

REPLACING/RE-ORDERING A FUEL CARD

SUMMARY

Every vehicle that is authorized to obtain fuel from Miami-Dade County fueling sites is assigned either an Automated Fuel System Card or a Vehicle Information Transmitter (VIT), which is a cardless fueling device installed in the vehicle. The card or VIT is issued in conjunction with the vehicle acquisition as a result of a service agreement between the Internal Services Department (ISD) Fleet Management Division and a department, or, under certain circumstances, when a commercial vehicle has been leased or rented.

PROCEDURE

The procedure below explains how to replace or re-order a fuel card that has been lost or damaged and how to request assistance with VIT fueling problems. If an error message appears on the fueling terminal when attempting to obtain fuel, or if any other fueling problems are encountered, the driver should call Fleet Management's Fuel Help Desk at 305-375-5186.

1. To replace a lost fuel card, the departmental Transportation Coordinator must provide a written request to Fleet Management. To expedite replacement, fax the request to the FM Fuel Card Section at 305-375-2296 or e-mail it to the distribution group in Outlook, "(ISD) Fleet Mgt Fuel Cards", email address: ISD-FMFC@miamidade.gov. Unless otherwise arranged, the replacement card will be ready for pick-up the next working day at either the Fleet Management Shop 1, 703 NW 25 Street, Monday - Friday, between 6:00 a.m. - 4:30 p.m. or the Stephen P. Clark Center, 111 NW 1st St., Suite 1050 Monday - Friday 7:30 am - 4:00 pm.
2. To replace a damaged card, the card MUST BE turned in at either the Fleet Management Shop 1, 703 NW 25 Street, Monday - Friday, between 6:00 a.m. - 4:30 p.m. or at the Stephen P. Clark Center, 111 NW 1st St., Suite 1050 Monday - Friday 7:30 am - 4:00 pm in order to receive a replacement card immediately. If the damaged card is not turned in, the Department will incur the lost card replacement fee.
3. MDPD has the option of picking up a new/replacement fuel card from the transportation office at the MDPD headquarters building.
4. The driver is liable for any unauthorized use of a fuel card.

CONTACT(S):

Department/Division

Internal Services Department/Fleet Management Division