



**STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

**NOTIFICATION OF STATEWIDE CONTRACT**

November 25, 2014

**CONTRACT TITLE: FLEET FUEL CARD**

**CURRENT CONTRACT PERIOD: DECEMBER 1, 2014 THROUGH DECEMBER 31, 2014**

**BUYER INFORMATION:** Name: Laurie Borchelt  
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Email address: [laurie.borchelt@oa.mo.gov](mailto:laurie.borchelt@oa.mo.gov)

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	August 1, 2009 through July 31, 2012	December 31, 2014

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.  
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **MANDATORY** FOR ALL STATE AGENCIES.

Local Purchase Authority shall not be used to acquire any other fuel credit card. State agencies are advised that the Office of Administration Division of Accounting does not allow state agencies to establish multiple credit card accounts with multiple credit card vendors. In addition, if the state agency has special fueling or vehicle service needs that Wright Express cannot meet, then the state agency may use local purchasing authority but only after first contacting the State Fleet Manager and the Division of Purchasing and Materials Management.

The entire contract document may be viewed and printed from the Division of Purchasing & Materials Management's **Public Record Search and Retrieval System** located on the Internet at <http://www.oa.mo.gov/purch>.

*~ Instructions for use of the contract, specifications, requirements, features are attached ~.*

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C109272001	8414256160 1	<p>WEX Bank 7090 South Union Park Center, Suite 350 Midvale, UT 84047</p> <p><b>Contact: Denise Baumgart</b>, Account Rep Phone No.: (913) 393-3208 Fax No.: (207) 791-1687 Email: <a href="mailto:denise_baumgart@wrightexpress.com">denise_baumgart@wrightexpress.com</a></p> <p><b>Contact: Jillian Cascio</b>, Account Manager Phone No.: (207) 523-6611 Toll Free: (800) 761-7181 X: 6611 <a href="mailto:jillian.cascio@wexinc.com">jillian.cascio@wexinc.com</a></p>	Yes	Yes

## STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
12/01/14-12/31/14	11/25/14	Contract extension through December 31, 2014.
11/01/14-11/30/14	10/24/14	Contract extension through November 30, 2014.
08/01/14-10/31/14	07/08/14	Contract extension through October 31, 2014.
08/01/13-07/31/14	07/08/13	12-month contract renewal.
08/01/12-07/31/13	01/31/13	Update WEX Account Manager information.
08/01/12-07/31/13	07/01/12	12-month contract renewal.
08/01/09-07/31/12	01/14/11	Wright Express address change.
08/01/09-07/31/12	07/26/10	Add Wright Express Account Manager, Martin Howgate, contact information.
08/01/09-07/31/12	05/11/10	Added information regarding late fees/account suspension.
08/01/09-07/31/12	04/09/10	Tire purchases to be used for emergency/repair only.
08/01/09-07/31/12	08/21/09	New contract established. Replaces Contract C105009001.  Note: Contract C105009001 will remain in effect until such time transition and implementation from Voyager to Wright Express is complete.

## **PURPOSE:**

The Division of Purchasing and Materials Management has awarded the above referenced contract for the Wright Express Financial Services (WEX) fleet fuel card. The card and card service are free of charge.

WEX will bill all State of Missouri accounts for purchases made on the WEX card less any fuel tax exemptions, allowed by law. Complete reporting of exempted taxes will be provided and shown on the invoice.

Note: Because there is an expected transition period, the Voyager fleet fuel card will remain in effect until such time the transition to the Wright Express Financial Services fleet fuel card is complete. Notification of card expiration will be made through your agency's Fleet Manager.

The following is a link to the Office of Administration, Division of General Services, State Fleet Management website: <http://oa.mo.gov/gs/fm/wexfuelcardcontract>. The website is intended to provide additional details regarding the fuel card contract, direct access to the WEXOnline program and includes the Fuel Card Guidelines that all departments must follow.

