



U.S. General Services Administration

**GSA Fleet Drive-thru  
File Transfer Protocol (FTP)  
Monthly Mileage Upload Tool  
USER MANUAL**



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## GSA Fleet Drive-thru FTP Monthly Mileage Upload Tool

### Introduction

The FTP Monthly Mileage Upload Tool is an enhancement to the FTP mileage reporting process. Instead of e-mailing mileage files to GSA every month, users can upload mileage files using the Java-based tool in [GSA Fleet Drive-Thru](#) and then view the results in real-time.

While the tool is not meant to be used in place of other automated reporting options (e.g., DESC/GORP), the FTP customers will be able to reap its benefits. Customers who find their needs have changed and are looking for a more efficient way of reporting their mileages other than using Mileage Express should try the FTP Monthly Mileage Upload Tool.

Aside from its convenient placement within [GSA Fleet Drive-Thru](#), where an array of Agency fleet data can be queried, the FTP Monthly Mileage Upload Tool offers the following benefits to its users:

- Enables users to upload mileage files 24/7 and view the results in real-time.
- Alerts users to invalid/questionable entries, so they may make corrections and avoid rejected records (rejected records that remain uncorrected by the month-end result in estimate mileage readings).
- Allows users to more easily track discrepancies between mileages they reported and what FMS may have estimated as a result of invalid/questionable entries that were left uncorrected.
- Provides access for up to three (3) agency personnel to view the confirmation and exception reports.

The FTP Monthly Mileage Upload Tool is designed to be an efficient and robust mileage reporting option—enabling users to spend less time reporting their mileages and more time managing their fleet.

Please reference the steps described in this User Manual for instructional guidance. If you have any questions, please contact us at [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov) and put “FTP Assistance” in your email “Subject” line.



## GSA Fleet Drive-thru FTP Monthly Mileage Upload Tool

### I. Customer Set-up / Registration Process

Send an email to [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov) if you are interested in taking advantage of the enhanced FTP process for submitting monthly mileages. If you are a new customer to the FTP reporting process, please indicate so and put “New Customer FTP Request” in your email subject line. Even if you are an established FTP customer, you will still need to register. Please include the following information in the email:

1. The filename currently used when sending an FTP reports to [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov) **OR** request for a filename to be set up if you are a new user.
2. A confirmation that your email address can be assigned as the current, primary POC for submitting your monthly mileage report (this can be modified later if someone else takes over the responsibility). Additionally, up to two (2) secondary users can be listed, and cc’d in the email if they also wish to receive confirmation of the uploaded files and view the results.
3. The customer number that you use to log into [GSA Fleet Drive-Thru](#) **OR** request to have one sent to you. If you currently do not have a customer number, you will need to provide GSA with an active GSA tag number for validation.

You will receive a response with any requested information, as well as a confirmation that the information provided was acceptable.

### II. FTP Templates

(If you are an existing FTP customer and are aware of how to format your file, please skip to the [“Uploading Your File”](#) section.)

**Note:** *The steps described in this section are not the only way to properly format an FTP file. If need be, please discuss how this can be done most efficiently with your IT and/or centralized billing support staff. Please refer to **Appendix A** for the precise technical requirements of formatting an FTP file.*

You will need to download two different templates to format your data: “FormattingYourDataTemplate” and the “FTPTemplate”.

You will receive these documents when you complete your registration, or you can download the templates by visiting the [gsa.gov FTP website](#) or you can email [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov) and request it.



FormatYourDataTemplate.xlsx

### III. Format your data by using the “FormatYourDataTemplate”

**Step 1:** Open the “FormatYourDataTemplate.xlsx” file.

By following the steps in this document you will have the ability format your data by using the “FormatYourDataTemplate”. The template has functions coded in column F, H, J and L that will properly format the data that can later be copied into the “FTPTemplate” file.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Command		Class		Tag	Formula for Tag Column	Mileage	Formula for Mileage Column	Region	Formula for Region Column	MM/YY	Formula for MM/YY Column
2	32M		G10		1234A	1234A	12345	012345	11	11	118	0118
3												

**Note:** Please follow the steps below to format your data. Do not use the “Format Cell - Custom” option in Excel as the zeros will only display onscreen but will not transfer to the FTP Template.

**Step 2:** Turn the CAPS LOCK on to ensure all letters entered are capitalized.

**Note:** Please retain the data in Row 2 as it contains the formulas you will need later.  
*DO NOT DELETE ROW 2.*

**Step 3:** Drag down the 32M text in cell A2.

	A	B
1	Command	
2	32M	
3		

You can easily drag the **32M** text down by putting your cursor in the corner of the cell and dragging the text down to the number of rows you need or double click the corner.

