Maryland
## DEPARTMENT OF GENERAL SERVICES

Statewide Fuel Management Handbook

For Fleet Managers

Wes Moore
Governor
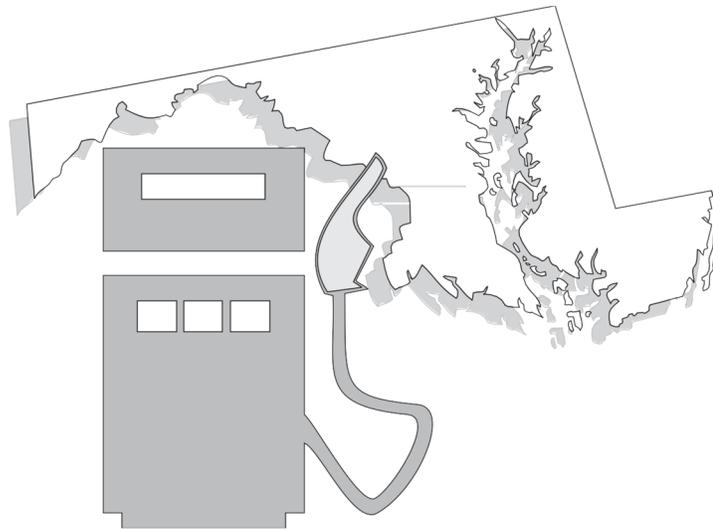
Aruna Miller
Lt. Governor

Atif Chaudhry
Secretary

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PURPOSE

The Fuel Dispensing and Management System Handbook is designed to provide Fleet Managers with information regarding the use of state fueling sites.

RESPONSIBILITY

The Maryland Department of General Services (DGS) is responsible for management of the state's fuel dispensing program. This includes procurement, inventory control, and withdrawal of fuel for use in state-owned vehicles and equipment.

SECTION 1

SYSTEM OVERVIEW

.01 SYSTEM OVERVIEW

The state of Maryland's Fuel Management System is designed to create efficiencies in the fueling process while offering the lowest cost for fuel and related services to state government organizations.

The Fuel Management System provides government organizations with access to gasoline, diesel, and alternative fuels. Many fueling sites are available 24 hours a day, 7 days a week and is easily accessible at locations across the state.

The Department of General Services Inventory Standards and Support Services Division (ISSSD) has contracted with Carroll Independent Fuel (CIF) to provide a system that will facilitate and record the dispensation of gasoline, diesel, and alternative fuels to the state fleet. Carroll Independent Fuel has provided the state with a fully automated system called FuelMaster™.

To achieve the maximum potential savings, every state-owned "over the road" vehicle should utilize the system. In addition, Departments should make every effort to utilize the system for state-owned "off road" vehicles and equipment, such as boats, ground keeping equipment, generators, compressors, etc. The state's goal is to enroll as many agencies, vehicles, and drivers as possible.

It is important to note that agencies who are not connected to the network and have their own fuel supply may also benefit by using the system, specifically, when on long trips throughout the state. It is intended that, with a few exceptions, all agencies, vehicles, and drivers will utilize the system and refueling at private service stations will be virtually eliminated.

.02 BENEFITS

1. 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. (See Fuel Location Site List on DGS Website)

2. Ensures the security and accountability of every gallon of fuel that drivers put into each vehicle.

3. Provides each agency with detailed and summary information regarding driver and

vehicle performance and fuel cost data.

4. Allows each agency to monitor and control an increasingly significant expense - the cost of fueling and operating the State's Motor Vehicle Fleet.

5. Track fuel consumption monthly to allow allocation if gasoline shortages or fuel rationing should ever become a reality.

6. Allows each agency to purchase fuel at the most favorable price each week.

7. Supplies fuel usage data directly to the Department of Budget and Management's WebFleetMaster System relieving agencies of this task.

.03 FEATURES

The individual FuelMaster systems throughout the state connect to a centralized computer system. This centralized computer system collects and processes the data received from the FuelMaster systems.

Consigned Fuel Sites

For consigned fuel sites, the FuelMaster system collects information related to the dispensation of fuel. This includes information on the vehicle receiving the fuel, driver dispensing the fuel, amount of fuel dispensed, and location of the fueling site.