The state agency is advised that there is an existing statewide contract for tires. All acquisitions for tire replacement shall be made from the statewide tire contract unless the purchase in it is intended for emergency/repair.

## **SPECIAL NOTE ABOUT COOPERATIVE PROCUREMENT:**

Wright Express will extend the fleet fuel card program to members of the cooperative procurement program. Cooperative procurement customers should contact WEX directly to set up their account.

## **SETTING UP AN ACCOUNT:**

State agency personnel should consult with their agency Fleet Manager regarding access to a WEX fuel credit card. Each agency shall contact WEX directly to set up an account and establish billing options or to resolve any account questions. Accounts are able to be set up based on the state agency's specific needs.

## **CARD APPLICATION:**

Each department should have an assigned program administrator. Please contact your Financial Management Advisory Committee Representative (FMAC) to determine how your program will operate. Those entities not represented on FMAC should direct any inquiry to WEX as listed on page 1.

Any request for fuel cards, including new, replacement, or lost/stolen cards, must be directed to Wright Express.

## **CARD AUTHORIZATION:**

Cards can be assigned to a vehicle/asset, driver or organizational unit (or cost center) in the fleet. When the card is swiped at the point of sale device, the driver will be prompted to enter a Driver ID (DID) and the odometer reading of the vehicle prior to receiving authorization for any transaction.

Each DID can be assigned to one, many or all cards on the WEX account and can be generated by either WEX at random, or assigned by the fleet customer. The WEX card cannot be electronically activated without entering a valid DID.

## **CARD SET UP:**

Program administrators and/or fleet managers within each department shall work with Wright Express to establish card limitations.

Custom Control cards permit all types of purchases at WEX accepting locations, including fuel, maintenance and other (such as general merchandise) items. Product type control options shall be selected with this card, allowing certain product categories to be selected.

Fuel Only cards permit the purchase of only fuel products, such as gasoline, diesel, or alternative fuels.

Accounts can be comprised of all Fuel Only cards, all Custom Control cards or a combination of Fuel Only and Custom Control cards.

### **MULTIPLE REPORTING LEVELS:**

The Wright Express system supports seven (7) levels of hierarchy. Program administrators/fleet managers, shall determine the level they prefer to bill and/or report, with the ability to provision users of the online system as appropriate. Organizational units within accounts to support additional card groupings for authorization controls and reporting needs will also be determined by the program administrators.

### **WEX POINT OF CONTACT FOR FLEET MANAGERS:**

Fleet Managers shall contact the Premium Fleet Services (PFS) Account Manager to address day-to-day contract activities. PFS Account Managers will ensure that the program is working smoothly and expedites problems to their quickest resolution. In addition, the PFS Account Managers can assist in creating reports required by the Fleet Managers. These managers can be reached toll-free at (877) WEX-CARD, 8:00 a.m. to 5:00 p.m. Eastern time.

### **WEX CUSTOMER SERVICE DEPARTMENT:**

The WEX Customer Service Department (CSD) is available 24 hours per day, 7 days per week. State Fleet Managers and card users can contact the CSD regarding questions related to the everyday use of the card and are trained to handle questions regarding account billing and reporting. A toll-free number for contacting the CSD is displayed on the back of the WEX card. The customer service representatives along with the PFS Account Manager will manage all day-to-day account maintenance issues.

### **BILLING:**

Wright Express will invoice state agencies on a monthly basis with the cycle closing date on the last day of the month. Invoices will include a complete list of all transactions for the invoicing period along with subtotals and a final summary. Billing statements may be submitted in electronic form via *WEXOnline* E-VAR or *WEXLink*, or through paper VAR (Vehicle Analysis Reports) as requested by the department when setting up the account with WEX. State agencies can view invoices and standard reports for 13 months and view transactional detail for 24 months via *WEXOnline*. *WEXOnline* electronic E-VAR provides agencies 24-hour access. *WEXLink* files allow customers to perform detailed analysis and reporting on their fleet account and can be merged with existing information management systems.

