

DEPARTMENT OF MANAGEMENT SERVICES

WRIGHT EXPRESS FLEET CARD GUIDELINES



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For Department of Management Services Only

OVERVIEW

The Department of Management Services (DMS) has developed a new Fuel Card Services Program for DMS. This new program will help participating agencies save money and more efficiently manage their fuel purchases.

The new card will be easier to use. **It will be accepted at all retailers that accept Wright Express for the purchase of regular, diesel and alternative fuels products and services.** Free training will be provided for participating agencies and card users.

The program also offers innovative, new Web-based billing and tracking tools that will allow participating agencies to:

- Track usage and spending patterns by both driver and vehicle
- Automatically deduct exempt federal fuel taxes
- Set usage parameters including spending limits and daily dollar Limits for each card user
- Instantly assign, block and unblock cards

1.0 GENERAL PROGRAM GUIDELINES

These general program guidelines have been prepared for DMS staff to provide general information and operating procedures for the New Fuel Card Services Program. Specifics of the program or processes will be found in other sections of these guidelines or provided in training.

1.1 Card Issuance and Cancellation

Program supervisor(s) will determine who will be a card user in each program area. The DMS Fuel Program Administrator (DMS FPA) is responsible for the issuance and cancellation of all cards.

Fuel Cards are issued following:

- Completion (and approval) of a card user profile
- Completion of DMS Fuel Program training.

Fuel Cards are cancelled following:

- Card user's job status changes such that they no longer require a fuel card.
- Card user reports the loss or theft of fuel card.
- Card user misuse or untimely approval of transactions.

A fuel card cancelled, for any reason, must be destroyed by cutting it down the magnetic strip and forwarded with written notification to DMS FPA. The DMS FPA will be responsible for notifying Wright Express Customer Services. The destroyed fuel card must be returned immediately to the DMS FPA.

1.2 Allowable Purchases

Standards have been established by DMS for what can and cannot be purchased. These standard falls within the statewide guidelines that have been as followed:

Allowable purchases consist of:

- Fuel
- Car Wash

1.3 Limits and Restrictions

Spending Limits

Departmental program areas determine the spending limits. Each fuel card has been tailored to meet the needs of the card user. The card limit controls are as follows:

- Credit (Cycle or Monthly) Limit – how much a card user can spend in a billing cycle.
- Single Transaction Limit – how much a card user can spend on a single transaction.
- Day Limit – how much a card user can spend per day.
- Merchant Type – what types of merchants a card user can purchase from?

Card users will need to check with the Cardholder or FPA to find out their specific limits.

Single Transaction Limit

A predetermined dollar amount for any single transaction has been established. Employee's who require a daily limit greater than \$250.00 must be pre-approved by the Director of the Division of Administrative Services. Employee's who require additional spending limits should contact their supervisor/cardholder or FPA to discuss their need. Upon approval by the employee's supervisor, a memo outlining the additional limits with proper justification should be forwarded to the DMS FPA for approval by the Director of Administrative Services. The DMS FPA will notify the Program Fuel Card Contact of the approval/disapproval by the Director of Administrative Services. **Card users are prohibited from splitting transactions to stay within their single transaction limits.**

1.5 Reports

Monthly reports will be generated and a detailed transaction listing will be available in www.wrightexpress.com web site. In most cases, these reports will be available to the program reconciler, supervisor and the DMS FPA.

- Card user to validate transactions for charges or credits
- Supervisor or approver to monitor and/or approve purchases being made
- DMS FPA to track daily activity

1.6 Program Participation and Implementation

A DMS Agency Plan has been established to provide general program knowledge and overall guidance to DMS staff implementing the Fuel Card Program in the program areas. In addition to the DMS Agency Plan, these Departmental Guidelines have been established to provide more detailed procedures, guidance and assistance.

Copies of the DMS Agency Plan and Department Guidelines are available through the DMS FPA.

2.0 CARD USER GUIDELINES

The success of the DMS Fuel Card Program relies on the cooperation and professionalism of all personnel associated with this initiative. The most important participant is the card user. They are the key element in making this program successful.

2.1 Training

Card user training is critical. It ensures that the card user knows which purchases are allowed and prohibited, purchasing requirements and applicable state laws, reasonable precautions to prevent theft or fraudulent use, the importance of receipts and how to file a dispute. All card users must complete training before they are issued a card. Training for each program area will be coordinated by the DMS FPA and may include the following components:

- Overview of the Program
- Benefits
- FPA Contacts
- Program Guidelines

Once training is complete, the card user must understand and sign the card user agreement. The card user agreement validates that the card user has received training and a copy of the Departmental Fuel Guidelines. It confirms that the card user understands the program and is aware of potential disciplinary action due to abuse or misuse of the fuel card.

