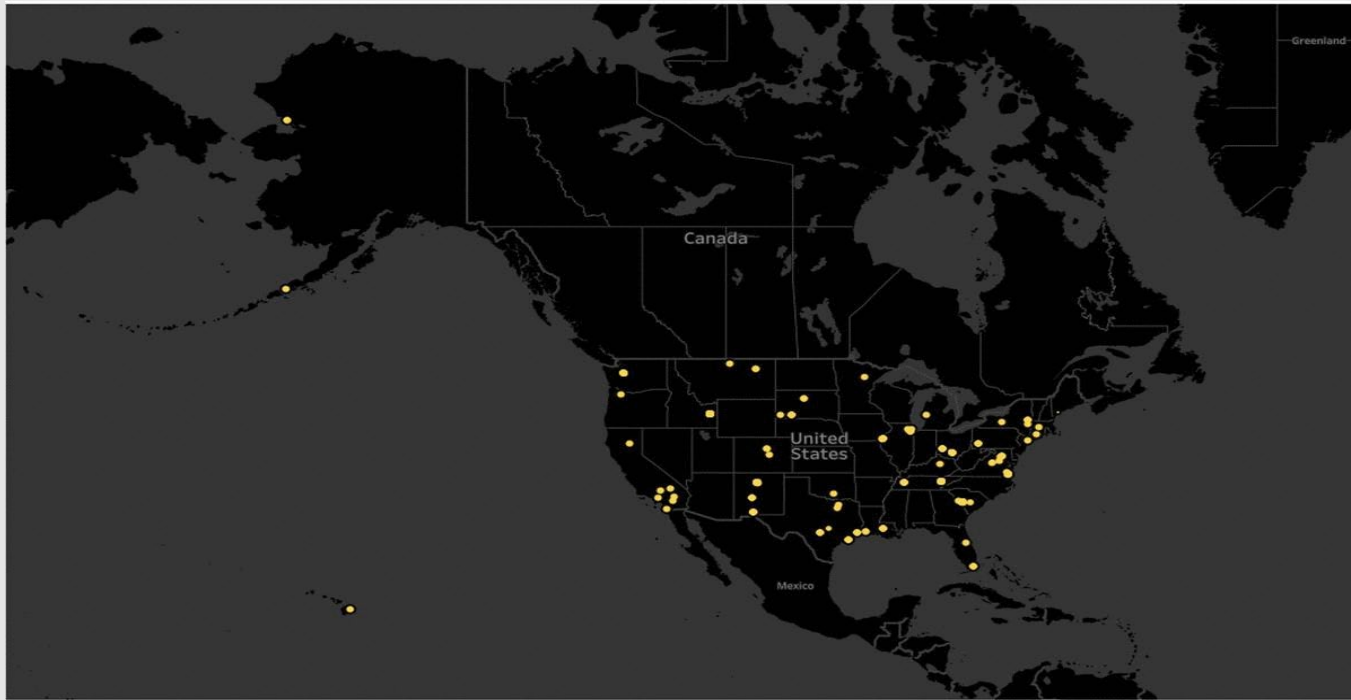


# GSA Fleet Card

Brian Moseley and Daniel Sessions  
Special Guest Chris McVetty - WEX

12:00 AM



# Creating Connections Through Fleet Cards

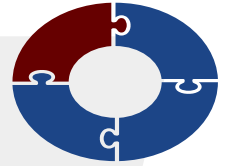


“Coming together is the beginning. Keeping together is progress. Working together is success.”

