

Best practices for combatting fuel fraud

When it comes to fuel, you have no control over the price at the pump, or how that will impact your fleet budget. But, you — and your drivers — can reduce the chance of fraud by taking the appropriate measures. Here are a few best practices, courtesy of WEX Fraud Services and LeasePlan, to get started.

Fleet Managers

Establish safe PINs

Assign a personal identification number (PIN) to each driver that is to be confidential and not shared. Go one step further and have drivers sign a non-PIN sharing agreement. Also, pick random PINs as opposed to social security numbers or employee numbers and make sure they cannot be easily guessed.



Conduct regular inventory checks

Conducting frequent inventory checks of your fuel cards and establishing a card log system is a great way to keep track of everything. And keeping track of your cards lessens the chance for fraud. In addition, make random and frequent vehicle checks to confirm the correct card is kept with the assigned vehicle.



Hold fraud awareness training

Periodic fraud awareness training sessions are a great way to educate your drivers on what constitutes fraud, how it impacts your company and your drivers and how to identify and handle it when it does happen.



Properly handle fuel cards

If replacement cards are necessary — due to damaged or worn magnetic strips — be sure to collect and destroy the original cards. If a card is lost or stolen, notify LeasePlan or your fleet management company immediately.



Promptly report driver/vehicle changes

If a vehicle is sold or retired, immediately cancel or transfer the appropriate card. If a driver is dismissed, be sure to cancel their PIN immediately, retrieve their card and verify that all other cards are in the appropriate locations.

Drivers



Keep PINs secure

Memorize your PIN. Do not keep your card and PIN together or write the PIN on the card. It may compromise the security of the program. Avoid giving your PIN to anyone. When using your card, protect entry of the PIN from view and do not use the PIN, or a variation thereof, as the odometer reading entry.



Protect fuel cards during purchases

Do not allow the card out of your sight during a sales transaction. Also, do not sign blank receipts or receipts without dollar or date information. Before signing, verify that the information is correct. Keep your transaction receipts but never leave them accessible to others.



Attend fraud awareness training

As a company vehicle driver, you have a responsibility to keep your fuel card and purchases secure and free from fraud. Attend fraud training classes that your company offers to arm yourself with information. Because, in these situations, knowledge is power.



Promptly report at-risk cards or PINs

If a PIN is compromised for any reason, cancel it immediately. If a card is lost or stolen, notify LeasePlan or your fleet management company. Make sure you specify whether it was lost or stolen.



Avoid questionable stations

When choosing a gas station, avoid sketchy-looking stations. Also, use pumps that are closest to the attendants. Those are less likely to have skimmers on them than street-side pumps.

Want to share these tips with your drivers? [Click here](#) to download the tip sheet.

Need help managing your fuel program?

LeasePlan can help. Call an expert today at 800.951.9024. Or, visit us online at www.us.leaseplan.com.

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