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## **Purpose**

The purpose of this State Fleet Card Program Manual is to provide essential State Fleet Card Program policies and procedures which must be adhered to by all Department of General Services (DGS) employees who participate in the State Fleet Card Program. These procedures will assist with establishing controls and guidance that will help to prevent abusive State Fleet Card practices, including but not limited to fraud and waste.

Currently, the State Fleet Card is presently administered by WEX Bank (WEX) and is accepted at 95% of U.S. fuel stations and 45,000 service locations. The State Fleet Card enables state departments to pay for fuel purchases while using government vehicles and long-term commercial vehicle rentals as well as gas-powered equipment.

## **Background**

DGS Office of Fleet and Asset Management (OFAM) administers the State Fleet Card Contract and Program. The State Fleet Card Contract and Program enables state departments to pay for authorized fleet purchases while using government vehicles and long-term commercial vehicle rentals through the state's commercial car rental contract. It is the responsibility of each department to monitor and verify the appropriate usage of the State Fleet Cards issued to their employees. If misuse is determined, each department must take appropriate action according to their departmental policy. To provide greater guidance toward effective departmental State Fleet Card Program usage and management, a set of procedures has been developed. The implementation of these procedures will help to ensure preventive measures are in place to avoid fraud, waste, and abuse.

## **State Fleet Card Program Policy**

The State Fleet Card can only be used by state employees conducting official state business. Additionally, departments may authorize use of the State Fleet Card by other individuals (such as retired annuitants, volunteers, etc.) who are on official state business and whose travel expenses are paid by the state.

### **a. Allowable Purchases**

The Fleet Card may be used to purchase:

- Regular-grade unleaded gasoline
- Alternative fuels (e.g., biodegradable diesel, E-85, CNG, propane, etc.)
- Fluid and lubricants (e.g., oil, anti-freeze, washer fluid, etc.)
- Two basic low-cost car washes per month\*
- 24-hour emergency roadside service (866) 329-3471
- Emergency purchases such as wiper blades, fan belts, tires, etc.

Note: Drivers are only allowed two basic low-cost car washes per month. Exceptions are allowed where the size and/or attributes of the vehicle will result in a car wash that is more expensive. Additionally, in extreme cases where a detail may be required, please contact the DGS Call Center at (855) 611-OFAM (6326) for prior approval. Interior detailing and deodorizing will be billed to the division/office leasing the vehicle.

### **b. Prohibited Purchases**

The following items are prohibited and must not be purchased using the State Fleet Card:

- Mid-grade or premium (supreme) unleaded gasoline, unless specifically required by the vehicle manufacturer.
- Fuel for personal vehicles.
- Miscellaneous items such as food or sundries (personal items).
- Maintenance and repair charges should not be charged to the Fleet Card.

The State Fleet Card cannot be used for short-term commercial vehicle rentals unless an emergency arises, and the State Fleet Card User (User) has prior departmental approval for use of the State Fleet Card in such circumstances.

### **Staff Roles and Oversight Responsibilities**

Oversight responsibility is key to ensuring appropriate controls are in place to effectively administer the State Fleet Card Program. Each DGS division/office who participates in the State Fleet Card Program is ultimately responsible for the oversight of the Program. The staff roles and responsibilities detailed below include a) State Fleet Card Coordinator (Coordinator), the designated point person who oversees the State Fleet Card; b) State Fleet Card Liaison (Liaison), the designated person to process the ordering and cancelling of the State Fleet Cards separate from the Coordinator for appropriate separation of duties; c) State Fleet Card User's Supervisor (Supervisor); and d) User. The oversight responsibilities for each of the roles may vary depending upon whether the vehicle is owned by the division/office or leased via DGS OFAM. In addition, there may be more than one Coordinator assigned to a division/office depending on the number of vehicles owned and/or leased; and a Liaison is assigned, as applicable.

DGS currently has eight Coordinators and two Liaisons. DGS divisions/offices who own and/or lease vehicles include: Executive Office, Business Services Section, OFAM, Office Public School Construction (OPSC), Office of State Publishing (OSP), Procurement Division, Real Estate Services Division (RESD) – Asset Management

Branch, RESD – Building and Property Management, RESD – Construction Services Branch and Direct Construction Unit, RESD – Professional Services Branch, and RESD – Project Management Branch.

