



# Vehicle Leasing Customer Guide

Updated April 1, 2026

# Overview

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## Welcome to GSA Fleet Leasing

Thank you for choosing GSA Fleet to manage your motor vehicle needs. Since 1954, federal agencies have benefited from leasing vehicles and obtaining comprehensive fleet services from GSA Fleet. Today, GSA Fleet proudly services a wide range of agencies, including yours, on a cost reimbursable basis. Our goal is to satisfy your transportation needs by providing you with the best fleet vehicles and services at the lowest possible cost.

Benefits to leasing your vehicles with GSA include:

- Access to a dedicated Fleet Service Representative
- All-inclusive rates
- Rates that are on average approximately 20% more cost-effective than agency-owned fleets (Federal Fleet Reports)
- Automated information systems
- Guaranteed vehicle replacements
- Reduced fleet administrative burden
- Less vehicle downtime
- Flexibility in fleet configuration and size
- Streamlined fleet solutions
- Predictable budget planning and no agency capital outlay
- Help with planning for fleet size reductions and vehicle re-homing

GSA Fleet's Customer Leasing Guide describes GSA's operating authorities, how to lease from GSA Fleet and what that includes, as well as the roles and responsibilities for stakeholders at federal agencies that lease, or are interested in leasing, vehicles from GSA Fleet. These stakeholders may include, but are not limited to:

- Drivers
- Local fleet managers
- Bureau and agency headquarters fleet managers
- Agency budget officials

The guide covers common questions and situations a stakeholder is likely to encounter, including but not limited to:

- Becoming a GSA Fleet customer
- Rates and costs
- Vehicle Acquisition
- Fueling
- Maintenance and repair
- Accident management
- Billing
- Vehicle exchange process
- Accessory equipment and modification requests
- Registration, Identification, and Markings
- [GSAFleet.gov](https://www.gsa.gov/asset/gsa-fleet)

The Customer Leasing Guide is available in [GSAFleet.gov](https://gsafleet.gov) for your convenience. Here's how to find it:

1. Ensure you have a GSAFleet.gov Account:
  - a. You must have a registered account on GSAFleet.gov to access the guide.
  - b. If you don't have an account, please use the Account Creation User Guide on the GSAFleet.gov Help page for step by step instructions on creating an account or logging in.
2. Log in to your GSAFleet.gov Account
3. Navigate to the Resource Center
4. Locate the Customer Leasing Guide

## Summary of Changes

GSA Fleet has updated the Customer Leasing Guide to enhance clarity, consistency, and ensure stakeholders have the most up-to-date information.

The changes take effect immediately.

### Key Updates in the Customer Leasing Guide

April 1, 2026 (Current update):

- Unique rate and Agency Incurred Expense (AIE) guidance: Clarified that transactions not included in a vehicle's rate will be billed as an AIE and added Fleet card flexibility for emergency use.
- Over-the-air updates: Added information describing over-the-air updates.
- Animal related damage and AIE guidance: Clarified that animal related damage is an example of act of nature damage that results in an AIE.
- Accepting Merchant Locations: Added recommendation to retain receipts for up to 90 days to support transaction review, reconciliation and billing.
- Regulatory references: Updated Code of Federal Regulation (CFR) references to 41 CFR 102-34 to align with the [December 16, 2025 revision to the Federal Management Regulations](#).

December 11, 2025:

- Updated all links throughout the document.
- Updated policies and procedures.
- Updated all contact information.
- Updated system references to [GSAFleet.gov](#), as appropriate.

<b>Overview.....</b>	<b>1</b>
Chapter 1 – Introduction to GSA Fleet.....	5
Chapter 2 – Training Resources and Support.....	7
Chapter 3 – GSAFleet.gov Tools & Navigation.....	9
Chapter 4 – How Does GSA Fleet Support Your Vehicle Leasing Needs?.....	13
Chapter 5 – Can I Install Accessory Equipment on My GSA Fleet Vehicle?.....	29
Chapter 6 – What Are the Costs Associated With Leasing a GSA Fleet Vehicle?.....	32
Chapter 7 – How Does GSA Bill My Charges and Where Can I View Billing Statements?.....	39
Chapter 8 – How Do I Consolidate Agency-Owned Vehicles Into GSA Fleet?.....	42
Chapter 9 – How Do I Use the GSA Fleet Services Card Issued With My GSA Fleet Vehicle?.....	44
Chapter 10 – How Do I Have Maintenance and Repairs Performed on My GSA Fleet Vehicle?.....	51
Chapter 11 – What Do I Do in Case of a Crash or Incident?.....	65
Chapter 12 – Is My GSA Fleet Vehicle Insured?.....	75
Chapter 13 – What Policies Apply to Government Owned Vehicles (GOVs)?.....	79
Chapter 14 – What Is Authorized Use of Government Owned Vehicles (GOVs)?.....	81
Chapter 15 – What Are the Reporting Requirements for My GSA Fleet Vehicle?.....	84
Chapter 16 – What Type of Registration, Identification, and Markings Are Required?.....	89
Chapter 17 – I Have Short Term Vehicle Needs. How Can GSA Fleet Help?.....	93
Chapter 18 – How Can I Purchase Excess GSA Fleet Vehicles?.....	95
Glossary.....	99

# Chapter 1 – Introduction to GSA Fleet

GSA Fleet is a federal vehicle leasing and purchasing entity that provides quality vehicles along with economical and efficient fleet management services. Participation in GSA Fleet's leasing program is open to Federal agencies and other authorized entities with a [GSA eligibility determination](#).

GSA Fleet is one of the largest fleets in the United States. GSA Fleet includes, but is not limited to, the following types of vehicles:

- I. Sedans
- II. Light, medium, and heavy trucks
- III. Passenger and cargo vans
- IV. Sport and crossover utility vehicles (SUVs and CUVs)
- V. Ambulances
- VI. Buses

Participants are served on a cost-reimbursable basis which makes it possible to offer end-to-end fleet management services at all inclusive rates that are second to none. These services include:

- I. Vehicle acquisition and disposal
- II. Maintenance control and accident management
- III. Loss prevention and fuel services
- IV. Fleet management information system with detailed and accurate data

## **Operating Authority**

GSA is authorized to provide motor vehicles and related services to eligible entities pursuant to separate and independent statutory authority under [40 U.S.C. 601-611](#).

Unlike procurement contracts which are governed by the Federal Acquisition Regulation (FAR) and related agency supplements (e.g., Defense Federal Acquisition Regulation Supplement), the policy governing the establishment and operation of GSA Fleet Leasing is outlined in the Federal Property Management Regulation (FPMR) under [41 CFR 101-39](#). The FPMR outlines the relationship (including the use, financing and responsibility for damage of vehicles) between GSA and the customer agencies.

The arrangement between GSA and the customer agencies for motor vehicles is not contractual; instead, it is authorized by statute and governed by the implementing regulations noted above. Therefore, leasing agreements are not required for standard operating agreements with GSA Fleet Leasing. GSA Fleet operates as a component of the [Acquisition Services Fund \(ASF\)](#) and must recover all costs it incurs in providing vehicles and related services.

Summary of Laws and Regulations:

[40 U.S.C. Subtitle I, Chapter 5, Subchapter VI](#)

Gives GSA vehicle leasing authority, establishes the ASF as the funding source, and requires GSA Fleet to set prices designed to fully recover costs.

[40 U.S.C. 321](#)

Defines the ASF, how it recovers funds, and for what it can be used.

[41 CFR 101-26.501-9](#)

Identifies GSA's centralized leasing program as an additional source of motor vehicles.

[41 CFR 101-39](#)

Outlines GSA Fleet's leasing parameters.

## Vehicle Purchasing

GSA Fleet's vehicle purchasing program is the **mandatory** source of supply for the purchase of all new non-tactical vehicles for all federal executive agencies and the Department of Defense, as defined in [41 CFR 101-26.5](#). GSA Fleet's Vehicle Leasing Program purchases vehicles on behalf of agency leasing customers through this program. GSA's "[Eligibility determinations](#)" website provides a listing of other eligible users that may procure vehicles under GSA contracts. Contracts are awarded using full and open competition directly with the Original Equipment Manufacturers (OEMs) and their representative dealers. Generally, the vehicle models awarded under the contracts are well below invoice pricing with a wide selection of makes and models.

The vehicle purchasing program includes the following services:

- I. Vehicle engineering
- II. Quality assurance
- III. Contract administration
- IV. Customer support
- V. Pre-designed, ready-for service, Law Enforcement Upfit Package options

For more information on the vehicle purchasing program, visit the [vehicle purchasing website](#), or contact a customer liaison specialist at [vehicle.buying@gsa.gov](mailto:vehicle.buying@gsa.gov).

## Short Term Rental

GSA Fleet's Short Term Rental (STR) program is available to provide federal agencies with fast, affordable access to vehicle and equipment rentals for temporary needs excluding travel. Motor vehicle rentals from a commercial source are for less than 120 continuous days (41 CFR 102-34.35) while available equipment rentals are limited to 365 days per GSA contract.

For more information go to Chapter 17, [gsa.gov/str](http://gsa.gov/str), or [str.gsa.gov](http://str.gsa.gov). You can also contact GSA at [gsa\\_rental@gsa.gov](mailto:gsa_rental@gsa.gov) or 866-886-15232.

# Chapter 2 – Training Resources and Support

## Training

GSA Fleet provides training for customers at no additional cost. GSA Fleet may provide additional learning opportunities. To stay informed, [subscribe](#) to our training topic.

### **Federal Fleet Manager Certification Program (FFMCP)**

The Federal Fleet Manager Certification Program (FFMCP) is a comprehensive fleet management training program specific to federal fleet management of all levels. The FFMCP was developed by GSA Fleet in conjunction with the GSA Office of Government-wide Policy.

The program consists of six core courses and a choice of two elective courses. To complete each course, participants must score a 70 percent or higher on the course exam. After two failed attempts participants must complete the course again. Courses must be completed in sequential order following the vehicle lifecycle. Upon successful completion of all courses, the program certificate will be issued.

The information covered in the FFMCP encompasses an overview of federal vehicle policies and procedures. Your individual agency may have additional policies in place that you must adhere to. All agency specific policy questions should be directed to your agency's headquarters fleet manager or general counsel's office.

For more information about the FFMCP, visit [www.gsa.gov/ffmcp](http://www.gsa.gov/ffmcp).

### **GSA Fleet Desktop Workshops**

[Desktop Workshops](#) are monthly virtual training courses that cover different topics. Recordings of GSA Fleet Desktop Workshops are posted to GSA's YouTube channel. To receive notifications of upcoming Desktop Workshops, register [here](#).

## Customer Support

- National Account Advisory Team
  - GSA Fleet senior leaders assigned to specific agencies to support agency and bureau fleet managers in managing their fleets and with more complex problems.
- GSA Fleet Office
  - Field offices responsible for the overall day-to-day management of GSA Fleet-leased vehicles, while also providing administrative support and control in the specific geographic areas they serve.
  - Visit [www.gsa.gov/fsr](http://www.gsa.gov/fsr) to locate your servicing FMC.
- GSA Fleet Service Representative (FSR)
  - FSRs serve as GSA Fleet's primary interface with customers. FSRs support and

coordinate with customers to ensure satisfaction with GSA Fleet-leased vehicles. FSRs are there for GSA Fleet customers throughout the entire vehicle leasing process.

- Visit [www.gsa.gov/fsr](http://www.gsa.gov/fsr) for information on locating your FSR.
- Maintenance Control Center (MCC)
  - Provides GSA Fleet customer agencies, drivers, and vendors with one-stop service for mechanical repairs and record-keeping on vehicle repair history.
  - Visit [www.gsa.gov/mcc](http://www.gsa.gov/mcc) for more information.
  - For support in the U.S., its territories, and possessions, except Puerto Rico, call (866) 400-0411, Option 1.
  - For support in Puerto Rico, call (787) 749-4440.
  - DO NOT AUTHORIZE VENDORS TO PERFORM REPAIRS OVER \$100 OR TO REPLACE TIRES, BATTERIES, OR GLASS. HAVE THE VENDOR CALL THE MCC. (See below for “Getting Authorization and Paying for Maintenance and Repairs”)
- Accident Management Center (AMC)
  - Provides GSA Fleet’s customer agencies and drivers with one-stop service for reporting crashes and incidents, coordinating vehicle repairs, and initiating third-party claims.
  - Visit [www.gsa.gov/amc](http://www.gsa.gov/amc) for more information.
  - For support, call (866) 400-0411 option 2.
  - DO NOT AUTHORIZE VENDORS TO PERFORM REPAIRS.
- Vendors
  - GSA Fleet maintains a vast and dynamic network of vendors capable of supporting the fuel, maintenance and repair, collision repair, and other vehicle needs a customer may encounter.
  - Contact your FSR, the MCC, or the AMC for vendor recommendations.
  - Utilize authorized warranty providers for repairs and roadside assistance whenever possible.

## Chapter 3 – GSAFleet.gov Tools & Navigation

[GSAFleet.gov](https://gsafleet.gov) is GSA Fleet's fleet management information system (FMIS). GSA Fleet's team and customers utilize this self-service center to access information and take necessary actions as part of managing our fleet.

For more information on GSAFleet.gov's tools, please visit GSAFleet.gov Resource Center and check the GSAFleet.gov section for helpful user guides and videos. Access to the Resource Center is available without having to log in.

If you have any questions please reach out to [fleet.helpdesk@gsa.gov](mailto:fleet.helpdesk@gsa.gov).

### **Applying for access to GSAFleet.gov**

- I. Each agency controls access to GSAFleet.gov for its user base. Access, roles, and permissions are set by the agency fleet manager or by individuals within the agency who have been delegated with that authority. Once you create an account, an authorized individual within your agency will have to approve it.
- II. Prospective users will need to create an account in GSAFleet.gov. For step-by-step instructions on creating an account or logging in to GSAFleet.gov, please use the [Account Creation User Guide](#) located on our [Help](#) page.
- III. The approving official will assign your user roles.

The "User Management" guide (available in the GSAFleet.gov section of the Resource Center) explains the different user roles within GSAFleet.gov. It is important to note that your agency is solely responsible for assigning these user roles to your personnel. GSA Fleet does not manage user role assignments as it cannot determine what roles an individual is authorized to perform or what information an individual is authorized to have access to.

### **Accessing GSAFleet.gov**

To access GSAFleet.gov, visit GSAFleet.gov and click on Log In. You will then use the email address and password you set up during account creation. Links are available if you need assistance.

### **GSAFleet.gov Features**

GSAFleet.gov has many features currently available. It is also constantly adding new features and updating existing ones. Examples of available features include:

- I. Federal Motor Vehicle Registration System

As required by [41 CFR § 102-34.120](#), all covered GSA Fleet-leased, agency-owned, and commercially-leased motor vehicles, must be registered in the Federal Motor Vehicle Registration System. A motor vehicle is any vehicle, self propelled or drawn by mechanical

power, designed and operated principally for highway transportation of property or passengers, but does not include a military design motor vehicle.

This feature is incorporated into GSAFleet.gov. It is designed to maintain accurate registration information, manage license plates, produce Vehicle Registration and Insurance documentation, and communicate the status of vehicles and license plates to law enforcement and other authorized entities through the National Law Enforcement Telecommunications System (NLETS). GSA Fleet manages vehicle registration for its motor vehicles. Agencies are required to maintain up to date vehicle registration information in GSAFleet.gov for their covered agency-owned and commercially-leased motor vehicles.

While agencies must utilize a fleet management information system, that system is not the Federal Motor Vehicle Registration System feature. It is a registration system for covered motor vehicles. It is not a registration feature for other agency assets.

## II. Vehicle Inventory

This feature displays all pertinent vehicle, registration, and customer data on one screen. Customers can update their Customer Driven Data. Registration and Insurance Cards can be downloaded.

## III. Run Reports

GSA Fleet leasing customers have the ability to run FAST, Rolling Mileage, Vehicle Fuel Use, Custom Inventory, Agency Incurred Expense, and CRASH reports.

## IV. Vehicle Reports Manager

The Vehicle Reports Manager allows customers to bulk update vehicle data for Customer Driven Data (CDD), mileage and expenses. This tool also allows customers to schedule, manage, and download vehicle reports to their desktop.

## V. Preventative Maintenance (PM) Reporting

This feature allows customers to view and report completed PMs on their leased vehicles. Customers can also view and manage a vehicle's PM history from the Vehicle Details page, Preventative Maintenance tab.

## VI. Recalls

The recall management feature provides awareness and transparency of recalls affecting your fleet. While recall information provided in GSAFleet.gov is the best information available electronically to GSA, paper notification letters from the manufacturer as well as recall information on [nhtsa.gov/recalls](https://www.nhtsa.gov/recalls) and manufacturer recalls website should also be considered in evaluating whether a vehicle has an open safety recall. GSA Fleet's recall management feature includes:

- Recall information that is updated daily

- Ad hoc reporting
- Notifications of special instructions such as “Stop Drive” and “Park Outside Due to Enhanced Fire Risk”

#### VII. Vehicle Modification Request

The Vehicle Modification Request feature allows GSA Leased customers to submit vehicle modification requests to their FSR. Once approved, the system will automatically generate a Form 2553A, attach it to the vehicle record, and send the request to GSA Fleet’s Maintenance Control Center for processing.

#### VIII. Fleet Leasing Card Replacement

The Fleet Leasing Card Replacement ordering feature allows leasing customers and Fleet Service Representatives (FSRs) to order replacement fleet service cards, manage their replacement card requests, and view history of past ordered cards.

#### IX. Wallet

Wallet is where Finance Officers update and document lines of accounting for all GSA Fleet offerings - including Leasing, Purchasing, and STR Rental programs. Customers can use Wallet to view, add, and edit accounting information required for billing, including:

- A. Treasury Account Symbol (TAS)
- B. Fiscal Station Number (DoD only)
- C. Supplemental accounting information

#### X. Accident and Maintenance Reporting

The CRASH report in GSAFleet.gov is available to assist with tracking vehicle accident activity, past and present. This report provides all GSA Fleet customers with an in-depth, comprehensive analysis of all accidents and incidents that vehicles (and drivers) are involved in.

#### XI. Customer-Driven Data (CDD)

This data assists agencies with year-end [Federal Automotive Statistical Tool](#) (FAST) reporting. This optional tool is customer-driven and allows users to identify their “Asset Level Data (ALD)” by uploading the fields one at a time or by using the “CDD Upload Tool”. The “CDD Upload Tool” will allow customers to easily identify existing Fleet data and save time with getting vehicle data loaded. Once a customer’s data is uploaded, the changes are immediately loaded into our real-time database. Users may also key in and store the physical garage address of their vehicles for purposes of processing EAct 2005 Section 701 waiver requests and for mapping a vehicle’s location relative to fueling stations and repair shops.

XII. Short-Term Rentals (STR)

Create and manage requests for your vehicle and equipment STR needs. GSA Fleet's STR Program offers a wide variety of vehicles and equipment to support seasonal work, special events, surge requirements, and replacements during repairs and maintenance.

XIII. Dispatch and Reservation (Dispatcher).

The Dispatch and Reservation feature allows designated dispatchers to create and manage motor pools within their agency as well as create and manage reservations within those motor pools. In addition, motor pool drivers can create and manage their own reservations within their agency's motor pools.

**Vendor and Customer Self Service (VCSS)**

VCSS is a web-based application that allows GSA Fleet customers to access billing information and download statements in .pdf and .csv format. Customer agencies must log into VCSS to view their fleet statement each month.

# Chapter 4 – How Does GSA Fleet Support Your Vehicle Leasing Needs?

## Vehicle Acquisition

### Requesting a GSA Fleet-leased Vehicle

The first step to leasing a vehicle from GSA Fleet is to contact your servicing fleet office. A complete list of fleet offices is available [here](#). Should you have questions about a leasing need impacting multiple GSA Fleet locations or general questions about converting your vehicle assets from agency-owned or commercially-leased to GSA Fleet-leased, please email us at [gsafleet-consolidation@gsa.gov](mailto:gsafleet-consolidation@gsa.gov).

Customer agencies must provide the following information for GSA Fleet to consider the request:

- I. Anticipated duration of the assignment and projected use in miles per month.
- II. A statement certifying that the agency has funds available to pay for the vehicle assignment.
- III. A statement certifying that the [agency headquarters fleet manager](#) concurs with the request.
- IV. The office or activity to which the vehicles will be assigned with a point of contact name, address, and telephone number.
- V. The relevant account code (referred to as a Billing Office Address Code (BOAC)). If the customer agency has no account code, the servicing office can provide one.
- VI. Vehicle quantities, types, locations, and dates required.

GSA Fleet does not guarantee that a new vehicle will be offered in response to the request. Often, vehicles returned from other customers are used to fill another agency's request. GSA Fleet does guarantee that any used vehicles assigned to the requesting agency will be in good mechanical and cosmetic condition.

GSA Fleet vehicles are in high demand and some vehicle requests may go unfilled. The more lead-time you provide, the more likely that GSA will be able to meet your request. Priority is given to fully participating leasing customers; that is, agencies that choose GSA Fleet vehicle leasing to provide all of their vehicle management needs. Even fully participating agencies may be placed on a waiting list if there are no vehicles available from inventory, funding for the fiscal year is exhausted, or if vehicle manufacturers have ceased production for the model year.

Customer requests that are logged onto a waiting list may be addressed in the interim using GSA Fleet's [Short Term Rentals \(STR\) program](#). Vehicles can be rented for less than 120 continuous days through STR. ([41 CFR 102-34.35](#)) For more information on this option, please refer to [Chapter 17](#).

## Types of Vehicle Acquisition

- I. GSA Fleet can order a new vehicle to replace an existing GSA Fleet-leased vehicle or fill an additional or new requirement.
- II. A customer internally can transfer an underutilized or no longer required GSA Fleet-leased vehicle from one customer within their fleet to a different customer. The customer must coordinate this transfer with their Fleet Service Representative.
- III. GSA Fleet can transfer an underutilized or no longer required vehicle from within the customer's agency or from another agency to fill the need.
- IV. A customer can utilize short-term rental to fill vehicle needs less than 120 days. This vehicle would not receive a government tag and does not become part of an agency's inventory.