Henry Ford



# Saving Agencies Resources



**Loss Prevention Team**



**SmartPay Contract Oversight**



**OMB A123 Appendix B Compliance**



**Fleet Card Audit Support**



**Data for Reporting (FAST)**

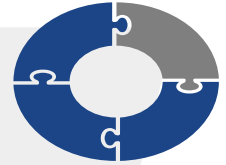


**New Technology and Innovation**

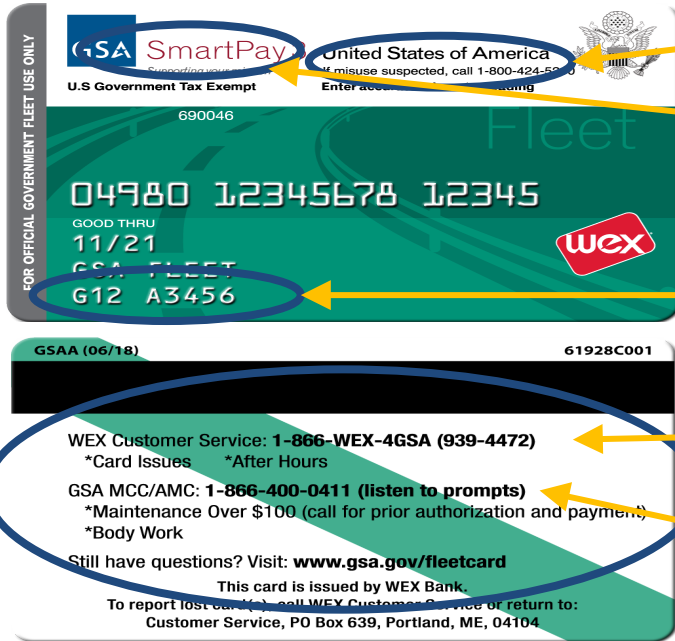




# Everything You Need to Know



One card per vehicle/ One driver ID per card



Enter correct odometer readings.

Tax exempt reminds vendors.

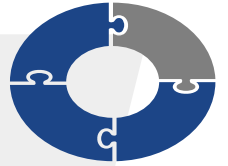
Letter may be at the end or in the middle of the tag.

Service for fueling issues and repairs under \$100.

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



# Fuel and Service Anywhere With WEX



500,000+

160,000+

80,000+

45,000+

3,300+

**Additional fuel/maintenance locations with WEXPay™, a virtual MasterCard.**

**Fueling locations in 95% of retail sites.**

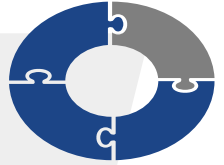
**Diesel sites.**

**Maintenance locations with WEX swipe.**

**Canadian retail fuel sites.**

7

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



Gas



Charge



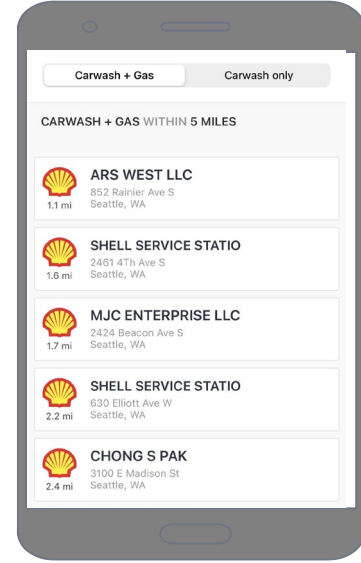
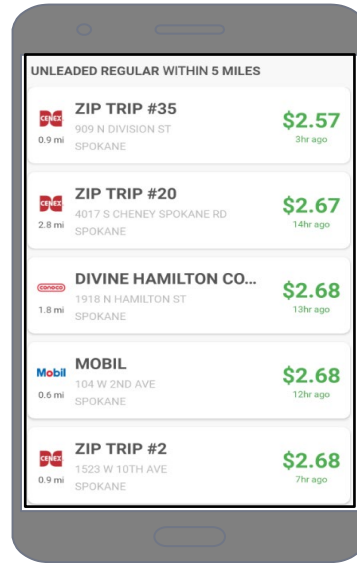
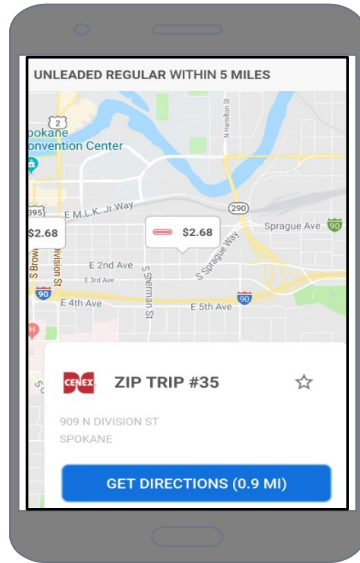
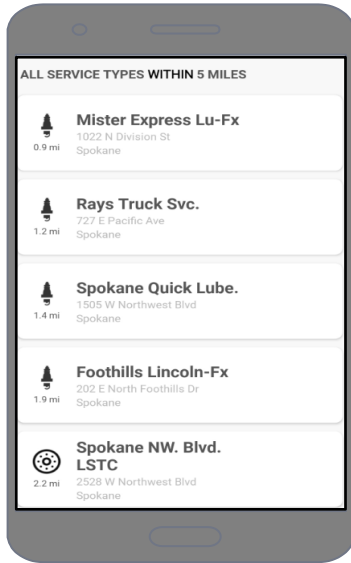
Service



