


ADDENDUM NO. 1

DATE: June 22, 2018
TO: All Proposers
FROM: Julie Smith Maxwell, Procurement Specialist
SUBJECT: Addendum No. 1 – Fleet Fuel Card Services
PROPOSALS DUE: July 13, 2018, at 11:00:00 a.m. Eastern Time



This addendum is being published to respond to questions asked by potential proposers regarding the above-referenced Request for Proposals. This addendum becomes a part of the Contract Document and modifies the original specifications as noted.

Question 1: Will the City of Knoxville allow “retail minus” pricing for bid submission instead of OPIS Cost plus?

Response: No. The City has considered both options and will only accept pricing as listed in the RFP: OPIS cost plus.

Question 2: Who is the current contract holder for the Fleet Fuel Card Services and may we have a copy of the proposal?

Response: The current contract is with FleetCor. Attached to this addendum is a copy of the proposal.

END OF ADDENDUM NO. 1

TAB 1 – TITLE PAGE



RFP RESPONSE & PROPOSAL

For



City of Knoxville, Tennessee

FLEET FUEL CARD SERVICES

Bid Due Date: Friday, December 20, 2013

Deadline: 11:00 AM Eastern Time

Response By:

FleetCor Technologies Operating Company, LLC d.b.a. FUELMAN
Provider of the Fuelman Fleet Card

Submitted to:

City of Knoxville Purchasing Division
City/County Building
400 Main Street, Room 667
Knoxville, TN 37902



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TAB 3 - GENERAL INFORMATION SECTION

**Pages in this section contain FleetCor's
General Information requested in the RFP**

VENDOR INFORMATION

RFP Requirement

This sub-section should include the name, address, and telephone number of person or persons who may be contacted regarding the Proposal.

Contact for Inquiries or Questions Regarding This RFP

Please direct inquiries or communications regarding this Bid Response to the contact person shown below.

Mark Roberts
Director - Bids & Contracts
U.S. Direct Issuing – Strategic Portfolio
FLEETCOR TECHNOLOGIES
2015 Ayrsley Town Blvd., Suite 202
Charlotte, NC 28273
(704) 853-2662 Direct Line
(800) 877-9019 xt 12511 (toll free VM w/Page)
(704) 674-6848 Mobile
(704) 853-1945 Fax
Email: markr@fleetcor.com

RFP Requirement

- a) Please furnish information concerning your company including number of years the company has been in business, number of years the proposed products are available and in production, number of support staff, etc.

Item a) Response Items

Proposer Clarification and Form of Business

The proposing company for this Bid and potential contract is FleetCor Technologies Operating Company, LLC which is a Georgia limited liability company and a wholly owned subsidiary of FleetCor Technologies, Inc., a leading independent global provider of specialized payment products and services to commercial (and government) fleets, major oil companies and petroleum marketers. The company's corporate headquarters are located at 5445 Triangle Parkway, Suite 400, Norcross, GA 30092. The company does business as Fuelman, which is a fleet card product the company markets in the United States. For sake of this Bid response we shall refer to ourselves in short as either "FleetCor", "FleetCor Technologies" or "Fuelman".

This proposal is in response to RFP for FLEET FUEL CARD SERVICES supplied to the City of Knoxville, Tennessee (herein referred to as "the City", "Customer" or "Client").

Brief Corporate History, Years in Business

Founded in 2000, the parent company (FleetCor Technologies, Inc.) is a Delaware Corporation.

The predecessor company to FleetCor founded in 1986, so the Fuelman Fleet Card product offered and currently utilized by the City (under prior similar agreement) has been in existence for 27 years. In December, 2004, FleetCor Technologies, Inc., created a wholly owned operating company, FleetCor Technologies Operating Company, LLC, to which FleetCor

Technologies, Inc., transferred all of its operating assets. The parent company became a publicly traded company in December 2010 (NYSE: FLT). Current market cap is approximately \$9.7 billion.

FleetCor is a leading independent global provider of fuel cards and workforce payment products and services to businesses, governments, commercial fleets, major oil companies, petroleum marketers. FleetCor serves commercial and government accounts in North America, Latin America, Europe, and Australia/New Zealand. Our payment programs enable our customers to better manage and control employee spending and provide card-accepting merchants with a high volume customer base that can increase their sales and customer loyalty. In 2012, we processed approximately 304 million transactions on our proprietary networks and third-party networks. We believe that our size and scale, geographic reach, advanced technology and our expansive suite of products, services, brands and proprietary networks contribute to our leading industry position.

Support Staff

As of December 31, 2012, we employed approximately 2,650 employees, approximately 700 of whom were located in the United States. The total number employed has grown in 2013 as the company has completed several acquisitions. We will support the City's account as described below.

1. Customer Service Support

FleetCor's Client Services Department located at our service center offices on Technology Parkway in Norcross, GA shall be responsible for providing customer service and support to the City. This department is led by Randall Hon, Director – East Coast Operations, and Matthew Little our Supervisor of Fuelman Customer Service. The Client Services department consists of approximately 16 qualified and trained customer service specialists including 3 most advanced reps (referred to as Green Berets) who will be available for escalated problem resolutions if ever required by the City. **The Green Beret Direct number is (866)-211-3364.** FleetCor's Client Services Department supports hundreds of public sector customers of similar size and needs as the City of Knoxville.

Traditional methods of ordering cards or PINS by phone, fax or Email are available through FleetCor's Client Services department. The Customer Service Center normal business hours are from 8:00 am – 7:00 pm (M-F). The toll free number, email address and fax number for client services are as follows:

- **Toll Free by Phone: 1-800-877-0800**
- By Email: customerservice@fleetcor.com
- By Fax: 770-453-3019

2. 24 Hour Voice Authorization Center Support (Help Desk)

On weekends or after hours FleetCor offers our 24 Hour Voice Authorization Center / Help Desk which provides assistance to merchants and customers.

- **24 Hour Help Desk #: 800-877-9013.**

The Help Desk is available to the cardholder or merchant whenever Customer incurs equipment or card problems at a site and needs authorization assistance. The Help Desk can assist Customer's authorized Fleet Contact with locking lost or stolen cards after hours or during the weekend. The Help Desk can also assist Customer's Drivers with locating a nearby Fuelman acceptance site when traveling in unfamiliar areas.