## Vehicle Replacement Standards

The decision to replace, retain, or rotate any given vehicle lies with GSA, based on a variety of factors including the vehicle's age, mileage, condition, and repair history. The assigned Fleet Service Representatives (FSR) will facilitate discussions regarding eligible replacement vehicles at the start of each acquisition cycle. It is essential for customer agencies to determine and communicate vehicle requirements as far in advance as possible, as this allows GSA Fleet to provide its customers with low-cost vehicles that are best suited for each agency's mission.

GSA Fleet establishes MINIMUM vehicle replacement standards for every vehicle type. A vehicle approaching or meeting these minimum standards is not a signal that it will be replaced, but rather an indicator that GSA Fleet will more closely look at that vehicle to determine when a replacement would be appropriate.

## Utilization Guidelines

To ensure efficient use of taxpayer dollars, agencies must be able to justify a full-time vehicle assignment as outlined in [41 CFR 101-39.301](#). Your agency must establish and document its appropriate fleet size and number of motor vehicles in a structured Vehicle Allocation Methodology (VAM) as required by [41 CFR 102-34.40\(b\)](#).

Your FSR can provide assistance with "right-sizing" your fleet. In addition, [GSAFleet.gov](https://www.gsa.gov/asset/gsa-fleet) offers a variety of reports to help you track inventory, mileage, and fuel use. Telematics can also support utilization monitoring; see the linked [Chapter 4](#) telematics guidance for more information.

## Supporting Foreign Operations

GSA Fleet provides vehicles to agencies operating in many areas throughout the world. Agencies can submit a written request for GSA Fleet to add vehicles to an area GSA Fleet already supports or a new location. Supplemental agreements are required to define vehicle requirements, rates, logistics, maintenance and fueling needs, [Status of Forces Agreements \(SOFA\)](#), personnel, space, and other appropriate details. Requests are to be sent to [gsa.fleet.acquisition@gsa.gov](mailto:gsa.fleet.acquisition@gsa.gov).

## Seasonal Use/Vehicle Holdover

GSA Fleet supports customers' seasonal, peak, or unusual vehicle requirements as authorized in [41 CFR 101-39.206](#) in a variety of ways including, but not limited to, vehicle holdovers (vehicle(s) an agency holds onto after the new replacement vehicle(s) arrive), vehicles that are idle (unassigned to an agency) or awaiting sale, and Short Term Rental, see chapter 17.

During a typical vehicle exchange process, the customer turns in the old vehicle and picks up the new vehicle. A vehicle holdover is the retention of the vehicle being replaced while also taking possession of the replacement vehicle. GSA Fleet must closely monitor and document vehicle exchanges in order to ensure proper accountability between GSA Fleet and the leasing agency for these assets.

The customer is financially responsible and will be billed for both the new and old vehicle for all holdover agreements. Both vehicles remain assigned and in the custody of the customer.

### Holdover Request Process

- I. A holdover request should be submitted to the FSR at least three months in advance of the need.

GSA Fleet recognizes that emergency and unexpected situations can arise. The fleet office will work with leasing agencies to determine if a holdover vehicle is appropriate for the circumstance.

- II. Holdover requests must include the desired length of the requirement for tracking and notification/approval purposes.

# Acquiring Vehicles to Meet Federal Mandates

## What are federal acquisition mandates?

- I. [The Energy Policy Act of 1992/ 1995 \(42 U.S.C. 13211\)](#) requires agencies to acquire 75% of their light-duty vehicles, or those vehicles under 8,500 lbs gross vehicle weight rating (GVWR), in metropolitan statistical areas (or MSAs) with alternative fuel capability. All AFVs acquired outside of MSAs and all alternatively fueled medium and heavy vehicles also are credited toward an agency's 75% requirement.
- II. The 2010 guidance on the 2007 [Energy Independence and Security Act \(EISA\) Section 141](#) (42 U.S.C. 13212(f)(2)) stipulates that all federal agencies, both foreign and domestic, acquire all light duty and medium duty passenger vehicles (MDPVs) as low greenhouse gas (GHG) emitting vehicles. EISA defines light duty vehicles as those less than 8,500 lbs. GVWR. EISA defines MDPVs as vehicles between 8,500 lbs. and 10,000 lbs. GVWR that transport less than 12 passengers or less than 9 passengers rearward of the driver's seat. EPA is required to annually publish the CO<sub>2</sub> tailpipe emission thresholds that determine whether or not a vehicle is low GHG emitting.
- III. [41 CFR 102-34.50](#) requires agencies to only obtain the minimum size of motor vehicle necessary to fulfill your agency's mission in accordance with the following considerations:
  - A. Motor vehicles that achieve maximum fuel efficiency.
  - B. Limit motor vehicle body size, engine size and optional equipment to what is essential to meet your agency's mission.
  - C. With the exception of motor vehicles used by the President and Vice President and motor vehicles for security and highly essential needs, you must obtain midsize (class III) or smaller sedans.
  - D. Obtain large (class IV) sedans only when such motor vehicles are essential to your agency's mission.

## What are alternative fuels?

[42 U.S.C. 13211](#), defines alternative fuels as:

- I. Biodiesel
- II. Denatured alcohol
- III. Electricity
- IV. Hydrogen
- V. Methanol
- VI. Mixtures containing up to 85 percent methanol or denatured ethanol
- VII. Natural gas

VIII. Propane (liquefied petroleum gas)

**What is an alternative fuel vehicle (AFV)?**

- I. [42 U.S.C. 13211](#) defines an AFV as any “dedicated vehicle or dual-fueled vehicle designed to run on at least one alternative fuel.”
- II. The [National Defense Authorization Act \(NDAA\) of 2008](#) expanded the definition of an AFV to include:
  - A. Advanced lean burn technology vehicles.
  - B. Fuel cell vehicles.
  - C. Hybrid electric vehicles.
  - D. Any type of vehicle that the Administrator of the Environmental Protection Agency (EPA) demonstrates to the Secretary of the Department of Energy (DOE) would achieve a significant reduction in petroleum consumption (which now includes gasoline low greenhouse gas vehicles).

**When acquiring AFVs, there are different terms used to describe the fuel system configurations:**

- I. Dedicated AFVs. These vehicles have one fuel system that operates only on the alternative fuel. Examples include compressed natural gas (CNG) or electric vehicles.
- II. Bi-Fuel AFVs. These vehicles have two separate fuel systems: one for the alternative fuel and one for gasoline. Examples include CNG/gasoline and Liquid Propane Gas (LPG)/gasoline vehicles.
- III. Flex-Fuel AFVs. These vehicles have one fuel system that can operate on either the alternative fuel, gasoline, or any combination of the two up to 85% of the alternative fuel. Example: Ethanol (E85).
- IV. Low Greenhouse Gas (GHG) Vehicle. The [Energy Independence and Security Act \(EISA\) \(42 U.S.C. 13212\(f\)\(2\)\)](#) requires all light-duty vehicle acquisitions to be low-GHG emitting vehicles. Along with introducing the requirement to acquire low-GHG vehicles, EISA required EPA to define low-GHG emitting vehicles. They did so, but also strived to give agencies the proper credit for acquiring these lower carbon emitting vehicles. In order to reduce the burden on agencies and allow for a more flexible and cohesive EPAct Program, EPA used the aforementioned provision of the [NDAA for 2008](#) and demonstrated to DOE that low-GHG vehicles do achieve significant reduction in petroleum consumption and should be counted as alternative fuel vehicles. DOE concluded that low-GHG emitting vehicles could be counted as AFVs if alternative fuel was not available within 3 miles of a vehicle’s garage zip code. Thus, allowing an agency to claim the vehicle as an AFV for reporting purposes.

## Are there exemptions from the AFV acquisition mandates?

- I. There are several exemptions to [42 U.S.C. 13211](#) AFV acquisition requirements depending on the type of vehicle, usage, location, and availability of alternative fuel.
  - A. Medium and heavy vehicles, or those over 8,500 lbs. GVWR, are not required to be acquired as AFVs, though agencies get extra credit for acquiring them and the fuel use counts towards alternative fuel mandates, as well as petroleum reduction.
  - B. Law enforcement and emergency vehicles *may* be exempt as determined by the head of the agency.
  - C. Military tactical vehicles, which are not offered by GSA Fleet.
  - D. Non-road vehicles, including farm and construction vehicles, which are not offered by GSA Fleet.
  - E. Motor vehicles held for lease or rental to the general public (not applicable).
  - F. Motor vehicles held for sale by motor vehicle dealers, including demonstration motor vehicles (not applicable).
  - G. Motor vehicles used for motor vehicle manufacturer product evaluation or test.
  - H. Motor vehicles that, under normal operations, are garaged at personal residences at night as authorized by the head of the agency.
  - I. Vehicles operated outside the U.S.
  - J. Where alternative fuel is not available within 3 miles or is prohibitively expensive, a low GHG vehicle would qualify as an AFV in these instances.

Recognizing that federal agencies need some flexibility to acquire vehicles for diverse applications, the guidance on EISA Section 141 allows for two exceptions to the prohibition - the functional needs exception and the alternative measures exception.

These two exceptions allow agencies to acquire non low GHG emitting vehicles:

1. The functional needs exception is self-certified in writing by the agency head or his or her designee that no low-GHG emitting vehicle is available that meets the functional needs of the agency to meet its mission.
2. The alternative measures exception requires that the agency head certify that the agency has taken specific alternative measures to reduce petroleum consumption and GHG emissions over their entire fleet.

Agencies are only required to self-certify when taking such an exception.

## How does GSA Fleet support agencies in the acquisition of AFVs and low-GHG vehicles and in meeting other sustainability mandates?

- I. The Energy Policy Act of 1992 (as amended by the Energy Policy Act of 2005) requires GSA Fleet to allocate the incremental cost of AFVs over the cost of comparable gasoline vehicles across the entire fleet of motor vehicles distributed by such agency. GSA implements this law through charging agencies an agreed upon, per vehicle per month surcharge (or “AFV cost” on your leasing bill. This practice funds the incremental cost of AFVs that are purchased for the agency throughout the current fiscal year by adding a surcharge to all inventory vehicles each month. AFV Surcharges are assessed by GSA Fleet at the agency level.
- II. GSA Fleet enables agencies to monitor their fuel use electronically through the Fuel Use Reports application in [GSAFleet.gov](https://gsafleet.gov). This application includes gaseous fuel and electricity purchases (where a WEX-linked RFID or method of payment has been used ),. For questions, please reach out to your FSR.

## What are state specific state requirements and why do they affect the types of vehicles I can lease?

The Department of Energy Alternative Fuels Data Center [Laws and Incentives page lists local and state laws and incentives that may or may not be applicable to your agency](#). Please be mindful that state and local vehicle reporting requirements and compliance falls on the leasing agency customer.

The California Air Resource Board (CARB) is the California state agency tasked with ensuring clean air in the state. It was established in 1967 with the signing of the Mulford-Carrell Act. California is the only state permitted to have an air quality regulatory agency, as it was the only state to have such an entity before the passage of the Federal [Clean Air Act](#). Generally, CARB standards are more stringent than EPA’s standards and, given California’s automotive market is one of the largest in the world, CARB wields enormous influence over the automakers and can influence the products they offer. Customers operating vehicles in California can reach out to [carbcompliantfleet@gsa.gov](mailto:carbcompliantfleet@gsa.gov) with any questions on reporting requirements or find more resources on CARB’s [website](#). A number of states follow CARB requirements or have created similar requirements. Please check with your FSRs for specific local or state emission, acquisition or reporting requirements or your operating state’s local regulatory agency.

## Vehicle Acquisition Tools

[GSAFleet.gov](https://gsafleet.gov) is a one-stop shop for all your vehicle acquisition needs. Once you login, within the Offerings section you can find tools to:

- I. Conduct market research through the Federal Vehicle Standards or browsing available options
- II. Purchase a new vehicle

- III. Create and manage requests for GSAFleet lease vehicles
- IV. Acquire short term rentals (<120 days)

For more information on these tools, please visit [GSAFleet.gov](https://gsafleet.gov)'s Resource Center and check the [GSAFleet.gov](https://gsafleet.gov) section for helpful user guides and videos. Access to the Resource Center is available without having to log in.

## Telematics

- I. New Vehicle Acquisitions. GSA Fleet will install and/or activate telematics devices in new GSA Fleet-leased vehicles upon delivery along with newly consolidated vehicles not going immediately to sale.
- II. Retrofits. GSA Fleet leasing may initiate installation and/or activation of telematics devices after vehicles have been put in service. Customers may request that GSA Fleet leasing provide telematics devices, installation, and/or activation for eligible in-service vehicles.
- III. Consolidations. GSA Fleet will install telematics on all vehicles being consolidated during the vehicle transfer, unless the vehicle has an approved exemption request on file. GSA will coordinate with the local agency point of contact to schedule installation.
- IV. Telematics Exemption Requests. Agency fleet managers (or the highest-level vehicle requesting official if there is no fleet manager) may submit a Telematics Exemption Request for select vehicles, removing the requirement that they receive a telematics device per GSA's standard. Vehicles targeted for telematics exemption must be primarily used for investigative, unmarked law enforcement, protective services, national security, or intelligence duties. A telematics device must be determined to significantly interfere with those mission duties in order for an exemption request to be approved. Telematics Exemption Requests must be in the format of an official memo and include:
  - A. Tag, vehicle identification number (VIN), and Billing Office Address Code (BOAC), as available. (attached in an excel document)
  - B. Agency local point of contact.
  - C. Written justification explaining how the telematics device will interfere with mission duties.
  - D. Telematics Exemption Requests must be submitted to [fleetsolutions@gsa.gov](mailto:fleetsolutions@gsa.gov) for review. Vehicles will be considered telematics exempt only after GSA has approved the request.
  - E. The Telematics Exemption Request must specify the type of exemption required; VIN or BOAC level.
    - 1. VIN-level exemptions apply only to the specific vehicles identified by their VINs and

do not extend to all vehicles in a BOAC.

2. BOAC-level exemptions are for all vehicles associated with a specific BOAC and no non-exempt vehicles are permitted under the specified BOAC.

V. Devices:

- A. Telematics devices shall not be removed and must remain plugged in at all times, unless explicit permission is granted by GSA Fleet.
- B. In the event a telematics device is, or becomes inoperable, customers must submit a support request through GeoTab's [Customer Support Portal](#). Support will provide assistance with troubleshooting the device or initiating the return merchandise authorization process established in the contract.

First time users must create a portal login. After accessing the [portal](#), please enter your email address, click submit, click log in, and then click forgot password. A link to create a password will be shared. Once logged in, FSRs and customers will be able to submit tickets, track status, and review previous tickets.

- C. At vehicle turn-in/exchange, the telematics device must remain plugged into the vehicle.
- D. GSA Fleet does not remove telematics devices prior to sale. Units will automatically be deactivated and electronically wiped, thus rendering them useless.
- E. All requests to install alternative telematics services on GSA Fleet-leased vehicles will be denied.

VI. Data:

- A. GSA Fleet will gather basic vehicle information including mileage and diagnostic trouble codes from the telematics device.
- B. GSA Fleet will not access any geolocation tracking services without written consent from the leasing customer.

VII. GSA Fleet is financially responsible for:

- A. Device, installation and/or activation at time of new vehicle acquisition.
- B. Device, installation, and/or activation for retrofits of in-service vehicles.
- C. Any applicable costs for repair or replacement, including shipping, if the device is, or becomes, inoperable through no fault of the agency outside the warranty period.

- VIII. Customer agency is financially responsible for:
- A. A \$100 fee per device when an installation appointment has not been made, or an acceptable justification has not been provided within 180 days of the shipment date of the telematics device.
  - B. \$75 No Show fee billed to GSA due to a vehicle not being present on the scheduled installation day, and a minimum of 24 hours' notice not being provided to Telematics Service Provider Installation Project Coordinator.
  - C. Repair, replacement, shipping and/or installation of telematics devices that become lost or inoperative due to abuse or neglect.
- IX. Billing:
- A. GSA Fleet's telematics solution is included in the standard monthly vehicle rates.
  - B. Abuse and neglect will be charged back to the agency through an Agency Incurred Expense (AIE).

## Law Enforcement (LE) Upfit Equipment

- I. There are two ways an agency can obtain LE equipment for GSA Fleet-leased vehicles.
  - A. Acquire LE equipment as part of their new leased vehicle request through GSA's LE Upfit program. This method ensures the vehicle is delivered equipped and the equipment is owned and maintained by GSA in addition to the vehicle. Customers pay a monthly option rate in addition to the monthly lease rate.
  - B. Alternatively, customers can acquire LE equipment on their own using aftermarket LE upfit suppliers after submitting and receiving approval from GSA to modify their vehicle. Customers must submit a modification request in [GSAFleet.gov](https://www.GSAFleet.gov) before taking action. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos. In these instances, the agency typically owns the LE equipment.
  - C. GSA Fleet will not purchase aftermarket law enforcement equipment that modifies a standard vehicle into a law enforcement vehicle.
- II. GSA Fleet-owned Equipment
  - A. GSA Fleet's LE packages are the preferred method for upfitting LE vehicles. The customer may select any compatible LE packages made available by the manufacturers or suppliers when ordering new vehicles. The LE ordering guidance is published annually to assist Fleet Service Representatives (FSRs) and customers in making LE upfit determinations. These packages cannot be changed at the order level. Requests for new packages or changes to existing packages can be submitted through the Federal Vehicle

Standards' Comment Collector, when it is open, and/or to the GSA Fleet Law Enforcement Team at [gsafleet.lawenforcement@gsa.gov](mailto:gsafleet.lawenforcement@gsa.gov). LE agency fleet managers are encouraged to participate in the Federal Service Law Enforcement Vehicle Equipment Standardization (FedSLEVES) group. FedSLEVES is a collaborative assembly of LE fleet managers that seek efficiencies, decrease redundancies, and streamline LE vehicle and upfit configurations while improving law enforcement readiness. GSA Fleet uses input directly from the FedSLEVES group to drive our Federal Vehicle Standards for LE vehicles. Please contact the GSA Fleet Law Enforcement Team at [gsafleet.lawenforcement@gsa.gov](mailto:gsafleet.lawenforcement@gsa.gov) for more information.

- B. LE packages for LE upfits purchased by GSA Fleet as part of the initial vehicle procurement are GSA Fleet assets. GSA Fleet will capitalize these items and manage them accordingly. GSA Fleet will assign rates to recover the cost of authorized LE packages, along with other optional equipment on the vehicle.
  - 1. Post-delivery change requests will be managed through the GSA Vehicle Modification feature in [GSAFleet.gov](https://gsafleet.gov) (please reference the Resource Center and check the GSAFleet.gov section for helpful user guides and videos). This includes requests to:
    - a) Change LE equipment installed as part of an LE package.
    - b) Add aftermarket equipment that enhances the utility of a LE vehicle.

Changes to installed equipment may result in voiding the warranty and all resulting costs from taking such actions will be the financial responsibility of the customer.

- 2. Customers can select LE packages at the time of vehicle acquisition that include the hardware (e.g., antennas, cabling, power supplies) required to operate agency-owned communication equipment, such as laptops and radios.

GSA Fleet will not procure, pay for, or install communication equipment. In addition, after delivery, GSA Fleet will not procure or pay for the hardware required to install communication equipment. The responsibility for procuring and paying for these items lies solely with the customer.

### III. Agency-owned Equipment

- A. Customers may upfit GSA Fleet-leased vehicles with agency-owned aftermarket LE equipment.
- B. Agency-owned equipment must be treated as an agency asset. The customer must follow its internal agency procedures for determining if capitalization is appropriate.
- C. Prior authorization from GSA Fleet is required. The customer shall submit a request using the Vehicle Modification feature in [GSAFleet.gov](https://gsafleet.gov), describing the requested equipment and installation. Please reference the Resource Center and check the GSAFleet.gov section for helpful user guides and videos!

D. The customer must ensure that any aftermarket upfit:

1. Is performed in accordance with the manufacturer's technical guide(s) for aftermarket upfit procedures.
2. Is performed by a qualified vendor, whether a local upfitter or an agency facility, after vehicle delivery occurs.
3. Does not void the vehicle's warranty.
4. Does not impact the safety or operation of the vehicle.

IV. Maintenance and Damage

A. Maintenance

1. GSA Fleet is responsible for maintenance of LE equipment it owns and will manage that maintenance in accordance with GSA Fleet policy.
2. Operating agencies are responsible for maintaining equipment they own. GSA Fleet cannot procure or pay for maintenance of equipment it does not own.

B. Damage to Vehicle and Equipment

1. GSA Fleet-owned LE Equipment

- a) Any mechanical or body damage to the vehicle or equipment as a result of modification, abuse or neglect, is the financial responsibility of the customer and GSA Fleet will issue an Agency Incurred Expense (AIE).

2. Agency-owned LE Equipment

- a) Agency-owned LE equipment is an agency asset. Damage to the equipment for any reason is the agency's responsibility. GSA Fleet will not include the cost of damage to agency-owned equipment in its accident recovery claim actions.
- b) Any mechanical or body damage to the vehicle as a result of the installation, use, or removal of agency-owned LE equipment shall be the financial responsibility of the customer and handled via an AIE.

C. LE Equipment Removal and Disposal

1. GSA Fleet-owned LE Equipment

- a) Equipment owned by GSA Fleet shall not be removed by the customer. Missing equipment and damage due to unauthorized removal will be the financial responsibility of the customer.

## 2. Agency-owned LE Equipment

- a) Vehicles upfit with agency-owned LE equipment should be returned to their original configuration (e.g., remove agency-owned equipment, make watertight, fix/reverse locks, reinstall removed parts) prior to turn-in.
- b) GSA Fleet will not procure or pay for the transfer of agency-owned LE equipment from one vehicle to another. If an agency wants to place removed equipment on another leased vehicle, a new request using the Vehicle Modification feature in [GSAFleet.gov](https://www.GSAFleet.gov) must be completed. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.
- c) GSA Fleet will consider any agency-owned equipment left on the vehicle as abandoned. Abandoned equipment will either be disposed of with the vehicle or decommissioned and disposed of by other means. Any costs incurred by GSA Fleet are the financial responsibility of the agency and handled via an AIE.

