Welcome to the Annual Indiana Dept. of Administration & WEX Fleet Fuel Card Program Administrator Training

September 10, 2013

Please sign the attendance sheet. Thanks!

State and Partner Team

Gina Kerr – Contract Manager
Alesia Walker – Director of Fleet Services

Denise Baumgart – Relationship Manager
Jamie Salamone – Conversion Project Manager
Jillian Cascio – Account Support

Training Agenda

- Training Purpose & Session Focus
- Program Overview
- Policies and Protocols
- WEX Tools
- WEX Online Millennium Conversion
- Roundtable Discussion
- Program Resources
- Questions

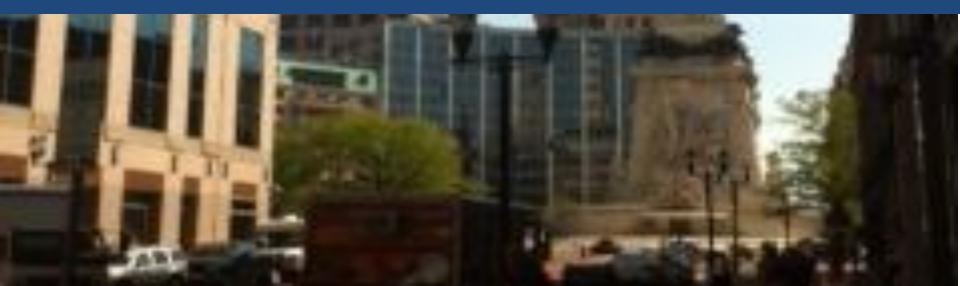# Training Focus

Program Statistics and Overview

Policies and Protocols

Industry News

WEX Online Millennium Transition

Program Overview

State of Indiana Program - Overview

• The WEX Card (formerly known as Wright Express)program is available to all State of Indiana agencies and governmental bodies within the State who wish to participate. **Each state owned vehicle (except those of INDOT) will be issued a card for this program.**

• The WEX card is accepted by 90% of fueling locations in the U.S. WEX is also widely accepted by most major automotive service companies. The card is also accepted by two of the largest roadside assistance companies, Cross Country and the National Automobile Club.

State of Indiana Program - Overview

State of Indiana Program	Aug 2012 – July 2013
Total Spend	$27,810,317
Total Number of Gallons	7,107,920
Non-Fuel Spend	$7,117,427
Total Number of Transactions	411,446
Total Number of Cards	11,336
Activation Rate	57%
Rebate Payout*	$218,089
Rebate Opportunity*	$151,685

- Rebate stats July 2012 – June 2013
- Rebate for all State and Other Governmental Entities.

WEX, Inc. - Overview

- Fleet Payment Solutions
  - Based in S. Portland ME; approx. 1300 employees
  - Went public in 2005; WXS on NYSE
  - 350,000 worldwide fleets (285,000 in US)
  - 6.9 million vehicles serviced (United States and Australia)
  - $20B total spend ($18.9B in US)
  - 319M worldwide transactions (250M in US)
  - 617,000+ state/local vehicles/cards
  - 265,000+ federal agency vehicles/cards
  - 24 states use WEX sponsored cards
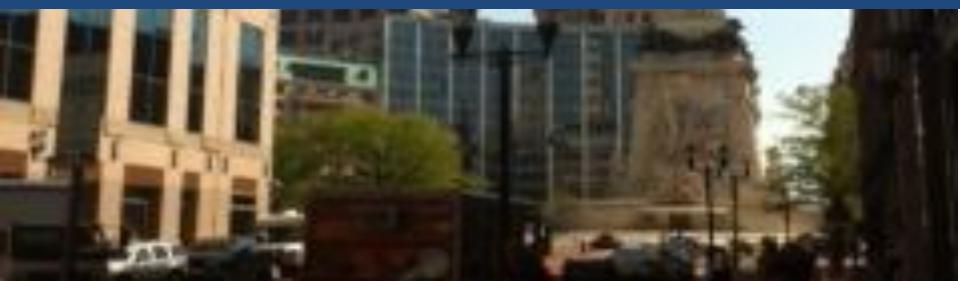 - 3,500 municipalities

- Other Payment Solutions
  - Corporate purchase cards, virtual payments, payroll and pre-paid cards