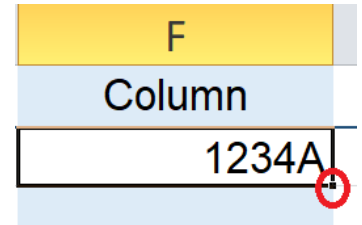
**Step 3:** Enter or copy your vehicle “Class” data in column C starting at row 3.

**Step 4:** Repeat Step 3 for columns E-Tag, G-Mileage, I-Region, K-Month Year.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Command		Class		Tag	Formula for Tag Column	Mileage	Formula for Mileage Column	Region	Formula for Region Column	MM/YY	Formula for MM/YY Column
2	32M		G10		1234A	1234A	12345	012345	11	11	118	0118
3												

**Step 5:** Go to column F and double click on the corner of the cell (F2) to allow the new format to apply to all the data in column E.

**Step 6:** Continue double clicking on the corner of columns H2, J2 and L2 to allow the cell format to apply to column G, I, and K.



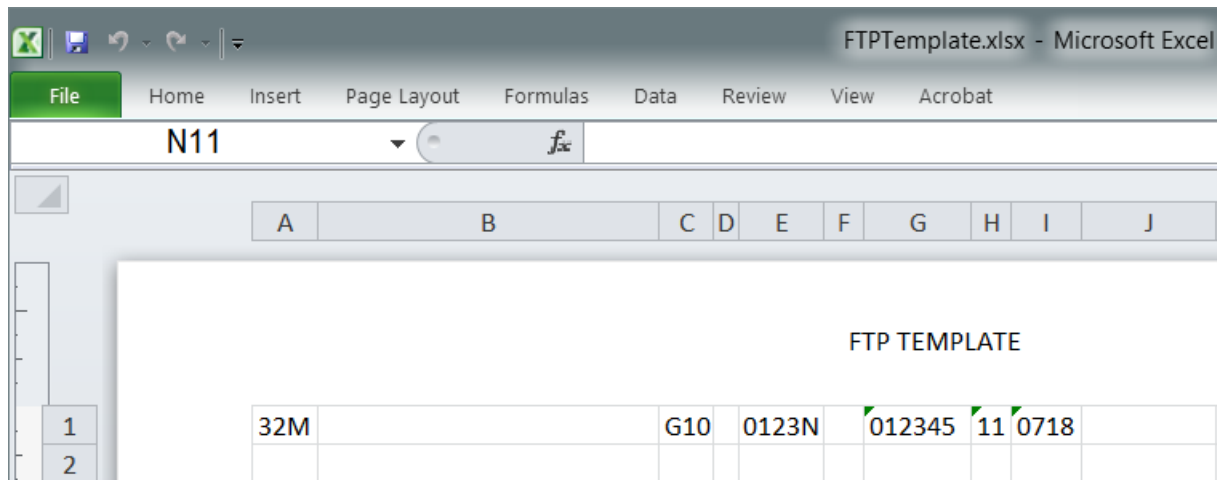
Once all your data is properly formatted you are ready to start coping and pasting your data into the “FTPTemplate” file.

#### IV. Enter or Copy your data into the FTP Template



FTPTemplate.xlsx

**Step 1:** Open the FTPTemplate.xlsx file. Check to see if your file is protected. Go to File/Info and if your workbook is protected click “Unprotect” on the far right side.



**Note:** You will only be allowed to enter data into Columns A, C, E, G, H, and I. You will not be allowed to select any other cells outside of these columns.

**Step 2:** Start by manually entering or copying your records from the “FormatYourDataTemplate” file. If you are manually entering your data the data must be entered in the following format. If you are copying your pasting from the “FormatYourDataTemplate” file please make sure you copy Columns A, C, E, G, H and I and paste to the correct columns indicated.

**Column A:** “32M”

**Column C:** Vehicle Class (ex: G10, G11)

**Column E:** Vehicle Tag (5 characters ex: 0583H, 0485K, 00349)

**Column G:** Reporting Mileage (Must contain ONLY 6 numbers, ex: if mileage is 452 it must contain leading zeros and read 000452)

**Column H:** Region (2 numbers, ex: 02, 09)

**Column I:** Current Month/Year (MMYY format, ex: 0418)

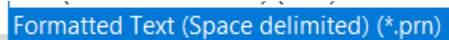
**Note:** *If you cut/paste any data into the spreadsheet, right click where you’d like to paste the copied data and select “Paste Special” then select “Values.”*

After you finish entering data check the end of the file to make sure all your columns were pasted correctly. Then go up to the top of the file and delete the sample data in Row 1.