This information is then routed through the centralized computer for processing then subsequently uploaded to a Portal where information can be accessed by authorized users.

Carroll Independent Fuel will use the information collected by the FuelMaster system to bill organizations based on usage.

Bulk Fuel Sites

For some bulk fuel sites, the Veeder-Root system records, in real-time, the level of fuel in each underground storage tank. This information is then routed to the centralized computer where Carroll Independent Fuel monitors the data and uses it to schedule fuel deliveries as needed. This provides convenience to the state as orders are placed, and deliveries are scheduled automatically as needed.

The Veeder-Root system also monitors for tank leakage and other environmental concerns. This information also gets routed to the centralized computer where Carroll Independent Fuel can identify concerns and schedule maintenance and repair services as needed.

Bulk tanks not equipped with a Veeder-Root System will be monitored by the agency that owns the tank. Carroll Fuel will manually stick tanks before and after each delivery if an automatic tank gauge (ATG) is not available at the tank.

.04 SYSTEM OPERATION

Each fueling site is equipped with a FuelMaster unit that controls the activation of state fuel pumps. Activation requires a Prokee and Personal Identification Number (PIN).

The Prokee identifies the vehicle that is utilizing the FuelMaster system whereas the PIN identifies the driver.

Prokee

A Prokee is a digital key that is used with the FuelMaster fuel management system to control access to fuel and oil supplies. Every state vehicle is assigned a Prokee programed with the vehicle's information.

Prokees should be kept with the assigned vehicle at all times. It is recommended that you label each Prokee in the event it is separated from the vehicle.

The Prokee is inserted into the Prokee reader in the FuelMaster unit to initiate activation.

For detailed instructions on how to operate the FuelMaster unit to dispense fuel refer to the State of Maryland Fuel User Resources page.

Personal Identification Number

All State personnel who operate state vehicles (on road) or state-owned (off road) equipment must use their unique Personal Identification Number (PIN) when operating fuel pumps at state fueling sites. This process ensures all fuel dispensed is directly associated with an individual. This is a security and accountability feature of the system.

All employees who are assigned a state vehicle, or whose job responsibilities require them to drive a state vehicle regularly or infrequently (one or two times per month), should be assigned an individual driver PIN. The driver's PIN will be associated with their name in the fuel management reports. Designated employees responsible for monitoring driver activities can access the Portal to review usage details and reports.

Each driver of a state fleet vehicle is issued a unique PIN. PINs are assigned individually to drivers and should never be shared.

After the Prokee is inserted into the FuelMaster unit, the driver will be prompted to enter their PIN. Upon entering a valid PIN, the fuel pump will activate allowing the driver to dispense fuel.

Note: PIN may also be referred to as a Driver ID.

For detailed instructions on how to operate the FuelMaster unit to dispense fuel refer to the State of Maryland Fuel User Resources page.

SECTION 2

FUEL MANAGEMENT PORTAL

.01 PORTAL OVERVIEW

Carroll Independent Fuel operates a web-based system, the Portal, that gives customers access to details and data related to fuel usage.

The Portal provides users the ability to review invoices and run reports related to usage, payments, and vehicle and driver information. The Portal is also used for environmental reporting and direct inventory visibility.

.02 OPERATION

As fuel is dispensed through the FuelMaster system, user and usage information is transmitted to the Portal. This occurs through the use of a digital key, called a Prokee, and

the usage of a Personal Identification Number (PIN) to activate the system.

Authorized users are then able to access the Portal to view information and obtain reports summarizing or detailing usage data. The Portal may also be used to initiate requests for new Prokees and PINs.

.03 ACCESS

To access the Portal, an agency account must first be established online on the Carroll Independent Fuel (CIF) website. Each user will need to obtain a secure username and password to access the Portal.

Based on job responsibilities, a user can be granted access to the following categories of information:

A. **Vehicles** – user has the ability to view and modify vehicle information and request new vehicles.
B. **Drivers** – user has the ability to view and modify driver information and request new drivers.
C. **Reports/Invoices** – user has the ability to view reports and invoices.
D. **All** – user has the ability to access all functionality listed above.