### **DISPUTED CHARGES:**

Wright Express does not bill less disputed charges. The state agency will received a credit if a dispute is found in the State's favor. State agencies shall contact WEX via fax at (800) 395-0809 or by mail at Customer Service, Wright Express, 97 Darling Ave., South Portland, Maine 04106. The disputed charges must be identified and a basis for the dispute must be provided. WEX will commence an investigation to determine the validity of the charge in dispute and then either provide a credit or take no further action if the error cannot be substantiated. In any event, a written explanation of the outcome will be provided.

In the case of a disputed charge, WEX will make every effort to complete the following within 24 hours notice by the state agency or as soon as possible and within a reasonable period of time:

- Resolve questioned/disputed charges appearing on the statement
- Credit the state agency's account, pending resolution of the questioned/disputed item
- Process refunds for items resolved in the state agency's favor

### **REBATES/DISCOUNTS:**

Wright Express is offering Volume and Payment Timing (Early Payment) Rebates as well as Merchant Discounts.

*Volume Rebates:*

The volume rebate is contingent upon the entity paying within 30 calendar days of the billing date that appears on the invoice and pays certain basis points dependent upon monthly retail transactions as follows:

<b>Aggregate Monthly Retail Transactions</b>	<b>Basis Points (Rebate Percentage)</b>
\$750,000 - \$999,999	90 basis points (0.90%)
\$1,000,000 - \$1,249,999	95 basis points (0.95%)
\$1,250,000 - \$1,499,999	100 basis points (1.00%)
\$1,500,000+	105 basis points (1.05%)

*Payment Timing (Early Payment) Rebates:*

WEX's early payment rebate is contingent upon payment in full within a certain number of days of the billing date appearing on the invoice and pays basis points as follows:

<b>Payment Timing Options</b>	<b>Basis Points (Rebate Percentage)</b>
Payment in full within 15 calendar days	15 basis points (0.15%)
Payment in full within 10 calendar days	20 basis points (0.20%)

*Merchant Discounts:*

WEX has negotiated discounts with accepting merchants as follows:

<b>Merchant</b>	<b>Locations</b>	<b>Cents Off/Gallon</b>
Kum and Go	All 75 locations	2.5 cents/gallon gasoline; 3 cents/gallon diesel
Murphy Oil	All 44 locations	1 cent/gallon
Wallis Oil	All 35 locations	1 cent/gallon
Warrenton Oil	All 32 locations	1 cent/gallon
Rhodes 101	All 30 locations	2 cents/gallon
Ayers Oil	All 16 locations	3 cents/gallon
Thoele, Inc.	All 14 locations	2 cents/gallon
Hy-Vee	All 11 locations	3 cents/gallon
Midwest Energy	All 9 locations	1 cent/gallon gasoline; 2 cents/gallon diesel
Lazy Lees One Stop	All 7 locations	1 cent/gallon
Road Ranger	Both locations	2 cents/gallon, gasoline only

For any rebates earned by a participating governmental entity, the rebate shall be paid directly by WEX to such participating entity.

**LOST/STOLEN/TERMINATED CARDS:**

The account administrator or card custodian should report any lost or stolen cards immediately to WEX by contacting their Customer Service Department (CSD) at (800) 492-0669. Access to the CSD is available 24 hours per day, 365 days per year. Administrators can also notify WEX of lost, stolen or unauthorized use through *WEXOnline*. Agencies will be liable to WEX for all unauthorized use of a card until notification of such use. Upon reporting a lost or stolen card, it is immediately invalidated in the WEX system. After cancellation, all electronic authorizations associated with the card are declined at the time a purchase is attempted. Upon receipt of proper notification, agencies will be relieved from any liability for any subsequent charges made to the card.

In addition, the program administrator should contact WEX regarding the termination/cancellation of cards.

Upon request of only the state agency account administrator or manager, WEX will provide a replacement card within 2-3 business days of card cancellation.

