

Financial Services Corporation

### Response to THE STATE OF WEST VIRGINIA

Department of Administration
Purchasing Division



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PURCHASING DIVISION STATE OF WV

REQUEST FOR PROPOSAL
RFP FLT094800
Fuel Card
April 2, 2009, 1:30 p.m.

Submitted by:
Wright Express Financial Services Corporation
3995 South 700 East, Suite 450
Salt Lake City, Utah 84107
1-888-842-0075



### Title Page/Cover Letter

March 30, 2009

Krista Ferrell
Department of Administration
Purchasing Division, Building 15
2019 Washington Street, East
Charleston, WV 25305-01230

Re: RFP FLT094800, Fuel Card

Ms. Ferrell,

This proposal is presented by Wright Express Financial Services Corporation (WEX FSC), a Utah industrial bank. WEX FSC is a wholly owned subsidiary of Wright Express Corporation (WEX Corp), a Delaware corporation. WEX FSC and WEX Corp. are collectively referred to herein as Wright Express.

Wright Express' contact information is as follows:

Wright Express Financial Services	Wright Express Corporation
Corporation	
3995 South 700 East, Suite 450	97 Darling Avenue
Salt Lake City, Utah 84107	South Portland, Maine 04106
(888) 842-0075	(800) 761-7181

Your point of contact is Government Account Manager Sharon Linnane:

Sharon Linnane P: 207-523-6798 97 Darling Avenue F: 207-523-6350

South Portland, ME 04106 E: Sharon\_linnane@wrightexpress.com

As a leading provider of payment processing and information management services to the U.S. commercial and government vehicle fleet industry, Wright Express prides itself on the ability to capture Level III transaction data 99.8% of the time. This percentage of Level III data capture is invaluable to the State of Alabama in ensuring data integrity for reporting purposes. Not only do we provide fleets using our services with 99.8% Level III transaction data, but our all-encompassing fuel card program consists of consolidated billing and reporting, purchase alerts and controls, exception reporting, onsite fuel integration and maintenance capabilities.

Thank you for allowing Wright Express to present our current and upcoming capabilities. We look forward to speaking with you.

Sincerely,

David Maxsimic, Contracting Agent

APPROVED AS TO FORM

Section I: Fuel Card Page 1-2





### THE STATE OF WEST VIRGINIA

Department of Administration

**Purchasing Division** 

REQUEST FOR PROPOSAL RFP FLT094800

Fuel Card

April 2, 2009, 1:30 p.m.

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Capability and Stability
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Additional Information

Sample Reports

Signed Forms

Back pocket:
2007 Annual Report
Accepting Locations CD





#### Section I - Fuel Card

3.2.1.1. Provide a number, list of names, and locations of fuel distributors which will honor the supplied card for West Virginia, Virginia, Kentucky, Ohio, Maryland and Pennsylvania.

**Wright Express Response:** For a list of the names and addresses of locations currently accepting the Wright Express card in West Virginia, Virginia, Kentucky, Ohio, Maryland and Pennsylvania, please see the CD labeled "Accepting Locations", which can be found in the back pocket of the binder.

The number of accepting locations in each of those states is as follows:

STATE	Number of locations
West Virginia	1,061
Kentucky	2,369
Maryland	1,885
Ohio	4,483
Pennsylvania	4,568
Virginia	3,739

3.2.1.2. Vehicle Mileage Information must be captured at the pump before any fuel can be purchased.

Wright Express Response: A Wright Express card is typically assigned to each vehicle or unit in your fleet, enabling the card to track all vehicle or unit activity. A personal driver identification number (DID) is assigned to each driver on your Wright Express account. Any active DID can activate any card on your account, and any active card on your account may fuel any vehicle or unit. The driver must enter both the DID and the vehicle's odometer reading prior to receiving authorization for any transaction. The DID, combined with the vehicle and account numbers, is queried against the Wright Express database for verification and, if valid, the transaction is authorized.

3.2.1.3. Vendor must have the ability to invoice individual agencies as designated by the Fleet Management Office. The vendor will pay directly to fuel suppliers all charges, except any assessed taxes, made by drivers and invoice the designated agency on a monthly basis.

**Wright Express Response:** The Wright Express system supports seven levels of hierarchy. Customers can decide at which level they prefer to bill and/or report at, with the ability to provision users of our online system at their appropriate level.

In addition to billing and reporting accounts, customers can set up org units (organizational units) within accounts to support additional card groupings for authorization controls and reporting needs.

3.2.1.4. Vendor must be able to provide a mechanism to exclude Federal Excise Taxes and state taxes at the time of billing. Agencies are not to be charged any taxes.

Wright Express Response: Wright Express offers the following tax program.



#### Federal Gasoline and Diesel Excise Tax-Exempt Program

Wright Express will invoice you net of all Federal excise taxes on gasoline and diesel, at the transaction level, regardless of merchant participation if you are qualified as tax-exempt.

#### State Sales, County and Local Taxes at Participating Merchants

Wright Express currently offers eligible tax-exempt entities a comprehensive tax exemption and reporting program for applicable motor fuel transactions based on merchant participation. The program supports the following levels of tax, including:

- State Primary (Excise Tax)
- State Secondary (Sales Tax)
- State Special
- County Primary (Excise Tax)
- County Secondary (Sales Tax)
- County Special
- City Primary (Excise Tax)
- City Secondary (Sales Tax)
- City Special

Your tax-exempt reporting through WEXOnline®, WEXLink™ 300 and the paper VAR (Vehicle Analysis Report) shows:

- Exempted Tax, at the transaction level
- Reported Tax, at the transaction level
- Summary of tax types by product for both exempted and reported transactions (available on the paper VAR only)

#### State Sales Tax and County Tax at Non-Participating Merchants

For fueling transactions with those fuel marketers who do not participate in the Wright Express tax-exempt program, but for which the fleet is eligible to receive tax exemption, Wright Express reports applicable taxes as "showtax." "Showtax" transactions clearly list any transactions and tax amounts that Wright Express does not exempt so the fleet can file for exemption directly. Many fleets use their WEXLink data file to aid in the recovery of taxes that could not be excluded through the tax-exempt program.

#### Your reporting shows:

- Exempted tax, by transaction
- Reported tax, by transaction
- Summary of tax types by product for both exempted and reported transactions

#### **Tax Exemption for Non-Fuel Purchases**

For non-fuel transactions, merchants may provide transactional data to Wright Express net of tax on a fleet-by-fleet basis at their discretion. Your drivers must supply the merchant with proper documentation of their tax-exempt status at the point of sale. The merchant will then send the transaction to Wright Express net of tax for billing.

#### Qualification

Any fleet participating in this contract will be required to complete a certification process affirming their qualification to receive the tax exemption based upon the rules and criteria set by the appropriate taxing jurisdiction.



#### Section II - Reporting

3.2.2.1 Standardized reports will be distributed to designated agencies as determined necessary without additional charge. Additionally, the vendor will develop specialized reports unique to each agency's needs.

**Wright Express Response:** Our Program's powerful reporting functions help you slash the administrative time and expense involved in tracking transactions and managing fleet expenses. Wright Express requires all of its participating vendors to be Level III capable. Wright Express consistently offers a high level of data capture at a broad range of fueling locations that will be reported back to the State via standard or ad hoc reporting.

#### Standard Reporting

Wright Express provides the following standard reports:

Invoice (electronic via WEXLink®, WEXOnline®, or by paper statement)

Vehicle Analysis Report (VAR can be delivered electronically and/or via paper)

**Department Summary** 

Financial Summary by Department

Financial Summary: Grand Total

#### Minority and Women-Owned Business Report

Wright Express can also provide quarterly listings of the number of transactions, gallons and dollars spent at Minority Women Owned Business fueling locations. The MWOBE types reported are:

Non-Minority Female

Female Hispanic

Male Hispanic

Female African-American

Male African-American

Female Asian/Pacific Islander

Male Asian/Pacific Islander

Female Native American/Alaskan

Male Native American/Alaskan

Veterans

Disadvantaged Business

Small Disadvantaged Business

Disabled Owned

88



#### Customized Fleet Management Reports

Wright Express offers customized paper or electronic management information reports that can be designed in several formats and provided on an ad-hoc or regularly scheduled basis, based on your needs, including:

Financial Summary – by department and in total, the period and year-to-date costs for each type of transaction, plus total costs for fuel and non-fuel purchases;

Site Summary – transaction totals for the reporting period sorted by location site number;

Exception Summary – frequency and costs of purchases meeting fleet defined exception categories;

Top manual fueling locations;

Vehicles not fueling;

Drivers and vehicles added or deleted:

Fuel purchases, by merchant;

Top fuel merchants, by number of transactions;

Fuel purchases, by product code;

Diesel fuel purchases;

Price per gallon summary;

Gallon summary;

Odometer readings, by asset; and

Transaction summary, by date and time of sale.

All of this information can also be obtained 24 hours a day from any internet enabled computer through WEXOnline®.

The **Account Review** document is shared at your account review meeting with Government Account Manager Denise Baumgart and consists of 16 pages of data. The data is a rolling 13-month review of data consisting of the following reports: Portfolio summary, spend report, gallon report, fuel type usage snapshot, premium fuel gasoline spend, non-fuel spend snapshot, average price per gallon (gas and diesel), transaction report, activation report, brand report (gasoline, diesel and maintenance). If additional reporting is required, Wright Express will work with the State to build reporting documents that provide actionable data to manage their fuel program.

#### Opportunity report

The Opportunity Report identifies areas where you can save on fuel purchases by benchmarking your purchasing at a zip code level to the WEX*Index* average. Further drill downs provide vehicle and driver level analysis at a branch level to show where selecting lower priced fuel sites in the area will save you money. A direct link to the Fuel Price Mapping tool on WEX*Online*® allows you to immediately find lower cost providers in the immediate area.



#### Specialized Reporting

#### Merchant Minority and Tax Reports — Minority (1057), Tax (1099)

Wright Express provides reporting to support 1057 and 1099 needs through a combination of actual transaction data and extended merchant information provided by Austin-Tetra, a leading provider of business-to-business data management solutions for Fortune 1000 companies and government agencies. Our relationship with Austin-Tetra allows us to leverage a proprietary database of more than 30 million global businesses, with information aggregated from more than 300 information sources. So we can supply powerful reporting to meet your purchasing goals — a breakdown of purchases, gallons and number of transactions by physical site tied to merchant business information, such as:

- Business status/ownership information (legal name, type of business, TIN)
- Business ethnicity (such as Hispanic, Native American)
- Business diversity (such as women-owned, veteran-owned, etc.
- Business Classifications (such SIC, NAICS, AT Code, SBA Small Disadvantaged Business (SDB) Enterprise, etc.)

#### **Customized Reporting**

Wright Express offers customized paper or electronic management information reports that can be designed in several formats and provided on an ad-hoc or regularly scheduled basis. A cost estimate for development of customized reports will be provided after fully evaluating your reporting needs.

#### Account Hierarchy

The Wright Express system supports seven levels of hierarchy. Customers can decide at which level they prefer to bill and/or report at, with the ability to provision users of our online system at their appropriate level.

In addition to billing and reporting accounts, customers can set up org units (organizational units) within accounts to support additional card groupings for authorization controls and reporting needs.

3.2.2.2 Provide training as required for full understanding and utilization of reports and analysis of operating costs and cost trends.

**Wright Express Response:** During the implementation process, your Implementation Manager will develop training plans.

Denise Baumgart, your Government Account Manager, will be your first point of contact beginning with the implementation of the program. A discovery meeting will be conducted to develop the goals and objectives of your entire fuel program. From that, a project plan is built with set dates/times and to assign responsibilities to the goals and objectives agreed to by both parties. As the program is rolled out, quarterly account review meetings will be scheduled to review fueling trends, discuss cost savings opportunities, benchmarking, and to review the completion status of the project plan. Finally, a year-end review meeting will be scheduled and will include a survey of the year's goals and objectives and new benchmarks will be set for the following year. Denise is also available to assist with problem resolution and escalation whenever necessary.



Denise will meet with the State to review the current fuel policy and on-going programs. These Account Review meetings are held quarterly with any agencies interested. Throughout the reviews, Denise will share WEX best practice materials. These documents have been prepared by compiling best practice solutions from our top 200 fleets. The best practice solutions include but are not limited to cost saving opportunity reports, driver behavior, and purchase alert trends. Denise will work closely with the State to provide best practices that are meaningful and appropriate within your organization, throughout the life of the contract.

The Account Review document that is shared at these meetings consists of 16 pages of data. The data is a rolling 13-month review of data consisting of the following reports: Portfolio summary, spend report, gallon report, fuel type usage snapshot, premium fuel gasoline spend, non-fuel spend snapshot, average price per gallon (gas and diesel), transaction report, activation report, brand report (gasoline, diesel and maintenance). If additional reporting is required, Wright Express will work with the State to build reporting documents that provide actionable data to manage their fuel program.

3.2.2.3 All reports must be mathematically correct. Rounding of individual costs and/or totals is not acceptable.

**Wright Express Response:** Wright Express does not round individual costs and/or totals in reports.

3.2.2.4 Provide on-line computer access (viewing only) for expense information. Estimated number of view-only users is approximately one hundred (100).

**Wright Express Response:** WEX*Online®*, our highly regarded online product, is accessed via the internet, providing designated users with real-time access to account information from any internet capable computer, 24 hours a day. You can also access transaction data as it posts. Program Administrators can assign varying levels of access – including read-only – to fleet or accounting personnel, based on their needs.

Wright Express uses security measures to protect the fuel card account information and transaction data of our fleet customers. For example, access to WEXOnline is obtained through a User ID and Password. A customer's initial WEXOnline Password is provided at the time of setup; customers are prompted to change their initial password when they first use WEXOnline. Subsequent changes can be made by the user via the WEXOnline system. Wright Express utilizes 128-bit encryption for passwords, but can accommodate 40- or 56-bit encryption, based on a client's software restrictions. Customer passwords are maintained in the Wright Express account system and only those with authorization may access them.

With WEXOnline, fleet managers or administrators can:

- Perform <u>real-time</u> account maintenance tasks, like adding or deleting vehicles or drivers
- Obtain fuel and service transaction data as soon as it posts
- · Search for the best fuel prices by brand, city, state or zip
- Download data to spreadsheet, fleet management or accounting software
- View invoices and electronic reports
- View activity log



- View your invoice online, immediately after the close of your billing cycle via our Electronic Bill Presentment
- View transaction data associated with unbilled current and previous cycles (an online version of the Vehicle Analysis Report)

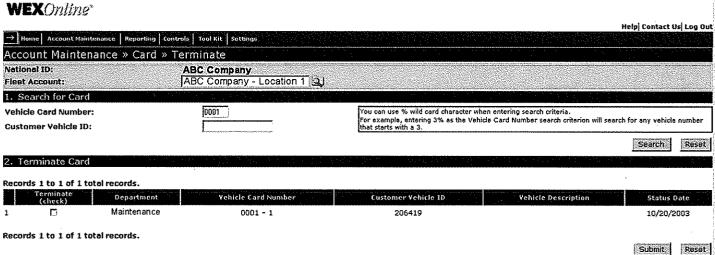
Real-ti	me Card Maintenance
•	Access at the national, account, department or card level
•	Card search, add, termination, or update
•	Status inventory for active/terminated cards
•	Card replacement request, with overnight delivery available

#### Adding a card:

#### **WEX**Online\*

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-> Home   Account Mainter	sance Reporting Cont	rels Tool Kit S	ettings				A CONTRACTOR OF THE CONTRACTOR		
Account Maintena	nce » Card » A	dd			·.				
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Auto-generate card	number								
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Facilities @	WEX PLASTIC 🔄	Preliqui	₩ ₩	123456	2001 Ford F150	25GF56	TX	5	Fuel Only
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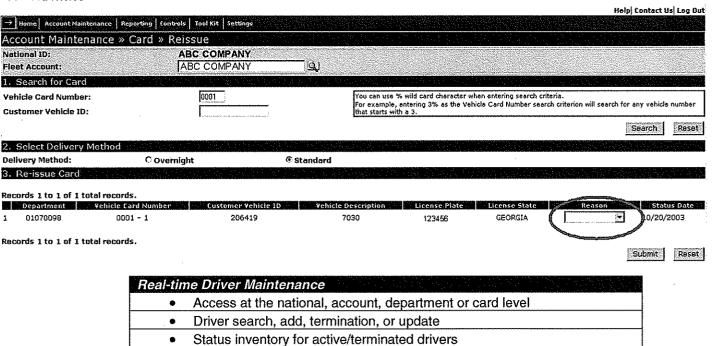
#### Terminating a card:





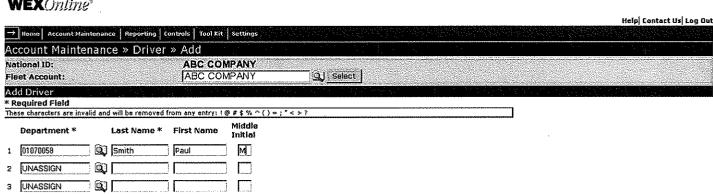
#### Reissuing a card:

#### **WEX**Online\*



#### Adding a driver:

#### **WEX**Online\*





#### Changing or re-assigning a driver:

WEXOnline*	meta contrar
→ Home   Account Maintenance   Reporting   Controls   Tool Kit   Settings	Help  Contact Us  Log But
Account Maintenance » Driver » Change	
Notional ID: ABC COMPANY	
Fleet Account: ABC COMPANY Q	
1. Search for Driver Last Name	
First Name	
Driver ID (No wildcards)	
	Search Reset
2. Change Driver Information	
* Required Field These characters are invalid and will be removed from any entry:   @ # \$ % ^ ( ) = ; " < > ?	
Records 1 to 1 of 1 total records.	
Department * Last Name * First Name   Middle   Driver ID * Status Date	
1 UNASSIGN Q AKERS LEONARD 123456 12-01-2003	
David Advid Franchiscopie	
Records 1 to 1 of 1 total records.	Submit Reset
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Terminating a driver:	
WEXOnline*	
	Help  Contact Us  Log Out
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Account Maintenance » Driver » Terminate	
National ID:  ABC COMPANY  Fleet Account:  ABC COMPANY  Q	
1. Search for Driver	
Last Name	
First Name Driver ID (No milderds)	
DISABLID (We MINCEMED)	Search Reset
2. Terminate Driver	
Records 1 to 1 of 1 total records.	
Terminate Department Driver Name Driver ID Status Date	
(check) Department Office Value	
Records 1 to 1 of 1 total records.	Submit Reset

Wright Express has several tools available to help drive your employees to the lowest cost service providers. We provide both your fleet managers and drivers with the ability to search for accepting locations and fuel price information from their desktop. Wright Express believes it is the only fleet services provider that can provide this kind of timely fuel price information, enabling your drivers to locate lower-priced fueling stations, saving you time and money. We provide two tools for this purpose, **Daily Best Fuel Price** and **Fuel Price Mapping**.