3. Contract Support

FleetCor makes available its Director of Bids and Contracts (Mark Roberts). Mark will be available for in-person visits with key City fleet or purchasing contacts as needed or requested. Mark has been primarily responsible for preparing this RFP response and can answer any questions about the response. We have provided Mark's contact information at the beginning of this section.

RFP Requirement

- b) Please enumerate all customers who have terminated or canceled contracts to supply similar products and services.

Item b) Response Item (Cancelled Contracts)

FleetCor does not have a list of customers who have terminated or cancelled contracts to supply similar products or services. To our knowledge all contract accounts have remained customers until contract termination or re-bid.

RFP Requirement

- c) Please indicate the annual volume done through your fleet fuel card program.

Item c) Response Item (Annual Volume)

Please refer to our FORM 10-K, Annual Report filed with the Securities and Exchange Commission for the company's financial performance and select key metrics. In 2012, we processed approximately 304 million transactions (156.9 million in North America) on our proprietary networks and third-party networks.

RFP Requirement

- d) How can your company convince us that you will be in business in five years? Include a copy of your latest audited financial statement, including balance sheet and profit and loss statements, prepared and certified by an independent certified public accountant.

Item d) Response Items (Proof of 5 Year Viability, Audited Financial Statement)

Audited Financial Statement (FORM 10K)

Behind APPENDIX 1 we provide a copy of our latest FORM 10K Annual Report filed with the Securities and Exchange Commission. The 10K contains Audited Financial Statement information for the past 3 years including 2010, 2011 and 2012.

RFP Requirement

- e) What would happen to the ownership of licensed software if your company were to go out of business?

Item e) Response Item (Licensed Software if Company Goes Out of Business)

The services proposed by FleetCor will be directly between FleetCor and the City without licensing to an intermediary or licensee. There will be no licensing of software to the City. FleetCor provides web-based, secure systems (FleetNet™ or iFleet) allowing the City to

manage its Vehicles/Cards and Employees/Driver IDs utilizing the Fuelman Fleet Card Program. Access to the FleetNet system is managed through the application of user/role-based multi-level access controls. When the City becomes a customer it is granted use of the online FleetNet system but there is no "software" licensed to the City. For these reasons, to hypothesize "What would happen to the ownership of licensed software if your company were to go out of business?" is impossible and not applicable to the relationship of the parties.

RFP Requirement

- f) Provide three (3) or more customer references of comparable scope and size to the proposed project.

Item f) Response Item (References)

FleetCor provides the following business/government names, contacts, addresses, phone numbers and brief descriptions of services being provided. Fuelman has been providing the State of Tennessee Department of Transportation uninterrupted fleet card services since 1995.

1.

Customer Name:	Tennessee Department of Transportation
Business Address:	Suite 800 James K Polk Building Nashville, TN 37243-0329
Contact Name & Title:	Lance Goad Fiscal Director 1
Contact Phone:	(615) 253-4275
Brief Description of Service Provided and Period of Service:	TDOT Contract No. FA-06-16487-00. Fuel card providing for purchasing of gasoline, diesel fuel, oil changes, carwashes and vehicle maintenance, as well as consigned gasoline and diesel at 30+ TDOT and other State owned sites. The contract covers all State agencies in Tennessee including Motor Vehicle Management and TDOT. FleetCor provides the proprietary Fuelman Fleet Card. The first contract completed began in 1995, second contract completed began in 9/11/2000, third contract began 9/12/2005, current contract began 7/1/2011.

2.

Customer Name:	Caddo Parish School Board
Business Address:	3928 Joplin Street Shreveport, LA 71108
Contact Name:	Otis Jones Transportation Director
Contact Phone:	(318) 603-6541
Brief Description of Service Provided and Period of Service:	Retail fuel purchases, 3 on-site automated school board owned sites with consigned inventory services. First contract started July 1997, 9 year term, second contract started 7/1/2007, third and current contract began 10/10/2013. This contract also serves City of Shreveport, LA, the Caddo Parish Commission, the Caddo Parish Sheriff's Office, and the Bossier Parish School Board.

3.

Customer Name:	City of Beaumont, Texas
Business Address:	4955 Lafin Road Beaumont, TX 77705
Contact Name:	Jeff Chavez, Fleet Superintendent
Contact Phone:	(409) 842-5885
Brief Description of Service Provided and Period of Service:	Retail fuel purchases and automated backyard consigned fuel services for the City. 2001 to Present.

SUPPORT INFORMATION

RFP Requirement

- a) Describe the support program that you offer for existing and future enhancements. Include information and enhancements/updates provided as part of a maintenance agreement, if any. How often are enhancements typically released?

Item a) Response Item (Support Program for Existing and Future Enhancements)

Since there is no "Software" conveyed to utilize the Fuelman Fleet Card program, there is no maintenance agreement or required updates or enhancements to software. Enhancements to the program are generally either: sites added, reporting enhancements, or FleetNet online system enhancements. These enhancements are generally communicated as follows:

Sites Added

At the end of each Fleet Management Report (provided to Client at each billing frequency) Fuelman provides a list of any new sites added to the market area (i.e. Tennessee).

Report Enhancements or New Features available with FleetNet

New From Fuelman Announcements, as they occur will be found at the end of the Fleet Management Report (provided to Client at each billing). This will include reporting or other features or improvements to FleetNet. We normally run the announcements for multiple billings to ensure users see them. If the City requires more information, training or support about the enhancements, FleetCor's Client Services department is always available to Client.

Newsletters

Additionally, Fuelman issues a Newsletter quarterly called the Fuelman Newsletter which is sent via email to the authorized contacts on the Fuelman account.

RFP Requirement

- b) Describe the amount and nature of implementation assistance included in the quoted price.

Item b) Response Item (Amount and Nature of Implementation Assistance)

The City is currently utilizing the Fuelman Fleet Card (implemented in 2009) so the cards and Driver IDs (PINs) are already implemented. Should the City need to have assistance with additional card implementation projects, our sales manager that oversees the Knoxville area (Jim Karabatsos) shall assist and/or assign to a salesperson. Typical account implementation assistance includes:

- Meet with the City to plan the account hierarchy structure, invoicing, etc.
- Collect the needed information including:
 - Account setup data and information
 - Vehicle information for Cards
 - Employee information for Driver IDs
- Provide training to Drivers as might be needed for implementing the program.
- Provide FleetNet training for the City's designated fleet administrators.
- Provide customer support, account management and be a liaison between the City and FleetCor, especially during implementation of the program.

