**The Commonwealth of Massachusetts**

**Operational Services Division**

**Office of Vehicle Management**

**Fuel Card Use Overview**

Wright Express (WEX) Fuel Cards and Driver PINs may be requested from the Office of Vehicle Management (OVM) by Executive Branch Agencies or Agencies for which OVM manages their WEX program. Please send requests to   
[ovm-fuelcards@mass.gov](mailto:ovm-fuelcards@mass.gov)

Fuel Card

* Assigned to a specific vehicle (not the driver)
* Embossed on the lower left corner with the vehicle plate #; for equipment fuel cards, the equipment description or a specific location is embossed; examples PLATE STF504 or WESTBORO OVM
* The Agency three-letter abbreviation and the four-digit unit code (for billing) is embossed directly above the vehicle plate #; example OSD1100
* Purchase only fuel, no incidental purchases
* Car wash may be purchased at the pump
* Do not use card on different vehicles or gas-powered equipment; use only for the vehicle assigned to the card
* Vehicle odometer reading is required to use the fuel card; enter accurate odometer reading every time (whole numbers only; not tenths of a mile)
* Accurate odometer readings are critical for vehicle tracking and reporting
* To protect against theft and unauthorized use, card must be kept in a secure location
* New fuel cards are ordered automatically for all vehicles delivered through the OVM Westboro Vehicle Lot
* All other fuel card requests should be sent through the Agency Fleet Manager to [ovm-fuelcards@mass.gov](mailto:ovm-fuelcards@mass.gov) for processing
* Cards ordered with WEX by 3:00 p.m., will be delivered the next business day
* New, replacement, or renewal fuel cards (to replace expiring cards every three years) are sent to the Card Shipping contact in each WEX account for distribution to the vehicles for immediate use
* Vehicles turned in at Westboro will have the fuel card automatically terminated
* When vehicles are taken out of service by the Agency (not brought to Westboro), the Agency Fleet Manager should immediately contact [ovm-fuelcards@mass.gov](mailto:ovm-fuelcards@mass.gov) to terminate the fuel card
* Each fuel card record has a department field that may be utilized for billing and reporting purposes

Driver PIN (Personal Identification Number)

* Assigned to a driver (not the vehicle)
* The driver’s Employee ID (EID) is the standardized unique six-digit PIN; easy to remember and password protected
* For security purposes, NO generic PINs may be used
* PINs are required for all fuel card transactions
* Driver PIN requests should be sent through the Agency Fleet Manager to [ovm-fuelcards@mass.gov](mailto:ovm-fuelcards@mass.gov) for processing
* Agency should request as many PINs as needed for its drivers; each driver has their own PIN; no sharing of PINs
* OVM sets up each PIN with WEX and sends confirmation via email to the Agency Fleet Manager
* Agency Fleet Manager should maintain a PIN list in a secure location or may view online in Agency’s WEX Account
* If a driver forgets their PIN, their Agency Fleet Manager may provide it to them
* Notify OVM when a Driver PIN is no longer needed so it may be terminated
* PINs may be reactivated if a driver returns
* Each Driver PIN record has a department field that may be utilized for reporting purposes
* Do Not give the PIN to anyone except a station attendant or a WEX Customer Service Representative
* Keep PINs separate from the card in case card is lost or stolen

Lost, Stolen, or Damaged Cards

* Report immediately to the Agency Fleet Manager who will notify [ovm-fuelcards@mass.gov](mailto:ovm-fuelcards@mass.gov) to terminate the card
* OVM will immediately order a replacement card if needed

Fuel Purchases

* 95% of U.S. fuel stations accept WEX cards at the pump or inside the station. Follow these instructions to purchase fuel:
  + Turn off the vehicle and remove the keys; note the odometer reading
  + Insert the card into the pump or attendant swipes the card in the station
  + Enter the vehicle odometer reading; do not include tenths of miles
  + Enter the six-digit PIN
  + WEX card may need to be presented inside the station to limit the risk of fraud
  + Premium fuel or special additives are unnecessary and prohibited
  + Fuel purchases for State vehicles should be unleaded (87 octane) or diesel; premium fuel is prohibited
  + Fuel purchased for gas-powered equipment may require a higher octane for performance
  + Special additives to fuel are unnecessary and prohibited
  + Diesel Emission Fluid (DEF) additive for newer diesel engine vehicles may be purchased (as a convenience) at the pump using the WEX fuel card
  + For a full list of participating locations go to [www.wexinc.com/accepting-locations](http://www.wexinc.com/accepting-locations) or use the WEX Connect Mobile App to find fuel locations to easily compare prices and obtain directions

Trouble Using the Fuel Card

* If the fuel card is rejected or does not work at the pump:
  + Go inside the station and have the attendant swipe the card
  + If that fails, contact WEX Customer Service at the number on the back of the card while remaining at the station/pump for assistance
  + WEX can help to isolate the problem and determine if a new fuel card needs to be issued or if going to another station will take care of the problem
  + The problem may be with the station, brand of fuel, or in a particular area.
  + Driver should try another station; preferably not the same brand they just tried to use.

Exception Reports

* Weekly Exception Reports, to better manage fuel transactions and costs, are sent to each Agency for review
* Exception Reports are based on 7 categories:
  + Adjusted Odometer
  + Multiple Transactions
  + Premium Fuel
  + Non-Fuel
  + Off Hours
  + Weekends
  + Holidays
* Exception categories that do not pertain to an Agency may be filtered out
* Agencies should review these reports to confirm fuel cards are being used appropriately or identify any possible misuse
* Quantity Exceptions are sent from OVM to each Agency as needed
* Suspected misuse or fraudulent use of a fuel card should be immediately addressed with the driver(s); notify   
  [ovm-fuelcards@mass.gov](mailto:ovm-fuelcards@mass.gov) to terminate the fuel card or Driver PIN

Billing

* Charges made using the WEX card will be billed directly to the Agency each month
* Utilizing the department field on each fuel card record will sort and subtotal those charges by department on the billing which may help if the invoice needs to be charged off to separate internal accounts

Important Guidelines

* The card stays with the vehicle, the PIN stays with the driver
* Agencies should have access to their online WEX account for reporting and billing; contact OVM for access and instructions