

## Fuel Card Driver Acknowledgement FAQ

1. Once the drivers have completed the required training, will the fleet manager receive some type of notification of completion?
  - a. The agency fleet manager will not receive individual notifications of every driver that has completed the acknowledgement. We thought that would overwhelm the inbox of the fleet managers. However, the Driver Acknowledgement List tool, located on the DOAS website tracks each completion in real time. The tool allows you to search by organization, last name or email address and download the list into excel. Screen shot are attached. <https://service.doas.ga.gov/app/FuelCard>
2. Are contracted drivers required to complete the acknowledgement?
  - a. Contracted drivers will not complete the acknowledgement. The fuel card policy states that only state employee or students enrolled in a structured volunteer program are permitted to use the fuel card. OFM will work directly with the entities that have contracted drivers to implement a work plan to move contractors off the fuel card by 6/30/2020. Until then contracted drivers may continue to fuel as usual.
3. Is the acknowledgement accessible from anywhere?
  - a. Yes. The tool is web-based and hosted on the DOAS website. Drivers can complete the acknowledgement from any device where internet access is available.
4. Is there a certificate of completion that will be issued to the driver once training is successfully completed?
  - a. Yes. Located on the submission page is a link for the driver to download the Certificate of Completion
5. Is the video and acknowledgement posted on the site the same that will be posted after October 1<sup>st</sup>?
  - a. Yes. The training tool is currently posted on the DOAS website however the official start date for current drivers to complete the acknowledgement within 120 days count down is October 1<sup>st</sup>.
6. Does the definition of state vehicle apply to rental cars?
  - a. Some state rental vehicles utilize the fuel card. As such, drivers who will use the fuel card while driving a state rental will have to complete the acknowledgement.
7. For those hired Oct 1, 2019 and after, what is the deadline to complete the acknowledgement?
  - a. All new drivers hired after October 1st will need to complete the acknowledgement before the fleet manager issues a PIN to the fuel card.
8. Is the training video hosted anywhere else outside of the training tool?
  - a. The training video can be found on the DOAS website under Fleet Management/Education and Training  
<http://doas.ga.gov/fleet-management/education-and-training>

9. Is there a competency component?
  - a. By clicking the submit button, the driver certifies that he/she has read the policy, viewed the training video and will comply with all provisions within both.
10. If help is needed with the acknowledgement tool, who do we contact?
  - a. Please use either 770-651-0250 option #4 or <https://service.doas.ga.gov/app/ask>
11. If a driver needs to retrieve his/her certificate of completion after exiting the acknowledgement tool, who do they contact?
  - a. Please use either 770-651-0250 option #4 or <https://service.doas.ga.gov/app/ask>
12. What is the deadline for current drivers to complete the acknowledgement?
  - a. January 28<sup>th</sup>, 2020 (120 days from October 1<sup>st</sup>) Fuel Card PINs of drivers who have not completed the acknowledgement will be terminated after January 28<sup>th</sup>, 2020.
13. Is it possible to have this training incorporated into individual agency learning management systems (LMS)?
  - a. Unfortunately, we cannot incorporate the training into another agency's LMS. Because DOAS is the official record holder of each driver acknowledgement, all drivers must complete the acknowledgement through our web-based system. DOAS did explore, at length, the option to send a file to another agency's LMS. However, the file DOAS will receive back from another agency's LMS will not properly populate a record sufficient enough to provide the Office of Inspector General in their prosecutorial pursuits of fuel theft.
14. How will DOAS ensure that fleet managers do not issue fuel card PINs to new drivers before they have completed the acknowledgement?
  - a. OFM conducts periodic audits. Audits focus on compliance with all programs administered by OFM. As a part of the audit for each state entity, OFM will sample new driver PINs against the Driver Acknowledgement List. All findings will be included in the audit report. Fleet Managers can refer to the [Statewide Fuel Card Standards and Guidelines](#) (pages 12-14) for details on the roles and responsibilities of a fleet manager.