Using Your GSA Fleet Card
Presented by: Jenny Kane and Brian Moseley
Creating Connections Through Fleet Cards

Seamless Program Management

Turnkey Driver Experience

Helpful Rules of the Road

Resources
Saving Agencies Resources

- Loss Prevention Team
- SmartPay® contract oversight
- OMBA123 Appendix B compliance
- Fleet card audit support
- Data for reporting requirements (FAST)
- New technology and innovation
Everything You Need to Know

Tax exempt remind vendors
Enter correct odometer readings
One card per vehicle/ One driver ID per card
Service for fueling issues and repairs under $100
GSA MCC/AMC for repairs or accident approvals over $100
Fuel and Service Anywhere

**Fueling locations in 95% of retail sites**
- 160,000

**Diesel sites**
- 80,000+

**Maintenance locations with WEX swipe**
- 45,000+

**Additional fuel/maintenance locations with WEXPay™, a virtual MasterCard provided via phone**
- 500,000

**Canadian retail fuel sites**
- 3,300+
WEXConnect App®
(available on both Google Play® and iOS Apps®)

ALL SERVICE TYPES WITHIN 5 MILES

- **Mister Express Lu-Fx**
  - 1622 N Division St
  - Spokane
  - 0.9 mi

- **Rays Truck Svc.**
  - 727 E Pacific Ave
  - Spokane
  - 1.2 mi

- **Spokane Quick Lube.**
  - 1505 W Northwest Blvd
  - Spokane
  - 1.4 mi

- **Foothills Lincoln-Fx**
  - 202 E North Foothills Dr
  - Spokane
  - 1.9 mi

- **Spokane NW. Blvd. LSTC**
  - 2528 W Northwest Blvd
  - Spokane
  - 2.2 mi

UNLEADED REGULAR WITHIN 5 MILES

- **ZIP TRIP #35**
  - 909 N DIVISION ST
  - SPOKANE
  - $2.57
  - 3 hr ago

- **ZIP TRIP #20**
  - 4017 S CHENEY SPOKANE RD
  - SPOKANE
  - $2.67
  - 14 hr ago

- **DIVINE HAMILTON CO.**
  - 1918 N HAMILTON ST
  - SPOKANE
  - $2.68
  - 13 hr ago

- **MOBIL**
  - 104 W 2ND AVE
  - SPOKANE
  - $2.68
  - 12 hr ago

- **ZIP TRIP #2**
  - 1523 W 10TH AVE
  - SPOKANE
  - $2.68
  - 7 hr ago

**GET DIRECTIONS (0.9 MI)**
Benefits of Fleet Branded Cards

- Custom card controls
- Driver ID
- Level III Data Capture
- MasterCard Virtual Platform
Fleet Cards Save Agencies Money

- Fuel tax recovery of $12 million annually
  - Billed net of taxes - captured at the pump at time of sale
  - Billed net of taxes - fleet card provider recoups
  - Fuel taxes recaptured by GSA directly with states
- Fleet card rebates $7 million annually
- Discounts honored by major service providers
- Ensuring expenses not included in your lease are billed to the correct agencies
The Mystery of Product Coding

1. Pump or Register
2. Processor
3. Merchant bank
4. Fleet card

FedFleet 2020
## The Dos and Don’ts

<table>
<thead>
<tr>
<th>Authorized Purchases</th>
<th>Unauthorized Purchases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use fleet charge card matching the license plate of the vehicle you are driving</td>
<td>Using the wrong vehicle’s fleet card or agency issued purchase card for a GSA Fleet leased asset</td>
</tr>
<tr>
<td>Regular unleaded, self service fuel for GSA vehicle – alternative fuels as required</td>
<td>Premium or full service fueling (unless required by state law)</td>
</tr>
<tr>
<td>Immediately consumable items for vehicle (e.g. quart of oil, washer fluid, wipers)</td>
<td>Maps, air fresheners, food, lottery tickets, alcohol, etc.</td>
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<tr>
<td>Exterior Car Washes within local guidance</td>
<td>Excessive car washes or details</td>
</tr>
<tr>
<td>Mechanical repairs for GSA vehicle to which card is assigned</td>
<td>Upgrading tires, accessories such as snow plows without prior approval from FSR</td>
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</table>
The Fleet Card Hustle

“Friends and family”
Lost or stolen cards
Skimming
Phishing
### Is this fraud or misuse?

<table>
<thead>
<tr>
<th>Day of Week</th>
<th>Date</th>
<th>Time</th>
<th>Time Diff</th>
<th>Odometer</th>
<th>Tank Size</th>
<th>Units</th>
<th>Merch Brand</th>
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<td>22,273</td>
<td>50</td>
<td>15.6</td>
<td>SUNOCO</td>
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<td>0:05</td>
<td>22,500</td>
<td>50</td>
<td>18.9</td>
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</tbody>
</table>

- **12 transactions within 24 hours**
- **Odometers all over the place**
- **Amount of gas pumped exceeds the tank capacity**
How to Spot and Avoid Skimmers

The next generation of card skimming

New technology allowed thieves to wirelessly skim credit card information from compromised gas station card readers in South County.