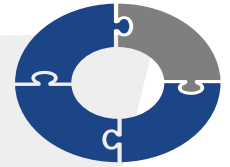
Carwash



More





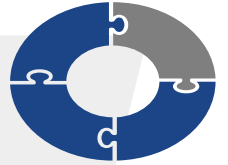


# Electric Vehicle Market Themes

- 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 or charging is right for you?



## En Route Charging

- No infrastructure cost
- Most vehicle sizes
- Higher charging costs
- Higher route time impact

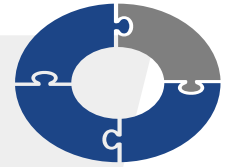
## Home Charging

- Low infrastructure costs
- Low charging cost
- Low route time impact
- Light duty vehicles only
- Reimbursement is needed

## Depot Charging

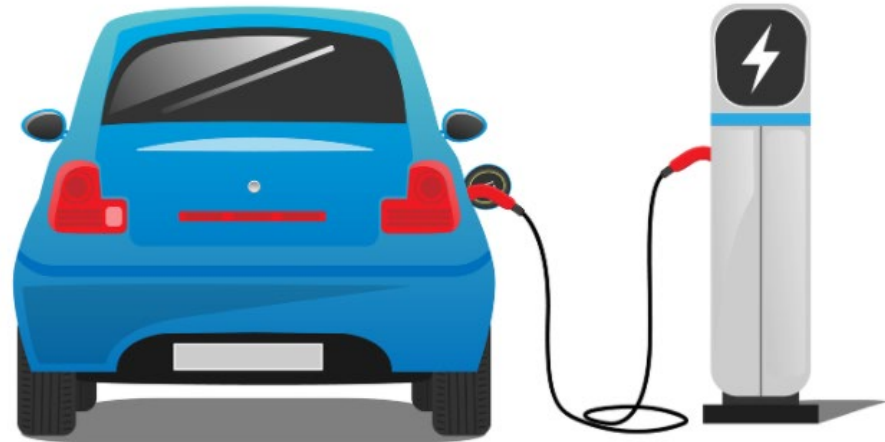
- Low charging cost
- Any vehicle size
- Low route time impact
- High infrastructure cost
- Various payment models

# Paying for EV Maintenance

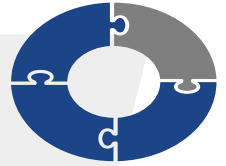


## Maintenance:

- 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



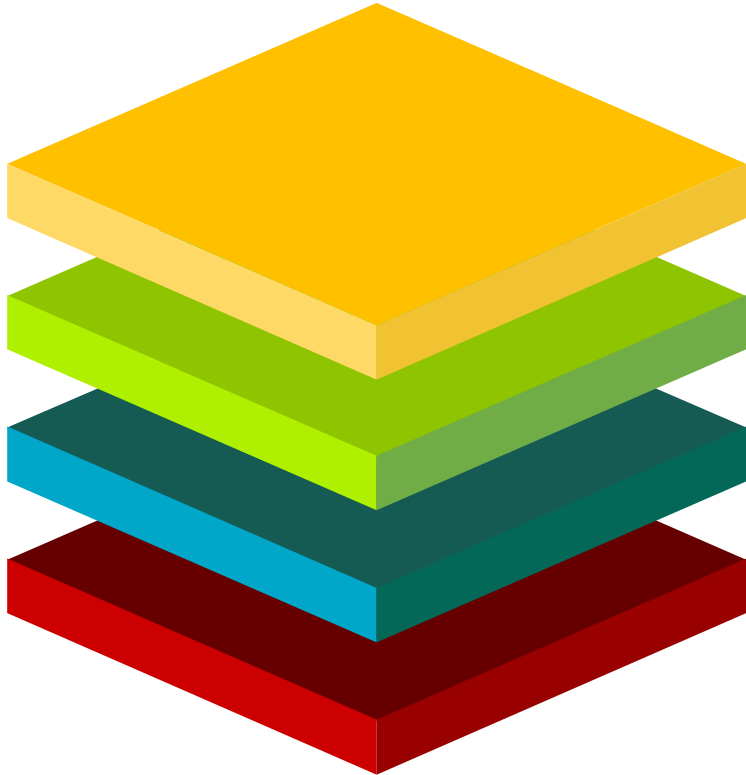
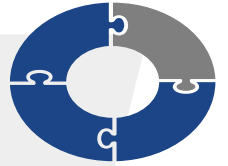
# How to Charge at Public Stations



