



SmartPay[®]

Supporting your mission

U.S. General Services Administration

GSA FLEET CARD

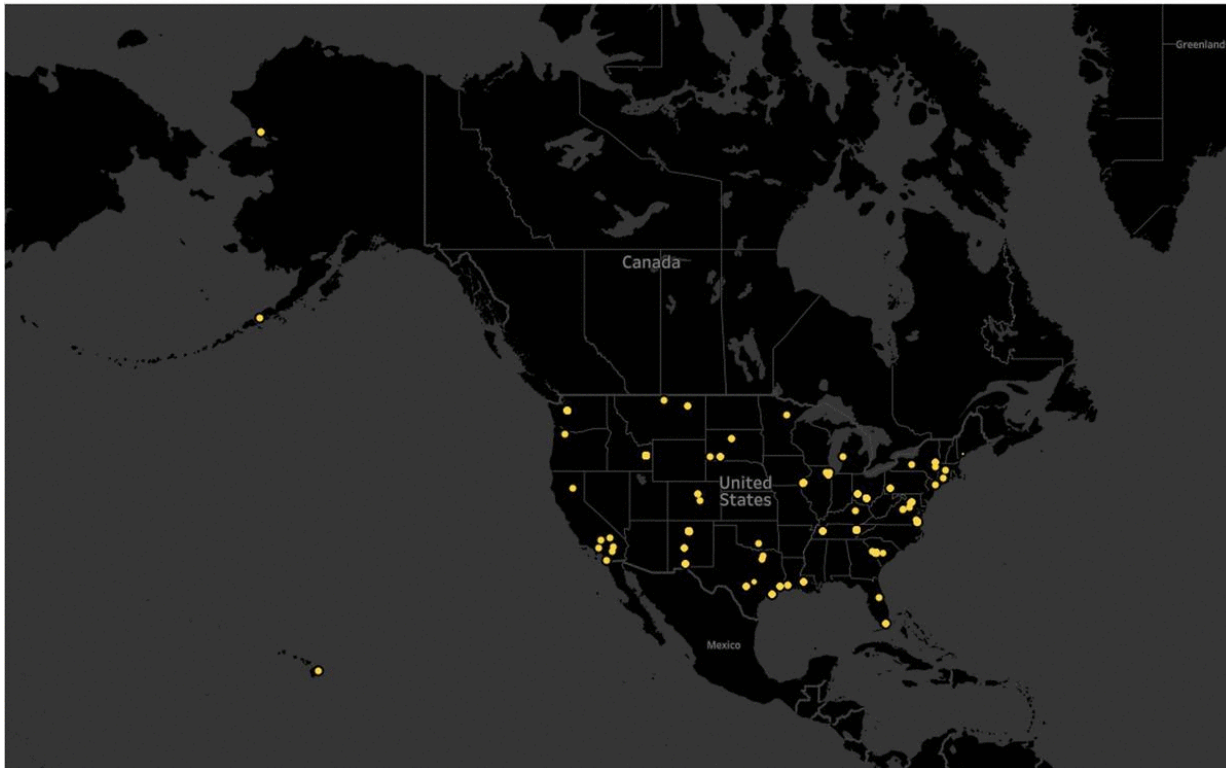
Brian Moseley and Daniel Sessions
Special Guest Chris McVetty—WEX

GSA SmartPay TRAINING FORUM

August 6-8, 2024
New Orleans, LA




12:00 AM



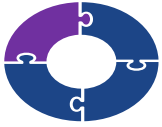
Creating Connections Through Fleet Cards





"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

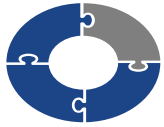


Data for Reporting (FAST)