Contract Renewal

- Contract Number: ASA 7-7-08-10161/QPA 10161
- New Term Expiration: 06/30/2014
- New rebate – 135 basis point (1.35%)
- Payment terms 40 days
  - Added 5 days from normal payment terms to accommodate ACH delays
- Early Pay Incentive Tiers
  - Payment in Full in 10 days from invoice date – 25 bps
  - Payment in Full in 15days from invoice date – 20 bps
  - Payment in Full in 20days from invoice date – 15 bps

Policies and Protocols
Card Usage

Policy: Appropriate Usage

- The Fleet Fuel card is generally to be used for small automotive purchases defined as fuel and auto repair services/items for less than $500 per transaction. **If an agency has a specific need to allow items outside of the listed appropriate uses approval from IDOA must occur. Exceptions could be use of the card for repairs over $500. A written document of the agency's policy and procedures will be required.**

- When renting a vehicle from Enterprise the Wright Express fuel card is only authorized for fuel purchases no other transactions are permitted.

Policy: Appropriate Usage cont. - FUEL

- The Wright Express Card **CAN** be used to make the following purchase **for state vehicles**:

- **Fuel**
  - Self-service, regular grade, diesel or alternative fuels (E85) only. Full-service, mid-grade and premium fuel can be purchased if priced the same as self-service, regular grade fuels. **Use of mid-grade and premium fuels that are not same price as regular grade must be approved by IDOA.**

Policy: Appropriate Usage cont. – Roadside Assistance

- The Wright Express Card **CAN** be used to make the following purchase **for state vehicles**:

- **Roadside Assistance**
  - Towing- (approved vendors available by calling 1-866-329-3471, Indiana assistance is prompt #1.)
  - Mechanical first aid
  - Jump Start
  - Tire Change
  - Lockout assistance
  - Fuel and water delivery

Policy: Appropriate Usage cont. – Parts and & Services

- **Parts & Service**
  - Car washes
  - Oil Changes
  - Mechanical repairs (approval by agency if needed)
  - Oil & Fluids

Policy: Inappropriate Use

The WEX Card is **NOT** to be used for the following purchase:

- Fuel, roadside assistance, parts and service for personal vehicles
- Full Service, mid-grade and premium-grade gasoline unless specifically required by the vehicle manufacturer and approved by IDOA.
- Food, beverage, alcohol or tobacco products.
- Service covered by vehicle warranty.
- Parts as outlined on current QPAs.

New Card Protocol – Card Issuance

- Cards for each agency will be distributed to the PA for the agency. The cards will be delivered to the address chosen by the PA. The card will be issued for each commissioned vehicle at the agency. Each agency PA will determine how many group cards to be issued without being tied to a commission. Each card will be issued with a 36 month active period.

- Wright Express sets up account(s) and issues card(s) within fifteen days after receipt of application. In emergency situations, Wright Express expedites setting up account number(s) and issuing card(s).

New Card Protocol

- The state-wide fleet fuel card program provides State agencies with a widely accepted fleet fuel card. The card allows drivers of State vehicles to purchase fuel and auto repair services/items for those vehicles. Use of the fleet fuel card is designed to streamline and automate the purchase of fuel for state business.

- By increasing the amount of information received from card purchases, the program allows the State to increase usage and tracking of vehicle-related purchases. This program is expected to increase savings to the state by decreasing the number of manual processes related to the program.

- Vehicle credit cards are true credit cards and agencies must take steps to protect them from potential fraud. The responsibility for the issuance, safekeeping and invoice reconciliation of gasoline credit cards should be with a designated custodian, such as the agency's business manager, fleet administrator or accountant.

New Card Protocol

- With the exception of Enterprise Rental 's and INDOT vehicles, agencies will assign fuel cards to a specific vehicle and enter the vehicle's commission number into the Wright Express field called "Customer Vehicle ID." This ensures that the fuel transaction interface can link the transactions with the correct vehicle in M5.

- 2) If the vehicle commission number is less than five digits in length, leading zeros must be added to match the formatting of the M5 system.

- 3) If an agency sells or transfers a vehicle, the agency must disable the vehicle's fuel credit card on the Wright Express website at the time of the sale or transfer. Disabling the card in the M5 system is not necessary, as the interface will accomplish this.