## **REPORTS:**

Wright Express offers their *WEXOnline* reporting tool. Four (4) standard reports are available online. WEX also offers customized reports that can be designed in several formats and will provide on an adhoc or regularly scheduled basis. Account Review documents are also available that includes a rolling 13-month review of data for several key data elements. Additionally, WEX will provide an Opportunity Report to assist in identifying areas where the State can realize cost savings by benchmarking purchasing at the zip code level to the WEXIndex average. Merchant Minority and Tax Reports are also available to support 1057 and 1099 requirements.

## **WEXOnline SYSTEM:**

*WEXOnline* is Wright Express's reporting and analysis tool for Fleet Managers to use in managing their fleets. *WEXOnline* provides 24-hour access to actionable account information, expense management, online reporting, and real-time account management functionality.

The dashboard page allows the review of pending actions, authorizations, access accounts and access to favorites/quick links.

*WEXOnline* also provides a Fleet Manager module allowing for the management of day-to-day activities related to the fuel card program including administrator functions, account maintenance functions, and invoice and payment functions. Twenty-four (24) months of transaction data and 13 months of invoice data is accessible online.

*WEXOnline* offers the Expense Manager module providing comprehensive expense management tools, allowing fleets to set up approval hierarchies and manage accounting functions related to fleet purchases down to the transaction level. In addition, *WEXOnline* provides a comprehensive reporting module, including ad hoc reports, standard reports, exception reports and customized reports.

## **FEE:**

There is no charge to use Wright Express program. Cards, electronic transfer of data, ad hoc reporting, online account management, 24-hour help line and training are provided free of charge. Access to roadside assistance is also provided free of charge, however any ensuing service performed would be charged.

## **LOCATIONS:**

The Wright Express card can be used for the purchase of all vehicle fuel types, vehicle repairs and vehicle-related supplies at all WEX accepting locations.

Through the AVCARD program, state agencies can manage aircraft fueling, maintenance and related activities. In addition to the Wright Express Fleet Card account, WEX will set up an AVCARD account. The AVCARD card allows the purchase of fuel and services from all AVCARD acceptors and/or contract fuel suppliers. A list of acceptors is available at [www.avcard.com](http://www.avcard.com). For merchants that do not accept the card, AVCARD offers merchants a one-time acceptor option. With an AVCARD account, users automatically participate in the Contract Fuel Program allowing all to received significant savings on jet fuel purchases anywhere in the world. The AVCARD program is available at no additional charge.

Wright Express offers an Alternative Fuel Directory identifying accepting merchants supplying Ethanol, natural gas (CNG, LNG), propane (LPG), hydrogen, biodiesel, methanol, and other alternative fuels. The directory is available in CD format, downloadable from *WEXOnline*, or can be provided in hard copy for use in agency vehicles.

Wright Express offers extensive acceptance coverage for service and maintenance needs through the WEX Service Network. The WEX Custom Control cards can be used to purchase tires, transmissions, brakes, mufflers, oil changes, glass replacement, car washes plus other routine vehicle maintenance needs. The WEX card is currently accepted by national brands providing services such as preventative maintenance, glass claim services, major automotive repair, and road and tow.

Wright Express offers pay-at-the-pump credit card service at all major gasoline brands both nationwide and in Missouri. The following lists the major companies currently participating in WEX's fuel card program.

A complete list of all fueling stations can be found on the WEX website.

#### **ONLINE VENDOR SEARCH:**

Wright Express provides fleet managers and drivers the ability to search for accepting locations and fuel price information directly from the desktop through their "Daily Best Fuel Price" and "Fuel Price Mapping" tools. The Daily Best Fuel Price tool allows drivers to query available locations and receive the following station information in lowest to highest price order:

- Name, address and phone number of site
- Product and price
- Date price was last updated

The Fuel Price Maps have both satellite and standard map views. Real-time prices reflect the most recent WEX transaction and are continually updated. Search criteria include address, city, state, zip code, brand and PPG. A searchable directory is available through *WEXOnline* or at the WEX web site at <http://www.wrightexpress.com/WEX/wex-universal-locations.cfm>. Search criteria include, city, zip code, state, site type (fuel or service), brand name and site name.

