tax exempt and the Government Administrative Rate Surcharge (GARS) does not apply.

C. Making a Request

More information on the Short Term Rental program can be found [here](#). In addition to submitting requests you can track requests, accept quotes, and view rental histories.

New users of the system will need to register before placing a request. A GSA account code is required for registration. If you do not have an account code, you can request one through the STR office. Note that it may take up to two weeks to set up a new account code.

All GSA Fleet bills are due 30 or 45 days after bills are issued for non-federal or federal customers, respectively. Starting October 1st, 2019, any agency BOAC with outstanding bills aged over 90 days will be restricted from using the STR program.

Chapter 18 – How Can I Purchase Excess GSA Fleet Vehicles?

Vehicle Turn-in and Sale

As vehicles eligible for sale are returned from leasing agencies to GSA, they are remarketed and sold to the public via auctions around the country and online. The proceeds GSA receives from those sales are used as a portion of the funding required to purchase replacement Fleet vehicles. If a vehicle is turned in to GSA with excessive wear and tear, the customer agency may be charged an Agency Incurred Expense (AIE) to repair the damages or make up for the loss on sale value. Please see [Chapter 8](#) for additional information on Excessive Wear and Tear.

GSA Fleet Vehicle Sales

- A. Most vehicles are sold via in-person or internet auctions that are open to the public. For sale dates, times, terms and conditions of sale, and locations for vehicles scheduled for sale, please visit our GSA Fleet [Vehicle Sales](#) website.
- B. Employees of government agencies other than GSA may purchase government personal property unless prohibited by their agency regulations. GSA employees are prohibited from bidding on government property sold by GSA. Additional information regarding who may purchase vehicles from GSA Fleet Vehicle Sales is included in our [sale terms and conditions](#).
- C. In addition to the vehicles remarketed and sold by GSA Fleet, the GSA Office of Personal Property Management also disposes of government/agency-owned vehicles as well as a wide variety of other government property via [GSA Auctions](#)®.
- D. Regulations and exceptions surrounding GSA's vehicle sales can be found in [FMR 102-38](#), Sale of Personal Property.

State Agencies for Surplus Property (SASP)

Some non-federal organizations qualify to purchase surplus federal property prior to it being offered to the public. Information regarding eligibility, setting up an account, and searching for property is available at [State Agencies and Public Organizations](#).

Cost-Reimbursable Transfer

Occasionally an agency may want to purchase a Fleet vehicle from GSA at the end of its lease term. This only happens in unique circumstances and for unique items, and must be in the best overall interest of the government. Both GSA and the customer agency shall agree on a mutually acceptable market value price to facilitate the cost reimbursable transfer. Applications for the

purchase of a GSA vehicle by a customer agency should be directed to the appropriate FSR, who will connect the customer with the appropriate sales contracting officer for scenario evaluation.

Benefits to Agencies of GSA's Exchange Sale Authority

GSA Fleet remarkets vehicles pursuant to [FMR 102-39](#), Replacement of Personal Property Pursuant to the Exchange/Sale Authority. This authority provides the Fleet program and its leasing customers with two primary benefits:

- A. It reduces the cost of replacement property by taking funds from the sale of vehicles and applying them to the purchase of new vehicles for customers, keeping the fleet young, mechanically healthy and fuel efficient.
- B. It allows for vehicles to be sold much faster than other disposal processes. Maximizing proceeds by quickly moving vehicles from termination to sale and making smart decisions when reconditioning vehicles facilitates the lowest possible rates for customers.

Chapter 19 – Where Can I Obtain Copies of Forms?

Access to applicable GSA forms for GSA Fleet customers are included below. Please make sure to consult your local Fleet Service Representative (FSR) or agency depending on the form type to ensure the most up-to-date form is being submitted for processing. Customers can also locate forms at the GSA [Forms Library](#).

Accident Forms:

- [Standard Form 91, Motor Vehicle Accident Report](#)
- [Standard Form 94, Statement of Witness](#)
- [Standard Form 95, Claim for Damage, Injury or Death](#)
- [CA-1 Form, Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation](#)

Please see [Chapter 9](#) for additional information on accidents.