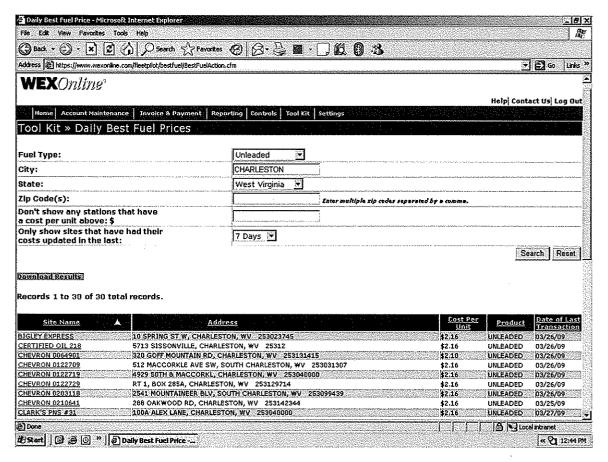


#### **Daily Best Fuel Price**

Our Daily Best Fuel Price tool can help you keep costs down. Drivers can query available locations and will 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

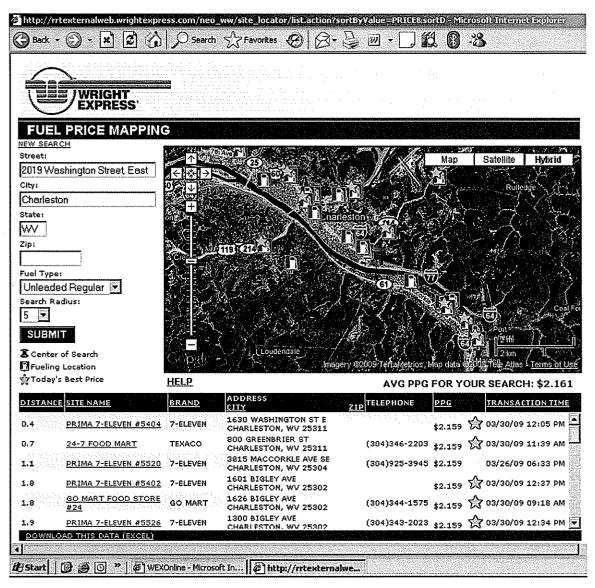
All stations are represented in the results. If a transaction has occurred in the previous two weeks the fuel price information is included. At Wright Express, we are constantly striving for excellence and innovation – to meet those goals we are currently in the process of enhancing our authorization specification. The enhanced authorization specification will enable us to provide Daily Best Fuel Price that's even timelier.



#### **Fuel Price Maps**

Our Fuel Price Maps have both satellite and standard map views. Real-time prices reflect the most recent Wright Express transaction and are continually updated. No prices older than seven days will be presented. Search criteria include address, city, state, zip code, brand and PPG.





#### **Authorization Log**

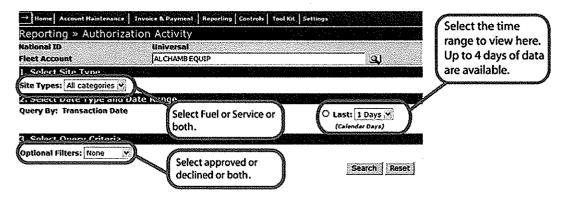
You can now view all card activity -- approved and declined -- as it happens. That means you can view account activity as soon as a card is swiped, and for the first time see transaction requests that were declined.

Listed will be the location where the card was swiped, if the transaction was allowed or declined, and if declined, the reason for the decline. Since the Authorization Activity is a real-time listing of activity, you can take action on the spot to remedy a declined transaction, if needed.

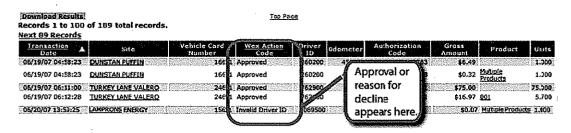
All activity for the past 96 hours will be listed. All approved transactions will still be listed as they post to your account in the regular **WEX***Online* transaction listings.

You'll find **Authorization Activity** under the **Reporting** menu. At this screen, enter your search parameters.





After clicking "Search," a list of all authorization requests transmitted in the specified time period will appear. Requests that were both approved and declined will appear on the report.





#### Section III - Management/Administration

3.2.3.1 The vendor shall send key personnel as identified by Fleet Management Office at no additional cost to visit designated agency representatives upon request. No more than four (4) half day visits will be required during the contract period.

Wright Express Response: Denise Baumgart, your Government Account Manager, will be your first point of contact beginning with the implementation of the program. A discovery meeting will be conducted to develop the goals and objectives of your entire fuel program. From that, a project plan is built with set dates/times and to assign responsibilities to the goals and objectives agreed to by both parties. As the program is rolled out, quarterly account review meetings will be scheduled to review fueling trends, discuss cost savings opportunities, benchmarking, and to review the completion status of the project plan. Finally, a year-end review meeting will be scheduled and will include a survey of the year's goals and objectives and new benchmarks will be set for the following year. Denise is also available to assist with problem resolution and escalation whenever necessary.

Denise will meet with the State to review the current fuel policy and on-going programs. These Account Review meetings are held quarterly with any agencies interested. Throughout the reviews, Denise will share WEX best practice materials. These documents have been prepared by compiling best practice solutions from our top 200 fleets. The best practice solutions include but are not limited to cost saving opportunity reports, driver behavior, and purchase alert trends. Denise will work closely with the State to provide best practices that are meaningful and appropriate within your organization, throughout the life of the contract.

The Account Review document that is shared at these meetings consists of 16 pages of data. The data is a rolling 13-month review of data consisting of the following reports: Portfolio summary, spend report, gallon report, fuel type usage snapshot, premium fuel gasoline spend, non-fuel spend snapshot, average price per gallon (gas and diesel), transaction report, activation report, brand report (gasoline, diesel and maintenance). If additional reporting is required, Wright Express will work with the State to build reporting documents that provide actionable data to manage their fuel program.

3.2.3.2 Participate, at Fleet Management Office's request, (with proper advance notice) at seminars to educate drivers/Fleet customers on program requirements in West Virginia at no additional cost to the state. Maximum participation will not exceed two per year.

Wright Express Response: Wright Express provides most training for its commercial card programs through either web-based training tools or CDs. Web-based training allows users to be trained on future enhancements by instructing them to visit a web site through a hyperlink via e-mail. Generally, Wright Express uses a "train the trainer" approach that would include "hands-on" training for the key managers and trainers in the State's system. Training for cardholders typically lasts one to two hours. Training of the State's Program Administrators would take anywhere from four hours to several days depending on the complexity of your customized card program.

3.2.3.3 Provide capability for Fleet Management and designee to interact online with vendor ordering, inquiry, information updating and reporting purposes. The estimated number of interactive users is approximately ten (10).

Wright Express Response: Please see our response to Question 3.2.2.4



3.2.3.4 Allow Fleet Management Office to periodically visit the vendor to verify/review the program in operation.

**Wright Express Response:** Wright Express agrees to allow the Fleet Management Office to visit Wright Express one time per calendar year and with sufficient advanced notice.



#### Section IV - Vendor Capability and Stability

3.2.4.1 The vendor must have at least three (3) years of experience providing similar maintenance management services for a wide variety of vehicles at high volume levels (minimum of 1,000 vehicles per fleet).

Wright Express Response: Wright Express is a leading provider of payment processing and information management services to the U.S. commercial and government vehicle fleet industry. We have been in business since 1983 and have been publicly traded on the New York Stock Exchange under the symbol WXS since 2005. We provide our customers with Level III transaction data, consolidated billing and reporting, purchase alerts and controls, exception reporting, onsite fuel integration and maintenance capabilities. We capture Level III transaction data 99.8% of the time at more than 180,000 fuel and vehicle maintenance locations, including more than 90% of the nation's retail fuel locations and 45,000 vehicle maintenance locations.

Wright Express currently process transactions for more than 300,000 commercial and government vehicle fleets totaling 4.5 million vehicles. We market our service directly to businesses and government agencies with vehicle fleets, as well as through more than 95 strategic relationships with fleet management companies, automotive manufacturers, fuel retailers and other companies. We currently provide fleet fuel cards for 17 states. We also have governmental, municipal and other non-commercial customers in an additional 15 states.

We are an active member of the National Conference of State Fleet Administrators, continually attending educational seminars and focus groups to better understand the industry so we can meet and exceed the needs of our customers.

3.2.4.2 Vendors must provide five (5) customer references, from private or government organizations for which similar services have been provided. The references must substantiate the requirement listed at 3.2.4.1. The reference should contain at a minimum: the names of the organization, mailing address, a contact person and telephone number.

#### **Wright Express Response:**

#### State of Wyoming

Annette Spitsbergen 723 West 19th Street Cheyenne, WY 82002 E: aspits@state.wy.us

P: 307-777-7248

#### State of Colorado

Ron Clatterbuck 633 17th Street, Suite 1600 Denver, CO 80202

E: ron.clatterbuck@state.co.us

P: 303-866-5533

#### State of Indiana

Michael Sturm 402 W. Washington, Rm. W468 Indianapolis, IN 46204 E: msturm@idoa.in.gov

P: 317-234-0067



#### State of North Carolina

Ron Allison 1915 Blue Ridge Road Raleigh, NC 27699

E: ron.allison@ncmail.net

P: 919-733-7772

#### **State of Vermont**

Helessa Green US Route 2 - Middlesex 103 S Main St. Waterbury, VT 05633

E: helessa.green@state.vt.us

P: 802-241-4525

3.2.4.3 All use of subcontractors must be specifically identified in the vendor's proposal and the prime contractor must describe the type of contractual arrangement that will exist with all subcontractors. All the subcontractors must have at least two (2) years of experience in the services they are providing (see 3.4.9).

**Wright Express Response:** Wright Express Corporation, the parent of Wright Express Financial Services Corporation, will provide the State's fuel card program. Wright Express Corporation's address is:

Wright Express Corporation 97 Darling Avenue South Portland, ME 04106

Direct Mail of Maine provides printing and mailing services for our customers who choose to receive paper reports and invoices. Direct Mail of Maine's address is:

Direct Mail of Maine 44 Manson Libby Road P.O. Box 10 Scarborough, ME 04070-0010

Austin-Tetra provides data for MWOBE reporting. Austin-Tetra's address is:

Austin-Tetra 6333 North Highway 161, Suite 100 Irving, Texas 75038

AOC Solutions provides the online tool for our MasterCard program. AOC Solutions address is:

AOC Solutions 14151 Newbrook Drive, Suite 200 Chantilly, Virginia 20151

TSYS provides processing for MasterCard transactions. TSYS' address is:

TSYS, Inc. 1600 First Avenue PO Box 2567 Columbus, GA 31902-2567



#### Additional Information

Wright Express would like to offer the following information that was not covered in the Question and Answer portion of the RFP in order to give the State of West Virginia a more complete picture of our offerings.

#### **Proposer Qualifications and Experience**

This proposal is presented by Wright Express Financial Services Corporation (WEX FSC), a Utah industrial bank. WEX FSC is a wholly owned subsidiary of Wright Express Corporation (WEX Corp), a Delaware corporation. WEX FSC and WEX Corp. are collectively referred to herein as Wright Express.

Wright Express' contact information is as follows:

Wright Express Financial Services	Wright Express Corporation
Corporation	
3995 South 700 East, Suite 450	97 Darling Avenue
1997年,李大学的大学的大学的大学的大学的大学的大学的大学的大学的大学的大学的大学的大学的大	South Portland, Maine 04106
(888) 842-0075	(800) 761-7181

Wright Express is a leading provider of payment processing and information management services to the U.S. commercial and government vehicle fleet industry. We have been in business since 1983 and have been publicly traded on the New York Stock Exchange under the symbol WXS since 2005. We provide our customers with Level III transaction data, consolidated billing and reporting, purchase alerts and controls, exception reporting, onsite fuel integration and maintenance capabilities. We capture Level III transaction data 99.8% of the time at more than 180,000 fuel and vehicle maintenance locations, including more than 90% of the nation's retail fuel locations and 45,000 vehicle maintenance locations.

Wright Express currently process transactions for more than 300,000 commercial and government vehicle fleets totaling 4.5 million vehicles. We market our service directly to businesses and government agencies with vehicle fleets, as well as through more than 125 strategic relationships with fleet management companies, automotive manufacturers, fuel retailers and other companies. We currently provide fleet fuel cards for 17 states. Additionally, we provide a co-branded card with a partner for three states.

We are an active member of the National Conference of State Fleet Administrators, continually attending educational seminars and focus groups to better understand the industry so we can meet and exceed the needs of our customers.

#### **Our Services**

We collect a broad array of Level III transaction information at the point of sale, including the amount of the expenditure, the identification of the driver and vehicle, the odometer reading, the identity of the fuel or vehicle maintenance provider, the products purchased, tax information and reporting. We use this information to provide fleets with purchase controls, comprehensive information, and analytical tools to effectively manage their vehicle fleets and control costs.

Fleet managers can set pre-determined limits on when, how often and what kinds of products and services their drivers can purchase with the Wright Express Card. Our powerful reporting functions help you slash the administrative time and expense involved in tracking transactions



and managing fleet expenses.

Our network is referred to as "closed" because only Wright Express transactions can be processed in this network. We provide value through customized offerings with accepting merchants, processing payments and providing unique information management services to you. The vehicle maintenance portion of our proprietary closed network, which we refer to as the Wright Express Service Network, fulfills fleets' vehicle maintenance needs, such as roadside service and assistance, replacement tires, glass, brakes and mufflers, oil changes and car washes.

#### Information management

We provide customized information to customers through monthly vehicle analysis reports and our online reporting and account management tool, WEXOnline®. These reports contain information about each transaction by driver and vehicle. We also flag any unusual transactions or transactions that fall outside of pre-established parameters in these reports. Through our website, customers can access their account information, including their account history and recent transactions, and download details concerning current and past transactions. They can quickly access, use and download this information to manage and track the usage and efficiency of their fleets' vehicles, to monitor driver behavior and spending, to track maintenance schedules and to more effectively manage fleet costs. The reports we provide to customers help them reduce the amount of administrative time they spend in recording and monitoring expenses.

#### Security and control

We enable our customers and the customers of our strategic relationships to monitor and control their fleets' expenditures. Through *WEXOnline®*, fleet managers can set pre-determined limits on the amount of money their drivers can charge, the frequency with which their drivers can purchase fuel, the type of products and services that their drivers can purchase and the time of day or days when their drivers can make purchases. In addition, through *WEXOnline®*, fleet managers can perform real-time modifications to any pre-determined limits or add or remove driver identification numbers in response to changes or to prevent theft.

They also can elect to be notified by email when limits are exceeded in eight purchase categories, including limits on transactions within a time range, gallons per day and allowable fuel types. Our purchase controls allow fleet drivers to purchase essential items and services when needed, but deter them from making excessive or unauthorized purchases.

#### **How It Works**

- A Wright Express card is typically assigned to each vehicle or unit in your fleet, enabling the card to track all vehicle or unit activity
- A personal driver identification number (DID) is assigned to each driver on your Wright Express account
- Any active DID can activate any card on your account, and any active card on your account may fuel any vehicle or unit
- The driver must enter both the DID and the vehicle's odometer reading prior to receiving authorization for any transaction
- The DID, combined with the vehicle and account numbers, is queried against the Wright Express database for verification and, if valid, the transaction is authorized

The Wright Express card cannot be electronically activated without entering a valid DID, rendering the card useless to someone who has found or stolen it. The authorization process acts as a



security measure, and provides a layer of protection against fraudulent activity. A valid DID is required by all users at the point of sale, providing security to the fleet customer.

#### Financial Strength and Stability

Wright Express has been in business since 1983 and has been publicly traded on the New York Stock Exchange under the symbol WXS since 2005. Wright Express, with approximately 700 employees, currently processes transactions for more than 300,000 commercial and government vehicle fleets totaling 4.5 million vehicles.

In 2008, Wright Express had revenues of more than \$393 million. For more detailed financial information, visit the Investor Relations area of our Web site at <a href="http://phx.corporate-ir.net/phoenix.zhtml?c=186699&p=irol-irhome">http://phx.corporate-ir.net/phoenix.zhtml?c=186699&p=irol-irhome</a>.

We market our services, branded with the Wright Express name, directly to commercial and government vehicle fleets. We offer national site acceptance, a high level of customer service and online tools that help our customers monitor, control and customize their fleet management capabilities.

The Wright Express card is a universal fuel card used to purchase fuel or vehicle services, at the posted price, at many of your local sites or any of 180,000 sites nationwide.

Fleet managers can set pre-determined limits on when, how often and what kinds of products and services their drivers can purchase with the Wright Express Card. Our Program's powerful reporting functions help you slash the administrative time and expense involved in tracking transactions and managing fleet expenses.

#### Government Fleet Program

State, county and municipal fleets have unique needs. With the Wright Express Fleet Card, you get the tools you need to manage your fleet – acceptance at 90% of retail fueling locations nationwide, control over fleet purchases, comprehensive reporting and world class Customer Service. With our Government Fleet Program, you also get additional specialized services such as Tax Exemption & Reporting, Dedicated Support Services, Total Fuel Management and Fuel Price Risk Management.

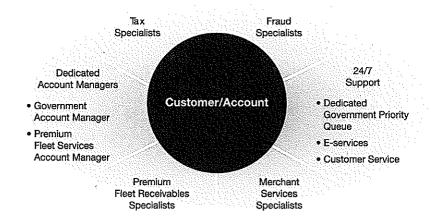
#### **Tax Exemption & Reporting**

If your fleet qualifies for exemption from excise, sales or special fuel taxes — at federal, state, county or city levels — Wright Express can significantly reduce your accounting and administrative time. Qualified tax exempt fleets are billed net of tax on applicable fuel purchases and provided with full reporting of the purchase data and tax exemption. Any fleet participating in this contract will be required to complete a certification process affirming their qualification to receive the tax exemption based upon the rules and criteria set by the appropriate taxing jurisdiction.

#### **Dedicated Support Services**

The State of West Virginia can count on Wright Express to deliver high-touch customer service and account management that we feel is unmatched in the industry.





#### Surrounded by dedicated customer service

- Customer Service Wright Express is there for your fleet toll-free, 24 hours a day, seven days a week. We also have 24-hour card replacement. Requests received by 3:30 p.m. ET can be shipped overnight on the same business day. Wright Express' Strategic Support Team provides specialized support for large, complex accounts with non-standard requirements for implementation and management. The Strategic Support team primarily communicates with fleet managers, administrators, regional managers, and branch managers and is dedicated to providing the highest levels of accuracy, responsiveness, and professionalism.
- Premium Fleet Services State fleets will have a dedicated Premium Fleet Services (PFS) account manager, who specializes in the day-to-day and operational requirements of large fleets. Your PFS account manager can help you with creating custom reports, identifying fueling trends, and even fraud control.
- Government Account Manager State fleets will also have a Government Account Manager, Sharon Linnane, who is your face-to-face contact responsible for developing strategy for your program and to ensure all needs are met.

#### State Experience

Wright Express' extensive experience as a leader in the fuel industry provides the State of West Virginia with the most years of experience *pertaining directly to government business*. No other universal fuel card provider can make this claim. While some of our competitors use any municipal contract within a particular state to constitute a "state" business, Wright Express is the choice of 17 states for their <u>statewide</u> contracts. We also have governmental, municipal and other non-commercial customers in all states.

Our annual Government Fleet Advisory Board is a forum that brings Wright Express Government Fleet customers together to offer updates on Wright Express products and processes. It also serves as an open forum in which customers can network with peers and share best practices. As a Wright Express customer, the State of West Virginia's involvement in the Advisory Board would be encouraged.



## Wright Express® gives you the most CONVENIENCE and CONTROL of any fleet card!





For more information, visit our website at www.wrightexpress.com





#### Acceptance

The Wright Express network consists of more 280 different merchants and more than 180,000 fuel and service locations in the continental U.S. and Puerto Rico. The card is accepted at nearly all major and second tier brands as well as 18,000 independent locations. More than 95% of all fuel sold in the U.S. is sold through these merchants.

In order to support our fleet clients with medium and heavy trucks and buses, Wright Express has also gained acceptance at major truck stop chains (e.g., TravelCenters of America, Pilot Travel Centers, Petro Stopping Centers and Flying J). In total, the Wright Express network includes more than 50,000 accepting diesel locations including more than 7,000 truck stops throughout the United States.

#### **Directories**

Wright Express is always increasing its acceptance coverage. For the most current information, the Wright Express corporate website (www.wrightexpress.com) includes an online site directory where fueling locations can be searched by brand, city, state, and zip code. Site searches can also be done via WEXOnline®.

Wright Express can provide paper station directories, by state, upon request. These directories are updated regularly and are always available free of charge.

#### WEX*Pay™*

WEX*Pay*<sup>™</sup> is a tool that enables out-of-network purchases at an additional 400,000 merchants in the MasterCard® network utilizing a ghost card (virtual card) interface. Typically used for independent or geographically remote fuel and service sites, it provides the control of a fleet card with the convenience of a credit card. This out-of-network tool will reduce the number of sites where drivers would have to use an alternative form of payment.