Interface will be conducted with CIF, either online or through dedicated customer service representatives, for vehicle Prokee and driver PINS.

.04 Navigation

A number of documents and reports can be obtained through the Portal.
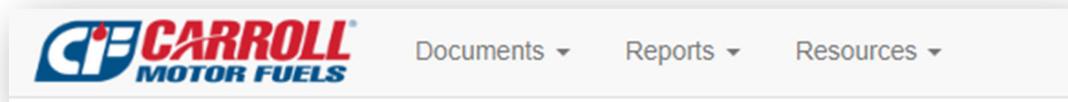
Documents
A. **Invoice History** – listing of all invoices related to bulk fuel delivery and service fees. This will show daily consigned/fleet transactions for inventory purposes but will not contain the bi-monthly invoices.
B. **Other Documents**
    a. Bi-Monthly Invoice Detail – Report detailing consigned fuel usage by transaction
    b. Bi-Monthly Invoice – Copies of bi-monthly invoices
    c. Parts Listing –
    d. User Guides – State of Maryland Customer Portal User Guide

Reports
A. **Purchase Summary** – Summary of all fuel purchases
B. **Invoice Summary** – Total dollar amount for all invoices including taxes
C. **Account History** – History of all transactions within a specific date range
D. **Open Transactions** – Current open transactions
E. **Daily Site Summary** – Report showing all consigned purchases in a specific date range by site
F. **Daily Driver Summary** – Report showing all consigned purchases in a specific date range by driver
G. **Daily Department Summary** – Report showing all consigned purchases in a specific

date range by department

H. **Daily Vehicle Summary** – Report showing all consigned purchases in a specific date range by vehicle

I. *Driver Listing* – Report of all drivers assigned to the account *this is where updates can be made*

J. **Vehicle Listing** – Report of all vehicles assigned to the account *this is where updates can be made*

K. **Cardlock Exceptions** – Exception report containing consigned/fleet transaction level details

L. **Cardlock Detail** – Report containing all consigned/fleet transactions in a specific date range

M. **Tank Readings** – not applicable for State of Maryland agencies

N. **Tank Reports** –not applicable for State of Maryland agencies

Resources

A. **Environmental Portal** – not applicable for State of Maryland

B. **Price Advantage Price Survey** – not applicable for State of Maryland agencies

C. **Titan Cloud** – Link to compliance portal for State of Maryland Consigned Fueling Locations

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SECTION 3

USING THE PORTAL

.01 Driver Modification and New Requests

You can view and modify driver information at any time through the Portal.

Select Reports then Driver Listing.
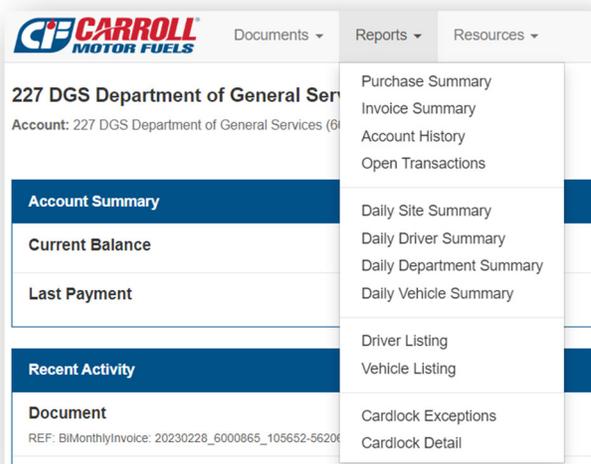
The Driver Listing page shows all drivers setup on the account being viewed. By default, the page will display 25 drivers. You can use the drop-down menu to change the number of

transactions displayed on the screen.

From the Driver Listing page, a user can make driver modifications and request new drivers. Each driver will be assigned a Driver ID/Personal Identification Number (PIN).

This report can be exported to excel or printed to PDF by selecting *Options* in the lower left corner.

## Search Criteria
In the Search Criteria box, users have the ability to change the search parameters to "Include All Assigned Accounts." By selecting this option, a user can view transactions for all Carroll Fuel Accounts assigned to their login on the portal.

To view all assigned accounts, click the edit icon ✎ in the Search Criteria box.