- 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:



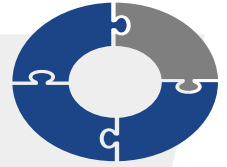
# Benefits of Fleet Branded Cards



- Custom Card Controls
- Driver ID
- Level III Data Capture
- Virtual Mastercard Platform

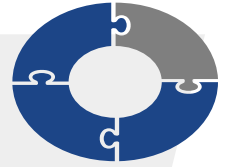


# Fleet Cards Save Agencies Money



- 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



Pump or Register



Processor

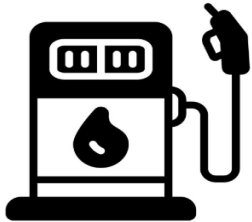


1

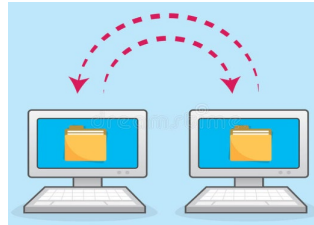
2

3

4



Merchant bank

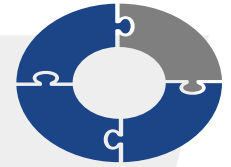


Fleet card

There are various opportunities for things to go wrong.

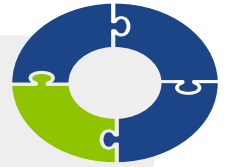


# The Dos and Don'ts



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





# The Fleet Card Hustle

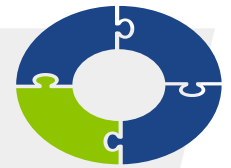
“Friends and family”

Lost or stolen cards

Skimming

Phishing





# Is This Fraud or Misuse?

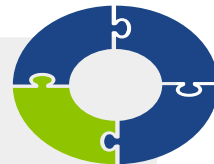
Day of Week	Date	Time	Time Diff	Odometer	Tank Size	Units	Merch Brand
TUESDAY	11/19/2023	19:12		22,273	50	15.6	SUNOCO
TUESDAY	11/19/2023	19:14	0:02	19,391	50	13.4	SUNOCO
TUESDAY	11/19/2023	19:19	0:05	49,859	50	7.6	SUNOCO
TUESDAY	11/19/2023	19:22	0:03	22,500	50	14.8	SUNOCO
TUESDAY	11/19/2023	19:26	0:04	22,500	50	17.5	SUNOCO
TUESDAY	11/19/2023	19:29	0:03	22,500	50	27.4	SUNOCO
WEDNESDAY	11/20/2023	11:53		22,500	50	18.1	7-ELEVEN
WEDNESDAY	11/20/2023	11:55	0:02	25,469	50	17.6	7-ELEVEN
WEDNESDAY	11/20/2023	12:00	0:05	22,500	50	18.9	7-ELEVEN
WEDNESDAY	11/20/2023	12:03	0:03	20,616	50	20.7	7-ELEVEN
WEDNESDAY	11/20/2023	12:07	0:04	0	50	16.8	7-ELEVEN
WEDNESDAY	11/20/2022	12:10	0:03	50,039	50	15.6	7-ELEVEN

