**Owner Legend:**

AFM = Agency-Designated Fleet Manager/Administrator

A-CFO = Financial Signatory Authority for Requesting Agency

OVM FA = Office of Vehicle Management’s Fleet Administrator

OVM LA = Office of Vehicle Management’s Lease Administrator

OVM DIR = Office of Vehicle Management’s Director of Fleet Policy & Administration

GFC = Green Fleet Committee (comprised of OVM, DOER & DEP, along with advisory members from Agencies)

COMMBUYS = The COMMBUYS e-procurement system

VENDOR = The dealer that the Agency has requested (& approved) vehicle quotes from

BUS SPEC = Office of Vehicle Management’s Business Specialists

OVM AA = Office of Vehicle Management’s Administrative Assistant

WSTBRO = Office of Vehicle Management’s Westborough Vehicle Lot and its on-site personnel

**Time Frame Information:**

References to time frame equates to when that action item is expected to be completed in relation to the action item listed above it, regardless of when the first action occurs (e.g. if Action 1 is completed on a Monday, which is July1, then Action 2 should be completed within 10 business days of that date, which would be Monday, July 15)

| # | Owner | Action Item for Direct Purchases | Action Item for Leases through OVM | Time Frame |
| --- | --- | --- | --- | --- |
| 1 | AFM / A-CFO | Review vehicle needs and budget availability to determine if Vehicle Request is appropriate | | As needed |
| 2 | AFM |  | Create Vehicle Request based on current contract & send to OVM LA (signed Master Lease Agreement also required) | 15 business days |
| 3 | OVM LA |  | Review Vehicle Request for accuracy & compliance (colors, options, accessories & upfitting, vehicle contract, the fuel efficiency standard (FES), usage requirements, turn-ins) | 10 business days |
| 3A | OVM LA / AFM |  | If applicable: Request returned for revision (repeat steps 2-3 above) | As above |
| 3B | AFM / GFC |  | If applicable: Outline an Alternative Compliance Plan if request does not meet FES | As above |
| 4 | OVM LA |  | Request approved to be quoted (if request is denied or revoked, then process stops) | 3 business days |
| 5 | AFM / VENDOR | Agency works with vendor to obtain quotes, then review & approve them (process may require multiple quotes) & send final agency-approved quote to OVM FA, along with all required documents outlined in vehicle Contract User Guide / Executive Agency Instructions | Agency works with vendor to obtain quotes, then review & approve them (process may require multiple quotes) & send final agency-approved quote to OVM LA | 30 days |
| 6 | OVM FA / OVM LA | Quote reviewed for accuracy & compliance (colors, options, accessories & upfitting, vehicle contract, fuel efficiency standards, usage requirements, turn-ins, pricing, contract, etc) | | 10 business days |
| 6A | OVM FA / OVMLA / AFM | If applicable: Quote returned for revision (repeat steps 5 & 6) | | As above |
| 6B | AFM / GFC | If applicable: Outline an Alternative Compliance Plan if request does not meet FES |  | As above |
| 7 | OVM FA / OVM LA | OVM FA approves purchase request for ordering, based on all required documents & communicates approval to AFM (if quote is denied or request revoked, then process stops) | OVM LA approves quote for ordering & communicates to OVM DIR (if quote is denied or request revoked, then process stops) | 3 business days |
| 8 | OVM DIR |  | Communication sent to A-CFO for funding commitment and final approval to order | 3 business days |
| 9 | A-CFO |  | Final approval for ordering (if request denied or revoked, then process stops) | 5 business days |
| 10 | AFM / OVM LA | Order (requisition) placed within COMMBUYS | | 3 business days |
| 11 | COMM BUYS | Financial approval process followed within system to convert requisition to PO | | 2 business days |
