

***PUBLIC SECTOR
FLEET
MANAGEMENT
ACTIVITIES &
PROCESSES
WHEN
OUTSOURCING
FLEET***

- **PROCUREMENT METHOD**
- **VEHICLE UTILIZATION MANAGEMENT**
- **VEHICLE MOVEMENT MANAGEMENT**
- **DRIVER LOG RETURNS**
- **FUEL CARD USAGE**
- **TRAFFIC FINE MANAGEMENT**
- **MAINTENANCE AND SERVICES**
- **ACCIDENT, DAMAGES & LOSSES**
- **CAR WASH**
- **GENERAL**

Fleet Management Services

Procurement – Cash,
Operational Rental, Full
Maintenance Rental, Contract
Hire,

Procurement of Value-added
Services – Insurance,
Managed Maintenance, Fuel
Cards or Smart Fuel Systems,
Bulk Fuel Procurement and
Storage, Bowser Management

Tracking

Comprehensive Insurance

Roadside Assistance

Fuel Management

Call Centre Services

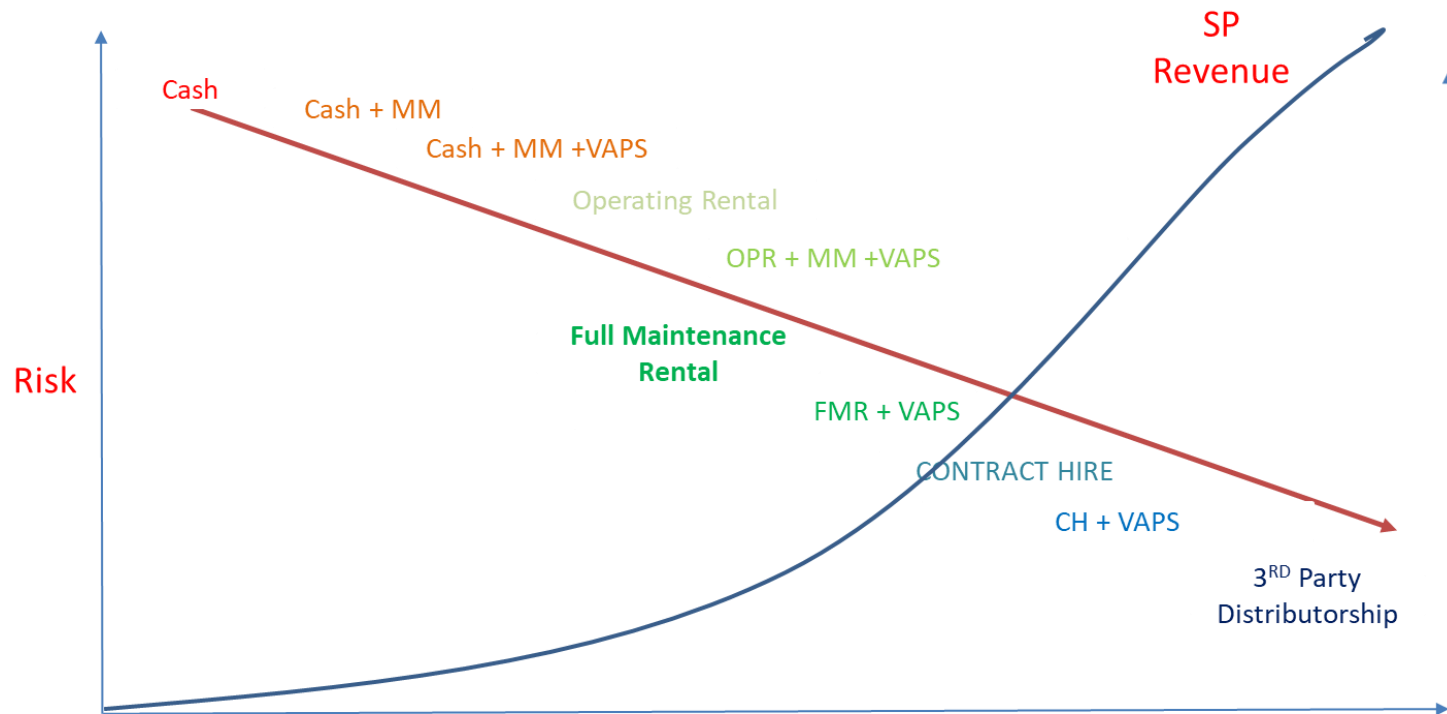
Management Information
Systems

Car Wash Services

Driver Care Services –
Emergency Care , Admission
to Hospitals , Repatriation of
Driver and vehicle ,

Fleet Advisory Services

Guide to Fleet Procurement and Risk



Key

MM – Managed Maintenance , OPR – Operating Rental , FMR – Full Maintenance Rental ,
VAPS – Value Added Services (Tracking , Insurance , Accident Management , Fuel Management , Systems)
SP – Service Provider

Vehicle Utilization - Prerequisites

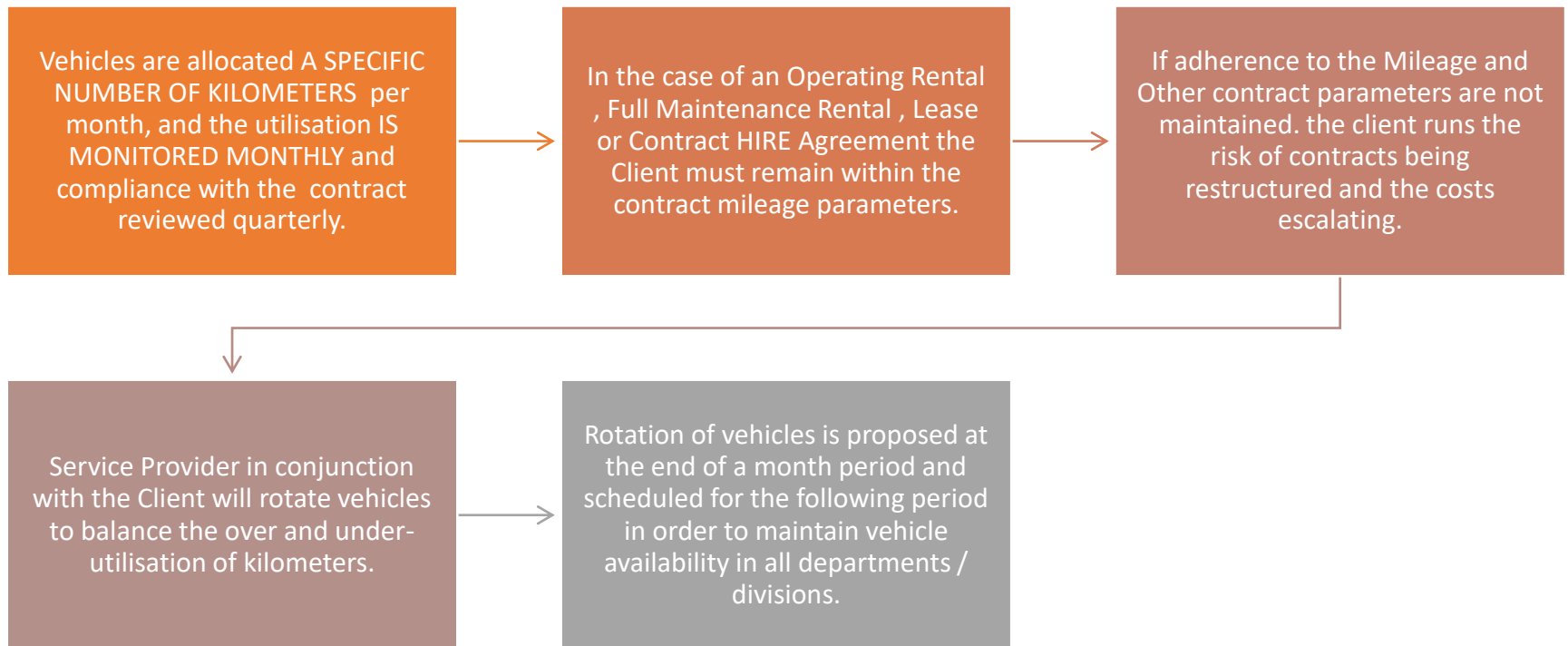
APPROVAL TO USE A VEHICLE MUST BE REQUESTED AND APPROVED BY A DELEGATED AUTHORITY during working hours, over the weekend and after hours. Multiple Approvals may be required in certain instances