Amount of gas pumped exceeds the tank capacity

11 transactions inside 24 hours

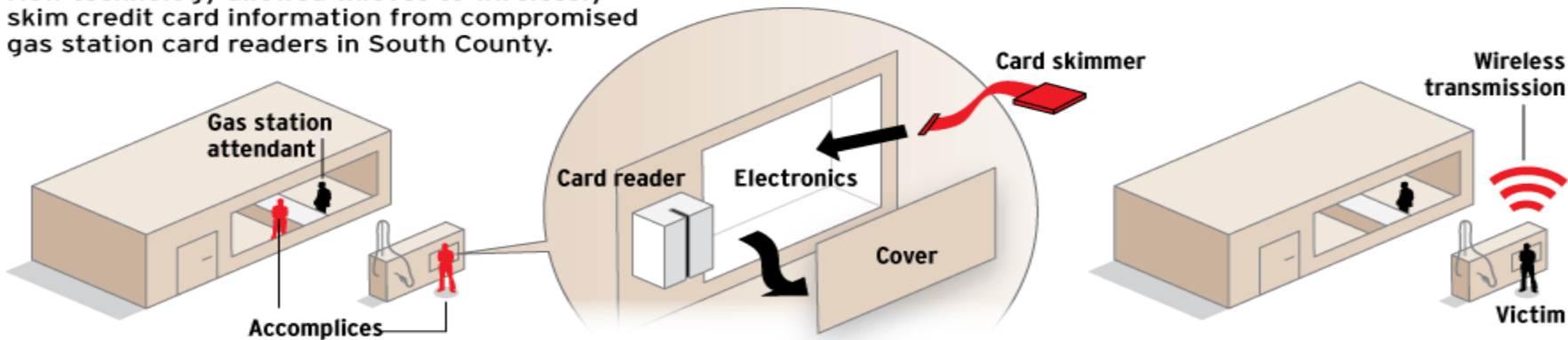
Odometers all over the place

# 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.

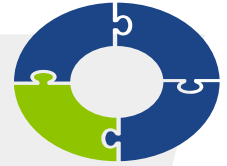
The Register

What can you do to avoid getting skimmed?





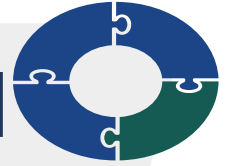
# Protecting Your Fleet Cards



- 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.

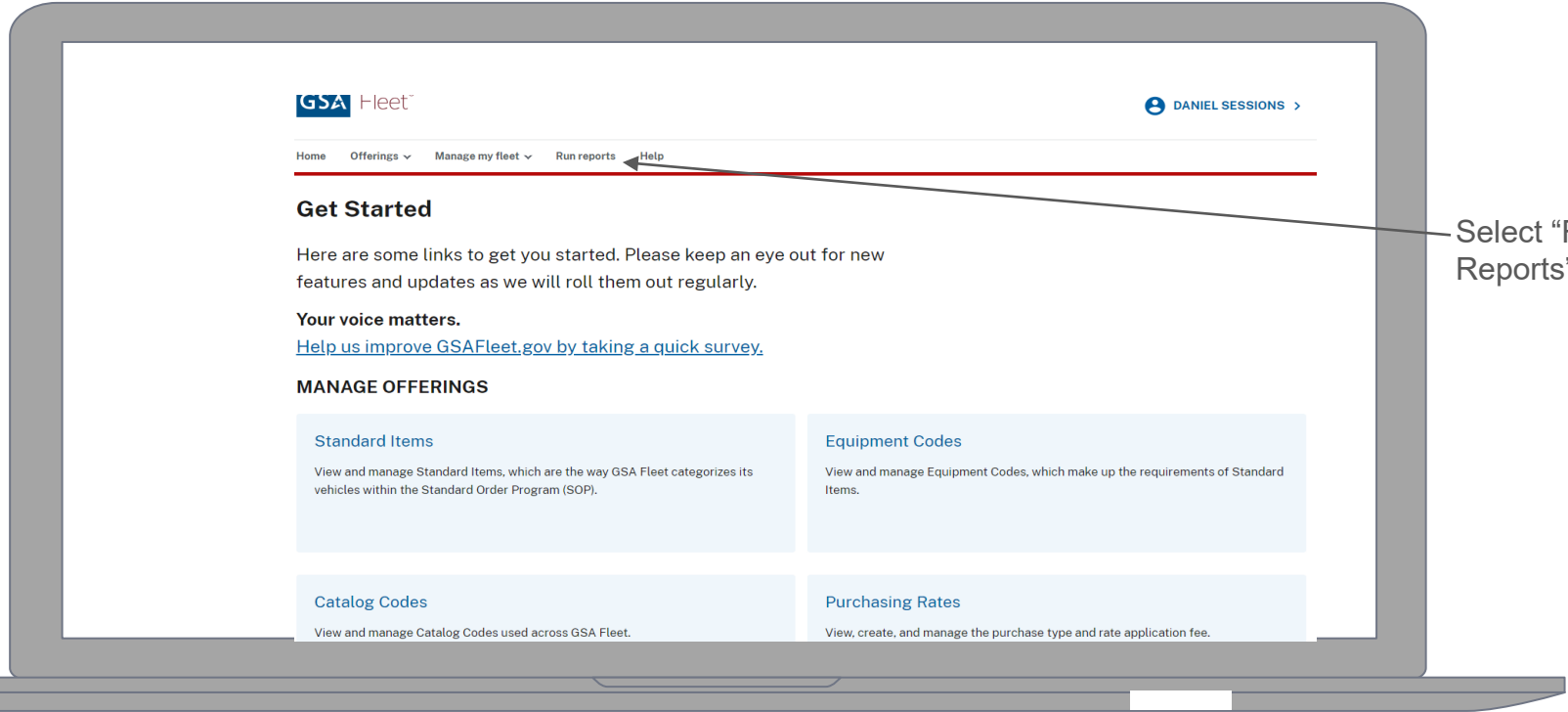
**3** Fill in the request details. Select default address or type in a field location.

