

GSA Fleet's Loss Prevention Team (LPT)

Special Interest Articles

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ACH for MCC Payments

As of **May 9th**, vendors will now be able to be paid for **over \$100** transactions via ACH. ACH (Automated Clearing House) payments are very similar to EFTs, money transfers directly into the merchant's bank account.

ACH payments will arrive within **three days** of being transmitted by the MCC technician and will cost the merchant **3.5%**.

Transactions under \$100 have had the ability to receive ACH payments since early 2010.

All vendor types including commercial, contractor locations (such as those at DOE or NASA locations) and cross service merchants are able to take advantage of this new system.



The ability to use ACH will further reduce GSA Fleet's check usage. This is not only important because of the fees associated with checks incurred by GSA Fleet and the inability to directly dispute check transactions, but also because of OMB's direction to all Federal agencies to reduce convenience check usage by 5% per year.

Marshalling Contractor and Fleet Card

The new auction contract **requires** contractors providing marshalling services to accept the GSA Fleet Services Card for all marshalling related services including new vehicle preparation, turn ins and reassignment vehicles.

CLIN 0015 reads as follows: "Contractors must get pre-authorization from the MCC for any maintenance/repair purchases over \$100.00, and for all tires and batteries. Contractors must get pre-authorization from

the AMC for all glass repair/replacement and all body work over \$100.00. The FMR may approve repairs under \$100. **Acceptance of the GSA Fleet services card is mandatory.**"

For those marshalling sites not under the sales and marshalling contract, we encourage you to pursue Fleet Services Card payment options also in an ongoing effort to reduce check usage.

As a reminder WEX has codes available for "New Vehicle Prep" for both WEX/MasterCard and ESubmit Accepting merchants. Ensure your contractor is using the proper codes. If they believe they are coding it correctly and it's showing up incorrectly, contact your LPT Representative. **IMPORTANT: Cards turn off once they are put into 6X sales status in FMS so ensure that marshallers date their transactions one day prior to vehicle termination.**





Frequently sought after LPT documents/directions can be found at:

http://wiki.gsa.gov/gsa/wiki/index.php/Business_Management_Division

Past Cross Service Contractor Sites Moved Toward Commercial Payment

While reviewing our cross service agreement procedures, it was found that having a cross service agreement directly with an on-site fuel or maintenance contractor is not contractually correct. Cross service agreements by definition have to be between two Federal agencies and contractors, even contractors of Federal agencies do not fall under this heading.

On March 17th, GSA Fleet sent out a notice to those agreements where we were paying contractors directly, notifying them of the upcoming change to their agreement status. In each case they were given the option of either renegotiating their agreement directly with the Federal agency or accepting electronic payment similar to a commercial entity. Most agencies chose to accept electronic payment and as

of today all DOE and NASA locations have been contacted and are underway in updating their payment arrangements. We are finalizing discussions with various DOD locations (primarily ammunition depot type locations as most military bases are covered by the DESC agreements)

If you have any contractor sites with an ambiguous status please contact your LPT representative.

WEX Cards Expire 11/11

Although Fall seems a long way off, LPT is already planning for the mass replacement of the WEX cards nationwide which expire **November 30, 2011**.

A few things to remember as we get closer to the day:

1. Keep your card/plate inactive "drawer" inventory as clean as possible so that we don't order any cards no longer in your possession.
2. If you identify cards that don't need to be in your inventory, notify replacementcards@gsa.gov and we will terminate them.
3. Cards will be shipped directly to the holding FMC for distribution on/around 11/1/2011.
4. LPT will, as last time, provide a replacement letter to be used for distributing cards.
5. One week prior to new card distribution, the replacement inbox will stop processing broken cards so that we don't overlap distribution.
6. Unlike the conversion from Wright Express to Voyager, agencies will be able to utilize the new cards upon receipt and the old cards will be electronically invalid as of 11/30/11.

Cases Making Headlines

US Customs and Border Patrol arrested 13 illegal aliens wearing US Marine Corp Uniforms and driving a fake government vehicle. The van in question had an altered active GSA Fleet plate affixed to it. **This is a good reminder to agencies of the importance of reporting lost or stolen license plates to GSA Fleet.** For more details click on the link:
<http://www.hstoday.us/blogs/the-kimery-report/blog/updated-illegals-wearing-usmc-uniforms-caught-in-allegedly-stolen-van-with-gov-t-plates/e852532c1109bd86f30cc0ec1b7ff164.html>

Arrests were made of a Fort Monroe, VA dispatcher and her ex-husband who had racked up \$300,000 in fraudulent fuel purchases and distributed the fuel for sale utilizing multiple GSA Fleet credit cards to which she had access. Transactions were noted based upon multiple instances of over the tank and weekend purchases. GSA Fleet additionally cooperated with DLA Energy to identify if DOD cards were also involved:
http://www.dailypress.com/news/hampton/dp-ews-gas-cards-0329-20110328_0_1140451_story

Finally, an interview with the GSA OIGs in the Federal Times discusses cases of note from the previous year. This includes a good general overview of some of the more common agency cases that end up being worked.