Approval must be requested and granted by a delegated authority for overnight parking of a vehicle at private premises.

The vehicle must be inspected before and after usage and all applicable documents, driver logs, fuel slips and keys must be returned after use.


Vehicle must be used in line with the Department approved Fleet Policy and drivers must adhere to the Road Traffic Act.

Vehicle Utilization – Mileage



Vehicle Movement Management – Telematics

Transport Managers shall receive Tracking/Telematics reports on the vehicle movement for contentious trips , event filled journeys , movement in no-go zones, weekend usage, after hours usage and driving style (e.g over speeding , harsh braking or other alerts received)



Service Provider will investigate certain of these notifiable events and make prudent recommendations to Transport Managers or other authorised Managers – Risk Investigations Service

Transport Managers- Internal Log Returns

- Log returns must normally be completed on the prescribed template and submitted to the Contract Management office on the 7th day of every month
- Log returns must include the total monthly fuel card expenses, opening and closing km travelled for the previous month as well as duplicate copies of trip authorities issued in the previous period.

Fuel Management – Clients Responsibilities

Selection of Vehicles with Best Consumption

Utilisation of Secure On-Road and Mobile Bowser Procurement system – E-fuel, Registration Applicable Fuel Cards,

Focused Procurement on selected suppliers that standardises source and improves fuel cost

Pump and Wet Stock Management Processes

Expenditure and Consumption Analysis after each fill

Analysis of Exceptions against National Average

Quality Reporting that detail all expenditure per vehicle



Fuel Card Usage

- Fuel card must be used for fuel, oil and tolls only.
- Transport Managers will receive monthly spreadsheet reports from Service Provider
- Reports are due within 7 working days with detailed transactions that occurred during the month.
- Transport Managers must verify and certify all transactions comparing them with the slips received from the drivers.



Fuel Card Usage – Payment Regime

Submit Fuel Slips , Log sheets and other paraphernalia to Contract Management Office / Finance Department by the 7-working day after month-end.

