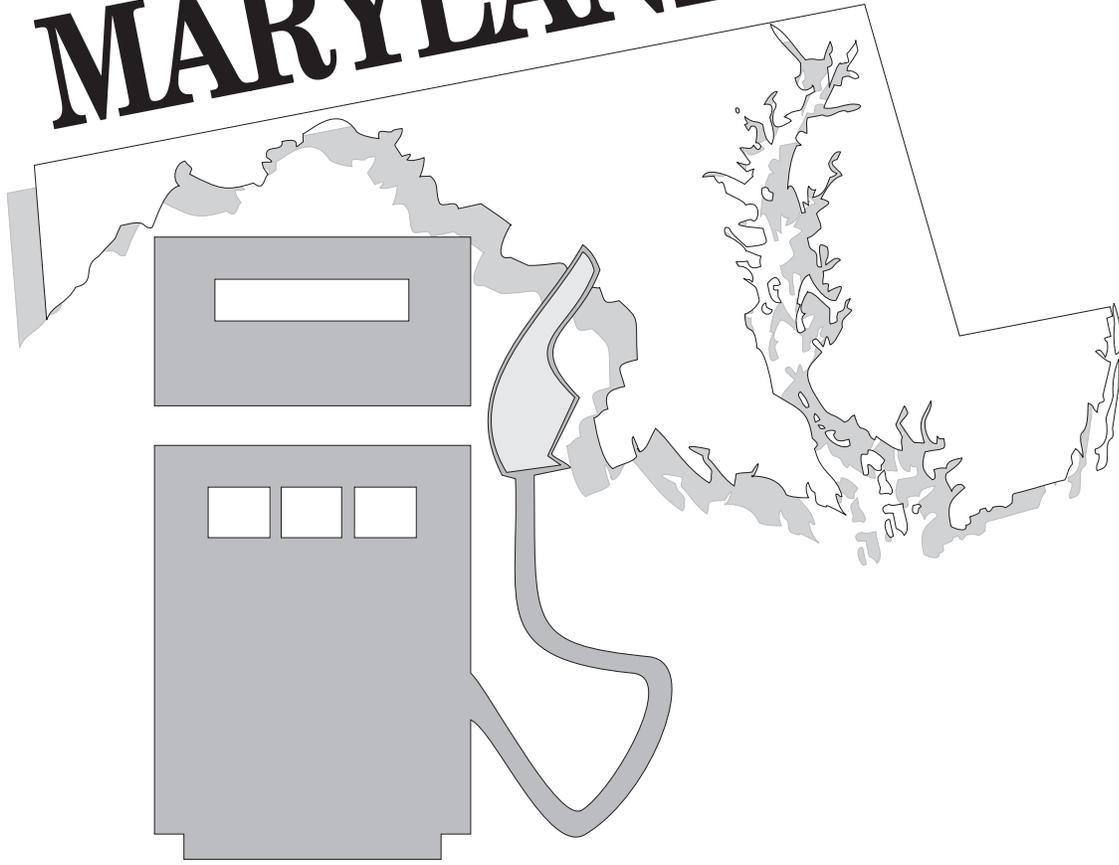


MARYLAND'S



Automated Fuel Dispensing & Management System

HANDBOOK FOR FLEET MANAGER'S

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SECTION I

OVERVIEW AND SCOPE OF THE SYSTEM

.01 WHAT THE SYSTEM DOES

- A. Provides drivers and State vehicles with access to an entire Network of refueling sites. Most refueling locations are available 24 hours a day, 7 days a week.
- B. Insures the security and accountability of every gallon of fuel that drivers put into each vehicle.
- C. Provides each agency with detailed and summary information regarding driver and vehicle performance and fuel cost data.
- D. Allows each agency to monitor and control an increasingly significant expense – the cost of fueling and operating the State's Motor Vehicle Fleet.
- E. Track fuel consumption monthly to allow allocation if gasoline shortages or fuel rationing should ever become a reality.
- F. Allows each agency to purchase fuel at the most favorable price each week.
- G. Supplies fuel usage data directly to the Department of Budget and Management's WebFleetMaster System relieving agencies of this task.