Financial and Other Forms:

- Please contact your local FSR for a contractor use request of GSA Fleet vehicles. For additional information on contractor use, please visit [Chapter 15](#).
- Please contact your agency's fleet manager for your agency's Home to Work Authorization Form.
 - For GSA Employees, [GSA Form 3601](#)

GSA Publications:

- GSA Fleet Publications are available through [GSA Fleet Centralized Mailing List Service \(CMLS\)](#).

Chapter 20 - How Can I Contact GSA Fleet?

Fleet Service Representatives (FSRs)

FSRs serve as GSA Fleet's primary interface with customers by supporting and coordinating with customers to ensure total satisfaction with GSA Fleet leased vehicles and solutions. Throughout the vehicle leasing process, from vehicle replacement planning, to new vehicle receipt, to vehicle operation, to fueling and maintenance, GSA Fleet's network of dedicated FSRs exists to serve customers.

To locate your FSR contact GSA Fleet Drive-thru:

(866) 472-6711 and select option one (1)
Hours of Operation: 8:00 a.m. - 7:00 p.m. EST
gsadrivethruhelp@gsa.gov

Fleet Management Centers (FMCs)

GSA Fleet is supported by a network of Fleet Management Centers (FMCs) responsible for the overall management of GSA Fleet vehicles, providing for their administrative support and control in the specific geographical areas they serve. Please use the [interactive map](#) at gsa.gov/gsafleetfmc to find your nearest FMC.

Email Addresses

- GSA Fleet: gsafleet@gsa.gov
- Fleet fuel cards:
 - For lost, stolen, or broken card questions - replacementcards@gsa.gov
 - To report fraud or for any other Fleet Services Card related issue - lpt@gsa.gov
- Accident Management Center:
 - Atlanta - atl.amc@gsa.gov
 - Kansas City - kc.amc@gsa.gov
- GSA Fleet Drive-thru: gsadrivethruhelp@gsa.gov

Resources

Accessory Equipment, Modification or installation of:

<https://www.govinfo.gov/content/pkg/CFR-2012-title41-vol2/pdf/CFR-2012-title41-vol2-sec101-39-304.pdf>

Accident Management:

https://www.ecfr.gov/cgi-bin/text-idx?SID=36915ccf703f1d5e86353c8198340245&node=sp41.2.101_639.101_639_14&rgn=div6

- Recovery of costs:
<https://www.govinfo.gov/content/pkg/USCODE-2011-title40/pdf/USCODE-2011-title40-subtitle1-chap5-subchapVI-sec605.pdf>
- Voucher for Payment Under Federal Tort Claims Act:
<http://www.gsa.gov/portal/forms/download/115618>
- Federal Tort Claims Act:
<https://www.govinfo.gov/content/pkg/USCODE-2011-title28/pdf/USCODE-2011-title28-partVI-chap171-sec2671.pdf>
- Government contractor insurance requirement:
<https://www.acquisition.gov/content/51202-authorization>
- Personal liability:
<https://www.govinfo.gov/content/pkg/CFR-2004-title41-vol2/pdf/CFR-2004-title41-vol2-sec101-39-406.pdf>
- Personal Liability GSA YouTube:
https://www.youtube.com/watch?v=51_atDrnJvM&list=PLvdwyPgXnxxU-g9PiCHS1xI7cC9y1S8Cu&index=26&t=0s
- Standard Form 91, Motor Vehicle Accident Report:
<https://www.gsa.gov/forms-library/motor-vehicle-accident-report>
- Standard Form 94, Statement of Witness:
<https://www.gsa.gov/forms-library/statement-witness>
- Standard Form 95, Claim for Damage, Injury or Death:
<http://gsa.gov/portal/forms/download/116418>
- CA-1 Form, Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation:
<https://www.dol.gov/owcp/dfec/regs/compliance/forms.htm>

Agency and Bureau Codes:

<http://mysales.fas.gsa.gov/htm/agencybureaucodes.htm>

Alternative Fuels Data Center:

<http://www.afdc.energy.gov/locator/stations/>

Alternative Fuel Vehicle Program (GSA):

<http://www.gsa.gov/afv>

AutoChoice:

www.autochoice.gsa.gov

Centralized Mailing List (GSA Fleet):
<http://www.gsa.gov/portal/content/101394>

Contractor use of GSA Fleet Vehicles:
<https://www.gsa.gov/policy-regulations/regulations/federal-management-regulation-fmr#wp2023508>

Customer Acquisition Module (CAM) Tutorial:
<https://www.youtube.com/watch?v=7sbsZ5-wQck&list=PLvdwyPgXnxxU-g9PiCHSIxI7cC9y1S8Cu&index=23&t=0s>

Defense Travel Management Office Rental Program:
<http://www.defensetravel.dod.mil/site/rental.cfm>

Eligibility to use GSA Sources of Supply and Services, GSA Order 4800.2H:
<http://www.gsa.gov/portal/content/104212>

GSA Fleet Drive-thru:
<https://drivethru.gsa.gov/>

Emissions Inspections (Federally mandated):
<https://www.epa.gov/regulations-emissions-vehicles-and-engines/federal-fleets-using-low-greenhouse-gas-emitting-vehicles>

Federal Motor Vehicle Management:
www.gsa.gov/vehiclepolicy

Federal Automotive Statistical Tool (FAST):
<https://fastweb.inel.gov/>

Federal Vehicle Standards:
<https://www.gsa.gov/portal/content/104336>

FMCs Interactive Map:
<http://gsa.gov/portal/category/100759>

Forms Library:
<http://gsa.gov/portal/forms/type/TOP>

FTP Monthly Mileage Upload Tool:
<https://www.gsa.gov/cdnstatic/FTPMonthlyMileageUploadToolUserGuidev1.pdf>

Guide To Your GSA Fleet Vehicle:
<http://gsa.gov/portal/content/104230>

GSA eLibrary contract award information:

www.gsaelibrary.gsa.gov

GSAFleet2Go Mobile App User Guide:

https://drivethru.gsa.gov/HELP/2019_GSA_Fleet2Go_v1.1.0_User_Guide.pdf

Home-to-work transportation:

https://www.ecfr.gov/cgi-bin/text-idx?SID=a21b6ffa3634b27f3afb37ecd53fc55e&node=se41.3.102_65_135&rgn=div8

Insurance – Travel in foreign countries:

<https://www.govinfo.gov/content/pkg/USCODE-2011-title28/pdf/USCODE-2011-title28-partVI-chap171-sec2680.pdf>

Insurance – Federal Travel Regulations (FTR):

<http://www.gsa.gov/portal/ext/public/site/FTR/file/Chapter301p010.html/category/21868/>

License Plate Exemptions:

<https://www.govinfo.gov/content/pkg/CFR-2011-title41-vol3/pdf/CFR-2011-title41-vol3-part102-id260.pdf>

MAS Schedules:

www.gsaadvantage.gov, or contact Vehicle Purchasing at (844) 472-1200 or vehicle.buying@gsa.gov

Monthly Home-to-Work Transportation Log – GSA Form 3601:

<http://www.gsa.gov/portal/forms/download/115030>

National Highway Traffic Safety Administration:

<http://www.nhtsa.gov/>

Resource Conservation and Recovery Act, Section 6002:

<https://legcounsel.house.gov/Comps/Solid%20Waste%20Disposal%20Act.pdf>

Roadside Assistance:

<http://www.gsa.gov/roadsideassistance>

State Agencies and Public Organizations:

<http://www.gsa.gov/portal/category/21183>

Short Term Rentals:

<https://www.gsa.gov/buying-selling/products-services/transportation-logistics-services/vehicle-leasing/fleet-solutions/short-term-rentals-str>

System for Award Management (SAM):

<https://www.sam.gov/>

Vehicle Modification Form:

https://drivethru.gsa.gov/help/Vehicle_Modification_Request_Form.pdf

Vehicle Purchasing Guide:

https://drivethru.gsa.gov/help/GSA_Fleet_Vehicle_Purchasing_Guide.pdf

Vehicle Rates:

<http://gsa.gov/portal/category/21852>

Vehicle Sales:

<https://autoauctions.gsa.gov/GSAAutoAuctions/>

Vendor and Customer Self Service (VCSS):

<http://vcss.ocfo.gsa.gov>

Glossary

- Accident Management Center (AMC) – a GSA Fleet office that coordinates glass and body damage repairs with customers and vendors, assists customers with accidents and incidents, bills customers for accidents where the GOV driver is at fault, and begins preliminary cost recovery activities against third parties.
- Account Code (formerly known as a BOAC) – a six-digit alphanumeric code used to identify the address to be billed for services received from GSA Fleet.
- Acts of Nature – damage caused by events including, but not limited to, hurricanes, tornadoes, hail, and floods and which damage will be paid for by the leasing agency.
- Additional Vehicle – a vehicle that is not ordered to replace an existing vehicle but is a vehicle that grows the size of the GSA leased fleet.
- Aftermarket Part – a part manufactured by a company other than a) the OEM or b) a supplier of that part to the OEM.
- Agency Incurred Expense (AIE) – expenses that are not included in our rate structure for which a customer agency is financially responsible.
- Agency owned accessory equipment – equipment owned by the leasing agency. An agency must receive approval from GSA before installing agency-owned accessory equipment.
- Alternative Fuel Vehicle (AFV) – as defined by section [301 of the Energy Policy Act of 1992](#), as amended ([42 U.S.C. 13211](#)), and includes electrically fueled vehicles, hybrid electric vehicles, plug-in hybrid electric vehicles, dedicated AFVs, dual-fueled AFVs, qualified vehicles, self-propelled vehicles (such as bicycles), and other AFVs, as defined by statute.
- [AutoChoice](#) – GSA’s online ordering tool for GSA vehicle purchasing. It is not used for ordering GSA Fleet Leased vehicles.
- Billed Office Address Code (BOAC) – Please see Account Code.
- Consolidated Vehicle – an agency-owned vehicle that is turned over to GSA by the owning agency; thereby transferring all ownership of the asset to GSA.
- Customer Acquisition Module (CAM). CAM was designed to simplify vehicle acquisition and automate the vehicle selection/approval process for GSA Fleet leased vehicles.
- Equipment Code – a six digit numeric code used to classify equipment by its usage characteristics (passenger carrying, cargo hauling, etc.), gross vehicle weight rating, and equipment configuration (panel truck, pick-up, stake body, dump, etc.).

- Fair Market Value – an estimate of the market value of an asset.
- [Federal Acquisition Regulation](#) (FAR) – codified uniform policies for acquisition of supplies and services.
- [Federal Vehicle Standards](#) – classify motor vehicles available for purchase and lease from GSA.
- [Federal Management Regulation](#) (FMR) – [Title 41, Subtitle C, Volume 102](#) - Code of Federal Regulations. The FMR is the regulatory policy used by Federal agencies to implement Federal law in the area of property management. As an example, [FMR 102-34](#) governs the economical and efficient management and control of motor vehicles that the government owns, leases commercially, or leases through GSA Fleet. The FMR contains updated regulatory policies originally found in Federal Property Management Regulations (FPMR).
- [Federal Tort Claims Act](#) (FTCA) – permits private parties to sue the United States Government in a Federal court for most torts committed by persons acting on behalf of the United States. The FTCA constitutes a limited waiver of sovereign immunity.
- [GSA Fleet Drive-thru](#) – a web-based suite of online tools that provides customers with information on their GSA Fleet vehicle inventory and assists them in managing their fleet. GSA Fleet Drive-thru includes the following modules: Mileage Express, Reports Carryout, CRASH, Speed Pay, Customer-Driven Data, FTP Monthly Mileage Upload Tool, PM Express, Replacement Card Ordering, and Dispatch Reservation Module.
- [Fleet Management Center](#) (FMC) – responsible for the overall management of GSA Fleet vehicles, while also providing administrative support and control in the specific geographic area they serve.
- Fleet Management System (FMS) – the automated inventory and control system used by GSA’s vehicle leasing program to track vehicle usage, and provide direct input to the Finance Division to bill customer agencies for the use of GSA leased vehicles.
- [Fleet Service Representative](#) (FSR) – primary source of contact for agency customers.
- [Loss Prevention Team](#) (LPT) – a component of the Business Management Division that monitors for fraud, waste, and abuse on GSA Fleet Services Cards. The LPT manages the Fleet Services Card program and national cross-service agreements.
- Maintenance Control Center (MCC) – responsible for the authorization of vehicle repairs and certification of maintenance and repair invoices for GSA Fleet vehicles nationwide.
- Marshalling Service – a service to receive and exchange GSA vehicles using contracted third party vendors.