Click the box to place a checkmark then click Search.
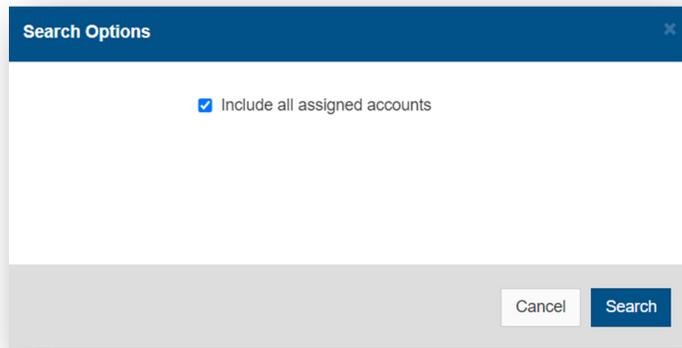
Modify Existing Driver: Personal Information

To modify information for an existing driver, select the Options drop-down next to the driver's name. You will have the option to edit a driver's information, enable an inactive driver, or disable an active driver.

To update a driver's information select Edit Driver. You can change the driver's location, driver number (PIN), first name, and last name. Once you make required changes click Update to save.

The user submitting the driver modification will receive an email once the updates have been made.

Important: It will take 24 hours for the changes to reflect on the fueling pumps.

Modify Existing Driver: Status

To change the status of an existing driver, select the Options drop-down next to the driver's name.

Enable Driver
To activate an Inactive driver select Enable Driver.

Disable Driver
When a driver separates from an organization, the Driver ID/PIN must be deactivated in the Portal.

To deactivate an Active driver, select Disable Driver. A Status box will pop up asking if you are sure you want to disable. To proceed, click Disable.

The user submitting the driver inactivation will receive an email once the Inactivation has been completed.

Important: It will take 24 hours for the changes to reflect on the fueling pumps.
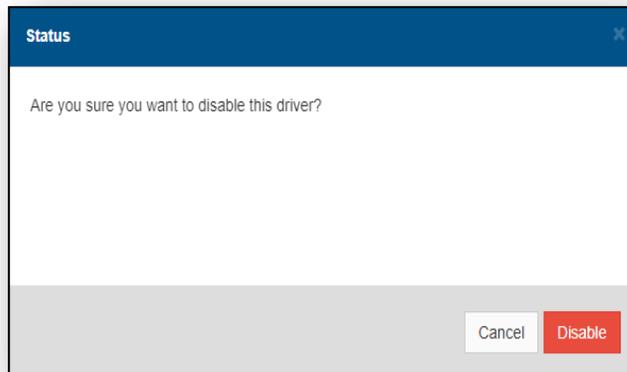

Add New Driver
Users will use this process to request a PIN for a new driver. The process of adding a new driver is completed in two parts.

The initial request to add a new driver is completed by the Fleet Manager via the procedures outlined below. Once a request is entered, Carroll Independent Fuel will process the request and issue a PIN.

Before adding a new driver, thoroughly review the Driver Listing to ensure that the driver is not already listed.

To add a new driver, scroll down to the bottom of the report. Click to open the blue Options drop-down box, then click Add Driver.
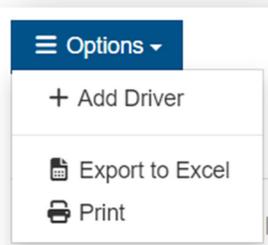
The Add Driver box will open. You will be required to select a location from the drop-down box and enter the driver's first and last name. The Driver Number field will be greyed out. You do not need, nor will you be able to enter any information in this box.

Once all fields are completed, click Add.

The user submitting the driver creation will receive an email with the PIN # once the driver has been setup.

Important: it will take 24 hours for the changes to reflect on the fueling pumps.

Control
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. Personal Identification Numbers will be assigned by Carroll Independent Fuel 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.

Security
Personal Identification Numbers (PINs) must never be left in the vehicle. Drivers responsible for proper security of their individual PIN. A PIN should never be shared with anyone, including other drivers, to fuel vehicles.

If a driver has forgotten their PIN, the Fleet Manager/Designee can retrieve the PIN for that driver only.