**a. The State Fleet Card Coordinator**

The Coordinator is responsible for the oversight of the State Fleet Card Program for their division/office which includes dissemination of policies, procedures, and updates. These duties include the distribution of Management Memos and Administrative Orders to Users. Depending upon whether the vehicle is DGS division/office-owned, DGS OFAM-leased, or a long- term commercial vehicle rental, the Coordinator's duties may vary. Please see the categories listed below showing the duties that the Coordinator must perform.

**1. DGS Division/Office-Owned and Long-Term Commercial Vehicle Rentals**

- Maintain a current tracking system (e.g., database) of all active State Fleet Cards assigned to a vehicle or to an authorized individual.
- Provide access to the State Fleet Card online system, which is currently WEX Online to:
  - i. Supervisor(s) so expenditure reviews can be conducted; Access permission must be set and limited to specific reports; and
  - ii. Liaison so State Fleet Cards can be ordered or cancelled.
- Maintain purchase limits for State Fleet Cards which may include limits on daily transactions, daily dollar amounts, and monthly dollar amounts, etc.
- Establish daily, weekly, and monthly reports from WEX Online as needed including but not limited to transaction exception and billing reports.
  - i. Design exception reports that correspond to uses of the State Fleet Card(s) (setting parameters needed to monitor any exceptions to the allowable uses).
- Ensure Supervisor(s) reviews and certifies expenditures and State Fleet Card exception reports.
  - i. Analyze and compare miles driven, tank capacity, and fuel purchases for potential misuse/abuse.
  - ii. Investigate all exceptions and, if misuse is determined, take appropriate action according to departmental policy.
- Ensure that all non-issued State Fleet Cards (when not in use with a vehicle) are always kept in a secured location.
- Periodically (monthly or quarterly) reconcile database of State Fleet Cards to inventory reports available through WEX Online to ensure only authorized State Fleet Cards are in use.
- Ensure the Monthly Account Summary Reports (monthly invoices)

received from the State Fleet Card Vendor are paid on a timely basis.

- Adhere to DGS emergency purchasing policies for the State Fleet Card so Users can purchase such items as tires, batteries, wiper blades, towing, and emergency repairs. Emergency purchases are limited to those items above and may be purchased with the Fleet Card. Other items must be approved by a Supervisor. Employees may also contact the DGS Call Center for guidance in emergency situations at (855) 611-OFAM (6326).
- Provide departmental procedures to each User regarding State Fleet Card usage, including procedures for emergency purchases. Ensure that Users enter the vehicle's correct odometer reading when prompted at the gas pump.

The following activities are not required but are considered best practices and it is highly recommended among DGS divisions/offices:

- Periodically assess department policies and procedures related to the State Fleet Card Program. Recommend/implement improvements to create efficiencies and/or further prevent misuse.

## **2. DGS OFAM-Leased Vehicles**

As part of its vehicle leasing services, DGS OFAM actively monitors the usage of the State Fleet Cards assigned to its leased vehicles. DGS OFAM maintains an active database of its State Fleet Cards and facilitates the ordering and cancelling of State Fleet Cards. Additionally, DGS OFAM utilizes WEX Online to produce and review monthly exception reports and identify questionable transactions that may indicate potential fraud, waste, and/or abuse. DGS OFAM works closely with department Coordinators, Liaisons, and/or Supervisors to gather additional information and report State Fleet Card misuse if ultimately identified. In addition, training and technical assistance is available via DGS OFAM.

Where a DGS division/office leases one or more DGS vehicles, a Coordinator should also:

- Inform DGS OFAM of any potential fraudulent or abusive practices.
- Provide DGS OFAM with current Coordinator contact information and update as appropriate.
- Ensure that Users enter the vehicle's correct odometer reading when prompted at the gas pump.

The following activities are not required, but are considered best practices and it is highly recommended among DGS divisions/offices:

- Periodically assess department policies and procedures related to the State Fleet Card Program. Recommend/implement improvements to create efficiencies and/or further prevent misuse.

### **b. The State Fleet Card Liaison**

The Liaison is an employee designated to process the ordering and cancelling of the State Fleet Cards separate from the Coordinator for appropriate separation of duties. Depending upon whether the vehicle is DGS division/office-owned, DGS OFAM-leased, or a long-term commercial vehicle rental, the Liaison's duties may vary. Please see the categories listed below showing the duties that the Liaison must perform.