#### **SPECIAL NOTE ON TAX EXEMPT PURCHASES:**

Wright Express will process all fuel transactions, including aviation gasoline (av gas), exempt of federal excise taxes. WEX cannot, however, exempt aviation jet fuel.

State agencies are advised to notify the retailer of Missouri's tax exempt status prior to a transacting a purchase for a non-fuel item made with the WEX card. State agencies are further advised to check all receipts and WEX invoices to make sure that the federal excise tax is being exempted.

#### **ROADSIDE ASSISTANCE:**

Wright Express provides card users toll free access to emergency roadside assistance for their fleets, 24 hours per day, 7 days per week. Roadside assistance services include towing, mechanical first aid, jump starts, tire changes, lockout assistance, and fuel/water delivery.

The WEX card is accepted by the National Automobile Club's FLEET RESCUE emergency roadside assistance program. FLEET RESCUE provides card users with a reliable, toll-free, 24-hour, 365 day a year provider of high-quality roadside assistance program. Drivers will have no out-of-pocket expenses at the time of service. FLEET RESCUE offers the same roadside assistance services as described above. Card users can contact FLEET RESCUE toll-free at (866) 329-3471. The actual costs of services performed will appear on the agency's WEX invoice; there is no longer a service charge for Roadside Assistance as of 12/6/05.

#### **OTHER FLEET MANAGEMENT SERVICES:**

As a MasterCard issuing bank, Wright Express is offering WEXPay. WEXPay is a tool enabling out-of-network purchases at an additional 500,000 merchants in the MasterCard network. WEXPay is typically used for independent or geographically remote fuel and service sites, however provides the control of a fleet card with the convenience of a credit card. Use of WEXPay is intended to reduce the number of sites where card users would have to use an alternative form of payment.

**FLEET SERVICES AND REPAIR:**

The Wright Express card can be used for the purchase of vehicle service, however state agencies are advised that all vehicle servicing repair or maintenance must first be referred to the Office of Administration State Garage if the fleet car is part of the agency's Jefferson City fleet. The OA Garage may be contacted by calling Mr. Joe Swedo at 573-751-4286.

Wright Express has agreements with several repair and supplies vendors where discounts are available for supplies and services.

**LATE FEES/ACCOUNT SUSPENSION:**

Accounts will be suspended 70 days after invoice date if payment is not received by Wright Express. WEX will make phone calls and send emails to account/billing contacts prior to suspension. WEX recommends secondary account contacts in case there are staffing changes. At 70 days, the account will be suspended if other arrangements have not been made -- cards will not work. At 120 days, the account will be shutoff.

**State of Missouri  
Office of Administration  
Division of Purchasing and Materials Management  
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.**

**Contract No.:** C109272001

**Contractor:** Wright Express Financial Services Corporation

**Describe Product Purchased (include Item No's., if available):** \_\_\_\_\_

**Rating Scale:** 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

<b>Product Rating</b>	<b>Rate 1-5, 5 best</b>
Product meets your needs	
Product meets contract specifications	
Pricing	

<b>Contractor Rating</b>	<b>Rate 1-5, 5 best</b>
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: \_\_\_\_\_

Prepared by: \_\_\_\_\_ Title: \_\_\_\_\_ Agency: \_\_\_\_\_

Date: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

**Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:**

Office of Administration  
Division of Purchasing and Materials Management  
301 West High Street, RM 630  
PO Box 809  
Jefferson City, Missouri 65102  
**You may also e-mail form to the buyer as an attachment at**  
[laurie.borchelt@oa.mo.gov](mailto:laurie.borchelt@oa.mo.gov)