RFP Requirement

- c) Describe the warranty provided. Under what conditions can the source code be modified and still have the software's warranty maintained?

Item c) Response Item (Warranty)

There is no software or equipment being conveyed to the City therefore a Warranty is not applicable.

RFP Requirement

- d) How would in-house changes to the system be migrated to later versions? What costs would be involved?

Item d) Response Item (How would in house changes be migrated to later versions)

There is no software being conveyed to the City therefore in house changes to the system are not applicable other than changes to the City's data online through the FleetNet™ or if chosen, the iFleet online system. The City can make changes, edit, and update certain data fields and control settings in the system related to vehicles/card, employees/driver IDs. These changes will not impact later versions or enhancements to the system provided by FleetCor, although changes to purchase limits, vehicle ranges, etc might alter transactions reported as Exceptions.

TAB 4 - SYSTEM PROPOSAL SECTION

**Pages in this section contain FleetCor's
System Proposal Response Information
requested in the RFP**

FUEL CARD MANAGEMENT SOFTWARE

RFP Requirement

- a) A detailed description of the system's user interface, including monitoring and reporting capabilities.

Item a) Response Items (Description of System's User Interface, Monitoring & Reporting)

FleetNet™ User Interface

FleetCor will provide the City access to the on-line access system we call FleetNet. FleetNet provides an enterprise-level solution allowing large customers to manage their fueling business, vehicles/cards, employee/driver IDs, transactions and reporting with great security and access level controls. Access to the FleetNet system is managed through the application of user/role-based multi-level access controls. This model provides for granular application access control decided by the primary fleet contact or decision maker. Security levels for FleetNet users are determined by the Customer's primary fleet contact establishing the Fuelman account(s). Using their secure FleetNet logon, access to the following features can be made available to various levels of access:

FleetNet® Account Management Functionality by User Access Level

Item	FleetNet Functionality	Fleet Manager Access	Admin 1 Access	Admin 2 Access	Fleet User Access
1.	View Vehicles, Employees and PIN's	✓	✓	✓	
2.	Edit existing vehicles and re-issue cards	✓	✓	✓	
3.	Replace lost or stolen cards	✓	✓		
4.	Add new vehicles and order new cards	✓	✓		
5.	Apply or change desired limits and controls to the vehicles/cards	✓	✓		
6.	Change department assignments of vehicles or drivers	✓			
7.	Issue employee PIN's instantly and distribute them to new employees immediately for use with existing vehicle cards	✓	✓		
8.	Deactivate (lock) cards or PIN's instantly in case of lost or stolen cards	✓	✓		
9.	Pull transaction download files including exceptions download report	✓	✓	✓	
10.	Pull other FleetNet Database reports such as vehicle listings, card listings and employee listings	✓	✓	✓	
11.	View, Print, download/save to local machine all reporting & invoices for the past 90 days	✓	✓	✓	✓

NOTE: All tasks can be performed on-line 24x7x365 without assistance from customer service. For additional security, User IDs are locked automatically after 30 days of inactivity and can be re-activated by the primary Fleet Contact. To add FleetNet Users, the primary fleet contact should contact Fuelman customer service.

Standard Reporting/Invoicing Techniques.

FleetCor proposes to issue an invoice/ statement to the City **Bi-weekly** for fuel or maintenance purchased in the FleetCor/Fuelman Network (invoice delivery free of charge). Invoices will be based on the transaction data received from the FleetCor/Fuelman card accepting merchants. FleetCor shall produce a Standard Fleet Management Report at each billing cycle with amounts that tie to the invoice/statement. FleetCor offers several different methods for delivering Invoice/Statements and the standard Fleet Management Report as follows:

1. Via EMail with .pdf attachment (free of charge).
2. Via EMail with URL link to .pdf attachment (free of charge).
3. Via US Mail. FleetCor reserves the right to charge a print/mail fee of \$10 for each report printed and mailed.
4. Via Facsimile. FleetCor reserves the right to charge a fax delivery fee of \$5.00 for each report faxed.

Fleet Management Report (FN02) Provided at Billing.

FleetCor agrees to furnish its Fuelman Fleet Management Report (report ID FN02) to Customer at each billing frequency which generally includes:

1. Account Name and Address
 2. Report Period (Dates covered by the Report)
 3. Vehicle Number and Vehicle Description.
 4. Driver name.
 5. Date and time of fueling.
 6. Location of fueling (site legend provides site name/store #, address/city/state).
 7. Fuel Grade / Product Purchased
 8. Odometer reading.
 9. Miles per Gallon per vehicle.
 10. Gallons, current price per gal., taxes per Gal., and extended price.
 11. Total consumption for the week (gallons & dollars), subtotaled by Vehicle, Sub-department, and Department.
 12. Total Miles and Average MPG for the period, subtotaled by Vehicle.
 13. Exceptions Transactions Flagged (with Exceptions Legend).
 14. Report is organized by Department and Sub-Department with Sub-totals at Department Breaks. Any vehicles not assigned a department are placed at the front of the report.
 15. A quick reference Departmental Summary Table is shown at front of the report allowing report user to quickly view or allocate the total expenditures of the various departments in the account.
 16. Grand Summary Totals by Product are shown at the front of the report in a summary table.
- A sample Fleet Management Report is provided behind APPENDIX 1.