## V. Saving your FTP Template

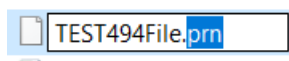
**Step 5:** Now you are ready to save the file. Click File and then select “Save As.”

**Step 6:** After selecting “Save As” view the “Save as type” and select “Formatted Text (Space delimited) (\*.prn)”.

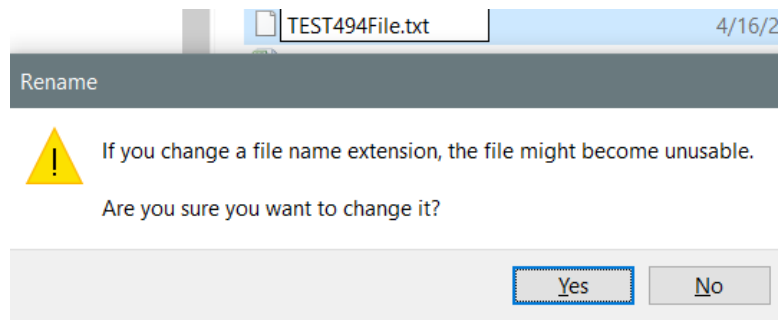


**Step 7:** Close your file, and now it is time to rename the file. Go to File Explorer and find your saved .prn file.

**Step 8:** Next, change the text from “FTPTemplate.prn” to your approved file name that was established upon registration (NASA494, HUDD494, etc.) to indicate that the file corresponds to your Agency’s mileage file. Also change the file extension from .prn to .txt







**Note:** If you do not know your filename, contact us at [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov).

**Final Result:** A properly formatted FTP File. You can confirm the formatting requirements of your file by cross-referencing Appendix A of this manual. Now you will be able to log-in to FTP Monthly Mileage Upload Tool via [GSA Fleet Drive-Thru](#), submit your mileage file, and view the results of the upload in real-time.

File	Edit	Format	View	Help
32M		G10 TESTL	038645040618	
32M		G10 TESTS	002017040618	
32M		G10 TESTS	002599040618	
32M		G10 TESTP	009362040618	
32M		G10 TESTP	047706040618	
32M		G10 TESTU	002003040618	
32M		G10 TESTP	051727040618	
32M		G11 TESTP	050209040618	
32M		G11 TESTP	031732040618	
32M		G11 TESTP	039722040618	
32M		G11 TESTP	031866040618	
32M		G11 TESTP	053491040618	
32M		G11 TESTP	028584040618	
32M		G11 TESTS	004423040618	
32M		G11 TESTS	007044040618	
32M		G11 TESTS	006007040618	
32M		G11 TESTS	007669040618	

## VI. Uploading Your FTP Text File

**Step 1:** Go to <https://drivethru.gsa.gov>.

**Step 2:** Select the “Login” button. If you’re a new GSA Fleet Drive-thru customer, please register by selecting the “New user? Register here” on the left side of the “Login” button.

[New User? Register here](#)

The screenshot shows the GSA Fleet Drive-thru website. At the top left is the GSA logo and the text "GSA Fleet Drive-thru". To the right is a "Privacy and Security" link. Below this is a navigation bar with links: "Defensive Driving Course", "Find U.S. Alternative Fuel", "Training", "About Fleet", "Contact Us", "Help", "New User? Register here", and "Login". The main content area features a large image of a silver Ford Focus with the text "GSA Fleet Drive-thru Environmental Leaders". To the right of the image are three sections: "Driver Safety" with a car icon and text about reducing driver risk; "Fleet News - What's New" with a document icon and text about current offerings; and "Training" with a pencil icon and text about the training course library. At the bottom, there are three columns of links: "Related Sites" (GSA, Auto Auctions, AutoChoice, DRM, F.A.S.T.), "Other Interest" (Federal Vehicle Standards, FedFMS, STR, VCSS, VFE, USA.gov, Data.gov, Recovery.gov, Whitehouse.gov, Section508.gov), and "GSA/FAS Asset and Transportation Management Helpdesk" (Hours of Operation, 8:00 AM - 7:00 PM EST, Tel: 1-866-472-6711, Email: gsadrivethruhelp@gsa.gov).

