



U.S. General Services Administration

# FedFleet



2023

## GSA Fleet Card

Brian Moseley and Kenna Stoneman

# Creating Connections Through Fleet Cards



# Saving Agencies Resources

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**Loss Prevention Team**

**SmartPay Contract  
Oversight**

**OMB A123 Appendix  
B Compliance**

**Fleet Card Audit  
Support**

**Data for Reporting  
(FAST)**

**New Technology  
and Innovation**

# Everything You Need to Know

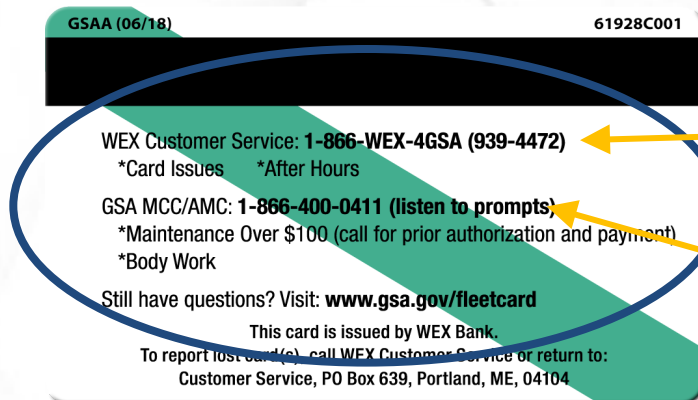
One card per vehicle/ One driver ID per card



Enter correct odometer readings

Tax exempt reminds vendors

Letter may be at the end or in the middle of the tag



Service for fueling issues and repairs under \$100

GSA MCC/AMC for repairs or accident approvals over \$100

# Fuel and Service Anywhere With WEX

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**500,000+ Additional fuel/maintenance locations with WEXPay™, a virtual MasterCard**

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

**80,000+ Diesel sites**

**66,000+ WEX-connected charging stations**

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

# WEXConnect App® - (Google Play® & iOS Apps®)



Gas



Charge



Service



Carwash



More

## ALL SERVICE TYPES WITHIN 5 MILES



### Mister Express Lu-Fx

1022 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

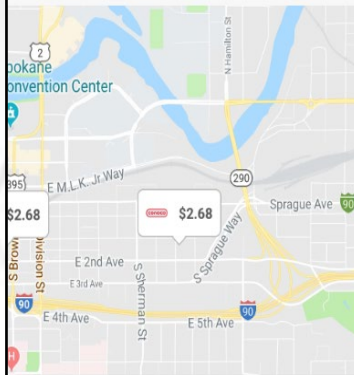


### Spokane NW. Blvd. LSTC

2528 W Northwest Blvd  
Spokane

2.2 mi

## UNLEADED REGULAR WITHIN 5 MILES



### ZIP TRIP #35



909 N DIVISION ST  
SPOKANE

GET DIRECTIONS (0.9 MI)

## UNLEADED REGULAR WITHIN 5 MILES



### ZIP TRIP #35

909 N DIVISION ST  
SPOKANE

0.9 mi

**\$2.57**

3hr ago



### ZIP TRIP #20

4017 S CHENEY SPOKANE RD  
SPOKANE

2.8 mi

**\$2.67**

14hr ago



### DIVINE HAMILTON CO...

1918 N HAMILTON ST  
SPOKANE

1.8 mi

**\$2.68**

13hr ago



### MOBIL

104 W 2ND AVE  
SPOKANE

0.6 mi

**\$2.68**

12hr ago



### ZIP TRIP #2

1523 W 10TH AVE  
SPOKANE

0.9 mi

**\$2.68**

7hr ago

Carwash + Gas

Carwash only

## CARWASH + GAS WITHIN 5 MILES



### ARS WEST LLC

852 Rainier Ave S  
Seattle, WA

1.1 mi



### SHELL SERVICE STATIO

2461 4Th Ave S  
Seattle, WA

1.6 mi



### MJC ENTERPRISE LLC

2424 Beacon Ave S  
Seattle, WA

1.7 mi



### SHELL SERVICE STATIO

630 Elliott Ave W  
Seattle, WA

2.2 mi



### CHONG S PAK

3100 E Madison St  
Seattle, WA

2.4 mi

# Electric Vehicle Fueling Experience Considerations

- In general, the market is in the early stages and still evolving
- “Fueling experience” is different from traditional ICE (internal combustion engine) vehicles
- Management of “mixed fleets” for many years
- Evolution of the payment/charging experience
- WEX and ChargePoint are connected



