

Fleet Leasing Card Replacement

GSAfleet.gov User Guide

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Introduction

The Fleet Leasing Card Replacement ordering feature in GSAFleet.gov allows leasing customers and Fleet Service Representatives (FSRs) to order replacement fleet service cards, manage their replacement card request, and view history of past ordered cards.

Key Features

The Fleet Leasing Card Replacement feature has the following functionality:

- Request replacement fleet service cards at any time
 - Requests must be submitted by 1 PM ET to be ordered the same day; otherwise, the card will be ordered the next business day
 - Requests submitted on a weekend or federal holiday will be ordered the next business day
- Edit of contact information or delivery address
- Cancel a request
- Max of 10 card orders per day
- Prevention of duplicate replacement card orders
- Review fleet service card order history

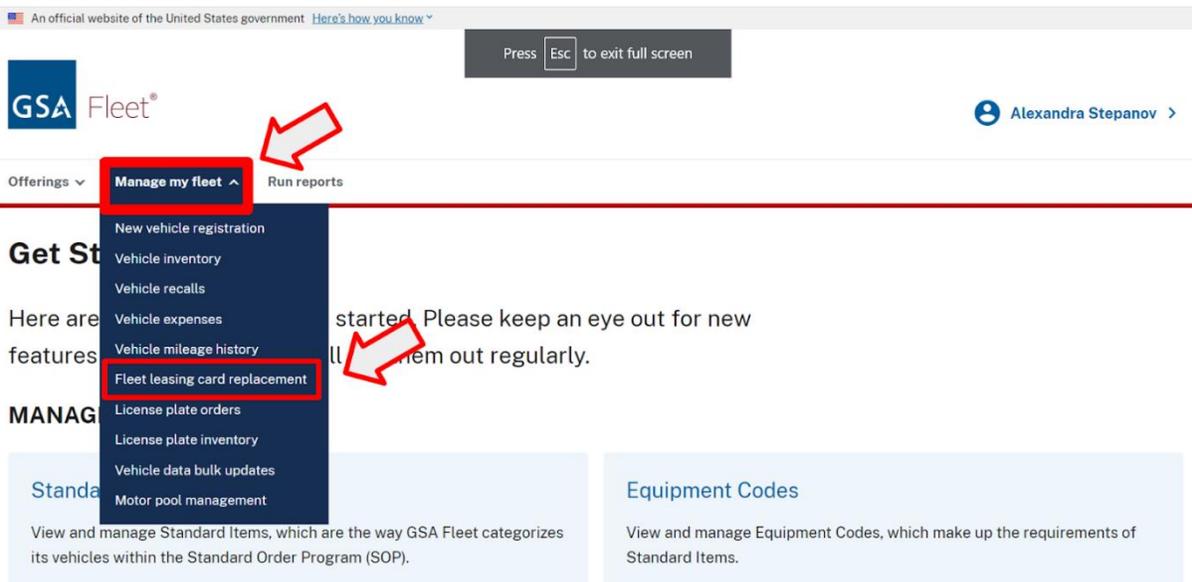
Note: This feature is to order replacement fleet service cards for GSA Fleet-leased vehicles only. Agency-owned fleet service replacement card ordering will continue to use their current ordering method.

Ordering a Replacement WEX Card

Step 1: After logging into GSAFleet.gov, click on the “Manage my fleet” option on the mega menu.

Step 2: Click on “Fleet leasing card replacement” in the drop down menu.

- **Note:** “Fleet leasing card replacement” does not appear as one of the larger tiles under “Manage my fleet” on the home page. The drop down menu is the only way to access it.



Fleet Leasing Card Replacement

Step 3: You'll be taken to the "Fleet Leasing Card Replacement" page, where you can see all of your card replacement orders listed. You can place a new order by clicking the button "+Order replacement card" on the right hand side of the page.