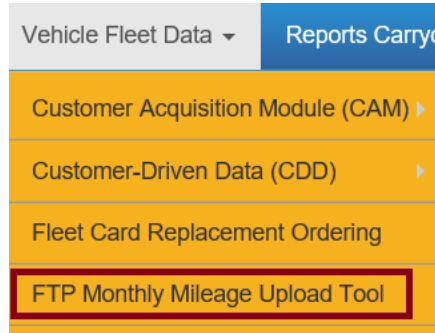
**Note:** Select the “Help” button for step-by-step instructions.

**Step 3:** Enter your “Email Address and Password,” and then click the “Log in” button to gain access to the GSA Fleet Drive-thru application. If you do not know your password, select the “Reset/Forgot Password” link under the “Password” field.

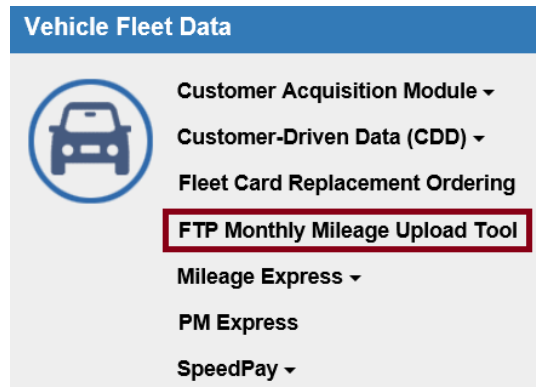
The screenshot shows the login form on the GSA Fleet Drive-thru website. It features a blue header with the word "Login" and a close button. Below the header are two input fields: "Email Address:" and "Password:". The "Password:" field has a "Password" placeholder and a "Reset/Forgot Password?" link. A red-bordered box highlights the "Note: Password is case sensitive. Reset/Forgot Password?" text. At the bottom of the form is a blue "LOG IN" button.

**Step 4:** There are two ways you access the “FTP Monthly Mileage Upload Tool”:

1. Click the arrow next to the “Vehicle Fleet Data” menu on the menu bar and scroll down to select the “FTP Monthly Mileage Upload Tool” link; or



2. Click on the “FTP Monthly Mileage Upload Tool” link provided in the “Vehicle Fleet Data” menu block on the Main Menu.



- Step 5:** Click the “FTP Monthly Mileage Upload Tool” and notice there are two “\*Required” fields (Agency ID which is the file name and the User Email Address) that you’ll need to fill out for the application to validate your credentials.

A screenshot of the "GSA Fleet Drive-thru" interface for the "FTP Monthly Mileage Upload Tool". The page has a blue header with the GSA logo and the title "GSA Fleet Drive-thru". Below the header is a blue bar with the text "FTP Monthly Mileage Upload Tool". The main content area is divided into two sections. The left section is titled "Enter User Information" and contains four input fields: "Agency ID" (with the value "GSAA"), "User Email Address" (with the value "robin.washington@gsa.gov"), "FSR Email Address", and "Agency Email Address". There is a blue "Accept" button below these fields. Two red arrows point to the "Agency ID" and "User Email Address" fields. A red asterisk and the word "Required" are visible at the bottom left of the form. The right section is titled "Select FTP Mileage File to Upload" and contains a large empty area for file selection.

The FSR Email Address field is optional and can be used if/when you would like to share the results of your file upload with your FSR at GSA. It can also be used interchangeably as a carbon copy (cc) to someone else in your Agency to inform him or her of the results of your upload. The same goes for Agency Email Address field, which is also optional.

**Step 6:** Once you've entered the required (and any other optional) information click on "Accept" button so the Application can verify you are a valid user.

[Login Success: Validation successful](#)

**Step 7:** At this point, you have two options: you can reset who you'd like to receive the emails by clicking on the "Reset" button or you can move forward to upload your file by choosing "Select FTP Mileage File to Upload."

**FTP Monthly Mileage Upload Tool**

**Enter User Information**

\* Agency ID:

\* User Email Address:

FSR Email Address:

Agency Email Address:

\* Required

**+ Select FTP Mileage File to Upload**

2.

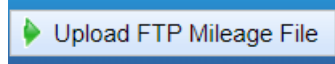
1.

**Step 8:** Once you click on the "Select the FTP Mileage File Upload" option to upload your file a dialogue box will appear to allow you to locate your current month's mileage file saved on your computer. Once located, double-click on the "Open" button to upload the file. Your file will appear in the upload box.