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

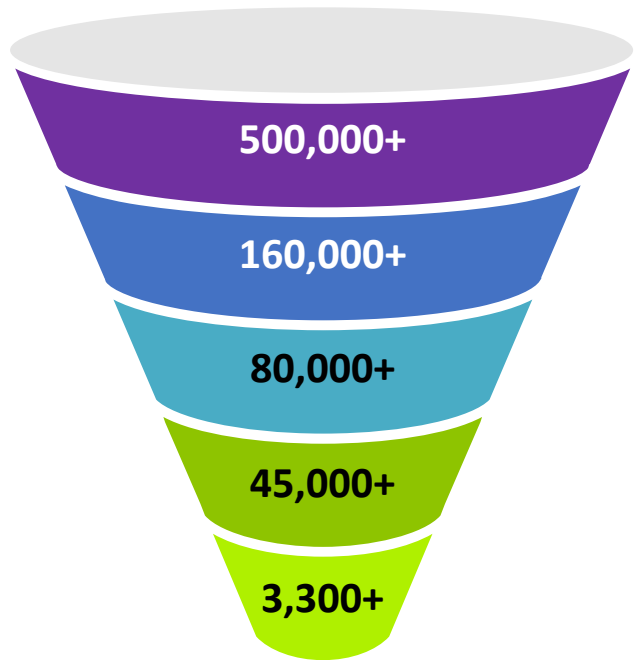
Letter may be at the end or in
the middle of the tag

Service for fueling issues and
repairs under \$100

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



Fuel and Service Anywhere With WEX



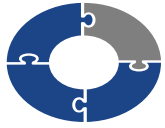
Additional fuel/maintenance locations with WEXPay™, a virtual Mastercard

Fueling locations in 95 percent of retail sites

Diesel sites

Maintenance locations with WEX swipe

Canadian retail fuel sites



WEXConnect App® — (Google Play® and iOS Apps®)



Gas



Charge



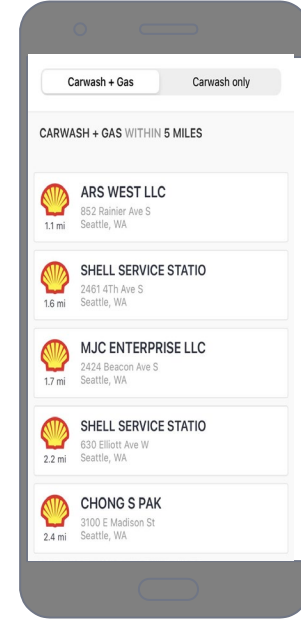
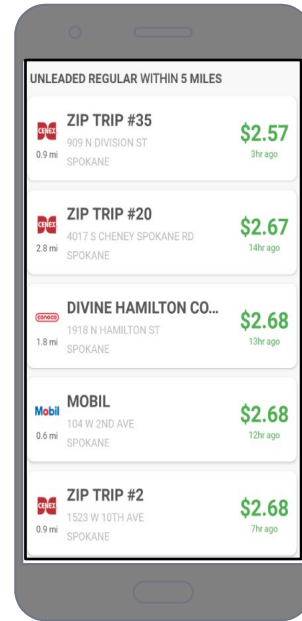
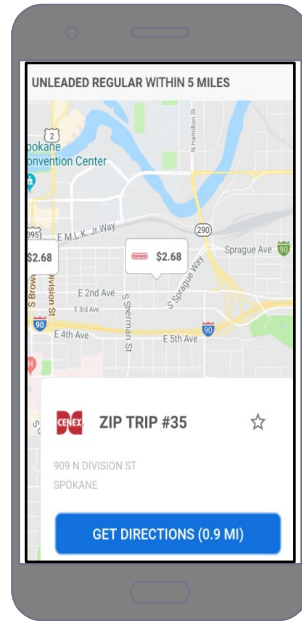
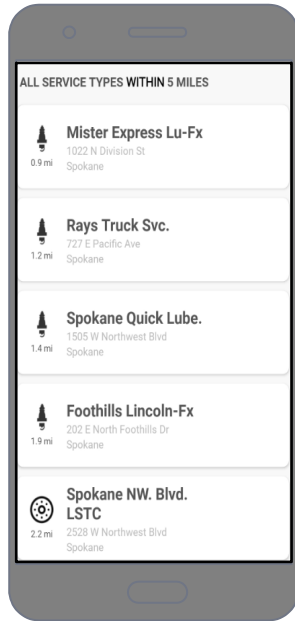
Service

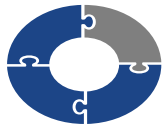


Carwash



More

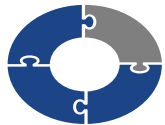




Electric Vehicle Market Themes

- 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 of Charging is Right for you?