Fleet leasing card replacement

Use this tool to order a replacement fleet service card for your GSA Fleet leased vehicle. Requests must be submitted by 1 PM EST otherwise your card will be ordered the next business day. Requests submitted on a weekend or federal holiday will be ordered the next business day. You are allowed to edit or cancel a request while it is in pending status. Please note: you may order up to 10 cards per day.



| Tag | Contact | Reason | Date | Order Status | Actions |
|------------|---------------|--------------|------------|--------------|---------|
| > G411081W | RRrbfD iikxse | Demagnetized | 02/13/2023 | Ordered | |
| > G411081W | Carol Test | Stolen | 02/10/2023 | Canceled | |
| > G100606S | dNh xJlqjoeq | Broken | 02/10/2023 | Canceled | |

Step 4: A form will pop-up to begin the ordering process. You'll see the "G" is pre-populated. Type in the remainder of the plate number for the vehicle associated with the card you're looking to replace. Do not include dashes or spaces. Click the "Search" button.

Note: This feature is to order replacement fleet service cards for GSA Fleet-leased vehicles only, agency-owned fleet service replacement card ordering will continue to use their current ordering method.

Press **Esc** to exit full screen

Add replacement card X

Begin by entering a tag ID

Required fields are marked with an asterisk (*).

Tag *
No dash or space required

G

Search

[Cancel](#) **Submit**

Fleet Leasing Card Replacement

Step 5: You'll see the modal expand to show contact information and shipping address.

- Select "Ship card to customer address", default address, if the current address is correct.
- Select "Ship card to last order address," if the last address is the accurate shipping address.
- If both are inaccurate, select "Ship card to new address" and enter your agency name or office and the correct shipping address.

Note: Do not enter a PO Box into Address Line 1 or Address Line 2, as the delivery service provider will not deliver to those addresses.

Tag *

No dash or space required

G 411081W

Search

Select the address for delivery:

Ship card to customer address
mUazHjOAxxkusRbDAXUhRlxEl
GGtVtRj3ehwalGkrnmtE1tWs
Wdcwnouara, DC 67982

Ship card to last order address
Agency 1
1234 Main Street
Washington , DC 20007

Ship card to new address

Ship card to last order address
Agency 1
1234 Main Street
Washington , DC 20007

Ship card to new address

Agency name *

Agency 2

Address line 1 *

Note: do not enter a PO Box

1800 F Street, NW

Address line 2

City *

Washington

State *

DC ↕

ZIP code *

20270

[Clear Address](#)

Fleet Leasing Card Replacement

Step 6: Continue the form and fill out contact information for the card order.

Ship card to new contact

First name * Last name *

Phone * Extension

Email address *

[Clear Contact](#)

Select the contact for delivery:

Ship card to customer contact
pudktjp q
361-659-7448
TAJIK@RFP.XNRCBXRAVADJRB

Ship card to last order contact
eA ljnblnE
361-728-4051
ECABEFVJNSIKMVWSFPEVIUO.K

Ship card to new contact

Step 7: You'll then be asked to select a "Reason for replacement" from the drop-down menu. Options are: "Lost", "Stolen", "Broken", and "Demagnetized". ("Lost" or "Stolen" will require you to enter a "Comment" with details about your replacement.)

Reason for replacement *

- Select
- Lost
- Broken
- Demagnetized
- Stolen

100 characters allowed

[Cancel](#)

Fleet Leasing Card Replacement

Step 8: Click the “Submit” button.

Step 9: A USPS validation pop-up will appear for the user to select “Use address as was entered:” or “Use the USPS verified address.”

Suggested address

You've entered a new address on this page. Please confirm your desired address format before continuing.

Use address as was entered:
1800 F Street, NW
Washington , DC 20007

Use the USPS verified address:
1800 F ST NW
WASHINGTON, DC 20270

[Cancel](#) [Save](#)

Step 10: Click the “Save” button.

Step 11: Success! You will see a banner message notifying you that your order has been received and is being processed.

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✔ Replacement card order received

The replacement card you've ordered is now being processed. During the processing time you can modify or cancel the order. Orders will be processed at 1PM EST. Orders cannot be modified or canceled after 1PM EST. If you experience technical difficulties, please contact the GSA Fleet technical support team at 866-472-1711 or fleet.helpdesk@gsa.gov.