Using WEXPay in conjunction with a Custom Control fleet card lets you set the rules for your drivers. Custom Control cards allow you to set merchant, transaction and even product type limits. We apply those limits to both Wright Express Card and MasterCard transactions. Expanded coverage combined with integrated reporting and invoicing will further streamline your fleet purchasing and operations.

As a MasterCard issuing bank, we use Single-Use Account Number technology to authorize a one-time payment to a merchant. The account number provided to the merchant by phone is fast and secure — good only for that one purchase.

When the merchant calls for authorization, we apply your purchase controls and collect the same level of purchase detail, including Prompt ID and odometer. Best of all, we integrate the purchase details into your Universal Fleet Card invoice and reports. One card, one invoice, one report with the same controls and service our customers expect from Wright Express.

\* Purchases are subject to the MasterCard transaction processing rules and terms of use, including tax exemption rules.

Wright Express offers a comprehensive **aviation program** through a major aviation card provider. This enables acceptance and enhanced data capture at more than 7,300 flight departments in 190 countries and 7,200 locations worldwide. The card can be used for fuel, maintenance, charter service, landing and handling fees or any other aircraft-related expenses. Reporting and invoicing on these transactions flows through the Wright Express information systems for integration with other agency purchases. Tax reclamation services are also available to support these transactions. Additional terms and conditions apply.



The Wright Express program offers the ability to purchase gasoline and diesel fuel at **marine fueling locations** through a combination of direct acceptance of the Wright Express Universal card at marinas with branded oil locations through electronic point of sale systems, as well as at any of the more then 9,500 marina locations that accept a MasterCard worldwide. The Wright Express card and WEX*Pay* would be used at these accepting locations just like any other fueling location to purchase fuel and related services. Additional terms and conditions apply.

#### Maintenance Program

Wright Express offers several maintenance purchasing solutions to support fleet needs.

#### Wright Express Service Network (WESN)

Wright Express offers extensive acceptance coverage for service and maintenance needs through the Wright Express Service Network. Wright Express Custom Control cards can be used to purchase tires, transmissions, brakes, mufflers, oil changes, glass replacement, car washes plus other routine vehicle maintenance needs at more than 45,000 national brand and local service stations nationwide, including Goodyear, Sears, Jiffy Lube and Bridgestone/Firestone.

The Wright Express card is currently accepted by national brands that provide the following services:

- Preventative Maintenance
- · Glass Claim Services
- Major Automotive Repair
- Road and Tow

Some examples of service brands that currently accept the card include:













For more in-depth maintenance, or out-of-network maintenance transactions, Wright Express a variety of solutions:

#### WEX*Pav™*

Described in more detail above, WEX*Pay*<sup>™</sup> is a tool that enables out-of-network purchases at an additional 400,000 merchants in the MasterCard® network utilizing a ghost card (virtual card) interface.

\* Purchases are subject to the MasterCard transaction processing rules and terms of use, including tax exemption rules.

#### **Comprehensive Maintenance Program**

Our Comprehensive Maintenance Program provides a custom purchasing and reporting solution. Offered through AOC Solutions Inc., a service-disabled veteran-owned small business and national leader in e-commerce technology for clients in the government and private sectors, this



program uses AOC's broad range of services and reporting products—from the image capture, display and storage of work orders and invoices to a 24/7 service center to handle driver calls.

When drivers need assistance, they call the 24/7 customer service center where driver, vehicle, and company information is captured and verified. The call center operator will issue a unique tracking number for the call, and the business rules for that company will be followed for authorization of the purchase.

A full description of the repair is captured and once the work is complete, a Wright Express MasterCard® Single-Use Ghost Account Number is provided to the merchant, set for the amount of the invoice.

Once the purchase is made and the transaction is posted, it is attached to the original purchase order and made available for web-based reporting or in a file that can be downloaded from the website to be imported into AP or vehicle management systems.

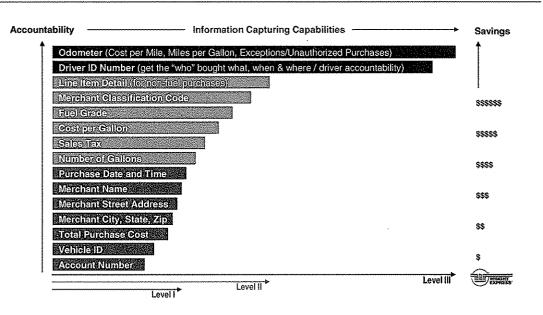
\* Purchases are subject to the MasterCard transaction processing rules and terms of use, including tax exemption rules.

#### Level III Data Capture

Wright Express requires Level III data capture on all fleet purchases from our merchants. We capture Level III transaction data 99.8% of the time. 99.8% of all fuel transactions made with the Wright Express card are recorded electronically, further enabling data capture efforts.



Capture Level III data and capture more savings



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All Level III data that is passed by merchants to Wright Express is captured and included in fleet reporting. Every transaction requires the driver to enter their unique driver identification number



providing added security and, when unique to the individual, ties the employee to the fuel transaction. In addition, the card user/driver will be prompted to enter the odometer reading providing such valuable vehicle information as: cost per mile, miles per gallon, vehicle operating costs, and intelligence for preventive maintenance schedules and vehicle replacement.

Most importantly, fleets using the Wright Express card are assured of Level III data capture at merchants conveniently located on their routes <u>without having to sacrifice card acceptance or site coverage through a "lock out" process</u>. This eliminates driver diversion costs.

Additionally, to support 1099 and 1057 efforts, Wright Express purchases data from a third party to provide enhanced merchant information to our fleets. This information is appended to our site database and is refreshed and updated throughout the year (for more details, the see Specialized Reporting section of this proposal).

#### **Adding New Merchants**

Wright Express is always increasing its acceptance coverage for fuel, marina and service locations. Because we currently have acceptance at more than 90% of all U.S. fuel sites, our merchant acquisition strategy is driven by the needs of our fleet customers requiring service in remote areas or acceptance outside of domestic coverage. If a fleet customer identifies specific fueling needs, Wright Express will work toward signing any needed location and increasing our acceptance coverage for the benefit of the customer. We are also sensitive to the needs of the small business community and attempt to accommodate and facilitate the addition of these merchants into our acceptance network and system.

If the State has merchants that they would like to be part of the Wright Express accepting network who do not already have direct acceptance or cannot utilize the WEXPay tool, we will request the following information from the fleet:

- Merchant name
- Merchant address
- Merchant contact person
- Phone and fax numbers
- Expected utilization/volume from your fleet
- Name and phone number of fleet employee requesting Wright Express card acceptance

Wright Express will work with all interested parties toward gaining acceptance at the location. This includes either direct agreements or acceptance through our partnerships with network sales organizations and acquirers.

#### Alternative Fuels

Certain accepting merchants within our network supply Ethanol, natural gas (CNG, LNG), propane (LPG), hydrogen, biodiesel, methanol, and other alternative fuels. Wright Express has created an Alternative Fuel Directory using our transaction information as passed to us by accepting merchants in concert with external sources such as the Department of Energy. This directory contains over 6,000 Wright Express accepting sites carrying at least one of these fuel types. This directory is available in CD format, through a download from WEXOnline, or can be provided in hard copy for use in agency vehicles.

Wright Express uniquely reports Ethanol, CNG, LNG and Methanol as those product codes are provided to us by our merchants. Biodiesel codes were just added into NACS (National Association of Convenience Stores) standard codes. We can report biodiesel separately as these new codes are programmed into point-of-sale and network software by accepting merchants.



#### The Plastic

The Wright Express magnetic strip card is a standard size plastic charge card with an encoded magnetic strip on the back. The strip is encoded with the account and card information which, when read at the point of sale, is married in our systems with Level III data obtained during the transaction.

Although we use the highest-grade plastic that is rated for longer periods of usage, as do our competitors, our standard term for card expiration is three years. Wright Express uses a three-year active period for our cards due to the wear and tear on the magnetic strip that will require a card to be replaced for optimum performance. Wright Express will send the State's drivers new cards 45 days prior to expiration ensuring that your drivers will never be without an active card. Some competitors offer longer card terms on equally rated card stock prior to replacement. However, we prefer to replace cards before they become problematic for your drivers and detrimental to the efficiency of the State's fleet operations.

#### **Card Packaging**

Each card is packaged in a plastic sleeve (at no extra cost) that can be easily attached to a key chain for more efficient access. A driver guide outlining how and where the Wright Express card can be used is also included with every card. Plastic sleeves and driver guides are included free of charge. Driver guides are available in English and Spanish.

#### **Card Delivery Methods**

Wright Express Cards can be delivered using the carrier specified by the agency/organization (e.g., the U.S. Postal Service or another common carrier, such as, but not limited to, DHL, FedEx and UPS). There is a \$12.50 overnight shipping fee for expedited orders.

#### **Card Replacement**

Wright Express will process requests for replacement cards for lost, damaged or stolen cards within one business day. If notification is received by 3:30 p.m. Eastern Time, you can have cards sent that day, via overnight mail for a fee (should you not already have a direct account with the shipper).

If a Wright Express card is lost or stolen, it should be reported immediately to our Customer Service Department by calling the **toll-free number (888-939-0669)**. Open 24 hours a day, 365 days a year, our Customer Service Department is always available to handle the needs of the fleet.

The fleet may also provide us with notice of the loss, theft or unauthorized use of any Card or account through WEX*Online*®. Subject to any limitations imposed by applicable law, the fleet will be liable to us for all unauthorized use of a Card until you notify us of such use.

Once a card has been reported as lost or stolen, it is immediately invalidated in the Wright Express system. After cancellation, all electronic authorizations associated with the card are declined at the time a purchase is attempted. Once Wright Express receives proper notification, the fleet will be relieved from liability for any subsequent charges to the card.

#### Card Assignment

- A Wright Express card can be assigned to a vehicle/asset, driver or organizational unit (or cost center) in the fleet, enabling the card to capture and track all purchase activity
- 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 Wright Express account and can either be generated by Wright Express at random, or assigned by the fleet customer.
- This 4- or 6-digit DID can be assigned to a driver, vehicle/asset or organizational unit on the Wright Express account (based on the type of card you prefer to use). For example, if you decide to assign the card to the driver, the driver would typically enter a DID associated with the vehicle. If you prefer to assign the card to a vehicle, typically the DID is associated with the Driver.
- This DID, combined with the card and account validation rules, is queried against the Wright Express database for verification and, if valid, the transaction is authorized

The Wright Express card cannot be electronically activated without entering a valid DID, therefore the card is useless to someone who has found or stolen it. The authorization process acts as a security measure, and provides a layer of protection against fraudulent activity. A valid DID is required by all users at the point of sale, providing security to the fleet customer as the card is useless to anybody who attempts to use it without an active DID.

Our embossing capabilities enable fleet customers to customize the information that is imprinted on their cards, based on their needs. There are two lines for embossing. The first line is usually designated for the account name, while the second line can be used to identify the associated equipment or driver. Each line will accommodate up to 24 characters. The account number, card number, product restriction (such as "Fuel Only"), and expiration date are printed on the front of the card. Embedded in the card (the magnetic strip) are the card number, expiration date, prompt and restrictions, if any.

#### **Card Purchasing Options**

Fleets may choose from several options based on their purchasing policies and needs:

#### **Custom Control**

Custom Control cards permit all types of purchases at Wright Express accepting locations based on the coding in the magnetic strip. This includes fuel, maintenance and other (such as general merchandise) items. With Custom Control Cards, fleet managers have the option to apply Product Type Controls, allowing certain product categories to be deselected. For example, "General Merchandise" could be deselected, allowing only Fuel and Parts/Service related purchases.

#### **Fuel Only**

Fuel Only cards permit the purchase of fuel, like gasoline, diesel, or alternative fuels based on the coding in the magnetic strip on the card. Non-fuel purchases are not permitted when non-fuel items are identified at time of authorization.

Wright Express accounts may be comprised of all Fuel Only cards, all Custom Control cards, or a mix of both Fuel Only and Custom Control cards. This enables fleet managers to issue the appropriate card type based on a variety of purchasing needs. The restrictions of a Fuel Only card only work if your driver pays inside the establishment. It does not prevent items such as car washes paid for at the pump.

#### Controls, Alerts and Exceptions

At Wright Express, we understand that it's critical for fleets that serve the public to minimize waste and fraud and stay within budget. That's why we offer a variety of tools to manage fleet spending — including where, when, what, and how much. Our Product Type Controls, Merchant Controls, Real-Time Alerts, and Flexible Exception Reporting are powerful tools, managed



through WEXOnline®, that provide added purchase policy enforcement capabilities vs. competitive fleet card programs.

Authorization Profiles allow you to assign a particular group of cards to a certain set of Product Type Controls. This allows you to establish different parameters for different types of vehicles, such as sedans, heavy trucks, light trucks, emergency vehicles, etc.

The **Wright Express Purchase Controls** product allows fleet managers to control the amount and frequency of purchases on their fuel cards, at the card or account level. Defining limits helps a fleet manager detect and prevent unauthorized transactions, potentially saving your fleet money by monitoring unauthorized purchases.

Fleet managers may select tools to assist in establishing limits for fuel and service expenditures. If a transaction is outside of the set limit, it is logged and recorded at the point of sale or, in the case of hard controls, declined at the point of sale.

Purchase Control Tools *	Level
Per transaction dollar limit of \$30.00 - \$999,999.00	Card or account
Daily number of transaction limit of 2 to 9,999 transactions (hard control)	Card or account
Time of day (subject to server location's time zone)	Card or account
Day of week (subject to server location's time zone)	Card or account

<sup>\*</sup>Enforcement of some limits depends upon adoption of specification and merchant participation.

Wright Express also allows you to manage your fuel program by profiles, something our competitors cannot do. This allows you to manage by vehicle type or tank size.

#### **Product Type Controls**

Product Type Controls are an additional set of authorization control functions that go beyond controls that are based on merchant or industry categories. They're designed to allow fleets to control what is being purchased using the fleet card by product type — not just by merchant type.

Wright Express adds an extra edit by checking the product codes sent from the merchant against the fleet's established card profile limits to determine if the purchase should be authorized. If the product types are allowed and the limits set have not been reached, the merchant completes the sale.

First, you choose one or more of the following product types as part of your card profiles:

- Fuel
- Oil & Fluids
- Quick Lube

- Parts & Service
- General Merchandise
- Roadside Assistance

Then you can apply purchase control limits on any of the above categories using the following parameters:

- Dollars (including dollars/transaction)
- Transactions
- Gallons



With **Purchase Alerts**, the State receives an email notification when a transaction has occurred that is outside of your chosen purchase policy. The transaction is authorized, keeping your driver on the road. Transactions that exceed set parameters will not be declined, but an email notification will be sent to the designated fleet contact, notifying them that a parameter has been exceeded.

Purchase Alerts	Level	Frequency
Number of transactions per card per day	Card or account	Daily
Transactions in specific states	Card or account	Daily
Transactions within a specified time range	Card or account	Daily
Transactions on certain days of the week	Card or account	Daily
More than X \$'s per day	Card or account	Daily
More than X \$'s per transaction	Card or account	Daily
More than X gallons per transaction	Card or account	Daily
Allowable fuel type	Card or account	Daily

In addition to the Exception Report sent monthly, Wright Express also offers Flexible Exception Reporting. Flexible Exceptions can be reported via e-mail on a daily, weekly, or monthly basis. Paper reports can be distributed on a weekly or monthly basis. This reporting feature provides you with a summary of key exceptions for your fleet, enabling you to closely monitor and act on transactions that fall outside of your accepted policies.

Flexible Exception Reporting	Level	Frequency
More than X dollars per day	Card or account	Daily, weekly, or monthly
More than X transactions per day	Card or account	Daily, weekly, or monthl
More than X gallons per day	Card or account	Daily, weekly, or monthl
Transactions on weekends	Card or account	Daily, weekly, or monthl
Transactions on holidays	Card or account	Daily, weekly, or monthl
Transactions outside normal business hours	Card or account	Daily, weekly, or monthl
Manual transactions	Card or account	Daily, weekly, or monthl
Non-fuel transactions	Card or account	Daily, weekly, or monthl
Unauthorized fuel products	Card or account	Daily, weekly, or monthl
Site lockout	Card or account	Daily, weekly, or monthl
Fuel only	Card or account	Daily, weekly, or monthl
Inactive vehicles	Card or account	Daily, weekly, or month



All transactions and standard exception reports are available via WEXOnline.

#### Lost or Stolen Cards

If a Wright Express card is lost or stolen, it should be reported immediately to our Customer Service Department by calling the toll-free number (800-492-0669). Open 24 hours a day, 365 days a year, our Customer Service Department is always available to handle the needs of your fleet. You can also provide us with notice of the loss, theft or unauthorized use of any Card or account through WEXOnline<sup>®</sup>. Subject to any limitations imposed by applicable law, you will be liable to us for all unauthorized use of a Card until you notify us of such use.

Once a card has been reported lost or stolen, it is immediately invalidated in the Wright Express system. After cancellation, all electronic authorizations associated with the card are declined at the time a purchase is attempted. Once Wright Express receives proper notification, you will be relieved from liability for any subsequent charges to the card.

#### Risk Mitigation Assistance

In our experience, efforts by Wright Express' Fraud Department, in tandem with a customer's use of: a fleet management policy; controls; and alerts, along with a careful review of all reports including exception reports, helps substantially reduce exposure to abuse and fraud, and any associated losses.

Wright Express has instituted business practices designed to help you detect and reduce fraud and/or misuse of the Wright Express card. Wright Express' Fraud Department performs three primary functions in an effort to identify and mitigate fraud on our fleet customers' accounts:

# Review Transaction activity Identify potentially abusive or fraudulent behavior Notify customers when such behavior occurs

Our Fraud Department makes every effort to detect unusual or excessive purchase activity using constantly evolving techniques and reporting. If such activity is detected, an analyst will contact the fleet manager to bring it to their attention, noting details such as:

"J	Flag" Activity Indicators
	Date and time of purchase
	Merchant location
	Product purchased
	Driver identification number used to conduct the sale
	Dollar amount

Our Fraud Department has been instrumental in providing recommendations to prevent fraud from occurring, proactively identifying fraudulent situations, and working closely with fleets, merchants and appropriate authorities, to minimize losses and prevent such situations from continuing or recurring.

As an additional resource, our toll-free Customer Service number is prominently displayed on the back of the card and in the charge card manual. Our Customer Service Department is available 24 hours a day, 365 days a year to help drivers with any questions, and to help station attendants process Wright Express transactions.



#### SERVICE

#### Service Philosophy

Our fleet customers cite the customer service experience as the single finest aspect of their relationship with Wright Express. Our service philosophy is based on matching customer service personnel with the skills and expertise to meet large and small fleet needs at various organizational levels. Wright Express will assign experienced Account Managers to the Agency/Organization Program Coordinators (A/OPCs) as the single point of contact for their programs. Program participants, to include Cardholders, Approving Officials and other stakeholders will have 24/7 access to trained call center representatives (CSR's) available whenever needed. This tiered approach enables us to provide high levels of customer service at all times, as well as strategic oversight to work closely with agency contacts to improve their fleet card program.

#### **Service Excellence Awards**

Wright Express has received numerous awards for customer service excellence including:

- Spirit of Achievement Award from GE Capital Services
- Quality Partner Award from AT&T (formerly SBC)
- Maine State Quality Award
- Electronic Commerce Forum of Maine Best of the Web Award
- The Blue Chip Enterprise Award
- Maine State Chamber of Commerce Investor Award
- Award of Excellence from SCIP for Best-in-Class Management and Leadership
- Outstanding High Performance Award from ExxonMobil Fleet
- Customer care recognition award for exemplary service from the GSA Fleet Management Division

The Wright Express Customer Service Department is available 24 hours a day, 365 days a year, and is staffed by more than 100 service representatives and supervisors. The Customer Service Department is always available to answer questions, handle lost or stolen card reports, order replacement cards and authorize transactions for cardholders and A/OPCs. Customer Service Representatives are also trained to handle questions regarding account billing and reporting. Station attendants can utilize a voice response unit to obtain quick purchase authorization.