<http://www.federaltimes.com/article/20100603/FACILITY/ES03/6030306/1030/FACILITY/ES03>



FYI: RaceTrac has joined the WEX family of accepting merchants. RaceTrac operates over 300 gasoline convenience stores in five southern states: Florida, Georgia, Texas, Louisiana and Mississippi.

For more information about RaceTrac, visit <http://www.racetrac.com/index.html>



Fraud Alerts – Skimming

This past year has seen an increase in two other types of fraud: **Skimming** and **Phone Phishing**.

Skimming of GSA Fleet cards most commonly occurs while agencies are fueling at the pumps. It has been discovered that thieves are commonly targeting fueling stations outside military installations. Small (and in most cases imperceptible) devices are installed where you would normally slide your credit card and are now, through advanced technology, capable of collecting not only a card number but the

Driver ID and in some instances, odometer readings to maintain an apparent pattern. Stolen card numbers are then encoded onto the magnetic strip of stolen plastic (any gift card plastic taken from retailers will do) and transactions quickly begin appearing. In most cases the stolen card numbers are then sold to long haul truck drivers or organized crime rings, who use them to purchase high volumes of diesel or gasoline.

Things fleet card users should be aware of when using charge cards:

-Look for obvious signs of tampering with the pump or card slot. Stations are beginning to shrink wrap pumps, if the shrink wrap is compromised or the door to the pump has been opened, move to another pump.

-Cover pin pad while entering driver ID (some Driver ID numbers are collected via cameras)

-If handing a credit card to a station technician, be aware that the card is kept in your sight at all times.

-When at repair facilities, never leave the card at the shop.



**Your regional LPT Contacts
Are Here to Assist Any
Fleet Card or Data Related
Questions or Concerns:**

R1/R2/R10
Jenna Mae Crowson
R3/NCR
Mitchell Burrigh
R4
Celiece Cherry
R5/R6
Shane Brosius
R7/R8
Kathy Dilley
R9
Erica Rollins
Card Ordering
Sharon Martinez
Manager
Jenny Kane

Fraud Alerts – Phone Phishing

Phishing is defined as any scam in which an account holder is duped into providing personal or confidential information which the scammer can use illicitly.

Wright Express recently reported some of its customers receiving phone calls asking the card user to provide credit card information.

Callers in this scam will generically say there is a problem with the card you just used (without identifying which card that was) and ask the card holder to provide information from the card including card number, expiration, driver ID, etc.

Things fleet card users should be aware of when using cards:

-No one from GSA or Wright Express would ever phone an agency asking for credit card information from a driver.

-Do not ever provide card information over the phone where the call didn't originate with the cardholder.

-Protect the GSA Fleet card information as you would your own.

Agencies Seeking Fleet Card Data

LPT and WEX customer service receive a lot of requests from local agencies requesting fleet card data. As a reminder neither LPT nor WEX give out fleet card data due to security concerns and the inability to identify who should/shouldn't have that information.

Each agency's central office level fleet manager receives a login through GSA Fleet Drive Thru that allows transaction level access, but we find that many agencies are seeking out information already provided in their yearly FAST data which is available in rolled up form via FAST reporting in GSA Fleet Drive Thru.

Suggestions for handling agency requests:

-Identify the REAL need and is there a different way to get what they need

-Walk them through what is already available in Drive Thru.

-Send them to their national agency fleet manager to ensure they aren't duplicate efforts.

Remember to Use Correct AIE Codes

LPT has been working on a better measuring tool for what we send out vs. what becomes an actual agency incurred expense (billback). While doing this we've discovered that there is some confusion surrounding proper AIE codes.

The following chart was created to assist you in

identifying the proper code to use.

As always if you have a question about what code to use please feel free to contact your LPT representative.

Provided on the next and final page is the AIE/Billback Quick Reference Guide for use.

AIE/Billback Quick Reference Guide

	Cost Acct: 170	Cost Acct: 172	Cost Acct: 180	Cost Acct: 145
Sales Code: U2 Card misuse	MISUSE – Fuel -Over tank -Fuel type mismatch -Fuel another govt. veh. -Premium fuel	MISUSE - Cross Service Fuel -DESC fuel type mismatch -DESC over tank	MISUSE - Miscellaneous -Excessive washes	MISUSE – Maintenance -Tow when under roadside -Excessive PMs
Sales Code: U3 Card fraud	FRAUD – Fuel -Use only under LPT direction	FRAUD – Cross Service Fuel -Use only under LPT direction	FRAUD – Miscellaneous -Use only under LPT direction	FRAUD – Maintenance -Use only under LPT direction
Sales Code: X2 Misc Service	Fuel -Driver reimbursements		Miscellaneous -Details	Maintenance -Excessive tire wear -Excessive brake wear -Driver reimbursements
Sales Code: X1 Mileage Adjustment	NO COST ACCOUNT	NO COST ACCOUNT	NO COST ACCOUNT	NO COST ACCOUNT