02. HOW THE SYSTEM WORKS

The State, through the Department of General Services (DGS), Inventory Standards and Support Services Division (ISSSD) has contracted with Mansfield Oil Company (MOC) of Gainesville, GA to provide a system that will dispense gasoline, diesel and alternative fuels to the State fleet 24 hours a day, 7 days a week; be economically feasible; readily accessible on State property; and easy to use. Mansfield Oil Company has provided the State with a fully automated system known as Fuel-Net™. Gasoline, diesel and alternative fuels at each refueling site are owned by the Contractor who will invoice each of the using agencies as product is consumed.

Every State vehicle is issued a plastic magnetic card that will be swiped through a card reader attached to automated pumps at each fueling site. Each driver is assigned a random Personal Identification Number (PIN) which identifies the driver. This PIN may also be referred to as a Driver ID. When the vehicle operator swipes a valid (red) driver card through the magnetic card reader and enters a driver (PIN), a specialized computer called the Fuel Master System will allow the operator to access a gasoline, diesel or alternative fuel pump to obtain fuel. The date, time, amount of fuel and identity of the driver and the vehicle are recorded by the Fuel Master and subsequently sent to a centralized computer for processing.

Besides recording the fuel dispensed, the centralized computer monitors the level of fuel in each underground storage tank and checks for tank leakage and other environmental concerns. Re-ordering and delivery of bulk fuel for each tank is automatically controlled and is the responsibility of the Contractor. The Contractor also repairs and maintains the Statewide Fuel Dispensing and Management System during the contract period. The centralized computer also generates periodic reports by vehicle showing such information as the vehicle ID, year, make, model, account name, budget code and driver name. Summary reports and management information reports are also available from the System through a secured log-in to MOC.

.03 WHO SHOULD BE ON THE SYSTEM

All drivers of State vehicles should be enrolled in the system.

To achieve the maximum potential savings, every State owned "OVER THE ROAD" vehicle should be on the system. Most State owned "Off Road" vehicles and equipment such as **boats, ground keeping equipment, generators, compressors, etc.** should also be on the system. The goal is to enroll as many agencies, vehicles and drivers as possible. Those agencies not connected to the network and have their own fuel supply can also benefit by using the system while on long trips around the State. It is intended that, with few exceptions, all agencies, vehicles and drivers will be on the system and that refueling at private service stations will be virtually eliminated.

All State personnel who operate State vehicles (on road) and State owned (off road) equipment must use a PIN to ensure all fuel used is directly associated with an individual. This is a security and accountability feature of the new system.

SECTION II

GETTING ON THE SYSTEM

FUELNET USE FOR FUEL CARD ACCOUNT VIEWING AND MAINTENANCE

An agency account must first be established on line on the Mansfield Oil Company (MOC) website at www.mansfieldoil.com via a secured username and password to access the FuelNet system. Based on job responsibilities, an employee's designated access level will be assigned under the following categories:

- Vehicles
- Drivers
- Reports/Invoices
- All

Interface will be conducted with MOC, either online or through dedicated customer service representatives, for vehicle card and driver IDs/PINS. The FuelNet system is used for fuel card account viewing and maintenance, invoices, as well as environmental reporting and direct inventory visibility is made available as well.

VEHICLE AND DRIVER MANAGEMENT

.01 VEHICLES

The agency must certify that the vehicle has been entered into the Department of Budget and Management's (DBM) WebFleetmaster System.

With the secured username and password that has been assigned to an Agency Fleet Manager or designee, on the MOC website/FuelNet system, go to the drop down list for 'Applications'. Click on "Fleet Management", Select "Vehicles".