Other Optional Reports Available

At no charge to the City, other Optional Reports as may be required or desired are available weekly or calendar monthly. Optional reports are available via Customer's secure online FleetNet logon and the past 12 months of optional reports can be viewed, printed or downloaded by client. Upon request certain optional reports can be emailed to the City's authorized fleet or billing contact. Available Optional Reports include:

1. Standard Fleet Management Report (FN02) for cycle period other than Customer's billing cycle (example: Bi-Weekly billed customer desires FN02 Monthly).
2. Monthly or Weekly Vehicle Management Report (FN04) - w/ Embedded Excel File

-
- This is an ideal, best practice Monthly Summary Report by vehicle. The report is designed much like the standard Fleet Management Report (FN02) provided at each billing cycle, however it includes the following enhancements:
- Cost Per Mile (CPM) for each transaction and CPM for the vehicle for the report period subtotaled.
 - Total Count of Transactions for the Vehicle.
 - Total consumption for the report period (gallons & dollars) with the Average Price per Gallon by vehicle for the report period.
 - Embedded Excel Transaction File which opens in true Microsoft Excel.
- See a Sample of the Vehicle Management Report (FN04) behind APPENDIX 1.
3. Monthly or Weekly Employee Management Report (FN03) - w/ Embedded Excel File
 - Ideal for reviewing fuel usage and transaction information by employee instead of by vehicle. A great report to review for identifying potential PIN sharing by employees.
 - This report is formatted similarly to the Vehicle Management Report (FN04) just sorted by Employee instead of by Vehicle.
 4. Monthly Customer Fleet Analysis Report (FN14) – with Embedded Excel File
 - This report provides an easy to review, one line per vehicle report to quickly review the vehicles by department and observe Year-To-Date summary statistics by vehicle.
 - Most importantly the report includes the Total Cost Per Mile to operate the vehicle including both fuel and non-fuel expenditures.
 5. Tax Management Report (FN07)
 - Ideal for customers needing summary Tax Reporting for each month.
 - The report shows applicable Tax totals by Taxing Authority (i.e. Federal and States) and Tax Type. Both exempted and non-exempted tax totals and applicable gallons are shown.
 - The grand total Tax Exempted and Tax Billed Amounts are reported.
 6. Fuel Only or Maintenance Only Reports (FN05 & FN06) - w/ Embedded Excel File
 - Ideal for customers desiring separate reports of Fuel usage (Fuel Management Report FN05) or Non-fuel usage (Maintenance Management Report FN06)
 - These reports are formatted similarly to the Vehicle Management Report (FN04).
 7. Fleet Summary Report (FN11) – w/ Embedded Excel File
 - Ideal for customers with numerous accounts under a single bill group (invoice). Report provides a high level master summary of all accounts in the Bill Group.
 8. Transaction File (TRN85) - Upon request Fuelman will provide an electronic transaction file (TRN85) delivered by Email or via Customer's FleetNet login.
 9. Exceptions and Denied Transactions Download Reporting via FleetNet Online system.
 10. Other Free Report Downloads available via FleetNet Online system including: Standard REALTIME Date Range Transaction Download, Employee Listing Report, Vehicle Listing Report, Card Listing Report.

About Embedded Excel File Reporting – The optional reports noted above, which are created in Adobe® pdf format, now include a downloadable Excel file that is embedded in the pdf document. By clicking on a download icon on the report, the report will immediately open an Excel spreadsheet of the report's transactions or the report itself (FN14). All columns in the report are downloaded in the Excel file, including Exceptions Flags allowing the report user to easily sort and distribute Exceptions transactions to the company's appropriate managers or personnel.

The Electronic Transaction File to be provided (TRN85).

Fuelman will provide the City its standard electronic transaction file which we refer to as TRN85. The transaction file combines both Fuel and Maintenance transactions into a single file.

- The file can be delivered via Email or the Customer can access the file via its authorized FleetNet login.
- The Customer can be set to receive the file in either a Fixed Length format or a TAB Delimited format. TAB Delimited format can easily be opened with standard spreadsheet applications such as Microsoft Excel.
- TRN85 data can be easily imported into database applications such as Microsoft Access or Customer's back office fleet maintenance or accounting systems.
- FleetCor can provide the TRN85 file weekly, bi-weekly or monthly.
- If awarded the RFP/Contract, FleetCor will provide the TRN85 file layout which may be needed by the City's programmers or by programmers at Chevin FleetWave software for writing the interface for the TRN85 data file.

Fuelman's Exception Reporting (Tools For Monitoring Exceptions).

The Fuelman program allows Customer to easily monitor and review Exceptions that occur by Drivers and Vehicles. The Exceptions tracking and reporting occurs using the following methodologies:

1. Exceptions Flags Noted on Customer's Fleet Management Report (at each billing)
2. Exceptions Email Alerts.
 - Exceptions alerts are sent Real Time as they occur to the designated customer (account) representative. Customers can now select and customize exactly which Exceptions are preferred to be alerted.
3. Exceptions Download Reporting from FleetNet on-line system (pdf or Excel report).
 - An excellent pre-programmed pdf report summarizes the count of exceptions by Driver with list of exceptions transaction details immediately after the summary count.
4. Exceptions Flags noted on Other Optional Reports with Embedded Excel Files in Optional Reports for easy exceptions monitoring, sorting or re-distribution to managers.
 - Embedded Excel files in our optional reports is a relatively new feature. In the far right column of the Excel file, any exceptions are noted. The Excel file can easily be sorted to isolate the Exceptions for subsequent distribution to appropriate managers, discipline or internal tracking.
5. Transaction Denial Reporting available at FleetNet (Download pdf or Excel report).
 - Allows Customer to review transactions denied and see first-hand the potential fraud, misuse or abuse that is being stopped by the Fuelman system and card controls. Also an excellent tool to monitor drivers who don't understand the system, who might need follow-up training or might have lost their assigned PIN number.

RFP Requirement

b) Responses to each of the following questions:

- A. Can transaction limits unique to each individual card be assigned? Can individual cards have varying transaction limits and also a limit on the number of transactions per day, per transaction, per billing cycle?

Item b) A. Response Item (About Transaction Limits)

Daily and Weekly transaction limits can be unique to each individual card assigned. Individual cards can have varying transaction limits, including a limit on the number of transactions per day, per transaction and per billing cycle. These functions can be controlled by authorized user(s) in FleetNet, on-line and in real-time.

RFP Requirement

- B. Can use of the fleet fuel card at specific vendors be prohibited? Can cash withdrawals be prohibited? Can the restrictions be placed on individual cards in real time?

Item b) B. Response Item (Limiting Us of Cards)

The Fuelman fleet fuel card are restricted to Fuelman network accepting sites. Upon City request, we can restrict access to specific Fuelman network accepting sites. Cash withdrawals are not available. Restrictions can be placed or adjusted on individual cards in real time 24 x 7.

RFP Requirement

- C. How would the City handle disputed charges without incurring any interest fees or finance charges?