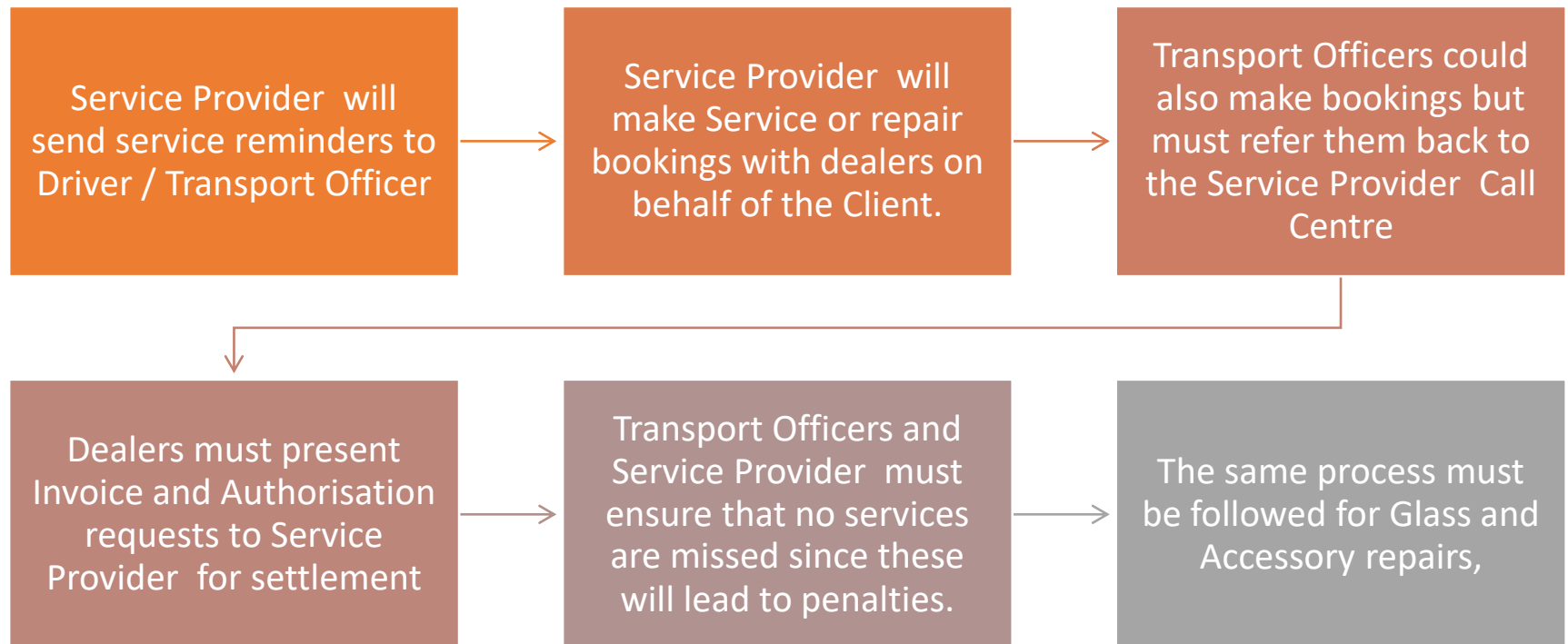
Fleet Contract office / Finance Department will pay Service Provider/fuel account based on the certified and approved reconciliation received from Fleet Managers / Transport Officers.