A. Vehicle Add

NOTE: Before entering vehicles to the system, always do a Vehicle History to verify that the vehicle does not already exist

Step 1: Agency

- Select Agency – Select the appropriate agency
- Sub-category – Enter the account name of the program for which the cards will be assigned. (i.e. Inventory Standards and

Support Services Division). When choosing an existing sub-category, the account name and budget fields will be automatically populate with existing information.

Continue by hitting "Next"

Step 2: Enter Vehicle for (defaults to agency name)

Enter the following information:

- Tag –Vehicle License Plate Number
- Year, Make Model (Self Explanatory)
- VIN – Enter the complete Vehicle Identification Number - serial number from the Certificate of Origin. The VIN is also located on the dashboard of each vehicle, visible through the driver's side of the windshield.
- Product Restriction – (i.e. Gasoline, Diesel, CNG, or Ethanol)

Continue by hitting "Next"

Once this has been completed, you will receive a confirmation that your request has been submitted.

B. Vehicle Change

Search for existing cards and modify their internal billing information

Step 1: Search for a vehicle

- Select "Optional Filter" – It is recommended that you search for VIN number as it will never change whereas the tag number may change
- Select "Contains" – it will look for any transaction "containing the data that you input into the next field

Continue by hitting "Next"

- Select "Agency" – Select the appropriate agency

Step 2: Update Data

- You may add/or change any field except for the tag.
- If the tag has changed, you will need to do a “Vehicle Add” with the correct tag number; do not deactivate the existing vehicle until you have the corrected card in your possession.
- Continue by hitting “Next”

C. Vehicle Delete

Used to deactivate/terminate cards

Step 1: Search for a vehicle

- Select “Optional Filter” – It is recommended that you search for VIN number as it will never change whereas the tag number may change
- Select “Contains” – it will look for any transaction “containing the data that you input into the next field

Continue by hitting ‘Next’

Step 2: Select vehicles you wish to deactivate

- Select the card you wish to deactivate by entering “√” in the Deactivate Box

Continue by hitting ‘Next’

Once this has been completed, you will receive a confirmation that your request has been submitted.

D. Vehicle History

Search and display the history of a vehicle/card

Step 1: Search for a vehicle

- Select “Optional Filter” – It is recommended that you search for VIN number as it will never change whereas the tag number may change
- Select “Contains” – it will look for any transaction “containing the data that you input into the next field

Continue by hitting 'Next'

A Screen will show you all of the transactions for the VIN you searched for.

- The card number is identified in the third group of numbers on the top row of the screen
- Status codes are A (Active) or H (Hot/Terminated)
- Maintenance Codes are A (Add), U (Update) or T (Terminated).

E. Vehicle Reissue

Reissue vehicle cards that are lost, stolen or damaged

Step 1: Search for a vehicle

- Select "Optional Filter" – It is recommended that you search for VIN number as it will never change whereas the tag number may change
- Select "Contains" – it will look for any transaction "containing the data that you input into the next field

Continue by hitting 'Next'

Step 2: Update data

- Select appropriate reason from drop down menu
- Select the card you wish to terminate by enter "√" in the Reissue Box
- Lost – current card will be deactivated; will be reissued with new card number
- Stolen – current card will be deactivated; will be reissued with new card number
- Damaged – current card will be replaced with same card number

Continue by hitting 'Next'

Once this has been completed, your will receive confirmation that a

new card will be sent.

Note: Any cards that are found that do not belong to your agency should be reported to the Mansfield Customer Service Group at 866-275-7338 (as indicated on the back of the card). The Mansfield Customer Service Representative will contact the appropriate agency to assist with deactivating/reissuing the card.

F. Vehicle Cancel Requests

This allows you to view or cancel any outstanding card requests

Step 1: Select vehicle requests to cancel

- Select the requests you wish to cancel by entering a “√” in the Cancel Box

Continue by hitting “Next”

Step 2: Completed

The requests are cancelled.

G. Vehicle Disposals

Vehicle Identification Cards MUST be recovered and returned to the Agency Fleet Manager/designee so that the vehicles can be properly deactivated from the system. Agency Fleet Managers shall print a copy of the deactivation screen and cut or shred cards and dispose. Agency Fleet Manager/designee shall retain records of deactivation for audit purposes.