#### **1. DGS Division/Office-Owned and Long-Term Commercial Vehicle Rentals**

- Follow DGS procedures for the ordering, replacing, and cancelling of State Fleet Cards. (Refer to Section: Procedures for Ordering, Replacing and Cancelling State Fleet Cards.)
- Use the DGS [Fleet Card Request Form](#) including all pertinent information for tracking purposes, such as: equipment number, license plate number, make/model, card number, User's name/address/phone number, and reason for a new State Fleet Card (lost, stolen, damaged, etc.).
- Receive the DGS [Fleet Card Request Form](#) from authorized personnel:
  - i. Review the DGS [Fleet Card Request Form](#) to ensure all necessary information is provided and approved by proper authority.
  - ii. Process request via WEX Online.
- Verify the accuracy of all State Fleet Cards that are ordered and make sure they are correct prior to distributing to the User.
- Collect all signed DGS Fleet Card User Agreements and store pursuant to department policies.

#### **2. DGS OFAM-Leased Vehicles**

- Use the DGS [Fleet Card Request Form](#) provided by DGS OFAM to order Fleet Cards and submit to DGS OFAM Coordinator.
- Notify OFAM to initiate a State Fleet Card cancellation via the service portal.
- Collect all signed DGS Fleet Card User Agreements and store pursuant to department policies.

### **c. State Fleet Card User's Supervisor**

The Supervisor is responsible for ensuring that state vehicles, long-term commercial vehicle rentals, and State Fleet Cards are used by authorized

individuals in the conduct of official state business. Depending upon whether the vehicle is DGS division/office-owned, DGS- leased, or a long-term commercial vehicle rental, the Supervisor's duties may vary. Please see the categories listed below showing the duties that the Supervisor must perform.

## **1. Department-Owned and Long-Term Commercial Vehicle Rentals**

- Provide User with State Fleet Card Program information including any departmental policies and procedures regarding emergency usage. Note: Emergency purchases are limited to such items as tires, batteries, wiper blades, towing, and emergency repairs and may be purchased with the State Fleet Card. Other items must be approved by a Supervisor. Towing costs may vary depending upon the size of the vehicle. Employees may also contact the DGS Call Center for guidance in emergency situations at (855) 611-OFAM (6326).
- Monitor Fleet Card usage to ensure State Fleet Card charges are accurate and appropriate; review and verify monthly activity and expenditure reports pulled from WEX Online by the Coordinator.
- Reconcile monthly billing statements to actual usage of the State Fleet Cards by using transaction reports, vehicle mileage logs, receipts, etc.
- Research and verify questionable and miscellaneous transactions.
- Ensure State Fleet Cards are properly secured when a vehicle is stored or otherwise not in use. State Fleet Cards should not be kept in an unattended vehicle.
- When turning in a long-term rental, return the vehicle with the same level of fuel that the vehicle had when the vehicle was picked up.

The following activities are not required but are considered best practices and it is highly recommended among DGS divisions/offices:

- Periodically assess the need for issued State Fleet Cards and make recommendations to the Coordinator and/or Liaison regarding cancellations.

## **2. DGS OFAM-Leased Vehicles**

- Provide User with State Fleet Card Program information including any departmental policies and procedures regarding emergency usage. Note: Emergency purchases are limited to such items as tires, batteries, wiper blades, towing, and emergency repairs and may be purchased with the State Fleet Card. Other items must be approved by a Supervisor.
- Employees may also contact the DGS Call Center for guidance in emergency situations at (855) 611-OFAM (6326).
- Research and verify questionable and miscellaneous transactions.

- Instruct User(s) as to the need to properly secure a State Fleet Card when a vehicle is stored or otherwise not in use. State Fleet Cards should not be kept in an unattended vehicle.

The following activities are not required but are considered best practices and it is highly recommended among DGS divisions/offices:

- Periodically assess the need for issued State Fleet Cards and make recommendations to the Coordinator and/or Liaison regarding cancellations.