## New Vehicle Delivery

### New Vehicle Pickup

When new vehicles arrive at a marshalling/vehicle exchange site location - be it an auction house or some other designated locale - they will undergo the Original Equipment Manufacturer (OEM) specified pre-delivery inspection (PDI). Once the vehicle is available for pickup, the Agency Fleet Manager will receive an email with instructions and a link to schedule the appointment. Please note that anyone with access to the link will be able to schedule the appointment. Furthermore, links are only valid for 72 hours. [GSAFleet.gov](https://www.GSAFleet.gov) will automatically send new appointment emails until the appointment is scheduled to ensure a valid link is available to the customer. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.

Customers have 8 business days (excluding federal holidays) from vehicle ready notification to pick up their new vehicle. If a customer fails to pick up the vehicle within the 8 business day threshold then the vehicle will be automatically assigned to the appropriate leasing account after business hours on the 8th day.

At the time of pickup, the vehicle will be equipped with its assigned license plate. The GSA Fleet Service Card associated with the vehicle will also be provided.

### Vehicle Exchange Process

If the vehicle has additional equipment that was paid for and owned by GSA Fleet, that equipment must remain with the vehicle and should not be removed prior to turn-in.

The customer should ensure the vehicle is in the same condition as it was when first assigned (besides normal wear and tear). If the vehicle has unreported accident damage, they should report it to the Accident Management Center in advance and follow the provided guidance.

At the appointment time:

- The customer will arrive with the vehicle and its corresponding GSA Fleet Services Card
- The marshalling site will complete a vehicle accountability form to provide a detailed condition of the vehicle being turned in
- Any damage will be documented on this form
- The customer should be present for this walk-around to sign
- The customer will be emailed a copy of the form
- Damage will be billed back to the customer

Guidance on what personal information is stored in your vehicle and how to remove it is available on [GSAFleet.gov](https://www.gsa.gov/assetmanagement). Please reference the Help tab and check the Glove Box section for a helpful user guide.

## Unique Circumstance Vehicle Delivery Options

- I. GSA Fleet expects customers to travel to our marshalling sites to pick up their vehicles in all but the most unique circumstances. In cases where transportation provides a clear customer benefit, GSA Fleet will charge the agency for the associated transport expenses.

Examples include:

- A. Front door delivery – Vehicles transported from a marshalling /vehicle exchange site directly to the customer’s location.
  - B. Remote locations – Vehicles transported to locations that require unusually complicated deliveries (i.e., vehicles that are barged or flown into remote areas).
  - C. Immediate need – Transport of vehicles from other areas of the country in order to meet an immediate and/or emergent need.
- II. GSA Fleet will charge an agency in cases when it schedules transportation upon customer request but the customer does not have the vehicle present for pickup at the scheduled time and GSA Fleet is billed by the transport company.

## Vehicle Turn-Ins

GSA Fleet understands agency missions, that vehicle needs change over time, and that customers may need to turn in underused vehicles. GSA Fleet accepts the turn in of vehicles from customers as needed. Such vehicles are generally sold or reassigned to other customers needing additional vehicles. GSA requests that agencies make us aware of future turn-ins as soon as possible.

### Vehicle Turn-In Process

- I. Once the customer is aware of pending vehicle reductions, the customer shall contact

their FSR and work with GSA Fleet to cooperatively manage the turn in process.

- II. GSA Fleet will advise which vehicles are sale-eligible from the customer and request those be returned. The goal is for the customer to return the underused vehicles while minimizing the number of sale-ineligible vehicles turned into GSA Fleet.
- III. The customer shall provide written notice of turn in requirements at least 90 days in advance of the turn in date. This notice shall include a detailed list of the quantity, type, and location of the vehicles to be turned in.
- IV. Upon receipt, GSA Fleet will work with the customer to identify turn in vehicles according to the following criteria:
  - A. Vehicles that meet GSA Fleet sales eligibility.
  - B. Vehicles that do not meet GSA Fleet sales eligibility which can be swapped with similar type sales eligible vehicles **within the same** customer.
  - C. Vehicles that do not meet GSA Fleet sales eligibility which can be swapped with similar type sales eligible vehicles **with another** customer.
- V. Any transportation costs incurred will be paid by the customer.
- VI. Non-sales eligible vehicles that GSA Fleet cannot return to service are eligible for turn-in only after GSA Fleet and the leasing agency agree that all placement efforts have been exhausted. GSA Fleet may prioritize the turn-in of newer vehicles that can be more easily reassigned.
- VII. GSA Fleet will continue to charge the customer for non-sales eligible vehicles until a reassignment agreement is reached and executed.
- VIII. GSA Fleet retains the right to charge the customer the difference between the book value and the sales proceeds if it cannot place the vehicle elsewhere and is required to sell the vehicle for less than the remaining book value.
- IX. This does not apply in cases where a Memorandum of Agreement (MOA) is in place that requires an agency to continue leasing for the life of the vehicles.

## Vehicle Transfers

Vehicle transfers can include turn-ins for reassignment as well as geographic relocations.

Customers transferring vehicles within a Billing Office Address Code (BOAC) are responsible for a vehicle's condition and any transportation costs. Any agency-incurred expenses for excessive wear and tear will be the responsibility of the customer that turns the vehicle in to GSA Fleet. Customers can transport vehicles using agency personnel or customer procured transportation solutions.

Customers who choose this option are responsible for arranging the transportation and for all associated cost, losses, liability, and oversight. If GSA Fleet manages relocation transportation due to an immediate and/or emergent need, transportation costs are reimbursable to GSA Fleet.

Customers turning in a vehicle early that will be transferred between BOACs, whether within agency or to another agency, are financially responsible for the full transportation cost and for any necessary repairs to make the vehicle assignment ready.

Should third party transportation be used as part of a vehicle transfer, customers must not put the fleet services card inside the vehicle nor provide it to the transporter. The gaining customer must contact their Fleet Service Representative to obtain a replacement card.

The customer gaining the vehicle must notify their FSR within 3 business days of taking possession of the vehicle of any body or interior damage not identified by the recipient.

Customers may contest agency incurred expenses (AIEs) for mechanical damage to their FSR if there is reason to suspect neglect or abuse by the previous customer. The FSR will investigate and make a determination on financial responsibility.

# Chapter 5 – Can I Install Accessory Equipment on My GSA Fleet Vehicle?

## Accessory Equipment

Accessory equipment may be installed on GSA Fleet vehicles when approved by GSA Fleet in accordance with [41 CFR 101-39.304](#). Accessory equipment is intended to further the use of a vehicle in accomplishing the customer agency's mission, and is not to be installed on GSA Fleet vehicles merely for the personal convenience or comfort of the vehicle driver.

Examples of acceptable accessory equipment include, but are not limited to:

- I. Snow plows
- II. Lift gates

Equipment that violates or creates an appearance of violating any federal, state, or local law, such as radar detectors, will not be installed or used in GSA Fleet vehicles.

Each agency determines its own aftermarket needs. GSA Fleet's policy, as defined here, ensures:

- I. Procurements and asset management are in line with proper procedures.
- II. Aftermarket equipment does not impede the safe operation of a vehicle.
- III. Installation is performed in accordance with the manufacturer's technical guide. Aftermarket equipment, or its installation, does not void any vehicle or component warranties.
- IV. Proper maintenance of the accessory equipment is scheduled as required by the equipment's OEM.
- V. Customers acknowledge the financial responsibility, and any risks that may apply, of aftermarket equipment.

## Approval Process

Once a requirement is known, the local agency contact should submit a request using the Modification feature in [GSAFleet.gov](#). This applies whether GSA Fleet or the agency will be acquiring the equipment. If the upfitting is for similar equipment on a large number of vehicles, a national agreement may be used as opposed to individual approvals. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.

- I. GSA Fleet Managed Accessory Equipment Procurements
  - A. GSA Fleet will not procure:
    1. Decals and decorative items.
    2. Equipment that is ineligible to be resold to the public (e.g., electronic communication).

3. Equipment that violates or creates an appearance of violating any federal, state, or local law, such as radar detectors.
  4. Aftermarket law enforcement upfit packages.
  5. Tire upgrades are not considered aftermarket equipment. Customers are 100% responsible for the cost of a tire upgrade.
- B. Accessory equipment costing less than \$1,000, including parts and installation, can either be expensed to the agency through an Agency Incurred Expense (AIE) or capitalized and billed to the agency through a rate adjustment on their monthly bill. Expensed equipment will belong to the agency. Capitalized equipment will be a GSA Fleet asset.
  - C. Accessory equipment costing \$1,000 or more, including parts and installation, will be capitalized by GSA Fleet and billed to the agency through an optional equipment rate charge on their monthly bill. This equipment will be a GSA Fleet asset.
  - D. Capitalized equipment cannot be transferred, on either a reimbursable or non-reimbursable basis, to the customer.
  - E. If GSA Fleet owns the equipment, maintenance and repairs for that equipment can be requested through GSA Fleet. The agency is responsible for ensuring that proper maintenance of the accessory equipment is scheduled as required by the equipment's OEM. Repairs to the equipment or vehicle due to abuse and neglect of the equipment, or the failure to perform required maintenance, will be the agency's financial responsibility in accordance with GSA Fleet's agency incurred expenses (AIE) guidance.
  - F. GSA Fleet will dispose of accessory equipment it procures in accordance with GSA policy.
  - G. GSA Fleet does not transfer capitalized equipment between GSA Fleet vehicles except in rare instances with the approval of GSA Fleet's Business Management Division. If the transfer is at the customer's request, the cost to remove and reinstall the equipment will be the financial responsibility of the agency through an AIE.

## II. Agency Managed Accessory Equipment Procurements

- A. GSA Fleet's concurrence is required to install agency-owned equipment on a GSA Fleet-leased vehicle. The local agency contact should submit a request using the Modification feature in [GSAFleet.gov](https://GSAFleet.gov) (please reference the Resource Center and check the GSAFleet.gov section for helpful user guides and videos).
- B. Accessory equipment procured by the agency, to include authorization and payment by an agency contracting officer or with an agency purchase card, is an agency-owned asset.
- C. The acquisition, installation, maintenance, removal, and disposal of agency-owned equipment is the agency's financial responsibility and must be done in accordance with agency procedures.

- D. Any body or mechanical damage to the vehicle resulting from the installation, use, or removal (whether proper or improper) of accessory equipment will be the financial responsibility of the agency and recovered through an AIE.
- E. Prior to vehicle turn in, whether for disposal or early turn-in, the agency must remove the equipment as it is the agency's asset. If the agency provides a written abandonment/destruction determination in accordance with [41 CFR 102-41](#), GSA Fleet can sell the equipment with the vehicle.
- F. If the abandonment/destruction determination is not provided, GSA Fleet will consider any agency-owned equipment left with the vehicle at the time of turn-in to be voluntarily abandoned. GSA Fleet will remove the equipment at the customer's expense and the equipment will be sold.

## Chapter 6 – What Are the Costs Associated With Leasing a GSA Fleet Vehicle?

GSA Fleet offers the most competitively priced full-service vehicle leases in the industry. The program primarily recovers its costs by assigning a monthly lease rate and a mileage rate for each vehicle in the Fleet. When necessary, GSA Fleet will modify a fiscal year's established lease rates by issuing a surcharge or rate reduction if there is an unforeseen significant change in cost(s) to GSA Fleet during the fiscal year. Rates vary in some instances such as: vehicles located outside of the continental United States (OCOUS); vehicles with capitalized values greater than the high cost threshold (\$75,000 as of 2025); vehicles severely used; and where the agency requires optional equipment or generates unexpected costs not covered by normal leasing rates, as explained below.

### Vehicle Rates

#### I. Monthly and Mileage Rate component

- A. Each of your vehicles leased through GSA Fleet is assigned a monthly rate and a mileage rate. GSA Fleet recovers all fixed costs, including vehicle acquisition costs, overhead, depreciation, and replacement costs through a per-vehicle monthly rate. Variable costs for fuel and general maintenance and repairs are recovered through a mileage rate.

GSA Fleet also recovers costs for the additional expense of procuring alternative fuel vehicles (AFV) through the AFV surcharge as required by [42 U.S.C. 13212\(c\)](#).

Several factors are taken into account when establishing the rates assigned, which include, but are not limited to: vehicle type, vehicle cost, optional equipment, resale value, and intended use.

- B. A listing of GSA Fleet's base [Vehicle Rates](#) are available. These rates are evaluated and adjusted at least annually upon review of the overall financial performance of the program, adjusting for inflation or changes in vehicle operating expenses. The listed monthly rate is the base rate per month for the vehicle. The mileage rate is the amount charged per mile based on miles driven reported each month. Absent automated reporting performed via telematics, leasing agencies must validate correct mileage to GSA Fleet on a monthly basis through [GSAFleet.gov](#) (please reference the Resource Center and check the GSAFleet.gov section for helpful user guides and videos). Failure to do so will result in a larger or smaller than expected bill, which will be corrected in a future month once the correct mileage is reported. When mileage is corrected, GSA Fleet will bill using the current mileage rate at the time of correction. Please see [Chapter 15](#) for mileage reporting methods.

- C. Special rates are established for vehicles where the acquisition cost, including optional equipment, exceeds the high cost threshold, currently \$75,000 as of 2025. If you are ordering a vehicle with an acquisition cost that exceeds the High Cost Threshold, a unique rate will be calculated and assigned to the vehicle. GSA Fleet's default leasing rates are set to recover costs on vehicles costing less than the High Cost Threshold and, accordingly, vehicles which are more expensive require a tailored rate. To obtain a rate quote for a vehicle falling into this category, please contact your fleet service representative (FSR).
- D. Modified rate structures (e.g., fuel-only, maintenance-only, or no mileage rate) can be established through a GSA Fleet-approved unique rate leasing agreement to support specific operational needs. To support these vehicles in unique or exceptional circumstances not otherwise covered by their unique rate leasing agreement, GSA Fleet will authorize, pay for, and fully recover the costs (40 U.S.C. 321) of fuel and/or maintenance support when required by customers through agency incurred expenses (AIE).
- E. Vehicles located outside of the contiguous U.S. (OCONUS) will have a 10% surcharge added to the monthly and mileage rate to cover added costs associated with operating vehicles in those areas.
- F. Rates for Optional Equipment. In cases where the customer requests optional equipment for use on a GSA Fleet-leased vehicle or the non-low bid vehicle, the customer will be charged for the added cost, either in an upfront lump sum payment through an agency incurred expense (AIE) or through an amortized monthly optional equipment rate. Optional equipment rates are based on the dollar amount of the optional equipment that GSA Fleet has procured and provided. An optional equipment rate is assessed over the life of the vehicle. For vehicles procured prior to FY25, optional equipment rates are set based on the legacy default [vehicle rates](#) table for optional equipment. Vehicles procured after FY25 have optional equipment rates established based on the actual cost of the added equipment. The monthly cost of the equipment, or the cost of the non-low bid vehicle over the base low bid vehicle (where the vehicle is not an alternative fuel vehicle), is spread across the anticipated life of the vehicle and a 10% surcharge is applied. The rate is subject to change as the average vehicle life for that SIN across the fleet changes over time. Please see [Chapter 3](#) for information about accessory equipment.

## II. Surcharges and Rate Reductions

Occasionally, due to unexpected and significant market price swings for commodities, such as fuel, GSA Fleet may impose a surcharge to defray the additional costs or a rate reduction to reduce the funds required by an agency to lease GSA Fleet vehicles. When costs return to normal levels, the surcharge or reduction is discontinued.

## III. Delinquent Accounts

All GSA Fleet bills are due within 30 days for non-federal customers and within 45 days for federal customers, based on the date the bill is issued. Due to the significant increase to the balance of delinquent accounts with GSA Fleet, GSA Fleet will evaluate outstanding

delinquent balances when determining whether to fulfill additional vehicles or [Short-Term Rentals](#) (STRs) requests to ensure the account balance does not escalate. Ordering additional vehicles will be prohibited and STR order access will be restricted for any agency Billing Office Address Code (BOAC) with outstanding account balances aged past 90 days. GSA Fleet reserves the right to withhold services for customers from all of its offerings if delinquent account balances are not being addressed in a timely manner. Non-federal customers who fail to pay bills by the printed statement due date will incur interest, penalties, and administrative fees on the outstanding principal balance. Partial payments on non-federal statements will be applied to interest, penalties, and fees first, as applicable, before being applied to principal balances.

## Unexpected Costs

### Agency Incurred Expenses (AIEs)

GSA Fleet strives to have well maintained and safe vehicles in its fleet to protect federal drivers and other motorists, while ensuring that customer agencies can continuously execute on their missions. Historically, some customers have not properly maintained their GSA Fleet-leased vehicles. If GSA Fleet did not hold that specific agency responsible for neglect of the leased vehicle, it would unfairly spread the associated repair costs across the fleet and onto other agencies that are diligently maintaining their vehicles. Accordingly, GSA Fleet does issue AIEs to protect customers who are diligently maintaining their vehicles from costs associated with neglect elsewhere in the Fleet.

This section details the most common situations in which an AIE may be issued, but *does not* cover every aspect of the vehicle or every situation involving the vehicle that may result in an AIE being assessed. Again, the content below is not intended to be all inclusive, but rather, it is meant to provide illustrative examples. GSA Fleet retains the right to issue an AIE for any expenses not covered by its rates, as well as any abuse, neglect, or other damages which result in diminished vehicle value upon resale.

AIEs are charged by GSA Fleet to the leasing customer for items not covered under GSA Fleet's lease rates. AIEs will appear as a separate line item on your monthly statement and are typically associated with the specific vehicle license plate number and a brief description of the reason for the charge. Your FSR may also send a copy of the AIE via email at the time that they process the AIE. For detailed information or further discussion about an AIE, please contact your FSR directly.

Types and reasons for AIEs include, but are not limited to:

- I. Excessive wear and tear – Any excessive wear and tear due to abnormal vehicle use or abuse may result in a charge to the leasing agency. Please see [Chapter 10](#) for additional information on excessive wear and tear.
- II. Maintenance and repair

- A. Abuse and Neglect.
  - B. Excessive Preventative Maintenance.
  - C. Glass repair: Glass that needs to be replaced will be AIE to the agency. Glass that is repairable per industry standards will not be AIE.
  - D. Vehicle cleanings: In excess of the established GSA Fleet limit.
  - E. Warranty Repairs: If repairs would have been covered under any applicable warranty.
  - F. Roadside assistance: If arranged by the agency and would have been covered under the vehicle's OEM-issued roadside assistance program.
  - G. Replacement of Parts Due to Road Hazards.
- III. Collision/body damage – The leasing agency is financially responsible for the costs of collision/body damage and repair unless a third party is responsible and can be identified. Please see [Chapter 9](#) for additional information on collisions.
- IV. Non-collision damage – GSA Fleet vehicles are the responsibility of the operating agency. Damage to vehicles beyond normal wear and tear is the financial responsibility of the agency.
- V. Unauthorized – If there is a purchase or a repair done that is not authorized by GSA Fleet, you may be responsible for the charges. Refer to the Repair Authorizations for Maintenance and Service section in [Chapter 10](#) for additional information.
- VI. Fraud and misuse – The customer agency is responsible for establishing and enforcing proper controls for each GSA Fleet Services Card and training drivers about correct purchasing practices. For more information please see [Chapter 7 Improper Fueling](#).
- VII. Accessory equipment – If the leasing agency purchases accessory items for the vehicle using the GSA Fleet Services Card, those charges will be charged to the leasing agency. Please see [Chapter 3](#) for additional information on accessory equipment.
- VIII. Decorative items – GSA Fleet will charge the agency for expenses incurred for:
- A. Removal of decorative items left on the vehicle at the time of turn-in.
  - B. Repairs or lost vehicle value resulting from the removal of decorative items (e.g., damage to vehicle paint).

GSA Fleet recognizes that customers may have a mission-essential need to affix visual markings including words, numbers, and images to the vehicle in order to relay information to the public. Please see [Chapter 17](#) for additional information on decorative

items.

- IX. Accumulated damage – The aggregation of items of damage found on a vehicle at time of turn in that, individually, would not be deemed recoverable but that, in aggregate, adversely impact the resale value of the vehicle at the time of sale.

Fleet will evaluate turn-in damage to determine whether:

- A. Completing the repair(s) will return net value to the government.
- B. The damage is excessive as established by GSA Fleet Policy.

For damage that is repaired, GSA Fleet will charge the agency for repaired turn-in damage that exceeds fair wear and tear.

For damage that is not repaired, GSA Fleet will charge the agency the lesser of:

- A. The estimated cost to repair damage that exceeds fair wear and tear.
- B. The difference between vehicle proceeds and returns on the sale of comparable vehicles.

- X. GSA Fleet leasing rates do not cover the cost to repair vehicle damage incurred due, but not limited, to the following:

- A. Acts of nature (e.g., hurricanes, tornadoes, hail, fire, floods, animal damage)
- B. Vandalism
- C. Fire damage
- D. Stolen vehicles
- E. Damage found where the cause is unknown

- XI. Specific vehicle types may have rates set intentionally lower due to the type or nature of the vehicle/equipment. In these instances, GSA Fleet will pass through any costs not covered under that rate through an AIE. Examples of this include, but are not limited to:

- A. Battery Electric Vehicles will have all charging costs passed through as an AIE due to the diverse nature of federal charging processes and costs. Vehicles that charge at pay-for-use stations using WEX-specific RFID cards will also be charged \$1.06 per transaction (as of 2025).
- B. Trailers have no mileage rate and therefore any fuel, maintenance, and repair costs will be passed through.

- XII. Modified rate structures (e.g., fuel-only, maintenance-only, or no mileage rate). Costs not covered in accordance with a GSA Fleet-approved unique rate leasing agreement for fuel and/or maintenance support will be billed to customers through agency incurred expenses (AIE). Costs incurred on services not covered by the unique rate should be limited to emergency situations. Extensive use could result in termination of the unique rate.

### **Issuance of AIEs:**

- I. AIEs will appear on the agency's monthly bill. Agencies can obtain detailed AIE information from the AIE Report application in [GSAFleet.gov](https://www.gsa.gov/transaction/gsafleet). Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.
- II. AIEs will be issued as quickly as possible, GSA Fleet's goal is to issue AIEs in the month that the expense is incurred by GSA. GSA will make every effort to issue AIEs within the fiscal year in which the charge occurred to avoid the need for accruals. Exceptions exist for any discovered fraudulent activity in previous fiscal years or other events beyond GSA Fleet's control.
- III. Agencies wishing to dispute an AIE should contact their FSR. If it is determined that GSA Fleet incorrectly billed an agency, the agency will receive a credit for the charge.

