

STATE OF ARKANSAS DISCOVERY

Transition to WEX, Inc.



Agenda

- ❖ Agency “Things to keep in mind”
- ❖ Program Overview
- ❖ Card Functionality
- ❖ Arkansas Business Rules
- ❖ Roles & Responsibilities
- ❖ Disputes
- ❖ Invoicing/Payment
- ❖ Rebate Program
- ❖ Reporting
- ❖ WEXOnline™ Initial Training
- ❖ Discovery Process
- ❖ Key Contacts
- ❖ Questions



Things to keep in mind...

- Agency design:
 - Level (s)
 - Online users
 - Driver behaviors
- Agency internal / external reporting requirements
- Invoicing points / Treasury / Federal funding
- GPS, Cost Center, Internal Order, WBS requirements
- Vehicle and driver data points
- Types of cards (On and off-road)
- Spend parameters (authorization profiles)



Who is WEX, Inc.

A leading provider of payment processing and information management services to businesses and public sector fleets

- Fleet payment solutions
 - In business since 1983
 - Approximately 900 employees
 - 350,000+ fleets; 6.6M vehicles
 - North America & Australia
 - 21 Statewide contracts and 4 Federal Agencies
- Financials
 - \$553M Revenue, \$60.6M in 2011
 - Public company in 2005: WXS on NYSE



Acceptance

- Broad acceptance that leverages the entire WEX, Inc. Fueling network
- 180,000 accepting locations, including more than 90% of U.S. retail fuel locations
 - Over 2600 accepting fuel sites in AR
- More than 50,000 diesel locations in the U.S., including 8,200 truck stops and card-locks
- Over 45,000 vehicle maintenance locations in the U.S. accept WEX®
- More than 2,100 locations in Canada
- Plus, additional 500,000 fuel/maintenance locations virtual MasterCard® – WEXPay™



WEXPay™: Virtual MasterCard

- What is a Virtual Card?
 - A card that is issued without a corresponding piece of plastic, but that has similar attributes to a true card
- What is WEXPay™?
 - WEXPay is a product offered by WEX that allows customers to make purchases using a virtual card without needing physical plastic at the point of sale
 - The virtual card is created with the purpose of only being used one time, for a single purchase and for a specific dollar amount
 - It provides convenience and control for fleet card purchases that need to be made outside of the WEX network



Benefits of WEXPay™

- Convenience:
 - Utilizes the MasterCard network, accepted almost everywhere
 - Driver doesn't need to carry a second card (existing WEX card is presented to merchant)
 - Transaction is billed to customer's existing WEX account (no separate bill), and amounts are included in rebate calculations
- Security & Control:
 - Merchant contacts WEX and must provide WEX card number, expiration, product, amount, Driver ID and Odometer before purchase is authorized
 - Purchases are only allowed at fuel and maintenance vendors (vs. traditional purchase card where you are reliant on merchant category codes...and merchants are not always categorized correctly)
- Data Capture:
 - Level 3 data is captured on these transactions, which is more granular than what a purchase card provides (i.e. you will know it was tires, filter, brakes, etc.)
 - Keeps all vehicle data together (fuel and maintenance) in one system so fleet manager can truly understand the cost of operating the asset



WEX Account Team

- Denise Baumgart
 - Government Account Manager
 - Manages contractual items for the State
- Sara Hawkes
 - Account Manager
 - Day to day contact for Agencies
- Leanne Lewis
 - Implementation Manager
 - Primary contact for conversion to WEX



Service Team

- Call Center
 - 24 x 7 call center
 - First line of defense for the drivers
 - Can provide WEXPay support for Stations that do not accept the WEX Card
- Strategic Support
 - Tactical support for the Agencies



State of Arkansas Instructions

- Cards will be issued to a vehicle and not a person
- Payment will be made electronically in AASIS
- Standardized naming convention on WEX Card
 - Include 4 digit Business Area Number & Acronym. (i.e. 0610 DFA)
- Pin #'s –
 - State Employee ID# with a trailing ZERO
 - Example: 12345 will be 123450
- Duplicate Cards
 - The agency will **only** be allowed to have a small amount (10% of total cards) on hand for lost or stolen cards