#### **Additional Services**

Wright Express understands that not all customer needs are met by a single Call center approach.. To ensure and strengthen our customer service offering, we have developed service teams within the Call Center that have the flexibility and skills to deliver non-standard service and meet the unique needs of our customers:

Strategic Support - A specialized team of expert service representatives that are not part of our standard call center, who help support operations for our most valued and strategic customer relationships. Wright Express will provide exclusive Strategic Support coverage to your designated Program Administrators at agency and organization levels. The Wright Express Strategic Support allows the client to dial a toll free dedicated to SmartPay 24 hours a day, 7 days a week to reach an individual who is expert in the requirements of the SmartPay program. Strategic Support can also be reached via fax or e-mail.

<u>Bi-Lingual Call Support</u> – Wright Express evaluates the need for non-English speaking CSRs on an on-going basis and will add reps with different lanaguage skills as our business



dictates. The call center currently has French Canadian and Spanish speaking CSRs on staff. In addition, the call center provides language translation services through "Language Line" which provides translation in over 170 languages.

<u>eServices</u> - Supports web-based self-serve customers and is available to answer technical questions and train customers on web based products.

#### **Customer Satisfaction**

Customer Satisfaction is the bottom line for any service organization and Wright Express has developed high standards for how we deal with our customers. For example, our current minimum performance goal is to have 80% of calls answered by a person within 20 seconds.\* We set our standards for customer service by benchmarking against other card-based call centers and then setting our standards higher. We then strive to exceed these higher standards with each call. Measured metrics include:

- Average speed to answer
- Time to abandon
- Abandonment rate
- Talk Time
- After-Call Work
- Handle Time

Wright Express surveys its customers to gain insight into their Customer Service experience. Our customers consistently give us high marks for the service we provide.

\*This is subject to change based on seasonality and call volumes.

#### **Customer Service Management**

At Wright Express, our management and our staff are tasked with improving and enhancing the effectiveness and efficieny of all aspects of our service offering. Our charge is to maximize resources while creating and maintaining a balance between work expectations and personal lives. Keeping first line customer representatives invigorated and available to handle the next call requires support from an extended team of specialists to provide assistance with complex issues and ensure optimal staffing during peak call hours.

<u>Customer Service Help Desk</u> is available to support service representatives with calls that require additional research or specialized knowledge. The goal is to resolve issues in one call and provide an immediate response.

<u>Customer Service Trainer</u> is accountable for providing initial, remedial, and new program training for all CSRs. The trainer is responsible for establishing the monthly training agenda for the Team Leaders to complete during the weekly team meetings.

<u>Technical and Resource Planning Team</u> is responsible for the daily management of the queues to ensure service levels are achieved. The team also provides the daily, monthly, and ad hoc reporting of the call center reports. They forecast the resources required and manage the scheduling of associates to optimize achievement of service levels.

#### **Skill-Based Call Routing System**

Wright Express employs a state-of-the-art call handling system featuring skill-based call routing. Our skill-based call routing ensures that our CSRs do not receive certain types of calls until they are fully trained to support them. We conduct a rigorous training and examination phase for all newly hired CSRs, as well as provide continuous refresher training to experienced staff. Upon successful completion of the training program, CSRs are allowed to field calls from the agencies



and provide the best in class service that our customers have come to expect from Wright Express. Experienced CSRs and team leaders monitor new staff responses to assure quality and program performance.

#### Emergency Response

Wright Express is prepared to support the needs of our customers in the cases of natural disasters (e.g., hurricanes, earthquakes), threats to national security, and military mobilization

At Wright Express, we recognize the critical importance of keeping fuel supplies available so that public sector vehicles can operate and respond during natural disasters and other emergencies. We're proud that the fleets we serve have found our work to be instrumental in their ability to maintain continuous operations during their most crucial times of need. Some of our services include the following:

- Emergency plan development: we work with each customer to prepare a plan of response should an emergency occur
- Set up of online emergency card profiles, so you can easily remove or change your card control limits to support your emergency needs
- Regular updates outlining which networks and fuel stations are open and active in disaster areas

Our fleet customers — including public sector clients — cite their customer service experience as the single finest aspect of their relationship with Wright Express. Our service philosophy is based on matching customer service personnel with the skills and expertise to meet large and small fleet needs, including federal, state, county, and city fleets.

#### Account Management

We recognize the specialized needs of our Government Fleet Program customers and have a service operation tailored just for you.

#### Sharon Linnane, Government Account Manager

Sharon Linnane, your Government Account Manager, will be your first point of contact beginning with the implementation of the program. A discovery meeting will be conducted to develop the goals and objectives of your entire fuel program. From that, a project plan is built with set dates/times and to assign responsibilities to the goals and objectives agreed to by both parties. As the program is rolled out, quarterly account review meetings will be scheduled to review fueling trends, discuss cost savings opportunities, benchmarking, and to review the completion status of the project plan. Finally, a year-end review meeting will be scheduled and will include a survey of the year's goals and objectives and new benchmarks will be set for the following year. Denise is also available to assist with problem resolution and escalation whenever necessary.

Denise will meet with the State to review the current fuel policy and on-going programs. These Account Review meetings are held quarterly with any agencies interested. Throughout the reviews, Denise will share WEX best practice materials. These documents have been prepared by compiling best practice solutions from our top 200 fleets. The best practice solutions include but are not limited to cost saving opportunity reports, driver behavior, and purchase alert trends. Denise will work closely with the State to provide best practices that are meaningful and appropriate within your organization, throughout the life of the contract.

The Account Review document that is shared at these meetings consists of 16 pages of data. The data is a rolling 13-month review of data consisting of the following reports: Portfolio summary, spend report, gallon report, fuel type usage snapshot, premium fuel gasoline spend, non-fuel spend snapshot, average price per gallon (gas and diesel), transaction report, activation report, brand report (gasoline, diesel and maintenance). If additional reporting is required, Wright



Express will work with the State to build reporting documents that provide actionable data to manage their fuel program.

## **Premium Fleet Services Account Manager**

The State's Premium Fleet Services Account Manager is the primary day-to-day contact for your fleet managers. PFS Managers generally ensures that the program is working smoothly and also expedites all problems to their quickest resolution so that the fleet experiences minimal disruption. As a member of Premium Fleet Services, your account manager helps create reporting that may not be easily accessible to the Fleet Managers. It is the PFS manager's goal that the Fleet Managers have the necessary data to manage their fleets. PFS Managers are based in South Portland, Maine and can be reached toll-free at 877-WEX-CARD between the hours of 8 a.m. and 5 p.m. Eastern time.

## **Strategic Support**

Wright Express' Strategic Support Team provides specialized support for large, complex accounts with non-standard requirements for implementation and management. The Strategic Support team primarily communicates with fleet managers, administrators, regional managers, and branch managers and is dedicated to providing the highest levels of accuracy, responsiveness, and professionalism.

Strategic Support is a specialized team of expert service representatives that is not part of our standard call center. The Strategic Support team helps support operations for our most valued and strategic customer relationships. Wright Express can provide exclusive Strategic Support coverage to the State's designated Program Administrators. The Wright Express Strategic Support allows the client to dial a toll free number 24 hours a day, seven days a week to reach an individual who is expert in the requirements of the State's program.

## **Customer Service Department**

The Wright Express Customer Service Department is available 24 hours a day, 7 days a week, and is staffed with over 100 service representatives and supervisors. The Customer Service Department is always available to handle questions about the Wright Express card from fleet managers or drivers, and to help station attendant's process transactions.

The toll-free number is prominently displayed on the back of the Wright Express card and in the charge card manual at all stations.

In addition to assisting fleet managers and drivers with their questions regarding the Wright Express Card, Customer Service Representatives are also trained to handle questions regarding account billing and reporting.

The PFS Account Manager, along with the Customer Service Department and Strategic Support, will manage all day-to-day account maintenance issues for the life of your contract.

## Implementation Manager

Implementation Managers work exclusively with Wright Express' large fleet customers, rolling out new programs and implementing significant changes to existing large client programs. He or she will work with the State to create and coordinate project plans and design, lead and execute communication to ensure milestones are met. He or she will also develop and execute training plans.

The Implementation Manager will also prepare and distribute regular project updates, facilitate and document issues and action items and document the state's requirements for customized reporting.



### **eServices**

In coordination with Premium Fleet Services and the Strategic Support, eServices provides fleet support for Wright Express' online tool. The eServices team strives for one-call resolution and where applicable, customer education on use of our online products.

## **Fraud Specialists**

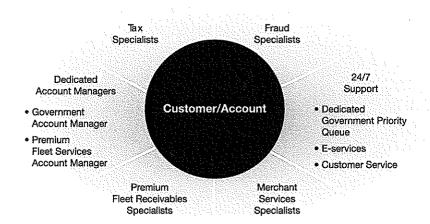
Wright Express' experienced fraud prevention professionals work with fleets, partners, merchants, and, when necessary, local and federal authorities in order to minimize fraud, misuse, and abuse of our fleet card programs. We take a three-pronged approach to mitigating inappropriate use of cards and card programs —prevention, detection, and management. The Fraud Team places great value in our extensive network of industry contacts and association memberships.

### **Merchant Services**

The Merchant Services group works closely with both our Merchant Acquisition team and our Tax Department to achieve maximum acceptance with the greatest level of tax participation possible. This work includes the recruitment of new merchant acceptance when requested by a fleet

## **Tax Specialists**

Wright Express offers a comprehensive tax exemption, recovery, and reporting program for maintenance, repair, and motor fuel transactions to qualified fleets. The program was started more than 10 years ago and is designed to meet the needs of federal government fleets. We help public sector customers leverage their tax exempt status to save time and money. Backed by more than 30 years of collective experience in our Tax Department, the Wright Express system is continually enhanced and updated to incorporate changes in tax law and improve capture of tax specific data. Thanks to our proprietary network and 99.8% Level III data capture, our customers see increased savings through exemptions and recovery efforts.



## Surrounded by dedicated customer service

## **Premium Fleet Receivables Services**

Wright Express takes a proactive approach to reducing payment delinquency.



Wright Express has a team of receivables specialists (premium fleet receivables services) that work with large customers to ensure accurate and on-time billing and payment. Each customer is assigned a specific receivables specialist that will be the primary point of contact and will work closely with the account manager.

The receivables specialist may make improvement recommendations with regards to payment and billing methods and frequencies. Examples include changing to a different billing cycle that better aligns with the customers own internal payment process to make it easier for payment to be remitted on time. Another example is recommending an electronic payment method that will speed up payment posting by reducing the time it takes to mail a paper check.

AR specialists monitor payments on a daily basis and make contact with customers that have remitted a payment amount that does match the amount due. In this way, past due balances are cleared up quickly, reducing the need for costly and time consuming historical reconciliation and analysis.

In the event that an account is delinquent, the specialist will work with the customer to determine the source of the discrepancy and will provide aging reports and reconciliation reports to assist with payment approval.

In addition, the premium fleet receivables team has accumulated knowledge of best practices to prevent delinquency. Some best practices include: educating the customer on proper remittance with paper check payment, making recommendations with regards to ACH debit and other forms of electronic payment for centrally billed accounts and close monitoring of payment reports to immediately detect and correct misapplied payments. Customized payment or billing solutions are audited against the Wright Express system before being transmitted to the customer.

Wright Express utilizes a philosophy called L.E.A.P. to conduct our collections efforts. L.E.A.P. is an acronym that defines our approach to effectively communicate with our customers and make decisions that are best for both the customer and Wright Express.

L.E.A.P. stands for:

Listen – We focus on understanding the Customer's concerns.

Empathize – Our Collectors imagine themselves in the Customer's shoes.

Acknowledge – We demonstrate that we understand the Customer's situation and con-cerns.

**Process** – Our Collectors make the right decision based on the circumstances.

Our Collectors are also trained in the Thomas-Kilmann Conflict Mode to assist them in identifying different conflict behaviors and applying the correct technique for the situation for the quickest and most effective collection resolution.



## Value-Added Offerings

The below products and services require additional enrollment forms which contain additional terms and conditions. If you are interested in these products, we can provide you with additional information:

## WEXSmart™

SECURE • MOBILE ASSET • REPORTING & TRACKING™

Wright Express is now offering as part of WEXSMART™, a telematics solution to our customers. It's called WEXSMART. With WEXSMART, the power of your fuel card is increased to include the ability to keep track of the operation and location of all of your vehicles.

Powered by Networkfleet<sup>™</sup>, an industry proven wireless vehicle tracking and diagnostics product, Wright Express is offering our customers an innovative solution to get up-to-the-minute reports on the location, speed, and actual operating condition of your vehicles.

With Networkfleet, our first WEXSMART offering, you have easy web access to 24/7 location and diagnostic information on your vehicles through a link from WEXOnline. Features include:

- Easy Installation
- Nationwide Coverage
- 2-Minute GPS Location Updates
- Vehicle Tracking History
- Landmarking/Geofencing
- Hierarchical Grouping
- Engine Problem Alerts
- Full Reporting Suite
- Speed Reporting

In addition to the standard Networkfleet features:

- WEXSMART comes with the same level of dedicated service you've come to expect from Wright Express. Our customer service team is here 24 hours a day to help you with account issues and facilitate Networkfleet service questions.
- WEXSMART is available with a special lease option that allows you to conveniently finance the cost of the hardware and installation in a monthly plan.
- WEXSMART will help you get a handle on where your vehicles are, how they're running, and what your employees have been doing with them. You'll know if they sit and idle, misfire, need an oil change, speed, or leave the yard on the weekend.

Networkfleet is a trademark of Networkcar Inc. and is used with permission. Additional terms and conditions apply

## Roadside Assistance

The Wright Express card offers national roadside assistance designed to decrease your fleet's downtime, organize and improve the administration of road services, and reduce your costs.

Our program provides your drivers with a reliable, toll-free, 24-hour, 365 day a year provider of high-quality roadside assistance program. Services Include:

- Towing
- Mechanical first aid
- Jump start

- Tire change
- Lockout assistance
- Fuel and water delivery



Roadside Assistance transactions will be reported by vehicle. Through your reporting, you will be able to track your service expenses and maintain control over fleet costs. By using Wright Express, you'll get the benefit of pre-negotiated services rates with contracted garages therefore eliminating the need to search for reputable providers or send out multiple payments at the end of the month.

## **National Automobile Club**

The Wright Express card is accepted by the National Automobile Club's FLEET RESCUE emergency roadside assistance program is designed to decrease your fleet's downtime, organize and improve the administration of road services, and reduce your cost.

FLEET RESCUE provides your drivers 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.

Drivers will have access to the following FLEET RESCUE services:

- Towing
- Mechanical first aid
- Jump start
- · Tire change

- Lockout assistance
- Fuel and water delivery

Roadside Assistance transactions will be reported by vehicle on your reporting. Through your reporting, you will be able to track your service expenses and maintain control over fleet costs. By using FLEET RESCUE, you'll get the benefit of pre-negotiated services rates with contracted garages therefore eliminating the need to search for reputable providers or send out multiple payments at the end of the month. For roadside service, drivers will simply call 1-866-329-3471.

### Employee Risk Management

In an era of heightened security concerns, reviewing the background of prospective and existing employees in your organization is more critical now than ever. To reduce security risks, an employer must do more than rely on what a job applicant reveals. In response to this need, Wright Express users have the opportunity to sign up for ScreenNow®, an online employment solution created by Choicepoint®. Designed especially to help employers with all their employment screening needs, employers can conveniently and reliably order and view reports online.

## **Key Features for Employers**

- 24/7, one-stop shop for all aspects of employee search and testing, all at the click of a mouse
- Instant background reports, substance abuse testing products and pre-assessment hiring tools in a secure online environment
- 24/7 Customer Support
- FCRA (Fair Credit Reporting Act)-Compliant reports
- Report archiving for the lifetime of your account

## Price Risk Management

Price Risk Management (PRM) is a tool intended to help reduce and mitigate upward fuel price risk. By contracting for a specific fuel price for a set time period for a set number of gallons, the customer will have overall greater certainty over meeting their fuel budget goals.



Wright Express has contracted with a third party provider of PRM services. Wright Express and SER work together to establish the PRM plan that makes sense for each customer. Participating fleets have the comfort of working directly with Wright Express to analyze their fuel reports and coordinate a process to show their fixed price variance in the form of either a debit or credit ancillary right on your Wright Express invoice.

## Compliance Services

Tax compliance reporting can be a time-consuming, complicated, and manual process. With each state enforcing its own set of motor carrier laws, it can be a headache to keep all your vehicles in compliance while maintaining accurate records.

Through strategic alliances with leading tax compliance service providers, we will automatically transfer your crucial Level III fueling data to one of these providers for prompt filing of taxes and refunds. You'll minimize error and risk while experiencing smooth, penalty-free operations.

Our tax compliance service providers can also provide you with a full range of services to meet your needs, such as:

- Fuel Tax Reporting
- Licensing and Registration
- Permitting
- Safety/Driver Files

- Log Auditing
- Accounting
- Consulting

## Mobile Fuel

Wright Express has formed strategic alliances with mobile fuel suppliers to offer mobile re-fueling or wet-hosing services at your private locations. Their state of the art, two-way wireless systems incorporating a national network of local and regional fuel distributors, enables us to integrate your mobile fueling transactions through one, seamless fuel management program — helping you better manage and control all your fleet fueling costs. National and regional fleet managers know the complexities of fueling a large fleet with different vehicle types scattered across the country. Complying with local laws and regulations and monitoring the performance of hundreds or even thousands of drivers and vehicles, all while making sure your company is getting the best prices possible for fuel is a complicated and expensive process.

Wright Express' mobile fueling program is designed to eliminate the headaches and help fleet managers keep their entire fleet moving — whether they are close to home or across the country. The powerful combination of our unmatched retail acceptance, electronic data capture and mobile refueling specialists creates a streamlined, efficient and economical fuel management program.

Harnessing the most advanced technology, Wright Express and our suppliers deliver a competitive mobile onsite fueling program with the additional enhancements of software integration, automated dispatching, wireless communications, consolidated invoicing and real-time vehicle fueling information.

## **Bulk Fuel**

Your bulk fuel purchases are consolidated on one invoice for the billing cycle. Wright Express also provides bulk fuel procurement data related to your purchases electronically and in an e-mail format.

Our bulk fuel procurement and management partners can supply fuel in each of the 48 contiguous United States plus Hawaii. The fuel management services include Tank Monitoring, Bulk Fuel Inventory Management, Environmental Regulatory Compliance Management, Bulk Fuel



Dispersal Monitoring, Fuel Facility Repair and Maintenance Management, Fuel Facility Construction Project Management, and Fuel Equipment Financing. Depending upon the services selected, payment may be made to Wright Express or the Bulk Fuel Provider selected.

## TelaPoint, Inc.

Our easy-to-use, web-based software can integrate seamlessly into your daily operations to help simplify fuel supply chain management and allow you to gain more control of your cash flow.

Using the TelaFuel software, you can:

- Find the lowest prices, even if you are picking up more than one type of fuel at the same time.
- Refill your tanks at the right times using predictive technology based on historical and real-time data.
- Reconcile invoices, calling to your attention only the ones that show discrepancies
- Monitor environmental compliance and automatically generate mandated compliance reports.
- And much more.

The <u>Smart Replenishment</u> feature tracks the readings from automated tank gauges, enabling the software to predict when a tank will need refilling. Using historical data, the software can predict the ideal time to replenish the tank, avoiding both runouts and partial drops. The software displays information about the tank including time left until it needs refilling, average daily use, historical trends and more.

<u>Smart Buying</u> lets you shop around for the best bulk fuel price and send your tankers to the rack that will most benefit your business. Smart Buying can figure the best deals even if you are picking up a mixed load, factoring in the percentage of each fuel type you are ordering.

**Smart Invoicing** is an automatic way to match your orders with what has actually been delivered or purchased. Real time data is transmitted to the system and compared with your orders. Invoices that reconcile with orders are processed, and invoices that differ from orders are flagged for your attention. Spend your time dealing with problem invoices rather than the bulk of orders that go smoothly.

