Vehicle Exchange: Marshalling & Securing Process

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GSA’s Vehicle Exchange
Discussion Topics

1. Pre-Appointment
2. Appointment Day
3. Electric Vehicles
4. Post Exchange
Pre-Appointment
Appointment Scheduling

- Vehicle Fleet Exchange (VFE) - GSA’s automated scheduler
  - Customer is electronically notified
  - Simply click on link to access VFE Calendar
  - Appointments offered in 15 min increments
- Schedule within 8 business days after receiving notification
Pre-Appointment Checklist

- Service lights are remedied
- Cracks in the windshield are filled or replaced
- Recalls are addressed and completed
- Wash vehicle of mud, salt, or grime
- Agency and personal items are removed
  - Please do not remove decals with a razor blade
Appointment Day
Appointment Day Essentials

● What to bring
  ○ Both sets of keys
  ○ License plates/tags
  ○ Fleet WEX card

● Ensure that your fuel tank is at least ¼ full
● Inspect vehicles at drop off/pick up
**Electronic Vehicle Accountability Form (eVAF)**

- Mobile application
- Marshalling vehicle inspection tool
- Logs vehicle condition and pickup/drop off completion
- Paper copies may be used
Electric Vehicles
Picking up an Electric Vehicle

- Coordinate with your FSR prior to pickup
- Assure the route back to your duty location is within the EV’s range
- Seek out operational guidance if needed
Prior to Departure

- What you should leave with:
  - WEX Card
  - 2 keys/fobs/cards
  - Any additional equipment
  - Check fuel/charging levels
Post-Exchange
Post-Exchange Vehicle Evaluation

- Exchanged vehicle evaluated adhering to the Fair Wear and Tear Policy from the Customer Leasing Guide
- Is there…
  - Excessive wear and tear
  - Damage resulting from abuse or neglect
  - Dents
  - Scratches
  - Etc.
Agency Incurred Expense (AIE)

● For damaged or inoperative safety equipment
● For repairs accomplished to stabilize vehicle sales
● Damaged sales vehicles
  ○ Non-safety items may not be repaired
  ○ AIE recoupment determined on actual vehicle proceeds
● Work with your FSR
Vehicle Sales

- Necessary repairs are accomplished
- Sold at auction
- After a vehicle is turned in:
  - Vehicle assignment is terminated
  - Drops from customer view in Drive-thru
Questions?
Appendix

● Recall Information
  ○ Search by VIN number at [https://vinrcl.safercar.gov/vin/](https://vinrcl.safercar.gov/vin/)
  ○ [NHTSA.gov](https://www.nhtsa.gov)
  ○ [Fleet Drive Thru](https://www.gsa.gov)

● Electric Vehicle Resources
  ○ [GSA.gov Electric Vehicle Webpage](https://www.gsa.gov)
  ○ [Charge your Vehicle At Public Stations (PDF)](https://www.gsa.gov)

● Contact Us
  ○ Troy Saunders - [troy.saunders@gsa.gov](mailto:troy.saunders@gsa.gov)
  ○ Madison Tilo - [madison.tilo@gsa.gov](mailto:madison.tilo@gsa.gov)