#### **d. The State Fleet Card User**

The User is any state employee authorized to use a department-issued State Fleet Card. Additionally, DGS may authorize other individuals (such as retired annuitants, volunteers, etc.) who are on official state business and whose travel expenses are paid by the state, to use the State Fleet Card. The User must sign the [DGS Fleet Card User Agreement](#) which outlines their responsibilities. The User must follow all departmental procedures, including but not limited to:

- Protection of the Personal Identification Number (PIN). Do not share with other Users (unless authorized) or write it directly on the State Fleet Card.
- Enter the vehicle's correct odometer reading when prompted at the gas pump while fueling your vehicle.
- When purchasing gasoline, drivers are only authorized to purchase regular unleaded gasoline, unless a different fuel grade is specifically required by the vehicle manufacturer.
- Drivers should purchase unbranded fuel, whenever feasible.
- Follow established departmental procedures for emergency purchases of items such as tires, batteries, wiper blades, towing, and allowable repairs. Emergency purchases are limited to those items above and may be purchased with the State Fleet Card. Other items must be approved by a Supervisor. Employees may also contact the DGS Call Center for guidance in emergency situations at (855) 611-OFAM (6326).
- Provide justification for all emergency purchases.
- Maintain all receipts until monthly billing statements have been reconciled and approved for payment. Follow departmental record keeping procedures.
- Report lost or stolen State Fleet Cards immediately to the Liaison, Coordinator and/or Supervisor. If no one is available, contact WEX Customer Service directly at (800) 492-0669, 24 hours a day, 7 days a week. Inform the Liaison and Coordinator or Supervisor as soon as

possible.

- Do not keep the State Fleet Card in an unattended vehicle.
- Do not purchase prohibited miscellaneous store items such as food or sundries (personal items).

## How to Use the State Fleet Card

The State Fleet Card can be used to purchase unleaded gasoline, alternative fuels (e.g., biodegradable diesel, E-85, CNG, propane, etc.), fluids and lubricants. When purchasing gasoline, drivers are only authorized to purchase E-85 (as applicable) or regular grade (unleaded) gasoline, unless a different fuel grade is specifically required by the vehicle manufacturer. WEX cards are accepted at 95% of U.S. fuel stations and 45,000 service locations.

The State Fleet Card could utilize two prompts at the point of sale. The two prompts are the:

1) Personal Identification Number (PIN) or driver identification, and 2) the odometer. To have strong, effective State Fleet Card control management, two prompts should be implemented to reduce the overall risk of fraud. DGS uses a PIN and odometer prompt. To increase account control, DGS maintains purchase limits for Fleet Cards. DGS OFAM- leased vehicle purchase limits vary by vehicle type.

The following steps illustrate how the State Fleet Card is used at the gas pump:

- Swipe card at the pump card reader. If the pump terminal requires you to choose either "Credit" or "Debit", press the "Credit" key.
- The pump terminal will prompt you for your PIN. Enter your assigned number and press "Enter." Some stations may require additional digits. Zeros should be entered in front of the PIN for the required additional digits. For login ID and password information, call customer service on (800) 987-6591.
- If required, the terminal may prompt you to enter the odometer reading. Enter your odometer as a whole number. Do not enter tenths of a mile. Always enter the correct odometer reading.

## Troubleshooting Tips

If the pump card reader will not accept the Fleet Card, take the State Fleet Card inside and have the attendant process the transaction electronically. If the attendant questions the transaction, provide the attendant with the toll-free number on the back of the State Fleet Card for assistance in processing the transaction.

If the State Fleet Card cannot be read on any of the equipment, notify WEX Customer Services at the number shown on the back of your State Fleet Card, or call your Coordinator and/or Liaison.

If your State Fleet Card cannot be read at any location, it is likely there is damage to the magnetic strip. If this occurs, notify your Coordinator for a replacement card.

## **Procedures for Ordering, Replacing, and Cancelling State Fleet Cards**

The procedures for ordering, replacing, and cancelling State Fleet Cards depend upon whether the vehicle is owned by a DGS division/office or leased via DGS OFAM.

- **For vehicles leased via DGS OFAM**, submit the DGS [Fleet Card Request Form](#) to the DGS Fleet Card Coordinator via the service portal. **For vehicles owned**, DGS division/office Liaison uses the DGS [Fleet Card Request Form](#). Follow the steps below to order, replace, and cancel State Fleet Cards:

### **Ordering a State Fleet Card for a New Vehicle (brand new record)**

#### Step 1

Go to WEX Online (<https://www.wexinc.com>) and log in with User ID and Password.

#### Step 2

After logging in, change the agency link on the top right corner to “Office of Fleet” and hit enter. This will bring up DGS’s account.

#### Step 3

Click on “Cards” from links on left hand side.

#### Step 4

Click on “Add Vehicle/Asset 1:1 card”. Complete required field as needed.

Vehicle Information: Enter information in the License Number, State, VIN, and Vehicle Description fields. Custom Vehicle/Asset ID will be the equipment number.

Card Embossing: Select the appropriate embossing option, and complete accordingly.