En Route Charging

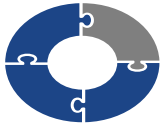
- No infrastructure cost
- Most vehicle sizes
- Higher charging costs
- Higher route-time impact

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

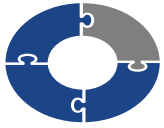


Paying for EV Maintenance

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

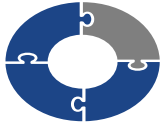




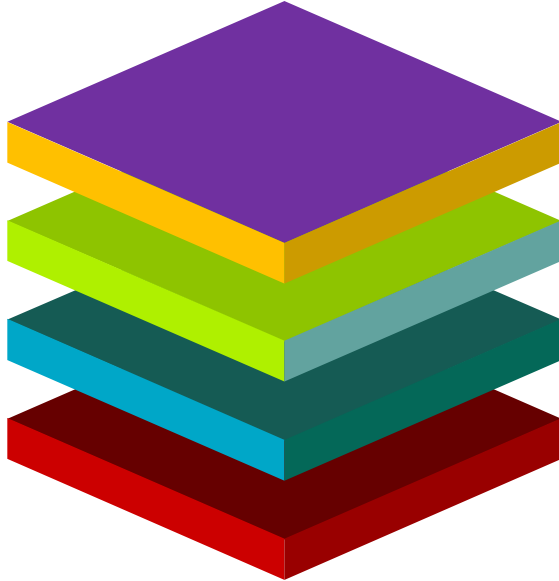
How to Charge at Public Stations

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

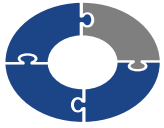




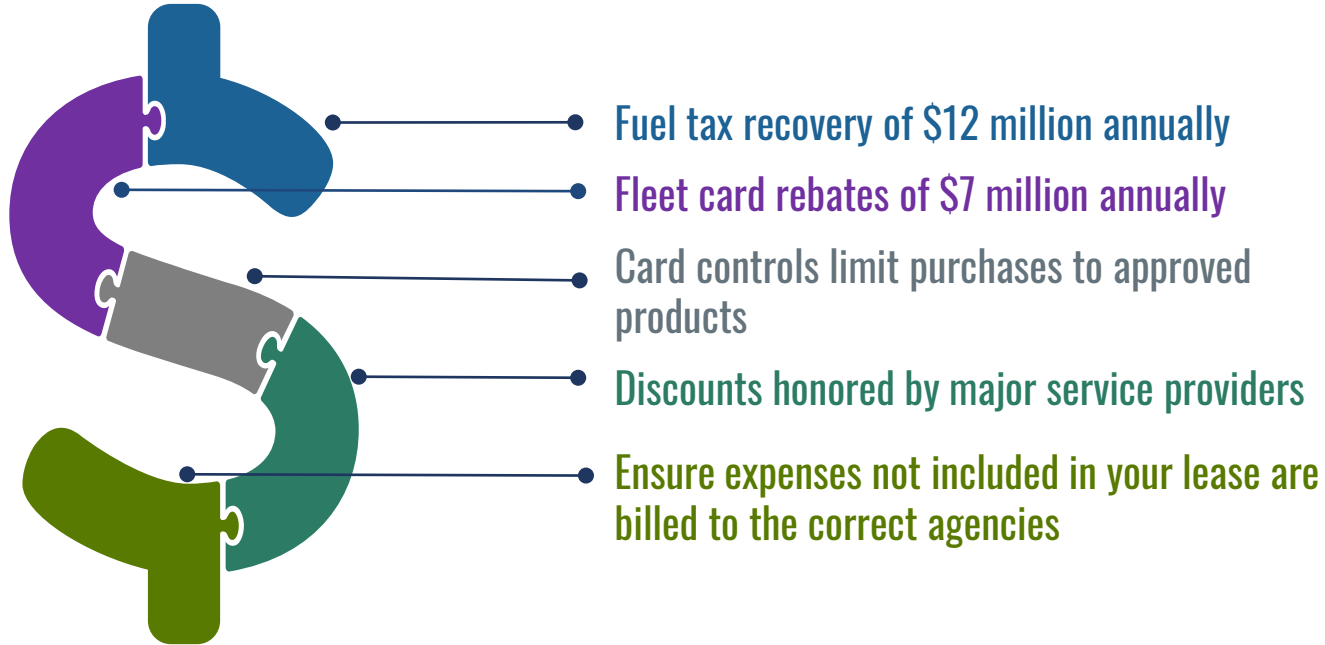
Benefits of Fleet-Branded Cards

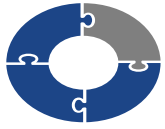


- Custom Card Controls
- Driver ID
- Level III Data Capture
- Virtual Mastercard Platform