- IDOA maintains a webpage dedicated to the State's fuel card program. This is a useful reference and contains a fuel card user's guide as well as a business rules for the fuel card program. A link to this webpage is at VII-C-3 below.

Card Issuance Protocol

- Cards for each agency will be distributed to the PA for the agency. The cards will be delivered to the address chosen by the PA. The card will be issued for each commissioned vehicle at the agency. Each agency PA will determine how many group cards to be issued without being tied to a commission. Each card will be issued with a 36 month active period.

- WEX sets up account(s) and issues card(s) within fifteen days after receipt of application. In emergency situations, Wright Express expedites setting up account number(s) and issuing card(s).

Card Renewal Protocol

WEX will initiate the card renewal process eight (8) weeks prior to expiration. Cards will be issued based on the current approved active vehicles in the WexOnline system. The agency PA will be responsible for keeping all card information current. WEX will deliver new cards approximately 15 days prior to expiration to the agency PA.

Card Cancellation Protocol

- To cancel a card, destroy plastic and notify WEX via WEXonline account maintenance, or though Customer Service at 1-800-492-0669. Also, Strategic Support can assist at strategic.support@wexinc.com.

Lost or Stolen Card Protocol

- If a card is lost or stolen, notify each of the following immediately:

- Contact WEX Customer Services at 1-800-492-0669, or process termination online.

- Your agency PA or Contract Administrator in IDOA.

- PA, upon notification, verifies with WEX cancellation of card and works with them to reissue . Upon notification of lost or stolen cards, the State is not liable for unauthorized charges.

- WEX will print and send replacement cards to the PA within 24 hours of notification.

Access to Fuel/Service Locator

- WEX has provided access to online services which will allow any user to locate fuel or service providers that accept the WEX card. To access this service go to www.wexonline.com, use INDIANA (all caps) as the User ID and INDIANA1 (all caps) as the password. This is available to any user of the Wright Express card.

State Operated Fuel & Car Wash Options

- Fleet Services provides an automatic car wash, self services Fuel Island (open 24/7) to provide regular unleaded and E-85 fuel, using the Wright Express Fuel Card.

- **Fuel Island** : Drivers will need to Enter the desired fuel pump number at the ICU (Island Control Unit), insert the WEX fuel card, enter the current odometer (no tenths), Drivers I.D. (Last 6 #'s of their State I.D.) and begin fueling.

- **Automatic Car Wash**: Insert the WEX fuel card and Drivers I.D. (Last digit's of their State I.D.).

Policies and Protocols
Roles and Responsibilities

Contract Manager - Responsibilities

- Key contact for statewide contract issue reporting, investigation and resolution.

- Ensures that the State and WEX are fulfilling contract obligations.

- Contact for agencies wishing exceptions to program business rules.

Agency Program Administrator - Responsibilities

- Issuance of Cards, creation of account
- Receipt of cards
- Ensure physical security of fuel cards
- Establish account access
- Distributes fuel card procedures to appropriate agency staff
- Manage the account which includes requesting cards, making changes to cards or terminating cards
- Monitors agency Wright Express accounts to ensure account and card information is current.
- Maintain a record of all persons who have physical access to the card.
- Terminate lost/stolen cards as appropriate.
- Review monthly invoices for appropriateness of card usage following the agency determined reconciliation process.
- Ensure the card is used only for appropriate purchases in conjunction with State business and rules.
- Reconcile or delegation of reconciliation of receipts to applicable fuel card invoice prior to payment.
- Establish agency card restrictions/controls beyond the program-wide restrictions/controls
- Authorized to override card restrictions/controls for agency cards only.
- Receipt of agency activity reports and statements
- Obtains W-9 information for 1099 reporting for Auditors' Office for each service

Accountant/Finance - Responsibilities

- Entry and verification of Chart Fields for each purchase into PeopleSoft.
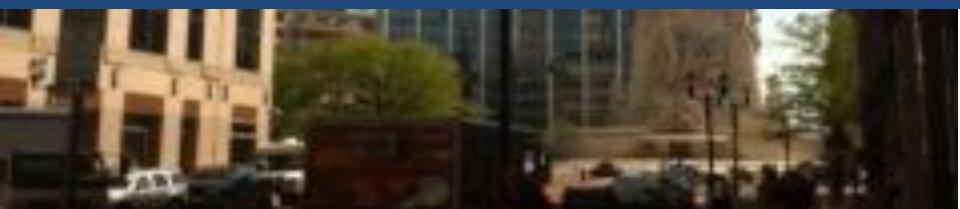
- Creation of Claim Voucher for payment.