Item b) C. Response Item (Handling Disputed Charges)

Contact FleetCor Customer Service by phone or email. Resolution of disputed charges will be reflected in the next billing cycle.

RFP Requirement

- D. Is there a fee associated with the use of the fleet fuel card?

Item b) D. Response Item (Fees Associated with Use of Card)

Unless specifically addressed in the Pricing Section or the General Product Fee Schedule provided in this Proposal, there are no fees associated with the use of the fleet fuel card.

RFP Requirement

- E. What is the level of liability the City for unauthorized purchases and or purchases made after a card has been reported lost or stolen?

Item b) E. Response Item (Liability for Unauthorized Purchases)

See Tab titled Article 4, FleetCor's General Terms and Conditions for Use of Fleet Cards, sub-article 4.1 Security, Loss, Theft, or Unauthorized Use of Card. This section provides a complete explanation of responsibilities for unauthorized purchases.

RFP Requirement

F. How long after a card is reported lost/stolen until a new card is provided?

Item b) F. Response Item (Time to Receive Replacements)

Actual card(s) would arrive in 3-5 business days by U.S. Mail. Faster delivery of replacement card(s) is available for an additional fee (See Pricing Section, General Product Fee Schedule, item 10: Shipping of Cards).

RFP Requirement

G. Is there 24-hour customer service available?

Item b) G. Response Item (Is 24-hour Customer Service Available)

Yes. The Customer Service Center normal business hours are from 8:00 am – 7:00 pm (M-F). The toll free number, email address and fax number for client services are as follows:

- **Toll Free by Phone: 1-800-877-0800**
- **By Email: customerservice@fleetcor.com**
- **By Fax: 770-453-3019**

After Hours, on weekends or holidays we offer our 24 Hour Voice Authorization Center / Help Desk which provides assistance to merchants and customers.

- **24 Hour Help Desk #: 800-877-9013.**

The Help Desk is available to the cardholder or merchant whenever Customer incurs equipment or card problems at a site and needs authorization assistance. The Help Desk can assist Customer's authorized Fleet Contact with locking lost or stolen cards after hours or during the weekend. The Help Desk can also assist Customer's Drivers with locating a nearby Fuelman acceptance site when traveling in unfamiliar areas.

RFP Requirement

H. How many fleet fuel cards does the proposer's firm currently have in circulation?
How many employees, and in what positions, would be assigned to the City of Knoxville's fleet fuel card program?

Item b) H. Response Item (# of Cards in Circulation, # of Employees Assigned to the City)

As of December 31, 2012, FleetCor employed approximately 2,650 employees, approximately 700 of whom were located in the United States. The total number employed has grown in 2013 as the company has completed several acquisitions. We will support the City's account as described under the General Information Section (TAB 3), under Vendor Information response to item a). FleetCor will have the personnel available to support the City's fleet card program.

RFP Requirement

I. Does the fleet fuel card program permit on-line access to account information? Is there a charge for any software that is needed to provide on-line access or any reporting methods?

Item b) I. Response Item (On-line Access to Account, Software Needed, Charges)

FleetNet provides on-line access to account information. There is no charge for any software to provide on-line access; see System Proposal Section for standard and optional reports/pricing.

RFP Requirement

J. Is the account data available in real time? If not real time, specify timing.

Item b) J. Response Item (Real Time Data)

Yes, with FleetNet the City will have Real Time access to transaction data via the FleetNet logon. Control settings or locking of Vehicles/Cards and Driver IDs occurs Real Time.

RFP Requirement

K. Can purchases be tracked by vendor type (such as minority- and woman-owned businesses)?

Item b) K. Response Item (Tracking Purchases by Vendor Type such as MBE or WBE)

FleetCor will be glad to provide transaction data to the City by site used (upon request). The City would need to maintain its own list of which Fuelman sites are MBE or WBE certified.

RFP Requirement

L. What are the billing and payment procedures that are available? (i.e., electronic billing and transfer of funds, etc.)

Item b) L. Response Item (Billing & Payment Procedures, Electronic Billing & Payment)

FleetCor proposes to bill the City Bi-Weekly with Net 14 Day payment terms. We suggest the City to pay by check or pay using or online web payment system powered by CheckFree™, however upon request we could arrange for ACH payment or EFT Payment. Under the Vendor Fuel Card Software System section within this TAB 4, we have provided response to item "a)" in which the City requested "A detailed description of the system's user interface, including monitoring and reporting capabilities. In that response section we describe the Standard Reporting/Invoicing Techniques which includes a statement/invoice accompanied by a Fleet Management Report (FN02).

RFP Requirement

M. Can cards be customized to include a logo, authorized user's picture, and/or other desired information (eg., tax-exempt number)?

Item b) M. Response Item (Customized Cards)

Certain information may be able to be customized on the City's cards, pictures of users cannot be printed on cards. The City would need to provide specific, desired card customization information.

RFP Requirement

N. Can billing procedures be configured to deduct federal and local taxes from purchases?

Item b) N. Response Item (Tax Exempt Billing)

FleetCor shall provide tax exempt billing to Customer to the extent allowed by the Federal and State Government. For qualified governments in Tennessee FleetCor currently is allowed to exempt federal motor fuel excise taxes, the State of Tennessee Special Tax, and the State of Tennessee Environmental Tax. Client shall provide tax exemption certificates or other related information as required from time to time by FleetCor to maintain tax exempt status. Current federal taxes that cannot be exempted include the Federal Leaking Underground Storage Tank tax (LUST) which is \$0.001 per gallon and the Federal Oil Spill Liability Tax, which is \$0.0019 per gallon.

COVERAGE AREA

RFP Requirement

- a) A list of the proposer's major fuel provider partners.

Item a) Response Item (List of Proposer's Major Fuel Provider Partners)

The Fuelman network of approximately 45,000 fueling locations nationwide is available to the City. Nearly half of all diesel sites in the U.S. (27,000) accept our Fuelman card. 80% of all truck stops and 100% of the major truck stops in the U.S. accept our card including majors such as Pilot/Flying J, Loves, and TA/Petro Travel Centers. Major truck stop acceptance makes it extremely easy to find locations when traveling outside the City on important business. All Mapco (including Favorite Market), Kangaroo, Roadrunner, and Pilot convenience stores accept Fuelman. All acceptance sites either process through card reading equipment in dispensers or countertop Point-of-Sale (POS) credit card terminal provided by FleetCor. Pay-at-pump access is available at most locations.

