

State of California  
**CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES**  
Fire and Rescue Division

**OPERATIONS BULLETIN #11**

***Subject: Credit Card Use/For Official Use Only***

A State of California WEX, multi-company, petroleum credit card is issued for each California Governor's Office of Emergency Services (Cal OES) fire, rescue apparatus, communications, and incident support unit. The vehicle license number, unit number, and expiration date appear on the face of the card.

**USE AND LIMITATIONS**

The credit card may be used only at participating service stations/truck stops for the purchase of motor fuels, Diesel Exhaust Fluid (DEF), and lubricants while in route to, or returning from, an incident wherein the apparatus has been dispatched through the mutual aid system. **When purchasing fuel, drivers are required to purchase regular grade (unleaded) gasoline or Diesel. The purchase of premium (supreme) grade unleaded gasoline is prohibited. Under emergency conditions** (while under a mutual aid dispatch) the card may also be used for the purchase of:

- Cooling system hoses
- Coolant/anti-freeze
- Air cleaner service or dry element replacement
- Head lamps/bulbs
- Chassis lubrication, oil, and filters
- Wiper blades
- Tire repairs

**The Cal OES Fire and Rescue Division must authorize any other emergency purchases/repairs.**

The credit card **shall not be used for any purchases** incidental to the use of the apparatus within the jurisdiction to which it is assigned. The credit card issued for one Cal OES vehicle shall not be used for purchases for any other vehicle.

When making credit card purchases, the responsible operator must review the charges for accuracy prior to signing the delivery slip. Please keep copies of all receipts for up to three years from date of purchase. We may have a need to request the receipts for audit purposes.

**A WEX Instruction Brochure (attached) has been provided with each card. The brochure lists a few participating oil companies. The brochure also provides steps on "how to use" the card. Please read the instructions thoroughly and follow the steps. If you have trouble obtaining fuel (e.g., incident does not provide or incorrect pin #), it is your RESPONSIBILITY to contact our Fire and Rescue Duty Officer at (916) 845-8732 before determining your own resolution, such as using your own agency credit card.**

**\*If you fail to contact our office for a resolution, Cal OES Fire and Rescue Division will not be responsible for your agency's expense(s).**

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Credit cards for each Cal OES Fire and Rescue Division vehicle/apparatus shall be maintained within the apparatus logbook at all times.

Prior to obtaining fuel or any service from an oil company outlet, operators must establish that the outlet accepts the state credit card.

***NOTE: Credit cards from Cal OES engines shall not be used to fuel strike team leader or other vehicles under any circumstances. Credit card security and unauthorized charges may be the responsibility of the agency to which the apparatus is assigned. Misuse or unauthorized use is a violation of the I***

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## Using your State of California WEX Fuel Card.

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Gas Stations currently accepting the State of California WEX Fuel Card are:

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Arco	Circle K
Chevron	Quick Stop
Mobil	Valero
76	Exxon
Shell	Texaco

Above is just to name a few, please see attachment for a list of more Gas stations to use.

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## How to use the State of California WEX Fuel Card.

1. Swipe your card at the pump card reader. If the pump card reader will not accept the card, take the card inside and have the attendant process the transaction electronically on the inside equipment.
  2. If the pump terminal requires you to choose either "credit" or "Debit", press the "CREDIT" key.
  3. The PIN Number for your card is the last 6 digits of the OES Equipment License Plate Number. (This is also on your WEX card).
  4. The terminal will prompt you to enter the ODOMETER reading. Enter your odometer as a whole number. DO NOT enter tenths of miles.
  5. If the card cannot be read on any of the equipment, notify WEX at the number shown on the back of your card. 1-800-842-0071
  6. If the sale is processed manually, write ID number and ODOMETER reading on the ticket. If your card cannot be read at any location, it is likely the magnetic strip is damaged. If this occurs, notify your agency to get a replacement.
- WEX Customer Service:
    - 1-866-544-5796
  - NAC Fleet Rescue(Roadside Assistance):
    - 1-866-329-3471

## Accepting fuel locations



**Additional fuel locations:** AC&T, Aloha, Aviation, Bell Gas, Bigfoot, Capital City, Carousel, Certified, Circle K, City Garage, Cogos, Crystal Flash, Cumberland Farms, D&D Oil, Dairy Mart, Depot, Drivers Traveler, Dynamic Mart, Economy, Eddins Walcher, Enmark, Express Stop, Family Express, Farstad, Fast Track, Fauser Oil, FFP, Flash Foods, Food Chief, Fuel Mart, Gas America, Giant, Git-n-Go, Global, Grow Mark, Halley's, Handy Andy's, Huck's, ICO, Ideal, Inter City, Johnson & Dixon, Kenyon, King Soopers, Koch, Kramer, Krause, Kwik Pantry, Lil Champ, Lucky Stop, M & H, Macs Stores, McClure Oil, MFA Oil, Mr. Cut Rate, Multi Serv, NAPA, Novus, NU-Way, Oasis, O'Connor, OK Petroleum, Pantry, Petro King, Petro Stop, PRIDE, Pure, Qik N EZ, Quality Oil, Quik Mart, Road Ranger, Robinson Oil, Rotten Robbie, Rutters, Rymes 24, SC Fuels, Smokers Express, Sprint, Stewarts Shops, Taylor Foods, TCI, TOTAL, Town & Country, Trade Mart, Trade Oil, Tripar Oil, US Oil, USCO, Valley Dairy, Weigel Store, Wesco, Williams Travel, Xtra Fuels, Zip Mart.