# Paying for EVs: What to Know

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## Charging:

- use RFID card to charge at ChargePoint chargers in your operating area
- use free chargers around town
- use onsite charging

## Maintenance:

- use the WEX card for vehicle incidentals and routine maintenance under \$100 like wiper blades, etc.
- the vendor can call the MCC or use Auto Integrate for vehicle maintenance over \$100





# How to Charge at Public Stations

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- Request WEX-connected ChargePoint RFID card through FSR
- Charge at multiple stations (~50% of public L2 stations will accept ChargePoint RFID) including the following networks:



# Benefits of Fleet Branded Cards

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Custom Card Controls

Driver ID

Level III Data Capture

Virtual Mastercard Platform

# Fleet Cards Save Agencies Money

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**Fuel tax recovery of \$12 million annually**

**Fleet card rebates of \$7 million annually**

**Card controls limit purchases to approved products**

**Discounts honored by major service providers**

**Ensure expenses not included in your lease are billed to the correct agencies**

# The Mystery of Product Coding

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

There are various opportunities for things to go wrong.

# The Dos and Don'ts

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## Authorized Purchases

Use fleet charge card matching the license plate of the vehicle you are driving

Regular unleaded, self-service fuel for GSA vehicle – alternative fuels as required

Immediately consumable items for vehicle (e.g. quart of oil, washer fluid, wipers)

Exterior car washes within local guidance

Mechanical repairs for assigned GSA vehicle

## Unauthorized Purchases

Use the wrong vehicle's fleet card or agency issued purchase card for a GSA Fleet leased asset

Premium or full service fueling (unless required by state law)

Maps, air fresheners, food, lottery tickets, alcohol, etc.

Excessive car washes or details

Upgrade tires or accessories such as snow plows without prior approval from FSR

# The Fleet Card Hustle

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**“Friends and family”**

**Lost or stolen cards**

**Skimming**

**Phishing**

# Is This Fraud or Misuse?

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Amount of gas  
pumped exceeds  
the tank  
capacity

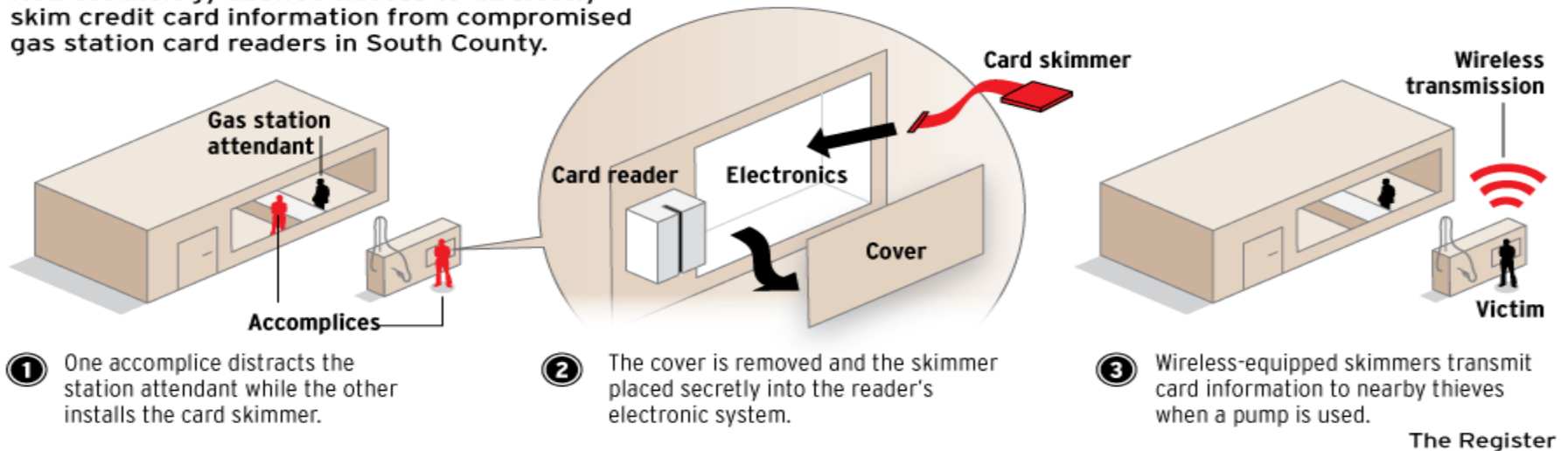
Odometers all over the place

12 transactions inside 24 hours

# All About Card 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.



What can you do to avoid getting skimmed?