Use <u>Smart Schedule</u> to assign fuel orders to truck and drivers the easy way. Using a unique drag and drop visual interface, Smart Schedule lets you deal with orders across multiple dispatch markets, hand off overflow orders to outside carriers and transfer orders to other dispatch markets to balance work across all internal and external resources. Teamed with Smart Mobile, it can provide real time communication between drivers and dispatchers.

<u>Smart Mobile</u> lets you communicate to a driver your dispatch information wirelessly and supports complex orders with multiple supply sources and multiple destinations. Site inventory levels are accessible from the mobile device, and it supports freight settlement charges and can capture customer signatures. No more waiting for paperwork that slows down billing and driver payroll.

<u>Smart Compliance</u> can remotely monitor underground storage tanks equipped with automatic gauges. Compliance reports as required by environmental regulations are automatically generated and maintained. Email based alarm notifications are provided to track priority alarms from detection to closure.



EXPRESS:
FLEET NAME: CUSTOMER
NATIONAL ID(5): N/A
ACCOUNT #(5): N/A

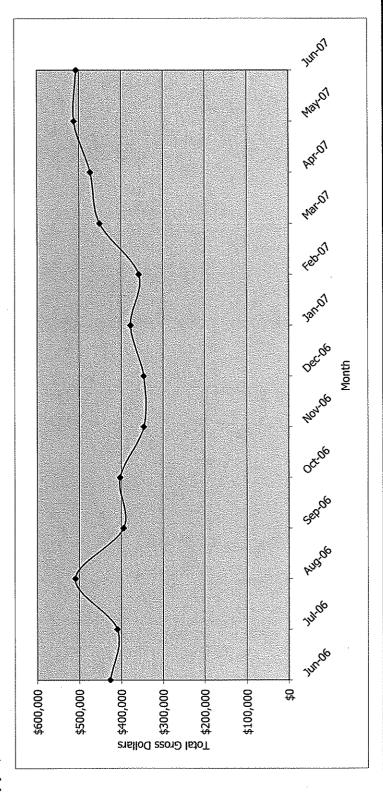
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8	total overall dollar amount for all transactions within the specified time period (includes both fuel and mon fuel)	otal number of transactions for the specific time period coded as fu	otal amount of unleaded, super unleaded, unleaded plus, ethanol 85 by gallons/dollars	otal amount of unleaded, super unleaded, unleaded p	obal number of fuel related transactions where gallo	number of non fuel transactions/dollars for all non fuel products, such as food, "other", service, parts, quick lube, car wash, road & tow etc.	otal number of active cards with	otal number of cards used within the specified	묈	S
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SPEND REPORT

**REPORT DATE:** 07/09/2007 **REPORT TIMEFRAME:** From 06/01/2006 to 06/30/2007



30-unC	30-luc	Aug-06	90-dəs	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	70-unc
\$426,701	\$409,290	\$509,402	\$394,806	\$402,775	\$344,960	\$346,133	\$377,091	\$357,173	\$451,173	\$472,874	\$512,010	\$506,409
\$108	\$391	\$158	\$225	86\$	\$880	\$180	\$478	\$591	\$92	\$315	\$35	\$114
\$426,810	\$409,681	\$509,560	\$395,031	\$402,873	\$345,840	\$346,313	\$377,569	\$357,764	\$451,265	\$473,189	\$512,045	\$506,523
	-4,0%	24.4%	-22.5%	2.0%	.14.2%	0.1%	%0.6	-5.2%	26.1%	4.9%	8.2%	-1.1%

Fuel (1)
Non-Fuel (2)
Total
% +/-

•													
	Jun-06	30-Inc	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
Your Avg. PPG	\$2.853	\$2,906	\$2.966	\$2.718	\$2.475	\$2.448	\$2,515	\$2.421	\$2,403	\$2.619	\$2.835	\$2.877	\$2.869
-/+%		1.9%	2.1%	-8.4%	%0.6-	-1.1%	2.7%	-3.7%	-0.7%	%0.6	8.2%	1.5%	
		THE PERSON NAMED IN											

(1) All fuel related products - includes all fuel blends, jet fuel, E85, propane, CNG, refer etc (also includes product codes 60-62, 65-73, 75-79, 85-86, 91-97)
(2) All non fuel products - includes car wash, road side assistance, trans coded as OTH, service trans etc (does not include product codes 50-51, 53-58, 74, 87-90)



FLEET NAME: CUSTOMER NATIONAL ID(S): N/A ACCOUNT #(S): N/A

## **GALLONS REPORT**

**REPORT DATE:** 07/09/2007 **REPORT TIMEFRAME:** From 06/01/2006 to 06/30/2007

JUP-07 MayoT ADT-OT Mar.O7 Febro1 Jan-O<sup>T</sup> Decido Monop Oct.06 gendo MIGGO ndrob Total Gallons 120,000 100,000 80,000 200,000 180,000 160,000 140,000 000'09 40,000 20,000 0

177,561 -0.9%

Jun-07

623 285

Total Transactions Gal/Active Card % Activation Active Cards (3) -/+%

Total Gallons (1)

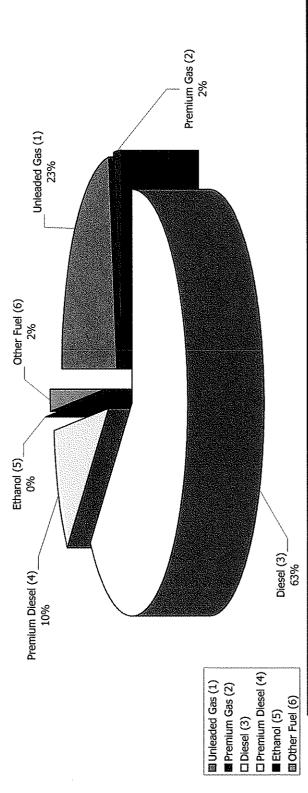
(1) Includes all fuel related transactions where gallons are presented(2) Includes all fuel and non fuel related transactions(3) Includes total number of cards used within the specified time period

FLEET NAME: CUSTOMER

NATIONAL ID(S): N/A ACCOUNT #(S): N/A

## FUEL TYPE USAGE SNAPSHOT

REPORT DATE: 07/09/2007
REPORT TIMEFRAME: From 06/01/2006 to 06/30/2007



	90-unc	90-Inc	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
Unleaded Gas (1)	34,645	31,772	36,649	31,859	36,979	34,084	31,720	36,842	34,957	36,951	38,852	41,089	40,169
Premium Gas (2)	3,535	2,866	3,023	2,910	3,593	3,353	3,393	4,588	3,963	4,688	4,509	4,031	3,897
Diesel (3)	104,518	100,559	117,934	97,458	106,286	89,561	69,769	226'56	94,453	106,185	93,904	103,718	102,280
Premium Diesel (4)	3,621	3,237	11,046	11,108	13,515	12,577	11,112	16,072	13,368	21,576	26,874	26,271	27,279
Ethanol (5)	23	87	111	125	48	25	0	Ю	0	63	16	65	16
Other Fuel (6)	3,160	2,322	2,992	1,868	2,288	1,345	1,593	2,280	1,933	2,575	2,830	4,079	3,920
TOTAL	149,502	140,844	171,754	145,327	162,709	140,945	137,587	155,710	148,674	172,037	166,985	179,246	177,561

Products include Regular Unleaded and Regular Unleaded with 5.7%, 7.7% and 10% alcohol blend
 Products include Unleaded Plus, Super Unleaded and any Unleaded Plus and Super Unleaded with 5.7%, 7.7% and 10% alcohol blend
 Products include Diesel and anything coded as Farm Fuel
 Products include Permiun Diesel Only
 Products include EBS Only
 Products include Fuel Other, Propane, CNG, Refer, Jet Fuel, Miscellaneous Fuel and product codes 65-73, 75-79, 85, 91-97



## PREMIUM FUEL USAGE REPORT (GASOLINE)

REPORT DATE: 07/09/2007
REPORT TIMEFRAME: From 06/01/2006 to 06/30/2007

FLEET NAME: CUSTOMER NATIONAL ID(S): N/A ACCOUNT #(S): N/A

■% Unleaded □% Premium Jun-06 Jul-06 Aug-06 Sep-06 Oct-06 Nov-06 Dec-06 Jan-07 Feb-07 Mar-07 Apr-07 May-07 Jun-07 Month %6 100% - %07 %0 -%08 -%09 40%--Percent

	Jun-06	Jul-06 Aug-	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
% Unleaded	91%	%76	%26	%26	91%	61%	<b>%</b> 06	%68	%06	%68	%06	%16	91%
% Premium	%6	%8	%8	%8	%6	%6	10%	11%	10%	11%	10%	%6	%6
Unleaded Gas (1)	34,645	31,772	36,649	31,859	36,979	34,084	31,720	36,842	34,957	36,951	38,852	41,089	40,169
Premium Gas (2)	3,535	2,866	3,023	2,910	3,593	3,353	3,393	4,588	3,963	4,688	4,509	4,031	3,897
TOTAL Gallons	38,180	34,638	39,671	34,769	40,572	37,437	35,113	41,431	38,920	41,639	43,360	45,120	44,066

Your Avg. PPG Paid:	N J												
Unleaded Gas	\$2.81	\$2.92	\$2.92	\$2,54	\$2,22	\$2.20	\$2.28	\$2.22	\$2.20	\$2,51	\$2.79	\$3.00	
Premium Gas	\$2,90	\$3.02	\$2.98	\$2.66	\$2.39	\$2.36	\$2.43	\$2.38	\$2.33	\$2.62	\$2.86	\$2.93	
Difference	\$0.0\$	\$0,10	\$0.06	\$0.12	\$0.17	\$0.17	\$0.15	\$0.16	\$0.13	\$0.11	\$0.07	-\$0.07	
Potential Savings	\$290.72	\$294.02	\$176.63	\$340,56	\$611.76	\$560.75	\$499.80	\$717.37	\$508.00	\$532.71	\$316.55	-\$280.05	\$

\$2.98 \$2.95 -\$0.02 -\$97.07

(1) Products include Regular Unleaded and Regular Unleaded with 5.7%, 7.7% and 10% alcohol blend	
	,000
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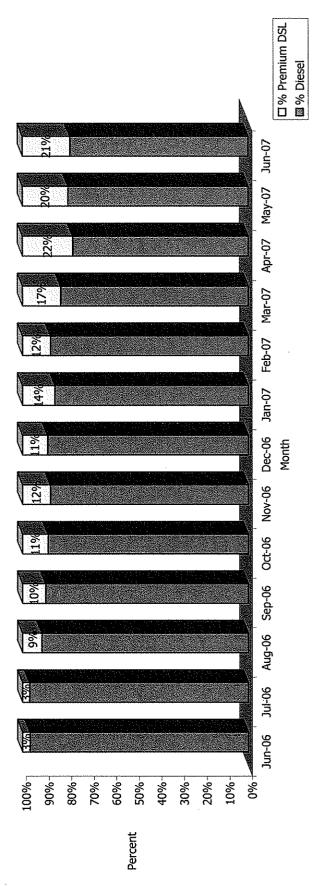
<sup>(2)</sup> Products include Unleaded Plus, Super Unleaded and any Unleaded Plus and Super Unleaded with 5.7%, 7.7% and 10% alcohol blend



## PREMIUM FUEL USAGE REPORT (DIESEL)

FLEET NAME: CUSTOMER NATIONAL ID(S): N/A ACCOUNT #(S): N/A

REPORT DATE: 07/09/2007 REPORT TIMEFRAME: From 06/01/2006 to 06/30/2007



	90-unc	90-Inc	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
% Diesel	%26	%/6	91%	%06	%68	%88	%68	86%	%88	83%	78%	80%	79%
% Premium DSL	3%	3%	%6	10%	11%	12%	11%	14%	12%	17%	22%	20%	21%
Diesel (1)	104,518	100,559	117,934	97,458	106,286	89,561	692'68	95,927	94,453	106,185	93,904	103,718	102,280
Premium Diesel (2)	3,621	3,237	11,046	11,108	13,515	12,577	11,112	16,072	13,368	21,576	26,874	26,271	27,279
TOTAL Gallons	108,139	103,797	128,980	108,565	119,801	102,138	100,880	111,999	107,821	127,760	120,779	129,988	129,559

Your Avg. PPG Paid:	d:										
Diesel	\$2.87	\$2.90	\$2.98	\$2.78	\$2.56	\$2.54	\$2.60	\$2.50	\$2.48	\$2.66	\$2.85
Premium Diesel	\$2.81	\$2.76	\$2.96	\$2.71	\$2.50	\$2.46	\$2.55	\$2.43	\$2.41	\$2.63	\$2.81
Difference	-\$0.06	-\$0.14	-\$0.02	-\$0.07	-\$0.07	-\$0.08	-\$0.05	-\$0.07	-\$0.07	-\$0.03	-\$0.05

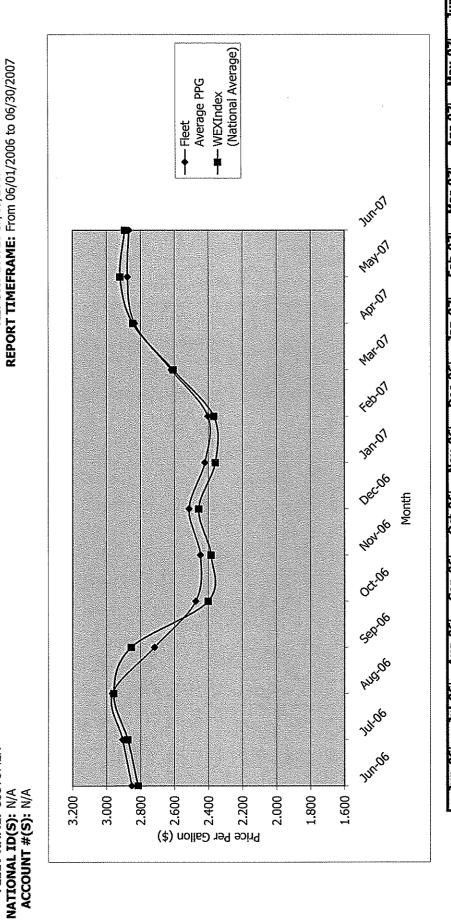
\$2.73 -\$0.09

\$2.73 -\$0.10

(1) Products include Diesel and anything coded as Farm Fuel (2) Products include Premiun Diesel Only



## Average Price Per Gallon Snapshot (Blended)

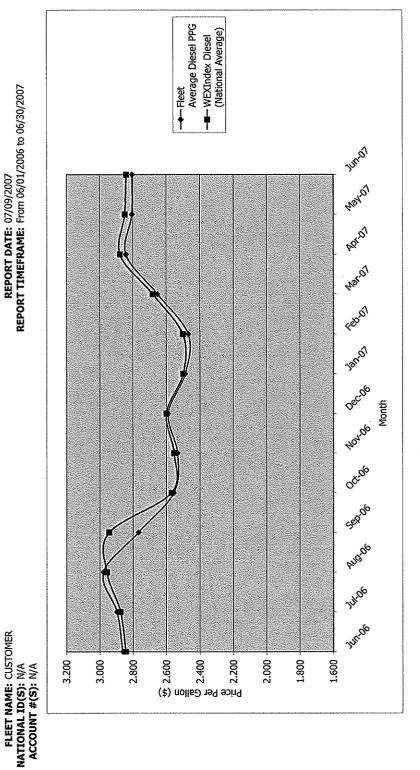


(National Average) Difference Average PPG WEXIndex Fleet

an-unr	on-Inc	Aug-00	oeb-co	בל-מפ	NOV-UD	nec-no	70-UPC	/n-gal	Mar-U/	Apr-107	riay"u/	/n_iinc
2.853	2.906	2.966	2.718	2.475	2.448	2.515	2.421	2.403	2.619	2.835	2.877	2.869
2.815	2.876	2.958		2.402	2.384	2.457	2.359	2.368	2.609	2.846	2.920	2.893
(0.038)	(0.031)	(0.008)	0.137	(0.073)	(0.063)	(0.057)	(0.062)	(0.035)	(0.011)	0.011	0.043	0.025



Average Price Per Gallon Report (Diesel)



	30-unc	30-inc	Aug-06	Sep-06 Oct-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	Мау-07	20-unC
Fleet	50 7		000		i i	í	r o	Egy	0,40	2,000	7 044	7.00 C	200 6
Average Diesel PPG	7,803	7.033	7.380	7,703	0507	2,233	DEC:2	704.7	2.403	2.033	7,017	7.00.7	2,000
WEXIndex Diesel													
(National Average)	2.845	2.877	2.959	2.945	2.569	2,555	2.601	2.499	2.501	2.682	2,880	2.850	2.842
Difference	-0.019	-0.023	-0,020	0.177	0.013	0.021	0.010	0.012	0.032	0.029	0.036	0.043	0.035

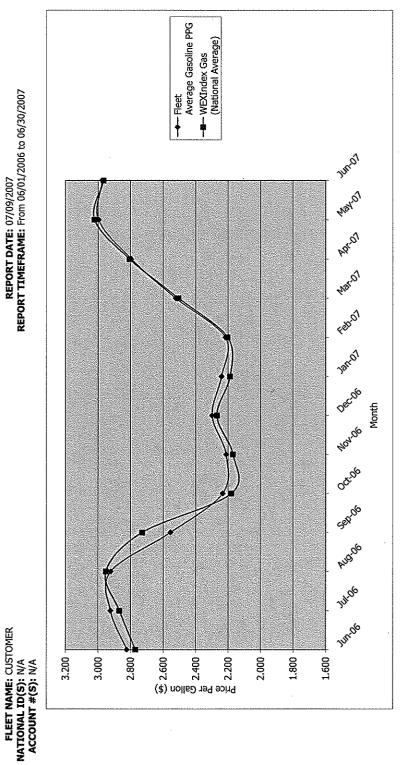
	Top 5 Least Expensive Areas (1)	3	plus/minus
<b></b> 4	BARSTOW, CA, 92311	\$2,97	(\$0.53)
7	ATLANTA, GA, 30316	\$2.84	(\$0.19)
ო	DORAVILLE, GA, 30360	\$2.83	(\$0.18)
4	MIAMI, FL, 33169	\$2.80	(\$0.16)
ij	LAFAYETTE, LA, 70507	\$2.69	(\$0.15)

	Top 5 Most Expensive Areas (2)	(5)	pius/minus
<b>-</b> ~4	CARTERSVILLE, GA, 30121	\$3.00	\$0.32
7	MECHANICSVILE, VA, 23111	\$3.09	\$0.32
က	LANTANA, FL, 33462	\$3.28	\$0.28
4	DANDRIDGE, TN, 37725	\$2.90	\$0.25
ις	MIAMI, FL, 33156	\$3.22	\$0.22

<sup>(1)</sup> Represents the Top Five Least Expensive Areas (City/State) where the fleet actually fueled for Diese (2) Represents the Top Five Most Expensive Areas (City/State) where the fleet actually fueled for Diese



Average Price Per Gallon Report (Gasoline)

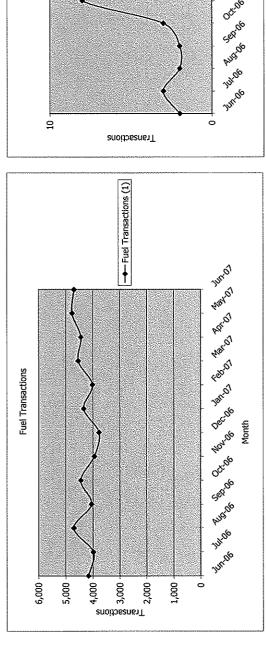


	3un-06	90-Inc	Aug-06	Sep-06	Sep-06 Oct-06	Nov-06	Dec-06	Jan-07	Jan-07 Feb-07	Mar-07	Apr-07	May-07	Jun-07
Fleet Average Gasoline PPG	2.823	2.924	2.922	2,554	2.234	2.212	2.299	2.241	2.217	2.523	2.795	2.997	2.975
WEXIndex Gas (National Average)	2.770	2.868	2.951	2.728	2.179	2.170	2,268	2.188	2.204	2.506	2.806	3.021	2.966
Difference	-0.053	ľ	0.030	0.174	-0.055	-0.042	-0.031	-0.053	-0.012	-0.017	0.011	0.024	-0.009