VEHICLE IDENTIFICATION CARDS SHOULD BE KEPT WITH THE VEHICLE AT ALL TIMES.

All requests for vehicle cards and the subsequent issuance of such cards shall not be performed by the same employee. Agency Fleet Managers cannot request and issue fuel cards. This internal control measure provides reasonable assurance that unauthorized fuel cards will not be obtained and unauthorized purchases will not be made without detection.

02. DRIVERS

Each driver will be assigned a Driver ID/Personal Identification Number (PIN). Individual driver Personal Identification Numbers (PINs) provide the highest level of accountability. All employees who are assigned a State vehicle, or who drive a State vehicle regularly or infrequently, (one or two

times per month), will be assigned an individual driver PIN. The driver's PIN will be associated with their name in the reports. Designated employees responsible for monitoring driver activities will access the MOC website/FuelNet system and click on the 'Drivers' section:

DRIVER PERSONAL IDENTIFICATION NUMBERS (PINs) MUST NEVER BE LEFT IN THE VEHICLE. DRIVERS MUST CARRY THEIR PIN WITH THEM OR MEMORIZE THEIR 6 DIGIT NUMBER. DRIVER CARDS ARE NOT TO BE SHARED WITH OTHER DRIVERS TO FUEL VEHICLES.

If a driver has forgotten his/her PIN, the Fleet Manager/Designee can retrieve the PIN for that driver only. The system will not generate an active list of employee PINs.

With the secured username and password that has been assigned to an Agency Fleet Manager or designee on the MOC website/FuelNet system, go to the drop down menu for 'Applications'. Click on "Fleet Management", Select "Drivers".

A. Driver Add

Note: Before adding a new driver to the system, always do a driver search to verify that the employee does not already have an existing Driver ID/PIN. Whenever a driver leaves State service, the Driver ID/PIN MUST be deactivated from the MOC website/FuelNet system.

Step 1: Agency

- Select Agency – Select the appropriate agency
- Sub-category – Enter the account name of the program for which the cards will be assigned. (i.e. Inventory Standards and Support Services Division). When choosing an existing sub-category, the account name and budget fields will be automatically populate with existing information.

Continue by hitting "Next"

- Enter the Last Name and First Name of the driver you would like to create a Driver ID/PIN for.

Request type will always be "PIN ONLY"

Continue by hitting 'Next'

- Once the request has been approved and processed the agency will receive and confirmation of the Driver ID/Personal Identification Number (PIN)

B. Driver Deactivation/Transfer

This changes the status of Driver ID/PIN to inactive. This should be used when an employee is terminated or leaves your agency. If an employee transfers to another agency, it is the new agency's responsibility to do "Driver add" to add them to their agency. A new driver PIN will be issued once the new agency updates the driver at their agency.

Step 1: Search for Driver

- Enter Last Name and First Name
Continue by hitting 'Next'

Step 2: Select Driver IDs/PINs to Deactivate

- Select the Driver IDs/PINs that you wish to deactivate by entering "√" in the Deactivate Box
Continue by hitting 'Next'

Once this has been completed, you will receive a confirmation that your request has been submitted.

C. Driver Search

Search for a driver

- Enter Last Name and First Name
- Select "Agency"
Continue by hitting 'Next'

If the driver is in the system, the Agency Name, Driver's Name, Driver's ID/PIN and status will display on the screen.

If the screen displays "No Data Found", there is no existing record for that driver.

D. Driver Update

Step 1: Search for a driver

- Enter Last Name and First Name
- Select "Agency"

Continue by hitting 'Next'

Step 2: Update Data

- Enter necessary updates to the record

Continue by hitting 'Next'

Once this has been completed, you will receive a confirmation that your request has been submitted.