| 12 | AFM / OVM LA | Communication to vendor advising of PO coming from COMMBUYS | | 2 business days |
| 13 | VENDOR | Acknowledgement of PO by Vendor in COMMBUYS | | 2 business days |
| 13A | COMM BUYS | Email verification that Vendor received PO | | 1 business day |
| 14 | VENDOR | Provide acknowledgement of order placement with OEM (including order number) | | 5 business days |
| 15 | AFM / OVM LA | Provide acknowledgement of order placement to OVM FA | Provide acknowledgement of order placement to requesting Agency | 3 business days |
| 16 | OVM FA / OVM LA | Enter details on current FY order tracking spreadsheet | | 5 business days |
| 17 | BUS SPEC | Enter details in FleetWave (based on SOP) | | 5 business days |
| 18 | VENDOR | Vehicle arrives at dealer lot and receives upfitting or other options, if applicable | | Varies |
| 19 | VENDOR | Initial vehicle registration paperwork is completed (certificate of origin, RMV1, ODS, etc) and sent to OVM | | 5 business days |
| 20 | OVM FA / OVM LA | Vehicle registration paperwork is reviewed for accuracy against current FY order tracking spreadsheet. Items to be reviewed for accuracy: Year, Make, Model, Trim, Drive, Color, VIN, Cylinders, Passengers, GVW, Price | | 2 business days |
| 21 | BUS SPEC | Vehicle registration paperwork is reviewed for accuracy (as in #20). Items to be reviewed for accuracy: All listed in #20, plus Owner, Dealer, Odometer and Title info  In addition, Org/Unit Code is confirmed with AFM to ensure appropriate billing | | Same time as above |
| 21A | OVM / VENDOR | If applicable: Registration paperwork returned to vendor for revision (repeat steps 19-21 above, as applicable) | | As above |
| 22 | OVM DIR / BUS SPEC | Acceptable registration paperwork is signed by OVM DIR and processed to RMV or by BUS SPEC, as applicable | | 1 business day |
| 23 | BUS SPEC | Plates issued by BUS SPEC or received from RMV, info provided to OVM FA and/or OVM LA & updated in FW, then plates forwarded to vendor | | 3 business days |
| 24 | OVM FA / OVM LA | Advise WSTBRO and AFM that vehicle has been registered and delivery from VENDOR to WSTBRO should be expected in the near future | | 1 business day |
| 25 | VENDOR / WSTBRO | Vendor receives plates & finishes prep for delivery (inspection, full tank of gas, etc), begins coordination of delivery to WSTBRO | | 3 business days |
| 26 | VENDOR / WSTBRO | Vendor delivers vehicle to WSTBRO, where it’s checked against quote to ensure correct, sale stickers are removed and VSR (Vehicle Status Report) is started | | 3 business days |
| 27 | WSTBRO / OVM LA / OVM DIR | WSTBRO notifies AFM that vehicle has arrived and matches original quote | WSTBRO notifies OVM LA that vehicle has arrived and matches original quote. OVM LA notifies AFM, then obtains OVM DIR signature on VENDOR invoice & provides to appropriate accounting personnel to set up payment to VENDOR | 1 business day |
| 28 | AFM / WSTBRO | Agency coordinates and picks up vehicle from WSTBRO | | 5 business days |
| 28A | AFM / WSTBRO | If applicable: Turn-in vehicle is received at WSTBRO | | As above |
| 28B | WSTBRO | VSR(s) completed & sent to OVM for all vehicles involved | | 1 business day |
| 29 | OVM FA | WEX card is ordered for newly in-service vehicle (based on VSR)  If applicable: WEX card for turn-in vehicle is cancelled | | 1 business day |
| 30 | OVM AA | Fleet Response packet is ordered for newly in-service vehicle (based on VSR)  If applicable: Turn-in vehicle is removed from Fleet Response database | | 1 business day |
| 31 | OVM AA | Update in-service date and change status to active in FleetWave (based on VSR) | | 1 business day |
| 32 | OVM LA |  | Update in-service & registration details on current FY order tracking spreadsheet | 1 business day |
| 33 | OVM LA |  | Create Lease Schedule for in-service vehicle and provide to AFM and Agency CFO | 3 business days |