Organization: Click on the ‘select organization’ link. Click on the [+] symbol next to the ‘[Department Name]’ link. This will create a drop- down menu. Click on the appropriate location, if applicable.

Card Attributes: Vehicle **Prompt ID** will be the last 6 digits of the equipment number, (this will be the vehicles PIN).

Show Card & Vehicle Authorization/Exception Rules: (Select link for options): Under **Vehicle Products, Valid Product 1**, select the appropriate fuel type from the drop-down menu (be sure to select items with a numerical code only). For **Product 1 Capacity**, enter the vehicles fuel tank capacity. (Repeat for each fuel type associated with the vehicle.) **Verify that all information is correct.**

**Step 5**

Click SAVE.

**Step 6**

You will now see a confirmation page with the new Fleet Card and vehicle number.

**Enter the State Fleet Card number into the DGS database.**

**Step 7**

Complete the DGS Fleet Card Request Form and place in “Pending Order” file.

**Reissue a Lost, Stolen, or Damaged Card:**

**Step 1**

Go to WEX Online (<https://www.wexinc.com>) and log in with User ID and Password.

**Step 2**

After logging, change the agency link on the top right corner to “Office of Fleet” and hit enter. This will bring up DGS’s account.

**Step 3**

Click on the “Search” Link next to the agency.

This will generate a Global Search window. Here you will click the drop down for “Select Category” and select Cards. For the “Select Filter” dropdown you will click Custom vehicle/Asset ID. Then in the “search criteria” you will enter the equipment number for the vehicle. This will open a screen with the card(s) associated with the vehicle. Click on the card number you wish to edit. Then click on the “Quick Links” dropdown at the top right.

**Step 4**

Click on “Reissue” and complete the required fields as follows:

Reason for Reissue: Damaged, lost or stolen.

Card Shipping Method: Select Overnight (\$0.00)

Address Type: One time Use

Use company name, contact, and address information from State Fleet Card Request Form to fill out the rest. Then click “Apply”. This will generate a message for the requester to either destroy the card once they receive the new card if it was damaged

or let them know the card has been disabled and will no longer work if the card was lost or stolen.

### **Cancelling a State Fleet Card (Terminate a Vehicle Record)**

#### **Step 1**

Go to WEX Online (<https://www.wexinc.com>) and log in with User ID and Password.

Follow Steps 1-3 of reissuing a card, only this time on the Quick links drop down you can select Terminate or Change status (Here you can suspend or terminate the card). Once you have made your selection click apply.

### **Monitoring Guidelines for the State Fleet Card**

WEX Online can provide DGS with customized exception reports to review State Fleet Card transaction data for all DGS division/office-owned and/or DGS OFAM-leased vehicles. It is ultimately a DGS responsibility to not only oversee that the State Fleet Card is not abused but also to monitor its usage. These customized exception reports are available to support this oversight responsibility.

#### **1. Department-Owned and Long-Term Commercial Vehicle Rentals**

For DGS division/office owned vehicles, it is the role of the Coordinator and/or Supervisor to collect and periodically review these exception reports as specified:

- Transactions over \$100 (Weekly)
- Transactions beyond vehicle tank capacity (Weekly)
- Transactions over 35 gallons (Weekly)
- Multiple transactions per day (Monthly)
- Out-of-state transactions (Monthly)
- Food transactions (Monthly)
- Miscellaneous transactions (Monthly)
- 12:00 a.m. – 3:00 a.m. transactions (Monthly)
- Saturday and Sunday transactions (Quarterly)
- Holiday transactions (Quarterly)

When an exception report is received, the Coordinator shall review the State Fleet Card charges in WEX Online to determine if there is a pattern of inappropriate charges, e.g., multiple fuel-ups per day, over tank capacity fuel-ups, transactions over \$100, etc.

If it is determined that a State Fleet Card transaction looks inappropriate, the following steps should be taken:

- Run a transaction detail report through WEX Online for the State Fleet

- Card transaction data in question.
- Verify the WEX Fleet Card data with DGS database, license number, equipment number and the State Fleet Card number.
- Determine if the vehicle is a monthly leased vehicle and whether it is currently assigned.
- Verify the Supervisor's name and phone number.
- The State Fleet Card should be cancelled in most circumstances.
- If it is determined that the State Fleet Card needs to be cancelled, login to WEX Online and cancel the State Fleet Card by either the card number or equipment number.
- If the State Fleet Card is cancelled, it becomes inactive immediately after the initial notification to WEX.

