



London Ambulance Service **NHS**
NHS Trust

Fuel and Engine Lubricant Card Procedure

DOCUMENT PROFILE and CONTROL.

Purpose of the document: To ensure the efficient use and management of fuel cards Service wide.

Sponsor Department: Fleet

Author/Reviewer: Fleet Manager. To be reviewed by February 2009

Document Status: Final

Amendment History			
Date	*Version	Author/Contributor	Amendment Details
24/04/08	2.1	Development Projects Manager	Updated Appendix 1 and 2
17/03/04	1.1		Appendix 1 amended

***Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

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Links to Related documents or references providing additional information		
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TP/010	Vehicle Transfer Procedure	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

Introduction

BP Plus' fuel cards are used in the Service for the purpose of refuelling Service vehicles. Fleet Admin are responsible for the day to day management of fuel cards. Fuel cards can only be used at BP and Total sites for the nominated vehicle.

The only fuel types that may be purchased are:

- Diesel
- Unleaded Petrol (not Super unleaded)
- Engine Lubricant
- 4 Star LRP

It is important that the loss or possible theft of a fuel card is managed quickly and effectively to minimise the risk of improper use and financial loss to the Service. The 'card company' accept financial responsibility for all transactions from the time they are notified of the loss / theft.

BP, through a database maintained and supplied by Fleet Admin, supply the LAS with monthly statements to enable Management Accounts to update expenditure and monthly invoices detailing all transactions to enable budget holders to reconcile expenditure with fuel receipts.

This procedure has been written with operational practices and functions in mind. Appropriate titles should be adopted where necessary when considering implementation in a non-operational department.

Objective

To ensure the efficient use and management of fuel cards Service wide.

Procedure

1. Handling and Safe Keeping of Fuel Cards

- 1.1 Fuel cards should not be bent or introduced to any magnetic source which could prevent their use.
- 1.2 A special holder is provided for each vehicle carrying a fuel card and staff are encouraged to keep the fuel card in this holder and attached to the vehicle ignition key at all times. This holder can be obtained from Fleet Admin.
- 1.3 Only fuel and engine lubricants may be purchased on the fuel card. The efficient management of the fuel cards, and therefore the departmental budget, relies on the vehicle's location being accurate. It is therefore essential that any movement of vehicles be confirmed by following the steps detailed in the Vehicle Transfer Procedure.

2. Refuelling and Adding Engine Lubricant

- 2.1 When refuelling and adding engine lubricant staff should follow the Forecourt Procedure ([Appendix 1](#)). This should be laminated and available on all vehicles. If further copies of these are required they should be obtained through the Sector.
- 2.2 If the Duty Station Officer / PTS Site Manager is advised by a member of staff of an excessive requirement of engine oil a workshop inspection of the vehicle should be requested to investigate the excess usage reported.
- 2.3 Following the workshop investigation the Duty Station Officer / PTS Site Manager must keep a signed and dated record of further oil consumption to establish oil usage trends and determine future actions.

3. Cancelling Fuel Cards Lost /Stolen

- 3.1 Staff should follow the appropriate guidance provided in the Forecourt Procedure depending whether on or off station. In all instances the Duty Station Officer/ PTS Site Manager should be notified at the earliest opportunity.
- 3.2 If uncertain whether the fuel card has been mislaid, err on the side of caution and report the fuel card 'lost or stolen'.
- 3.3 The Duty Station Officer/PTS Site Manager will then ensure that:
 - Lost or stolen fuel cards are reported to Fleet Admin using form LA375 (see [Appendix 3](#))
 - The completed form is faxed to Fleet Admin
 - The Fuel Card Register Form LA374 is updated (see [Appendix 2](#))
- 3.4 On receipt of the LA375 Fleet Admin will inform BP of the loss/theft and then record the information on the fleet system database.
- 3.5 The Duty Station Officer/PTS Site Manager should return any fuel card/s to Fleet Admin with the **top** corner cut off, ensuring the magnetic strip has been damaged.
- 3.6 On receipt of such cards Fleet Admin will:
 - Record the cancellation on the fleet system
 - Destroy the fuel card (if received)