2.2 Card user Misuse

Each card user will be responsible for the purchases they make and will be required to adhere to applicable Florida purchasing laws, rules and regulations, as well as, the policies and procedures set forth in these guidelines. Card users are expected to use good and reasonable judgment when making purchases.

Use of the card is a privilege based on trust. A card user is trained and understands the penalties for abuse of the fuel card. The fuel card is for official business use only. **The purchase of personal or disallowable goods or services is absolutely prohibited.** Misuse of the fuel card may result in disciplinary action up to and including termination of employment and prosecution to the extent permitted by law. Employees may refer to DMS rule #60-6.007, Standard Disciplinary Actions for further information.

Card users **will** be required to reimburse the Department, including sales tax, for any purchases that are found improper or not for official business use.

2.3 Security

The security of each card is the card user's responsibility. Every precaution should be used to protect the account number, receipts and any other paperwork that contains the account number. The account number should never be left in a conspicuous place

2.4 Lost or Stolen Cards

If the fuel card is lost or stolen, the card user must immediately notify the DMS FPA at **850-487-9004** or at **850-487-1687**. Lost or stolen cards reported by telephone are blocked immediately.

The card user should be prepared to provide the following information to the DMS FPA and Wright Express Customer Services representative:

- Fuel Card account number
- Pin number
- A brief summary of events

A card user can not order a replacement card from Wright Express. Instead, the DMS FPA should be immediately notified. The DMS FPA will order the replacement card.

2.5 Termination

A card user should discontinue use of the fuel card immediately upon notification of termination. This will allow sufficient time for receipts to be submitted and for outstanding purchases to be processed before leaving employment. Failure to do so may result in charges not being reconciled and the possibility of unapproved charges being deducted from the card user's exit paycheck.

2.6 Tax Exemption

Purchases made in Florida and for use in Florida, are exempt from Federal Fuel Tax Only. The tax-exempt identification number is printed on the face of the fuel card and should be sufficient information for the merchant to honor the tax-exempt status of the fuel card. Card users are also given a Consumer's Certificate of Exemption to use if additional documentation is needed. Purchases made in other states are subject to that state's sales tax. As with all State purchases, the card user must be diligent when dealing with the merchant regarding taxes. If the merchant cannot deduct the sales tax, usually because of pre-set controls within their computer systems, or will not honor the exemption without additional paperwork, the card user may continue with the purchase but must note the refusal on the receipt.

2.7 Credits

Under no circumstances should a card user receive cash. The approver is responsible for reviewing the website to ensure credits appear and, if not, file the appropriate paperwork for disputed items.

The following information must be used to properly track the credit transaction.

- Date of the original transaction
- Date of the credit transaction
- Description of the item
- Dollar amount

2.8 Disputes and Erroneous Charges

If there is a problem with a purchase or transaction resulting from the use of the fuel, the card user must first attempt to reach a resolution directly with the merchant that provided the item or service. In most cases, disputes can be resolved directly between the card user and the merchant. The card user should document all attempts to resolve any problem. In most instances, the merchant will issue the card user a credit.

Reasons for disputes include, but are not limited to the following:

- Unauthorized Charge – The card user did not make the purchase; the merchandise or services were not ordered or received.
- Alteration of Charge Amount – The electronic transaction amount in Wright Express is different than the amount on the sales receipt.
- Merchandise or Services Not Received – Although the transaction is valid, the items or services were not received and the card user is unable to resolve with the merchant.
- Disputed Transaction – The transaction took place, but there is a problem with the transaction and the card user is unable to resolve with the merchant.
- Defective or Wrong Merchandise – The merchandise ordered was different from that received or the merchandise was defective/damaged.
- Recurring Charge After Cancellation – A card user's account is charged although merchandise or services were cancelled.
- Credit Not Received – The card user received a credit slip from a merchant, but the credit has not appeared in Wright Express within 30 calendar days from the date the credit was issued.

2.8 Purchase Denied at Point of Sale

On occasion, a card user may attempt to purchase items from a merchant and the purchase is declined. The information regarding the reason for the decline is usually available the same day as the attempted purchase.

Common reasons for declines are:

- The card user has attempted to make a purchase from a merchant who is not authorized under Wright Express.
- The card user is over the authorized daily or monthly limit.

Immediately contact Wright Express 24 hours a day, 7 days a week Customer Service @ 1-866-544-5796.

