



**Department of
Administrative
Services**

Office of Fleet Management

Welcome to the DAS Managed Fleet Program

This Operator Manual contains detailed instructions for:

- Daily Use
- Maintenance
- Accident or Vehicle Damage Procedures.

Please contact the Office of Fleet Management (OFM) if you have any questions regarding the information in this packet.

- Telephone:
 - 800-686-1521 (Toll Free)
 - 614-466-6607
- Email: DASFleet@das.ohio.gov



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Department of Administrative Services

Office of Fleet Management

CONTACT INFORMATION SHEET

DAS Office of Fleet Management - Mon. – Fri. 7:00 a.m. to 4:30 p.m.

- Email – DASFleet@das.ohio.gov
- Phone - 614-466-6607
- **Toll Free - 800-686-1521 with direct connect options to Roadside Assistance Lines**
 - 0 – Fleet Staff
 - 1 - National Auto Club (NAC) - Account #: 850358-000
 - 2 - Ford Roadside Assistance
 - 3 – Chrysler/Dodge/Jeep/Ram Roadside Assistance
 - 4 – Chevrolet Roadside Assistance
 - 5 – GMC Roadside Assistance
 - 6 – Honda Roadside Assistance

Emergency Roadside Assistance - CHARGE FOR SERVICE

- **Invoiced through Voyager to Agency**
 - National Auto Club (NAC) - Account #: 850358-000
 - 1-800-894-6060

Manufacturer Roadside Assistance – FREE SERVICE

- **Services covered:**
 - winching, jump start, flat tire, towing, lockout, minimal fuel delivery.
- **Information to provide:**
 - **Owner – State of Ohio, vehicle identification number, mileage, type of vehicle, plate number, location, nature of problem.**

VEHICLE MAKE	TIME/MILEAGE COVERAGE	NUMBER
FORD	5 years/60,000 miles	800-241-3673
CHRYSLER/DODGE/JEEP/RAM	5 years/60,000 miles	800-521-2779
CHEVROLET	5 years/60,000 miles	800-243-8872
GMC	5 years/60,000 miles	888-881-3302
HONDA	3 years/36,000 miles	866-864-5211

Voyager Fleet Fuel Card Issues:

- 1-866-984-3138 (from service station)

Accidents – Risk Management - 614-466-6761

Contact information:

Office of Fleet Management

4200 Surface Road

Columbus, Ohio 43228

614 | 466 6607

DASFleet@das.ohio.gov



Department of Administrative Services - Office of Fleet Management Vehicle Maintenance Policy

Policy:

All vehicles should be maintained according to the guidelines set forth by DAS Office of Fleet Management (OFM). All Agencies, Boards and Commissions in the OFM managed fleet program are responsible for obtaining necessary maintenance.

Procedure:

The following vehicle maintenance guidelines should be followed unless specified by the DAS Fleet Manager. The state fleet card shall be used to purchase fuel, vehicle maintenance and service-related items on all state-owned motor vehicles.

Service Requirements

- Oil Changes should be completed every 6 months or 6,000 miles (5000 miles for Dodge vehicles only), whichever comes first. Should the oil change indicator signal it is due earlier, the service should be performed at that time.
- For all other maintenance items follow the manufacturer's recommended maintenance schedule apart from items requiring Fleet manager approval. See the list below.
- Light bulbs and fuses should be replaced upon failure.
- Warranty repairs should be obtained at the manufacturer's dealership. Operators should not pay for repairs that are covered under warranty.
- Repairs that **exceed \$300.00 or include any of the items listed below** require DAS Fleet Manager Approval prior to the work being performed. Please have the vendor provide an estimate to Fleet via fax 614-752-8883 or email dasfleet@das.ohio.gov. Please ask the vendor to be sure to include their contact information and the license plate number and serial number of the vehicle.
 - Wheel Alignments ○ Cabin Filters
 - Brake Fluid Exchanges ○ Power Steering Fluid Exchanges
 - Battery Treatments ○ Tune-Ups
 - Fuel System Treatments ○ Windshield

Vendor Payment Procedures

For all transactions, the vendor must provide an invoice, receipt, or work order. Driver must retain all invoices, receipts, and work orders to submit with the monthly vehicle reconciliation packet to your agency fleet contact or via the Fleet Hub.