## **Other Financial Responsibilities of the Agency/Driver**

Examples of regular expenses that are the responsibility of the operating agency or the driver include, but are not limited to:

### **Tolls**

Tolls are the financial responsibility of the operating agency. Operating agency drivers must pay tolling fees incurred while operating a Government motor vehicle unless they represent an impermissible burden on the Federal activity. GSA Fleet is not administratively or financially responsible for any fines or other penalties incurred for tolling violations or unpaid tolls by the driver of the operating agency. Agency guidance should detail when such fines or other penalties are the personal responsibility of the driver and when, if ever, they are the responsibility of the operating agency. Consult your general counsel's office for guidance.

### **Parking**

Parking fees are the financial responsibility of the operating agency. Operating agency drivers must pay parking fees incurred while operating a Government motor vehicle unless they represent an impermissible burden on the Federal activity. GSA Fleet is not administratively or financially responsible for any fines or other penalties incurred for parking violations by the driver of the

operating agency. Agency guidance should detail when such fines or other penalties are the personal responsibility of the driver and when, if ever, they are the responsibility of the operating agency. Consult your general counsel's office for guidance.

### **Tickets and Other Driving Penalties**

Tickets and other driving penalties are the responsibility of the operating agency driver unless they represent an impermissible burden on the Federal activity. GSA Fleet is not administratively or financially responsible for any fines or other penalties incurred for tickets or other driving penalties by the driver of the operating agency. Agency guidance should detail when such fines or other penalties are the personal responsibility of the driver and when, if ever, they are the responsibility of the operating agency. Consult your general counsel's office for guidance.

### **Additional Expenses Incurred Due to Vehicle Breakdown or Accident**

In the event of a vehicle breakdown or accident, GSA Fleet is not responsible for any costs related to lodging, transporting the driver and/or passengers, meals, and/or incidental expenses.

## Chapter 7 – How Does GSA Bill My Charges and Where Can I View Billing Statements?

All Federal leasing agencies are required to maintain line of accounting (LOA) data at the Billing Office Address Code (BOAC) level in [GSAFleet.gov](https://gsafleet.gov) under “Wallet.” Wallet is where financial points of contact will manage Treasury Account Symbol (TAS) and supplemental accounting information for all GSA Fleet offerings. The TAS is a required data element for GSA to meet Department of the Treasury reporting requirements for intergovernmental transactions. Non-federal entities, such as Tribal organizations and contractors, do not use Wallet. Wallet can only be accessed by users with the Finance Officer role in GSAFleet.gov. Customer Administrators in GSAFleet.gov grant access to the Finance Officer role; the Administrator can be found under “manager information” in your GSAFleet.gov profile. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.

### Viewing Billing Statements

[Vendor and Customer Self Service \(VCSS\)](#) is a web-based application that allows customers to view billing and payment information for all account codes (otherwise known as Billing Office Address Codes (BOACs)) for which they have been granted access. GSA Fleet leasing bills are issued monthly for services rendered in the prior month. For example, charges for January appear on billing statements that are issued in February.

Agencies leasing vehicles from GSA are required to pay their GSA Fleet bills in full each month. The statements are accessible online in VCSS by the 10<sup>th</sup> of the month and payment is due to GSA within 30 days for non-federal customers and 45 days for federal customers. It is the agency’s responsibility to download the GSA statement each month from VCSS to process for payment. GSA recommends that agencies assign two designees with access to VCSS to pull the statement(s). For payments by check, the agency’s paying official must annotate in the check’s memo field both the statement number and account code.

- I. VCSS allows users to query, download, and sort a wide range of billing data, link to relevant external websites, and export billing data to CSV or PDF files. This functionality allows customers the flexibility to analyze data and create reports or documentation that meets their specific needs. For example, customers can search billing details for specific vehicles or groups of vehicles.
- II. VCSS also allows customers to review their account history and submit new correspondence when there are needed changes to account administrators, needed changes to account information (such as address or email address of the person with access to the account), or requests to dispute items on a bill.

It is imperative to register your BOAC, or Account Code, in the Vendor and Customer Self Service (VCSS) system, in order to view your statements. If you have questions about requesting access

or logging into VCSS, please do one of the following:

- Go to the [Vendor and Customer Self Service \(VCSS\)](#) system
- Email Business Applications Service Desk at [businessapps@gsa.gov](mailto:businessapps@gsa.gov)
- Call toll-free at (866) 450-6588

There are various methods in which bills can be paid. Agencies can establish an account for Intra-Governmental Payment and Collection (IPAC), which is an automated bill payment through the Department of the Treasury, and is the preferred method of payment as it is the easiest to administer. Agencies may also send payments to [OCFOServiceDesk@gsa.gov](mailto:OCFOServiceDesk@gsa.gov) or to:

GSA: Payments for Non-IPAC Statements  
Lockbox 979083  
St. Louis, MO 63197-9000

When making payment for statements, write the GSA statement number on the check and reference it in the transfer document. This important reference number ensures the payment gets credited to the correct account. Additionally, agencies may use a credit card to pay bills directly through [Pay.gov](#). Include the Statement Number in the Statement or Claim Number field and be advised a \$24,999.99 daily limit applies. If you have questions regarding your account, please email [KC-Accts-Receiveable.Finance@gsa.gov](mailto:KC-Accts-Receiveable.Finance@gsa.gov) or call (816) 926-7037.

## VCSS Quick Tips

### How do I register for access to VCSS?

Customers can request a VCSS user ID at [vcss.ocfo.gsa.gov](http://vcss.ocfo.gsa.gov). Customers must register their GSA issued account codes and Agency Location Codes (ALCs) if the customer desires the ability to pay via IPAC.

### What information can I expect to find on VCSS?

From the menu bar, there is a vertical row of menus, with each menu item containing a side-bar menu of additional options. Some of the side-bar menus include:

- I. Account – Allows customers to view information about all active accounts such as outstanding balances and business line summary.
- II. Statement – Allows customers to view and print statements for all accounts for which they have access. The View Details selection also allows customers to access a CSV file with all the available data in the VCSS system for a given year for each vehicle billed to the account(s) queried.
- III. Payments – Allows customers to search for and view payments made to GSA and refunds made from GSA to their accounts.

- IV. Correspondence – Allows customers to communicate to GSA Finance general issues or questions about their account or a specific statement, payment, or refund on their account. Customers can dispute charges, change account administrators, or change contact information for their account by submitting correspondence through this tab. All correspondence is saved in the system so that customers can search, sort, and download correspondence sent and received for specific statements.

### **Whom do customers contact if they have questions?**

Customers should send questions to the OCFO Service Desk at [businessapps@gsa.gov](mailto:businessapps@gsa.gov) or contact them at (866) 450-6588 between 7:30 am and 7:30 pm EST Monday-Friday, excluding Federal holidays. The Service Desk refers questions to the individuals within the U.S. Department of Agriculture (USDA) who have the specific knowledge needed to address them.

Please visit the [Training page](#) on the VCSS website for more information about how to use VCSS.

# Chapter 8 – How Do I Consolidate Agency-Owned Vehicles Into GSA Fleet?

## Consolidating Agency-Owned Vehicles

The first step in consolidating an agency-owned vehicle into GSA Fleet is to contact your local servicing fleet office or through GSA Fleet headquarters at [gsafleet-consolidation@gsa.gov](mailto:gsafleet-consolidation@gsa.gov). The applicable GSA Fleet representative will meet with you to evaluate your vehicle requirements and provide an overview of the GSA Fleet leasing program.

- I. When your agency consolidates agency-owned vehicles into GSA Fleet, GSA will assume ownership of the assets and, in return, refresh your older consolidated vehicles with brand new vehicles on an agreed upon schedule.
- II. If your agency is interested in a consolidation, GSA Fleet will request a full inventory list to include: vehicle identification number (VIN), make, model, model year, odometer reading, gross vehicle weight rating (GVWR), whether the vehicle is a 4X2 or 4X4 wheel drive (where applicable), federal standard item number (SIN) (where known), acquisition date, acquisition cost, current book value, any installed aftermarket equipment, and present vehicle location. Once provided, GSA Fleet will use this information to prepare a rate quote so that the consolidating agency can compare GSA Fleet's rates to current operational costs under agency ownership. If the agency decides to consolidate, GSA Fleet will then request local points of contact (POCs) for each vehicle so that GSA Fleet can coordinate inspections of the vehicles.
- III. When it is decided to pursue the consolidation, GSA Fleet will create a replacement schedule. This schedule will indicate the replacement rate GSA Fleet will use to replace aging agency-owned vehicles with new vehicles. GSA Fleet will then develop a Memorandum of Agreement (MOA) outlining the scope of the agreed upon consolidation, the replacement schedule, and the effective date.
- IV. After the MOA is signed by both parties, GSA Fleet will confirm the vehicle inventory list and associated vehicle locations and collaborate with you to match Fleet Service Representatives (FSRs) with your local POCs by vehicle location.
  - A. If your agency is a new GSA Fleet customer, or needs a new leasing billing office account code (BOAC) your GSA contact will ask for the following information:
    1. Agency's financial point of contact
    2. Billing address
    3. Phone number for financial POC
    4. Agency Location Code (ALC), if the agency would like to establish the ability to pay via the Intra-Governmental Payment and Collection system (IPAC) for monthly billings

- B. The final inventory list is sent to the applicable GSA Fleet offices to schedule meetings among the local customer representatives and the GSA Fleet FSRs. The FSR and agency POC will decide on a mutually agreeable location to perform a joint vehicle inspection.
1. During the onsite vehicle inspection between GSA Fleet and the customer agency, the vehicle condition will be thoroughly documented, including needed maintenance and damage repair actions required to ensure the vehicle is in safe and operable condition. GSA Fleet will assume responsibility for having the identified pre-existing safety-related vehicle maintenance and repair work performed after the vehicle's transfer to GSA is complete and will bill the customer agency for these charges.
  2. At the inspection, the FSR will install GSA Fleet license plates, provide a GSA Fleet Services Card and will document required vehicle information for entry into the GSA Fleet Management Inventory System (FMIS). Consolidated vehicles will be assigned and the applicable rates will be charged on a monthly basis.

## Converting Commercially Leased Vehicles

GSA Fleet will assist agencies, who are currently fulfilling their vehicle leasing needs through commercial vendors, to transition to GSA Fleet Leasing. As with a consolidation, the first step is to contact your local servicing fleet office or GSA Fleet headquarters at [gsafleet-consolidation@gsa.gov](mailto:gsafleet-consolidation@gsa.gov).

- I. The GSA Fleet representative will review the current inventory of commercially leased vehicles, determine the comparable GSA Fleet vehicles and provide a rate quote for comparison.
- II. If the transition is determined to be mutually beneficial, the GSA Fleet representative will work to establish a timeline to order the vehicles that will match as closely to the lease termination dates as possible.
- III. MOAs are typically not required for commercial lease conversions, unless they are on such a large scale that close coordination is required to ensure that the vehicles are delivered in accordance with the agreed upon schedule.
- IV. Be advised that to quickly fulfill needs, GSA may offer your agency a turn-in or slightly used vehicle to replace your commercial lease.

Commercial lease conversions result in an increase in the overall inventory of GSA Fleet-leased vehicles and are treated as "Additional Vehicle" requests. Please refer to [Chapter 4](#) for more details.

# Chapter 9 – How Do I Use the GSA Fleet Services Card Issued With My GSA Fleet Vehicle?

## About Your GSA Fleet Services Card

Each GSA Fleet vehicle is issued one GSA Fleet Services Card to purchase fuel and services. Each Fleet Services Card is embossed with the vehicle's license plate number (e.g., G123456A or G12A3456). The GSA Fleet Services Card that matches that GSA Fleet vehicle's license plate must be used for all transactions. Contractors authorized to lease or operate GSA Fleet vehicles in performance of a federal contract are also authorized to use the GSA Fleet Services Card.

- I. Please familiarize yourself with how to properly use the GSA Fleet Services Card prior to fueling or purchasing maintenance.
  - A. When fueling a vehicle, only use the GSA Fleet Services Card assigned to that specific vehicle.
  - B. Do not leave GSA Fleet Services Cards inside of vehicles. In addition to the heightened risk of theft, extreme weather will warp and crack cards.
  - C. Ensure that only agency points of contact and authorized drivers have access to the GSA Fleet Services Cards. Keep cards secure when not in use.
  - D. Safeguard the GSA Fleet Services Card as you would your own personal card.
  - E. Do not leave GSA Fleet Services Cards with a vendor while a vehicle is being serviced.
  - F. Educate drivers on proper GSA Fleet Services Card use.
  - G. When practical, use fuel pumps facing the fueling station. These pumps are less likely to have skimming devices installed. Skimming devices are installed by criminals to steal Credit Card numbers. Ensure pumps are not open/compromised and that security tape/wrap is intact.
  - H. If unauthorized, unusual or questionable charges are found, your FSR may contact the agency point of contact. Please respond so that concerns can be addressed in a timely manner.
  - I. Agencies are not authorized to store GSA Fleet Services Card numbers for fueling or maintenance because PII security compliance cannot be confirmed in individual agency systems.
  - J. GSA Fleet Services Card customer service. Refer to the customer service number on the back of the services card for:

1. Fueling questions
2. GSA Fleet Services Card use issues
3. After hours usage

K. GSA Fleet Maintenance Control Center (MCC) must be contacted at (866) 400-0411

1. Maintenance over \$100.00 (call for authorization and for payment)
2. Tires, glass and batteries, regardless of cost
3. Body work

## **Fleet Services Card Controls**

GSA Fleet Services Cards have a variety of controls designed to prevent fraud or misuse, and ensure GSA Fleet keeps costs and rates low.

- I. PIN numbers are used to prevent unauthorized use of a GSA Fleet Services Card should it become lost or stolen. Please contact your Fleet Service Representative (FSR) for specific information regarding the PIN.
- II. Authorization controls ensure GSA Fleet Services Cards are not used for excessive purchases.
  - A. All maintenance over \$100 is declined when swiping the GSA Fleet Services Card. Prior authorization must be received from the MCC before maintenance in excess of \$100 can be performed.
  - B. Refueling - Each GSA Fleet Services Card has a dollar limit, which takes into account the vehicle's tank capacity. This limit can be adjusted depending upon the price of fuel. This limit differs from pump shut off limits that many stations use to prevent drive offs. It is common for stations to set, as an example, a \$100 limit on their pumps which then may require a second swipe to fill the vehicle.
  - C. Each GSA Fleet Services Card has daily swipe limits which restricts the number of allowable card swipes within a 24-hour period.
  - D. There is a daily dollar threshold the individual GSA Fleet Services Card cannot exceed.
- III. If you encounter a problem with any of these authorization controls, contact customer service for assistance at the number supplied on the back of your GSA Fleet Services Card.
- IV. GSA Fleet's Loss Prevention Team actively monitors credit card use for fraud, waste and abuse.

## Ordering Replacement Fleet Services Cards

Replacements for lost, stolen, compromised or broken GSA Fleet Services Cards can be ordered online via [GSAFleet.gov](https://gsafleet.gov) (please reference the Resource Center and check the GSAFleet.gov section for helpful user guides and videos).

If at any time you suspect fraud, please contact [LPT@gsa.gov](mailto:LPT@gsa.gov) to report the situation for further investigation.

## Accepting Merchant Locations

GSA Fleet relies on commercial facilities for the fueling and maintenance of vehicles to the greatest extent possible. In limited circumstances, where it is determined to be advantageous to the Government, agencies may be approved to sell to GSA Fleet fuel or maintenance through a cross service agreement. Agency contractors may not enter into a cross service agreement with GSA Fleet but may pursue a commercial vendor agreement.

- I. GSA Fleet Services Cards are accepted by most branded fueling stations and maintenance facilities for under \$100 transactions, excluding tires, batteries, or glass replacement which require preauthorization by contacting the MCC at (866) 400-0411. To look up fueling sites, compare price per gallon, search for alternative fueling sites, download the [WEX Connect app](#) available on the App Store and Google Play.
- II. To find alternative fueling sites in your area refer to the Department of Energy's [Alternative Fuels Data Center](#).
- III. If a station or maintenance facility cannot swipe the GSA Fleet Services Card, the vendor can contact the number on the back of the card and receive a Mastercard number over the phone to ensure immediate payment.
- IV. Transactions are captured and maintained electronically; therefore GSA Fleet does not require agencies to maintain receipts. As a best practice, agencies may retain receipts for up to 90 days to support reporting or reconciliation needs.
- V. All vendors, including cross service sites, are not authorized to store GSA Fleet Services Card numbers for fueling or maintenance because Personally Identifiable Information (PII) security compliance cannot be confirmed. Transactions shall be submitted using the GSA Fleet license plate number only.

## Authorized and Unauthorized Transactions

Authorized Purchases	Unauthorized Purchases
Regular self service unleaded or appropriate alternative fuel for specific vehicle type	Premium or full service fueling (unless mandated by state law or where premium is the lower cost option)
Required preventive maintenance	Maintenance not authorized by GSA Fleet
Car washes not to exceed GSA Fleet guidance	Excessive car washes or details
Approved mechanical repairs for GSA Fleet vehicle to which Fleet services card is assigned	Upgrading tires and accessories, such as snow plows, without prior authorization from FSR
Windshield wipers, fuses, quart of oil, washer fluid, and gas caps which are available at fueling providers or authorized GSA Fleet maintenance facilities	Any purchases at parts stores, maps, air fresheners, tolls, or parking

## Fueling

Unless one of the following exceptions applies, purchase regular unleaded self-service gasoline from fueling stations offering the best price.

- I. Premium fuel is required by the vehicle manufacturer.
- II. Self-service is not available due to state law.
- III. The driver has a physical limitation preventing them from pumping fuel.
- IV. The vehicle requires an alternative fuel. For the location of the most convenient alternative fuel site, refer to the Alternative Fuel Vehicle Directory found at the [Alternative Fuels Data Center](#) or call your FSR.

Note: If the vehicle is electric or a plug-in hybrid electric and requires charging at public charging stations, work with your FSR to obtain a Radio Frequency Identification (RFID) charging card and more information regarding charging.

- V. Vehicles requiring diesel fuel. Model Year 2007 and newer vehicles require Ultra-Low Sulfur Diesel (ULSD). ULSD is compatible with diesel engines built prior to 2007.
  - A. Important Ultra-Low Sulfur Diesel Information: Model Year 2007 and newer diesel engines are equipped with advanced emissions control devices that require ULSD or S15. Vehicle drivers are cautioned that even small amounts of incorrect fuel such as low sulfur diesel (LSD or S500 diesel) or alternative biofuels can cause damage to vehicle emissions and fuel systems resulting in costly repair expenses that could be billed to the customer agency.
  - B. See manufacturer guidance for information on whether your vehicle requires the use of biofuels.
  - C. For any exhaust regeneration processes, refer to the owner's manual or call the MCC at (866) 400-0411.
- VI. Use of Ethanol Blended Fuels. Drivers should consult the owner's manual to ensure the vehicle is capable of using a fuel blend of E15 or E85, otherwise they should only use regular unleaded (E10) gasoline.
  - A. Please note that ethanol blended fuels not identified as E85, such as E15, are not an alternative fuel. Agencies will not get alternative fuel credit for using ethanol blends not identified as E85.
  - B. If any damage occurs that can be attributed to the incorrect fueling of the vehicle, GSA Fleet may issue an Agency Incurred Expense (AIE) for the damages.

## **Improper Fueling**

In cases of fraud or misuse involving fuel, an AIE will be issued for the entire purchase amount to recover those costs. Examples:

- I. Fueling non-government vehicles.
- II. Theft.
- III. Over-tank fuel purchase.
- IV. Fueling non-GSA Fleet, government-owned equipment.
- V. Incorrect fuel type AND/OR fuel card for the respective vehicle:
  - A. Gas in a diesel vehicle.
  - B. Multiple vehicles fueling with the same GSA Fleet Services Card.

- C. GSA Fleet will AIE agencies for repairs needed to fix vehicles damaged as a result of filling or operating a vehicle with the incorrect fuel type.
- VI. For other types of improper fueling, GSA Fleet will focus on educating customers when it occurs. However, if an agency, or agency driver, demonstrates a pattern of improper fueling, the agency will be financially responsible and an AIE will be issued for the entire purchase amount to recover those costs. Examples:
- A. Excessive fuel consumption based on actual versus expected fuel economy.
  - B. Full-service fuel (except NJ, or locations required by law).
  - C. Upgraded fuel when not required and more expensive.

## Fraudulent Purchases

Agencies will be charged for fraudulent purchases. It is expected that the agency will collect money back for fraudulent charges per the agency's employee charge card discipline policies. Purchases that are suspected to be fraudulent may be referred to the Office of the Inspector General for further investigation.

- I. Examples include, but are not limited to:
  - A. Any attempt to obtain cash back from the GSA Fleet Services Card or selling fuel or items purchased with the Fleet services card.
  - B. Any unexplained miscellaneous or other unauthorized purchases.
  - C. Selling/skimming a GSA Fleet Services Card or card information.
  - D. Stealing items (e.g., tires, batteries, motor oil) paid for with the Fleet services card.
  - E. Unexplained/excessive consumable purchases (e.g., oil, washer fluid).
  - F. Fueling a personal vehicle or other personal equipment.
  - G. Purchase of non-mission related items (e.g., food, lottery tickets, alcohol).

## Safeguarding GSA Fleet Services Cards

Federal agencies are responsible for the establishment of administrative controls to ensure that the fuel and services procured using the GSA Fleet Services Card are for the official use of the agency and that administrative controls are maintained to prevent unauthorized use.

If at any time you suspect fraud, please contact [LPT@gsa.gov](mailto:LPT@gsa.gov) to report the situation for further investigation.

# Chapter 10 – How Do I Have Maintenance and Repairs Performed on My GSA Fleet Vehicle?

Proper care and maintenance will sustain the safe and reliable operation of your GSA Fleet vehicle. It is the driver's responsibility to be familiar with all important maintenance aspects of the Fleet vehicle. Lack of care for your GSA Fleet vehicle (in the form of misuse, neglect, or excessive wear and tear) may lead to an Agency Incurred Expense (AIE) charged to your customer account - see section [Excessive Wear and Tear](#) of this chapter for details.

