



London Ambulance Service **NHS**  
NHS Trust

## Fuel Card Procedure

## **DOCUMENT PROFILE and CONTROL.**

### **Purpose of the document:**

To define the method by which fuel and engine lubricant is obtained for vehicles used by the Trust and the responsibilities of the individuals involved.

**Sponsor Department:** Fleet

**Author/Reviewer:** Fleet Admin Manager. To be reviewed by Fleet Administration Manager 2013.

**Document Status:** FINAL

<b>Amendment History</b>			
Date	*Version	Author/Contributor	Amendment Details
17/03/04	1.1		Appendix 1 amended
24/04/08	2.1	Development Projects Manager	Updated Appendix 1 and 2
27/07/10	2.2	Fleet Admin Manager	Reformatted; added scope, expanded monitoring; Fleet Admin address and contact details Change in procedure
13/09/10	2.3	SO to DDO	Reformatting and review
11/10/10	2.4	SO to DDO	Reformatting and review
18/10/10	2.5	SO to DDO	Reformatting and review
18/02/11	2.6	DDO	Minor amendments

**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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<b>Links to Related documents or references providing additional information</b>		
<b>Ref. No.</b>	<b>Title</b>	<b>Version</b>
TP/010	Vehicle Transfer Procedure	1.4
TP/069	Vehicle Hire Procedure	1.1

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 the controlled master copy. Any printed copies are not controlled nor substantive

## 1. Introduction

BP Plus' fuel cards are used in the Service for the purpose of refuelling Service vehicles. Fleet Administration Department (FAD) are responsible for the day to day management of fuel cards. Fuel cards can only be used at BP, Total and Texaco vehicle fuelling stations.

This policy will outline the measures and procedures in place for monitoring and auditing of all transactions to prevent any fraud or misuse. It will also define the procedures in place to obtain fuel cards and how they must be managed.

The only fuel types that are authorised to be routinely purchased are:

- Regular Diesel
- Unleaded Petrol (not Super unleaded)
- Engine Lubricant, in exceptional circumstances as the workshop should be the first contact due to specific oils which are used on specialist LAS vehicles.

The policy provides guidance for reporting lost or stolen cards as It is imperative 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' accepts financial responsibility for all transactions from the time they are notified of the loss / theft.

## 2. Scope

2.1 This policy covers the following activities

- Use of fuel cards
- Issue and receipt of fuel cards
- Lost and stolen fuel card reporting procedures
- Management and responsibilities of fuel cards
- Administration of fuel cards
- Auditing and control of fuel cards

## 3. Objectives

- 3.1 To ensure the correct use and management of fuel cards Service wide.
- 3.2 To ensure effective administration of fuel cards and transactions.
- 3.3 To prevent misuse and fraudulent use of cards.
- 3.4 To ensure the efficient use and management of fuel cards Service wide.

## 4. Responsibilities

### 4.1 Fleet Administration Department (FAD):

- Issuing and ordering of cards
- Administration and record keeping of cards
- Management of lost/stolen cards
- Account Management (BP)
- Provision of information on procurement process

### 4.2 Line Managers

- Check all new cards issued have correct details
- Ensure good practice by staff with regards to fuel card management
- Ensure lost/stolen cards are reported immediately
- Ensure Station Admin keep records of fuel receipts for vehicles operating at the station.
- Investigate exceptions and unusual transactions liaising with FAD and escalating as required.

### 4.3 Staff/Driver

- Ensure a valid fuel card is present on vehicle at the start of shifts and that the card has the same registration as vehicle.
- Report missing or damaged cards to line management or FAD at the earliest opportunity. This is vital to prevent fraudulent use.
- Ensure the designated card remains with the vehicle it is issued against and that it is ONLY used for that vehicle.

## 5. Definitions

VRC - Vehicle Resource Centre, provides vehicles for crews by monitoring vehicle availability against resource demand and organising vehicle movements.

