



SmartPay®

Supporting your mission

# Helpful Hints for Fleet Account Use



# **The GSA SmartPay® Fleet Account**

In accordance with the Federal Acquisition Regulation (FAR) 13.301, the governmentwide commercial fleet account is authorized for the purchase of fuel, maintenance and repair of government owned/operated motor vehicles, aircraft, boats, and motorized equipment. Fleet accounts are typically issued for specific vehicles rather than to persons.

Having a fleet account provides your agency/organization with numerous benefits. With these benefits come certain responsibilities for you. This booklet is intended as a quick reference for “Dos and Don’ts” to using your fleet account. It also provides helpful information about your account.

# Account Holder Responsibilities:

## DOs

You are the government's agent for each purchase made with the fleet account. You are responsible for each transaction. In addition to the responsibilities listed here, you must comply with all applicable regulations and procedures of your agency/organization and the agency/organization providing the equipment.

**DO** keep account information safe and secure.

**DO** purchase regular unleaded self-service gasoline from service stations that offer the lowest price, except when the vehicle requires diesel/alternative fuel or under other authorized conditions.

**DO** use the account to purchase oil, fluids, and other necessary maintenance and repairs only as authorized.

**DO** observe all dollar limits on purchases.

**DO** seek tax exemption on all non fuel purchases whenever possible.

**DO** use the account ethically.

**DO** immediately report a lost or stolen account to your Fleet Manager or Fleet Service Representative and the issuing bank.

**DO** return your card to the Fleet Manager or Fleet Service Representative if you leave your agency/organization or retire.

**DO** destroy any lost or stolen cards that are recovered.

**DO** be aware of identity theft schemes attempting to gain access to financial information.

**DO** be aware that misuse of the fleet account could result in disciplinary actions by your agency.

## Account Holder Responsibilities:

# DON'Ts

**DON'T** use the fleet account to purchase food, beverages or other items for personal use.

**DON'T** use an old fleet account that was replaced for any reason.

**DON'T** use a fleet account assigned to another vehicle. Your fleet account may **only** be used for your agency vehicles. For vehicles leased through GSA Fleet, the GSA Fleet Services account is used.

If you are uncertain as to whether a purchase is appropriate, ask your Fleet Manager or Fleet Service Representative. Your agency/organization may have additional restrictions for the use of the account.

## **Reporting a Lost or Stolen Account**

Immediately report a lost or stolen fleet account to the Fleet Manager or Fleet Service Representative and the issuing bank. If required, the bank will mail a replacement card with a new account number to you within one business day from the time the theft or loss was reported.

# Resources

## *Training*

Your bank will provide a “Driver’s Guide” or other account use instructions according to the terms of your task order. This information may be provided with each account and/or it may be provided online through your agency or on the bank website.

# Resources

## ***Bank Contacts***

Citibank: (800) 790-7206

JPMorgan: (888) 297-0781

US Bank: (888) 994-6722

Wright Express: (866) 939-4472

*For additional information on the GSA SmartPay purchase program, visit <http://smartpay.gsa.gov>*

## **Contact Your Program Coordinator**

Write the name, phone number, and email address of your Fleet Manager or Fleet Service Representative here:

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Contact your Fleet Manager or Fleet Service Representative if you have any questions regarding your fleet account.

## How to reach us

For additional information,  
visit our website:  
<https://smartpay.gsa.gov>