Card Accepting Locations in Your Area.

- FleetCor offers **83** fueling locations in Knox County that accept Fuelman. On the next page find a comprehensive site listing for Knox County showing the available locations.
 - Almost every Fuelman acceptance location in Knox County offers pay-at-pump
 - 55 of the locations in the county indicate they are open 24 Hours,
 - 65 locations in the County have Diesel Fuel.
- FleetCor offers **122** fueling locations in the Knoxville Metro Area that accept Fuelman.
- There are over **1,520** Fuelman acceptance locations in the State of Tennessee, which shall be conveniently available to the City when its personnel travel out of the area. See APPENDIX 2 for a complete listing of the fueling locations currently available in Tennessee.

KNOX COUNTY, TN - FUEL/MAN ACCEPTANCE LOCATIONS (FUEL SITE LISTING)

In City Order

City	State	Zip	Store Name	Brand	Address	24 Hr	18 Wht	Diesel	E8	Pay @ Pump	Phone	Site #
CORRYTON	TN	37721-3543	BREAD BOX FOOD #42	Shell	7100 TAZEWELL PIKE					Y	865-689-7744	742384
CORRYTON	TN	37721-2909	E-Z STOP #21	Exxon	7503 TAZEWELL PIKE			Y		Y	865-689-2688	885918
CORRYTON	TN	37721	NEASE'S MARKET & DELI	Marathon	1810 TAZEWELL PIKE			Y		Y	865-992-5045	913674
HEISKELL	TN	37754-2182	PILOT TRAVEL CENTER 403	Pilot	1915 RACCOON VALLEY RD NE			Y		Y	865-938-1439	890628
KNOXVILLE	TN	37917-4642	PILOT #119	Pilot	2518 N BROADWAY ST			Y		Y	865-524-3482	890586
KNOXVILLE	TN	37921-5714	PILOT #111	Pilot	1826 WESTERN AVE			Y		Y	865-521-8338	890582
KNOXVILLE	TN	37917-2811	BREAD BOX FOOD #24	Shell	2901 WHITTLE SPRINGS RD					Y	865-546-0729	742381
KNOXVILLE	TN	37918-2909	ROCKY TOP MARKET 10	Shell	2001 CUMBERLAND AVE			Y		Y	865-524-4979	913562
KNOXVILLE	TN	37912-3501	PILOT 187	Pilot	100 MERCHANT DR			Y		Y	865-689-4690	890602
KNOXVILLE	TN	37917-6101	SMART SERV #7	Marathon	1324 N CHERRY ST			Y		Y	865-637-5579	895577
KNOXVILLE	TN	37912-3543	MAPCO #3698	Mapco	5300 CENTRAL AVENUE PIKE					Y	865-687-5159	663720
KNOXVILLE	TN	37916-2812	PILOT #244	Pilot	2218 CUMBERLAND AVE			Y		Y	865-524-6921	890580
KNOXVILLE	TN	37912-3506	AZTEX #121	Marathon	121 CEDAR LN			Y		Y	865-687-3211	859269
KNOXVILLE	TN	37912-3801	PILOT #215	Pilot	410 MERCHANT DR			Y		Y	865-687-4586	890605
KNOXVILLE	TN	37914-5311	THUMS UP EXXON	Exxon	2361 E MAGNOLIA AVE			Y		Y	865-523-2772	872080
KNOXVILLE	TN	37918-1707	PILOT #217	Pilot	4800 N BROADWAY ST			Y		Y	865-688-0115	890606
KNOXVILLE	TN	37921-4306	CARGO #2	Exxon	4439 WESTERN AVE			Y		Y	865-524-3304	683527
KNOXVILLE	TN	37918	MR ZIP #541	Phillips	4801 N BROADWAY ST			Y		Y	865-688-6843	637850
KNOXVILLE	TN	37920-1975	QUICK FUEL - KNOXVILLE	Unbranded	424 W BLOUNT AVE			Y		Y	800-522-6287	678343
KNOXVILLE	TN	37918-1873	PILOT #126	Pilot	2340 TAZEWELL PIKE			Y		Y	865-689-5520	890597
KNOXVILLE	TN	37918-2528	BREAD BOX FOOD #20	Shell	3101 TAZEWELL PIKE					Y	865-688-5646	742582
KNOXVILLE	TN	37914-4520	PILOT #264	Pilot	3004 E MAGNOLIA AVE			Y		Y	865-522-8058	890610
KNOXVILLE	TN	37912-4835	BREAD BOX FOOD #23	Shell	5328 PLEASANT RIDGE RD					Y	865-546-0764	742580
KNOXVILLE	TN	37919-4309	PILOT 235	Pilot	3615 SUTHERLAND AVE			Y		Y	865-588-5850	890613
KNOXVILLE	TN	37919-5184	BREAD BOX FOOD #02	Shell	3818 SUTHERLAND AVE					Y	865-588-7277	742573
KNOXVILLE	TN	37919-5231	FAVORITE MARKET 3703	Unbranded	4607 KINGSTON PIKE			Y		Y	865-588-1903	895578
KNOXVILLE	TN	37921	PILOT #106	Pilot	5216 N MIDDLEBROOK PIKE			Y		Y	865-584-0998	889957
KNOXVILLE	TN	37920-3057	MAPCO #3704	Mapco	4323 CHAPMAN HWY					Y	865-577-3397	663724
KNOXVILLE	TN	37921-5944	FASTOP MARKET #214	Exxon	5501 MIDDLEBROOK PIKE					Y	865-584-0578	870394
KNOXVILLE	TN	37921-2207	PILOT #201	Pilot	5800 WESTERN AVE			Y		Y	865-584-7317	890504
KNOXVILLE	TN	37917-1414	BREAD BOX FOOD #44	Shell	5014 WASHINGTON PIKE			Y		Y	865-971-5822	742585
KNOXVILLE	TN	37920-4360	PILOT #166	Pilot	4503 CHAPMAN HWY			Y		Y	865-579-6256	890601
KNOXVILLE	TN	37921-1001	PILOT #123	Pilot	6804 CLINTON HWY			Y		Y	865-938-6321	890595
KNOXVILLE	TN	37918-4905	LUCKY CORNER #2030	Shell	6400 MAYNARDVILLE PIKE			Y		Y	865-687-9081	181713
KNOXVILLE	TN	37919-4074	PILOT #138	Pilot	136 NORTHSHORE DR			Y		Y	865-584-7458	890599
KNOXVILLE	TN	37924-2139	BREAD BOX FOOD #45	Shell	5340 MILLERTOWN PIKE			Y		Y	865-637-5400	742578
KNOXVILLE	TN	37920-4787	PILOT TRAVEL STOP #125	Pilot	2917 ALCOA HWY			Y		Y	865-573-1710	890596
KNOXVILLE	TN	37924-2757	PILOT #191	Pilot	5402 RUTLEDGE PIKE			Y		Y	865-523-6681	890603
KNOXVILLE	TN	37914-3858	LEES FOOD MART #120	Exxon	5411 ASHEVILLE HWY					Y	865-525-0580	668389
KNOXVILLE	TN	37914-3857	MAPCO #3699	Mapco	5412 ASHEVILLE HWY			Y		Y	865-523-1837	663721
KNOXVILLE	TN	37918-5323	PILOT #121	Pilot	6900 MAYNARDVILLE PIKE			Y		Y	865-922-0809	890578
KNOXVILLE	TN	37919-5706	MAPCO #3701	Mapco	7001 KINGSTON PIKE			Y		Y	865-584-5232	663722
KNOXVILLE	TN	37918	LEES FOOD MART #15	Mobil	5706 ASHEVILLE HWY					Y	865-637-3556	649480
KNOXVILLE	TN	37909-3108	MAPCO #3697	Mapco	7301 MIDDLEBROOK PIKE					Y	865-670-0021	663719