4. Cancelling Fuel Cards – Not Lost or Stolen

4.1 If the fuel card is being cancelled because the vehicle has been transferred to another station or the vehicle is going for disposal then the Duty Station Officer/PTS Site Manager should ensure that:

- the **top** corner is cut off fuel card,
- the fuel card is sent to Fleet Admin together with reason for cancellation using the LA375 form, and
- the LA374 is updated.

4.2 If the fuel card has been damaged and a replacement is required then the actions in 4.1 should be undertaken and a replacement card ordered by Fleet Admin.

5. Ordering New / Replacement Fuel Cards

5.1 When ordering new / replacement fuel cards the Duty Station Officer / PTS Site Manager must ensure that:

- the Fuel Card Request Form LA 375 ([Appendix 3](#)) is completed,
- the completed LA 375 is faxed to Fleet Admin, and
- the original form is retained for records.

5.2 On receipt of the LA375 Fleet Admin will then ensure that the vehicle is detailed on the fleet list as a service vehicle and contact the appropriate manager if there are queries/discrepancies over this. Fleet Admin staff should fax the LA375 to BP on the day received.

5.3 When the new/replacement fuel card is received from BP, Fleet Admin should then:

- check the details against the request form and confirm this by signing and dating it,
- validate the fuel card by writing the registration number on the reverse (unless it is a spare card), and
- record the fuel card details on the fleet system.

5.4 The fuel card should then be sent by Fleet Admin to the station by Royal Mail on the day of receipt.

5.5 On receipt of the new /replacement fuel card the Duty Station

Officer / PTS Site Manager should:

- check the fuel card against the original request form and confirm this by signing and dating it and returning to Fleet Admin by fax or Royal Mail,
- ensure the registration number embossed on the front has been written on the reverse,
- record the fuel card details on the Fuel Card Register Form LA374, and
- store fuel card safely until issued.

5.6 Under no circumstances must a fuel card be validated by a signature as this will restrict the use to one signatory.

6. Spare Fuel Cards

6.1 Spare fuel cards are provided as an 'emergency' replacement for lost, stolen or broken fuel cards. Spare fuel cards must be used for only one vehicle whilst awaiting replacement. Each station should hold no more than 3 spare fuel cards.

6.2 If there is a need to order a spare card then section 5.0 of this procedure should be adhered to and 'spare' should be entered on the request form at the registration number prompt.

6.3 To issue a spare card the registration number of the vehicle it is being allocated to should be written on the reverse and the LA374 updated. If, for any reason the LA374 is not available, the issue must be documented elsewhere and transferred as soon as possible.

6.4 When the new embossed fuel card is received, the Duty Station Officer / PTS Site Manager should ensure that:

- the top corner is cut off the spare fuel card and it is withdrawn from service,
- it is forwarded to Fleet Admin, and
- the LA374 is updated

6.5 All managers should remember that if a spare card is issued then a new card also needs to be ordered.

7. Security of Cards

- 7.1 Assistant Directors of Operations are responsible for ensuring that there are adequate security arrangements in place and available for Duty Station Officers and PTS Site Managers within their area.
- 7.2 Duty Station Officers are responsible for ensuring that station security is adequate for the storage of spare fuel cards and that Duty Officers, PTS Managers and Logistics Managers can access cards in their absence.

8. Daily Responsibilities for Station Administrators

- 8.1 Station Administrators, on receipt of an LA1/PTS1, should ensure fuel receipts are attached where appropriate. Missing fuel receipts should be reported to the Duty Station Officer / PTS Site Manager immediately for investigation with the ambulance staff concerned.
- 8.2 Fuel receipts should then be sorted by registration number and retained for invoice checking purposes.
- 8.3 Any fuel receipts showing an unauthorised purchase of Super Unleaded Petrol or engine oil in excess of one litre must be reported to the Duty Station Officer / PTS Site Manager immediately for investigation with the staff concerned.

