



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.

Alternative Authorization Instructions 1-866-939-4472

- 1 U.S. Fuel and Service stations that DO NOT ACCEPT WEX cards can still process a transaction for a WEX customer by calling WEX at **1-866-939-4472** for an out-of-network authorization.
- 2 Be prepared to provide the following information: card #, expiration date, driver ID, vehicle odometer reading, total amount of transaction and merchant contact information.
- 3 For authorized transactions, WEX will provide payment.

How to Obtain Maintenance

For transactions under \$100, present card for swiping. For transactions over \$100, call **GSA Fleet Assistance Centers**.

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

For out-of-network transactions

If you are at a fuel or service location that does not accept the WEX Card, ask the merchant to follow the below instructions to receive payment on an authorized purchase.

1-866-939-4472

Not valid for merchants that accept WEX cards.
May not be valid for all WEX fleet customers.

Lost or Stolen Cards

For replacement cards, order online at drivethru.gsa.gov/fmdtsys/dthome.

If you do not have your customer number and access code, call **1-866-472-6711**.

For more information visit the GSA Fleet Services Card at gsa.gov/fleetcard.

Email the Loss Prevention Team at LPT@gsa.gov to report suspicious activity.

ACCEPTING FUEL LOCATIONS



WEX cards are accepted **at these and other fuel merchants**. Card acceptance is subject to independent station owner/operator participation and is subject to change without notice.

ACCEPTING SERVICE LOCATIONS



WEX Connect

With the WEX Connect App, you can find the closest accepting stations and compare fuel prices.



WEX Connect updates prices in real-time as transactions occur, so you are sure to always get the most up-to-date fuel pricing.

In accordance with FAR 13.301, the governmentwide commercial Fleet Services Card is authorized for the purchase of fuel, maintenance and repair for GSA Fleet leased vehicles. You are the Government's agent for each purchase made with the Fleet Services Card. As such, you must comply with all applicable regulations and procedures of GSA Fleet and your agency/organization. All transactions are closely monitored by GSA Fleet. Drivers may be prosecuted and held personally liable for fraudulent use of the card. If you are uncertain as to whether a purchase is authorized, ask your Fleet Manager.

- Use only the Fleet Services Card assigned to that specific vehicle.
- Use the card to purchase oil, fluids and other necessary maintenance and repairs only as authorized.
- Purchase regular unleaded self-service gasoline from service stations that offer the lowest price, except when the vehicle requires diesel or alternative fuel or under other authorized conditions.
- Observe all dollar limits on purchases. For maintenance over \$100 and the purchase of all tires and batteries, prior authorization is required from the Maintenance Control Center.
- You may not use the Fleet Services Card to purchase food, beverages or other items for personal use.
- Keep the card in a safe and secure place. It is not permissible to store the card in the vehicle.
- Don't fuel any non-GSA Fleet equipment even if attached to a GSA Fleet vehicle (i.e. tractor or ATV).
- Be a wise consumer. If a vendor is trying to sell services you believe to be unnecessary contact your local Fleet Service Representative.
- Seek state tax exemption on all non-fuel purchases.
- Immediately report a lost, stolen or broken card.
- Do not give the Driver ID to anyone except a station attendant or a Customer Service Representative.
- Report any suspicious activity to GSA Fleet.