.02 Vehicle Management
You can view and modify vehicle information at any time through the Portal.

Select Reports then Vehicle Listing.

The Vehicle Listing page shows all vehicles setup on the account being viewed. By default, the page will display 25 drivers. You can use the drop-down menu to change the number of transactions displayed on the screen.

A Vehicle Listing report can be exported to excel or printed to PDF by selecting Options in the lower left corner.

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

Search Criteria
In the Search Criteria box, users have the ability to change the search parameters to "Include All Assigned Accounts." By selecting this option, a user can view transactions for all Carroll Fuel Accounts assigned to their login on the portal.

To view all assigned accounts, click the edit icon ☑ in the Search Criteria box.

Search Criteria

Account: 227 DGS Department of General Services (6000865)

Click the box to place a checkmark then click Search.
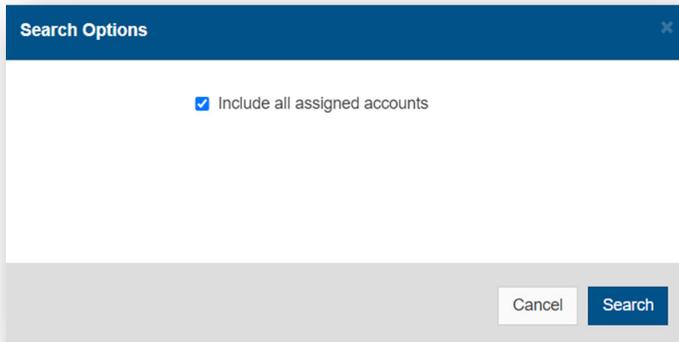
Search Options ✕

☑ Include all assigned accounts

Cancel Search

Update Vehicle Information

To modify information for an existing vehicle, select the Options drop-down next to the vehicle you wish to update. You will have the option to edit a vehicle's information, enable an inactive vehicle, disable an active vehicle, and request a replacement Prokee for a vehicle.
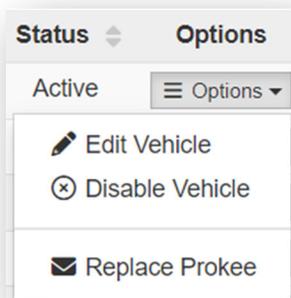
Status ⇕	Options
Active	☰ Options ▾

🖊 Edit Vehicle
⊗ Disable Vehicle

✉ Replace Prokee

Edit Vehicle

The Update Vehicle box will open. Users will have the ability to edit the following fields:

A. **Location** – This field will never need to be changed.
B. **Department** – Choose the department from the drop-down list. If a department is missing from the list, please email ProkeeRequest@Carrollfuel.net to have the department created.
C. **Sub-Department** – This is a free form field that can be used to enter additional information as needed. It is the discretion of each Department to decide how to utilize this field but it is recommended that users are consistent with entry because this field can be used to filter invoices.
D. **Name** – Enter a full description of the vehicle including any information required by the Department's accounts payable office. This field is used for identifying the vehicle on the Bi-Monthly Invoices.

E. **Make** – Vehicle Make
F. **Model** – Vehicle Model
G. **Year** – Vehicle Year
H. **VIN #** - Vehicle VIN #
I. **License Plate** – Vehicle Tag #
J. **Fill Limit** – Enter the tank size of the vehicle in gallons.

The only field a user is not able to edit is the Number field. This is the vehicle identification number assigned by the system.

Once all fields have been updated click Update to save. The user submitting the vehicle modification will receive an email once the Updates have been made.

Important: It will take 24 hours for the changes to reflect on the fueling pumps.

Enable Vehicle
To activate.