Before driving, it is the driver's responsibility to understand the vehicle, its controls and features, and to inspect the vehicle according to the maintenance list below.

Each GSA Fleet vehicle is equipped with an owner's manual provided by the manufacturer in the glove box when provided by the OEM. More and more, OEMs are moving to online owner manuals in lieu of printed copies. Additionally, [GSAFleet.gov](#) provides more detailed information on the care and servicing of the vehicle, and should be reviewed before operating the vehicle. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.

## **Routine Maintenance - Driver Responsibilities**

To help keep the vehicle in prime condition, GSA Fleet has a nationwide network of Fleet Service Representatives (FSRs) and the Maintenance Control Center (MCC) to serve customers.

### **Care of Vehicles**

The vehicle driver is responsible for regularly inspecting the vehicle for these common maintenance concerns:

- I. Engine oil level. The driver should check engine oil monthly and, if needed, add oil as recommended by the manufacturer. Do not add or instruct vendors to add any oil additives.
- II. Fluid leaks. Before driving the vehicle, the driver should check the ground for oil or other fluid spots.
- III. Tires. The driver should check tire air pressure monthly. Tire pressure which deviates from the recommendation on the sticker label provided by the vehicle manufacturer (located on the driver's side door post, glove compartment, or information found in your vehicle owner's manual) will reduce tire life and affect vehicle handling and fuel economy. Check tires for excessive or uneven tread wear. Contact the MCC if excessive wear is discovered.
- IV. Exterior. Before driving the vehicle, the driver should check for body damage incurred while the vehicle was left parked and unattended. Report any damage promptly to the MCC at (866) 400-0411.

- V. Other. Drivers should familiarize themselves with the vehicle's owner's manual (physical or electronic) and perform any driver checks or inspections listed therein. Inform your FSR if the owner's manual is missing or unavailable. Note that many newer vehicles, particularly EVs, now utilize electronic manuals only.

Note: If a vehicle is assigned to a particular driver on a permanent basis, some of these daily maintenance checks may be performed during routine fueling stops.

## Preventive Maintenance (PM)

Timely PM ensures that GSA Fleet vehicles are safe, reliable, and effectively serve the customer's mission needs. The customer is responsible for ensuring that their GSA Fleet vehicle receives PM as scheduled. Failure to perform timely PM may void the vehicle's warranty and/or lead to future costly repairs, which may be charged to the leasing agency.

### Preventive Maintenance Schedules

Most new vehicles come equipped with an Oil Life Monitoring System (OLS), which illuminates on the dashboard when the engine oil needs to be changed.

- I. Vehicles with OLS. The customer must have the engine oil changed when the dashboard light illuminates, regardless of whether GSA Fleet has notified the customer of the need for an oil change. For most vehicles, if a year has passed since the vehicle's last oil change, GSA Fleet will send an email notification to perform PM regardless of the OLS light. GSA Fleet's PM schedule recommendations may vary slightly from the manufacturer's guidance.
- II. Vehicles without OLS. GSA Fleet will send an email notification to have the oil changed, based on the number of miles driven or time elapsed since the last oil change. The email notification will list all required services at that time. The driver must ensure that the vendor closely follows all instructions. If the services exceed \$100, the vendor must call the MCC for authorization.

For any questions or concerns regarding PM, please contact the MCC at 866-400-0411.

### Engine Oil Specifications

GSA Fleet follows original equipment manufacturer (OEM) specifications for replacement motor vehicle engine oils, including manufacturer formulation specifications (e.g. Dexos), synthetic oils, and synthetic blends. GSA's default position is conventional oil if not otherwise specified.

In accordance with Section [6002\(c\)\(1\) of the Resource Conservation and Recovery Act \(RCRA\)](#), GSA Fleet will procure re-refined oils if they are available at a reasonable price and meet performance specifications.

## Customer Notification of Due and Overdue PMs

GSA Fleet uses the following two methods to notify customers of due and overdue PMs.

- I. Automated notifications will be generated by GSA Fleet to the vehicle point of contact that one or more vehicles need PM. Automated notifications will be sent for vehicles on all PM schedules, with appropriate intervals determined by the vehicle's schedule (both time and mileage based schedules and the OLS PM schedule are considered).
- II. Notification through PM Reporting in [GSAFleet.gov](https://gsafleet.gov). PM Reporting will show all vehicles assigned to each customer with their respective date of last completed PM as well as the estimated date of the next required PM. Please see [Chapter 12](#) for additional information on PM reporting. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.

## Reporting Completed PMs

- I. GSA Fleet automatically captures most PMs that were purchased using the GSA Fleet Services Card or were authorized by the MCC.
- II. In addition to the automated procedures, customers have the ability to manually report PMs through PM Reporting in [GSAFleet.gov](https://gsafleet.gov). The automated methods decrease the need to report PMs, help expedite those that do need to be reported manually, and increase the accuracy of GSA Fleet's data.
- III. When a PM is not coded correctly by a vendor, or is completed without using the Fleet Services Card or through the MCC, it will need to be manually updated. If manual reporting is needed, you may do so by entering the date of completion and mileage at time of service for the vehicle, identified by license plate number, through PM Reporting. For more assistance on how to report preventive maintenance is available on the [GSAFleet.gov](https://gsafleet.gov).

## Unscheduled PM

GSA Fleet may charge agencies for unscheduled PM (completed earlier than necessary) as it represents a behavior that unnecessarily increases costs to taxpayers.

## Specialty Vehicle Maintenance

GSA Fleet customers have the following responsibilities pertaining to vehicles with specialty bodies.

- I. Ambulances. Customers are responsible for the inspection and maintenance of the body interiors and associated components for these vehicles. GSA Fleet is responsible for maintenance of the exterior components of the body (including emergency lighting) and the cab and chassis portion to include the engine.
- II. Tankers/Refuelers. Customers are responsible for the inspection and maintenance of the bodies, pumping systems, and all associated components for these vehicles. GSA Fleet is

responsible for the maintenance of the cab and chassis portion to include the engine. GSA Fleet requires the manufacturers of these vehicles to provide training on their operation and maintenance. We will only provide replacement tankers/refuelers to customers who currently lease them from us and who agree to take this training.

Please be aware that the inspection/maintenance of any vehicle mounted equipment requiring a state certification, inspection, or licensure is the responsibility of the using agency.

## Over-the-Air Updates

Over-the-air updates allow certain vehicle systems to be updated remotely using a wireless connection. This means certain software improvements or fixes, including recall remedies, can be completed without visiting a dealership. These updates can be critical to keeping the vehicle safe, functional, and fully supported. It is important to read the over-the-air update message for specifics as an update may have requirements such as a set amount of time with the vehicle parked to complete the update. If a driver or vehicle is unable to have an over-the-air update performed for any reason, schedule an appointment to have the update performed at a dealership supporting that brand of vehicle.

## Reporting Mileage

Current and accurate mileage is critical to ensure timely billing and PM notifications. It is the agency's responsibility to report and monitor mileage reporting unless the vehicle is equipped with vehicle telematics which allows for automated mileage reporting. See [Chapter 12](#) on reporting for details on submitting your monthly odometer readings to GSA Fleet.

## State Requirements

Federal Government vehicles must comply with requirements by the relevant State motor vehicle administration or State environmental department when federally-mandated. This includes any approved State requirement implemented within the bounds of the [Clean Air Act](#). Speak with your FSR for more information or resources on requirements in your operating area.

## Emissions Testing

GSA Fleet-leased vehicles are subject to emission testing requirements of the jurisdiction where the vehicles are primarily garaged. Information regarding the requirements of the specific jurisdictions will be sent to the corresponding GSA Fleet customers to ensure that they are aware of their obligations. GSA Fleet will pay for emission inspections of GSA Fleet vehicles when required by the relevant State motor vehicle administration or State environmental department.

Customer agencies are responsible for complying with any required testing and reporting. Penalties and fees associated with not completing emission testing on time are the responsibility of the customer. Records on compliance should be kept for audit purposes by the customer agency.

## **Safety Inspections**

Government vehicles that display official U.S. Government license plates do not require motor vehicle safety inspections. Accordingly, GSA Fleet will not pay the cost of motor vehicle safety inspections. That cost is the responsibility of your agency.

## **Repair Authorizations for Maintenance and Service**

- I. When contacting the MCC, customers have access to a trained professional with complete knowledge of your vehicle. All vehicle repair history records are maintained electronically at the MCC and are used for the oversight and proper authorization of vehicle maintenance and repair.
- II. To obtain information on vehicle maintenance and repair vendors in your area, contact your FSR or the MCC.
- III. Drivers of GSA Fleet vehicles are authorized to make repair decisions, in accordance with GSA Fleet policy, up to \$100 and excluding the replacement of tires, glass, and batteries, that are payable on the GSA Fleet Services Card specific to the vehicle for which the services are required. GSA Fleet grants this authority through the issuance of the Fleet services card to the vehicle.
- IV. Vendors must get pre-authorization from the MCC for any maintenance purchases over \$100.
- V. Drivers are not authorized to obligate government funds in excess of \$100 or for the replacement of tires, glass and batteries. Authorization to a vendor for repairs meeting these criteria can only be issued by an MCC specialist. This occurs by way of a GSA Fleet issued purchase order.

Any authorization by the driver or the agency leasing customers to a vendor to perform work or order parts shall be considered an unauthorized commitment. An unauthorized commitment, in accordance with [FAR 1.602-3](#), is "an agreement that is not binding solely because the Government representative who made it lacked the authority to enter into that agreement on behalf of the Government." The process for resolving an unauthorized commitment and paying the vendor is referred to as ratification. Ratifications are the responsibility of the agency making the unauthorized commitment in accordance with [FAR 1.602-3](#) and agency procurement guidelines. Even though GSA Fleet provides the vehicle and manages maintenance for the vehicle as part of the lease, GSA Fleet can not pay a vendor for repairs for which an unauthorized government representative (e.g., Fleet leasing customer, whether federal employee or contractor) makes the commitment. The leasing agency bears that responsibility.

No credits shall be issued for late fees or for repairs considered excessive wear and tear or otherwise covered under GSA Fleet's Agency Incurred Expense guidance.

## Wear and Tear

GSA Fleet establishes a mileage rate to fuel and maintain its vehicles. These rates are established based on what GSA Fleet considers to be normal wear and tear across its entire fleet. When excessive wear and tear occurs, whether due to abuse or neglect of a single vehicle or a mission requirement unique to a specific customer, GSA Fleet must recover those additional costs. Excessive wear and tear increases maintenance costs on all GSA Fleet vehicles if not recovered from the responsible customer.

These excessive wear and tear expenses are not covered by GSA Fleet rates and may be charged to the customer as Agency Incurred Expenses (AIEs).

- I. Abuse or Neglect: GSA Fleet will charge agencies for maintenance related expenditures that are determined to be the result of abuse or neglect of the vehicle. Specific examples of excessive wear and tear are outlined in the GSA Fleet Excessive Wear and Tear Table below.
- II. Replacement of Glass: GSA Fleet will charge agencies for all glass replacements except where it is repairable per industry standards.
- III. Normal Wear and Tear: GSA Fleet will not charge agencies for normal wear and tear.
- IV. Road Hazards: GSA Fleet will charge agencies for the replacement of parts including, but not limited to, the tires (based on the prorating schedule established in the GSA Fleet Excessive Wear and Tear Table below), wheels, tire pressure monitoring sensors, and valve stems resulting from impacts with road hazards and curbs.
- V. Replacement of Tires: Except as noted below, tires shall be replaced when the remaining tread depth is 2/32 of an inch or less, when the tread wear bars indicate that the tire should be replaced, or when the tires are otherwise deemed unsafe or unusable.
  - A. A tread depth of 4/32 of an inch shall be maintained on the front steering wheels of any vehicle exceeding 10,000 GVWR operated on the highway, any vehicle carrying hazardous or explosive material, and all buses, ambulances, or law enforcement vehicles.

Retread or remanufactured tires shall be procured whenever practicable in accordance with [EPA's Comprehensive Procurement Guideline](#). In determining whether it is practical to procure retread tires, consider the intended end use of the tire, its price, life cycle cost, mileage guarantee, availability, and quality.

GSA Fleet vehicles come standard with All Season Tires. If a more aggressive type tire is required, including studded tires where state laws allow, customers may submit a request to GSA Fleet for approval. All additional expenses related to their acquisition, installation, and

operation shall be charged to the customer and the customer is also responsible for storage and accountability of seasonally rotated tires. Installation of other than standard tires does not exempt the vehicle from fleet management's rotation program.

- VI. Vehicle Cleaning: GSA Fleet establishes its vehicle cleaning/car wash business rules based on local costs, climate, agency mission, etc. GSA Fleet will issue an AIE for cleanings obtained and charged by the agency in excess of those business rules. Contact your FSR for more information.

In summary, GSA Fleet retains the right to issue an AIE for any expenses not covered by its rates, as well as any abuse, neglect, or other damages which result in diminished vehicle value upon resale.

## GSA Fleet: Excessive Wear and Tear Table

The following guidelines establish GSA Fleet's criteria for Standard Vehicle excessive wear and tear. These guidelines are not all inclusive, but establish GSA Fleet's criteria for wear and tear in the most common situations. Consult your FSR with specific questions.

Mechanical	Description / Example
Brakes	Brakes worn down to metal on metal and continued use ruins rotors, calipers, and other parts of the braking system.
	<i>Pads/Shoes and Rotors - Mileage interval based on Front to Front or Rear to Rear replacement. First replacement assumed to replace original. Applies to Light Duty Vehicles (i.e. Tag starts with G10-G14, G41-G63). Excludes Law Enforcement, Ambulances, Buses, Medium and Heavy Trucks and Trailers which will be evaluated by GSA Fleet on a case by case basis.</i>
	<8,000 miles (12,875 km) = 80% AIE.
	>=8,000 mi (12,875 km) and <16,000 mi (25,750 km) = 60% AIE.
	>=16,000 mi (25,750 km) and <24,000 mi (38,624 km) = 40% AIE.
	>= 24,000 mi ( 38,624 km) = 0% AIE.
Mechanical failure	Damage due to abuse or neglect, including, but not limited to failing to follow preventative maintenance schedule, failing to promptly repair damage that leads to a major repair, ignoring warning lights, excessive idling, etc.
Equipment	Damage caused by the abuse, neglect, and/or improper installation, use, or removal of any equipment.
Exterior	Description / Example
Poor Quality Repairs	Obvious evidence of repair such as color mismatch or mis-alignment between panels.
Scratch	Length exceeds 1" (2.54 cm) or any length where bare metal is visible.
Dent	Multiple dents on a single panel or a single dent > 3/4" (1.9 cm) in diameter. Includes hail damage.
Cracks	Cracked bumpers, rubbing strips, mirrors.
Chip	Multiple chips on a single panel.
Paint damage	Bird excrement, sand, salt, etc. damage paint/clearcoat because vehicle was not cleaned regularly.
Heavy rust	Major visible rust or component rust related issues, including brake components.
Undercarriage	Damage due to bottoming out.
Missing parts	Sections of the bumper or molding, mirrors, antenna.
Equipment	Damage caused by the abuse, neglect, and/or improper installation, use, or removal of any equipment.
Decals and Shrink Wraps	Residual damage - e.g. color fade, adhesive. Removal damage - e.g. scratches, chips to body paint or glass.
Lenses and Mirrors	Damaged or not operational due to abuse or neglect, chips, cracks, holes or fogging.
Glass	Description / Example
Glass	Any damage requiring glass replacement.

Interior and Cargo Area	Description / Example
Seats, headlining, carpets, lining fabrics, floor covering	Burns, tears, rips, holes, cuts, stains, tobacco products and other odors.
Seats, headrests, glove box, cargo tie-downs, trim pieces, side-panels, truck-liners, bed-liners, controls, knobs	Missing, broken, inoperable, installed replacement does not meet manufacturer specifications for quality and design.
Equipment	Damage caused by the abuse, neglect, and/or improper installation, use, or removal of any equipment.
Truck Bed	Drilled holes, large dents, crushed wheel wells, holes due to rusting, mis-aligned or damaged tailgate.
Parts and Accessories	Description / Example
Keys and Remotes	Missing.
GSA-owned equipment (e.g. snow plows, telematic device)	Missing, damaged, or not operational.
Tires	Description / Example
Replacement Tires (Set of tires = # tires on the vehicle)	<i>Replacement tires will be charged back in a prorated manner as indicated in the table below unless the tire is greater than 6 years old. First set of replacement tires presumed to replace original tires. Each replacement tire thereafter is presumed to replace the oldest replacement tire on the vehicle.</i>
	<i>Proration applies only to the actual tire. Additional parts, labor, and/or related fees incurred during a tire replacement (e.g. mount, balance, tire valve stem, tire pressure monitoring sensor) will be charged back in full. GSA will cover the entire cost if the tire replacement qualifies for 0% AIE.</i>
	<8,000 miles (12,875 km) = 80% AIE.
	>=8,000 mi (12,875 km) and <16,000 mi (25,750 km) = 60% AIE.
	>=16,000 mi (25,750 km) and <24,000 mi (38,624 km) = 40% AIE.
>= 24,000 mi ( 38,624 km) = 0% AIE.	
Upgrade Tire	All parts, labor, and related fees will be charged in full. Once a tire has been upgraded, replacement tires will follow Replacement Tire proration rules for a like or lesser capability tire. (e.g. Upgrading from a Passenger (P) tire to a Light Truck (LT) tire or from an All-Season (AS) tire to a Mud andSnow (M+S) tire).
Wheels	Deep cracks, bent, or gouged.
Spare Tire or Tire Inflator Kit	Missing.
Tire jack and tools	Missing or broken.

## Selecting a Maintenance or Repair Vendor

Customers can assist in saving taxpayer dollars by contacting the MCC prior to taking the GSA Fleet vehicle to a vendor for maintenance or repairs. Our specialists direct drivers to local repair shops qualified to service the vehicle, provide favorable pricing, and are familiar with GSA Fleet procedures. The MCC will also ensure that vehicle maintenance is purchased according to the Federal Acquisition Regulation (FAR), with respect for small business and fair competition priorities. If the customer takes a vehicle for repair to a vendor not registered with GSA Fleet or in the [System for Award Management](#) (SAM), repair completion may be delayed. Customers should remind vendors that they must contact the MCC for authorization of any repairs or maintenance exceeding \$100. In cases of an after-hours emergency when the MCC is closed, drivers should follow the procedures outlined under the “Unscheduled and Emergency Repairs” section located later in this chapter.

### MCC Contact Information and Hours:

#### MCC Phone Numbers:

Continental U.S.: (866) 400-0411

Puerto Rico: (855) 213-3241

#### Hours of Operation:

Continental U.S.: Monday - Friday, 7:00 A.M. to 8:00 P.M. EST

Puerto Rico: Monday - Friday, 7:00 A.M. to 5:00 P.M. AST

#### Europe MCC

Locations and contact information can be found on the [GSA Fleet MCC page](#).

## Using the GSA Fleet Services Card for Maintenance

GSA Fleet uses a commercial fleet services card for fuel and minor maintenance and repair services. The GSA Fleet Services Card is assigned specifically to your vehicle and should be used only for the vehicle identified on the card. With the exception of the items listed below, you can charge up to \$100 using the Fleet services card for maintenance and repair of your GSA Fleet vehicle without first getting prior MCC authorization. The GSA Fleet Services Card is accepted at over 180,000 fueling stations. Please see [Chapter 9](#) for additional information on the Fleet services card.

### Items below the \$100 GSA Fleet Services Card limit requiring approval prior to purchase:

- I. **ALL** tires (contact the MCC)
- II. **ALL** batteries (contact the MCC)
- III. **ALL** glass replacement (contact the MCC)

#### IV. **ALL** over-the-counter vehicle parts and materials meant for self-installation

All GSA Fleet Services Card purchases must relate directly to the GSA Fleet vehicle. Unauthorized and illegal GSA Fleet Services Card purchases (this includes purchases of personal items) may result in criminal prosecution under [18 U.S.C. 641](#). Under no circumstances should personal items be purchased using the GSA Fleet Services Card. All purchases made with the GSA Fleet Services Card use the latest electronic technology available, which captures detailed data identifying cost, product, fuel type, service level, location, date and time, and purchase amount.

#### **Obtaining Maintenance Services *without* the GSA Fleet Services Card**

If drivers are unable to purchase vehicle-needed services with the GSA Fleet Services Card, call (866) 400-0411 and select the voice menu option that applies to the specific situation. If cash or a personal credit card is used, the driver must seek reimbursement from their agency. The agency's point of contact must notify GSA Fleet for reimbursement. GSA Fleet will, in turn, issue a credit to the agency's monthly vehicle bill.

Tire and battery purchases must be authorized by the MCC prior to the work being performed, regardless of cost.

Glass replacements, including windshields, must be authorized by the MCC prior to the work being performed, regardless of cost.

### **Unscheduled and Emergency Repairs**

If the vehicle requires unscheduled maintenance, please contact the MCC for vendor information and authorization before the vendor begins work. The dollar limit for maintenance purchases without prior MCC approval is \$100. If the vehicle becomes disabled or an emergency requires the driver to stop on the roadside, remember to turn on the emergency flasher lights. Be sure to check if the vehicle has a spare tire or tire inflator kit and refer to the owner's manual for self-repair instructions.

#### **Obtain roadside assistance by calling the following options in order of precedence:**

- I. During business hours, contact the MCC at (866) 400-0411.
- II. If after normal business hours and the vehicle is under warranty, refer to the Guide to Your GSA Fleet Vehicle in the [GSAFleet.gov Glove Box](#) or the owner's manual for current roadside assistance guidelines, or visit [Roadside Assistance](#). A roadside assistance customer service representative will contact a local service provider for support. This service is available throughout the 50 states, Puerto Rico, the U.S. Virgin Islands, and Canada. The Vehicle Identification Number (VIN), make/model, color, license plate, and current location of the vehicle are needed when contacting a roadside service representative.
  - A. Typical services include:
    1. Emergency towing

2. Flat tire change
  3. Fuel delivery
  4. Jump starts
  5. Lockout service
- III. If after normal business hours and the vehicle is not under warranty, contact the GSA Fleet Services Card representative to coordinate roadside assistance using the toll-free number listed on the GSA Fleet Services Card.
- A. Please contact the MCC or servicing Fleet Service Representative (FSR) on the next business day following an after-hours roadside assistance event to inform GSA Fleet of the location of the vehicle so repairs can be expedited and to ensure no unauthorized purchases occur.
  - B. GSA Fleet may bill agencies for charges incurred for roadside assistance that would have been otherwise covered under the vehicle's Original Equipment Manufacturer (OEM)-issued roadside assistance program.

