

Facilities Ancillary Services Best Practice

Fleet Vehicle Work Order Chargebacks

INTRODUCTION (Purpose and Importance)

The purpose of this best practice is to provide a clear process relating to processing work orders for fleet vehicle chargebacks.

All chargebacks for the following items, to be processed through the work order system.

ALL DEPARTMENTAL VEHICLE CHARGEBACKS TO INCLUDE:

- **1-8405-505** - *Maintenance/Repairs, Supplies, CVI's, Semi-Annual Inspections, Treo-Toll Charges/Red Light Tickets* - chargeback department's object code 505
- **1-8407-550** - *Motor Vehicle Insurance* - chargeback department's object code 550
- **1-8405-506** – *Fleet Vehicles Fuel* - chargeback department's object code 506 (see process details below)

FLEET CHARGEBACK PROCESS – *Maintenance/Repairs/Supplies, CVI's, Semi-Annual Inspections, Treo-Toll Charges/Red Light Tickets*

- *Maintenance/Repairs/Supplies, CVI's, Semi-Annual Inspections* are performed by Laird Wheaton
- When a vehicle requires any of the above services, the FSO (Facilities Services Office) will phone Laird to arrange pick-up, details of work required and return of vehicle.
- Laird Wheaton has the majority of keys for the fleet vehicles but for those that they do not, FSO will arrange pick up either in the FSO or with the department the vehicle is designated to.
- After vehicle is returned, Laird Wheaton will invoice VIU.
- Invoices are sent directly to Accounts Payable and they will process and forward to FSO.
- Facilities Office staff (FOS) to review and verify fleet # on invoice and give invoice to Manager, B&G (Buildings and Grounds) for approval.
- FOS photocopies all invoices and sends the originals to Accounts Payable for payment
- All vehicle servicing information from the invoice is tracked on the servicing database sheet and then filed in the Vehicle file cabinet in the appropriate Vehicle file folder.
- If the vehicle is assigned to a department, FSO will chargeback the department (see process under Best Practices, Front Office).
- From the photocopy, create a work order to charge back the department **1-8405-505** (*Chargeback department's object code 505*)
- File photocopy in the vehicle file cabinet in the appropriate Vehicle file folder
- **For year-end purposes, chargebacks need to be completed and entered into the WO system by March 31.**
- Facilities office staff to email departments annually in **April** for authorization on what cost centre they would like for vehicle chargebacks for the coming fiscal year.

FLEET CHARGEBACK PROCESS - *Motor Vehicle Insurance*

- ICBC fleet insurance renewals are sent out to the Facilities Services Office the end of March with annual renewals commencing in April
- Once received, Manager of B&G (Buildings & Grounds) will verify all units are included/removed for the coming year
- Manager, B&G will deliver insurance papers to insurance broker, Western Financial to process
- Once broker confirms private insurance, renewals will be processed
- Invoice is then generated by Western Financial (payable to ICBC). Manager of B&G will pick up renewals/invoice

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- Facilities Office staff to update insurance premium information (start date/expiry date/annual fee) in each vehicle fleet record of the work order system, when renewals are received annually
- If the vehicle is assigned to a department, FSO will charge the department (see process under Best Practices, Front Office).
- Facilities office staff (FOS) to email departments annually in **April** for authorization on what cost centre they would like for vehicle insurance chargebacks for the coming fiscal year. **All chargebacks to be entered into system by the end of the 1st quarter, of June of each year. (one week prior to end of month to allow time for errors/staff requirements.)**
- From the insurance papers, create a work order to charge back the department **1-8407-550** (*Chargeback department's object code 550*)
- Original copy of insurance is kept in the appropriate vehicle folder (in the back of the folder) in the file cabinet
- Insurance cheques for department refunds – refunds for department vehicles directly deposited to the department's cost centre that is given annually. Facilities to complete a "cash remittance" form, attached the cheque and send to the cashiers.
- If the insurance cheque needs to be deposited back to Facilities as a refund – deposit into **1-8401-550**. Process "cash remittance" form as noted above.

FLEET CHARGEBACK PROCESS - Fuel

- It is the responsibility of the department to refuel the vehicle at the end of their trip and Facilities Services is not responsible to cover these costs
- Any vehicle that is not fueled by the previous user should be contacted by the current user for reimbursement
- In the event that Facilities does need to cover off fuel charges incurred by another department (needs to be approved by the Manger, B&G) chargeback to **1-8405-506** (*Chargeback department's object code 506*)