Disable Vehicle
Disabling a vehicle deactivates the Prokee assigned to that specific vehicle.
To disable the Prokee, find the vehicle on the list and click Options, then Disable Vehicle. A Status box will open asking if you are sure you want to disable. To proceed, click Disable.
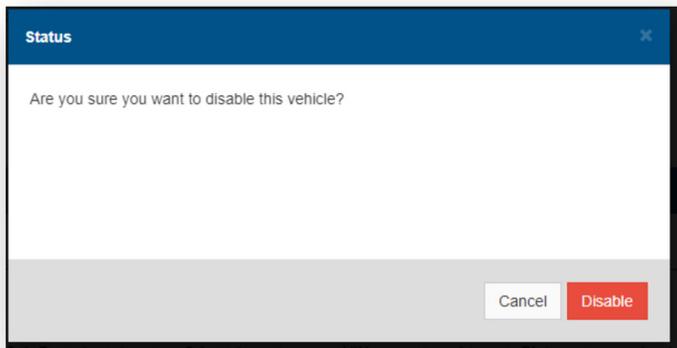
The user submitting the vehicle inactivation will receive an email once the deactivation has been completed.

Important: It will take 24 hours for the changes to reflect on the fueling pumps.

Vehicle Disposals
If the deactivation is the result of a vehicle disposal, be sure remove the Prokee from the vehicle prior to disposing of the vehicle. Prokees MUST be recovered and returned to the Agency Fleet Manager/designee so the vehicles can be properly deactivated from the system. Agency Fleet Managers shall print a copy of the deactivation screen and return the Prokee to Carroll Independent Fuel or the DGS Inventory Standards and Support Services Division (ISSSD) office. Agency Fleet Manager/designee shall retain records of deactivation for audit purposes.

Replace Prokee
To request a replacement Prokee, find the vehicle in the Vehicle List and click Options, then Replace Prokee.

The Prokee Replacement box will open asking how you would like to obtain the new Prokee. From the drop-down box select one of the following:
   A. **Delivery** – If this method is selected, additional fields will open prompting you to enter a delivery address for the Prokee to be mailed.
   B. **Pickup Curtis Bay** – Select this method if the user wants to pick up the Prokee at the Carroll Independent Fuel Curtis Bay office located at *6401 Chemical Road, Curtis Bay, MD 21226.*
   C. **Pickup Loveton** – Select this method if the user wants to pick up the Prokee at the Carroll Independent Fuel Loveton Main Corporate office located at *18 Loveton Circle, Sparks, MD 21152.*
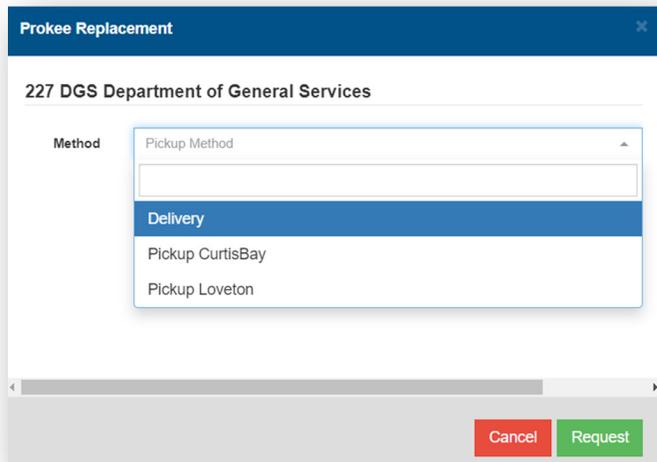
Once the Method has been selected, and applicable information has been entered, click Request.

The user submitting the Prokee replacement will receive an email once the Prokee is ready for delivery/pickup.

Add New Vehicle
Before entering vehicles into the system, always check the Vehicle List to verify that the vehicle does not already exist within the system.
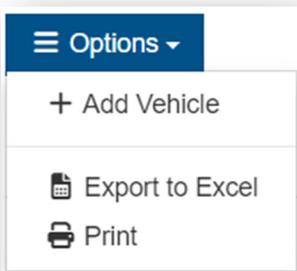
From the bottom left of the Vehicle Listing page, click to open the Options drop-down and select Add Vehicle.