2.10 Fuel & Car Wash Purchases

When you swipe your card at the pump, you may be prompted to enter your "pin number" and odometer number. Each user is provided his or her own pin number so please **DO NOT SHARE YOUR NUMBER** with anyone. This number will be used to allow us to track the transactions. Some pumps ask for a "driver number". If prompted for this, simply enter your regular pin number, followed by the "enter" key. If the pump reader asks for the zip code just enter **32399** followed by the "enter" key. Some Merchants pump ask would you like a " car wash" this is an allowable purchase so you can select "YES". If you have a problem paying at the pump you will need to see the attendant.

If the pump does not have a reader equipped with a numeric keypad you will have to take your Fuel card to the attendant for processing. The attendant will swipe your card on a reader and you will be required to enter your pin number and odometer using a keypad attached to the card reader.

2.11 Receipts

- It is the card user's responsibility to obtain itemized merchant sales receipts and any other pertinent backup documentation. This information will be used for the agency to validate charges and reconcile.
- **Card users must forward their signed and dated receipts within 3 calendar days (from the date of purchase) to their approver for processing.**
- **The approver must provide DMS FPA with a copy of each receipt monthly.**
- **If the receipt is lost, the Card users must complete a Lost Receipt Form and submit it to the approver for processing.**
- **The DMS FPA will inform supervisors of employees who consistently fail to submit receipts.**
- **Appropriate disciplinary action may be taken**
- The amount on the receipt and the amount of the charge in Wright Express.com must match. Any discrepancies in amounts should be resolved with the merchant and an explanation regarding the resolution should be made on the receipt or other backup documentation. It is not sufficient to change the amount on the receipt only.

3.0 Agency Fuel Card Program Administrator

In order to implement the Fuel Card Program, it was necessary for DMS to designate an agency FPA and backup FPA to establish and manage the Fuel Card Program. The DMS FPA is a liaison between card users, the Comptroller and Wright Express in resolving issues that may arise regarding transactions or Fuel Card Program particulars.

3.1 Responsibilities

The DMS FPA coordinates, monitors, and oversees the agency's Fuel Card Program, ensuring that key controls are in place and are operating as designed. The following are the primary responsibilities of a FPA or backup:

- Administers the Fuel Card Program to establish and, set-up, and maintain agency and card user profiles, accounting hierarchy, and approval groups within Wright Express.com website.
- Issues and cancels fuel cards.
- Assist card users, approvers and reconcilers with daily fuel card issues.
- Assists in determining restrictions and limits for each card user.
- Reviews reports to ensure that transactions are reviewed and approved timely.
- Reviews reports for inappropriate activity.
- Conducts regular audits of the Fuel Card reconciliations to ensure that policies and procedures are being followed.
- Coordinates training and confirms card user understands of the Fuel Card Program.
- Monitors the progress of the agency's goals for fuel card usage.
- Develops the Agency Plan and Departmental Guidelines.

FUEL CARD CONTACTS

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4.0 SUPERVISORS, APPROVERS AND OTHER ROLES

Supervisors, Program Fuel Card Contacts and approvers serve as liaisons between cardusers and the DMS FPA in resolving issues that may arise regarding charges or Fuel Card Program particulars. Supervisors, contacts and approvers should be knowledgeable of the Fuel Card Program in order to assist card users and communicate effectively with all parties

4.1 Responsibility of Supervisors/Fuel Card Program Contacts

- Determine employee's need for a fuel card.
- Ensure that the DMS FPA is notified of employee transfers or termination from state employment.
- Monitor card user activity for appropriateness and take any necessary disciplinary action for misuse of the fuel card.
- Review the purchase methods, if necessary, to ensure appropriate purchasing practices are followed.
- Ensure that the card user or approver reviews fuel card transactions in a timely manner.
- Ensure that card user received goods or services before payment.
- Notify the DMS FPA of any changes to a card user's default accounting information.

4.2 Approvers

Each program area will assign approvers to review and approve fuel card transactions.

Wright Express website will be used for reviewing, approving and processing fuel card transactions electronically.

All transactions received within the 30-day billing cycle must be processed within 5 days of the cycle's closing date. A program area not meeting this requirement will jeopardize its participation in the fuel Card Program. **DMS will not tolerate any program area causing payment delays.** Each program area is responsible for notifying the DMS FPA of any changes in its accounting information.

4.3 Reconciler

The reconciler is an individual responsible for the reconciliation of card user receipts for each transaction. The reconciliation process is required monthly and must be done within 5 days after each month. The following steps should be performed:

1. Match receipts/invoices received from the card users to the items listed on the reconciliation report.
2. Check off each item to indicate a match. If no match, contact the card user for receipts.
3. Ensure that receipts/invoices are signed and dated by the card user and the credit card number is blacked out.
4. After completing the reconciliation, print your name, sign and date the report.