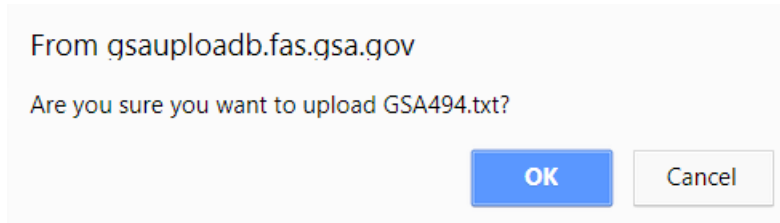
**+ Select FTP Mileage File to Upload** **Upload FTP Mileage File**

C:\fakepath\GSA494.txt

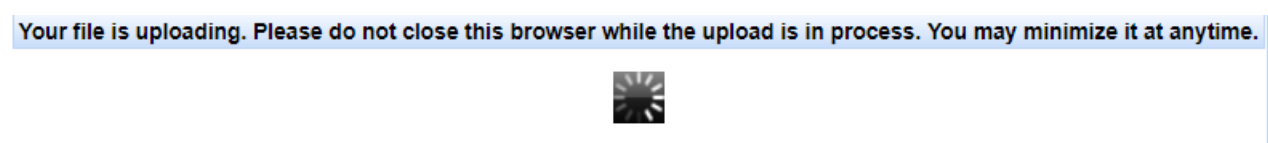
**Step 9:** Select the “Upload FTP Mileage File” button:



**Step 10:** Click on the “OK” button to initiate the upload process.

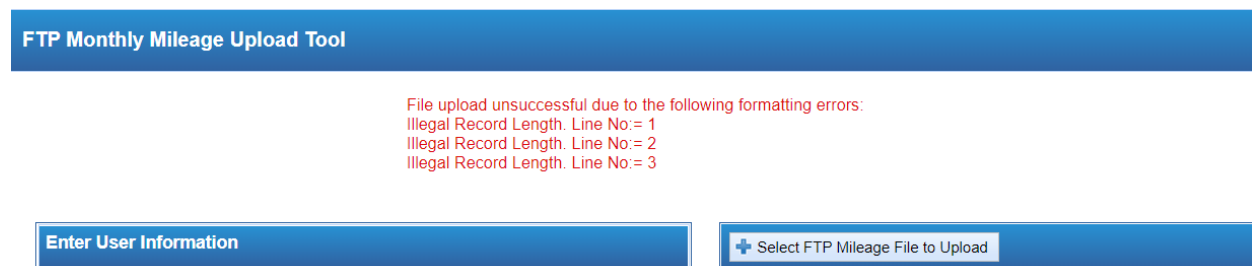


As your file uploads you will see the following image:



**Note:** Depending on the size of your file it may take anywhere from 15-30 seconds.

After the upload is completed the file has either been rejected or uploaded successfully based on the format and credentials of the file, rather than the content. To verify if your file was successfully submitted to our system read what is displayed on screen in red font.



There are generally three (3) different outcomes that occur and can be read on the screen following an upload. These outcomes are numbered and described below:

1. If you receive the error message “**Invalid Directory Path...Please correct agency-id and retry and if the same error recurs, contact Central office. Failure: File Transfer Failed.**” The upload did not successfully transmit to our system due to an “Invalid Directory Path”. This error simply means you have not yet been registered for the current reporting month. You will only have to conduct the initial registration and will not have to repeat this process each month, but if this error does occur, please email us at [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov) and have us create your file’s DirectoryPath.

- In some cases, the uploaded file will be rejected by our system due to the errors are seen due to “**Illegal Record Length.**” While the specific errors may vary, when this occurs, there are *formatting* issues with the file that was selected for the upload. You should refer to the resources mentioned earlier under “Formatting Your File” to make sure your file is structured correctly.

#### FTP Monthly Mileage Upload Tool

File upload unsuccessful due to the following formatting errors:  
Illegal Record Length. Line No:= 1  
Illegal Record Length. Line No:= 2  
Illegal Record Length. Line No:= 3

Enter User Information

+ Select FTP Mileage File to Upload

- In the last scenario, the file was successfully uploaded based on the format, but there remain errors with the *content* of what was reported. An error message may display “**File Uploaded with error records. To view these exceptions, please check your email. You will be able to correct these records and re-upload for processing.**” *Due to the complex nature of system-to-system reporting as well as the possibility of user error, this is almost always the case.* To view what our system accepted and rejected based on the *content* of your file upload, please check your email.

If any other errors occur with the upload that isn’t described in this section, please contact us at [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov) and we will be happy to assist you. Once your file has successfully uploaded, you can view the results in real-time. This functionality is explored further in “Viewing the Results of Your Upload.”

