

# Using Your GSA Fleet Card

Mike Bares and Brian Moseley  
GSA Fleet



# FedFleet 2019

# Using Your GSA Fleet Card

- Fleet Card Management and Usage
- Transaction Review
- Fraud Case Management & Prevention
- Replacement Card Ordering
- Resources

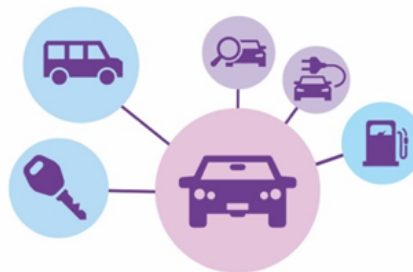
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# GSA Fleet Card Facts – Did You Know?

- +/- 212,000 leased vehicles
- Nearly 8 million transactions per year on average
- That's about 15 transactions every minute
- 101.9 million gallons of fuel purchased
  - That's enough fuel for a Chevy Volt to make 8,957 trips to the moon and back or drive around the earth 171,865 times

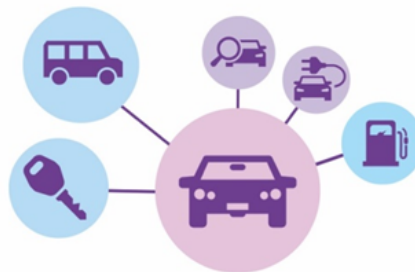
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# Information on Your GSA Fleet Card

- U.S. Government tax exempt
- Reminder to enter correct odometer readings
- One card per vehicle
- The call center number for issues, repairs or accident approvals over \$100

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# Accepting Vendors

- 135,000 fueling locations. 90% of retail fueling sites
- 50,000+ diesel locations
- Over 45,000 maintenance locations swipe WEX card
- Additional 500,000 fuel/maintenance locations via WEXPay™, with a virtual MasterCard provided via phone
- 2000 accepting stations in Canada (more coming)

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# Vendor Site Locator Tools

- WEXConnect App (available on both Google Play and Iphone Apps)
- Online Vendor Locator – fuel and service location <http://www.wexin.com/accepting-locations/>



# Vendor Acceptance

- Car Washes & Service Locations
  - Remember washes at fuel sites where WEX cards are commonly accepted and washes are often discounted with a fill up
  - If you are aware of local vendors interested in servicing GSA Fleet vehicles please email [LPT@gsa.gov](mailto:LPT@gsa.gov)
- Future Enhancements
  - National requirement to move to chip & pin in October 2020 may enhance acceptance at all merchants
  - GSA Fleet will continue to work with WEX to implement and migrate to chip & pin cards

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# How are “Fleet” Cards Different?

- **Custom card controls** – number of transactions per day, dollars per transaction by vehicle classification
- **Driver ID** - numbers for card security
- **Level III Data Capture** - which allows for transaction review, life cycle vehicle costing and tax recovery
- **MasterCard Virtual Platform** - when WEX is not accepted at a site, backup payment available to merchants

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# How Fleet Cards Save Agencies Money

- Fuel tax recovery of \$12 million annually
  - Fuel taxes recaptured at the pump
  - Fuel taxes recaptured by fleet card provider
  - Fuel taxes recaptured by GSA
- 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

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# Keeping Maintenance Costs Down

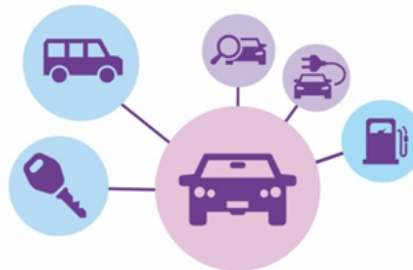
- Use vehicle manufacturer roadside assistance programs which are free and General Motor's PM program
- For preventative maintenance, follow GSA instructions rather than vendor recommendations
- If you have concerns about a maintenance location please let your FSR know
- Please report any suspected fraud to [lpt@gsa.gov](mailto:lpt@gsa.gov)

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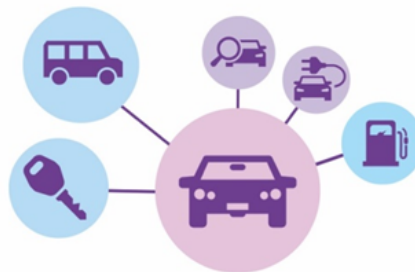
# Authorized Use of Fleet Card

- Authorized Purchases
  - Regular unleaded, self service fuel for GSA leased vehicles
  - Immediately consumable items for vehicles
  - Required preventative maintenance
  - Car washes – generally \$25 per month
  - Mechanical repairs for GSA vehicle to which card is assigned
- Unauthorized Purchases
  - Premium or full service fueling
  - Maps, air fresheners, food, etc
  - Over maintaining vehicle
  - Excessive car washes or details
  - Upgrading tires or accessories