Traffic Fines

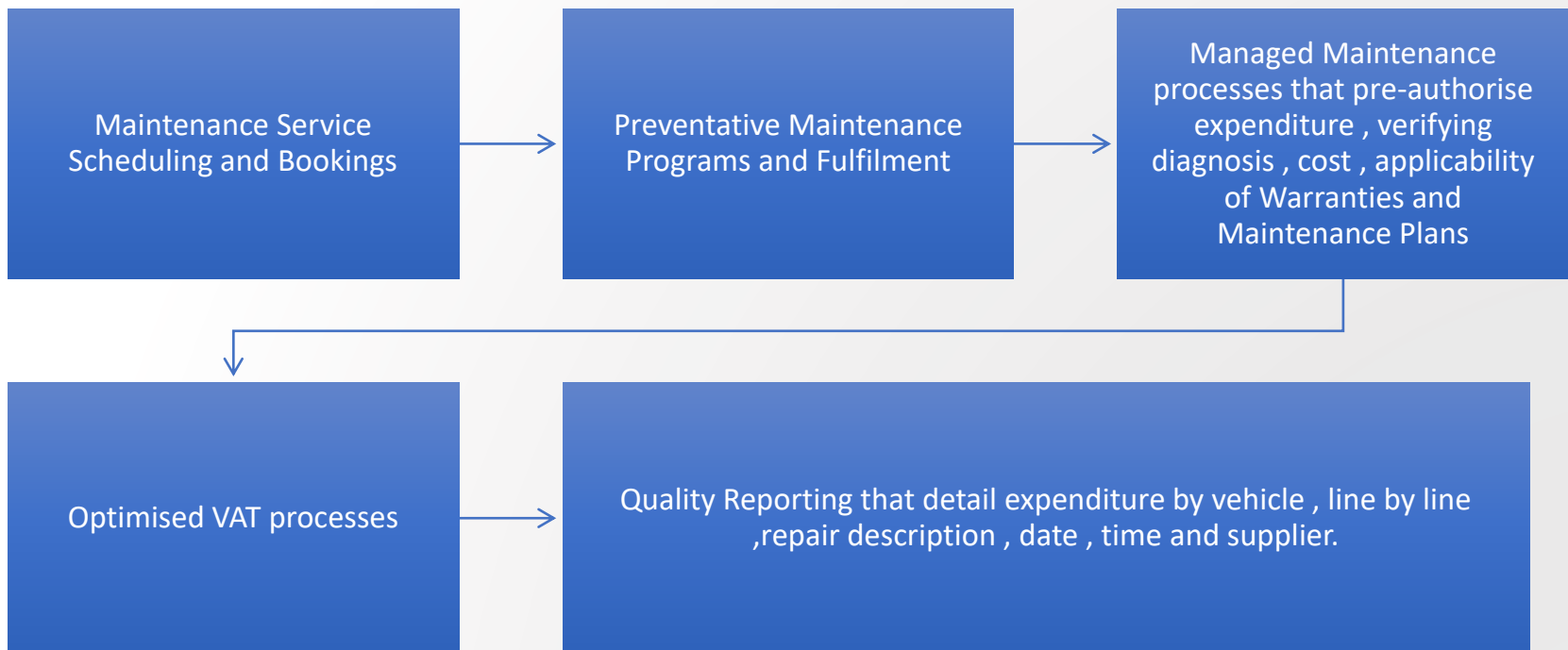
- Traffic Offences registered against the company's proxy or e-natis number are received from the E-NATIS system, and the following two processes are followed immediately,
 - The violation is compared to the movement reports on the tracking system, and if there is a variance, a dispute is lodged on behalf of the Client by Service Provider .
 - If the violation is correct, the driver's name is sourced via the Tracking system or driver details are requested via the Transport Manager / Officers office.
- Transport manager to provide drivers details within seven working days upon receipt of notice to Service Provider to redirect the fine into the driver's name.
- Failure to submit drivers' details, the fine will then be redirected to the transport manager's or to the Client nominated representative.
- Client is not liable to pay any traffic offence caused by non-performance of the vehicle e.g., expired licence discs or roadworthiness issues



Maintenance And Services



Maintenance Management – Suppliers Responsibility



Maintenance and services – Clients Responsibility

- Client must ensure that pre-and-post inspections and checklists are completed and signed off by the driver and dealer consultant before and after the service to ensure that all items are available.



Accident Management – Suppliers Responsibilities

Best Practice in Claims management

Evaluations of all Repair Quotations to reduce costs

Appoint Loss Adjusters if required

Workflow management

Supplier Management to ensure quality repairs

Applying Manufacturer standards to repairs and to ensure residual value preservation

Empowering and developing Suppliers.

Provide Roadside assistance when needed


Toll-Free number for easy access by Clients

24/7 Call Centre with experienced and customer centric staff

Accident, Damages & Losses – Clients Responsibilities

- Accidents, damages & losses must be reported to SAPS within 24 hours.
- Claim forms and all documents (driver's licence, affidavit) must be submitted to the Service Provider within seven working days.
- Replacement vehicle with fuel card will be provided where the repair work takes longer than 48 hours.
- Business units will incur expenses where they failed to report damages within the stipulated period should the insurance repudiate the damages due to the delays in reporting.





Accident, Damages & Losses – Important Notes

DELAYS IN AUTHORISATION OF REPAIRS

- Incomplete claim form details
 - Transport office details
 - Dates
 - Incident description etc...
 - SAPS Accident Register number,
- Copy of driver's licence not clear
- Quotes outstanding
- Late submission (over 30 days)

GENERAL

Locksmith services - drivers should understand that certain vehicles will need to be towed and booked into maintenance centres for certain locksmith services

Non-compliance, loss of items negligently, unusual driving behaviour, misuse or abuse of vehicles will be reported to the Client Contracts Management Unit by the Service Provider with recommendations to remedy



QUESTIONS &
ANSWERS ??