# Protecting Your Fleet Cards

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- 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

# Everything Else You Need to Know

The screenshot displays the GSA Fleet Drive-thru interface. At the top is a blue navigation bar with the following links: Vehicle Fleet Data ▾, Reports Carryout ▾, Account Maintenance ▾, Customer Guides ▾, and Training ▾. Below this is a 'Main Menu' section with a dark blue header that reads 'Welcome to GSA Fleet Drive-thru'. The main content area is divided into two panels. The left panel, titled 'Vehicle Fleet Data' with a car icon, lists: Customer Acquisition Module ▾, Customer-Driven Data (CDD) ▾, Fleet Card Replacement Ordering, FTP Monthly Mileage Upload Tool, Mileage Express ▾, PM Express, and SpeedPay ▾. The right panel, titled 'Reports Carryout' with a bar chart icon, lists: Scheduled Reports ▾, Agency Incurred Expense (AIE), CRASH, Customize Inventory Report, Fuel Use Report (FUR), GSA Fleet FAST Data Center, and Preformatted Inventory Report.

**Driver  
Training**

**Card  
Ordering**

**Transaction Data**

# Ordering a Replacement Fleet Card

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**1. Register and log in to Drivethru.**

**2. Select “Fleet Card Replacement Ordering.”**


**3. Fill in the request details. Select default address or type in a field location.**

**4. Cards ordered prior to 1:00pm EST should be received the next day via UPS, depending on location.**

**5. Receive replacement card and begin using immediately.**

# Fuel Use Reports in GSA Fleet Drive-thru

**Reports Carryout**



Scheduled Reports ▾

Agency Incurred Expense (AIE)

CRASH

Customize Inventory Report

Fuel UseReport (FUR)

GSA Fleet FAST Data Center

Preformatted Inventory Report

Select Time Period

Date From:  To:

Report Type

☒ Transactional by Vehicle

☐ Summary by Vehicle

☐ Summary Report by Reporting Level

☐ Detailed Report by Reporting Level

Select Report Output

☒ On screen (Excel format)

☐ By Email:

Email Format: ☒ Excel ☐ Text File

Fuel Summary and Detailed Transaction Reports Available

# GSA Fleet Drive-thru Training

## Vehicle Operator Videos

### [Full Vehicle Orientation](#) (video length: 16:58)

Covers basic information about operation, maintenance and management of your GSA Fleet vehicle.

### [Overview](#) (video length: 3:08)

Summary of basic services provided by GSA Fleet.

### [Day-to-Day Care](#) (video length: 1:21)

Information on GSA Fleet License Plates and your Fleet Service Representative (FSR).

### [Fleet Services Card](#) (video length: 5:35)

Review of the fleet services card provided with each GSA Fleet vehicle for fuel and minor maintenance services.

### [Fleet Drive-Thru](#) (video length: 2:01)

How to access vehicle reports and report vehicle mileage.

### [Maintenance and Accident Management](#) (video length: 3:15)

How to maintain your GSA Fleet vehicle, and procedures for handling accidents and having repairs made.

### [Short Term Rental](#) (video length: 1:37)

Overview of Short Term Rental Program and requirements for use.


## Fleet Card Driver Training





# When in Doubt, Consult the Directions




## U.S. General Services Administration Fleet Services Card USER GUIDE



**WEX Card Acceptance**


**ACCEPTED IN CANADA at**

**US drivers, download the Free WEX Connect Mobile App now!** Available for iPhone and Android  
Quickly find fuel and maintenance locations in your area. The WEX Connect app is easy to use, offering maps and directions, and includes current fuel prices anywhere in the U.S.



**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**

# Contact Us

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- Loss Prevention Team - [LPT@gsa.gov](mailto:LPT@gsa.gov)
- Replacement Cards - [replacementcards@gsa.gov](mailto:replacementcards@gsa.gov)

[www.gsa.gov/fleetcard](http://www.gsa.gov/fleetcard)

Presenters:

[brian.moseley@gsa.gov](mailto:brian.moseley@gsa.gov)

[kenna.stoneman@gsa.gov](mailto:kenna.stoneman@gsa.gov)