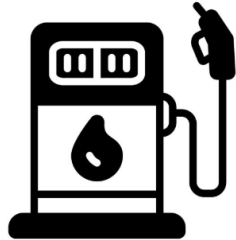
Fleet Cards Save Agencies Money





The Mystery of Product Coding

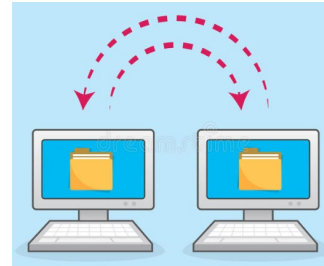
Pump or Register



Processor



Merchant bank



Fleet card

There are various opportunities for things to go wrong.



The Dos and Don'ts

Authorized Purchases			Unauthorized Purchases
Use fleet card matching the license plate of the vehicle you are	✓	X	Use the wrong vehicle's fleet card or agency issued purchase card for a GSA fleet leased
Regular unleaded, self-service fuel for GSA vehicles—alternative fuels	✓	X	Premium of full service fueling (unless require by state law)
Immediately consumable items for vehicle (e.g. quart of oil, washer)	✓	X	Maps, air fresheners, food, lottery tickets, alcohol, etc.
Exterior Car Washes within local guidance	✓	X	Excessive car washes or details
Mechanical repairs for assigned GSA vehicle	✓	X	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	11/19/2022	19:12		22,273	50	15.6	SUNOCO
TUESDAY	11/19/2022	19:14	0:02	19,391	50	13.4	SUNOCO
TUESDAY	11/19/2022	19:19	0:05	49,859	50	7.6	SUNOCO
TUESDAY	11/19/2022	19:22	0:03	22,500	50	14.8	SUNOCO
TUESDAY	11/19/2022	19:26	0:04	22,500	50	17.5	SUNOCO
TUESDAY	11/19/2022	19:29	0:03	22,500	50	27.4	SUNOCO
WEDNESDAY	11/20/2022	11:53		22,500	50	18.1	7-ELEVEN
WEDNESDAY	11/20/2022	11:55	0:02	25,469	50	17.6	7-ELEVEN
WEDNESDAY	11/20/2022	12:00	0:05	22,500	50	18.9	7-ELEVEN
WEDNESDAY	11/20/2022	12:03	0:03	20,616	50	20.7	7-ELEVEN
WEDNESDAY	11/20/2022	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