*For maintenance in the event of a natural disaster, please see [Chapter 6](#) section on Acts of Nature.*

## **Towing**

GSA Fleet will charge the agency for the expense of transporting a vehicle when customer benefit is the clear reason for the transport.

- I. GSA Fleet will bill customers for the additional charges that it incurs when GSA Fleet arranges transportation of one type at the customer's request (e.g., a tow) when the vehicle actually requires another form of transportation (e.g., a flatbed due to vehicle being inoperable).
- II. GSA Fleet will charge customers for towing or service calls if the vehicle could have been driven to a qualified repair vendor or if the driver could have safely changed the flat tire or used the tire inflator kit.

## **Warranty repairs**

GSA Fleet may charge agencies for repairs that would have been covered under any applicable warranty. Some examples for when a FSR may elect not to issue an AIE to a customer include, but are not limited to:

- I. The cost to transport a vehicle to a dealer for warranty work is greater than the cost to perform the work at a non-warranty repair vendor.
- II. Excessive time out of service would be incurred by choosing to repair under warranty at a dealer when compared to using a non-warranty repair vendor.

## Recalls

When manufacturers or regulators discover defects in vehicles which potentially can lead to the death or injury of occupants, a safety recall is initiated by the manufacturer. The manufacturer is legally required to send paper notifications to the vehicle owner on record, detailing the nature of the safety recall, as well as steps owners must take to remedy the defect. GSA Fleet is the owner on record of all leased GSA Fleet vehicles.

After a manufacturer announces a safety recall, the National Highway Transportation Safety Administration (NHTSA) initiates an investigation of the defect and assigns a tracking number to the manufacturer initiated recall. NHTSA posts information on all active safety recall campaigns at [www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls) where users may enter a vehicle identification number (VIN) to look up any and all active safety recall campaigns on a light or medium-heavy duty vehicle sold in the United States.

GSA Fleet maintains close contact with manufacturers and regulators to receive the best and most recent information on safety recall campaigns affecting GSA Fleet vehicles. The GSA Fleet recall team updates recall records weekly and tracks recall trends across the fleet and down to the individual vehicle. The recall team researches all new safety recalls to note the status as actionable (meaning a remedy or parts are available) or not actionable. GSA Fleet sends automated monthly reports to customers, alerting them to open, actionable recalls on their vehicles leased from GSA Fleet. Customers and fleet managers may also access this information through [GSAFleet.gov](http://GSAFleet.gov). Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.

Customers must take immediate action if they receive notifications, electronically or via mail, alerting them to open safety recalls on GSA Fleet vehicles in their custody. Upon receipt of a safety recall notice, customers must contact their local OEM dealer location to ensure that parts are on hand and make an appointment to have the recall remedied in a timely manner. Failure to respond promptly to safety recall notifications potentially could lead to the death and/or injury of Federal Employees, contractors, and the general public.

Customers with questions or concerns about safety recalls should contact their FSRs and OEM service providers, as well as check the online resources from GSA Fleet and its Federal motor vehicle safety counterparts [GSAFleet.gov](http://GSAFleet.gov) and NHTSA's [www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls).

## Extended Repairs

If a vehicle is at a repair shop for an excessive period of time based on the expected repairs, customers must contact their FSR for an update and/or assistance, as appropriate.

GSA Fleet's Short-Term Rental Program is available, at the customer's expense, to support mission requirements due to extended repair times. The vehicle under repair will remain assigned to the customer and monthly lease costs will remain in effect.

GSA Fleet is not financially liable for extended repair times.

## Sustainable Materials Management

The Environmental Protection Agency identifies vehicular products that promote the use of materials recovered from municipal solid waste in its [Comprehensive Procurement Guidelines for Vehicular Products](#).

# Chapter 11 – What Do I Do in Case of a Crash or Incident?

GSA Fleet provides a variety of tools and resources to help you in the event that a crash or incident happens and to manage the process afterwards. The Accident Management Center (AMC) provides GSA Fleet's customer agencies and vehicle drivers with one-stop service for reporting crashes and incidents, coordinating vehicle repairs, and initiating claims against an identifiable third party. Crashes and incidents need to be reported to the AMC within five (5) business days. Fatalities and fires need to be reported within 24 hours to the AMC.

## **How does GSA Fleet define crash and incident?**

- I. Definition of "Crash":
  - A. A collision involving a GSA Fleet vehicle and at least one other vehicle.
  - B. A single vehicle collision that involves a fatality or personal injury to the driver, a passenger, or an individual not located in the vehicle.
  - C. A collision that involves damage to property.
- II. Definition of "Incident":
  - A. A single vehicle crash with no fatality, injury, or property damage.
  - B. Vandalism.
  - C. Theft.
  - D. Act of nature.
  - E. Damage for which the cause is unknown.

## **In Case of A Crash**

- I. Stop the vehicle in a safe location right away and turn on hazard lights.
- II. Take steps to prevent another collision at the scene.
- III. Notify the police, or Emergency Medical Services as needed.
- IV. **DO NOT sign any paper or make any statement as to who was at fault (except to your supervisor or a Federal Government investigator).**

- V. Drivers should:
- A. State their name
  - B. Address
  - C. Place of employment
  - D. Name of supervisor
  - E. Show their driver's permit (e.g., driver's license)
  - F. Present the vehicle's registration card.
- VI. The Federal Government is self-insured and proof of insurance is located on the back of the Fleet Vehicle Accident Kit envelope. The kit is located in the glove compartment of each GSA Fleet vehicle.
- VII. Obtain the name and address of each witness. Ask the witness(es) to complete the [SF 94](#) (Statement of Witness) contained in the [GSA Form 1627 - Fleet Vehicle Accident Kit](#) envelope.
- VIII. Complete [SF 91, Motor Vehicle Accident \(Crash\) Report](#) at the scene. If conditions prevent this, make notes of the following:
- A. Registration information for other vehicle(s) involved (owner's name, owner's address, tag number, VIN, and vehicle description).
  - B. Information on other driver(s) (name, address, driver's permit number, and expiration date).
  - C. Name, address, and phone number of each person involved and injuries sustained, if any.
  - D. Name, address, and phone number of the companies insuring other vehicle(s) and related insurance policy number(s).
  - E. Situational information, such as the location, time, measurements, weather, damage, etc.
- IX. If possible, take color photos of the crash scene and include them with the Motor Vehicle Accident Report (Standard Form 91). Take photos that document:
- A. Damage to vehicles and/or property.
  - B. Accident scene (road conditions, skid marks, debris in roadway, vehicle positions, etc.).
  - C. Location identifiers of the accident scene (intersections, address, or exit number).
  - D. Driver and vehicle identification (insurance cards, license plates, etc.)
- X. If your vehicle needs to be towed or has already been towed, contact the AMC so they can expedite the vehicle repairs and avoid extra charges for towing or storage.
- XI. Request a copy of the police report, if applicable.

If you were involved in an accident in the U.S. or its territories, contact the AMC by email:  
amc@gsa.gov

If you were involved in an accident in Europe, contact the AMC using the following information:

Germany:

Hours of operation: 7:30 A.M. to 4:00 P.M.

Phone: +49-9641-70526-1893 or +49-0-611-143-546-7422

DSN: 314-526-1893 or 314-546-7422

Email: Euroamc.de@gsa.gov

Belgium:

Hours of operation: 7:30 A.M. to 4:00 P.M.

Phone: +32-68-25-5330

DSN: 314-597-5330

Email: Euroamc.be@gsa.gov

Italy:

Hours of operation: 7:30 A.M. to 4:00 P.M.

Phone: +32-68-25-5330

DSN: 314-597-5330

Email: Euroamc.it@gsa.gov

## Crash/Incident Reporting

### What are the requirements for reporting a crash or incident to GSA Fleet's AMC?

Within one (1) business day after the crash or incident, drivers should submit all reports and data to their supervisor. If the driver is injured, he/she should have the police notify a supervisor who will assume responsibility for reporting the crash or incident.

Within five (5) business days after the crash or incident, the driver or their supervisor must fax or email all documentation to the AMC.

Documentation includes:

- I. [Standard Form 91, Motor Vehicle Accident \(Crash\) Report](#) in the event of a crash (REQUIRED):
  - A. The vehicle driver must complete this form at the time and scene of the crash, if possible.
  - B. Please ensure that the SF 91 is filled out in its entirety as it is essential for the AMC to properly process claims.
  - C. If a third party was involved, please ensure that Section II of the SF 91 is filled out in its entirety. Failure to obtain information that identifies a responsible third party

will result in a determination that the operating agency is financially responsible.

II. [Standard Form 94, Statement of Witness](#) (if applicable)

A. Request witnesses to complete this form at the scene of the crash, if possible.

B. Obtaining the witnesses' names and telephone numbers is essential.

III. Police Report (if applicable)

Obtaining the police report is the responsibility of the driver and/or agency.

IV. Color Photos (if applicable)

A. GSA Fleet requires that drivers take color photos to document the crash scene and submit them to the AMC.

B. Required photos include damage to all vehicles and/or property involved in the crash; the crash scene (e.g., road conditions, skid marks, debris in the roadway, vehicle positions); location identifiers (e.g., intersection, address, exit number); and driver and vehicle identification information (e.g., driver's licenses, insurance cards, license plates).

Color photos must be emailed.

**To help us address your cases more efficiently, please consider the following guidance:**

***For Accident and Incident Cases***

- **Always include the GSA license plate number** in the subject line of your emails for quick retrieval of your case.
- **Provide full contact information and backup contact information**, as we are having challenges reaching our customers right now as many transitions have occurred.
- **Non-Accident Safety Repairs under \$10,000:** In non-third-party fault cases, safety-related repairs under \$10,000 can be approved without an SF91.
- **Replacement Vehicles:** If safely operable and you know your vehicle is coming upon replacement have a conversation with your FSR on if repairs are necessary prior to sale (i.e. hail damage, minor dents/dings, etc).
- **Initial Accident Submissions:** Always begin a complete package including the SF91, photos and an estimate. Packages including less than this have to be returned for additional information creating delays (police reports or follow up estimates can come later).
- **New Accident Case Email:** All accident-related emails should be sent to the new centralized email address [amc@gsa.gov](mailto:amc@gsa.gov). Prior email addresses will filter into this inbox, but please always use this group box and not the prior group boxes or the AMC specialist's email addresses to ensure coverage of your issue.

## Where do I file a report if one of my drivers or employees is injured?

Driver injuries should be processed through their agency personnel office using a [CA-1](#) form.

## What is the operating agency's responsibility if a third party suffers damages, injury, or death?

The operating agency should provide the third party with a [Standard Form 95, Claim for Damage, Injury, or Death](#). The third party needs to submit the SF 95 to the tort claim office of the agency operating the vehicle. GSA does not process claims from third parties unless the vehicle was operated by a GSA employee.

## Vehicle Repair

### What is the process for getting a vehicle repaired?

Upon notification of a crash, the AMC will arrange for an auto body shop to complete repairs at the expense of the agency. Again, the agency is responsible for any charges associated with transporting a vehicle for crash damage repairs. In accordance with the FAR, the AMC may need to solicit for additional estimates. The operating agency should anticipate a need for additional estimates, especially if the damage is likely to exceed \$2,500. Before repairs are started, these estimates must be submitted to the AMC by either the customer or the vendor per procurement regulations.

The AMC specialist handling the case will manage the repair process. This individual will manage documentation collection and the repair procurement, including review of the estimates, making repair decisions, and paying the vendor. Once the repairs have been completed, the leasing agency is responsible for verifying that repairs have been completed and are satisfactory prior to signing the invoice. If there are any concerns regarding the repairs made to the vehicle, they need to be reported to the AMC **prior** to signing the invoice so that the concerns can be resolved between the AMC specialist and the vendor.

### Who can authorize vehicle repairs?

- I. Vendors **must** get pre-authorization from the AMC for any crash repairs, body work, or glass replacements.
- II. Drivers are not authorized to obligate government funds in excess of \$100 or for the replacement of tires, glass, and batteries. Authorization to a vendor for repairs meeting these criteria can only be issued by a contracting officer in GSA Fleet's AMC. This occurs by way of a GSA Fleet issued purchase order. Any authorization by the driver or the agency leasing customer to a vendor to perform work or order parts shall be considered an unauthorized commitment.

An unauthorized commitment, in accordance with [FAR 1.602-3](#), is "an agreement that is not

binding solely because the Government representative who made it lacked the authority to enter into that agreement on behalf of the Government." The process for resolving an unauthorized commitment and paying the vendor is referred to as ratification. Ratifications are the responsibility of the agency making the unauthorized commitment in accordance with [FAR 1.602-3](#) and agency procurement guidelines. Even though GSA Fleet provides the vehicle and manages maintenance for the vehicle as part of the lease, GSA Fleet can not pay a vendor for repairs for which an unauthorized government representative (e.g., Fleet leasing customer, be they federal employee or contractor) makes the commitment. The leasing agency bears that responsibility.

### **Who pays vendors for repairs, transport, storage, appraisals, etc.?**

GSA Fleet will manage payment(s) to vendors for all repairs, transport, storage, appraisals, etc.

- I. In case of a crash, GSA Fleet assigns financial responsibility based on the following:
  - A. Admissions of fault by either party.
  - B. Issuance of a moving violation citation to either party.
  - C. Assignment of fault/responsibility in the police report.
  - D. Payment of a claim by a third party or their insurance provider.
  - E. If a third party cannot be identified, responsibility defaults to the customer agency.
- II. Once a determination of financial responsibility is made; GSA Fleet will bill the appropriate party.
- III. If the leasing agency has the proper documentation of fault (e.g., police reports or admission of fault) then the AMC will process the claim against the other driver or their insurance company. If the agency was billed in error, a credit will be issued.
- IV. Costs may be distributed between the leasing agency and other parties when multiple vehicles are involved in a crash or if the third-party insurance company provides additional information as to fault. In these instances, cost may be distributed on a pro-rata basis.
- V. In case of an incident, the agency will be billed for all charges.

### **What is meant by a No-Fault State?**

Currently (as of 2025) 12 states and Puerto Rico have no-fault auto insurance laws. Florida, Michigan, New Jersey, New York, and Pennsylvania have verbal thresholds. The other seven states; Hawaii, Kansas, Kentucky, Massachusetts, Minnesota, North Dakota, and Utah use a monetary threshold. No fault insurance means that the driver's auto insurance will pay some or all of their medical bills and lost earnings if they get into a car crash, regardless of who was at fault for the crash. Every state's law is different as to the monetary thresholds.

## **Do No-Fault insurance laws apply to GSA Fleet Vehicles?**

No. In the case of *United States v. Ferguson*, the United States Court of Appeals for the Sixth Circuit affirmed the judgment for the Federal Government. Their decision was founded on the basis that Michigan's no-fault law did not bar the recovery of damages from appellant driver because the Federal Government had the paramount power of control over its property and because, in the interest of uniformity, the traditional principle of negligence was to be applied. The court found that the Federal Government was authorized under [41 CFR 101-39.404](#) to seek recovery of its claim where a party other than the operator of the vehicle was at fault in the accident. The court ruled that the issue presented was not one in which the state had a primary interest and that the Federal Government was entitled to the application of the traditional principles of negligence and recovery in the interest of uniformity. In addition, the court determined the Act was probably not intended to apply to the Federal Government and that its rights of recovery should not vary from state to state.

### **Chargeable Expenses**

- I. If GSA Fleet decides to repair a vehicle; it will charge the financially responsible party for the following, as appropriate:
  - A. Repair expenses.
  - B. Towing.
  - C. Storage.
  - D. Appraisal fees.
  - E. Rental fees.
  - F. GSA Fleet purchased accessories.
  - G. Other applicable expenses.
  
- II. If GSA Fleet determines a vehicle to be totaled, or if the vehicle is not recovered, GSA Fleet will charge the appropriate party for the sum of the following, as appropriate:
  - A. Vehicle's market value at the time of the accident, less any applicable sale value.
  - B. Towing.
  - C. Storage.
  - D. Appraisal fees.
  - E. Rental fees.

F. GSA Fleet capitalized (“owned”) accessories.

G. Other applicable expenses.

### **What regulation governs GSA Fleet’s handling of accidents, incidents and claims?**

GSA Fleet manages its accident management program based on [41 CFR 101-39.4](#). Per [40 U.S.C. 605](#), GSA Fleet must recover all expenses for the related services it provides in the furnishing of motor vehicles, to include expenses related to vehicle accidents and incidents.

### **What is the process for repairing a vehicle’s windshield?**

- I. For assistance in locating a glass repair shop, the driver or an agency representative can contact the AMC or their FSR. All glass replacement or any glass repair over \$100 must be approved by the AMC regardless of cost.
  - A. If the glass is considered repairable per industry standards, the leasing agency will not be billed.
  - B. If the windshield needs to be replaced, the leasing agency will be billed.

## **Damage by Repair Facilities**

In an ideal situation, if a vehicle is damaged by a repair shop, it will contact the AMC or MCC, whichever managed the repair, to address the situation as soon as it occurs. However, vendor caused damage may be found by customers. If upon arriving at the repair shop you notice damage that was not there when the vehicle was dropped off, you must report it to your FSR or to the AMC/MCC before accepting the repaired vehicle. This gives the AMC/MCC the best chance to resolve the situation with the vendor. If the damage is discovered after acceptance, it should still be reported, but a favorable resolution becomes much more difficult. The repair of the damage will be worked on a case by case basis with the vendor's financial responsibility depending on the liability laws of the state.

## **Missing or Stolen Vehicles**

GSA Fleet assets are provided to leasing customers in support of the leasing agency's mission. The leasing agency assumes physical and financial responsibility for those assets upon receipt.

### **Reporting of Missing or Stolen Vehicles**

- I. Customers shall immediately report a missing or stolen vehicle to local law enforcement or their security office equivalent.
- II. Copies of the police report and the National Crime Information Center (NCIC) number shall be provided to the Fleet Service Representative (FSR) when available.

- III. Customers shall report a missing or stolen vehicle to their FSR immediately after notifying local law enforcement. Notify the FSR as well if the fleet services card was missing or stolen along with the vehicle.
- IV. GSA Fleet may request written approval from the customer to activate GPS data to locate the missing or stolen vehicle.

## **Administrative and Financial Procedures**

- I. FSRs will report the vehicle as missing or stolen on the Vehicle Details page in [GSAFleet.gov](https://gsafleet.gov).
- II. [GSAFleet.gov](https://gsafleet.gov) will notify the FSR and customer point of contact upon a report of a missing or stolen vehicle.
- III. [GSAFleet.gov](https://gsafleet.gov) maintains a secure connection with the National Law Enforcement Telecommunications System (NLETS). The missing or stolen indicator in [GSAFleet.gov](https://gsafleet.gov) will trigger a notification to law enforcement if a license plate or VIN is queried.
- IV. Unrecovered Vehicles
  - A. GSA Fleet will leave a missing or stolen vehicle assigned to a customer for 30 calendar days and then terminate the vehicle from assignment.
  - B. The FSR will issue an Agency Incurred Expense (AIE) for the missing or stolen vehicle.
- V. Recovered Vehicle
  - A. If a vehicle is recovered and operable prior to 30 calendar days, GSA Fleet will issue an AIE, as applicable, for:
    - 1. Towing
    - 2. Cleaning
    - 3. Storage
    - 4. Body damage
    - 5. Mechanical damage
    - 6. Other applicable expenses

Any miles driven in missing or stolen status will be included in the monthly mileage rate calculation.

- B. If a vehicle is recovered and operable after termination, credits back to the customer may be issued for the value of the vehicle after deducting costs for:
  - 1. Towing
  - 2. Cleaning

3. Storage
4. Body damage
5. Mechanical damage
6. Depreciation value
7. Other applicable expenses

C. If the vehicle is recovered and cannot be returned to active service, GSA Fleet will issue an AIE, as applicable, for:

1. Vehicle's market value at the time of the accident, less any applicable sale value
2. Towing.
3. Storage.
4. Appraisal fees.
5. Rental fees.
6. GSA Fleet capitalized ("owned") accessories.
7. Other applicable expenses.

# Chapter 12 – Is My GSA Fleet Vehicle Insured?

It is the responsibility of every GSA Fleet-leasing customer and driver to ensure they have appropriate insurance coverage in place in the event of damage, injury, or death resulting from a motor vehicle crash or other incident.

The following information is not legal or financial advice. Contact your agency office of general counsel and/or fleet manager for agency-specific guidance.

## Federal Tort Claims Act (FTCA)

The FTCA ([28 USC 171](#)) allows private parties to sue the United States government for certain torts (civil wrongs) committed by federal employees acting within the scope of their employment. Essentially, it waives the government's sovereign immunity in specific circumstances.

There are two options for GSA Fleet leasing drivers to provide FTCA Proof of Insurance information:

1. Fleet Vehicle Accident Kit: There should be an accident kit envelope inside the glovebox of each GSA Fleet-leased vehicle. A Proof of Insurance statement is on the back.

Replacement copies can be requested from your GSA Fleet Service Representative.

The image shows the 'FLEET VEHICLE ACCIDENT KIT' envelope and its contents. The envelope is white with a blue GSA logo and the text 'U.S. General Services Administration'. It features a red header with the title 'FLEET VEHICLE ACCIDENT KIT' and a section titled 'In Case of Accident' with a list of instructions. A red box at the bottom contains a note: 'NOTE: If you are injured, have the police notify your supervisor who will assume your responsibilities for reporting the accident.' The back of the envelope is also shown, featuring a 'Contents' section with two items: '1. SF 91, Motor Vehicle Accident Report (One Copy)' and '2. SF 94, Statement of Witness (Two Copies)'. A red box on the back is titled 'Proof of Insurance For Operators of GSA-Owned Vehicles' and contains text explaining that this constitutes the driver's 'Proof of Insurance' and that the U.S. government is self-insured. It also states that claims for injury or death of third parties, or damage to third-party property, arising from federal employee negligence in the operation of government-furnished vehicles are covered by the Federal Tort Claims Act (U.S.C. 2671 et seq.) as implemented by 28 CFR, Part 14. The back of the envelope also includes the website 'www.gsa.gov', the ID number '01-19-08452', and the document number 'GSA 1627 (REV. 2/2019) BACK'.

