

**State of Delaware  
Fleet Services  
OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE OPERATION	DATE ISSUED: 1-01-94 REVISED: 4-24-13 REVIEWED: 3-1-18	EFFECTIVE DATE 4-24-13	POLICY NO: VO-3
TITLE: <b>STATE FUEL CARD</b>			PAGE 1 OF 1

State-owned vehicles are to be refueled by use of a restricted DEBIT card currently issued by FUELMAN. A FUELMAN CARD is placed in the key wallet for each vehicle. Authorized drivers are issued a PIN (personal identification number) which is used at designated locations to purchase fuel for State vehicles. Driver PIN numbers are unique to the individual and should never be shared with anyone including their supervisor or manager. Should a driver forget their PIN they must call Fleet Services to be re-provided the number. The calling driver must provide their driver's license number before Fleet staff will release it by telephone. Telephone PIN requests during working hours should be directed to 302-739-2277 and after business hours 1-800-613-7443. Other inquiries will be answered in the form they were received.

By contract, the fuel cards are restricted to vehicle fuel and oil. A car wash or any other service offered during pay at the pump transactions is not permitted and non-authorized purchases will be charged to the agency.

Upon arriving at the pump the vehicle engine should be turned off. Fueling while the engine is running can cause the check engine light to engage, reporting an engine malfunction that would require the vehicle to be serviced. In addition fuel is wasted while idling and in violation of Governor's Executive Order 18.

At every fuel purchase the CORRECT odometer reading (excluding tenths) is to be entered. Drivers that continue to ignore this required procedure will have their PIN deactivated for a period to be determined by the Fleet Administrator. Repeated violations, after sufficient warning, will result in the driver being banned from using Fleet Services vehicles.

The fuel card provided and coded to a specific vehicle is to be used to fuel that vehicle. Failure to keep the correct card with the vehicle can result in transaction denials at the pump. Repeated violations of this procedure will result in the driver having their PIN rescinded and/or the vehicle being recalled from the agency.

Only regular grade, 87 octane fuel is to be purchased with approved exceptions granted in writing by the Fleet Administrator. Failure to follow the fuel type restriction will result in the agency being billed for the fuel if it is determined the higher octane fuel is repeatedly purchased.

A list of FUELMAN locations is available on the Internet at [www.fuelman.com](http://www.fuelman.com) and an I Phone Application may be found at <https://sitelocator.fleetcor.com/fuelman/>.

All lost or damaged FUELMAN cards will be billed to the agency at a cost of \$50.00 per set.