12 transactions inside 24 hours

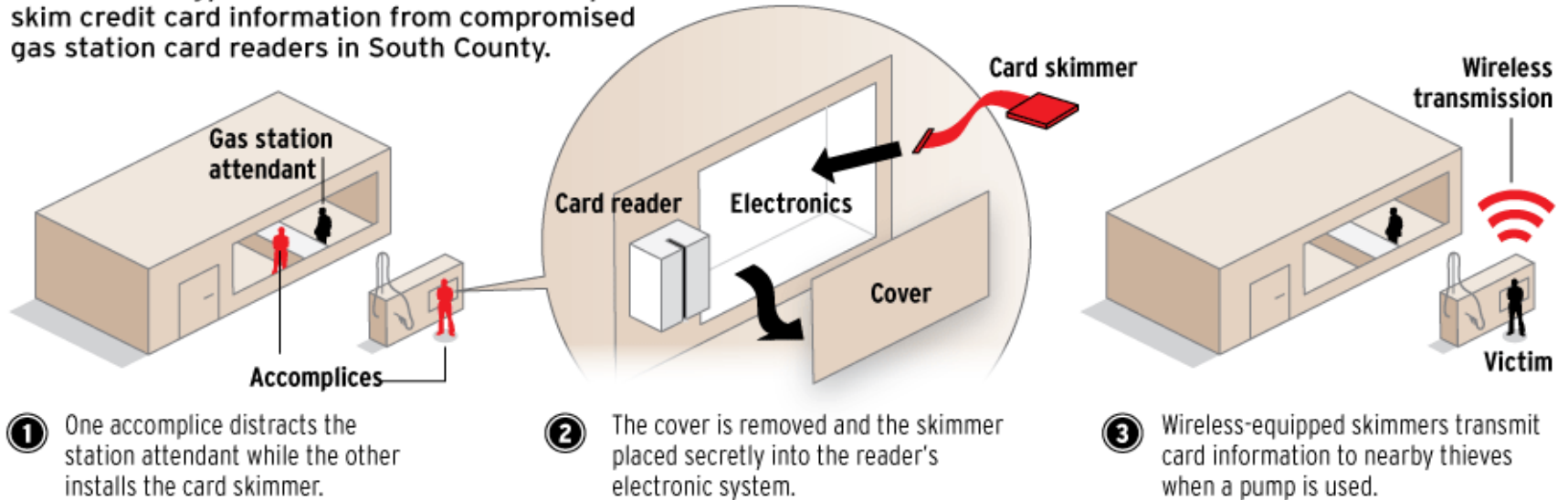
Odometers all over the place



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.



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

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

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

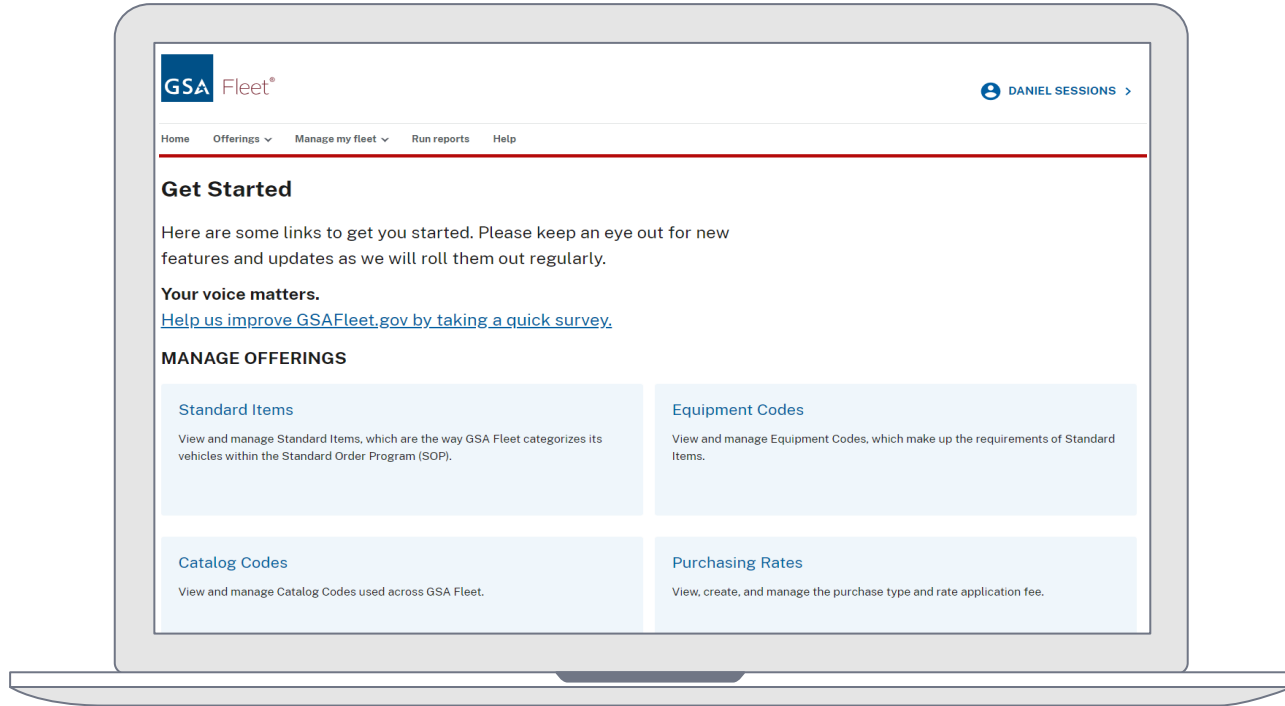
**Receive
replacement card
and begin using
immediately.**