Glass Repair

Safelite Auto Glass, offers services throughout the state. Safelite Auto Glass (Account number 456600) is to be used in conjunction with the Voyager card. To maintain quality service and pricing, DAS uses a “piggy-back clause” with glass vendors that bid on large government contracts but are not a declared party of any glass contract.

Vehicle Breakdowns

National Automobile Club (NAC) – 800-894-6060 – Account 850358-000

- Is an available service for State of Ohio Voyager account holders.
- Provides statewide emergency roadside assistance 24 hours a day, 7 days a week.
- Services include lockouts, jump starts, tire service, and towing.
- A Voyager card must be in the caller’s possession as there is a charge for this service.

All vehicle manufacturers provide free roadside assistance for a limited time/mileage.

- Covered Services Include: winching, jump start, flat tire, towing, lockout, minimal fuel delivery.
- Information to provide: Owner – State of Ohio; vehicle identification number, mileage, type of vehicle, plate number, location, nature of problem.

See below for information regarding each major manufacturer coverage time/mileage:

VEHICLE MAKE	TIME/MILEAGE COVERAGE	NUMBER
FORD	5 years/60,000 miles	800-241-3673
CHRYSLER/DODGE/JEEP/RAM	5 years/60,000 miles	800-521-2779
CHEVROLET	5 years/60,000 miles	800-243-8872
GMC	5 years/60,000 miles	888-881-3302
HONDA	3 years/36,000 miles	866-864-5211

Accident Repairs

Repairs of collision damage require 2-3 estimates.

Miscellaneous Maintenance

It is the responsibility of the driver to maintain the interior and exterior appearance of the vehicle. All trash should be discarded from the interior of the vehicle immediately.

Car washes should be obtained with the Voyager card at an accepting location, typically a retail fueling station and are authorized at the following intervals:

- During winter months – once per week.
- During summer months – once every 2 weeks.
- Interior vacuum and wipe-downs during an authorized car wash – 2 per year.
- Extensive Car Details are not approved.

One (1) ice scraper per year can be obtained on the Voyager card at an accepting retail fueling station.

SMOKING IS PROHIBITED IN STATE VEHICLES

Contact information:
Office of Fleet Management
4200 Surface Road
Columbus, Ohio 43228

614 | 466 6607
DASFleet@das.ohio.gov



STATE FLEET CARD DRIVER RESPONSIBILITIES

The procedures below must be followed when using the state fleet card:

- Driver must verify the merchant accepts the state fleet card prior to obtaining fuel, maintenance, or service-related items.
- The PIN or Driver ID must be entered at the time of each transaction.
 - The card will be locked from further use after 3 incorrect PIN attempts.
 - Contact Voyager at 1-800-987-6591 with the correct PIN to unlock the card or
 - Contact the Office of Fleet Management (OFM) - 7:00 a.m. - 4:30 p.m. - at 1-800-686-1521 option 0.
- All non-fuel transactions such as maintenance, oil, washer fluid, wiper blades, and car washes must be tax exempt (Fed. I.D. #31-1334820).
- State fleet cards cannot be used in conjunction with any vendor/merchant rewards program.
- REGULAR UNLEADED or E-85 (check owner's manual to ensure that E-85 is compatible with your vehicle) is to be purchased. No premium fuel.
- All fuel purchases must be self-serve unless authorized by the head of the agency.
- All vehicle maintenance shall be paid for with the state fleet card.
- Repairs that **exceed \$300.00 or include any of the items listed below** require DAS Fleet Manager Approval prior to the work being performed. **(Driver shall have the merchant contact their agency fleet manager/coordinator or OFM with an estimate BEFORE repairs are started)** Estimates can be sent to Fleet via fax 614-752-8883 or email dasfleet@das.ohio.gov. All estimates should include vendor contact information and the license plate number and serial number of the vehicle.
 - Wheel Alignments ○ Cabin Filters
 - Brake Fluid Exchanges ○ Power Steering Fluid Exchanges
 - Battery Treatments ○ Tune-Ups
 - Fuel System Treatments ○ Windshield
- All transactions must be verified by the driver before receipts are signed.
- All receipts must be retained and submitted through the Fleet Hub to OFM or sent to the agency fleet contact.
- Lost or damaged cards must be reported to OFM or the agency fleet contact immediately.
 - NOTE: OFM or the agency fleet contact will notify the fleet card vendor by phone or email immediately upon report of lost or stolen card to order a replacement card.
- If problems occur with transactions, please have the merchant call Voyager at 1-800-987-6591 for charge authorization and assistance with processing the transaction.