2. Vehicle Registration Card: A vehicle registration card can be downloaded for printing from [GSAFleet.gov](https://www.GSAfleet.gov) on a vehicle's detail page using the Vehicle Actions button. A Proof of Insurance statement is at the bottom under the Motor Vehicle Self-Insured Information section.

• FOR OFFICIAL USE ONLY •	
U.S. GOVERNMENT	
MOTOR VEHICLE SELF-INSURED INFORMATION	
<small>This vehicle is provided to employees of the Federal Government to perform official business to meet mission requirements.</small>	
<small>The U.S. Government is a self insurer of all motor vehicles operated by their employees within the U.S., its territories and possessions. Claims for money damages against the United States for the injury or loss of property or personal injury or death arising from an accident with a Federal employee operating a government-furnished vehicle and while acting within the scope of employment are covered by the Federal Tort Claims Act (28 U.S.C. 2671 et seq.).</small>	
<b>For more information please contact:</b>	
<small>MOTOR VEHICLE FLEET MANAGER</small>	<small>MOTOR VEHICLE FLEET MANAGER</small>
Customer Address	GSA Fleet FMC Address
• FOR OFFICIAL USE ONLY •	

Claimants file their claims (using [Standard Form 95 - Claim for Damage, Injury, or Death](#)) with the customer agency whose activities gave rise to the claim. If GSA receives a claim or an inquiry regarding where to file a claim, then GSA will refer the claimant to the appropriate customer agency's Office of General Counsel, Tort Claim Office (if different), or the agency fleet manager if an appropriate tort claims office can not be identified. ([28 CFR 14.2\(b\)\(1\)](#))

## Federal Employees

Federal employees are generally covered by the [Federal Tort Claims Act \(FTCA\)](#) when acting within the scope of their employment within the United States, its territories, and possessions. The FTCA allows the U.S. government to be sued for torts committed by employees acting in their official capacity. "Scope of employment" is a key legal concept referring to authorized tasks performed during work hours furthering government business. Specific situations should be discussed with your agency's general counsel.

Federal employees are not required by GSA Fleet to have private motor vehicle liability to operate a GSA Fleet-leased vehicle. Employees should consult with their agency's general counsel, fleet manager, or supervisor for any agency-specific requirements. Federal employees may consider consulting with an insurance carrier or financial advisor to determine if private motor vehicle liability insurance is appropriate for personal situations as you could be found personally liable if you operate outside the scope of your employment or you misuse the vehicle.

## Tribal Entities

It is the responsibility of the tribe to ensure appropriate liability coverage, whether through the [Federal Tort Claims Act](#) (FTCA) or private motor vehicle liability insurance, for every mission it is performing. GSA Fleet recommends that Tribal entities obtain private motor vehicle liability insurance for all of their GSA Fleet vehicles.

The FTCA provides coverage for Tribes under self-determination contracts and self-governance compacts only when the vehicles are being used to perform services outlined in the agreements. The employee must also be operating within the scope of their employment. Other mission services and activities, potentially including other federal agreements or compacts, would not be covered and the tribe would be liable.

Appropriate private motor vehicle liability insurance, as specified for contractors in [FAR 51.202\(a\)\(2\)](#), would cover bodily injury and property damage, with limits of liability as required or approved by the Tribe, protecting the tribe against third-party claims arising from the ownership, maintenance, or use of a GSA Fleet vehicle.

Resources:

- [2001 GAO report](#)
- [25 CFR Part 900 Subpart M](#)
- [25 CFR Part 1000 Subpart L](#)

## Federal Contractors

Federal contractors are not covered by the Federal Tort Claims Act. Contractors leasing vehicles directly from GSA Fleet must maintain private liability insurance, as specified in their contracts. ([FAR 51.202\(a\)\(2\)](#)) A copy of the contractor's proof of insurance must be provided to GSA Fleet ([ContractorUseRequests@gsa.gov](mailto:ContractorUseRequests@gsa.gov)) as part of the initial request for contractor use. Copies of the proof of insurance are not required for extensions to requests (e.g. the execution of an option to the contract).

## Foreign Travel

Most foreign countries, including Mexico and Canada, require U.S. government employees operating vehicles in that country's jurisdiction to be covered by insurance otherwise required by the laws of that country. In these instances, the customer agency employing the vehicle driver is administratively and financially responsible for meeting the legal requirement of the other country. The FTCA does not apply. ([28 USC 2680\(k\)](#)) GSA Fleet recommends that agencies seek advice from their office of

general counsel to meet such requirements.

If an agency expects to have frequent business in a foreign country, the purchase of an applicable term foreign automotive liability insurance policy will most likely be appropriate. However, if an agency's foreign business travel is limited, obtaining a commercial rental vehicle with foreign liability insurance may be more economical. Foreign liability insurance is not available as part of the Short Term Rental program.

## **Short Term Rentals**

GSA Fleet Short-Term Rental (STR) vehicles, like GSA Fleet vehicles, are self-insured by the U.S. government. This coverage includes loss or damage to government property as well as liability of government employees for actions within their duties when operated within the U.S. or its territories. Supplemental or commercially available insurance is not available for STR vehicles. Customer agencies are responsible for all damage and third party liability claims while in possession of STR vehicles.

# Chapter 13 – What Policies Apply to Government Owned Vehicles (GOVs)?

Policies and guidance documents that affect the operation and management of federal motor vehicles come in many forms: advisory bulletins, Government Accountability Office (GAO) Reports, Executive Orders, Office of Management and Budget Circulars, Office of General Counsel guidance, laws, regulations, and agency specific policies.

While policy surrounding topics in fleet management are often very clear and easy to find within the various resources cited above, situations may occur for which there are no specific regulations or guidance documents to address the issue. In these instances, the answer generally can be found through an interpretation of data gathered from many sources combined with sound decision making.

Guidance for Federal Motor Vehicle Management can be found at GSA's [Policy website](#).

- I. Refer to Agency Specific Policy
- II. GSA Mandatory Source for Vehicle Purchases [41 CFR 101-26.500](#)
  - A. Centralized Leasing Authority [41 CFR 101-26.501-9](#)
- III. GSA Fleet Authority and Funding
  - A. [40 U.S.C. Subtitle I, Chapter 5, Subchapter VI](#) Establishes leasing authority, funding source, and cost recovery
  - B. [40 U.S.C. 321\(b\)\(2\)](#) Establishes requirements for reimbursement of funding source
- IV. GSA Fleet Leasing Regulations [41 CFR 101-39](#). The objective of GSA Fleet is to provide efficient and economical motor vehicle and related services to participating agencies. To attain this objective, policies and procedures for use and care of GSA Interagency Fleet Management System (IFMS) vehicles provided to an agency or activity are described in this subpart.
  - A. Seat Belts – [41 CFR 101-39.300\(c\)](#). To operate a motor vehicle furnished by GSA, drivers and occupants shall wear safety belts whenever the vehicle is in operation. The vehicle operator shall ensure that all vehicle occupants are wearing their safety belts prior to operating the vehicle.

Firearms – GSA Fleet does not regulate the carrying of firearms in its leased vehicles. Drivers should contact their fleet manager or their Office of General Counsel for guidance as the decision is up to the agency. The agency's mission and regulations, official duties of the driver and/or passengers, facility regulations, and state and local law are all considerations.

B. Tobacco Use – [41 CFR 101-39.300\(d\)](#). The use of tobacco products is prohibited in GSA Fleet motor vehicles. The agency to which the vehicle is assigned is responsible for ensuring that its employees do not use tobacco products while occupying IFMS vehicles. If a user agency violates this prohibition, the agency will be charged for the cost of cleaning the affected vehicle(s) beyond normal detailing procedures to remove tobacco odor or residue or repair damage caused as a result of tobacco use.

V. Motor Vehicle Management Regulations [41 CFR 102-34](#). All executive agencies must comply with the provisions of this regulation.

A. State and Local Law - Drivers are personally responsible for following state and local laws, except when the duties of their position require otherwise.

As an example, in addition to agency specific policy and the texting ban under Executive Order 13513, drivers are responsible for following state and local laws with regard to use of cell phones while driving. Current state cell phone laws are posted at [IIHS.org](#)

VI. Motor Vehicle Operators - [5 CFR 930](#) Federal employees operating motor vehicles must meet specific physical and medical standards.

VII. Executive Orders

A. [10579](#) Regulations Relating to the Establishment and Operation of Interagency Motor-Vehicle Pools and Systems, December 2, 1954

B. [12375](#) - Motor Vehicles, August 4, 1982

C. [13513](#) Federal Leadership on Reducing Text Messaging While Driving, October 1, 2009

VIII. Acquiring and Fueling Vehicles - Please see [Chapter 4](#) for additional information.

# Chapter 14 – What Is Authorized Use of Government Owned Vehicles (GOVs)?

## Official use of Government motor vehicles

Like all federally owned vehicles, GSA Fleet vehicles must be used in accordance with [41 CFR 102-34.200](#). Official use of a GOV entails use to perform your agency's mission(s), as authorized by your agency. For additional information, consult your agency's general counsel, your agency's motor vehicle guidelines, and [31 U.S.C. 1344](#).

### Home-to-work transportation

Generally speaking, government employees are not authorized to use a GOV for transportation between their residence and place of employment unless their head of agency authorizes it in accordance with [31 U.S.C. 1344](#) and [41 CFR 102-34.205](#).

### Non-Federal individuals in GOVs

Your agency is responsible for authorizing individuals who are not Federal employees to accompany Federal employees in a GOV.

## Unofficial use of Government motor vehicles

Unofficial use of Government motor vehicles comes in many forms such as reckless driving, failure to obey state and local traffic laws, aggressive driving, parking and traffic violations, and other restrictions your agency may place on the use of a Government vehicle. Please consult with your agency's motor vehicle guidelines for specific information as it pertains to your agency.

GSA Fleet maintains the How's My Driving program ([www.gsa.gov/howsmymydriving](http://www.gsa.gov/howsmymydriving)), [howsmymydriving@gsa.gov](mailto:howsmymydriving@gsa.gov)) to allow the public to report misuse of GSA Fleet vehicles. GSA Fleet reports any identifiable unofficial use of a GSA Fleet vehicle to the operating agency fleet manager. GSA Fleet will also forward identifiable reports of agency-owned vehicles. The operating agency is responsible for any investigations, administrative actions, and responding to the individual that filed the complaint, as appropriate.

## Contractor Use of Vehicles - Federal Acquisition Regulations (FAR)

FAR Part 51 prescribes the use of Government sources by contractors and [FAR Subpart 51.2<sup>1</sup>](#) specifically addresses contractor use of GSA Fleet as a source for vehicles. If it is in the

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<sup>1</sup> FAR Subpart 51.2 uses the name Interagency Fleet Management System (IFMS) which is an old name for GSA Fleet. Any reference to IFMS in the regulation can be substituted with GSA Fleet when reading the language.

Government's best interest, the contracting officer may authorize a contractor to obtain vehicles directly from GSA Fleet. Contracting officers must issue an authorization memo to the contractor stating that the contractor is authorized to obtain vehicles from GSA Fleet. Authorization memos must include, at a minimum, the following information:

- I. The contract number.
- II. The limitations of the authorization, including its duration.
- III. Instructions to comply with the applicable policies and procedures provided in the FAR.

Contracting officers must ensure that any vehicles obtained from GSA Fleet are used only for the specific contract stated in the authorization memo.

If a contractor has been authorized to obtain vehicles from GSA Fleet, contractors must follow [FAR 51.203](#) to request vehicles from GSA Fleet. Authorized contractors requesting to lease vehicles from GSA Fleet in support of a government contract will have to provide GSA Fleet the following information:

- I. A copy of the agency authorization to obtain vehicles from GSA Fleet.
- II. The number and types of vehicles required and the period of use.
- III. A list of contractor employees authorized to request vehicles and related services.
- IV. Billing instructions and address.
- V. Proof of liability insurance.

Requests for vehicles should be submitted as far in advance as possible.

## Tribal Use of Vehicles

GSA Fleet implements and monitors the vehicle leasing program for GSA. GSA Fleet is a non-mandatory source of leased vehicles for use by executive agencies, as defined in [40 U.S.C. 491](#) (alternatively referred to as interagency motor pool). GSA Fleet reviews all requests from tribal entities and validates their authorizing documentation to use GSA Fleet Leasing as an eligible source of supply.

[GSA Order ADM 4800.2](#) provides a listing of entities eligible to lease vehicles using GSA programs. Section 5 (a) of the referenced Order provides that according to the 1975 Indian Self-Determination and Education Assistance Act ([Pub. L. 93-638](#)) and the Indian Self Determination Act Amendments of 1994 ([Pub. L. 103-413](#)), a tribal organization, when carrying out a contract, grant, or cooperative agreement under the Indian Self-Determination and Education Assistance Act (ISDEAA), is deemed an executive agency for purposes of [40 U.S.C. § 501\(b\)\(1\)\(A\)](#). The 1975 Indian Self-Determination and Education Assistance Act, Pub. L. 93-638, gives Indian tribes or tribal organizations the authority

to contract with the Federal Government to operate programs serving their tribal members and other eligible persons. As such, Tribes may procure vehicles using GSA sources of supply when acting and authorized under their self-determination contract to procure vehicles. However, in order to access the GSA Fleet program to lease vehicles, the contract, grant, or cooperative agreement must specifically a) be pursuant to the ISDEAA, b) specifically reference GSA's vehicle leasing program or interagency motor pool, and c) have a current period of performance.

Tribal organizations must obtain their own insurance. The insurance policy should cover bodily injury and property damage with limits of liability as required by the customer agency ([FAR 51.202\(a\)\(2\)](#)). Please see [Chapter 14](#) for additional information on Government contractor use.

# Chapter 15 – What Are the Reporting Requirements for My GSA Fleet Vehicle?

## Federal Automotive Statistical Tool (FAST)

The [Federal Automotive Statistical Tool](#) (FAST) is a web-based reporting tool managed and funded by the Federal Energy Management Program (FEMP), the General Service Administration's Office of Government-wide Policy, and the U.S. Department of Energy's Energy Information Administration. Federal fleets are required to submit FAST information annually in accordance with [41 CFR 102-34 Subpart J](#).

- I. FAST collects Federal fleet information based on regulatory requirements across:
  - A. [42 U.S.C. 13212](#) (EPAAct 1992/EPAAct 2005)
  - B. [42 U.S.C. 13212\(f\)\(2\)](#) (Energy Independence and Security Act (EISA) of 2007)
  - C. [Federal Energy Administration Act](#)
  - D. [Federal Property and Administrative Services Act](#)
  - E. [Office of Management and Budget \(OMB\) Circular A-11](#)
- II. FAST collects vehicle data through two primary data calls each fiscal year:
  - A. August: OMB Circular A-11 information covering fleet makeup, vehicle costs, and fleet budget needs.
  - B. October - December: Information covering vehicle inventory, acquisitions, disposals, fuel costs, fuel consumption, vehicle mileage, and overall fleet costs for current and future fleet inventories.
- III. FAST data collection covers all vehicles operated by reporting Federal agencies both domestic and abroad, but does not include exempt vehicles (e.g., off-road equipment, military tactical vehicles).
- IV. GSA Fleet makes available to its leasing and agency-owned customers all the required FAST data in readily downloadable files (.xlsx format) from Vehicle Reports Manager at [GSAFleet.gov](#).
  - A. To access your FAST files, log into [GSAFleet.gov](#).
  - B. Scroll down the page to the "Manage my fleet" and select "Vehicle Reports Manager". Alternatively, from the dropdown menu at the top of the page, you can also select "Manage my fleet" and then select "Vehicle data bulk updates".

- C. Select 'Run reports'. From here, you can download your fiscal year FAST data for review.
  - D. Once your review is completed, you can upload into the DOE/GSA Office of Government-wide Policy's [FAST](#) website. (Note: FAST is not a GSA Fleet owned or managed program).
- V. Data reviews and updates need to occur year round. On September 30, GSA Fleet takes a snapshot of your data that creates the FAST downloadable files for that fiscal year. Changes to data in GSAFleet.gov on or after October 1 will not affect prior year data. Those changes will need to be made in the downloaded file, but should also be made in GSAFleet.gov for future year consistency.
- A. Customer Driven Data (CDD)
    - 1. Customer editable for both GSA Fleet-leased and Agency-owned vehicles.
    - 2. Single vehicle edits can be made on the Vehicle Inventory page in GSAFleet.gov for a specific vehicle using the "Customer driven data" tab on the left side.
    - 3. Multiple vehicle edits can be made using the bulk updates feature of GSAFleet.gov's Vehicle Reports Manager.
  - B. Vehicle Details
    - 1. Agency-owned vehicle details are editable by agency personnel.
    - 2. GSA Fleet-leased vehicle details are not editable by customer agency personnel. Contact your FSR to request a review and changes to vehicle details.
    - 3. Examples:
      - a) Make
      - b) Model
      - c) Vehicle Type
      - d) Fuel Type
      - e) Gross Vehicle Weight Rating (GVWR)
- VI. Prior to uploading to FAST, verify your data is correct. Updating customer driven-data in the CDD module throughout the year can ensure a better reporting experience. The CDD module can be found in [GSAFleet.gov](#).
- VII. More information on the FAST reporting program can be found on the [FAST FAQ web page](#).

## Reporting Odometer Readings

To ensure your vehicles receive the necessary preventive maintenance and are billed correctly, it is important to report current odometer readings of assigned vehicles every month.

The preferred method of reporting mileage is to use Telematics. If your GSA Fleet-leased vehicle has telematics installed, mileage reporting should happen automatically. Customers should review their billing invoices and their vehicle odometer readings to ensure accurate reporting is occurring.

For vehicles not equipped with Telematics, you may opt to use the Get Odometer Readings at the Pump (GORP) functionality to obtain your odometer reading. At each refueling, the driver inserts the GSA Fleet Services Card into the pump as usual. Before the transaction is completed, the fuel pump automatically prompts the driver to enter the PIN/Driver ID (numeric portion of the GSA Fleet vehicle tag number) and the vehicle's current odometer reading. This reading is electronically sent to [GSAFleet.gov](https://GSAFleet.gov) for accurate monthly billing. Mileage information not collected by GORP must be reported using another less efficient method.

Lastly, there is an additional Mileage Reporting feature within [GSAFleet.gov](https://GSAFleet.gov) that allows customers to manually enter the mileage of their lease vehicles once a month. Customers also have the ability to bulk upload their mileage into [GSAFleet.gov](https://GSAFleet.gov). Please reference the Resource Center and explore the [GSAFleet.gov](https://GSAFleet.gov) section for helpful user guides and videos.

Telematics reports on the 19th of a month, GORP and DESC reports on the 20th of the month. If mileage is not captured through any of the previous methods, an estimated mileage will be applied on the last day of the month. It is not advantageous to rely on the estimated mileage reporting as it can cause under or over billings which are time consuming to address.

## Mileage Reporting with Telematics

Telematics mileage automation is a reporting methodology that automates mileage reporting for vehicles with GSA Fleet's telematics solution installed and activated. No actions are required from customers or GSA FSRs to enroll eligible vehicles or report telematics mileage each month.

- I. The last known / reported engine odometer from the telematics device will be processed on the 19th of every month and used to update the vehicle's month end mileage for billing purposes.
- II. Telematics odometer readings are prioritized over mileage reporting inputs and methodologies.
- III. GORP will be a secondary source in the rare event the vehicle is driven and obtains fuel, but telematics mileage is not captured.
- IV. Telematics odometer readings are simply prioritized over other mileage reporting inputs and methodologies.

- V. Month-end estimates for vehicles equipped with active telematics will not occur. If zero miles are driven, the mileage charge for the month will be \$0.
- VI. All mileage reporting methods will be available after the 19<sup>th</sup> and until the end of a month with unreported mileage.

Customers with telematics installed should notify their GSA FSR if they notice any inconsistencies with their telematics mileage reporting so that GSA can review and troubleshoot accordingly. Physical confirmation of device connectivity at the vehicle may be required from agency vehicle operators.

Please note: Regardless of which mileage reporting method you use, it is good practice to review your monthly mileage to ensure all mileage has been captured and no manual submission is needed.

## Reporting Preventive Maintenance (PM)

Customers will receive an automated PM email notification at the beginning of each month if any vehicles have required PMs approaching, due, or overdue according to records in GSA Fleet's system. Customers are expected to take appropriate action to resolve all due and overdue PMs listed in the email in a timely manner. The PM completion record for your vehicle is updated automatically based on either the date the GSA Fleet Services Card was used to pay for the PM or the date the MCC authorized a PM. However, when a PM is not coded correctly by a vendor or is completed without using the Fleet Services Card or through the MCC, it will need to be manually updated. If manual reporting is needed, you may easily do so by entering the date of PM completion and PM completion mileage, identified by license plate number, through [GSAFleet.gov](https://gsafleet.gov). Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.

Preventive Maintenance Reporting (PM Reporting) allows you to report completed vehicle preventive maintenance online, with no additional paperwork required.

- I. Report in [GSAFleet.gov](https://gsafleet.gov) using the following instructions
  - A. Log into account using your email address and password.
  - B. Click the "Preventative Maintenance Reporting" menu option from the manage my fleet dropdown in the header. From here, you can filter for vehicles by PM status, POC, legacy customer number, bureau or office or enter in the specific tag number you want to report for.

Enter the date the PM was completed, as well as the mileage at the time the PM was performed.

- C. Once you click the "submit" button, GSA Fleet's internal systems will be updated accordingly in real-time.