**Select "Manage My
Fleet" then
"Fleet Leasing Card
Replacement"**

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



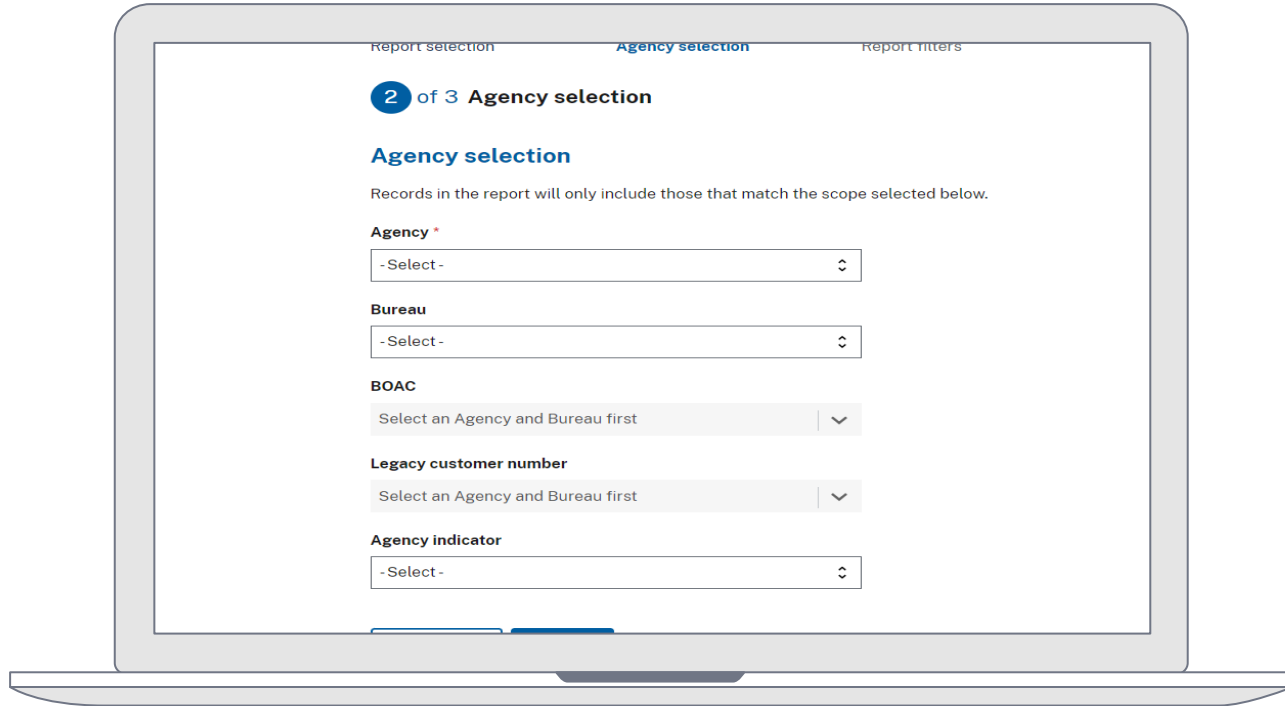
Fuel Use Reports in GSAFLEET.gov



Fuel Summary and Detailed Transaction Reports Available



Fuel Use Reports in GSAFLEET.gov



Fuel Summary and Detailed Transaction Reports Available

When in Doubt, Consult the Directions



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	Penrozil
Big O Tires	Ford Dealership*	Precision TuneUp
DaimlerChrysler*	GM Goodwrench*	Quaker State
Diamond/Triumph Auto Glass	Harmon Auto Glass	SFS 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
- Replacement Cards replacementcards@gsa.gov

www.gsa.gov/fleetcard

Presenters:

brian.moseley@gsa.gov

daniel.sessions@gsa.gov

Chris McVetty—WEX



Continuous Learning Points (CLPs)

To Receive CLPs:

- You must have an active DAU or FAI CSOD account **PRIOR** to the first day of the Forum
- CLPs will be awarded automatically in FAI CSOD—**DO NOT** submit a request for CLP
- Please allow 4–6 business weeks after training for processing
- Any questions, please email pshctraining@gsa.gov