State of Arkansas Instructions

- Agency is responsible for the collection and cancellation of all Voyager Fleet cards.
 - Agency will be collect and destroy all Voyager Fleet Cards when issuing new WEX
 - Agency will contact Voyager to cancel Fleet cards in the system
 - Agency will send an email confirmation to Darlene Hicks and Jane Benton that includes:
 - the date and the number of cards cancelled & destroyed
 - WEX (Wright Express) will notify Darlene Hicks when new cards have been issued to the agency.
- ***ANY EXCEPTIONS TO THE ESTABLISHED STATE STANDARD RESTRICTIONS WILL REQUIRES ENTITIES TO CONTACT Jane Benton or Darlene Hicks.***



State of Arkansas Standard Restriction

- All cards will be issued with following standard restrictions:
 - Prompting for 6 digit driver id and odometer reading
 - Cards will be issued to vehicles, not individuals name (and are restricted to use with the vehicle to which it was issued)
 - Only one fuel card will be issued to a state vehicle
 - Payments are processed in AASIS (as you currently do for P-Card and Travel Card)
 - Duplicate cards
 - The agency will **only** be allowed to have a small amount (10% of total cards) on hand for lost or stolen cards



Card Designs



- Red Card for State Assets
- WEX Card for Undercover Assets

Cards will be uniquely numbered for security reasons and to facilitate the ability to transfer between accounts; your account number will NOT be on your card

Cards come with plastic sleeve and driver instruction guide



Prompting and Driver Management

- Prompting
 - 6 digit Driver ID and Odometer
 - Driver's will be managed at the agency level
 - Driver ID will be State Employee ID with trailing "0"
 - If Employee ID is 22334, the prompt will be 223340
 - Driver's will use their own Driver ID with every vehicle card (providing full visibility and accountability for all purchases)
 - Shared Driver ID's/PIN's violates the State Security Policy
 - Use of a "formula" to manage your Driver ID's/PIN's not recommended; can lead to fraud/criminal activity
 - Make sure your drivers NEVER share their Driver ID with anyone



Authorization Controls

This refers to the spend limits associated with the cards, number of transactions, products allowed, total dollars allotted

- How profiles work
 - Authorization profiles are named
 - Profiles are daily, weekly, or monthly
 - You can select the following categories
 - Oil & Fluids
 - Parts & Service
 - Roadside Assistance



Disputes

- Overall Process:
 - 60 days from date of invoice
 - Dispute reasons include – suspected duplicate transactions, suspected misuse, a request to validate signature on the purchase ticket, or questionable transaction activity (not including incorrect Product code).
 - If dispute is found in your favor, you will receive a credit for the transaction
 - 2 forms available: one for straight dispute, one for suspected fraud



Rebate Offering

- Volume Rebate
 - State will earn at least 100bp (1%) for all Monthly Retail Transactions
 - Payments are made in full within 30 calendar days
 - Paid monthly in arrears via ancillary credit to the Agency
- Additional Rebate
 - Extra 16 basis points (0.016%) if paid in full within 10 calendar days
 - Extra 11 basis points (0.011%) if paid in full within 15 calendar days
- Conditions
 - Pay your bill on time, or sooner. Earlier you pay, the deeper your rebate



Invoicing and Payments

- Invoices will be sent to the Agencies via WEXOnline, email notification will be sent by WEX
- Agency will review invoice and submit payments to WEX, Inc
- Agency will pay invoice in full
- Disputes will be handled through the approved dispute process
- AASIS



Reporting

- Reporting tools are available online:
 - Standard
 - Purchase Activity
 - Account Review
 - Opportunity Report
 - Major Fleet Activity Report
 - Ad Hoc (Trans summary, trans detail, exceptions)
 - Flexible Exceptions
 - Real Time Alerts (set on profile, each user can subscribe)
 - Custom Reports (on demand, schedule, share)
 - Authorizations
 - Account, Card, Vehicle, Driver Profiles
 - Transactions



Online Demonstration



Discovery Process and Next Steps

- Please fill out discovery questionnaire
- Follow up calls will be scheduled with WEX and Agency to review answers and determine setup details
- Please start preparing data collection documents for return to WEX
- After call and receipt of data, cards and prompts will be added
- Cards to be distributed to Agency per setup requirements



Questions?