F. DriverID/PIN Cancel Requests

This allows you to view or cancel any outstanding driver requests

Step 1: Select driver requests to cancel

- Select the requests you wish to cancel by entering a "√" in the Cancel Box
- Continue by hitting 'Next'

Step 2: Completed

The requests are cancelled.

Whenever a new driver PIN is requested in the FuelNet system, it is available immediately for the driver. However, it takes approximately 48 hours for a Driver ID/PIN to be activated at the pump. If there is a special request, employees should call Mansfield Oil Company at (866) 275-7338 and speak to a representative.

All requests for new PINs and the subsequent issuance of such PIN shall not be performed by the same employee. Agency Fleet Managers cannot request and issue PINs. Random PINs will be assigned by MOC to drivers only. This internal control measure provides reasonable assurance that unauthorized PINs will not be obtained and unauthorized purchases will not be made without detection.

SECTION III

USING THE SYSTEM

.01 EQUIPMENT AT EACH LOCATION

At each of the fuel dispensing locations the fuel pumps are similar to those at any private service station. They are unattended self service facilities. However, before the pumps can be activated, a Driver must use a valid vehicle Card along with an assigned PIN through a card reader located near the pumps. See detailed operating instructions below.

Fueling locations within the system network, driving directions, maps and telephone numbers are available on the DGS website at:

<http://www.dgs.maryland.gov/ISSSD/FuelManagement/sitelisting.htm>

.02 HOURS OF OPERATION

All Maryland State Police Barracks, most Toll Facilities locations, the Baltimore Office Complex and the Annapolis Complex will be open for refueling 24 hours per day, 7 days per week. The State Highway Administration garages will be open for refueling from 8:00 am. to 4:00 pm., Monday through Friday, excluding State Holidays. Hours of operation at all other locations vary and drivers should contact the facility prior to refueling.

.03 REFUELING INSTRUCTIONS

A. GASOLINE, DIESEL, ETHANOL AND CNG INSTRUCTIONS



When ready for use, the system will display:
**"FUELMASTER FUELS ACCOUNTING SYSTEM -
INSERT KEY OR CARD TO BEGIN."**

1. Your red State of Maryland vehicle card must be inserted/swiped through the magnetic card reader. **Insert your card into the card swipe located on the bottom right side of the reader under the black protective cover.**

2. After card is swiped, the system will then display:
"ENTER USER ID"
 - Using the keypad, enter your pin # assigned by your Fleet Manager
 - Press ENTER to continue.

3. After valid pin # is entered, the system will then display:
"ENTER CHRONO/ODOMETER"
 - Using the keypad, enter the current odometer reading.
 - Press ENTER to continue.

4. After odometer reading is entered, the system will then display:
"PLEASE SELECT PUMP, THEN PRESS ENTER"
 - Using the keypad, enter the pump number of the product desired.
 - Press ENTER to continue.

5. The system will then display the following:
**"DISPENSER ACTIVATED,
DISPENSE PRODUCT"**

6. Turn pump on, insert nozzle in tank and dispense the product.

7. When finished, turn pump off, hang up nozzle.

As a safety precaution at this point, if you do not begin to dispense gasoline, diesel, or alternative fuels within 80 seconds, the system will not allow the pump to start and you must repeat steps 1 through 7 above.

For gasoline, diesel, etc. turn on the appropriate pump just as you would at any private service station according to the ON/OFF arrow indicators, insert nozzle in tank and dispense the product. (NOTE: Gasoline, diesel, etc. dispensing may be stopped at any time up to filling the tank).

When finished dispensing, turn pump off, hang up the nozzle. All State facilities have Stage II Vapor Recovery System Nozzles. It is important to stop refueling when the pump shuts off. To prevent spills and "Blow Back" of fuel, **DO NOT "TOP-OFF"** the tank.

REFUELING IS COMPLETE

.03 PURCHASES MADE OUTSIDE OF THE FUEL MANAGEMENT SYSTEM

All gasoline, diesel and alternative fuel purchases made outside the State's refueling network shall be processed manually into the Department of Budget and Management's (DBM) WebFleetMaster system. Outside purchases include fuel from private service stations, or other State agencies not in the network.