1099 REPORTING REQUIREMENTS

- Each Program Administrator is required to follow the necessary steps for 1099 reporting requirements per the Auditor's Office.

- Review each statement for all charges for services.

- Review VinQ to see if merchant is in system

- If merchant is not in VinQ then obtain W-9 from merchant

- Submit completed W-9 to Auditor's Office with these words marked on the top of the W-9 **"1099 Fuel Card Merchant"**.

*If you have any questions regarding Statement payment or 1099 Requirements, please contact the Auditor of State's Office.

Policies and Protocols
Invoice Reconciliation and Tax Exemptions

Invoice Reconciliation

Each agency is responsible for designating a person or persons responsible for reconciling each monthly invoice from the fleet fuel card vendor to pump receipts. Standard payment policies require retention of receipts and other documentation. Fuel pump and other receipts must be submitted to the agency designated fuel card Program Administrator or designee for reconciliation to the credit card invoice.

Agencies shall have a reconciliation or fuel transaction auditing process in place for the review of all transactions to prevent theft, abuse and fraud relating to the overall use of the card.
It is the responsibility of each agency to review fuel card charges and monthly invoices to reduce unnecessary and inappropriate charges. It is also the responsibility of each agency to inform vehicle operators of current contracts and provisions and policies relating to fuel card purchases.

Each invoice is to be reviewed and monitored for the following PRIOR to payment:

- All federal excise taxes have been appropriately removed
- All state sales taxes have been appropriately removed if applicable
- All transactions listed as miscellaneous or other are investigated and verified against receipts
- All transactions for non-fuel products are verified against receipts
- There are no transactions for a fleet fuel card that has been reported lost or stolen, following the date/time that the card was reported lost or stolen.
- There are no transactions for a fleet fuel card that has been returned and should be deactivated

If an agency detects an unauthorized purchase, the transaction should be promptly investigated to determine whether the transaction was listed incorrectly or is truly an unauthorized purchase.

Note: If you have any questions on how to pay your WEX Statement, please work with your Agency Accounting/Finance Division and the Auditor 's Office.

Tax Exemptions – WEX Overview

- IRS regulations allow Wright Express as your credit card issuer to exempt federal gasoline and diesel excise taxes for retail fuel purchases made at any accepting merchant locations, not limited to only those merchants participating in our tax program.

- Exemptions are dependent upon fuel type, the taxing jurisdiction's regulations and requirements, and merchant participation. In the event that a transaction cannot be billed "net of tax", you will receive detailed reporting showing the full purchase price and the tax paid.

- For your convenience, your monthly report package provides tax information at both the transaction level and at the summary level. All tax exemptions that can be applied to your account under our program will be included in your report.

Tax Exemptions – State Overview

- Refunds of Indiana State Sales Tax

  ❑ File a Claim for Refund (Form GA-110L)
    – Found online at www.in.gov/dor/3504.htm

  ❑ Enclose a WEX Tax Summary Report
    – Found in your monthly report package

Tax Exemptions – State Overview

- **Claim for Refund (Form GA-110L)**
  - ☐ Agency name & FID number
  - ☐ Sales & use tax type
  - ☐ Explanation similar to my example
  - ☐ Monthly, Quarterly, Semi-annual, Annual
  - ☐ Appointee's signature & contact information

Indiana Department of Revenue
Claim for Refund

Form GA-110L
State Form 615
(R6 / 6-13)

Mail to: P.O. Box 935
Indianapolis, IN 46206-0935
Call (317) 232-2339 or
email refundclaim@dor.in.gov

Name of Taxpayer			Taxpayer Identification Number
Tina Aiken			

Address			Federal Identification Number
100 N Senate Ave Rm N241 MS 105			99-999999

City	State	Zip	Social Security Number
Indianapolis	IN	46204	

Check One Tax Type

☐ Fiduciary	☐ Hazardous Chemical	☐ MVR-Excise	☐ Sales & Use on Utilities
☐ Aviation Fuel Excise	☐ Financial Institutions	☐ IFTA	☐ Oil Inspection	☐ Underground Storage
☐ Cigarette	☐ Food & Beverage	☐ Individual	☐ Oversize/Overweight	☐ Withholding
☐ Corporation	☐ Gaming Excise	☐ IRP	☐ Prepaid Sales on Gasoline	☐ Other
☐ County Innkeepers	☐ Gasoline Use	☐ Motor Carrier	☑ Sales & Use

Attach ALL documentary evidence to support your claim. Failure to attach all documentation with the claim may result in the claim being rejected or denied. (Please check the box after completing).