Fleet leasing card replacement

Use this tool to order a replacement fleet service card for your GSA Fleet leased vehicle. Requests must be submitted by 1 PM EST otherwise your card will be ordered the next business day. Requests submitted on a weekend or federal holiday will be ordered the next business day. You are allowed to edit or cancel a request while it is in pending status. Please note: you may order up to 10 cards per day.

[+ Order replacement card](#)

| Tag | Contact | Reason | ↑ Date | Order Status | Actions |
|------------|---------------|--------|------------|--------------|---------|
| > G410116W | Test zsn0Ysrg | Lost | 02/15/2023 | ● Canceled | |

Preventing Duplicate Orders

An enhancement has been made to prevent duplicate replacement card orders of the same card. If an order for a replacement fleet service card has been placed, the same fleet service card can not be ordered for the next three days. This feature will throw an error message to the user that a replacement card was recently ordered, date ordered, and to reach out to their FSR for further assistance.

The screenshot shows a modal window titled "Add replacement card" with a close button (X) in the top right corner. An orange error banner at the top contains a warning icon and the text: "This card was recently ordered on Feb 28, 2023. Contact your Fleet Service Representative to order a replacement card." Below the banner, the text reads "Begin by entering a tag ID" and "Required fields are marked with an asterisk (*)". The "Tag" field is marked with a red asterisk and has a red border. The error message "Enter a different tag number to proceed" is displayed in red above the field. Below the field, it says "No dash or space required". The field contains the letter "G". A blue "Search" button is located below the field. At the bottom of the modal, there are "Cancel" and "Submit" buttons.

View Order History

Step 1: To view your replacement card order history, scroll down on the “Fleet Leasing Replacement Card” page. The order history is sorted by newest to oldest. You can click on the “Date” column header to reverse the sort order. The history fields are:

- Plate Number
- Contact
- Reason
- Date
- Order Status (“Pending”: awaiting submission to WEX, “Ordered”: submitted to WEX for processing and shipment, “Canceled:” order has been canceled)
- Actions

[+ Order replacement card](#)

| | Tag | Contact | Reason | ↑ Date | Order Status | Actions |
|---|----------|---------------|--------------|------------|---|---------|
| > | G411081W | eA ljNblnE | Lost | 02/24/2023 | ● Pending | ... |
| > | G410115W | eA ljNblnE | Broken | 02/24/2023 | ● Pending | ... |
| > | G410116W | Test zsnoYsrg | Stolen | 02/24/2023 | ● Canceled | |
| > | G410117W | pudktjp q | Demagnetized | 02/15/2023 | ● Ordered | |
| > | G410116W | Test zsnoYsrg | Demagnetized | 02/15/2023 | ● Ordered | |

Step 2: Click the arrow on the left side of the “Plate Number”. The arrow will expand the row to show additional details of your order: Address, Phone number and Comments.

| | Tag | Contact | Reason | ↑ Date | Order Status | Actions |
|-----------------|----------|--|--------|---------------------|---|--------------|
| ▼ | G100006S | linda baker | Lost | 02/28/2023 | ● Pending | ... |
| Address | | Agency 1, 1234 Main Street Washington, DC 20007 | | Phone number | | 571-555-4444 |
| Comments | | Lost fleet service card | | | | |

Editing Your Fleet Card Order

Step 1: Now that you've placed an order, you will have until 1pm ET while the order is in "Pending" status to make any changes. To make edits, select the Actions button (the three dots) and then click "Edit."

| | | | | | | |
|---|----------|---------------|--------------|------------|---|---------------------|
| > | G624169V | Nick Lachey | Demagnetized | 02/15/2023 | ● Pending | ⋮ Edit Cancel |
| > | G411081W | RRrbfD iikxse | Demagnetized | 02/13/2023 | ● Ordered | |

Step 2: Follow the same steps as the initial ordering process. Fill in any changes to be made to the shipping address or contact information. Click "Submit" when finished making changes.

- Note:** The plate number, reason for replacement, and comment section cannot be edited.

Edit replacement card

 There is no customer contact associated with this vehicle.

Begin by entering a tag ID

Required fields are marked with an asterisk (*).