Top 5 Least Expensive GASTONIA, NC, 28054 CHEWELAH, WA, 99109 ATLANTA, GA, 30307 SAN DIEGO, CA, 92101 CORIB DI AI RENE ID AS	Expensive Areas (1) plus/minus	\$1.80 (\$1.17)	\$2.96 (\$0.26)	\$2.92 (\$0.21)	\$3.18 (\$0.19)	814 42.77 (40.18)
	Top 5 Least Expensive	GASTONIA, NC, 28054	CHEWELAH, WA, 99109	ATLANTA, GA, 30307	SAN DIEGO, CA, 92101	COFIR DAIFNE ID 83814

	Top 5 Most Expensive Areas (1)		plus/minus
1	ABBEVILLE, GA, 31001	\$3.01	\$0.72
7	SPOKANE, WA, 99224	\$3.40	\$0,26
m	HALIFAX, NC, 27839	\$3.15	\$0.23
4	WILSON, NC, 27893	\$3.13	\$0.22
ιΩ	SAN BERNARDINO, CA, 92407	\$3.46	\$0.21

## TRANSACTION REPORT



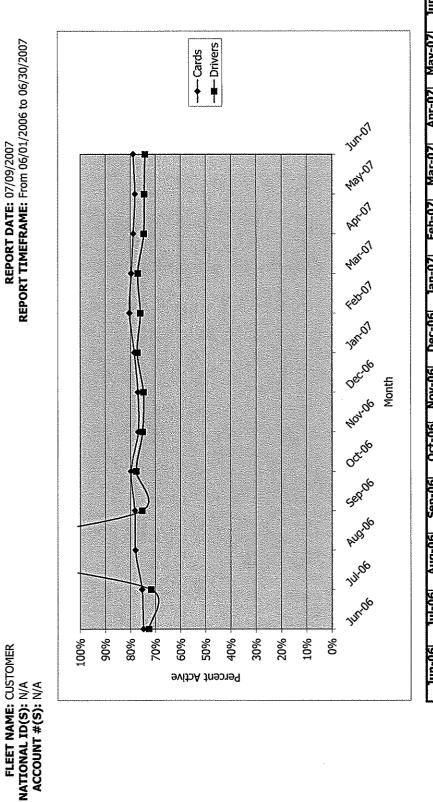
	→ Non-Fuel Transactions (2)	zunat
Non-Fuel Transactions		The series of th
,	Transactions	

	on-line	on-inc	Mug-oo	300,00	201-175	DO-AGN	ממ-חברי	JOHEN T	ren o	ייומו - חיל	70 - Idw	Tagy-VZ	
Fuel Transactions (1)	4,161	3,980	4,703	4,043	4,442	3,946	3,774	4,336	4,018	4,543	4,445	4,769	
Non-Fuel Transactions (2)	2	3	2	2	3	8	8	9	8	2	7.	9	
Total Transactions	4,163	3,983	4,705	4,045	4,445	3,954	3,782	4,342	4,026	4,545	4,452	4,775	
Manual Transactions (3)	52	22	25	12	22	14	9	18	12	12	5	15	
% Manual Transactions	0.6248%	0.5528%	0.5316%	0.2968%	0.4953%	0.3548%	0.1590%	0.4151%	0.2987%	0.2641%	0.1125%	0.3145%	
Avg. Gallons/Trans.	36	35	37	36	37	36	36	36	37	38	38	38	
Active Cards (4)	545	551	0/5	225	583	295	295	276	909	611	611	618	
Trans/Active Card	8	7	89	7	8	7	۷.	8	7	7	7	89	
													ı

(1) Total number of transactions coded by a fuel product code (refer to the Fuel Type Usage Snapshot) Total number of transactions coded as a non fiel product code (refer to the Non Fuel Spend Snapshot) (3) Total number of transactions coded as a manual sale by the merchant (4) Total number of cards used within the specified time period (4) Total number of cards used within the specified time period

**ACTIVATION REPORT** 

**REPORT DATE:** 07/09/2007 **REPORT TIMEFRAME:** From 06/01/2006 to 06/30/2007



	90-unc	3un-06 Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
Total Cards (1)	731	731	731	731	731	731	730	734	754	767	775	791	790
Active Cards (2)	547	551	570	572	583	562	562	276	909	611	611	618	623
% Activation	75%	75%	18%	78%	%08	77%	77%	78%	80%	%08	79%	%8/	79%
-													
Total Drivers (3)	9/9		9/9	929	9/9	9/9	674	089	269	705	709	724	734
Active Drivers (4)	491	485	921	509	525	208	504	525	230	543	529	539	544
% Activation	73%	72%	136%	75%	78%	75%	75%	77%	76%	77%	75%	74%	74%

Total number of active cards within the fleet at the end of the month
 Total number of cards used within the specified time period
 Total number of active driver identification numbers (PINS) within the fleet at the end of the month
 Total number of driver identification numbers (PINS) used within the specified time period



## TOP 20 BRAND REPORT (FUEL)

REPORT TIMEFRAME: 67/09/2007
REPORT TIMEFRAME: From 06/01/2006 to 06/30/2007

		Total			Average Price Per	# of Stations
	Brand Name	Transactions	Total Gallons	<b>Total Dollars</b>	Gallon	Osed
<b>T-1</b>	PANTRY	32	597	\$1,722	\$2.88	18
2	MURPHY USA	22	466	\$1,353	\$2.90	11
m	UNBRANDED	79	1,765	\$5,133	\$2.91	45
4	SHEETZ	18	412	\$1,200	\$2.91	8
ល	CIRCLEK	<b>29</b>	1,230	\$3,593	\$2.92	39
9	QUIKTRIP	32	731	\$2,140	\$2.93	27
7	WILCO HESS	19	403	\$1,188	\$2.95	12
æ	AMOCO	797	6,340	\$18,686	\$2,95	153
6	SUNOCO	45	925	\$2,728	\$2.95	28
10	BP	23	464	\$1,369	\$2.95	15
7	CITGO	206	4,895	\$14,446	\$2.95	128
12		51	978	\$2,738	\$2.95	28
13	HESS	22	1,143	\$3,381	\$2.96	38
14	EXXONMOB	258	2,360	\$15,992	\$2.98	156
15	DIAMOND	27	490	\$1,466	\$2.99	23
16	SHELL	292	5,646	\$17,077	\$3.02	205
17	PHILL 66	22	476	\$1,441	\$3.03	16
18	CHEVRON	162	3,472	\$10,542	\$3.04	111
61	NOIND 76	31	029	\$2,135	\$3,19	18
20	CONOCO	35	672	\$2,163	\$3.22	27

(1) Represents the overall Top 20 Brand Name Merchants used for unleaded fuel types within the last month (sorted low to high by Avg PPG,

1,106

\$2.98

\$110,493.26

37,085

1,740

TOTALS:



## TOP 20 BRAND REPORT (DIESEL) (1)

**REPORT DATE:** 07/09/2007 **REPORT TIMEFRAME:** From 06/01/2006 to 06/30/2007

		Total			Average Price Per	# of Stations
	Brand Name	Transactions	Total Gallons	<b>Total Dollars</b>	Gallon	Nsed
<del></del> i	T	42	3,480	\$9,385.48	\$2.70	6
2	CONOCO	68	1,811	\$4,944,51	\$2.73	12
3	LOVES	29	4,250	\$11,728.36	\$2.76	6
4	UNBRANDED	145	90'6	\$25,050.40	\$2.76	23
5	MARATHON	61	2,420	\$6,708.24	\$2.77	12
9	PILOTOIL	33	1,104	\$3,068.11	\$2.78	13
7	FLYING J	19	1,106	\$3,083.95	\$2.79	8
8	WILCO HESS	98	2,160	\$6,059.30	\$2.81	13
6	DIAMOND	52	1,460	\$4,122.49	\$2.82	24
10	HESS	64	1,949	\$5,504,21	\$2.82	30
11	SHELL	455	19,035	\$53,761.09	\$2.82	191
12	CIRCLEK	45	1,682	\$4,768.07	\$2.83	14
13	CITGO	228	10,222	\$29,059.60	\$2.84	71
14	CHEVRON	227	9'88'6	\$28,068.13	\$2.85	94
15	EXXONMOB	64	2,156	\$6,145.60	\$2.85	27
16	AMOCO	251	11,741	\$33,599.51	\$2.86	E9
17		47	2,519	\$7,223.49	\$2.87	17
18	QUICK FUEL	120	6,840	\$19,656.96	\$2.87	8
19	SUNOCO	41	1,226	\$3,536.38	\$2.88	18
20	PAC PRIDE	14	906	\$2,861.37	\$3.16	8

(1) Represents the overall Top 20 Brand Name Merchants used for Diesel fuel specifically within the last month (sorted low to high by Avg PPG,

664

\$2.82

\$268,335.25

94,989

2,053

TOTALS:

	TotoliuselleiniEsueVA	ESTOPE DESCRIPTION E
1	E85	ETHANL85
2	DSL	DIESEL
3	UNL	UNLEADED
4	SUP	SUPER UN
5	FUL	FUL OTH
6	UN+	UNL PLUS
7	UNc	UNLALC57
8	U+c	UN+ALC57
9	DS+	PREM DSL
10	PRO	PROPANE
11	CNG	CNG
12	UNa	UNLALC10
13	U+a	UN+ALC10
14	SUa	SUPALC10
15	UNb	UNLALC77
16	U÷b	UN+ALC77
17	SUb	SUPALC77
18	REF	REFER
19	FRM	FARM
20	SUc	SUPALC57
21	MOT	OIL
22	LAM	LAMPS
23	WIP	WIPERS
24	BAT	BATTERY
25	FLU	FLUIDS
26	TIR	TIRES
27	HOS	HOSES
28	FIL	FILTERS
29	BDY	BODYWORK
30	REP	REPAIRS
31	OIL	OIL CHNG
32	TUN	TUNE UP
33	INS	INSPECT
34 25	WSH	CAR WASH
35	TBA R&T	T/B/A ROAD&TOW
36 37	A/C	AIR COND
38	ENG	ENG SVC
38	TRN	TRNS SVC
40	OTH	OTHER
41	ACC	ACCESSOR
42	FOO	FOOD
43	SVC	SERVICE
44	PRT	PARTS
44	INI	IANIO

45	LBR	LABOR
46		
47	PTS	A-PTSPLY
48	CHR	A-CHRTR
49	AMC	A-MISC
50		
51	DIS	DISCOUNT
52	BRK	BRKE SVC
53	MFT	A-MSFLTX
54	MTX	A-MSCTAX
55		
56	SAL	SALES TX
57	STX	A-STTAX
58	FET	A-FET
59	EXH	EXHT SVC
60		
61		
62		
63	ENV	ENV CHG
64	GLS	GLAS SVC
65	FAD	A-FULADD
66	FEE	A-FEES
67	APU	A-APU
68	RMP	A-RMPFEE
69	PRK	A-PRKFEE
70	LND	A-LNDFEE
71	APT	A-APTFEE
72	HNG	A-HNGFEE
73	ARN	A-AIRRNT
74	CAR	CAR RENT
75	LES	A-FLTLES
76	PLN	A-FLTPLN
77	DIC	A-DEICE
78	CLN	A-CLEAN
79	TIE	A-TIEDWN
80	TRL	TIRE SVC
81	FRT	FRNT END
82	SUS	SUSP SVC
83	RAD	RDTR SVC
84	DTL	AUTO DTL
85	FLW	A-FLOW
86		
87		
88		
89	O717/37	CWAL DATE
90	SWT	SWT RATE
91	JA IAA	JETA JETAADD
92	JAA IDO	JETAADD JP8
93	JP8	Jro

94	AG1	AV100LL
95	AG8	AV80LL
96	MFL	MISCFUEL
97	JВ	JETB
98	RSV	RESERVED
99	RSV	RESERVED

Definition
Ethanol 85 (a blend of 85% Ethanol and 15% Unleaded)
*Regular Diesel with fuel taxes included in price
*Regular Unleaded (lowest grade, usually 87 octane)
*Super Unleaded (highest grade, usually 92-93 octane)
Standard definition: Any fuel product that can not be classified under one of the
other listed product codes. (Tax exempt program does not exempt taxes for this
code.) *Unleaded Plus (mid-grade, usually 89 octane)
*Regular Unleaded 5.7% alcohol blend *Unleaded Plus 5.7% alcohol blend
*Premium Diesel with fuel taxes included in price
Propane Company of National Con-
Compressed Natural Gas
*Regular Unleaded 10% alcohol blend  *Unleaded Plus 10% alcohol blend
*Super Unleaded 10% alcohol blend
*Regular Unleaded 7.7% alcohol blend
*Unleaded Plus 7.7% alcohol blend
*Super Unleaded 7.7% alcohol blend
Refrigerator fuel & off road fuel used by equipment other than farming – usually
non-taxed; can be diesel, propane, unleaded or CNG
Off road fuel used by farming equipment – usually non-taxed; can be diesel,
unleaded or alcohol blends
*Super Unleaded 5.7% alcohol blend Motor oil
Replacement bulbs for headlights, taillights, etc.
Windshield wiper blades
Battery
Fluids and coolants
Tires
Air hoses and belts
Air and oil filters
Auto Body Work
Repairs
Oil change and lube
Routine maintenance to vehicle
Safety inspection of vehicle
Exterior cleaning of vehicle
Tires, batteries and accessories – charge for parts only
Towing and wrecker service
Air Conditioning
Engine Service
Transmission Service
Non-fuel products that do not have a specific product code
Charge for accessories
Food items
Package price for parts and labor
Use with product code 45 when parts and labor are charged separately
Ose with product code 45 when parts and labor are charged separately

Use when labor is charged separately at an hourly rate
WEX Use Only
Pilot supplies (Aviation only)
Charter service fees (Aviation only)
Miscellaneous aviation fees (Aviation only)
WEX Use Only
Discount amount provided by site on any nonfuel item (negative value)
Brake Service
Miscellaneous fuel tax (Aviation only)
Miscellaneous aviation tax (Aviation only)
WEX Use Only
Sales tax charged on non-fuel items
State tax (Aviation only)
Federal Excise tax (Aviation only)
Exhaust replacement/repair
WEX Use Only
WEX Use Only
WEX Use Only
Environmental Disposal Fee
Auto glass repair and replacement
Fuel additive (Aviation only)
Fees (Aviation only)
Auxiliary Power Unit (Aviation only)
Aircraft ramp access fees (Aviation only)
Aircraft parking fees (Aviation only)
Aircraft landing fees (Aviation only)
Airport fees (Aviation only)
Airport hanger fees (Aviation only)
Aircraft rental fees (Aviation only)
Car Rental
Flight lesson fees (Aviation only)
Flight plan fees (Aviation only)
De-icing aircraft (Aviation only)
Cleaning aircraft (Aviation only)
Tying down aircraft (Aviation only)
Tire related, wheel balance and valve stems
Front End and Alignments
Shocks and Springs
Flush and Fill
Automotive Detailing
Sanitation of aircraft (Aviation only)
WEX Use Only
State wide tax
Jet fuel A (Aviation only)
Jet fuel A with additives (Aviation only)
Jet fuel JP8 (Aviation only)

Aviation gas 100LL (Aviation only)	
Aviation gas 80LL (Aviation only)	
Miscellaneous aviation fuel (Aviation only)	
Jet fuel JP4 turbo (Aviation only)	:
Reserved for aviation fuel	
Reserved for aviation fuel	



# Minority Women Owned Business Enterprise (MWOBE) Quarterly Report - Q4 2004

The MWOBE Report is for internal and governmental reporting use only.

All other use is strictly prohibited without the expessed written consent of Wright Express.

[Dunn & Bradsheet Copyright]

					Fu-Sudden to						
Fleet Name	National ID	Merch. Prefix	Merchant Settle Entity	Site No.	Site Name	Street Address	Street Address 2	City	S.	diZ	Contact Name
ABC COMPANY	88001234	1.	-	588	AMOCO 20	88 AMOCO 2(10444 CALUMET	***************************************	MUNSTER	Z	46321288	46321288C AMOCO 26
ABC COMPANY	88001234	12	<del>***</del>	588	AMOCO 20	588 AMOCO 2(10444 CALUMET		MUNSTER	Z	46321288	46321288C AMOCO 2(
ABC COMPANY	88001234	1 12	<del></del>	588	AMOCO 28	588 AMOCO 2(10444 CALUMET		MUNSTER	Z	46321288	46321288C AMOCO 20
ABC COMPANY	88001234	1 12	13	267		SNAPPYS 1209 N ATHERTON ST		STATE COLLEGE	РА	16803292	168032925J J POWE
ABC COMPANY	88001234	12	13	267	SNAPPYS	SNAPPYS 1209 N ATHERTON ST		STATE COLLEGE	PA	16803292	68032925JJ POWE
ABC COMPANY	88001234	1 12	13	267	267 SNAPPYS 1	SNAPPYS 1209 N ATHERTON ST		STATE COLLEGE	PA	16803292	68032925JJ POWE
ABC COMPANY	88001234	12	13	367	ALLOUEZ I	US 41		ALLOUEZ	M	49805	CHIEF OIL
ABC COMPANY	88001234	12	13	367	ALLOUEZ I	US 41		ALLOUEZ	Z	49805	CHIEF OIL
ABC COMPANY	88001234	1 12	13	819	AMOCO S	819 AMOCO S 828 MAIN ST BOX 221		WAUSAUKEE	N.	54177	LAFAIVE
ABC COMPANY	88001234	1 12	13	819	AMOCO S	819 AMOCO S 828 MAIN ST BOX 221		WAUSAUKEE	W	54177	LAFAIVE
ABC COMPANY	88001234	1 12	4	174	SOUTH SI	SOUTH SI 500 S CENTER ST		THOMASTON	GA	30286352	302863525 WILLIS OII
ABC COMPANY	88001234	1 12	7	174	SOUTH SI	SOUTH SI 500 S CENTER ST		THOMASTON	GA	30286352	302863525 WILLIS OII
ABC COMPANY	88001234	1 12	4	215	GRANTVIL:	GRANTVIL 5325 W HWY 29		GRANTVILLE	GA	30220	GEO H GF
ABC COMPANY	88001234	1 12	4	219	CIRCLE M	219 CIRCLE M 1180 THOMPSON BRIDGE		GAINESVILLE	ĜΑ	30501170	305011706 CLIPPER I
ABC COMPANY	88001234	1 12	4	617	SCOTCHIN	SCOTCHINUS HWY 701		WHITE LAKE	S	28337	WORSLEY
ABC COMPANY	88001234	1 12	7	617	SCOTCHIN	SCOTCHINUS HWY 701		WHITE LAKE	S	28337	WORSLEY
ABC COMPANY	88001234	1 12	4	617	SCOTCHIN	617 SCOTCHINUS HWY 701		WHITE LAKE	SC	28337	WORSLEY
ABC COMPANY	88001234	: 12	4	635	GRIFFIN F.	635 GRIFFIN F2080 GRIFFIN RD		FORT LAUDERDALE	귙	33312591;	333125913 BEATRIZ (
ABC COMPANY	88001234	1. 12	14	825	825 ROGERS / HWY 55	HWY 55		MAPLE LAKE	NN	55358	JM OIL CC
ABC COMPANY	88001234	: 12	4	825	825 ROGERS , HWY 55	HWY 55		MAPLE LAKE	ΝN	55358	JM OIL CC
	88001234	1 12	4	825	825 ROGERS / HWY 55	HWY 55		MAPLE LAKE	ΝN	55358	JM OIL CC
	88001234	12	15	4	SELMER #1	4 SELMER / HWY 45 SOUTH		SELMER	Z	38375	PAUL FISH
ABC COMPANY	88001234	1 12	ਹੈ	4		SELMER #HWY 45 SOUTH		SELMER	Z	38375	PAUL FISH
ABC COMPANY	88001234	12	15	4	SELMER A	SELMER #HWY 45 SOUTH		SELMER	Z	38375	PAUL FISH
ABC COMPANY	88001234	1 12	15	139	39 CARL E CIHC 75	HC 75		FORT LITTLETON	PA	17223980	172239801BEDFORD
ABC COMPANY	88001234	112	15	139	CARL E CI HC 75	HC 75		FORT LITTLETON	ΡA	17223980	172239801BEDFORD
ABC COMPANY	88001234	12	15	139	CARL E CI HC 75	HC 75		FORT LITTLETON	PA	17223980	172239801BEDFORD
ABC COMPANY	88001234	12	15	254	SPARTA A!	SPARTA A 560 E DIVISION ST #		SPARTA	₹	49345936	49345936C AMER GA!
ABC COMPANY	88001234	12	15	368	NORTH'S (	NORTH'S 6017 CHARLOTTE HWY		YORK	SC	29745962	297459625 UNITED O
ABC COMPANY	88001234	12	15	368	NORTH'S (	NORTH'S 6017 CHARLOTTE HWY		YORK	SC	29745962	29745962g UNITED O
ABC COMPANY	88001234	12	15	395	HAMPTON;	395 HAMPTON 718 HWY 3 NORTH		HAMPTON	GA	30228	WILLIS OII
ABC COMPANY	88001234	12	15	463	AMOCO FIL	AMOCO FIHWY 18 & MAIN		MISSION	SD	57555	MG OIL CC
ABC COMPANY	88001234	•	4	463	AMOCO FIL	AMOCO FIHWY 18 & MAIN		MISSION	SD	57555	MG OIL CO
ABC COMPANY	88001234	•	15	463	AMOCO F	AMOCO FIHWY 18 & MAIN		MISSION	S	57555	MG OIL CC
ABC COMPANY	88001234	12	15	952	DYNOS AN	952 DYNOS AM 602 OKOBOJI AVE		MILFORD	¥	51351175	513511754 DYNO OIL
ABC COMPANY	88001234	. 12	15	952	DYNOS AN	DYNOS AN 602 OKOBOJI AVE		MILFORD	≰	51351175	513511754DYNO OIL

