Wright Express GSA Cards – Instructional Document
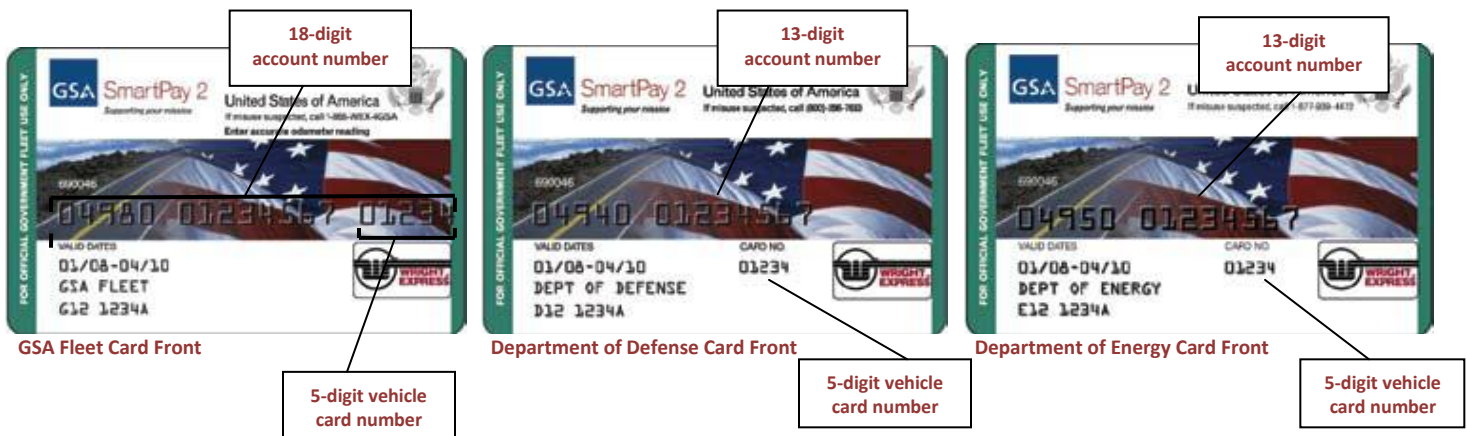
January 22, 2009

Overview

Attached is an instructional document that explains how a merchant should process a Wright Express (WEX) GSA card now that these types of cards are issued by WEX. It explains how to process fuel and service transactions. These instructions are specific to Wright Express GSA Fleet cards, Department of Defense (DOD) cards, and/or Department of Energy (DOE) cards. All other WEX cards are excluded from these instructions.

Please note that the GSA Fleet cards have an 18-digit account number (after the bin 690046) that is embossed on the front of the card. The track 2 encoded in the magstripe has not changed from the standard card specification. When key entering these transactions:

- The first 13 digits should be used as the card number
- The last 5, which are the Vehicle Id, should be entered as the Vehicle Id

Entering 690046 plus the entire 18 digits as the card number will result in a transaction denial.

Processing a GSA Fleet, Dept. of Defense (DOD) and Dept. Of Energy (DOE) Transaction

GSA Fleet Card Front — 18-digit account number / 5-digit vehicle card number

Department of Defense Card Front — 13-digit account number / 5-digit vehicle card number

Department of Energy Card Front — 13-digit account number / 5-digit vehicle card number

Fuel & Service Transactions

Follow these instructions for all DOD and DOE purchases, all GSA Fleet fuel transactions and GSA Fleet service transactions under $100.

IF THE TERMINAL IS NOT OPERATIONAL:
While the driver is still at your station:

1. Call the number ion back of the card for fuel authorization:

   For GSA: 1-866-WEX-4GSA   For DOD: 1-877-939-4872   For DOE: 1-877-393-4472

2. Take a manual imprint of the card and make sure to obtain the following information:

- Wright Express Bin Number 690046
- 5-digit Vehicle Card Number
  - For DOD and DOE: lLocated in Center of card
  - For GSA Fleet: Last 5-digits of account #
- Driver ID
- Invoice Number

- Fleet Account Number (13-digits for DOE and DOD, 18-digits for GSA Fleet)
- Odometer Reading
- Expiration Data (MM/YY)
- Authorization Number provided to you

3. Once the terminal is operational, you must enter the BIN Number 690046, Account Number (13-Digits), sale information, odometer reading, Driver ID number and authorization number provided to you. You must complete this step in order to be paid.

> **Note:** For GSA Fleet transactions enter the first 13 digits on the card into the account number field in your system and the next 5 digits into the vehicle card number field.

GSA Fleet Service Transactions over $100, tires or batteries:

While the GSA Fleet driver is at your station:

1. Call the service number ion back of the card: 1-866-400-0411.

2. Be prepared to provide the following information over the phone:

- Merchant Contact Information
- Driver/Vehicle Information
  - Odometer reading
  - License plate
- Card Information
  - Account Number (18 digits)
  - Expiration date (MM/YY)
- Sales information
  - Your invoice number
  - Total sales amount and product totals for service, parts and labor

3. The representative will provide a MasterCard® account number, expiration date, CVC2 number, purchase order number and approved dollar amount for payment.

For More Information

Contact the FIRSTeam at 800-949-0378 or at excellence@firstdata.com.