- Memorandum of Agreement/Understanding (MOU) – a written but non-contractual agreement between two or more agencies or other parties. It expresses a convergence of will between the parties, indicating an intended common line of action.
- National Account Advisory Team (NAAT) – consists of two GSA Fleet managers who serve as account managers to GSA Fleet’s larger customers.
- National Crime Information Center (NCIC) – a database of criminal justice information. It is available to Federal, state, and local law enforcement and other criminal justice agencies.
- Original Equipment Manufacturer (OEM) Part – a new part manufactured by a) the OEM or b) a supplier of that part to the OEM.
- Official use – official use of a motor vehicle is using a motor vehicle to perform an agency’s mission(s), as authorized by the agency. ([41 CFR 102-34.200-250](#))
- Option Code – a special one-digit code used to charge a customer a rate designed to recover the cost of special equipment ordered with that vehicle. The annual Rate Bulletin lists the different Option Codes and their associated rates.
- Replacement Standard – the estimated useful life of a motor vehicle expressed in time (months or years) and/or usage (miles). GSA’s Replacement Criteria is set to get the greatest return on investment on our assets — allowing us to keep rates low and break even. [FMR 102-34 Subpart E](#) specifies “the minimum number of years in use or miles traveled at which an executive agency may replace a government owned motor vehicle.”
- Replacement vehicle – a replacement vehicle is a vehicle that is replacing a GSA leased vehicle currently in inventory. It may be a brand new vehicle or a vehicle that has been turned in by another agency.
- Report of Survey – an official report of the facts and circumstances supporting the assessment of financial liability for the loss, damage, or destruction of property and serves as the basis for the government’s claim for restitution.
- [Short Term Rental \(STR\) Program](#) – provides customers the option of renting vehicles and equipment to meet short term/surge requirements. Vehicles used under this program cannot be used for persons on official travel and the term cannot exceed 120 days ([41 CFR 102-34.35](#)). Equipment can be rented for up to 365 days.
- Standard Item Number (SIN) – a representative code set used to uniformly differentiate between vehicle classes.
- Status of Forces Agreement (SOFA) – establishes the framework under which U.S. Military personnel operate in a foreign country, addressing how the domestic laws of the foreign jurisdiction shall be applied toward U.S. personnel while in that country.
- Third Party – when referring to motor vehicle accidents, the Government is the first party,

the GOV driver is the second party, and the third party is the other concern in an accident (i.e., the driver of the vehicle hit by or striking the Government driver).

- Transfer vehicle – a transfer vehicle is one that is acquired by an FMC through transfer from another FMC. Under special conditions, the vehicle may be transferred from an FMC to another agency via an interagency transfer.
- UNICOR – a trade name for Federal Prison Industries, Inc. (FPI). FPI is a wholly owned Government corporation that produces goods and services from the labor of inmates of the United States Federal Bureau of Prisons. FPI is restricted to selling its products and services to Federal Government agencies and has no access to the commercial market.
- Unique Rate – due to a unique agency agreement, or special use of a vehicle, certain vehicles need to be charged a "unique" rate.
- Vehicle Identification Number (VIN) – a unique code used by the automotive industry to identify individual motor vehicles, towed vehicles, motorcycles, scooters, and mopeds.