Indebtedness form – This is a form used by some garages to capture essential details about a fuel transaction, when there is no acceptable means of payment available

PTS – Patient Transport Service – provides transport to and from hospitals

BP, Total and Texaco – These are the incumbent fuel suppliers to LAS

## 6. Procedure

### 6.1 Forecourt Procedure

6.1.1 Forecourt safety must be observed at all times. The following points should be adhered to in addition to any local safety advisory notices present at stations:

- Do not use mobile phones on the forecourt
- Observe garage signage
- Report any spills of fuel or oil
- Park close to the pump and avoid creating trip hazards for other user's
- Vehicle radio's should not be used whilst the vehicle is being fuelled
- Turn off auxiliary heaters (Webasto) before refueling.

6.1.2 Determine what type of fuel is required; there is signage by the fuel filler indicating the type of fuel for the vehicle. Most modern ambulance vehicles are diesel, (all LAS Mercedes ambulances are diesel). Check a valid fuel card for the vehicle is available.

6.1.3 Misfueling is a serious problem when it occurs, it can cause engine damage costing thousands of pounds to rectify along with unnecessary downtime. It is imperative that only the correct type of fuel is used. If the wrong type of fuel is mistakenly used the vehicle MUST NOT be started. The misfueling should be reported to the VRC and the management of the fuel station straightaway.

6.1.4 Only the following designated petrol stations can be used these are BP, Texaco and Total.

6.1.5 After refueling the vehicle, the cashier will require the following information on presentation of the fuel card:

- Vehicle Registration number
- Mileage reading
- Fuel pump number

The pin number should then be entered to authorise the transaction and the receipt collected by the driver.

The receipt should be handed in to the station administration office at which the driver's shift finishes.

6.1.6 Wherever possible all fluid levels should be checked and topped up at ambulance stations or workshops at the time of the vehicle daily inspection (VDI), this will ensure the correct type and grade of fluids are always used.

By exception if this cannot be done and to avoid unnecessary downtime or VOR; fluids can be purchased at the fuel stations listed using the fuel card.

The oils purchased and used is dependent upon the vehicle being driven. Details which are shown on Appendix 3

## **6.2 Lost/Stolen/Faulty or non functioning cards**

6.2.1. If a card is lost/stolen/faulty or non functioning then it must be reported to one of following:

- Line manager/Duty Station Officer(DSO)
- Vehicle Resource Centre(VRC)
- Fleet Administration Department (FAD)

If no payment by card is possible then cashiers may ask for an indebtedness form to be completed. This will mean that payment must be made the earliest opportunity using a valid fuel card. When completing an indebtedness form staff should provide their name and business address (220 Waterloo Road, London, SE1 8SD) together with the fleet number and call sign of the vehicle concerned. A copy of the form should be provided and sent without delay to the local line manager who will arrange payment within 7 days of receipt.

FAD will investigate lost or stolen fuel cards, cancel and reissue as necessary.

6.2.2 In emergencies FAD will issue DSO's, PTS managers and line managers a spare fuel card as required.

The holder of the emergency card must record each transaction on a log sheet LA374(see appendix 1).Receipts must be retained and reconciled with the transaction it has been used for.

FAD will require cards, records and receipts to be maintained and forwarded as required.

## **7. Handling and Safe keeping of Fuel Cards**

7.1 Fuel Cards should not be bent or introduced to any magnetic source which could prevent their use either temporarily or permanently.

7.2 A special holder is provided for each vehicle carrying a fuel card, staff should keep the fuel card in this holder.. A replacement holder can be obtained from FAD.

7.3 The fuel card must remain with the vehicle to which it was issued at all times, unless it is to be transferred to another contract i.e. A & E to PTS, Should a vehicle be transferred to a different department a new card will need to be issued as the account information and billing will be altered by FAD for auditing purposes. Please see Transfer of Vehicle Policy (TP010).

## **8. Replacement Fuel Cards**

Replacement cards that have been lost, stolen or damaged should be requested using form LA375(Appendix 2)

Email requests without the form WILL NOT be accepted as the information on the form is essential and the administration change needs authorisation.