The Supervisor is contacted by phone to ensure that he/she is currently the employee's Supervisor. An email memo must be prepared documenting the inappropriate charges and sent to the Supervisor of the User along with a spreadsheet of the charges. The email memo states that a response must be received within two weeks.

If fraud is involved, the Coordinator should be notified by the Supervisor that an investigation will be conducted, and a response will be sent when the investigation is completed.

## **2. DGS OFAM-Leased Vehicles**

For DGS OFAM-leased vehicles, the OFAM Fleet Card Administrator (Administrator) utilizes WEX Online to produce and review monthly exception reports and identify questionable transactions that may indicate potential fraud, waste, and/or abuse.

The Administrator works closely with Coordinators, Liaisons, and/or Supervisors to gather additional information and report Fleet Card misuse if ultimately identified. If at any time the Coordinator detects potential fraudulent or abusive practices related to the leased vehicles, the Coordinator should inform the Administrator and/or Supervisor. If specific reports are needed, please contact the DGS Coordinator.

### **Payment**

The Coordinator shall review and process the WEX Account Summary Report (invoice) on a timely basis. The invoice reflects charges through the 25th of each month. The payment is due 25 calendar days after the invoice is available on WEX Online and is payable upon receipt. The entire invoice must be paid promptly. The WEX invoice can be paid on [WEX Online](#). For login ID and password, call (800) 987-6591 or visit <https://go.wexonline.com> to log in or enroll as a new user.

If the complete payment is not received by WEX Bank within the 25-calendar day deadline, the account will be considered 30 calendar days past due. Accounts over 45 calendar days past due can be suspended and are in jeopardy of being canceled. At 90 calendar days past due, the account can be closed. The Coordinator has access to online reporting to identify past-due status.

If there is an error on the invoice, WEX has dedicated Operations Account Representatives to answer billing inquiries and can be reached at (800) 842-0071 available from 6:00 AM to 8:00 PM (CST).

## **24-Hour Emergency Roadside Services**

In the event of a breakdown of a state vehicle, DGS offers 24-hour emergency roadside service through a partnership with the National Automobile Club. These services include:

- Mechanical First Aid (Minor adjustments not requiring parts or supplies which will be made to enable your vehicle to operate under its own power.)
- Battery service
- Tire change
- Fuel, oil, and water delivery
- Towing
- Jump start
- Lockout service (does not include key making service)

To use emergency roadside services, Users must:

- a. Contact the National Automobile Club Roadside Assistance at (866) 329-3471.
- b. Provide the vehicle's year, make, model, color, license number; Username, telephone number and department; and the 15-digit State Fleet Card account number to the National Automobile Club operator.
- c. Remain with the vehicle to provide the keys to the tow truck driver.

## **Resources and Services Offered by WEX Bank.**

For DGS division/office-owned vehicles, WEX Online allows the Coordinator to manage its fleet operations from any location, at any time with the security of an encrypted, online portal. The portal provides total access to observe, update, track and manage fleet operations and WEX Fleet Card accounts.

To enroll in WEX Online, staff must enroll online or call a customer service representative at (800) 842-0071.

The WEX Online management tool provides the following services:

- Real-time State Fleet Card administration including but not limited to PIN

management, State Fleet Card ordering, replacing and cancellation, authorization and purchase controls.

- Various customizable reports for account maintenance including:
  - i. Management Reports – Identify transaction trends or misuse by tracking purchases by merchant, dollar amounts, type of purchase, fuel economy, purchases by date, and other parameters.
  - ii. Exception Reports – Identify trends and abuse/misuse (e.g., excessive tank capacity report, product variance report, invalid odometer report, pattern discrepancy report, and miles per gallon variance report).
  - iii. Transaction Reports – Captures many separate data elements.
  - iv. Inventory Reports – Provides inventory information by generating reports on individual Fleet Cards, vehicles, and driver information as provided by the department.
  - v. Billing Reports – Provides information on all transactions including payments and adjustments.
  - vi. Ad Hoc Reports – Additional reports could be developed to meet the needs of the department.

## **DGS Contact Information**

For further information concerning the State Fleet Card Program, please contact:

Rulaine Carter, Fleet Operations Manager and Contract Administrator  
Department of General Services  
Office of Fleet and Asset Management  
(279) 799-4151

[Rulaine.carter@dgs.ca.gov](mailto:Rulaine.carter@dgs.ca.gov)

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