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

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

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

# Fuel Use Reports in GSAFleet.gov



Select "Run Reports"

Fuel Summary and Detailed Transaction Reports Available

# Fuel Use Reports in GSAFleet.gov



Required fields are marked with an asterisk (\*).

1 Report selection      2 Agency selection      3 Report filters

1 of 3 Report selection

Vehicle ownership options \*

GSA leased

Choose from available reports \*

Vehicle fuel use report

Would you like to save and schedule this report? \*

No, run report now

Yes

Can be saved/scheduled

Next →

[Cancel vehicle report](#)

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

Fuel Summary and Detailed Transaction Reports Available

# Fuel Use Reports in GSAFleet.gov

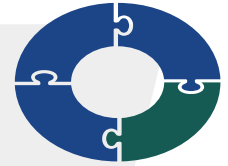


The screenshot shows a three-step process for generating fuel use reports. Step 2, 'Agency selection', is active. It includes a progress bar at the top with steps 1 (Report selection), 2 (Agency selection), and 3 (Report filters). Below the progress bar, the text reads '2 of 3 Agency selection' and 'Agency selection'. A note states: 'Records in the report will only include those that match the scope selected below.' The form contains several fields: 'Agency \*' with a '- Select -' dropdown; 'Bureau' with a '- Select -' dropdown; 'BOAC' with a 'Select an Agency and Bureau first' dropdown; 'Legacy customer number' with a 'Select an Agency and Bureau first' dropdown; and 'Agency indicator' with a '- Select -' dropdown. At the bottom are 'Previous' and 'Next' buttons. An arrow points from the text 'Select appropriate options from Agency, Bureau, BOAC, Customer Number, and Agency Indicator drop down option' to the Agency dropdown menu.

Fuel Summary and Detailed Transaction Reports Available



# When in Doubt, Consult the Directions



**GSA**

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



**wex** WEX Card Acceptance



**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



AC Delco	Dodge BusinessLink*	Netcost Auto Glass
American Lubefast	Express Oil Change	Pericoll
Big O Tires	Ford Dealership*	Precision TuneUp
DaimlerChrysler*	GM Goodwrench*	Quaker State
Diamond/Triumph Auto Glass	Harmon Auto Glass	STS Tire & Auto Center
	Midas	Wash Depot

\*Limited dealer participation

### 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

- 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)

[daniel.sessions@gsa.gov](mailto:daniel.sessions@gsa.gov)

Chris McVetty - WEX