KNOX COUNTY, TN - FUELMAN ACCEPTANCE LOCATIONS (FUEL SITE LISTING)

In City Order

City	State	Zip	Store Name	Brand	Address	24 Hr	18 Wht	Diesel	E8	Pay @ Pump	Phone	Site #
KNOXVILLE	TN	37908-2350	BREAD BOX FOOD #25	Conoco	7301 MIDDLEBROOK PIKE	Y				Y	865-690-7359	742588
KNOXVILLE	TN	37914	MIR ZIP #522	Shell	5515 STRAWBERRY PLAINS PKY		Y	Y		Y	865-673-0108	637841
KNOXVILLE	TN	37924	BREAD BOX FOOD #36	Shell	6210 ASHEVILLE HWY		Y	Y		Y	864-673-3336	742568
KNOXVILLE	TN	37914-6420	PILOT C STORE #241	Pilot	HWY	Y	Y	Y		Y	865-588-7488	890612
KNOXVILLE	TN	37919-5523	MAPCO #3702	Mapco	7901 KINGSTON PIKE			Y		Y	865-690-8005	663723
KNOXVILLE	TN	37924-2807	PILOT #251	Pilot	8432 ASHEVILLE HWY	Y	Y	Y		Y	865-522-2278	890591
KNOXVILLE	TN	37919	PILOT #376	Pilot	7886 N SHORE DR	Y	Y	Y		Y	865-691-7512	890588
KNOXVILLE	TN	37923-1736	PILOT C STORE #193	Pilot	8541 MIDDLEBROOK PIKE	Y	Y	Y		Y	865-691-2074	889959
KNOXVILLE	TN	37931-3455	AZTEX #12	BP	7322 OAK RIDGE HWY			Y		Y	865-690-9806	859271
KNOXVILLE	TN	37923	PILOT TRVL CNTR #105	Pilot	205 WALKER SPRINGS RD	Y	Y	Y	Y	Y	865-694-8160	890580
KNOXVILLE	TN	37919-5441	BREAD BOX FOOD #54	Shell	8480 GLEASON RD	Y				Y	865-531-6195	742586
KNOXVILLE	TN	37923	E-Z STOP #16	Exxon	8805 WALBROOK DR	Y	Y	Y		Y	865-691-1792	882573
KNOXVILLE	TN	37924-1887	LEES FOOD MART #128	Exxon	7805 RUTLEDGE PIKE	Y	Y	Y		Y	865-546-0808	668387
KNOXVILLE	TN	37931	EZ STOP #6	Exxon	7551 OAK RIDGE HWY			Y		Y	865-693-8913	752132
KNOXVILLE	TN	37914-5589	PILOT TRAVEL CENTER #219	Pilot	7200 STRAWBERRY PLAINS PIKE	Y	Y	Y		Y	865-544-1067	889958
KNOXVILLE	TN	37923-5001	AZTEX #122	Marathon	8870 KINGSTON PIKE			Y		Y	865-694-0942	859268
KNOXVILLE	TN	37914	AZTEX #104	BP	7401 STRAWBERRY PLAINS PIKE	Y	Y	Y		Y	865-933-6311	859270
KNOXVILLE	TN	37924-4310	LEES FOOD MART #1398	Exxon	7405 STRAWBERRY PLAINS PIKE	Y	Y	Y		Y	865-933-6604	668381
KNOXVILLE	TN	37923-3600	PILOT #334	Pilot	421 N CEDAR BLUFF RD	Y	Y	Y		Y	865-693-2094	890587
KNOXVILLE	TN	37922-5813	PILOT #104	Pilot	9550 SNORTHSHORE DR	Y	Y	Y		Y	865-692-9751	890579
KNOXVILLE	TN	37932-3085	BREAD BOX FOOD #32	Conoco	1506 LOVELL RD					Y	865-691-8333	742589
KNOXVILLE	TN	37932-1503	BREAD BOX FOOD #49	Unbranded	10636 HARDIN VALLEY RD	Y		Y		Y	865-531-6053	742576
KNOXVILLE	TN	37922-3164	ROCKY TOP MARKET 25	Shell	10518 KINGSTON PIKE	Y		Y		Y	865-691-4233	992812
KNOXVILLE	TN	37932-1507	PILOT TRAVEL CENTER #270	Shell	2084 CASTAIC LN	Y	Y	Y		Y	865-769-8310	992821
KNOXVILLE	TN	37934-1910	PILOT #158	Pilot	314 LOVELL RD	Y	Y	Y		Y	865-966-0445	890620
KNOXVILLE	TN	37932-3217	TA #013 KNOXVILLE	TA	405 LOVELL RD	Y	Y	Y		Y	865-675-3803	890600
KNOXVILLE	TN	37931-2055	LEES FOOD MART #122	Exxon	808 LOVELL RD	Y	Y	Y		Y	865-966-6781	965970
KNOXVILLE	TN	37934-1603	PILOT #221	Pilot	8929 OAK RIDGE HWY					Y	865-927-0303	668388
KNOXVILLE	TN	37932	PILOT TRAVEL CENTER #107	Pilot	701 N CAMPBELL STATION RD	Y	Y	Y		Y	865-966-1860	890608
KNOXVILLE	TN	37932	FLYING J #722	FLYING J	13061 KINGSTON PIKE	Y	Y	Y		Y	865-671-1526	941319
KNOXVILLE	TN	37922	TA #107 F KNOXVILLE WEST	TA	800 WAITT RD	Y	Y	Y		Y	865-531-7400	207583
KNOXVILLE	TN	37932	TA #107 F KNOXVILLE AUTO TRK	TA	815 N WATT RD	Y	Y	Y		Y	865-531-7676	918077
KNOXVILLE	TN	37931	EZ STOP #7	Mobil	815 N WATT RD	Y	Y	Y		Y	865-531-7676	919513
POWELL	TN	37849-3517	PILOT #277	Pilot	1103 HWY 321 N	Y		Y		Y	865-986-8170	923172
POWELL	TN	37849-4017	ROCKY TOP MARKET 15	Shell	400 E EMORY RD	Y	Y	Y		Y	865-947-5757	890592
POWELL	TN	37849-4017	LEES FOOD MART #121	Exxon	308 E EMORY RD	Y		Y		Y	865-938-3030	992813
POWELL	TN	37849-4110	LEES FOOD MART #124	Exxon	318 E EMORY RD	Y				Y	865-938-3198	668393
POWELL	TN	37849-7146	BREAD BOX FOOD #33	Shell	7657 CLINTON HWY	Y				Y	865-947-5254	668391
					601 EDGEMOOR RD	Y		Y		Y	865-945-1213	742583