U.S. Bank Voyager Fleet Card driver guide

How to use the Voyager Fleet Card

Driver instructions

Drivers may use the Voyager Fleet Card at participating retail locations. To confirm locations, please refer to the information on page two of this document. Please note, some facilities do not accept cards electronically and have chosen to process transactions manually via phone or online using U.S. Bank Voyager TeleTrans.

1	If the gas station has readers located at the pump, you may use your Voyager Fleet Card at the pump. If there are no pump card readers, see the attendant inside to process your transaction.
2	Swipe your card at the pump card reader. If the pump card reader will not read the card, take the card inside to the attendant to process the transaction electronically. If the attendant questions the card, show this guide and ask the attendant to follow the instructions.
3	If the pump terminal requires you to choose either "Credit" or "Debit", press the "Credit" key.
4	If required, the terminal may prompt for an ID or personal identification number (PIN). Enter your assigned number and press "Enter".
5	If required, the terminal may prompt for an ODOMETER reading. Enter your odometer as a whole number. DO NOT enter tenths of miles.
6	All terminals are different and may require information to be entered in a different order. Simply follow the instructions on the terminal to process your transaction.
7	If a card cannot be read on any equipment, notify U.S. Bank customer service at the number shown on the back of your Voyager card or in this guide. U.S. Bank will notify the merchant of a problem at one of its locations.
8	If the sale is processed manually, write ID and ODOMETER reading on the ticket. If your card cannot be read at any location, it is likely that the magnetic strip is damaged. If this occurs, notify your fleet manager or U.S. Bank Customer Service to get a replacement card.
9	If the attendant has any questions, present these instructions or ask them to call 800.987.6591 for assistance in processing the transaction.

How to process the Voyager Fleet Card

Station attendant instructions

1	To authorize a sale on a Voyager Fleet Card, follow the instructions sent to you by your point-of-sale network provider or U.S. Bank TeleTrans. For additional assistance with a U.S. Bank Voyager TeleTrans sale, please call 866.842.5608.
2	If you have not received a copy of your retailer's instructions, you should first attempt to complete the sale through your electronic point-of-sale equipment.



How to find locations that accept the Voyager Fleet Card

Merchant locator instructions

- 1 | Download the Voyager Mobile App today.



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- 2 | Call U.S. Bank Customer Service: 800.987.6591

For more information

- Customer Service: 800.987.6591
- Fax Number: 800.987.6592
- U.S. Bank Voyager TeleTrans: 866.842.5608
- Email: voyagercustomerservice@usbank.com
- Website: usbpayment.com/fleet-solutions

usbpayment.com/fleet-solutions



Department of Administrative Services

Office of Fleet Management

SAFELITE SCHEDULING INFORMATION FOR LEASED/MANAGED VEHICLES ONLY

- Call the government scheduling line at 1-800-469-3941
 - Provide the following information:
 - Account number 456600 OH ADMIN SERVICES
 - Voyager Card information including card number, PIN and expiration date.
 - Equipment ID (License Plate Number)

Request repair estimates over \$300.00 to be faxed 614-752-8883 or emailed DASFleet@das.ohio.gov.

For questions or concerns call the Office of Fleet Management 800-686-1521 option 0 or email DASFleet@das.ohio.gov.

NATIONAL TIRE & BATTERY (NTB) TAX EXEMPT BILLING AND ACCOUNT INFORMATION

If utilizing National Tire & Battery (NTB) for vehicle maintenance, please provide the shop with the following for tax exempt billing:

- Account number: **34382892**

Contact information:
Office of Fleet Management
4200 Surface Road
Columbus, Ohio 43228

614 | 466 6607
DASFleet@das.ohio.gov

REV 10/23



State of Ohio Administrative Policy

Employee's Use of Employer Provided Vehicles

No: VF-01

Motor Vehicle Fleet

Effective:

November 6, 2023

Issued By:

Kathleen C. Madden, Director

I. Purpose

The purpose of this policy is to establish a statewide, uniform policy on the use of state motor vehicles. The first occurrence of a defined term in the policy is in bold, italic type, and is hyperlinked to the definition in Section IV.