It is important to use the State's refueling system unless an emergency forces Drivers to refuel outside the system. By not using the system, your agency will have to pay more per gallon for the cost of the fuel. In addition, they will also have to pay the Federal Road Tax. Current rate for the Federal Road Tax is .1840 cents per gallon on gasoline/CNG and .2440 cents per gallon on diesel fuel.

For outside purchases, drivers shall be responsible for notifying Fleet Managers of purchases made outside the State of Maryland by submitting documentation along with a copy of the sales ticket. The Agency Fleet Manager shall forward the completed forms and copies of the sales tickets at the end of each month to WebFleetMaster.

This procedure is not necessary if the Agency Fleet Manager enters the fueling transaction manually into DBM's WebFleetMaster System.

.04 EMERGENCIES

To prevent running out of fuel or having to refuel at a private service station, drivers should make it a practice to glance at the gas gauges more frequently.

Whenever the gauge reaches ½ full, drivers should plan to re-fuel at the next State refueling facility along their route.

.05 REPORTING PROBLEMS

Refueling problems, questions regarding invoices and reports or other concerns regarding the Statewide Fuel Management and Dispensing System should be reported to the Agency Fleet Manager who will relay the problems or concerns to:

Mansfield Oil Company
1025 Airport Parkway SW
Gainesville, GA 30501
(800) 695-6626

If a problem or concern is not addressed satisfactorily within forty-eight hours, the Agency Fleet Manager should report the matter to the Inventory Standards and Support Services Division at (410) 767-4257.

SECTION IV

FLEET MANAGER RESPONSIBILITIES

State agencies shall establish necessary procedures to comply with the State's Fuel Management Policies and Procedures promulgated by the Department of Budget and Management and the Department of General Services.

A. Duties of Fleet Managers

1. Initiate and implement internal fuel management policies for State Drivers within their agency.
 - a. Prepare written procedures and policies regarding fuel management.
 - b. Distribute the written procedures and policies to all State Drivers within the agency.
 - c. Require personnel to sign a statement of responsibility acknowledging receipt of the written policies and procedures that shall be kept on file for reference and audit purposes.
 - d. Instruct State drivers that they are personally responsible for the use and care of State owned fuel management equipment. Explaining the consequences if equipment is damaged because of negligence. DGS recommends that agencies are to be reimbursed by State drivers for damages to equipment due to negligence.
2. Review and monitor using the MOC website/FuelNet system Exception Reports to detect possible abuse of the Statewide Fuel Management and Dispensing System by State drivers. (See Section V – System Reports and Performance Monitoring.)
3. Complete all appropriate forms for ordering all vehicle cards and driver PINs needed by the agency.
4. Report missing and stolen cards to Mansfield Oil Company in a timely manner using the MOC website/FuelNet system.

5. Collect and update the FuelNet system of all vehicle cards that are no longer required by the agency. This includes deactivating vehicle cards and driver PINS from the MOC Website/FuelNet System for employees who leave State service; transfer to another State agency; require changes; damaged cards; or when a vehicle is sold, traded, or junked.
6. Maintain **OR** monitor required logs regarding the use, control and accountability of equipment cards.
7. Monitor fuel purchases made by State drivers outside the Fuel Management System.
 - a. Implement remedial action to reduce outside purchases.
 - b. Report out of system purchases by State drivers to DBM's WebFleetMaster System.
8. Comply with all requests from the Department of General Services, ISSSD regarding Fuel Management.

SECTION V

SYSTEM REPORTS AND PERFORMANCE MONITORING

Mansfield Oil Company (MOC) manages the Statewide Fuel Management and Dispensing System for the State. MOC provides access via username and password to their website/FuelNet system to create usage reports for each agency. Invoices are forwarded via email to each agency on a bi-weekly basis and usage reports are readily at hand when needed to each agency by accessing the MOC website/FuelNet system. The reporting contains all of the accounting, compliance and performance information necessary to facilitate the management of fleet vehicles and drivers.