9. Monthly Responsibilities for Station Administrators

- 9.1 On receipt of the invoice, Station Administrators should check the accuracy of the fuel receipts with the invoice paying particular attention to:
 - vehicle registration number,
 - mileage reading,
 - fuel quantity,
 - type of fuel, and
 - quantity of lubricant.
- 9.2 If the fuel receipt and invoice match these should then be retained in a separate file for audit purposes. If the fuel receipt and invoice do not match this should be reported to the Duty Station Officer / PTS Site Manager and the fuel receipts retained until the matter has been investigated.
- 9.3 The separate monthly file of matched receipts and invoices is to be checked by the Duty Station Officer / PTS Site Manager with a signed and dated record maintained. A signed and dated record of the investigation of non-matching receipts and invoices is to be maintained by the Duty Station Officer / PTS Site Manager.

10. Problems / Queries / Advice

- 10.1 In the event of any problems or queries with the fuel card process, invoices, etc, staff should complete the Fuel Card Query Form LA 377 ([Appendix 4](#)) and e-mail to Fleet Admin or alternatively, phone the department for advice. Fleet Admin will, if able, reply directly to the enquiry or liaise with BP for the required information or necessary action.
- 10.2 Fleet Admin will maintain a register of all enquiries and resolutions to assist the Service in seeking improvements in the provision and management of fuel cards.

11. Fleet Admin Database

11.1 The following data will be maintained by BP on behalf of the Service:

- current fuel card number
- registration number
- account name (i.e. Station / PTS Contract)
- area
- issue date
- vehicle type
- previous fuel card number
- amount of spare cards & card numbers
- date fuel card cancelled and reason

11.2 The reason for the fuel card being cancelled will only be documented when a new card is ordered for the vehicle.

11.3 Fleet Admin will also record details of the current and previous two card numbers and cancellations for each vehicle.

12. Monitoring

12.1 The Fleet system will allow for monitoring and reporting on the following:

- frequency of fuel card losses / thefts by Station / Area / PTS contract,
- frequency of fuel card damage reported by Station/ Area / PTS contract,
- Number of 'spare' fuel cards in use by Station / Area / PTS contract,
- quarterly audits of fuel cards in use for both BP and LAS, and
- adhoc audits of fuel cards as requested by Operational Management, Finance etc.

12.2 Fleet Admin should provide overall monitoring of the contract with BP, highlighting trends, concerns, patterns of problems etc, in order to improve the service to the LAS.

12.3 It is important that all relevant records are kept as they may be inspected by operational and finance managers and subject to periodic audit.

IMPLEMENTATION PLAN	
Intended Audience	For all LAS staff
Dissemination	Available to all staff on the Pulse
Communications	Revised Procedure to be announced in the RIB and a link provided to the document
Training	
Monitoring	

FORECOURT PROCEDURE

At the garage (BP and Total service stations only):-

Only fuel (unleaded and lead replacement petrol and diesel) and engine lubricant may be purchased on the fuel card

- Crews must report to EOC before and immediately after refuelling.
- Turn off all mobile phones and radio equipment but not the MDT whilst on garage forecourt to minimise fire hazard.
- Park the vehicle next to the fuel pump suitable for your vehicle and select the appropriate nozzle.
- Report to Cashier, identify the vehicle standing at the pump, present the fuel card and ask for confirmation that the fuel card can be used;
 - a) If permission is received, continue with procedure
 - b) If permission is denied, ask for the reason and report to EOC/UOC/PTS Manager, and follow their advice

Always report denied use of the fuel card to the Duty Station Officer/PTS Site Manager at the earliest opportunity.