II. Scope

This statewide employee's use of employer provided vehicles policy ("Policy") applies to all employees operating a state fleet vehicle.

III. Policy

The following are parameters in which state employees or non-state employees defined as Authorized Operators in Ohio Department of Administrative Services Policy ORM-02, State Self-Insured Motor Vehicle Liability and Self-Insured Vehicle Damage Program may use a state motor vehicle.

A. **Authorized Use**

1. Travel between the place where the state motor vehicle is dispatched and the place where official state business is performed.
2. When on ***Paid Travel Status*** between the place of state business and the place of temporary lodging.
3. When on Paid Travel Status and not within reasonable walking distance, between either of the above places and places to obtain meals; places to obtain medical assistance (including drugstore); places of worship; cleaning establishments and similar places required to sustain the health, welfare or continued efficient

performance of the driver, exclusive of places of entertainment.

4. Transport of other officers, employees, or guests of the state when they are on official state business.
5. Transport of consultants, contractors, or commercial firm representatives when such transport is in the direct interest of the state.
6. Travel between the place of dispatch or place of performance of state business to your personal residence when specifically authorized by the proper authority in your agency.

B. Unauthorized Use

1. Any use for personal purpose, other than commuting, which has been authorized as specified in Authorized Use.
2. Travel or tasks that are beyond the vehicle's rated capability.
3. Transport of family, friends, associates or other persons who are not employees of the state or serving the interest of the state (i.e. hitchhikers).
4. Transport of cargo that has no relation to the performance of official state business.
5. Transports of acids, explosives, weapons, ammunition, or highly flammable material, except by specific authorization, or in an emergency situation.
6. Transport of any item or equipment projecting from the side, front, or rear of the vehicle in a way that constitutes an obstruction to safe driving, or a hazard to pedestrians or to other vehicles.
7. Extending the length of time the vehicle is in your possession beyond that which is required to complete the official purpose of the trip.
8. Operating a state motor vehicle while under the influence of drugs that could impair driving.
9. Operating a state motor vehicle after the consumption of alcohol.
10. **Texting** while operating a state motor vehicle.

C. Responsibilities

1. Heads of all departments, offices, agencies, commissions, boards, bureaus, and institutions are responsible for implementation of this policy.
2. Unauthorized use of state motor vehicles may result in disciplinary action from the operator's agency, up to and including termination.
3. The driver shall comply with all applicable state and local traffic and parking laws. In the event of a violation of such state and local traffic and parking laws, the driver shall be personally liable for any criminal or civil penalty incurred. All drivers shall be required to notify their supervisor of any tickets as soon after receipt as possible and prior to the payment due date or scheduled court date. Such driver shall also provide their supervisor proof that (a) such ticket has been paid within 10 working days after the payment of such ticket or (b) in the case of appeal, the court's final decision.
4. The driver shall possess a valid driver's license from the state in which he/she lives or

in the case of a suspended or revoked license, special work privileges must be awarded by a court and copies of the order provided to the Office of Risk Management (ORM). In the case of a suspended or revoked license, the driver shall not operate a state motor vehicle until such privileges have been acknowledged by ORM.

5. The driver shall be responsible for checking the state motor vehicle before operating to ensure that the vehicle lights, turn signals, brake lights and other safety equipment is functional on the state motor vehicle. If the driver finds any of this equipment is not functioning properly, the driver shall report malfunctions to his or her supervisor as soon as possible in order to arrange for repairs.

D. Documents to be Kept in State Motor Vehicles

1. A copy of this statewide administrative policy shall be placed and kept in all state motor vehicles. Ohio law requires you to show proof of financial responsibility.
2. Each state vehicle shall keep a copy of the State's Certificate of Self- Insurance in the glove box of the vehicle for proof of financial responsibility. You may download copies of the Certificate of Self-insurance from the ORM website at <https://das.ohio.gov/property-services/risk-management/risk-management>

IV. Definitions

- A. Paid Travel Status. As defined in OBM Travel Rule 126-1-02, the designation given to a state agent who is traveling on behalf of the state and is in an active pay status.
- B. Texting. As defined in ORC 4511.204 (A), using a handheld electronic wireless communications device to write, send, or read a text-based communication.