<u>Report</u>	<u>Frequency</u>	<u>Date/ Timing</u>	<u>Notes</u>
FAST Data Collection	Annual	August	OMB Circular A-11 information (fleet makeup, vehicle costs, budget needs).
FAST Data Snapshot (for downloadable files)	Annual	October-December	Vehicle inventory, acquisitions, disposals, fuel costs, fuel consumption, vehicle mileage, and overall fleet costs.
Telematics Mileage Report	Monthly	19th of every month	Last known odometer reading from telematics device is processed for billing.
GORP Report	Monthly	20th of every month	GORP (Get Odometer Readings at the Pump) data is reported. GORP is a secondary source if telematics fails to capture mileage.
DESC Report	Monthly	20th of every month	DESC data is reported. DESC is a secondary source if telematics fails to capture mileage.
Estimated Mileage (if no other data)	Monthly	Last day of the month	If mileage is not captured by Telematics or GORP, an estimated mileage will be applied. Avoid relying on this.
Preventive Maintenance (PM) Notification	Monthly	Beginning of each month	Automated email notification if any vehicles have approaching, due, or overdue PMs.

# Chapter 16 – What Type of Registration, Identification, and Markings Are Required?

Each GSA Fleet-controlled motor vehicle acquired for official use must display license plates or be registered as outlined below. The primary purpose of identifying individual motor vehicles and transportation equipment is to enable positive identification, ensure proper use, and to maintain individual records on each vehicle.

## Registration

All GSA Fleet vehicles are registered in Vehicle Registration within [GSAFleet.gov](https://www.gsa.gov/transaction/gsafleet). (41 CFR 34.120) GSA Fleet motor vehicles do not need to be registered in the states, territories, or possessions in which they are used. However, vehicles exempt from the requirement to display official U.S. Government license plates and other identification must be registered and inspected in accordance with the laws of the state, territory, or possession involved. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.

### Government License Plates

- I. Assignment
  - A. Each GSA Fleet motor vehicle will display official U.S. Government license plates mounted on the front and rear of the vehicle, except in those instances where the use of District of Columbia, state, or territorial motor vehicle license plates have been approved. An exception to this policy includes agencies that are exempt from the use of official U.S. Government plates and other identification.



- B. Upon receipt of a new vehicle or consolidation, the FSR will assign license plates to the vehicle based on the vehicle's class (sedan, truck, bus, etc.). All vehicles, with the exception of trailers, will display license plates on the front and rear of the vehicle. Trailers will only display a rear license plate.
    - C. Effective Fiscal Year 2024, new GSA Fleet license plates began using a standard font and font size for all license plate characters. The diagonal, italicized, and smaller font first three characters will no longer be produced. Legacy plates with the old

format are still valid and will not be replaced.

- D. Effective Fiscal Year 2025, new GSA Fleet license plates are not issued with expiration dates. Customers can request stickers from GSA Fleet to cover the expiration dates on expired legacy license plates or license plates that will expire within 90 days. A license plate with expired expiration dates is still valid. Updated vehicle registration cards as well as electronic messages sent to law enforcement during license plate checks document that U.S. Government license plates no longer require an expiration date. License plates with expired, blank, or 0/0 expiration dates are all valid.

## II. Transfer

When a motor vehicle is transferred within GSA Fleet (from one leasing agency to another, or turned in from a leasing agency to GSA), the license plates are to be transferred with the vehicle. When a motor vehicle is disposed of by any means other than transfer within GSA Fleet, the vehicle's FSR will ensure that the U.S. Government license plates are removed and destroyed in accordance with current policy.

## III. Replacement license plates

U.S. Government license plates will be replaced when they are missing, become so defaced, or damaged that they cannot be easily read at a distance of 100 feet. Missing or damaged license plates will be replaced with a new license plate.

## IV. Lost or stolen license plates.

Lost or stolen U.S. Government license plates pose a significant national security risk. Missing plates must be reported to the vehicle's assigned FSR immediately. Lost or stolen license plates will be reissued with a different license plate number and GSA Fleet Services Card.

## V. Recovered license plates.

Once license plates are reported lost or stolen, they may not be re-plated on a vehicle. If a customer recovers a lost or stolen plate, they must contact their FSR immediately so that the FSR can ensure the recovered plate is returned for destruction and new license plates will be assigned to the vehicle.

## **License Plate Exemption**

GSA Fleet vehicles may be exempt from identification in accordance with the provisions of 41 CFR 102-34.155.

### I. Types of Exemptions.

- A. Unlimited Exemption. Motor vehicles used primarily for investigative law enforcement,

intelligence, or security duties have an unlimited exemption from displaying U.S. Government license plates and motor vehicle identification when identifying these motor vehicles would interfere with those duties.

- B. Limited Exemption. The agency headquarters or designee may authorize a **limited exemption** to the display of U.S. Government license plates and motor vehicle identification upon written certification that states that identifying the motor vehicle would endanger the security of the vehicle occupants or otherwise compromise the agency mission. *Please see section B below regarding submission of written certification.*
  - C. Special Exemption. Motor vehicles assigned for the use of the President and the heads of executive departments specified in [5 U.S.C. 101](#), are also exempt from the requirement to display motor vehicle identification.
- II. Requests or certifications for limited exemptions should be authorized annually by agency headquarters and a copy of the approval letter should be sent to [GSAFleet@gsa.gov](mailto:GSAFleet@gsa.gov).
  - III. The process to register vehicles with state plates varies by state. In most cases, the customer agency is required to perform the steps necessary for state plate registration and pay the applicable fees assessed by the applicable state's department of motor vehicles. Agencies should check with their local FSR to verify each state's requirements. Agencies are responsible for any costs associated with state plates.
  - IV. Once a vehicle has stopped displaying state license plates (either taken out of service, rotated, or returned to regular use), the used state plates should be destroyed or returned to the state.
  - V. Government license plates for an exempt vehicle must be returned to GSA Fleet for destruction as they are a controlled item with national security implications. Exemptions for retaining Government license plates must be submitted and approved by the assigned servicing fleet office.

## Agency Identification

An agency desiring to display its name as part of the vehicle identification is required to submit a request and justification to the assigned servicing fleet office for approval by the GSA Fleet Manager. The request should include a statement that the agency will furnish decals and will pay all costs for applying and removing the name of the agency, including any necessary restoration of the vehicle.

### Special Markings

- I. When approved by GSA Fleet, GSA Fleet vehicles used exclusively on airport landing areas may be painted and marked in accordance with the requirements for identifying vehicles used on landing areas. Such markings will be restricted to assigned vehicles.

- II. School Buses. Buses used for the transportation of children to and from schools will be painted and marked in accordance with local laws and ordinances and Federal motor vehicle safety standards concerning the positive identification of such vehicles. Buses used for the transportation of passengers other than students are not to be painted school bus yellow.

## Decorative Items

- I. In accordance with [FPMR 101-39.304](#), the addition of any decorative items to GSA Fleet vehicles must be approved by GSA Fleet.
- II. All decorative items procured aftermarket must be requested in advance in the vehicle modification feature in [GSAFleet.gov](#). See [Chapter 3](#) for additional information. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.
- III. GSA Fleet recognizes that customers may have a mission essential need to affix visual markings including words, numbers, and images to the vehicle in order to relay information to the public. Unless acquired by GSA Fleet with the vehicle, the procurement and funding of all decorative items are the responsibility of the agency, to include acquisition, installation, maintenance, repair if damaged, and removal. GSA Fleet will charge the agency for expenses incurred for:
  - A. Removal of decorative items left on the vehicle at the time of turn-in.
  - B. Repairs or lost vehicle value resulting from the removal of decorative items (e.g., damage to vehicle paint).

# Chapter 17 – I Have Short Term Vehicle Needs. How Can GSA Fleet Help?

Whether it is seasonal work, a special event, or a need to replace a vehicle that is out of service for repair, the GSA Fleet [Short-Term Rental](#) (STR) program can supply the vehicles and equipment to meet your needs. As defined in the Federal Management Regulation (FMR) under [41 CFR 102-34.35](#), a vehicle acquired for use by the government for a period of less than 120 days is considered to be a short-term rented vehicle. A vehicle acquired for more than 120 days is considered a leased vehicle. Equipment rental lengths are limited to 365 days per contract. Any vehicles rented through the equipment program that can be registered and licensed in a state are limited to 119 days. The program is open to all federal agencies and [eligible entities](#) including contractors if authorized in accordance with FAR 51.2 and with an approved contractor use memorandum.

STR customers are not required to be a GSA Fleet leasing customer to use the program. GSA Fleet handles the procurement using established contracts under GSA's Multiple Award Schedule (MAS) program so that you can quickly obtain the vehicle(s) you need to complete your mission. Fees associated with the use of STR are determined by the total cost of the rental order. Additional information on STR and the current fee structure can be found at [gsa.gov/str](http://gsa.gov/str) and in the [STR Customer Guide](#).

I. The STR program offers a variety of vehicles and equipment:

A. Vehicles:

1. sedans (all sizes)
2. minivans
3. sport utility vehicles (SUVs)
4. light trucks
5. buses (without drivers)
6. passenger and cargo vans
7. box, flatbed, and stake trucks
8. refrigerated trucks and trailers
9. single and double axle conventional tractors

B. Equipment:

1. forklifts
2. scissor / boom lifts
3. generators
4. light towers
5. backhoes
6. dump trucks
7. drum rollers
8. excavators, and much more.

## II. Benefits

- A. Easy, hassle-free procurement process.
- B. Lowest available commercial rate.
- C. No fee for additional drivers.
- D. An online request system is available 24/7.
- E. All charges appear on a separate monthly bill for both leasing and non-leasing customers.
- F. The program can eliminate the ownership and maintenance costs for vehicles and equipment used infrequently. Vehicle requests are limited to 119 days, while equipment requests are limited to 365 days.
- G. Customers can always have the right equipment for their mission.
- H. Fuel cards are available and all charges are passed through to your monthly rental bill.
- I. Rentals are usually tax exempt.

## III. Online Request

The WebSTR website is an easy, one-stop shop for vehicles and equipment.

Log in to [WebSTR](#) to:

- A. Submit a vehicle or equipment rental request
- B. Track requests
- C. Accept quotes
- D. View rental histories

Short term rental access is also available in [GSAFleet.gov](#). Customers can access STR through GSAFleet.gov using the Short Term Rental tile on the homepage or under Fleet Offerings in the menu. Please reference the Resource Center and explore the GSAFleet.gov section for helpful user guides and videos.

STR is positioned to assist agencies at a project level for all vehicle and equipment needs including vehicle and equipment accessories or attachments. If you do not find the exact item(s) needed listed in webSTR, please contact us for additional guidance.

All GSA Fleet bills are due within 30 days for non-federal customers and within 45 days for federal customers, from the date of the bill being issued. Any agency billing office address code with outstanding bills aged over 90 days will be restricted from using the STR program.

Please contact us at [gsa\\_rental@gsa.gov](mailto:gsa_rental@gsa.gov) for additional information.

# Chapter 18 – How Can I Purchase Excess GSA Fleet Vehicles?

## Vehicle Turn-in and Sale

As vehicles eligible for sale are returned from leasing agencies to GSA Fleet, they are remarketed and primarily sold to the public via auctions around the country and online. The proceeds GSA Fleet receives from those sales are used as a portion of the funding required to purchase replacement GSA Fleet vehicles. If a vehicle is turned into GSA Fleet with excessive wear and tear, the customer agency may be charged an Agency Incurred Expense (AIE) to repair the damages or make up for the loss on sale value. Please see [Chapter 8](#) for additional information on Excessive Wear and Tear.

### GSA Fleet Vehicle Sales

- I. Most vehicles are sold via in-person or internet auctions that are open to the public. For sale dates, times, terms and conditions of sale, and locations for vehicles scheduled for sale, please visit our GSA Fleet [Vehicle Sales](#) website.
- II. Employees of government agencies other than GSA may purchase government personal property unless prohibited by their agency regulations. GSA employees are prohibited from bidding on government property sold by GSA. Additional information regarding who may purchase vehicles from GSA Fleet Vehicle Sales is included in our [sale terms and conditions](#).
- III. In addition to the vehicles remarketed and sold by GSA Fleet, the GSA Office of Personal Property Management also disposes of government/agency-owned vehicles as well as a wide variety of other government property via [GSA Auctions](#).
- IV. Regulations and exceptions surrounding GSA's vehicle sales can be found in [41 CFR 102-38](#) - Sale of Personal Property.

## State Agencies for Surplus Property (SASP)

Some non-federal agencies and public organizations qualify to purchase surplus federal property prior to it being offered to the public. Information regarding eligibility, setting up an account, and searching for property is available at [State Agencies and Public Organizations](#).

## Cost-Reimbursable Transfer

Occasionally an agency may want to purchase a GSA Fleet vehicle from GSA Fleet at the end of its lease term. This only happens in unique circumstances and for unique items, and must be in the best overall interest of the government. Both GSA Fleet and the customer agency shall agree on a

mutually acceptable market value price to facilitate the cost reimbursable transfer. Applications for the purchase of a GSA Fleet vehicle by a customer agency should be directed to the appropriate FSR, who will connect the customer with the appropriate sales contracting officer for scenario evaluation.

### **Benefits to Agencies of GSA's Exchange Sale Authority**

GSA Fleet remarkets vehicles pursuant to [41 CFR 102-39](#) - Replacement of Personal Property Pursuant to the Exchange/Sale Authority. This authority provides the GSA Fleet program and its leasing customers with two primary benefits:

- I. It reduces the cost of replacement property by taking funds from the sale of vehicles and applying them to the purchase of new vehicles for customers, keeping the fleet young, mechanically healthy, and fuel efficient.
- II. It allows for vehicles to be sold much faster than other disposal processes. Maximizing proceeds by quickly moving vehicles from termination to sale and making smart decisions when reconditioning vehicles facilitates the lowest possible rates for customers.

# Resources

[Accessory Equipment, Modification or Installation of \(41 CFR 101-39.304\)](#)

[Accident Management \(41 CFR 101-39.400\)](#)

- [Recovery of costs \(40 U.S.C. 605\)](#)
- [Standard Form 1145 - Voucher for Payment Under Federal Tort Claims Act](#)
- [Federal Tort Claims Act \(28 U.S.C. 171\)](#)
- [Government contractor insurance requirement \(FAR 51.202\(a\)\(2\)\)](#)
- [Responsibility for Damages \(41 CFR 101-39.406\)](#)
- [Personal Liability, GSA Fleet Desktop Workshop \(YouTube\)](#)
- [Standard Form 91 - Motor Vehicle Accident \(Crash\) Report](#)
- [Standard Form 94 - Statement of Witness](#)
- [Standard Form 95 - Claim for Damage, Injury, or Death](#)
- [CA-1 Form - Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation](#)

[Alternative Fuels Data Center](#)

[Eligibility to use GSA Sources of Supply and Services](#)

[Emissions Inspections \(Federally mandated\)](#)

[Federal Motor Vehicle Management Policy](#)

[Federal Automotive Statistical Tool \(FAST\)](#)

[Federal Vehicle Standards](#)

[Find a Fleet Service Representative Listing](#)

[Forms Library](#)

[GSA eLibrary contract award information](#)

[Home-to-work transportation \(41 CFR 102-34.205\)\)](#)

[Insurance – Travel in foreign countries \(28 U.S.C. 2680\)](#)

[License Plate Exemptions \(41 CFR 102-34.85 through 41 CFR 102-34.195\)](#)

MAS Schedule:

[www.gsa.advantage.gov](http://www.gsa.advantage.gov), or contact GSA Fleet Offering Support at (844) 472-1200 or [vehicle.buying@gsa.gov](mailto:vehicle.buying@gsa.gov)

[Monthly Home-to-Work Transportation Log – GSA Form 3601](#)

[National Highway Traffic Safety Administration](#)

[Resource Conservation and Recovery Act, Section 6002](#)

[Roadside Assistance](#)

[State Agencies and Public Organizations](#)

[Short Term Rental \(STR\)](#)

[System for Award Management \(SAM\)](#)

[Telematics](#)

[Vehicle Rates](#)

[Vehicle Sales](#)

[Vendor and Customer Self Service \(VCSS\)](#)

# Glossary

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- Accident Management Center (AMC). A GSA Fleet office that coordinates glass and body damage repairs with customers and vendors, assists customers with accidents and incidents, bills customers for accidents where the GOV driver is at fault, and begins preliminary cost recovery activities against third parties.
- Account Code. Please see BOAC.
- Acts of Nature. Damage caused by events including, but not limited to, hurricanes, tornadoes, hail, and floods and which damage will be paid for by the leasing agency.
- Additional Vehicle. A vehicle that is not ordered to replace an existing vehicle but is a vehicle that grows the size of the GSA leased fleet.
- Aftermarket Part. A part manufactured by a company other than a) the OEM or b) a supplier of that part to the OEM.
- Agency Incurred Expense (AIE). Expenses that are not included in our rate structure for which a customer agency is financially responsible.
- Agency-owned accessory equipment. Equipment owned by the leasing agency. An agency must receive approval from GSA Fleet before installing agency-owned accessory equipment.
- Alternative Fuel Vehicle (AFV). As defined by [Section 301 of the Energy Policy Act of 1992](#), as amended ([42 U.S.C. 13211](#)), and includes electrically fueled vehicles, hybrid electric vehicles, plug-in hybrid electric vehicles, dedicated AFVs, dual-fueled AFVs, qualified vehicles, self-propelled vehicles (such as bicycles), and other AFVs, as defined by statute.
- Billing Office Address Code (BOAC). A six-digit alphanumeric code used to identify the address to be billed for services received from GSA Fleet. Also referred to as Account Code.
- Consolidated Vehicle. An agency-owned vehicle that is turned over to GSA Fleet by the owning agency; thereby transferring all ownership of the asset to GSA Fleet.
- Fair Market Value. An estimate of the market value of an asset.
- [Federal Acquisition Regulation](#) (FAR). Codified uniform policies for acquisition of supplies and services.
- [Federal Vehicle Standards](#). Classify motor vehicles available for purchase and lease from GSA Fleet.
- [Federal Management Regulation](#) (FMR). [Title 41, Subtitle C, Chapter 102](#) - Code of Federal Regulations. The FMR is the regulatory policy used by Federal agencies to

implement Federal law in the area of property management. As an example, [FMR 102-34](#) governs the economical and efficient management and control of motor vehicles that the government owns, leases commercially, or leases through GSA Fleet. The FMR contains updated regulatory policies originally found in Federal Property Management Regulations (FPMR).

- [Federal Tort Claims Act](#) (FTCA). Permits private parties to sue the United States Government in a Federal court for most torts committed by persons acting on behalf of the United States. The FTCA constitutes a limited waiver of sovereign immunity.
- [GSAFleet.gov](#). Consolidated 19 systems into a single integrated system enabling value-added fleet management services through enhanced automation provided to agencies as service offerings to improve their fleet management.
- Fleet Management System (FMS). Legacy System. Replaced by [GSAFleet.gov](#).
- [Fleet Service Representative](#) (FSR). Primary source of contact for agency customers.
- [Loss Prevention Team](#) (LPT). A component of the Business Management Division that monitors for fraud, waste, and abuse on GSA Fleet Services Cards. The LPT manages the Fleet Services Card program and national cross-service agreements.
- Maintenance Control Center (MCC). Responsible for the authorization of vehicle repairs and certification of maintenance and repair invoices for GSA Fleet vehicles nationwide.
- Marshalling Service. A service to receive and exchange GSA Fleet vehicles using contracted third party vendors.
- Memorandum of Agreement (MOA). A written but non-contractual agreement between two or more agencies or other parties. It expresses a convergence of will between the parties, indicating an intended common line of action.
- National Crime Information Center (NCIC). A database of criminal justice information. It is available to Federal, state, and local law enforcement and other criminal justice agencies.
- Original Equipment Manufacturer (OEM) Part. A new part manufactured by a) the OEM or b) a supplier of that part to the OEM.
- Official use. Official use of a motor vehicle is using a motor vehicle to perform an agency's mission(s), as authorized by the agency ([41 CFR 102-34.200-250](#)).
- Replacement Standard. The estimated useful life of a motor vehicle expressed in time (months or years) and/or usage (miles). GSA's Replacement Criteria is set to get the greatest return on investment on our assets — allowing us to keep rates low and break even.
- Replacement vehicle. A replacement vehicle is a vehicle that is replacing a GSA Fleet-

leased vehicle currently in inventory. It may be a brand new vehicle or a vehicle that has been turned in by another agency.

- Report of Survey. An official report of the facts and circumstances supporting the assessment of financial liability for the loss, damage, or destruction of property and serves as the basis for the government's claim for restitution.
- [Short-Term Rental \(STR\) Program](#). Provides customers the option of renting vehicles and equipment to meet short term/surge requirements. Vehicles used under this program cannot be used for persons on official travel and the term cannot exceed 119 days ([41 CFR 102-34.35](#)). Equipment can be rented for up to 365 days.
- Standard Item Number (SIN). A representative code set used to uniformly differentiate between vehicle types and used to award vehicles within GSA's indefinite quantity and indefinite delivery contracts. When selecting replacement or additional vehicles, agencies select SINS. Learn more about SINS in the [Federal Vehicle Standards](#).
- Status of Forces Agreement (SOFA). Establishes the framework under which U.S. Military personnel operate in a foreign country, addressing how the domestic laws of the foreign jurisdiction shall be applied toward U.S. military personnel while in that country.
- Tag. Term used by GSA interchangeably with licence plate.
- Telematics. A technology-based hardware tool used to collect, record, and transmit vehicle operational data. Can be an external device or embedded in the vehicle itself.
- Third Party. When referring to motor vehicle accidents, the Government is the first party, the GOV driver is the second party, and the third party is the other concern in an accident (i.e., the driver of the vehicle hit by or striking the Government driver).
- Transfer vehicle. A transfer vehicle is one that is transitioned, from one customer to another. Agencies are encouraged to work with their FSR to transfer vehicles locally and within their own fleets first.
- UNICOR. A trade name for Federal Prison Industries, Inc. (FPI). FPI is a wholly owned Government corporation that produces goods and services from the labor of inmates of the U. S. Federal Bureau of Prisons. FPI is restricted to selling its products and services to Federal Government agencies and has no access to the commercial market.
- Unique Rate. Due to a unique agency agreement, or special use of a vehicle, certain vehicles need to be charged a "unique" rate.
- Vehicle Identification Number (VIN). A unique 17 digit code used by the automotive industry to identify individual motor vehicles, motorcycles, low speed electric vehicles, scooters, and mopeds.