## Accepting service locations



**Additional locations:** American LubeFast, Big O Tires, Daimler/Chrysler, Diamond/Triumph Auto Glass, Dodge BusinessLink (limited participation), GM Goodwrench (limited participation), Harmon Glass, Netcost Auto Glass, Tire Centers Inc, Wash Depot. PLUS many more regional and independent locations across the U.S.

## Find accepting locations in your area

WEX cards are accepted at over 160,000 U.S. fuel stations, and it's easy to find the ones near you. Just download WEX Connect — our free mobile app — and search by lowest price, brand, distance, or location.

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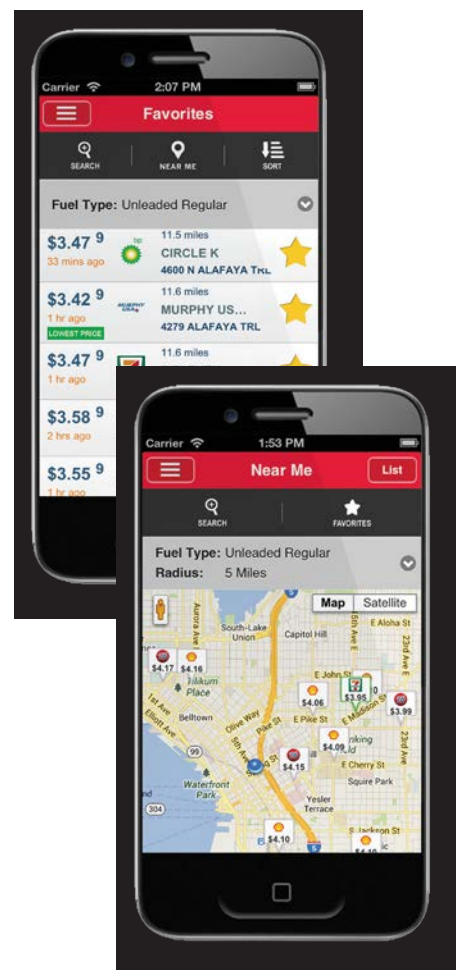
# QUICKLY FIND THE LOWEST FUEL PRICE IN YOUR AREA



WEX Connect is the industry's first mobile fuel site locator to give you accurate prices based on real-time fuel transaction data. It's easy to use, offering maps and directions to find the cheapest gas anywhere in the country.

- Easily share the app through facebook, texting and email messaging.
- Find sites that offer alternative fuels, such as: Diesel, E85 & CNG
- Ability to lock nearby and favorite stations in as your "favorites" to avoid future searching time.
- Emergency Fuel Access! Even in adverse weather or power outages, know where the nearest fuel is still available.

**DOWNLOAD THE FREE APP NOW!**



For more information, visit  
[www.WEXinc.com](http://www.WEXinc.com)

VEHICLE

# DISABLED?



## CALL NAC FLEET RESCUE

**Available 24 hours a day!**

- ▲ Your Fleet Management has selected **Fleet Rescue** to provide you with:

- towing
- lockouts
- jump starts
- fuel and water delivery
- tire change
- mechanical first aid

- ▲ **Fleet Rescue** will provide you with the needed service, and with no cash outlay from you.

### FLEET RESCUE INSTRUCTIONS

**To get service anytime day or night:**

- ▲ Carefully follow the instructions on the reverse side of this card.
- ▲ Accurate information about the location of your disabled vehicle will enable our service operator to locate your vehicle promptly and expedite the rendering of service.



Keep these instructions with the vehicle at all times

If possible, stay with your vehicle until **Fleet Rescue** service arrives.

If the vehicle is to be towed unattended, please leave the keys inside.

## HOW TO CALL NAC FLEET RESCUE

### 1. Prepare for call:

- ▶ License plate # \_\_\_\_\_
- ▶ Your organization's vehicle ID # \_\_\_\_\_  
(if applicable)
- ▶ Vehicle description:
  - year \_\_\_\_\_
  - make \_\_\_\_\_
  - model \_\_\_\_\_
  - color \_\_\_\_\_
- ▶ Vehicle's exact location:
  - street address \_\_\_\_\_
  - cross street/ off-ramp \_\_\_\_\_
  - direction travel \_\_\_\_\_
  - phone number from which you are calling \_\_\_\_\_

### 2. Call NAC for road service:

# (866) 329-3471

### 3. WEX Card Number:

For information about National Automobile Club and programs for individuals, families, groups, or businesses, please call Business Development at 800-622-7070 or visit us on the web at [www.theNAC.com](http://www.theNAC.com)