V. Authority

R.C. 125.832

VI. Resources

None

VII. Inquiries

Direct inquiries about this policy to:

Office of Fleet Management
General Services Division
Ohio Department of Administrative Services
4200 Surface Road, Columbus. Ohio 43228
614-466-6607 | dasfleet@das.ohio.gov

State of Ohio Administrative Policies may be found online at
<https://das.ohio.gov/home/policy-finder/filter-policy-finder>

VIII. Revision History

Date	Description of Change
09/01/2009	Original policy, published as GS-D-02.
07/13/2015	Reformatted and renumbered, updated sections 1.0, 2.1, 2.2 and 2.3, and addition of Appendix A - Definitions.
07/13/2016	Scheduled policy review.
02/21/2020	Reformatted, updated contact information in section 5.0 and links in sections 2.5.1 and Appendix A OBM Travel Rule 126-1-02.
11/6/2023	Updated to new policy template.



IN CASE OF ACCIDENT

- **If there are any injuries dial '911'. Care for injured.**
- Notify the nearest State Highway Patrol post by dialing '#677' or local law enforcement agency.
- Notify your supervisor and/or fleet liaison as soon as possible.
- Do not discuss whose fault the accident was, nor limits of coverage.
- Do not discuss the details of the accident with anyone except the investigating law enforcement officer.
- Obtain the following information:
 - names, addresses and phone numbers of all witnesses and persons(s) involved.
 - name and address of the other person's insurance company.
 - name of the responding law enforcement division and the accident report number.
- Once you return to the office or to a safe workspace, please visit risk management's website:
<https://das.ohio.gov/property-services/risk-management>
 - choose the risk management portal.
 - launch the report state vehicle accident or incidents screen to complete the report.

If police are not taking reports at the time of the accident, make the report as soon as possible with the proper authorities.

ACCIDENT INFORMATION SHEET

DATE/TIME:	
LOCATION:	
SHORT DESCRIPTION OF EVENTS:	
RESPONDING LAW ENFORCEMENT AGENCY:	
REPORT #:	
OTHER VEHICLE INVOLVED:	
OWNER NAME:	
OWNER ADDRESS:	
OWNER PHONE:	
INSURANCE COMPANY:	
POLICY #:	
VEHICLE YEAR/MAKE/MODEL:	

ADDITIONAL VEHICLE INVOLVED:	
OWNER NAME:	
OWNER ADDRESS:	
OWNER PHONE:	
INSURANCE COMPANY:	
POLICY #:	
VEHICLE YEAR/MAKE/MODEL:	

***ALWAYS WEAR YOUR SEATBELT
DON'T TEXT AND DRIVE***

Contact Information:
Office of Fleet Management
4200 Surface Road
Columbus, Ohio 43228

614 | 466 6607
DASFleet@das.ohio.gov

REV 10/23

OHIO DEPARTMENT OF PUBLIC SAFETY
BUREAU OF MOTOR VEHICLES

CERTIFICATE OF SELF INSURANCE

This certifies that

**THE STATE OF OHIO
4200 SURFACE RD., COLUMBUS, OH 43228
(614) 466-6761**

has been approved as a self-insurer under section 4509.72 of the Ohio Revised Code.

The original certificate must bear the original seal of the Registrar of Motor Vehicles in the space indicated and must be kept on file and available for inspection at the address and during the hours listed below.



Charles L. Norman, Registrar
State of Ohio, Department of Public Safety
Bureau of Motor Vehicles

To verify that this original certificate is still in full force and effect, you may contact the Bureau of Motor Vehicles, Driver License Suspension Section, by telephone at (614) 752-7019.

This original certificate is on file and may be inspected at the following location:

Organization Name: THE STATE OF OHIO
Contact Person or Department: OFFICE OF RISK MANAGEMENT
Address/Telephone Number: SEE ABOVE
Certificate copy issued to: THE STATE OF OHIO

To verify that the driver and vehicle displaying the copy of this Certificate are covered by this Certificate of Self-Insurance, you may contact the above organization by mail or by telephone during regular hours.

A COPY OF THIS CERTIFICATE SHOULD BE CARRIED IN EVERY VEHICLE COVERED BY IT.

**CERTIFICATE NUMBER: 061
REVISED CODE: 4509.72
EFFECTIVE : 9/17/2021
THROUGH: 12/31/2026**