Any suspicious or abnormal card usage found during the reconciliation process should be reported to the program area supervisor as well as to the DMS FPA. **All documents and records must be maintained in accordance with Florida record retention and disposal requirements for financial records. The current retention period is 5 years, after audit.**

4.4 Payer

The payer function is located in the Bureau of Financial Management. This validation may include, checking for available cash and budget and verifying data in the accounting or purchasing fields.

Once the payer receives approved transactions they must process the transactions timely so as to not exceed the 10 days allowed for an agency to review, approve and process transactions and to ensure all approved transactions are validated within 10 days after the close of the billing cycle (end of each month).

5.0 DEFINITIONS

Agency

Department of Management Services

Agency Plan

A plan prepared by the DMS which addresses how DMS staff will implement key controls and structures its Fuel Card Program.

Approver

A person who has been delegated the responsibility of reviewing and approving fuel card transactions in the Wright Express website.

Billing Cycle

The monthly billing period that begins 1st day of each month and ends the last day of each month.

Card user

A person designated by an agency to be given a fuel card to make purchases within preset limits, on behalf of the agency.

Card user Agreement

An agreement signed by the card user that stipulates the policies and procedures of DMS and the responsibilities of the card user.

Card user Profile

Parameters that are set for a designated card user that identifies the card user, sets default accounting codes and provides restrictions or spending limitations in the Wright Express and Card Module.

Daily/Cycle Limit

A maximum dollar value of charges and/or number of transactions that may be applied to a card user's purchasing authority for the daily/billing cycle.

Merchant

A vendor that accepts the Wright Express.

Payer

An individual located in the Bureau of Financial Management Services (F&A) who is responsible for processing the payment of an approved transaction for one or more card users. The payer ensures that adequate or appropriate accounting codes are assigned and check the available budget or cash. This is the last level of approval when routing a transaction through FLAIR for payment.

Fuel Card Program Administrator (FPA)

The individual at the agency level that is responsible for that agency's Fuel Card Program.

Reconciler

The individual that reconciles card user receipts to the monthly reports.

Transaction

A charge, credit, correction or other activity associated to any card user or Agency account.

Transaction Limit

A dollar limit that may be applied to a card user's purchasing authority daily transaction but cannot exceed \$250.00 without written approval from the Director of Administration.

**FUEL CARD SERVICES CONTRACT
CARDUSER AGREEMENT**

I AGREE TO THE FOLLOWING REGARDING THE USE OF THE FUEL CARD ASSIGNED TO ME FOR OFFICIAL STATE BUSINESS ONLY.

- 1) I understand that I am being entrusted with a powerful and valuable tool and will be making financial commitments on behalf of the State of Florida, and will strive to obtain the best value for the State.
- 2) I understand that under no circumstances will I use the Fuel Card to make personal purchases, either for others or for myself. Willful intent to use the Fuel Card for personal gain or unauthorized use may result in disciplinary actions up to and including termination of employment and prosecution to the extent permitted by law.
- 3) I will follow Florida Law, purchasing policies of my employing agency, and the established guidelines for using the Fuel Card. Failure to do so may result in either revocation of my card privileges or other disciplinary action.
- 4) I have been provided a copy of my agencies Fuel Card Guidelines, attended training on _____ and understand the Fuel Card Program. I have been given an opportunity to ask any questions to clarify my understanding of the Fuel Card Program.
- 5) I agree to review and reconcile transactions timely and, will maintain all applicable information and receipts.
- 6) I agree that, should I violate the terms of the Agreement, I will be subject to disciplinary action up to an including termination of employment, and that I will reimburse the State of Florida for all incurred charges and any costs related to the collection of such charges. Additionally, any such charges that I owe the State may be deducted from any monies which would otherwise be due and owing me, including salary or wages, in accordance with S/b Rule 69I-21.004, F.A.C.

Card User Name (Print)

Supervisor Name (Print)

Card User Signature & Date

Supervisor Signature & Date

Driven License #

Expiration Date

This form is signed by the Card User upon receiving their Fuel Card. An agency may use this form or design their own, however, it will be subject to approval by DMS and DFS.

DEPARTMENT OF MANAGEMENT SERVICES
FUEL CARD SERVICES PROGRAM

REPLACEMENT RECEIPT FORM

CARDUSER NAMES: _____

PURCHASE DATE: _____

PURCHASE AMOUNT: _____

DESCRIPTION OF PURCHASE: _____

MERCHANT NAME: _____

QUANTITY: _____

PRICE PER GALLON: _____

INSTALLATION CHARGES, IF ANY: _____

DATE GOODS RECEIVED: _____

RECEIPT WAS (CHECK ONE) _____ LOST _____ NOT OBTAINABLE

I do certify that the above purchase was made for official state business.

Card User Signature

Supervisor Signature

Date