## VII. Viewing the Results of Your Upload

As stated earlier, an indication that your upload was successful will be displayed under the “Message” box of the FMS 494 Upload Application. More detailed results will also be sent to you in your email (as well as any others carbon copied) immediately following the upload. The email will be sent from [494mileage@gsa.gov](mailto:494mileage@gsa.gov), and we strongly encourage you to view the results. By checking your email you will get a summary of the uploaded file. It will display the customer number you used to login, the month/year, and an indication that the successful records can be verified the following morning after the file runs through our nightly cycle. Additionally, the email will provide statistics about the number of total records that the uploaded file contained, the number of records that were valid and will be accepted by our system, and the number of records that are invalid and will not be processed as reported. An email will arrive in your mailbox from:

Below is an example automated email (weekend requests will process on Monday nightly cycle.)

From: <494mileage@gsa.gov>  
Date: Wed, Apr 18, 2018 at 7:03 AM  
Subject: TEST-Upload of FMS494 records...  
To: robin.washington@gsa.gov  
Cc: 494mileage@gsa.gov

Dear GSA Fleet Customer,

Customer Number: 00-00-00-XXXXXX-000

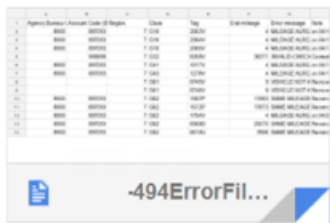
Your APRIL 2018 494 mileage file has been set for processing. After it goes through the nightly cycle, it can be verified tomorrow morning.

Here are the results of your uploaded file:  
24 out of 26 records have been identified as valid, and will be processed by our system as reported.  
2 record(s) will not be processed by our system as reported.

This upload contains records that have been and/or will be rejected by our system. To view these exceptions please open the attachment of this email. You can correct these records and re-upload the file again for processing. Alternatively, you can opt to use Mileage Express or any other reporting option before the last business day of the month to resubmit the corrected records.

If you have any questions, please contact us at [494mileage@gsa.gov](mailto:494mileage@gsa.gov).

Thank you.



If your file has an attachment, please open the attachment of this email. You can correct these records and re-upload the file again for processing. Alternatively, your Agency can opt to use Mileage Express, or any other reporting option before the last business day of the month to resubmit the corrected records.

If you have any questions, please contact us at [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov).



HUDD-494ErrorFile.csv

By opening the attachment, you will be able to view the records that were rejected by our system. This report is also known as error file or the exception report. In this case, 65/178 records were rejected as reported. As mentioned earlier, this is due to the *content* of the records rather than the layout of any particular record or the *format* of the entire file. These errors can be quite common, especially amongst first-time users.

The exception report contains the reported region (*Column A*), class (*Column B*), tag (*Column C*), and end-mileage (*Column D*) for each rejected record. It also lists the error message (*Column E*) as well as describes each error in more detail and suggests a course of action to take to reconcile the rejection (*Column F*).

Region	Class	Tag	End-mileage	Error message	Note
11	G10		20998	MILEAGE ALREADY REPORTED AS 20998	on 06/02/2011 via FTP
8	G10		7749	SAME MILEAGE AS PREVIOUS MONTH	Reconcile end mileage so reported mileage > previous month's billed
8	G10		13374	SAME MILEAGE AS PREVIOUS MONTH	Reconcile end mileage so reported mileage > previous month's billed
2	G10		8714	SAME MILEAGE AS PREVIOUS MONTH	Reconcile end mileage so reported mileage > previous month's billed
2	G10		5567	MILEAGE ALREADY REPORTED AS 5567	on 06/02/2011 via FTP
3	G10		61303	MILEAGE NOT WITHIN 9999	Reconcile end mileage by comparing with previous month's billed. Difference mus
5	G10		11126	MILEAGE ALREADY REPORTED AS 11126	on 06/02/2011 via FTP
1	G10		33794	VEHICLE NOT ASSIGNED	Remove this record from report
1	G10		33453	MILEAGE ALREADY REPORTED AS 33453	on 06/02/2011 via FTP
9	G10		33722	MILEAGE ALREADY REPORTED AS 33722	on 06/14/2011 via INITIAL ASSIGN
3	G10		3315	MILEAGE ALREADY REPORTED AS 3315	on 06/02/2011 via FTP
5	G10		6813	MILEAGE ALREADY REPORTED AS 6813	on 06/02/2011 via FTP
10	G10		23301	MILEAGE ALREADY REPORTED AS 23301	on 06/02/2011 via FTP
10	G10		27171	MILEAGE ALREADY REPORTED AS 27171	on 06/02/2011 via FTP
3	G10		495	MILEAGE ALREADY REPORTED AS 495	on 06/02/2011 via FTP
5	G10		3696	MILEAGE ALREADY REPORTED AS 3696	on 06/02/2011 via FTP
9	G10		39194	VEHICLE NOT ASSIGNED	Remove this record from report
5	G10		1252	MILEAGE ALREADY REPORTED AS 1252	on 06/02/2011 via FTP
9	G10		2647	MILEAGE ALREADY REPORTED AS 2647	on 06/02/2011 via FTP
7	G11		64015	MILEAGE NOT WITHIN 9999	Reconcile end mileage by comparing with previous month's billed. Difference mus
4	G11		33818	VEHICLE NOT ASSIGNED	Remove this record from report
3	G11		3536	MILEAGE ALREADY REPORTED AS 3536	on 06/02/2011 via FTP
8	G11		16087	MILEAGE ALREADY REPORTED AS 17002	on 06/01/2011 via MILEAGE EXPRESS
5	G11		36875	MILEAGE ALREADY REPORTED AS 36875	on 06/02/2011 via FTP
5	G11		19668	MILEAGE ALREADY REPORTED AS 19668	on 06/02/2011 via FTP
7	G11		34734	MILEAGE ALREADY REPORTED AS 34734	on 06/02/2011 via FTP