Total Dollars	160.01	140	286	48	50.65	159.38	41.76	17.09	387.66	88.28	20.48	69.7	73.3	60.05	741.15	204.46	634.57	43.02	42.55	294.85	31.61	4873.18	4938.25	5911.05	391.01	468.03	967.4	24	24.81	46.04	35	92.5	29.5	33.5	34.01	54.32
Total Gallons	75.852	63.224	138.224	24.016	26.854	88.905	18.007	8.999	173.814	43.085	11.197	38.508	39.43	30.223	346.595	95.186	299,935	18.712	18.919	134,292	15.276	2378.579	2555.865	3252.713	172.381	212.834	438.363	14.643	13.203	25.034	21.467	47.567	15.056	17.974	17.016	27.73
Trans- actions	4	4	80	C/I	Ω	4	•	•	14	ന	-	2	4	C)	18	S)	15	****	· w	7	4	166	177	211	O)	10	22	-	•	CI	2	C)	CI.	က	-	C1
Small Disadvantaged Business	***************************************																																			
Disadvantaged Business																																				
Section 8A																																				
Military Service																													Veteran	Veteran	Veteran					
Minority Class	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Female	Asian Male Veteran	Female	Female	Female	Female	Female
Transaction Month	10/2004	11/2004	12/2004	10/2004	11/2004	12/2004	11/2004	12/2004	10/2004	12/2004	11/2004	12/2004	11/2004	12/2004	10/2004	11/2004	12/2004	11/2004	: 10/2004	11/2004	12/2004	10/2004	11/2004	12/2004	10/2004	11/2004	12/2004	12/2004	10/2004	11/2004	12/2004	10/2004	11/2004	12/2004	10/2004	111/2004
Тегернопе	219922916 10/2004	21992291611/2004	219922916 12/2004	814235197 10/2004	81423519711/2004	814235197 12/2004	90633757£11/2004	90633757£ 12/2004	715856573 10/2004	715856573 12/2004	70664780511/2004	706647805 12/2004	40496461211/2004	77053482112/2004	910862302 10/2004	91086230211/2004	91086230212/2004	954962277 11/2004	320963655 10/2004	320963655 11/2004	320963655 12/2004	901645645 10/2004	901645645 11/2004	901645645 12/2004	717987317 10/2004	71798731711/2004	717987317 12/2004	61688703£12/2004	803831225 10/2004	803831225 11/2004	404946462 12/2004	60585648C 10/2004	60585648C 11/2004	60585648C 12/2004	71233825110/2004	71233825111/2004



**DEPARTMENT: ADMIN** 

CLOSING DATE: 02-28-06

ACCOUNT NO: 0400-00-234567-8

DELIVER TO:
SARAH SMITH
STATE FLEET
100 MAIN STREET
CAPITAL CITY US 55555

TAX CERTICATE NO:

12345

## **VEHICLE ANALYSIS REPORT**

VEHICLE CARD NO	ON Q		CUSTOMER ID		VEHIC	VEHICLE DESCRIPTION	TION			PLATE			
2928		1	899956		<b>6</b> 0 1	BLACK SEDAN			; ; ; ;	123456	1 1 1 1	 	! !
LOCATION	DATE	TWE	l 1	ODOMETER	PRODUCT	GALLONS	COST/ GAL	GROSS	DISCOUNT	EXEMPTED AMOUNT	NET COST	REPORTED CC TAXES	CODE*
	1 1	1			; ; ; ;	1 1 1 1 1	1 1 1 1 1		1 1 1	!!!!!!!!!!!!	1 1 1 1 1 1 1 1 1		!!!
			PREVIOUS ODOMETER	59950									
AB001752	02-03-06	11:24	BROWN, S	60446	NS.	20.796	2.739	56.96	0.00	10.42	46.54		
AB001751	02-07-06	14:16	LOPES, K	60750	J N	13.723	2.759	37.86	0.00	6.93	30.93		
AB001752	02-09-06	15:48	BROWN, S	61043	E85	13.411	2.759	37.00	0.00	6.77	30.23		
AB001753	02-15-06	13:51	MORRIS, J	61513	충	20.744	2.799	58.06	0.00	10.63	47.44	4.15	<b>LL.</b>
AB001753	02-16-06	10:53	BROWN, S	61814	E85	13.889	2.799	38.88		7.11	31.76		
AB001752	02-20-06	10:39	BROWN, S	62082	NN ON	11.513	2.779	31.99		5.86	26.14		
AB001752	02-20-06	19:19	BROWN, S	62352	JN O	12.301	2.779	34.18	0.00	6.26	27.93		LL.
12017705	02-23-06	15:50	LOPES, K	62908	, ND	25.922	2.799	72.56	0.00	13.28	59.28		u.
						1 1 1 1	1 1 1 1		1	! !	1		
			RETAIL FUEL			132.299	2.777	367.50	0.00	67.25	300.24		
			TOTAL FUEL	PERIOD Y.T-D		132.299	2.349	367.50 629.16	0.00	67.25 152.89	300.24 476.27		
NON-FUEL TR	NON-FUEL TRANSACTIONS												
AB001751 AB001751	02-07-06	14:16 14:16	LOPES, K LOPES, K	60750 60750	OTHER			7.58			7.58		
			TOTAL NON-FUEL	PERIOD Y-T-D				19.90 32.50			19.90 32.50		
			TOTAL PURCHASES	PERIOD Y-T-D				387.40 661.66			387.40 661.66		
*CODES		A = ADJU	A = ADJUSTING ENTRY	F=FLEET ANALYST	(ST	M = MANU	M = MANUAL TRANSACTION	ACTION	:	R = ISLAND READER	ADER		i

OM = ONSITE MOBILE

R\* = REASON TAX RECALCULATED (SEE TAX SUMMARY)

TS = TERMINAL SITE

PS = PRIVATE SITE



**DEPARTMENT: ADMIN** 

CLOSING DATE: 02-28-06

ACCOUNT NO: 0400-00-234567-8

DELIVER TO: SARAH SMITH

STATE FLEET 100 MAIN STREET CAPITAL CITY US 55555

12345 TAX CERTICATE NO:

## **VEHICLE ANALYSIS REPORT**

VEHICLE CARD NO 2927	ON		CUSTOMER ID 985236		VEHIC	VEHICLE DESCRIPTION BOX TRUCK	NOIL			<b>PLATE</b> 567890			
LOCATION	DATE	TIME	DRIVER	ODOMETER	PRODUCT	GALLONS	COST/	GROSS	DISCOUNT	EXEMPTED AMOUNT	NET	REPORTED CODE*	CODE*
	! !	 		1	: ! !	1 1 1	 	1 1 1 1		1 1 1 1	1 1 1 1 1	 	1 
			PREVIOUS ODOMETER	57248									i
91006879	02-01-06	16:48	JOHNSON, D	57523	DSF	35,167	2.789	98.08	0.00		74.25	0.00	œ
71102413	02-03-06	08:45	JOHNSON, D	57859	DST	43.976	2.789	122.65	0.00	29.80	92.85	0.00	œ
83057795	02-05-06	09:23	HARKNESS, T	58238	DSL	49.672	2.779	138.04	0.00		104.50	0.00	
71102413	02-15-06	15:56	WOOD, M	58615	DSF	47.943	2.789	133.71	0.00		101.22	0.00	<b>LL</b> .
91004719	02-15-06	16:35	WOOD, M	58931	DSI.	39.752	2.789	110.87	0.00		83.93	0.00	ᄔ
83057795	02-20-06	09:54	WATSON, P	59261	DSL	42.420	2.799	118.73	0.00		89.88	0.00	ഥ
83057795	02-21-06	08:46	WATSON, P	59641	DSL	48.395	2.799	135.46	0.00		102.54	0.00	С П
71102413	02-22-06	08:55	WATSON, P	60005	DSL	46.383	2.759	127.97	00.00		96.87	0.00	
71102413	02-23-06	09:45	WATSON, P	60277	DSF	33.943	2.769	93.99	0.00		71.15	0.00	
			RETAIL ELE			387.651	2 785	1.079.50	000	262.32	817.18		
						) ) ) ) )							
			TOTAL FUEL	PERIOD		387.651	2.785	1,079.50	0.00	262.32	817.18		
				Y-T-D		743.947	2.568	1,910.46	0.00	464.24	1,446.22		
			TOTAL PURCHASES	PERIOD		387.651	2.785	1,079.50	0.00	262.32	817.18		
				Y-T-D		743.947	2.568	1,910.46	0.00	464.24	1,446.22		



ACCOUNT NO: 0400-00-234567-8

DELIVER TO:
SARAH SMITH
STATE FLEET
100 MAIN STREET
CAPITAL CITY US 55555

TAX CERTICATE NO:

12345

FINANCIAL SUMMARY - DEPARTMENT ADMIN

TRANSACTION TYPE	NO OF TRANS	MILES	GALLONS	GROSS	DISCOUNT	EXEMPTED AMOUNT	NET COSTS	NET AVG COST/MILE	NET AVG COST/GAL	NET AVG MPG
RETAIL FUEL	128	35,922	3119.767	8,685.43	87.90	1,893.42	6704.11	0.187	2.15	11.51
TOTAL FUEL	128	35,922	3119.767	8,685.43	87.90	1,893.42	6704.11	0.187	2.15	11.51
NON-FUEL	17			437.94			437.94			
TOTAL PURCHASES	145	35,922	3119.767	9,123.37	87.90	1,893.42	7142.05	0.199	2.29	11.51
Q-T-Y	319	628'99	6064.697	16,884.12	719.36	3,680.74	12484.02	0.187	2.06	11.03
										,



DEPARTMENT: PARKS

CLOSING DATE: 2-28-06

ACCOUNT NO: 0424-00-2345678

DELIVER TO:
SARAH SMITH
STATE FLEET
100 MAIN STREET
CAPITAL CITY US 55555

12345 TAX CERTICATE NO:

## **VEHICLE ANALYSIS REPORT**

VEHICLE CARD NO	ON		CUSTOMERID		VEHIC	VEHICLE DESCRIPTION	NOIL			PLATE				
					<u>o</u>	GREEN PICKUP	n		   	123456		; ; ;	!	!
LOCATION	DATE	TIME	DRIVER	ODOMETER	PRODUC	T GALLONS	COST/ GAL	GROSS	DISCOUNT	EXEMPTED AMOUNT	NET COST	REPORTED TAXES	CODE	*
	 	1 1 1		1 1 1 1 1 1	1 1 1 1 1 1 1				!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!			1 1 1 1 1	1 1	i
			PREVIOUS ODOMETER	1842										
12017705	02-01-06	10:45	MORAN, P	2467	N S	27.167	2.799	76.04	0.00		71.07		œ	<b>LL</b> .
12017705	02-09-06	14:48	MORAN, P	3083	SUP	1.237	2.999	3.71	0.00	0.23	3.48	0.24	œ	u.
120177705	02-10-06	11:09	MORAN, P	3150	Š	2.914	2.819	8.21	0.00		7.68	-	œ	
12017705	02-11-06	16:24	MORAN, P	3643	J <sub>N</sub>	21.633	2.819	60.98	0.00		57.02	-	œ	
12017705	02-18-06	12:09	MORAN, P	4137	, N	21.594	2.839	61.31	0.00		57.35		œ	
12017705	02-24-06	11:40	MORAN, P	4151	ONL	0.624	2.839	1.77	00.0	0.11	1,66		œ	
			RETAIL FUEL			75.169	2.852	212.03		13.76	198.27			
			TOTAL FUEL	PERIOD Y-T-D		75.169 142.943	2.852	212.03 385.09	0.00	13.76 39.67	198.27 345.42			
			TOTAL PURCHASES	PERIOD Y-T-D				212.03 385.09		13.76 39.67	198.27 345.42			



DEPARTMENT: PARKS

CLOSING DATE: 2-28-06

ACCOUNT NO: 0424-00-2345678

DELIVER TO: SARAH SMITH

STATE FLEET 100 MAIN STREET CAPITAL CITY US 55555

12345 TAX CERTICATE NO:

## **VEHICLE ANALYSIS REPORT**

GAL         COST         AMOUNT         COST         TAXES           14447         14447         11.135         2.769         30.83         0.00         5.64         15.80         0.00           15036         UNL         16.558         2.779         42.99         0.00         7.87         24.49         6.36           15715         UNL         15.468         2.779         42.99         0.00         7.87         20.34         4.30           15715         UNL         14.163         2.789         39.50         0.00         7.23         19.89         2.83           PERIOD         57.324         2.777         159.17         0.00         29.13         80.52           Y-T-D         120.671         2.736         301.64         0.00         55.20         246.44           PERIOD         120.671         2.736         301.64         0.00         29.13         80.52           Y-T-D         120.671         2.736         301.64         55.20         246.44         55.20	1 1 1	i	949672	;	VEHIC	WHITE PICKUP  WHITE PICKUP	i			567890 	1	REPORTED	D CODE*
14447         14660       FUL       11.135       2.769       30.83       0.00       5.64         15036       UNL       16.558       2.779       45.85       0.00       8.39         15390       UNL       15.468       2.779       42.99       0.00       7.87         15715       UNL       14.163       2.779       39.50       0.00       7.23         FRIOD       57.324       2.777       159.17       0.00       29.13         Y-T-D       120.671       2.777       159.17       0.00       29.13         PERIOD       120.671       2.776       159.17       0.00       29.13         Y-T-D       120.671       2.777       159.17       29.13	DATE TIME DR		DRIVER		PRODUCT GALLONS		COST/ GAL	GROSS COST	DISCOUNT		z ႘ i ¦	NET COST	
14660         FUL         11.135         2.769         30.83         0.00         5.64           15036         UNL         16.558         2.769         45.85         0.00         8.39           15390         UNL         15.468         2.779         42.99         0.00         7.87           15715         UNL         14.163         2.789         39.50         0.00         7.23           PERIOD         57.324         2.777         159.17         0.00         29.13           Y-T-D         120.671         2.736         301.64         0.00         55.20         2           PERIOD         120.671         2.736         301.64         0.00         55.20         2           PERIOD         301.64         0.00         29.13         2         2	. —	_	DOMETER										
15036         UNL         16.558         2.769         45.85         0.00         8.39           15390         UNL         15.468         2.779         42.99         0.00         7.87           15715         UNL         14.163         2.789         39.50         0.00         7.23           FRIOD         57.324         2.777         159.17         0.00         29.13           Y-T-D         120.671         2.736         301.64         0.00         55.20         2           PERIOD         120.671         2.736         301.64         0.00         55.20         2           Y-T-D         301.64         0.00         55.20         2	02-13-06 10:21 HUDSON, F			14660	FUL	11.135	2.769	30.83		5.64	15.80	_	0.00
15715 UNL 15.468 2.779 42.99 0.00 7.87  15715 UNL 14.163 2.789 39.50 0.00 7.23  57.324 2.777 159.17 0.00 29.13  Y-T-D 120.671 2.736 301.64 0.00 55.20 2  PERIOD 7.87 159.17 0.00 29.13  Y-T-D 120.671 2.736 301.64 0.00 55.20 2  Y-T-D 7.324 2.777 159.17 0.00 29.13	14:15			15036	- NO	16.558	2.769	45.85		8.39	24.48	_	6.36
15715 UNL 14.163 2.789 39.50 0.00 7.23	14:32			. 15390	J N	15.468	2.779	42.99		7.87	20.3		4.30
PERIOD 57.324 2.777 159.17 0.00 29.13  Y-T-D 120.671 2.736 301.64 0.00 55.20 2  PERIOD 159.17 29.13 29.13  Y-T-D 55.20 29.13	16:20			15715	N N	14,163	- 1	i	     	 	1		2.83
PERIOD         57.324         2.777         159.17         0.00         29.13           Y-T-D         120.671         2.736         301.64         0.00         55.20           PERIOD         159.17         29.13           Y-T-D         301.64         55.20	RETAIL FUEL	RETAIL FUEL				57.324	ı					01	
PERIOD 159.17 29.13 7.T-D 301.64 55.20	TOTAL FUEL	TOTAL FUEL		PERIOD		57.324	2.777	159.17		29.13	80.52	<b>~1</b> ***	
PERIOD 159.17 29.13 Y-T-D 301.64 55.20				7		170:071	2:130	*0.1.0c		00.00			
	TOTAL PURCHASES	TOTAL PURC	HASES	PERIOD Y-T-D				159.17 301.64		29.13 55.20	80.52 246.4	CL with	



ACCOUNT NO: 0424-00-2345678

DELIVER TO:
SARAH SMITH
STATE FLEET
100 MAIN STREET
CAPITAL CITY US 55555

TAX CERTICATE NO:

12345

# FINANCIAL SUMMARY - DEPARTMENT PARKS

TRANSACTION TYPE	NO OF TRANS	MILES	GALLONS	GROSS COSTS	DISCOUNT	EXEMPTED AMOUNT	NET COSTS	NET AVG COST/MILE	NET AVG COST/GAL	NET AVG MPG
	1 1 1 1			1 1 1 1 1 1	       		1 1 1 1 1 1 1 1 1 1		1 1 1 1 1 1 1 1 1	 
RETAIL FUEL	237	44,712	1,656.163	4,612.41	0.00	844.07	3768.34	0.084	2.28	27.00
TOTAL FUEL	237	44,712	1,656.163	4,612.41	00.00	844.07	3768.34	0.084	2.28	27.00
NON-FUEL	9			25.09			25.09			
TOTAL PURCHASES	243	44,712	1,656.163	4,637.50	0.00	844.07	3793.43	0.085	2.29	27.00
Q-T-Y	429	86,374	3,167,495	8,243.93	0.00	1,508.64	6735.29	0.078	2.13	27.27



ACCOUNT NO: 0400-00-234567-8

DELIVER TO: SARAH SMITH STATE FLEET 100 MAIN STREET CAPITAL CITY US 55555

12345

TAX CERTICATE NO:

# FINANCIAL SUMMARY - GRAND TOTAL

TRANSACTION TYPE	NO OF TRANS	MILES	GALLONS	GROSS COSTS	DISCOUNT	EXEMPTED AMOUNT	NET COSTS	NET AVG COST/MILE	NET AVG COST/GAL	NET AVG MPG
RETAIL FUEL	365	80,634	4,775.930	13,297.84	87.90	2,737.49	10,472.45	0.130	2.193	16.883
TOTAL FUEL	365	80,634	4,775.930	13,297.84	87.90	2,737.49	10,472.45	0.130	2.193	16.883
NON-FUEL	23			463.03			463.03			
ANCILLARY FEES										
CARD REPLACEMENT	ιΩ			10.00			10.00			
TOTAL ANCILLARY	ស			10.00			10.00			
TOTAL PURCHASES	393	80,634	4,775.930	13,770.87	87.90	2,737.49	10,945.48	0.136	2.292	16.883
YTD	753	153,253	9,252.192	25,128.05	175.80	5,189.38	19,762.87	0.129	2.136	16.564

## DEPARTMENT GRAND TOTALS

7,142.05	3,793.43	1111	10,935.48
ADMIN	PARKS		



ACCOUNT NO: 0400-00-234567-8

STATE FLEET 100 MAIN STREET CAPITAL CITY US 55555 DELIVER TO: SARAH SMITH

TAX CERTICATE NO:

12345

## SITE SUMMARY

LOCATION	BRAND	ADDRESS	1 3 4 1	NO OF TRANS	GALLONS	GROSS	DISCOUNT	EXEMPTED AMOUNT	NET COSTS	NON-FUEL COSTS	TOTAL COSTS
AB001752	AMOCO	Lim		39	482.477	1,395.95	0.00	292.59	1,103.36		1,103.36
12017705	ATLANTIC	LONG FALLS 908 WEST	STZIP	38	457.319	1,328.30	87.90	284.26	956.14		956.14
AB001751	MARATHON	BETHEL MARATHON 859 BROADWAY	ST ZIP	43	468.262	900.43	0.00	179.10	721.33	463.03	1,184.36
AB001753	MARATHON	BEAR LAKE MARATHON 129 OAK BLVD	ST ZIP	36	428.439	1,252.59	0.00	248.39	1,004.20		1,004.20
91006879	SPEEDWAY	STEWART SPEEDWAY 405 LAKE DR	ST ZIP	29	837.914	2,387.42	0.00	475.10	1,912.32		1,912.32
71102413	HOLIDAY	WINDHAM 984 CHESTNUT	ST ZIP	42	531.943	1,532.94	0.00	328.05	1,204.89		1,204.89
83057795	AMOCO	PORTLAND 9988 W 15TH	STZIP	76	934.612	2,684.66	0.00	569.15	2,115.51		2,115.51
91004719	ATLANTIC	WALKER 3030 LAKE DR	ST ZIP	52	634.964	1,815.55	0.00	360.87	1,454.68		1,454.68
			ST ZIP								



CLOSING DATE: 02-28-06

ACCOUNT NO: 0400-00-234567-8

DELIVER TO:
SARAH SMITH
STATE FLEET
100 MAIN STREET
CAPITAL CITY US 55555

TAX CERTICATE NO:

12345

## TAX EXEMPTION SUMMARY

TAX TYPE	FUEL TYPE	GALLONS	GROSS COST	TAX RATE	EXEMPTED TAX
FEDERAL	GASOLINE	3,383.900	9,842.31	0.18300	1,801.14
	DIESEL.	1,392.030	3,853.29	0.24300	936.35

FEDERAL TOTAL



CLOSING DATE: 02-28-06

ACCOUNT NO: 0400-00-234567-8

DELIVER TO:
SARAH SMITH
STATE FLEET
100 MAIN STREET
CAPITAL CITY US 55555

12345

TAX CERTICATE NO:

## TAX REPORTED SUMMARY

Αχ :	1.46	3.71	.64	3.81	).81
REPORTED TAX	1,968	783	147.64	2,899.81	2,899.81
TAX RATE	0.20000	0.20000	0.14200		
GROSS COST	9,842.31	3,918.56	1039.71		
GALLONS	3,383.900	1,392.030	682.686		
FUEL TYPE	GASOLINE	DIESEL	CITY EXCISE		
E TAX TYPE FUE	STATE EXCISE				D TAXES
STATE	ST			ST TOTAL	TOTAL REPORTED TAXES

**Exception Report** 

ACCOUNT: ABC, INC.

DEPARTMENT: SALES

**CLOSING DATE: 02-28-2006** 

ACCOUNT NO: 0400-00-234567-3

DELIVER TO: SARAH SMITH ABC, INC. 123 MAIN STREET ANYTOWN, USA

SMITH, J. SMI	DRIVER	1	LOCATION	DATE	TIME	ODOMETER	PRODUCT	COST/ GAL	COST/ TRANS	MPG	
PTONS: 3		4	CUSTOMER ID:	0467A	VEHIC	E DESCRIPTION	4: 2004 MINI-VAN				
FITONS: 3 CUSTOMER ID: 0465A VEHICLE DESCRIPTION: 2002 TRUCK  RD NO: 0005 CUSTOMER ID: 0465A VEHICLE DESCRIPTION: 2002 TRUCK  RS 013 335 02-02-06 15-50 1759 UNL  L EXCEPTIONS: 5 LEXAL TO THE TRUCK TO	SMITH, J LOPES, K		90 001 353	02-03-06	16:57	108514	N N S	2.779	51.85	Arm Arm	18.7 18.8
## PTIONS: 3  CUSTOMER ID: 0465A VEHICLE DESCRIPTION: 2002 TRUCK  83 013 335 02-02-06 10-45 100 SUP 2.789  PTIONS: 2  LEXCEPTIONS: 5  LEXCEPTIONS: 5	WAISON, P		C/ SID 68	05-27-06	15:24	110384	200	7.888	50.03		
AD NO: 0005 CUSTOMER ID: 0465A VEHICLE DESCRIPTION: 2002 TRUCK 83 013 335 02-04-06 15:50 1759 UNL 90 001 353 02-04-06 15:50 UNL 2 SHIONS: 5  L EXCEPTIONS: 5	TOTAL EXCEPTIONS:	က							149.60		
PTIONS: 2 02-04-06 10-45 100 SUP 2-099   PTIONS: 2 02-04-06 15:50 1759 UNL 2.789   LEXCEPTIONS: 5		92	CUSTOMER ID:	0465A	VEHIC	E DESCRIPTION	4: 2002 TRUCK				
,	SMITH, J CONNOR, S		83 013 335 90 001 353	02-02-06 02-04-06	10:45 15:50	100	SUP	2.999	51.27 45.62		
ıo	TOTAL EXCEPTIONS:	8							96.89		
	SALES TOTAL EXCEPTIONS:	ານ									

C = Cost per transaction D = Day

\*codes:

4.211(12/04)

FT = Fuel Type G = Gallons Per Transaction

H = Hours MG = Gallons per Month

P = Price per gallon S = State

T = No. of transactions per day



ACCOUNT: ABC, INC.

**CLOSING DATE: 02-28-2006** 

ACCOUNT NO: 0400-00-234567-3

DELIVER TO: SARAH SMITH ABC, INC. 123 MAIN STREET ANYTOWN, USA

## **Exception Summary**

CODE	DESCRIPTION	NO OF EXCEPTIONS	GALLONS	COST/GALLON	COST OF TRANSACTIONS		
O	Cost per transaction	61	32.75	2.784	103.12		
۵	Day	រស	90.80	2.778	253.33		
1	Fuel Type	2	34.61	2.796	22.96		
Ι	Hours	64	26.54	2.787	73.97		
⊢	Number of transactions per day	per day	47.88	2.777	147.07		
	TOTALS	12					
						:	
BRAND	LOCATION	ADDRESS	ZIJO	STATE ZIP	# OF TRANSACTIONS	GALLONS	COST OF TRANSACTION
GETTY	83 059 350 30 688 001 26 344 001	1202 ROUTE 22 615 WASHINGTON GDNS	PHILLIPSBURG WASHINGTON BINGOES	NJ 08865 NJ 07882	4 20 55 C1 C1 C	31.888 36.129 30.760	88.62 101.13 84.87
SHELL	20 244 00 l 88 023 557	SOUTH & LELAND	PLAINFIELD		-	47.147	131.49
	TOTALS				on .	145.924	406.11
VEHICLES NOT FUELING	FUELING						
VEHICLE CARD NO		CUSTOMERID	DESCRIPTION	Z			
0114	00	0465A 0469A	04 MINI-VAN 04 MINI-VAN				
TOTAL VEHICLES:	XES: 2						



ACCOUNT NO: 0400-00-234567-3

DELIVER TO: SARAH SMITH ABC, INC. 123 MAIN STREET ANYTOWN, USA

CLOSING DATE: 02-28-2006

ACCOUNT: ABC, INC.

## **Exception Summary**

VEHICLE DESCRIPTION 04 MINI-VAN 04 MINI-VAN 04 MINI-VAN CUSTOMER ID 0470A 0469A 0465A VEHICLES TERMINATED DRIVERS TERMINATED ROBBINS, TED J. JOHNSON, SAM TOTAL: 2 VEHICLE CARD NO 0012 0007 0001 VEHICLE DESCRIPTION 2004 MINI-VAN 2004 MINI-VAN 2004 MINI-VAN CUSTOMER ID 0472A 0457A 0456A SMITH, RICHARD D. BROWN, JANE F. DRIVERS ADDED VEHICLES ADDED

TOTAL: 2

VEHICLE CARD NO

TOTAL: 3

0013 0021 0020

TOTAL: 3



ACCOUNT: ABC, INC.

DEPARTMENT: SALES

**CLOSING DATE: 02-28-2006** 

ACCOUNT NO: 0400-00-234567-3

DELIVER TO: SARAH SMITH ABC, INC. 123 MAIN STREET ANYTOWN, USA

	Report
IGHT PRESS.	
WRIGHT	ehicle Analysis
	Vehic

		CODE*		ш	шZ	ш						
		MPG	***************************************	18.7	18.8 22.3	15.8 18.7 18.6	18.2					 
ш	NJXM72VL	COST/ MILE		0.148	0.125	0.177 0.149 0.161	0.151					
PLATE	Z	COST/ TRANS		50.37 51.85	40.76	50.48 45.02 50.03	384.65 684.01	2.75	3.22	5.97 12.34	390.62 748.69	
	***************************************	COST/ GAL		2.779	2.775	2.798 2.789 2.999	2.812 2.796					
VEHICLE DESCRIPTION	RUCK	GALLONS		18.125	17.197	18.043 16.142 16.681	136.818					
VEHICLE DI	2002 TRUCK	PRODUCT		<u> </u>	로 로 로 로	SUP SUP		F00	OIL OIL			
	W1500021150000045055340045555555500000000000000	ODOMETER	107825	108165	109162 109487	109772 110074 110384	2559	109772	110384			***************************************
CUSTOMERID	0467A	DRIVER	PREVIOUS ODOMETER	CONNOR, S SMITH, J	LOPES, K	SMITH, J CONNOR, S WATSON, P	TOTAL FUEL PERIOD Y-T-D	SMITH. J	WATSON, P	TOTAL NON-FUEL PERIOD Y-T-D	TOTAL PURCHASES PERIOD Y-T-D	
		TIME		10:45		13:28 13:18 15:24	•••	13:28				
	-	DATE		02-02-06 02-03-06	02-09-06 02-12-06	02-15-06 02-22-06 02-27-06		NON-FUEL TRANSACTIONS 85 013 771 02-15-06	02-27-06			
VEHICLE CARD NO	0004	LOCATION		85 013 335 90 001 353 86 013 771	90 001 353 26 244 001	85 013 771 85 013 771 85 013 771		NON-FUEL T	26 244 001			

\*CODES: E = Exception Report

M = Manual Transaction

OM = Onsite Mobile

PS = Private Site

TS = Terminal Site



Financial Summary - Current Period

**CLOSING DATE: 02-28-2006** 

ACCOUNT NO: 0400-00-234567-3

DELIVER TO: SARAH SMITH ABC, INC. 123 MAIN STREET ANYTOWN, USA

	TYPE OF TRANSACTION	PRODUCT	NO. OF TRANS	MILES	GALLONS 172 896	COST	AVG COST/ MILE	AVG G	AVG MPG
TOTAL FUEL		DSL	7 7	-	179.700	500.82 500.82 982.16		2.787	:
NON-FUEL		MOTOR OIL OTHER	ଫ ପ (			28.95			
ANCILLARY		CARD REPLACEMENT	<b>3</b> 7		352.596	4.00		2.786	:
RETAIL FUEL	<u> </u>		4 -		243.581	681.30 33.14		2.797	
TOTAL FUEL			5		254.631	714.44		2.898	
NON-FUEL ANCILLARY	EL RY	GLAS SVC OIL CHG FOOD OIL CARD REPLACEMENT				243.22 24.21 12.26 3.22 2.00			
· 高 · 高 · · · · · · · · · · · · · · · · · · ·			8		254.631	999.35		2.898	**
ANCILLARY	RY	MONTHLY CARD FEES				20.00			
			84		607.227	2044.24		2.842	:
				<u> </u>					
	*** FOR MIL	*** FOR MILEAGE INFORMATION PLEASE REFER TO YOUR VEHICLE ANALYSIS REPORT	E REFER TO Y	OUR VEHICLE	NALYSIS REPOR	* * *			
	**************************************								
	and the second s								**************************************

PAGE 2



Financial Summary - Year to Date

**CLOSING DATE: 02-28-2006** 

ACCOUNT NO: 0400-00-234567-3

DELIVER TO: SARAH SMITH ABC, INC. 123 MAIN STREET ANYTOWN, USA

DEPARTMENT	TYPE OF TRANSACTION	PRODUCT	NO. OF TRANS	MILES	GALLONS	COST	AVG COST/	AVG COST/ GAL	AVG MPG
ADMIN	RETAIL FUEL	UNE DSL	81 4		345.792 359.400	982.74 1005.24		2.842	
	TOTAL FUEL		32		705.192	1987.98		2.820	
	NON-FUEL	MOTOR OIL	<b>ω</b> 4			57.90			
	ANCILLARY	CARD REPLACEMENT	r <b>v</b> t			8.00			
DEPT TOTAL			46		705.192	2073.44		2.820	
SALES	RETAIL FUEL	ONL DSL SUP	<u>8</u> 0 0		357.186 129.976 22.100	1006.55 363.54 65.02		2.818 2.797 2.942	
	TOTAL FUEL		56		509.262	1370.09		2.852	
	NON-FUEL	GLAS SVC MOTOR OIL	+ თ			243.22	_		
	ANCILLARY	FOOD CARD REPLACEMENT	9 8	And the state of t		24.52			
DEPT TOTAL			88		509.262	1683.51		2.852	<u> </u>
	ANCILLARY	MONTHLY CARD FEES				40.00			
ACCOUNT TOTAL			84		1214.454	3796.95		2.836	4
	*** FOR MILE	*** FOR MILEAGE INFORMATION PLEASE REFER TO YOUR VEHICLE ANALYSIS REPORT ***	REFER TO YOU	IR VEHICLE A	VALYSIS REPORT	*			
								and the second s	

PAGE 1



ACCOUNT: ABC, INC.

CLOSING DATE: 02-28-2006

ACCOUNT NO: 0400-00-234567-3

DELIVER TO: SARAH SMITH ABC, INC 123 MAIN STREET ANYTOWN, USA

# Financial Summary - Department Totals

	TOTAL	2073.44 1683.51 40.00	3796.95				
O DATE	ANCILLARY	8.00 4.00 40.00	52.00				
YEAR TO DATE	NON-FUEL	77.46 309.42	386.88				
7 7777777777777777777777777777777777777	FUEL	1987.98 1370.09	3358.07				
	TOTAL	1024.89 999.35 20.00	2044.24				
PERIOD	ANCILLARY	4.00 2.00 20.00	26.00	% ACTIVE	%0.06	80.0%	,
CURRENT	NON-FUEL	38.73 282.91	321.64	ACTIVE	45	40	
	FUEL	982.16 714.44	1696.60	TOTAL	20	20	
	DEPARTMENT	ADMIN SALES MONTHLY CARD FEES	ACCOUNT TOTAL	CARD ACTIVITY	CURRENT PERIOD	PREVIOUS PERIOD	

PAGE 1



ACCOUNT NO: 0400-00-234567-3

ABC, INC. 123 MAIN STREET ANYTOWN, USA

DELIVER TO: SARAH SMITH

**CLOSING DATE: 02-28-2006** 

ACCOUNT: ABC, INC.

### Site Summary

108.51 121.46 92.03 86.80 73.37 111.55 97.86 119.08 291.83 49.18 110.26 145.08 116.08 TOTAL PURCHASES 2018.24 NON-FUEL PURCHASES 321.64 FUEL PURCHASES 108.51 121.46 53.30 83.58 132.55 73.37 111.55 97.86 119.08 264.87 49.18 110.26 145.08 0.00 1696.60 31.888 47.147 11.949 30.760 66.808 34.80 34.480 34.480 34.480 36.229 36.320 17.336 36.320 17.000 17.000 702.075 GALLONS NO. OF TRANS こう12423237124231 6 08851 07662 07076 08876 08876 08865 07062 07081 07083 07465 07882 07090 08888 08889 08889 07978 ZIP STATE 222222222222222 WHITEHOUSE WHITEHOUSE STATION (866) 852-3252 ROCHELLE PARK SCOTCH PLAINS SOMERVILLE **PHILLIPSBURG** WASHINGTON SPRINGFIELD SOMERVILLE PLAINFIELD PLUCKEMIN WESTFIELD WANAQUE RINGOES UNION TOTAL 672 RINGWOOD AVE 615 WASHINGTON GDNS 421 CENTRAL AVE MOUNTAIN & SPRNGFLD 900 RT 22 & MERCER S MORRIS & SALEN AVE SOUTH & LELAND 245 BURTNMILLS RD ADDRESS ROUTE 202S 200 W. PASSAIC ST ROUTE 22W FOR DETAILS CALL 1927 BARTLE AVE 1202 ROUTE 22 280 HWY 2020 3548 HWY, 22 BRAND A BRAND B BRAND C BRAND D BRAND E BRAND D BRAND B BRAND X BRAND Z BRAND F BRAND E BRAND X NETCOST BRAND BRAND X BRAND Y BRAND X 83 059 350 88 023 557 98 001 073 26 244 001 90 001 353 85 017 842 72 001 144 88 004 390 85 013 771 97 013 565 90 001 377 15 001 001 LOCATION



State of West Virginia Request for Department of Administration Quotation Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

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KRISTA FERRELL <del>304-558-2596</del>

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### Request for

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ADDRESS CHANGES TO BE NOTED ABOVE

KRISTA FERRELL 304-558-2596

PURCHASING DIVISION FLEET MANAGEMENT UNIT BOX OFFICE BOX 50130 2019 WASHINGTON STREET, EAST CHARLESTON, WV

25305-0130

WRIGHT ENFRESS FRANCIAL SERVICES CORPORATION 3995 SOUTH 700 EAST, SUITE 450

TERMS OF SALE SHIP VIA DATE PRINTED F.O.B. FREIGHT TERMS BID OPENING DATE OPENING TIME 04/02/ CAT. QUANTITY UOP ITEM NUMBER UNIT PRICE AMOUNT. LINE SIGNED PROPOSAL MUST BE SUBMITTED TO DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130 THE PROPOSAL SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE RFP MAY NOT BE CONSIDERED: SEALED PROPOSALS KRISTA FERRELL-FILE 21 BUYER: FLT094800 RFP. NO.: RFP OPENING DATE: APRIL 2, 2009 RFP OPENING TIME: 1 30 PM APPROVED AS TO FORM PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR PROPOSAL CONTACT PERSON (PLEASE PRINT CLEARLY): SHARON LINNAN SEE REVERSE SIDE FOR TERMS AND CONDITIONS *888-842-*0075

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