The Office of Fleet and Asset Management (OFAM), in its effort to provide the highest quality of service, is pleased to present you with this pamphlet filled with “Fleet Facts” to assist you in complying with current policies and procedures regarding the use of your DGS-Leased vehicle, as well as some useful links to access vital program information and sites utilized in reporting required information. Please continue to contact us directly in the event that you have questions that are not answered here, or on our newly updated OFAM website (https://www.dgs.ca.gov/OFAM).

**ACCIDENTS**
- An Accident Identification card (STD 269) shall be carried in the glove compartment of all State vehicles (SAM 2430).
- At the accident scene, do not admit fault or make any promises that the State will pay for any damages.
- All vehicle accidents, which in any way involve personal injury or property damage, must be reported within 48 hours on a Report of Vehicle Accident form (STD 270). The information recorded on the STD 269 should be transferred to the STD 270. The driver must complete and sign the STD 270 and have their supervisor approve the report and forward the report to the Office of Risk and Insurance Management (ORIM) (SAM 2430, MM 02-04). The STD 270 is available for online completion on the California State Forms Directory (http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std270.pdf).
- Accidents resulting in bodily injury to anyone other than the State employee, or involving serious damage to the property of others, must be reported immediately by telephone or by faxing an advanced faxed copy of the Standard 270 to the:

  OFFICE OF RISK
  AND INSURANCE MANAGEMENT (ORIM)
  (916) 376-5300/5302 (CALNET: 8-480-5300/5302)
  1 (800) 900-3634 TOLL FREE
  FAX (916) 376-5277

- On weekends or holidays, please leave a voice mail message at the ORIM at (916) 376-5295. The ORIM will return your call on the next business day (SAM 2430).

**PROOF OF INSURANCE**
California Motor Vehicle Code Subsection C, Section 16021, indicates the State establishes its own financial responsibility and, therefore, “no proof of insurance” is provided. If you are asked to show proof of insurance, refer the officer to Page 3 of your Automobile Maintenance Record (STD 271) located in your glove box.

**MAINTENANCE AND REPAIRS**
- Drivers are responsible for ongoing maintenance and bi-annual SMOG INSPECTIONS of their DGS-leased vehicle. Please refer to the list of pre-qualified commercial repair vendors available on the OFAM Website (https://www.dgsapps.dgs.ca.gov/OFA/Approved_Auto_Rpr_Fac/).
- The approved vendors provide State agencies with reliable, consistent automotive services at economical rates throughout the State. The OFAM established standards of preventive maintenance to keep State vehicles operationally safe and in compliance with manufacturers’ warranty requirements. State motor vehicles and general use mobile equipment require preventive maintenance and service in accordance with the Automobile Maintenance Record (STD 271) and the manufacturer’s warranty and recommended service intervals.

  - Maintenance and repairs exceeding $500 from and OFAM – approved auto repair vendor or exceeding $350 from a non-approved vendor require approval of an Inspector will contact the owning agency for authorization before proceeding with any repair or service.
  - Accident repairs that exceed $500 require quotes from three (3) vendors or a Non-Competitive Bid justification. The bids or justification shall be submitted to the Inspector of Automotive Equipment with a copy of the Report of Vehicle Accident (STD 270).

**CALL CENTER**
Drivers now have a centralized contact for ALL of your automotive needs. Call this number prior to any actions regarding your State vehicle.

- Business Hours: Monday – Friday
- 7:00 a.m. – 6:00 p.m.
- Toll Free OFAM Call Center
- 1 (855) 611-OFAM (6326)

**24 HOUR EMERGENCY ROADSIDE ASSISTANCE**
To use emergency roadside services, employees should contact the National Automobile Club Roadside Assistance at (800) 600-6065.

**INVOICES**
- If you receive an invoice for work on a DGS vehicle, please fax your invoice to:
  - OFAM FAX – (916) 928-2571 or (916) 928-2573
  - Or Email to DGSFleetInvoices@dgs.ca.gov

**ONLINE MILEAGE REPORTING AND MONTHLY TRAVEL LOGS**
Each State agency shall use the following process to maintain its travel log records for DGS-owned vehicles under its control:

1. A STD 273 for each automobile giving, among other information, a record of daily miles traveled, date and time of travel, itinerary, overnight storage information, and the identity of the driver. Drivers shall complete the STD 273 on a daily basis. The STD 273 form is available from the Office of State Publishing’s (OSP) website or a printable version is available on the OFAM website.

2. The information contained in the monthly travel log must be entered in the OFAM’s online system by the agency no later than the fifth (5th) working day of the month or an automated “Late Log Fee” of $50 will be added to the agency’s monthly charges.

For more information about these requirements, please visit OFAM website (https://www.dgs.ca.gov/OFAM/Services/Page-Content/Office-of-Fleet-and-Asset-Management-Services-List-Folder/Report-your-Vehicle-Mileage).

If you have questions about the information contained herein, please contact the OFAM at (916) 928-2560.

**VOYAGER FUEL CARD USAGE**
The State Fleet Card can only be used by state employees conducting official state business. Additionally, state departments may authorize other individuals (such as retired annuitants, volunteers, etc.) who are on official state business and whose travel expenses are paid by the state, to use the Fleet Card. This Voyager Fuel Card may also be used for two basic (low-cost) car washes per month. This card may not be used for any personal purchases (i.e. Tobacco products, food, beverages, lottery tickets, etc.). The State Fleet Card can be used to purchase unleaded gasoline, alternative fuels (e.g., biodegradable diesel, E-85, CNG, propane, etc.), fluids and lubricants. When
purchasing gasoline, drivers are only authorized to purchase E-85 (as applicable) or regular grade (unleaded) gasoline, unless a different fuel grade is specifically required by the vehicle manufacturer. The State Fleet Card can be used at over 10,500 retail locations throughout California. The State Fleet Card can also be used for emergency roadside assistance through the National Automobile Club (800-600-6065). Purchases such as wiper blades, fan belts, a tire, etc., are permissible in cases of EMERGENCY ONLY. Vehicle repairs are not permitted to be charged on the Fleet card. All repairs must be invoiced to the DGS.

How to use the Voyager Fuel Card:

1. If the gas station has card readers located at the pump, you may use your Voyager card at the pump. If there are no pump card readers, see the attendant inside to process your transaction.
2. Swipe your card at the pump card reader. If the pump card reader will not accept the card, take the card inside and have the attendant process the transaction electronically on the inside equipment. If the attendant questions the card, provide the attendant with the toll-free number on the back of the Voyager card for assistance in processing the transaction.
3. If the pump terminal requires you to choose either “Credit” or “Debit”, press the “Credit” key.
4. If required, the terminal may prompt for an ID or PIN number. Enter your assigned number and press “Enter.” Some stations may require additional digits. Zeros should be entered in front of the PIN for the required amount of digits.
5. If required, the terminal may prompt to enter the ODOMETER reading. Enter your odometer as a whole number. DO NOT enter tenths of a mile.
6. If the card cannot be read on any of the equipment, notify Voyager at the number shown on the back of your card. Voyager will notify the oil company of a problem at one of its locations. The company is often not aware that there is a problem.
7. If the sale is processed manually, write the ID number and ODOMETER reading on the ticket. If your card cannot be read at any location, it is likely there is damage to the magnetic strip. If this occurs, notify your fleet administrator for a replacement card.

It is unlawful to use this fuel card to purchase fuel for your personal vehicle even when used for State business. Inappropriate use of the fuel card will be investigated and may result in adverse action. Please refer to Management Memo 12-08 for additional information.

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