
Fuel Card Usage Policy

1.0 Policy Objective & Scope

The objective of this policy is to establish clear protocols for the issuance, use, and reconciliation of fuel cards assigned to commercial vehicles and field service personnel. This policy applies to all drivers, field technicians, dispatchers, and fleet managers who are issued a fuel card or are responsible for managing fuel expenses.

2.0 Roles & Responsibilities

- **Fleet Manager:** Responsible for auditing monthly fuel card statements, investigating suspicious transactions, and revoking cards for non-compliance.
- **Driver / Field Technician:** Responsible for using the fuel card only for authorized fuel purchases for the assigned vehicle, retaining all receipts, and immediately reporting lost or stolen cards.
- **Dispatcher:** Responsible for verifying that fuel card usage aligns with assigned routes and notifying the Fleet Manager of any anomalies.
- **Safety Officer:** Responsible for ensuring that fuel card usage does not violate any safety or compliance regulations, including idling restrictions.

3.0 Core Rules & Guidelines

- Fuel cards must remain with the assigned vehicle, not the driver. Cards are not to be used for personal vehicles or any non-fleet expenses.
- Authorized purchases are limited to diesel, gasoline, DEF (diesel exhaust fluid), and windshield washer fluid. No other products (e.g., snacks, cigarettes, oil changes) may be purchased with the fuel card.
- Drivers must enter the correct odometer reading at every fuel stop. Falsifying odometer entries is grounds for immediate termination.
- Fuel cards are PIN-protected. Sharing the PIN with any unauthorized individual is strictly prohibited.
- Any lost or stolen fuel card must be reported to the Fleet Manager within 2 hours of discovery. Failure to report in a timely manner may result in liability for unauthorized charges.
- Fuel cards are not to be used for fuel purchases outside of Canada unless prior written authorization has been obtained from the Fleet Manager.

4.0 Step-by-Step Procedure / Workflow

1. Upon receiving a fuel card, the driver must sign the Fuel Card Issuance Log in SiteQueue, acknowledging receipt and agreeing to the terms of this policy.
2. Before fueling, verify that the fuel type matches the vehicle requirements (e.g., diesel vs. gasoline). Using the wrong fuel type is a chargeable offense.

- 3.** Insert the fuel card into the pump terminal and enter the assigned PIN. Do not write the PIN on the card or store it in the vehicle.
- 4.** After fueling, enter the current odometer reading into the pump terminal or the SiteQueue app. Ensure the reading is accurate to the nearest kilometer.
- 5.** Retain the printed receipt. If the pump does not provide a receipt, manually record the date, time, location, fuel type, litres, and odometer reading in the SiteQueue fuel log.
- 6.** Within 24 hours of fueling, submit a digital fuel report via SiteQueue, attaching a photo of the receipt. If the receipt is lost, submit a detailed explanation.
- 7.** The Fleet Manager will review all fuel reports weekly. Any discrepancies (e.g., odometer rollback, unusual fuel volume) will trigger an investigation within 48 hours.
- 8.** If a fuel card is lost or stolen, immediately call the Fleet Manager and the fuel card provider to deactivate the card. Then submit a Lost Card Report in SiteQueue within 2 hours.
- 9.** At the end of each month, the Fleet Manager will generate a Fuel Card Statement Report from SiteQueue and reconcile it against submitted fuel reports. Any unreconciled transactions will be escalated to the Safety Officer.
- 10.** Drivers who fail to submit a fuel report within 24 hours will receive a written warning. Three violations within a rolling 12-month period will result in suspension of fuel card privileges for 30 days.

5.0 Documentation & Compliance

- 1.** All fuel card transactions must be logged in SiteQueue, including digital copies of receipts and odometer readings. Paper receipts must be retained for a minimum of 90 days.
- 2.** The Fleet Manager must maintain a Fuel Card Issuance Log, recording the card number, assigned vehicle, driver name, date issued, and date returned.
- 3.** Any unauthorized use of a fuel card (e.g., personal purchases, fuel for non-fleet vehicles) will result in immediate termination of employment and potential legal action for fraud.
- 4.** Failure to report a lost or stolen card within 2 hours will result in a formal written warning and the driver may be held financially responsible for any fraudulent charges incurred after the 2-hour window.
- 5.** Monthly fuel card audits must be completed by the 10th of the following month. Non-compliance by the Fleet Manager will be escalated to the Director of Operations.

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