As you can see, there are different reasons as to why a record can be kicked out by our system. And, depending on the specific error message, there are different actions you should take to remedy the rejected record (seen under Note in Column F). The next section describes these errors in more detail and offers suggestions as to how you can go about fixing them to avoid auto-estimations at the end of the month for tags not successfully reported.



## VIII. Reconciling Rejected Records

The following is a comprehensive list of the error messages you may encounter, explanations of those errors, as well the actions you should take to prevent these errors from continuing in future reporting months:

Error Message	Explanation	Suggested Action
INVALID-CHECK REGION/CLASS/TAG	The reported class, tag, and/or region combination does not exist in our database.	Contact your FSR to request the tag look-up in URSA, and then reconcile region/class/tag.
VEHICLE NOT ASSIGNED	The vehicle is not in active status, it's most likely in disposal/storage.	Remove this record from the report/template.
CUSTOMER NOT FOUND	The customer record for this vehicle is missing/does not exist on our end.	Remove this record from the report/template.
MILEAGE ALREADY REPORTED	Mileage has already been reported for the current month and was accepted by our system.	Remove this record from the report/template.
SAME MILEAGE AS PREVIOUS MONTH	The reported mileage is the same as the mileage recorded for the previous month.	Reconcile end mileage so reported mileage > previous month's billed, contact FSR if necessary
MILEAGE NOT WITHIN 9999	Increase in miles is allowed when subtracting the previous billed mileage from the most recent reported mileage= 9999. In other words, the difference shouldn't be greater than 9999 between any two months.	Reconcile end mileage by comparing with previous billed, contact FSR if necessary

Some of these errors are very easy to fix, for instance the VEHICLE NOT ASSIGNED, CUSTOMER NOT FOUND, and MILEAGE ALREADY REPORTED errors could be removed from the file you upload for the current month. These records can also be removed for subsequent months barring these conditions do not change. In most cases the VEHICLE NOT ASSIGNED and CUSTOMER NOT FOUND can be removed from your template/centralized system altogether.

For the MILEAGE ALREADY REPORTED error, check to see if this record is being reported consistently by someone else in your Agency through Mileage Express, or if the mileage for the record was reported by DESC/GORP, or another automated reporting option. You may request that he/she discontinue reporting the vehicle in question as our system only accepts the first valid reported mileage per vehicle per month, regardless of reporting method used.

Errors regarding specific reported mileages (SAME AS PREVIOUS MONTH, MILEAGE NOT WITHIN 9999, END MILES ZERO) can be easy to fix by verifying the accuracy of reporting through internal processes, checking the odometer reading of the vehicle in question, and/or contacting your GSA Fleet Service Representative (FSR) for assistance and further explanation.

The INVALID-CHECK REGION/CLASS/TAG error occurs when the reported combination of region, class, tag do not correlate to the stored information in our system. When this error occurs, it requires a look-up on our end to confirm the vehicle's region/class/tag. Our experience indicates that the region is usually the culprit. If you do not know the correct value for these errors, please contact your FSR and provide him or her with the list of records that were rejected due to this error.