Tag *

G624169V

Select the address for delivery:

Ship card to customer address
wgSAdbwj3n
rtflqpWhtnBqzwW0jckv
nErTSqd, WA 71590

Ship card to new address

Select the contact for delivery:

Ship card to new contact

Select the contact for delivery:

Ship card to new contact

First name *

Linda

Last name *

Baker

Phone *

202-555-5555

Extension

Email address *

linda.baker@gov.gov

[Clear Contact](#)

Reason for replacement *

Demagnetized

Fleet Leasing Card Replacement

Step 3: Success! A banner will appear at the top of the page to confirm that your order has been updated.

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G624169V has been successfully updated.

Fleet leasing card replacement

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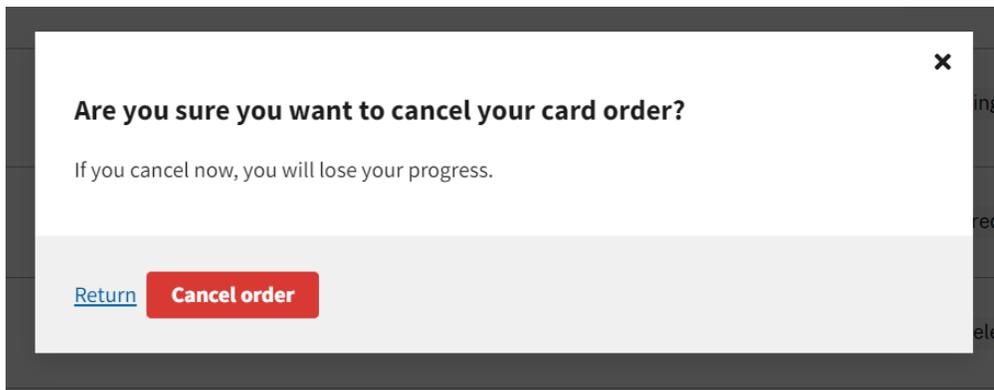
[+ Order replacement card](#)

Canceling Your Fleet Replacement Card Order

Step 1: On the “Fleet leasing replacement card” page, click on the “Actions” button (the three dots). On the drop-down that appears, click “Cancel”.

| | | | | | | |
|---|----------|---------------|--------------|------------|---------|---|
| > | G624169V | Nick Lachey | Demagnetized | 02/15/2023 | Pending | ⋮ |
| > | G411081W | RRrbfD iikxse | Demagnetized | 02/13/2023 | Ordered | <ul style="list-style-type: none">EditCancel |

Step 2: A modal will pop-up asking if you are sure you want to cancel. If you would like to proceed with canceling your order, click “Cancel Order.” If you do not want to cancel your order, click “Return.”



Fleet Leasing Card Replacement

Step 3: Success! A banner will appear at the top of the page confirming that you have successfully canceled your order. On your fleet replacement card order history table, your order’s status will now appear as “Canceled.”

An official website of the United States government [Here's how you know](#)

GSA Fleet Alexandra Stepanov

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✔ G624169V has been successfully canceled.

Fleet leasing card replacement

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[+ Order replacement card](#)

| Tag | Contact | Reason | Date | Order Status | Actions |
|------------|---------------|--------|------------|--------------|---------|
| > G411081W | eA ljNblnE | Lost | 02/24/2023 | Pending | ... |
| > G410115W | eA ljNblnE | Broken | 02/24/2023 | Pending | ... |
| > G410116W | Test zsn0Ysrg | Stolen | 02/24/2023 | Canceled | ... |

Step 4: When you have successfully canceled your card order, click on the arrow next to the “Plate number” you just canceled. You'll now see more information: “Canceled By” and “Date and time canceled.”

| | | | | | |
|----------|--|---------------|------------------------|---------------------|----------|
| ▼ | G410116W | Test zsn0Ysrg | Stolen | 02/24/2023 | Canceled |
| Address | NqNzanfJPTaulcGmwrk, MvbR6onoOuxmdlo xrsurgbvE, ME 03580 | | Phone number | 4386797229 | |
| Comments | test | | Canceled by | CAROL BOROS | |
| | | | Date and time canceled | 02/24/2023 09:13 AM | |