☑ A completed explanation is required as to why the refund is due.

Refund of Indiana sales tax paid by a State of Indiana agency and/or governmental body for exempt fuel purchases.

(Appointee signs below and includes his/her contact info as I've indicated in my example below.)

☐ A Power of Attorney (POA-1) form must be completed and attached authorizing the department to discuss your claim and specific tax type with anyone other than the taxpayer.

Year or Period Ending	Requested Refund Amount	Date(s) of Tax Payment(s)	Year or Period Ending	Requested Refund Amount	Date(s) of Tax Payment(s)
10/31/2013	1.00	Monthly	1/7/13-6/30/13	1.00	Semi-annual
09/30/2013	1.00	Quarterly	2012	1.00	Annual
			Total Requested Refund Amount	$ 4.00	

I hereby certify that the foregoing account is just and correct; that the amount claimed is legally due, after allowing all just credits; and that no part of the same has been paid. I further understand that this refund may be applied to any liability which I currently have outstanding. Under penalties of perjury, I declare that I have examined this form, including the accompanying schedules and statements, and to the best of my knowledge and belief it is true, correct, and complete. (If you are claiming a refund for a year in which a joint return was filed, each spouse must sign this refund claim.)

Signature	Printed Name: Tina Aiken	Title: Supervisor/Tax Specialist
Daytime Phone Number: (317) 232-2196	Email: taiken@dor.in.gov	Date: 9/10/2013

▼ THE SPACE BELOW IS FOR DEPARTMENT USE ONLY ▼

To Dispute Charges

- Disputed charges can result from incorrect amounts, duplicate charges, incorrect product codes, incorrect federal excise tax exemptions, incorrect product quantities, unprocessed credits, fraud or misuse. Agency designated personnel must review the statement for discrepancies. Agencies should contact WEX on any erroneous charges or other disputed items immediately upon discovery of the potential error.

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- Disputed items should be documented in writing to WEX customer service. The documentation should include but not be limited to the following: card number, driver identification, number used, transaction date and time, transaction dollar amount and reason for dispute. Copies of any written documentation including documentation describing the resolution of the dispute should be maintained with the monthly billing statement.

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- Upon notification of a dispute, WEX will investigate the dispute and propose a resolution. If the item is found to be an invalid charge WEX will credit the agency's account. If the item is found to be a valid charge the agency Program Administrator will be notified in writing and payment will be due on the next statement.

WEX Tools

Current offered WEX Tools

- Card and Driver Profile Reports to Include Activation

- Scheduled Custom Report Templates

- Authorization Profiles with Hard Controls

- Exception Reports and Real Time Alerts to Monitor Anomalies

- Utilize Online Resource Tool or Octane Mobile Application to Find Accepting Locations and Daily Best Fuel Prices
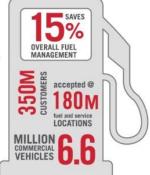
Cost Savings Opportunities – Fuel Price Checking

- OCTANE – Android and I phone – Free App
  - PPG information is seconds old and based off of real transaction data
- OCTANE typically will show a 15-20 cent difference between the highest priced and lowest priced fuel in a given local market.
  - If you were to use this tools even 15% of the time, the savings over the year could be as much as 4-6 cents per gallon
  - The cost of searching for available fuel during a crisis can be estimated at as much as $1.00-$1.50 per running mile. This can be 10-15cents per gallon savings.
- Next phases
  - Account management
  - Driver text alerts
  - Mobile Payments

WEX – Other Products

Future WEX Tools

WEXOnline Millennium Conversion

Millennium Enhancements

- **Enhanced Hierarchy Capabilities**
    - Ability to capture up to nine levels of hierarchy within a given relationship/organization.
- **Enhanced Product Code Capture**
    - Granularity in reported products purchased for fuel and non fuel items (ie Biodiesel, Food, Parts and Service, etc).
- **Driver Card**
    - Ability to issue cards to a driver, prompt for a Vehicle ID (where adopted at the retail location) and report appropriately.
- **"Prompt Sharing" Capabilities**
    - Ability to share prompt ID's (Driver ID or Vehicle ID) to multiple hierarchy nodes within the overall relationship.