The Add Vehicle box will open. Complete the following fields:
D. **Location** – Chose the location from the drop-down list. Should be the MD###CL.
E. **Department** – Chose the department from the drop-down list.
   If a department is missing from the list, please email ProkeeRequest@Carrollfuel.net to have the department created.
F. **Sub-Department** – Each agency uses this field for something different, but this is a "Sub Department" or how the invoice is being filtered. It is a free form field, so be sure to be consistent with naming for invoice purposes.
G. **Product** – Select one or more products from the drop-down.
H. **Method** – Select a pickup method from drop-down list. This is how you would like to receive your Prokee.

a. **Delivery** – If this method is selected, additional fields will open prompting you to enter a delivery address for the Prokee to be mailed.

b. *Pickup Curtis Bay* – Select this method if the user wants to pick up the Prokee at the Carroll Independent Fuel Curtis Bay office located at *6401 Chemical Road, Curtis Bay, MD 21226.*

c. *Pickup Loveton* – Select this method if the user wants to pick up the Prokee at the Carroll Independent Fuel Loveton Main Corporate office located at *18 Loveton Circle, Sparks, MD 21152.*

I. **Number** – The vehicle number is automatically assigned by the system once the vehicle record is created.

J. **Name** – This field is used for identifying the vehicle on the Bi-Monthly Invoices. It should contain a full description of the vehicle and any other information required by the Department's accounts payable office. If requesting a Master Prokee, please enter Master + Department.

K. **Make** – Enter the vehicle's Make.
   a. If requesting a Master Prokee, please enter "*Master*".
   b. If requesting for Equipment, please enter "*Equip*".

L. **Model** – Enter the vehicle's Model.
   a. If requesting a Master Prokee, please enter "*Master*".
   b. If requesting for equipment, please enter "*Equip*".

M. **Year** – Enter the vehicle's year.
   a. If requesting a Master or equipment Prokee, please enter the current year.

N. **VIN #** - Enter the Vehicle Identification Number (VIN)
   a. If requesting a Master Prokee, please enter "*Master*".
   b. If requesting for Equipment, please enter "*Equip*".

O. **License Plate** – Enter the vehicle tag number.
   a. If requesting a Master Prokee, please enter "*Master*".
   b. If requesting for Equipment, please enter "*Equip*".

P. **Limit** – Enter the tank size of the vehicle, in gallons.

Once all information has been entered, click Add. Note: all fields are required. The user

submitting the new vehicle will receive an email once the Prokee is ready for delivery.

Important: It will take 48 hours for the changes to reflect on the fueling pumps.

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

SECTION 4

STATE FUELING SITES

.01 EQUIPMENT
The fuel pumps at state fueling sites are similar to the pumps at any private self-service gas station; however, rather than using a credit card to activate a pump, state fuel pumps are activated with the combination of a Prokee and PIN through a FuelMaster kiosk located next to, or near, the pump(s). See detailed instructions below.

.02 LOCATIONS & HOURS OF OPERATION
There are state fueling sites located throughout Maryland. View the [interactive map of fueling locations](#) for location addresses, contact information, and a list of available fuel types.

Hours of operation vary depending on location. Most locations, including Maryland State Police Barracks, the Baltimore Office Complex, and the Annapolis Complex are open for refueling 24 hours per day, 7 days per week. In addition, most toll facility locations are available 24 hours per day, 7 days per week. The State Highway Administration garages are open for refueling from 8:00 am. to 4:00 pm., Monday through Friday, excluding State Holidays. For all other locations drivers should contact the facility prior to refueling.

Not all sites offer the same products so refer to the [Fueling Location Site List](#) to ensure the site you plan to visit offers the product you need.

.03 REFUELING INSTRUCTIONS
Gasoline, Diesel, and Ethanol
When ready for use, the system will display: "FUELMASTER FUELS ACCOUNTING SYSTEM - INSERT KEY OR PROKEE TO BEGIN."

1. Insert your Prokee (notch facing up) into the Prokee reader located under the black protective cover.

2. After Prokee is inserted, the screen will prompt you to enter the vehicle odometer reading. The system will display "ENTER CHRONO/ODOMETER"
   a. Using the keypad, enter the current odometer reading.
   b. Press ENTER to continue.

3. After the odometer reading is entered, the system will display "ENTER USER ID" prompting you to enter your user ID.
   a. Using the keypad, enter your PIN #.
   b. Press ENTER to continue.

4. After user ID is entered, the system will display "PLEASE SELECT PUMP, THEN PRESS ENTER".
   a. Using the keypad, enter the pump number you would like to activate.
   b. 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.
   a. 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.
   NOTE: Gasoline, diesel, etc. dispensing may be stopped at any time up to filling the tank.
   b. 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.