.01 SYSTEM REPORTS

The following is available on the MOC/FuelNet Website:

A. INVOICES

1. This bill is for products purchased during the previous two weeks. Agencies pay these invoices directly to MOC through the State's accounting system.
2. The invoice is summarized by Account (program cost center or functional level and totaled for the agency.
3. INVOICES ARE TO BE PAID UPON RECEIPT. AGENCIES SHOULD NOT MAKE PARTIAL PAYMENTS. If sub-account approval is required before payment can be made, the agencies should make arrangements for each sub-account to receive individual invoices.

B. TRANSACTION REPORTS

The following are a list of reports that are available to authorized users:

1. Daily Summary by Location
2. Detail by Agency
3. Detail by Sub-Agency
4. Exceptions by Agency
5. Standard Raw Data for Export
6. Sub-Agency Usage by Product
7. Summary by Agency
8. Summary by Agency and Product

9. Summary by Sub-Agency
10. Summary by Vehicle
11. Summary by Vehicle (Daily)
12. Vehicle Listing
13. Tax Summary by Agency and Product

.02 PERFORMANCE MONITORING

1. The Exception Reports must be monitored by the Fleet Manager or Agency Finance Personnel to detect possible abuse or misuse of the system by State drivers. This can be easily done by examining the performance data provided for each transaction on the Exception Reports. **The data for monitoring the reports is located in the Exception code column of the exception reports. The following are possible exception codes:**
 - a. 2-9 Multiple Fuelings – This number in the “Exception Codes” column on the report indicates how many fueling transactions there were on that card for that given day
 - b. A Off Hours – Fueling activity between the hours of 7:00 p.m. and 5:00 a.m.
 - c. C Cal MPG Error – Occurs when there is a discrepancy between the odometer inputs on successful fueling transactions. If the MPG field is blank, there will always be a “C” in the exception field
 - d. D Duplicate Transactions – Indicates a potential recording of the same transaction twice and warrants a closer look at the details of the activity in question
 - e. M MPG Exception – Mileage is out of range.
 - f. O Non-Fuel – No fuel was dispensed during this transaction
 - g. W Weekend Use – Fueling activity conducted on Saturday or Sunday

- h. X – Exceed Tank Capacity – Transaction quantities exceed the tank capacity on file for the specific vehicle
- 2. To summarize performance monitoring, it is designed to give the Fleet Manager or the responsible accounting person a 'quick scan' capability to highlight possible problems at a glance through the reports.
- 3. Any questions regarding performance monitoring, reporting or exception codes should be directed to Mansfield Oil Company at (800) 255-6699 or the Department of General Services – Inventory Standards and Support Services Division at (410) 767-4257.

SECTION VI

AUDIT AND COMPLIANCE

- .01 The following is performed monthly by DGS/ISSSD to assist State agencies in auditing and monitoring the Fuel Management Program.
- A. The Department of General Services chooses random invoices from the agencies and compares it to invoices in the Mansfield System to insure there are no alterations.
 - B. Gasoline, diesel and ethanol fuel prices are based on the Oil Price Information Service (OPIS) price for the Baltimore area daily. DGS monitors the prices, and chooses random invoices to see if agencies are charged the appropriate price per gallon. Prices are posted on the DGS Website at:

<http://www.dgs.maryland.gov/ISSSD/FuelManagement/FuelPrices/fuelDay.html>
 - C. Each refueling facility has an on site computer and logger-printer. It records the date, time of day, vehicle and driver information, and the amount of fuel purchased.

DGS also chooses random sites monthly to verify the transaction files to invoices to the integrity of the transactions.
 - D. As is done at all private service stations in the State, the Motor Fuel Tax Division of the Comptroller's Office monitors the octane level of the State's fuel tanks regularly. Any inconsistency in the product(s) octane level is reported immediately to DGS for remedial action.
 - E. Out of System Purchases (private station purchases) will not be reported to MOC.