GSA Fleet Card

Brian Moseley and Daniel Sessions
Special Guest Chris McVetty - WEX
“Coming together is the beginning. Keeping together is progress. Working together is success.”

Henry Ford
Saving Agencies Resources

- 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.

GSA MCC/AMC: 1-866-400-0411 (listen to prompts)
- *Maintenance Over $100 (call for prior authorization and payment)
- *Body Work

Still have questions? Visit: www.gsa.gov/fleetcard

WEX Customer Service: 1-888-WEX-4GSA (939-4472)
- *Card Issues  *After Hours

This card is issued by WEX Bank.

To report lost or stolen, call WEX Customer Service or return to:
Customer Service, PO Box 639, Portland, ME, 04104
Fuel and Service Anywhere With WEX

- 500,000+ Additional fuel/maintenance locations with WEXPay™, a virtual MasterCard.
- 160,000+ Fueling locations in 95% of retail sites.
- 80,000+ Diesel sites.
- 45,000+ Maintenance locations with WEX swipe.
- 3,300+ Canadian retail fuel sites.
WEXConnect App® - (Google Play® & iOS Apps®)
Electric Vehicle Market Themes

- Four drivers of EV adoption
  - Regulatory
  - Total Cost of Ownership Parity
  - Net-Zero Commitments
  - OEM investment

- However, management of “mixed fleets” for many years ahead.

- Evolution of the payment/charging experience.

- WEX plans to invest $100M in the energy transition.
### What type of charging is right for you?

<table>
<thead>
<tr>
<th>En Route Charging</th>
<th>Home Charging</th>
<th>Depot Charging</th>
</tr>
</thead>
<tbody>
<tr>
<td>● No infrastructure cost</td>
<td>● Low infrastructure costs</td>
<td>● Low charging cost</td>
</tr>
<tr>
<td>● Most vehicle sizes</td>
<td>● Low charging cost</td>
<td>● Any vehicle size</td>
</tr>
<tr>
<td>● Higher charging costs</td>
<td>● Low route time impact</td>
<td>● Low route time impact</td>
</tr>
<tr>
<td>● Higher route time impact</td>
<td>● Light duty vehicles only</td>
<td>● High infrastructure cost</td>
</tr>
<tr>
<td></td>
<td>● Reimbursement is needed</td>
<td>● Various payment models</td>
</tr>
</tbody>
</table>
Paying for EV Maintenance

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

- 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

- Custom Card Controls
- Driver ID
- Level III Data Capture
- Virtual Mastercard Platform
Fleet Cards Save Agencies Money

- Fuel tax recovery of $7 million annually.
- Fleet card rebates of $14 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

There are various opportunities for things to go wrong.
## The Dos and Don’ts

<table>
<thead>
<tr>
<th>Authorized Purchases</th>
<th>Authorized</th>
<th>Unauthorized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use fleet charge card matching the license plate of the vehicle</td>
<td>✔️</td>
<td>✗ Use the wrong vehicle’s fleet card for a GSA Fleet leased asset</td>
</tr>
<tr>
<td>Regular unleaded – alternative fuels as required</td>
<td>✔️</td>
<td>✗ Premium or full service fueling (unless required by state law)</td>
</tr>
<tr>
<td>Immediately consumable items for vehicle (quart of oil, washer fluid, wipers)</td>
<td>✔️</td>
<td>✗ Maps, air fresheners, food, lottery tickets, alcohol, etc.</td>
</tr>
<tr>
<td>Exterior car washes within local guidance</td>
<td>✔️</td>
<td>✗ Excessive car washes or details</td>
</tr>
<tr>
<td>Mechanical repairs for assigned GSA vehicle</td>
<td>✔️</td>
<td>✗ Upgrade tires or accessories such as snow plows without prior approval from FSR</td>
</tr>
</tbody>
</table>

<table>
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<td>Use the wrong vehicle’s fleet card for a GSA Fleet leased asset</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 Difference</th>
<th>Odometer</th>
<th>Tank Size</th>
<th>Units</th>
<th>Merch Brand</th>
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<tbody>
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<td>19:12</td>
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<td>22,273</td>
<td>50</td>
<td>15.6</td>
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<tr>
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<tr>
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<tr>
<td>WEDNESDAY</td>
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<td>50,039</td>
<td>50</td>
<td>15.6</td>
<td>7-ELEVEN</td>
</tr>
</tbody>
</table>

Amount of gas pumped exceeds the tank capacity

11 transactions inside 24 hours

Odometers all over the place
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.

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.

What can you do to avoid getting skimmed?
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
Ordering a Replacement Fleet Card

1. Create account and log in to GSAFleet.gov.

2. Select “Manage my fleet” then “Fleet Leasing Card Replacement”

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 GSAFleet.gov

Select “Run Reports”

Fuel Summary and Detailed Transaction Reports Available
Fuel Use Reports in GSAFleet.gov

Can be saved/scheduled

1. Vehicle Fuel Use Report
2. AIE Report
3. CRASH Report

Fuel Summary and Detailed Transaction Reports Available
Fuel Use Reports in GSAFleet.gov

Select appropriate options from Agency, Bureau, BOAC, Customer Number, and Agency Indicator drop down option

Fuel Summary and Detailed Transaction Reports Available
When in Doubt, Consult the Directions

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

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 (TITL2)
1-866-400-0411
PRESS 1 Mechanical, tires or battery (MCC)
PRESS 2 Accident, body or glass damage (AMC)
PRESS 3 Vendors clearing 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

FedFleet 2024 25
Contact Us

- Loss Prevention Team    LPT@gsa.gov
- Replacement Cards       replacementcards@gsa.gov

www.gsa.gov/fleetcard

Presenters:
brian.moseley@gsa.gov
daniel.sessions@gsa.gov
Chris McVetty - WEX