7. When finished dispensing, turn pump off and hang up the nozzle. 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.

.04 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 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 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.

.05 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.

.06 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:

Carroll Independent Fuel
18 Loveton Circle Sparks, MD 21152
(888) 235-4271

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- 4310.

SECTION 5

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.

01. THE DUTIES OF FLEET MANAGERS ARE AS FOLLOWS:

A. 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 and explain 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.

B. Review and monitor using the CIF website/Carroll Portal system Exception Reports to detect possible abuse of the Statewide Fuel Management and Dispensing System by state drivers. (See Section 5 - System Reports and Performance Monitoring.)

C. Complete appropriate forms for ordering all vehicle Prokees and driver PINs needed by the agency.

D. Report missing and stolen Prokees to Carroll Independent Fuel in a timely manner using the CIF website/Carroll Portal system.

E. Collect and update the Carroll Portal system of all vehicle Prokees that are no longer required by the agency. This includes deactivating vehicle Prokees and driver PINS from the CIF Website/Carroll Portal System for employees who leave State service; transfer to another State agency; require changes; damaged Prokees; or when a vehicle is sold, traded, or junked.

F. Maintain or monitor required logs regarding the use, control, and accountability of equipment 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.

G. Comply with all requests from the Department of General Services, ISSSD regarding Fuel Management.

SECTION 6

SYSTEM REPORTS AND PERFORMANCE MONITORING

Carroll Independent Fuel (CIF) manages the Statewide Fuel Management and Dispensing System for the State. CIF provides access via username and password to their website/Carroll Portal 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 CIF website/Carroll Portal system. The reporting contains all the accounting, compliance, and performance information necessary to facilitate the management of fleet vehicles and drivers.

.01 SYSTEM REPORTS

The following documents are available on the Portal:

<u>INVOICES</u>

A. This bill is for products purchased during the previous two weeks. Agencies pay these invoices directly to CIF through the State's accounting system.

B. The invoice is summarized by Account (program cost center or functional level and totaled for the agency.

C. 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.

TRANSACTION REPORTS

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

A. Purchase Summary
B. Invoice Summary
C. Account History
D. Open Transactions

E. Daily Site Summary
F. Daily Driver Summary
G. Daily Department Summary
H. Daily Vehicle Summary
I. Driver Listing
J. Vehicle Listing
K. Cardlock Exceptions
L. Cardlock Detail

02. PERFORMANCE MONITORING

A. 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 Fueling - This number in the "Exception Codes" column on the report indicates how many fueling transactions there were on that Prokee for that given day.

   b. **A -** After hours - Fueling activity between the hours of 7:00 p.m. and 5:00 a.m.

   c. **W –** Weekend Use - Fueling activity conducted on Saturday or Sunday

   d. **C -** Cal MPG Error - Occurs when there is a discrepancy between the odometer inputs on successive fueling transactions. If the MPG field is blank, there will always be a "C" in the exception field.

   e. **G -** Gallons/Day - calculates the difference between the odometer reading and flags it if it is less than 0.

   f. **M -** Master Prokee Used - flags when a Master Prokee was used to conduct a fueling transaction.

   g. **D -** Duplicate Transaction - Indicates a potential recording of the same transaction twice and warrants a closer look at the details of the activity in question.

   h. **X -** Exceeds Tank Capacity- Transaction quantities exceed the tank capacity on file for the specific vehicle.

B. 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.

C. Any questions regarding performance monitoring, reporting or exception codes should be directed to Carroll Independent Fuel at (800) 255-6699 or the Department of General Services - Inventory Standards and Support Services Division at (410) 767- 4310.

SECTION 7

AUDIT AND COMPLIANCE

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 Carroll Portal to ensure 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:
https://dgs.maryland.gov/Pages/FuelPrices.aspx

C. Each refueling facility has an onsite computer and logger-printer. It records the date, time of day, vehicle and driver information, and the amount of fuel purchased.

D. DGS also chooses random sites monthly to verify the transaction files to invoices to the integrity of the transactions.

E. 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.

F. Out of System Purchases (private station purchases) will not be reported to CIF.