Millennium Enhancements cont.

- **Additional Data Capture for Vehicle and Driver Records**
  - Vehicle Data Fields include:
    - License Plate Country, License Plate Expiration, In Service Date, Starting Odometer, and Tank Capacity
  - Driver Data Fields include:
    - Employee ID, Job Title, Phone, Email, License Number, License State, License County, and License Expiration.
- **Additional Authorization Control capabilities**
  - Fuel Pump Shut Off by Dollar Amount: Ability to turn off the point of sale based upon fuel dollars per transaction, fuel dollars per timeframe, and total dollars per timeframe.

Millennium Enhancements cont.

- **Outside Payment Terminal**
    - Ability to restrict cards to purchases at the pump only.

- **Update for Real Time Alerts**
    - Tank Capacity: Alerts when transaction exceed the tank capacity of the asset (for both driver and vehicle cards)
    - Notify Me: Alerts generated whenever the card initiates a transaction (for both driver and vehicle cards)

Millennium Enhancements cont.

- **Enhanced Reporting Features**
  - Standard Reporting is present within the online system (ie PAR, Large Fleet Reporting Package: Account Review, Opportunity Report, MFAR, MWOBE, etc).
  - Custom Reporting templates are present for advanced querying capabilities and scheduling of reports. Templates can be shared to other online users.
  - Custom reports (once generated) can be emailed to online/non online users and/or ftp'd to a secure ftp site for retrieval.
  - "Fuel Economy" Reporting (addition of Adjusted Odometer, Previous Odometer and Distance Driven fields). System will "adjust" for odometer unreasonableness where applicable.

WEXOnline Demo

WEXOnline Millennium

- Website: go.wexonline.com

- Enter Username and Password information

- Select and answer 2 Security Questions

WEX Conversion Plan

Implementation Conversion Status

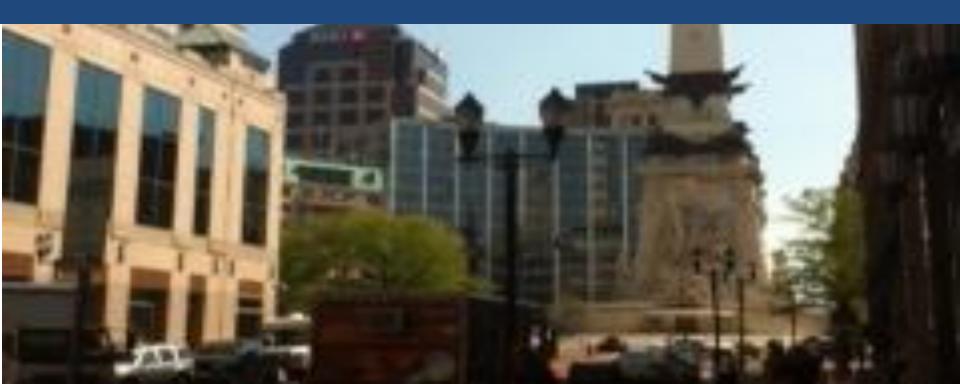- 6 Key Agencies have been transitioned

  - IDOA (65 Cards)
  - IDEM (230 Cards)
  - IDNR (1,768 Cards)
  - IDOC (848 Cards)
  - State Police (2,219 Cards)
  - INDOT (3,440 Cards)

State Agency Conversion Plan

- Present high level Millennium functionality

- WEX to contact each agency via email with current card and driver data

- Agency to review and make any necessary changes

- Communicate transition dates for new card issuance and old termination

- Agencies will receive two separate invoices (Classic/Millennium)- data does not transfer between platforms

