



Iowa Department of Administrative Services  
Central Procurement and Fleet Services Enterprise  
*FLEET SERVICES NEWSBRAKE*

July 24, 2019

TO: State of Iowa Fleet Contacts, WEX Administrators, Financial Managers  
FR: DAS Fleet Services  
RE: WEX Program Updates

Following a review of the State of Iowa's Wright Express (WEX) fuel card program, DAS Fleet Services is making several administrative changes and enhancements for improved customer service and security. Please review the information below to see what these changes are, when they will take effect, and how they may affect your agency. While this mostly involves Agency Fleet Contacts and WEX Administrators, please advise additional personnel and drivers as needed.

**Effective Thursday, August 1**

**New Authorization Profiles**

For greater security and standardization, DAS Fleet Services will be realigning account authorization profiles for all state WEX accounts. These profiles define the products, services, and dollar amounts allowed on each card and can only be changed by DAS Fleet Services. All cards, including those with custom agency profiles, will be assigned to one of three profiles based on their existing profile and transaction history:

1) **Iowa Standard** 2) **Iowa Fuel Only** 3) **Iowa Large Vehicles** (vehicles with fuel tanks over 50 gallons)

Most agencies will be assigned to the State's "standard" profile, which is consistent with current general use. Agency Fleet Contacts with custom profiles will be provided additional information if impacted. Please review the new [Authorization Profiles](#) and [Vehicle Expense Chart](#) of allowable WEX charges, and contact Fleet Services at 515-281-3162 with any questions.

**New Administrator Permissions**

Also effective August 1, permissions for WEX Administrators will be updated. Administrators will be able to see their vehicles' card information, driver PINs, and transaction information. They will also be able to generate reports and reissue cards in the event of loss or damage. Please note overnight shipping charges are \$12.50 and will be charged to the vehicle. For guidance, refer to the [WEX Admin Guide](#) and list of [WEX Administrator Permissions](#).

**New WEX Request Form**

While Agency WEX Administrators will be able to verify PINs and reissue existing cards, DAS Fleet Services is centralizing the process for requesting new driver PINs, new cards, and card status changes.

Such requests must be submitted via the new [WEX Request Form](#). PINs for new drivers will not be issued until the [Driver's License Verification Form](#) has been submitted and received by DAS Fleet Services.

## Inactive Card Termination

As a best practice for minimizing risk, DAS Fleet Services has reviewed WEX card activity to identify unused cards. Agency Fleet Contacts will be provided a list, and unless otherwise advised, cards that have not been used in FY19 will be terminated Thursday, August 1.

## Effective Now

### MasterCard WEXPay

To expand WEX card acceptance throughout the state, WEXPay has been activated for all Iowa accounts. This feature allows merchants who do not accept WEX cards to process payments as MasterCard transactions by calling WEX at 800-438-9140 for a single-use MasterCard number. (If your agency would like to take advantage of WEXPay, feel free to share the [WEXPay instruction card](#) with your drivers; it includes details they can provide merchants. The WEXPay phone number will be added to new WEX cards this fall.)

### Fraud Notification Process

To ensure the State of Iowa receives proper credits, DAS Fleet Services will take the following steps in the event of fraudulent charges on WEX cards under the State's consolidated account (billed via eDAS):

1. DAS Fleet Services will forward WEX's notification of suspicious transaction activity to the agency's fleet contact(s), who must verify whether the transaction in question is fraudulent and respond to DAS Fleet Services.
2. DAS Fleet Services will provide the response to WEX and complete any necessary Fraud Forms and Affidavits within 60 days of detection to receive credit.
3. DAS Fleet Services will cancel the current card and order a replacement card. The Agency Fleet Contact will provide DAS Fleet Services with the appropriate shipping address. If overnight shipping is requested, charges are \$12.50 and will be charged to the vehicle.

## Coming this Fall - Sneak Preview!

### New WEX Cards and PINS

All State of Iowa WEX cards billed via eDAS will expire in October and November, 2019, and be replaced with new redesigned WEX cards. As new cards are issued, all driver PINs will transition from four to six digits. The roll out and distribution plans will be communicated as those dates approach.



If you have any questions about the WEX fuel card program or these updates, please contact us at 515-281-3162. Please also remember to advise internal stakeholders and drivers accordingly.

Thank you.

DAS Fleet Services, 109 SE 13th St., Des Moines, Iowa 50319  
**HOURS:** Monday: 6:00 am - 4:30 pm • Tuesday - Friday: 7:00 am - 4:30 pm  
**CONTACT:** Customer Service: 515-281-3162 • After Hours: 515-897-8728  
Risk Management: [das.risk@iowa.gov](mailto:das.risk@iowa.gov) • Fleet Motor Pool: [motorpool@iowa.gov](mailto:motorpool@iowa.gov) • State of Iowa Drivers: [SOldrivers@iowa.gov](mailto:SOldrivers@iowa.gov)  
For more information: <https://das.iowa.gov/procurement/fleet-services>