# Transaction Reviews

- Hard Controls – those that actually cause a decline of the card set by vehicle type
- Soft Controls - business rules where transactions reviewed against GSA's policies to identify exceptions
- Transactions Exceptions – researched and provided to FSR and agency for review or OIG if a severe concern
- GSA OIG - works with agency OIG in investigating
- Findings - are billed to agency on monthly billing
  - U2 for misuse
  - U3 for fraud



# Transaction Process

1. Transaction initiated at point of sale by customer, transaction approved, and sale completed
2. Merchant batches out their point of sale at end of day, passes data to it's network
3. The network or merchant bank processes the sales and sends transactions to WEX.
4. WEX processes transaction file from network, posts sales in it's system, bills each customer

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# Merchant Challenges in Keeping Product Coding Accurate

- No monetary incentive for doing so
- Fleet card sales are dwarfed by consumer credit card sales making Fleet Card pressure insignificant
- It can take time and possible expense to the merchant to resolve. Phone calls to their point of sale helpdesk, phone calls to their network, and in some cases a technician might even have to come on site to resolve the issue for a fee.

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# What Can Be Done to Improve Product Code?

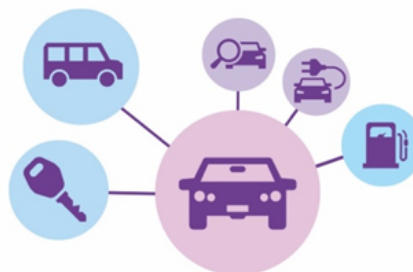
- Utilize stations where alternative fuel coding is known to be correct (past experience)
- If station management is easily accessible ask if they have considered updating software to correct
- Partner with GSA - for stations with frequent use where other options don't exist collect receipts and scan/email to [LPT@gsa.gov](mailto:LPT@gsa.gov) who will contact fleet card provider to follow up
- GSA is testing interpretive analytics programs



# Transaction Requests

- WEX is authorized to provide transaction data to Authorized GSA LPT Fleet personnel ONLY!
- If a customer agency needs transaction data go to [GSA Fleet Drive-Thru](#)
- Pricing information is not required by any of the Federal mandates and creates duplication and accountability issues in reporting so will not be supplied.
- If agency law enforcement needs transaction data due to suspected fraud or misuse, they can contact [LPT@gsa.gov](mailto:LPT@gsa.gov) for prompt follow up.

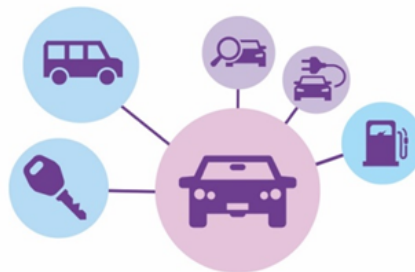
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# Common Types of Fraud

- Lost or stolen cards – card found and misused
- “Friends and family” – employee theft of cards used to fuel personal vehicles or stranger’s vehicles often in return for a discounted cash price
- Phishing – phone calls or emails attempting to gather fleet card information
- Skimming – card numbers stolen at the pump



# Fraud Prevention

- It is the Agency Point of Contact's responsibility to ensure accountability – know who had card and when
- “Federal agencies are responsible for the establishment of administrative controls to ensure that the fuel and services procured using the fleet charge card are for the official use of the agency and that administrative controls are maintained to prevent unauthorized use”. CFR 101-38.8

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# Fraud Prevention

- One card per vehicle – use the correct one
- Keep your Driver ID/PIN confidential, do not write on/near the card
- Ensure pumps are not compromised/opened
- Use pumps facing the attendant, they are less likely to have skimming devices installed
- Secure cards when stored – don't leave in vehicles or in places accessible to all

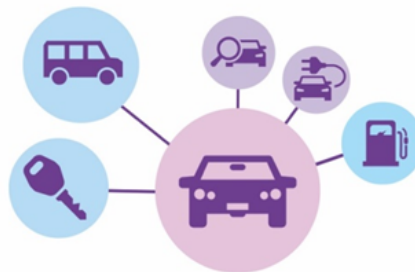
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# Ordering a Replacement Card

- Go to: <https://drivethru.gsa.gov/>
- 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

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# Resources

- Reports Carryout Fuel Use Reports for transactional data on <https://drivethru.gsa.gov/>
- Driving training under Vehicle Operator Videos in the training tab on <https://drivethru.gsa.gov/>
- [lpt@gsa.gov](mailto:lpt@gsa.gov)

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