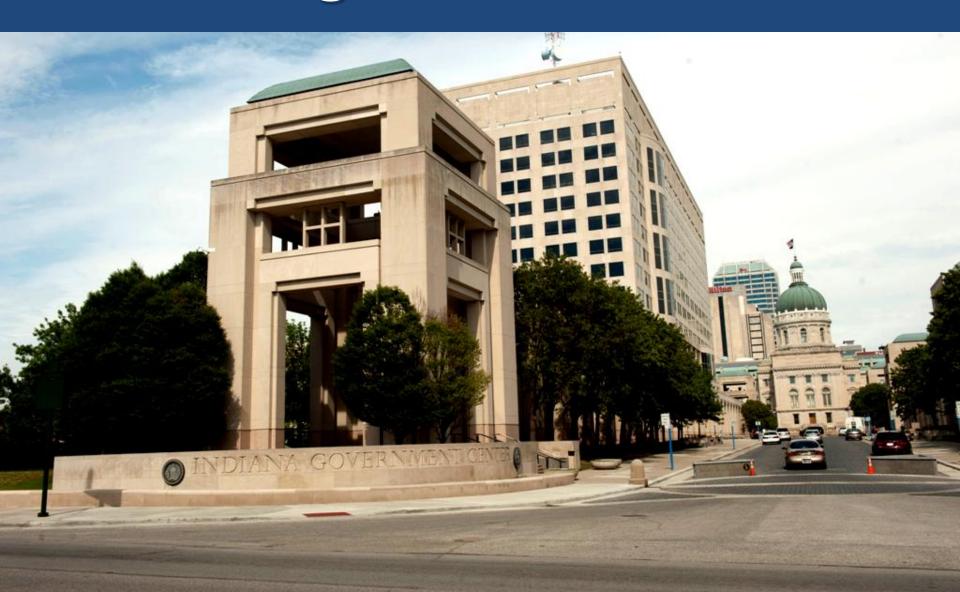- Setup WebEx online training sessions for agencies to attend
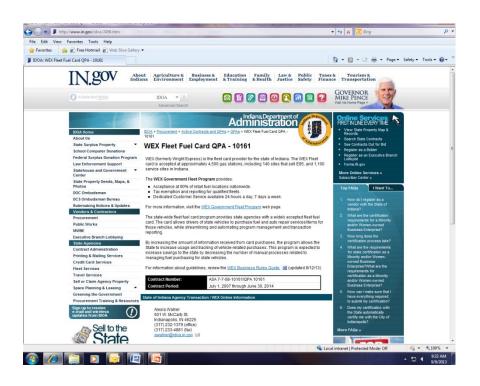
Roundtable Discussion

General Discussion topics

- Challenges / points of concern
- Metrics / data driver decisions
- Tools
- Budgeting

Program Resources

State Website

- ✓ Key Contacts
- ✓ WEXOnline Driver Guide
- ✓ Business Rules Guide
- ✓ Preparing Claim Vouchers
- ✓ Standardized Profiles

State Contacts

Gina Kerr, Contract Manager

- – Overall Program Questions, New Business, Transitions Agencies to Millennium Platform
- – Gkerr@idoa.in.gov

Debbie Dowden, Fleet Services

- • New Cards, Daily Operational Contact, Daily WEXOnline Questions, M5, IDOA Fleet
- – Ddowden@idoa.in.gov

Jeanne Hale, IDOA Fleet Back-up

Jhale@idoa.in.gov

Tina Aitken, IN Dept. of Revenue Tax Exemption Resource

- – Taitken@dor.in.gov or 317-232-2196

WEX Program Contacts

Denise Baumgart, Relationship Manager,

- Negotiate Contracts, Strategic Initiatives, and Introduce New Products
- Denise.baumgart@wexinc.com

Jillian Cascio, Account Manager,

- Daily Operational Contact, Reporting Requests
- Jillian.Cascio@wexinc.com , 207-523-6611

Jamie Salamone, Implementation Manager,

- Transitions Agencies to Millennium Platform
- Jamie.salamone@wexinc.com, 207-523-6013

WEX Service Cont'd

Customer Service

- Available 24/7, 1-866-544-5796

- First line of defense for drivers/stations, can assist fleet contacts with basic maintenance (lost/stolen cards/drivers)

Strategic Support

- Additional layer of service, team trained and well versed on large strategic clients

- Available 8-6 EST M-F

Strategic.support@wexinc.com, 1-800-726-0492

- Can perform account maintenance, process disputes, and answer online questions

Questions?

Thank you for your support and attention!