1. One accomplice distracts the station attendant while the other installs the card skimmer.
2. The cover is removed and the skimmer placed secretly into the reader’s electronic system.
3. Wireless-equipped skimmers transmit card information to nearby thieves when a pump is used.

Wireless transmission

Gas station attendant
Accomplices
Card reader
Electronics
Cover
Card skimmer
The Register
Protecting Your Fleet Cards

- Agencies shall ensure accountability – know who had card and when
- One card per vehicle – use the correct one
- Keep your Driver ID/PIN confidential - do not write on/near the card
- Secure cards when stored – don’t leave in vehicles or in places accessible to all – two lock system
Welcome to GSA Fleet Drive-thru

Vehicle Fleet Data
- Customer Acquisition Module
- Customer-Driven Data (CDD)
- Fleet Card Replacement Ordering
- FTP Monthly Mileage Upload Tool
- Mileage Express
- PM Express
- SpeedPay

Reports Carryout
- Scheduled Reports
- Agency Incurred Expense (AIE)
- CRASH
- Customize Inventory Report
- Fuel Use Report (FUR)
- GSA Fleet FAST Data Center
- Preformatted Inventory Report

Resources

Card Ordering

Transaction Data

Driver Training
Replacement Fleet Cards

• Once registered, login using your email and password
• Select “Fleet Card Replacement Ordering”
• Follow the instructions
• You are able to directly ship to either your default address or to a field location you enter
• Cards ordered prior to 1:00pm EST should be received the next day via UPS depending on location
Fuel Use Report

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When in Doubt Consult the Directions

How to Pay at the Pump
1. Make sure the station accepts the card.
2. Check mileage before turning off ignition.
3. Insert card and follow pump instructions.
4. Enter Driver ID, remember to remove alpha characters.
5. Enter odometer reading/current mileage.
6. Choose the proper fuel for your vehicle and begin fueling.

How to Obtain Maintenance
For transactions under $100, present card for swiping. For transactions over $100, call:
GSA Fleet Assistance Centers (TITLE) 1-866-400-0411
PRESS 1 Mechanical, tires or battery (MCC)
PRESS 2 Accident, body or glass damage (AMC)
PRESS 3 Vendors closing prior authorization
PRESS 4 Customers with WEX card issue or under $100 maintenance
PRESS 5 Vendors with a payment problem
PRESS 6 New GSA Fleet vendors

Card Not Working?
If you are at a fuel or service location that does not accept the WEX, Inc. card, ask the merchant to phone the below number for an alternative form of payment, 24/7:
1-866-939-4472

User Responsibilities
In accordance with FAR 13.301, the governmentwide commercial Fleet Services Card is authorized for the purchase of fuel, maintenance and repair for GSA Fleet leased vehicles. You are the Government’s agent for each purchase made with the Fleet Services Card. As such, you must comply with all applicable regulations and procedures of GSA Fleet and your agency/organization. All transactions are closely monitored by GSA Fleet. Drivers may be prosecuted and held personally liable for fraudulent use of the card. If you are uncertain as to whether a purchase is authorized, ask your Fleet Manager.
- Use only the Fleet Services Card assigned to that specific vehicle.
- Use the card to purchase oil, fluids and other necessary maintenance and repairs only as authorized.
- Purchase regular unleaded self-service gasoline from service stations that offer the lowest price, except when the vehicle requires diesel or alternative fuel or under other authorized conditions.
- Observe all dollar limits on purchases. For maintenance over $100 and the purchase of all tires and batteries prior authorization is required from the Maintenance Control Center.
- You may not use the Fleet Services Card to purchase food, beverages or other items for personal use.
- Keep the card in a safe and secure place. It is not permissible to store the card in the vehicle.
- Don’t fuel any non-GSA Fleet equipment even if attached to a GSA Fleet vehicle (i.e. tractor or ATV).
- Be a wise consumer. If a vendor is trying to sell services you believe to be unnecessary contact your local Fleet Service Representative.
- Seek state tax exemption on all non-fuel purchases.
- Immediately report a lost, stolen or broken card.
- Do not give the Driver ID to anyone except a station attendant or a Customer Service Representative.
- Report any suspicious activity to GSA Fleet.

Alternative Authorization Instructions
U.S. or International Fuel and Service stations that do not accept WEX cards can still process a transaction for a WEX customer by calling WEX at:
1-866-939-4472 for an out-of-network authorization.
Be prepared to provide the following information:
- Account #
- Vehicle #
- Card expiration date
- Driver ID
- Vehicle odometer reading
- Total amount of transaction
- Merchant contact information
For authorized transactions, WEX will provide payment.

GSA Fleet
Vehicle Services Card User Guide

Loss Prevention Team
Email the Loss Prevention Team to report suspicious activity:
LPT@gsa.gov

For replacement cards order online at:
www.thru.fas.gsa.gov
If you do not have your customer number and access code contact:
1-866-472-6711
For more information visit the GSA Fleet Services Website:
www.gsa.gov/fleetcard

GSA Fleet Service Representative:
Contact Us

LPT@gsa.gov
replacementcards@gsa.gov
www.gsa.gov/fleetcard