Depending on the number of error records in the exception report as well as the specific errors found in the file, you can reconcile these records and re-upload for processing on the same day as the original file was loaded, or any day up until the last business day of the month. This will ensure there are no discrepancies between what is reported and what is billed, as auto-generated mileage estimations are calculated for records that are not accepted by our system on the last day of the month. However, if this not possible, simply make these corrections for future months.

Once these errors are reconciled, you should not experience them in subsequent months. While there is no limit to how many times you can re-upload a file, mileages cannot change once they have been successfully updated in our system. The initial effort to fix these errors may take the most time and effort, but once completed, you will ultimately be rewarded with the satisfaction in knowing that what is reported is being reflected accurately on your Fleet bill(s).

## **IX. Re-Uploading Corrected Records**

If/when the records on the exception report have been refined, please re-submit these records for processing by following the steps detailed in the “Uploading Your File” section. You can incorporate the corrections back to the original file/template and re-process the entire file again, or you can re-upload the corrected records only. Alternatively, you can use Mileage Express, and when applicable, DESC/GORP, to re-report these mileages. Whichever method you use, please keep in mind the cut-off date for reporting mileages is the last business day of the month.



## Appendix A

### FTP Mileage File Technical Requirements & Resources

The FTP Monthly Mileage Upload Tool is the latest enhancement to the FTP mileage reporting process. Instead of e-mailing mileage files to GSA every month, users can now upload mileage files using the Java-based tool in [GSA Fleet Drive-Thru](#) and then view the results in real-time.

#### *Character Position:*

1-3 = 32M

26-28 = Class (ex: G10, G41)

30-34 = Tag (5177F, 00421)

37-42 = Mileage (must be 6 characters, 600 would be 000600)

43-44 = Region (must be two characters)

45-48 = MMYT (should be current month and year, ex= 0611)

#### *Additional Resources:*

The FTP Reference Guide can be downloaded from the following site and can be a useful resource in structuring an FTP Mileage File, particularly using MS Word as a means to count character spacing: <http://www.gsa.gov/portal/content/104227>



## Appendix B

### FTP FAQs

**Q:** What is FTP?

**A:** File Transfer Protocol (FTP) is an electronic method of transferring data instantaneously from one database to another. You can set up a reusable template for all of your GSA vehicles, and then you can send the vehicle mileages directly into our database with a click of your mouse.

**Q:** I am a current FTP user. Do I still need to register if I'm interested in using the Drive-Thru FTP Monthly Mileage Upload Tool?

**A:** Yes. Both existing and new FTP users will need to register to take advantage of this solution. To do so, please email [gsadrivethruhelp@gsa.gov](mailto:gsadrivethruhelp@gsa.gov).

**Q:** What is the date and time availability for using the Drive-Thru Monthly Mileage Upload Tool?

**A:** Registered customers can access and upload files using the Drive-Thru Monthly Mileage Upload Tool 24 hours a day, seven days a week. However, uploaded files will only run through our system's nightly cycle and be processed for billing on weekdays, excluding Federal Holidays and periodic system maintenance periods. When a file is uploaded during a weekend, Federal Holiday, or periodic system maintenance period, it will be processed the following business day.

**Q:** What is the exact deadline for uploading an FTP file each month?

**A:** Your FTP file needs to be uploaded by 3:30 pm (EST) on the last working weekday of the reporting month. However, please try to send your FTP file before the last business day of the month as this will allow for any corrections to be made with formatting issues and/or specific mileage/class/tag entries found on the exception report(s).

**Q:** What happens if I do not reconcile and re-report any of the rejected records found on the exception report?

**A:** As with any other reporting method, if vehicles go un-reported, the odometer reading for those vehicles will be subject to estimations at the end of the month by using a formula that

calculates driving frequency for each vehicle. However, not all error records found on the exception report require re-reporting, so you should refer to Section Five of this manual for the recommended course of action.

**Q:** What happens if I re-upload my file, with or without changes?

**A:** Without changes, you will receive the same exact confirmation and exception report as you did for the first upload. The re-reported records will be rejected and not interfere with the first uploaded file. When changes are made, only the reconciled entries derived from the original exception report for the month will be processed

**Q:** What if I accidentally uploaded a file that contains the wrong mileage entries? Can GSA stop it from processing?

**A:** If it is too late in the day or if the mileage entries are deemed valid by our system, they will be processed as reported. Only when you discover you uploaded the wrong file on the same day as it was uploaded will we be able to stop it from processing in our nightly cycle. If and when this occurs immediately contact your Fleet Service Representative (FSR), if you do not know who your FSR, is please call the GSA Fleet Drive-thru helpdesk at 1-866-472-6711, please have the vehicle tag number available to provide the technician.