

GSA

SmartPay®

Supporting your mission

# Helpful Hints for Fleet Account Use

FOR OFFICIAL GOVERNMENT USE ONLY



SmartPay3

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United States of America

If misuse suspected, call (800) 456-XXXX



Fleet

1234 5678 9012 3456

1234

Valid Thru 12/31/26

JOHN SMITH



# **The GSA SmartPay® Fleet Account**

In accordance with the Federal Acquisition Regulation (FAR) 13.301, the government-wide 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 this 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 the fleet account. It also provides helpful information about the account.

# Account Holder Responsibilities: DO's

You are the government's agent for each purchase made with the fleet account and 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 the account safe and secure.

**DO** purchase regular unleaded self-service gasoline from service stations that offer the lowest price, except when the vehicle requires diesel or 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 for purchases.

**DO** seek state tax exemption for all non-fuel purchases.

**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** 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.

**DON'T** use a fleet account at a pump that appears to be tampered with or looks suspicious.

Your fleet account may only be used for your agency vehicles. For vehicles leased through GSA Fleet, the GSA Fleet Services Card 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. The bank will assign a new account number and mail a replacement card to you within one business day from the time the theft or loss was reported.

# Resources

## *Online 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 the bank’s website.

Visit the GSA SmartPay training website at **<https://training.smartpay.gsa.gov>** to access free GSA SmartPay Fleet Training for Program Coordinators.

When visiting the website, login or register if it is your first time. After logging in and completing the training module, take the online quiz. A passing score on the quiz will enable you to print out a certificate of completion. You will receive 1 CLP training credit.

## Resources

### *Bank Contacts*

Account holders who have questions related to their specific account, must contact their agency's issuing bank directly:

Citibank: (800) 790-7206

USBank: (888) 994-6722

Wright Express: (866) 939-4472

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

# Contact Your Fleet Manager/ Fleet Service Representative

Write the name, phone, and e-mail 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>