## **9. Hire Vehicles**

When a hire vehicle is requested by following the requirements of TP/069, Vehicle Hire Procedure, FAD will decide what type of fuelling arrangements is appropriate. This will be determined from the length of the hire and type of use.

- Issued a dedicated fuel card
- Use of temporary hire fuel card
- Use of emergency card
- Private purchase of fuel with reimbursement through the expenses system

### **11.0 Station Admin Responsibilities**

11.1 All fuel receipts will be collected and stored, for a period of no less than 3 months after this time they must be destroyed securely. The receipts are to be kept in sequential batches by date and be made available for viewing so that exception reports provided by the supplier can be investigated if necessary.

### **12.0 Transactions & Security**

12.1 Fuel transaction data will be maintained by BP on behalf of LAS. BP provides management reports and systems that will be used to investigate fraud, mis-use and theft. These reports will specifically highlight:

- All transactions made with the card
- Quantities and types of fuel drawn
- Location and time of fuel transaction
- Exceptions and anomalies
- Vehicle and card details



<b>IMPLEMENTATION PLAN</b>	
<b>Intended Audience</b>	All LAS Staff
<b>Dissemination</b>	Available to all staff on the Pulse and to the public on the LAS website.
<b>Communications</b>	Revised Policy and Procedure to be announced in the RIB and a link provided to the document.
<b>Training</b>	None required
<b>Monitoring</b>	<p>Monthly reports are available by the supplier showing detailed accounts of all transactions.</p> <p>FAD will audit and monitor these reports highlighting exceptions for investigation.</p> <p>Spend, trends, volumes and cost will be collated into summary reports to assist in overall management of the account.</p> <p>These reports will allow further investigation into areas of concern and assist in targeting continual improvements. The reports and monitoring will be a trigger for more formal investigations involving NHS fraud or Police if appropriate.</p>

**LONDON AMBULANCE SERVICE NHS TRUST  
EMERGENCY FUEL CARD REGISTER**

All EMERGENCY fuel card transactions must be detailed below.

<b>Fuel Card Number</b>	<b>Registration Number</b>	<b>Station/call sign/location</b>	<b>Reason &amp; Date</b>

***Reasons, Lost/Stolen, Damaged, Pin Blocked.***

This form must be sent to FAD with the receipts for auditing purposes

Fleet Administration Department

Unit1  
Datapoint Business Centre  
South Crescent  
London  
E16 4TL

Tel: 0203 069 0358  
Fax: 0203 069 0357

LONDON AMBULANCE SERVICE NHS TRUST

FUEL CARD REQUEST FORM

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

Reg/Fleet No.		Complex	
Cost Centre & Contract		Vehicle Type:	A & E PTS SPARE
Reason:	New Vehicle, Vehicle Transfer, Lost/Stolen, Damaged, Spare Replacement – incorrect details Other/further details Please circle appropriate reason		
Old Fuel Card No			
Name		Contact Tel. No	
Signature		Title	
Date			

Fax to Fleet Admin on 0203 069 0357 and retain original on file until fuel card arrives.

Fleet Admin to update BP Ordering Log and Tranman	
Ordered date	Received date

FLEET ADMINISTRATION DEPARTMENT

Unit 1  
Datapoint Business Centre  
South Crescent  
LONDON  
E16 4TL

TEL: 020 3069 0358

FAX: 020 3069 0357

## LAS oil and fuel chart

<b>VEHICLE</b>	<b>OIL</b>	<b>FUEL</b>
Mercedes 416	Castrol GTX 10W-40 A3/B4	Diesel
Zafira A	Castrol GTX 10W-40 A3/B4	Diesel
Up to 2007 Movano	Castrol GTX 10W-40 A3/B4	Diesel
Astra G	Castrol GTX 10W-40 A3/B4	Petrol
LDV	Castrol GTX 10W-40 A3/B4	Petrol
Mercedes 515/6	Castrol Enduron Low SAPS 10W- 40	Diesel
Movano after 2007	Castrol Magnatec 5W- 30 A3/B4	Diesel
Zafira B	Castrol Magnatec 5W- 30 A3/B4	Diesel