- Check fuel type again and proceed to refuel.
- After refuelling you must supply to the Cashier the following information which must appear on the sales voucher:-
 - Vehicle registration number
 - Mileage reading
 - Fuel quantity
 - Type of fuel
 - Lubricant and quantity
 -

Note: these items comply with both BP and LAS requirements.

- Check voucher carefully for accuracy and compliance with the above.
- Sign voucher only when satisfied that the information is correct. Any anomalies are to be rectified by the Cashier before signing.
- Retain voucher until return to Station, ensuring that it is safely attached to the LA1/PTS1.
- At the Station comply with local procedures for the handling of completed LA1/PTS1.

REMEMBER TO TURN MOBILE PHONES AND RADIO EQUIPMENT BACK ON ONCE YOU HAVE LEFT THE CONFINES OF THE FORECOURT

CANCELLING FUEL CARDS – LOST/STOLEN

On Station when loss discovered –

- Report loss/theft immediately to Station Management/Admin A&E or PTS and follow advice given.

Not on Station when loss discovered –

- Report to EOC/UOC/PTS Manager and follow their advice.

In all cases notify the Duty Station Officer/PTS Site Manager at the earliest opportunity. Spare fuel cards are available to cover for loss/theft and damaged fuel cards.

ENGINE LUBRICANT

All staff must advise the Duty Station Officer/PTS Site Manager, or the appropriate workshop, without delay of any excess requirements for engine oil revealed when carrying out VDI checks or checking oil level when purchasing fuel. The normal requirement for engine oil should not exceed one litre.

The specification of top up engine oil for **ALL SERVICE VEHICLES** is:-

BP Visco 3000 or Castrol GTX Magnatec



LA374

Fuel Card Register

All fuel cards for the Main Station and satellites must be detailed below. Separate pages for A&E and PTS vehicles. (A&E list to include all other vehicles too)

Fuel Card Number	Registration Number	Station Issued to	Status, Reason & Date

Reasons: New Vehicle, Vehicle Transfer, Lost/Stolen, Damaged, Spare, Replacement – Incorrect details.

This box will appear in the footer on the master document to standardise the reasons

Station: A&E/PTS

Page:

LONDON AMBULANCE SERVICE NHS TRUST

FUEL CARD REQUEST FORM

Section 1 – To be completed by Station requesting fuel card. Please complete all parts to enable a fuel card to be produced.

Registration No. Account Name

Budget Code.....

Vehicle Type: *A&E PTS SPARE
Please circle the appropriate type (* includes all non PTS vehicle)

Reason: New Vehicle, Vehicle Transfer, Lost/Stolen, Damaged, Spare

Please ring appropriate reason Replacement – incorrect details.

Other/further details

Old Fuel Card No.....

Name Contact Tel. No.
Please print clearly

Signature Title Date

Fax to Fleet Admin on 020 8856 5006 retain original on file until fuel card arrives.

Section 2 – Fleet Admin Use

Date Received Date faxed to BP

Date fuel card received Date Fuel card sent to Station

Section 3 – BP Instruction

Please produce a new fuel card as detailed in Section 1 and forward the fuel card to Fleet Admin as soon as possible.

Section 4 – Station Use

Date fuel card received

Remember to update the Fuel Card Register Form LA 374 with fuel card details.

LA377

LONDON AMBULANCE SERVICE NHS TRUST FUEL CARD QUERY FORM

This form is to be used to raise a query with Fleet Admin or BP relating to any area of the procedure.

Fuel Card No: Registration No:

Details of the query. Please quote all relevant information, i.e. invoice number

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Name Station Telephone No.....

Date query sent Date reply received

Once complete e-mail to Fleet Admin

The address of Fleet Admin is:

FLEET ADMINISTRATION DEPARTMENT
GREENWICH AMBULANCE STATION
392 SHOOTERS HILL ROAD
LONDON
SE18 4LP

TEL: 020 8856 6101

FAX: 020 8856 5006