83 TOTAL LOCATIONS IN KNOX COUNTY

55 45 65 82

Page 2 of 2

Tools for Finding Fuelman Sites

Fuelman Web-based Site Locator.

FleetCor provides an enhanced Fuelman Site Locator tool at www.fuelman.com.

- The site locator is open to the public so no User Logon or Password is required. Drivers with access to a computer and the internet have complete ability to access the website and find locations, create listings and maps.
- The web user can perform the following tasks at the Site Locator:
 1. View, Print, Download and Save Site Listings by State, City, County or Metro Area.
 - The web user has a choice of either "Map View" or "List View".
 2. Downloaded Site Lists into pre-formatted Excel Reports or Saved to pre-formatted Adobe pdf reports for printer friendly functionality.
 3. The Maps View allows web users to zoom and toggle the map to pinpoint locations.
 - From the Browser print functions the web user can easily print the map created.
 4. The web user has ability to "Search Along A Route" and create driving directions for "From" and "To" Addresses, the site locator then plots nearby Fuelman locations in route to destinations either into a Map or a List.
 - From the Browser print functions the web user can easily print the map created.
 - Save a List of locations in route to a destination to a printer friendly pdf or Excel file.

Fuelman Mobile from Telenav (Smart Phone Apps) to find Fuelman Locations & More.

Background (Telenav). In April of 2013 FleetCor acquired a company named TeleNav which provides personalized navigation and location based services in the U.S. and internationally. Additionally products from Telenav help businesses streamline operations, slash fuel expenses, and track what matters most to them. The Telenav acquisition will help FleetCor provide industry leading mobile work force applications and total fuel management solutions that will be highly integrated with our fleet card products.

Since the TeleNav acquisition this new business group launched Fuelman Mobile (**available now for iPhone/iPad at iTunes and Android at Google Play**). This is a new App for a more Effective and Efficient workforce. Fuelman Mobile is just a sample of the leading edge technology expected in the future from our new Telenav division. Currently, the Fuelman Mobile app provides the following functionality:

- **Find Fuel Locations, Lowest Priced Stations and Station Deals from Your Phone**
 - When finding locations near the smart phone user, the App displays the most recent unleaded Retail Price (hours ago). Drivers can select the nearest low priced station and launch voice-guided GPS Navigation to the station.
 - The App also lets drivers see amazing deals or promotions being offered to them by participating Fuelman stations.
 - **Launch Voice-Guided Turn-by-Turn GPS Navigation**
 - Forget maps or Site Listings! Launch turn-by-turn GPS navigation directly from your Smart Phone. App makes it easy and safe to drive to Fuelman stations.
 - **Instantly Find and Connect with Team Members**
 - Locate your team members using your phone and with the touch of a button, click-to-talk for easy team communications and job coordination.
 - **Use Your Phone as a Timesheet, No More Paper**
 - Say goodbye to time consuming and often inaccurate paper timesheets. Use clock in and out functions to quickly track time.
- See brochure on next page to review more about Fuelman Mobile.



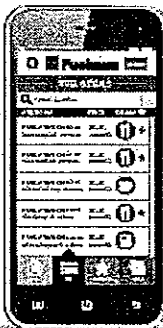
Fuelman MOBILE

The New App For a More Effective and Efficient Workforce

At Fuelman, we think a total fuel solution includes your workers, too. That's why we're proud to announce our Fuelman Mobile app. It helps your team get through their daily trips easily and more productively than ever. This saves you money and helps you coordinate operations while saving drivers time and eliminating hassles for them while on the road.

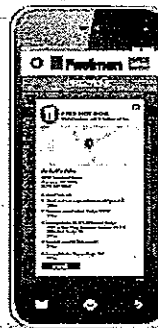


Have your drivers download the free Fuelman Mobile App today!



Find Fuel Locations and Deals from Your Phone

No calls. No hassles. See nearby stations, with amazing deals on gas, food and drinks when you fill up at participating Fuelman stations.



Turn-by-Turn GPS Navigation

Forget maps! Turn-by-turn GPS navigation makes it easy and safe to drive to Fuelman stations, exclusive deals or other addresses so you can get there faster!



Instantly Find and Connect with Team Members

Locate your team members using your phone and with the touch of a button, click-to-talk for easy team communications and job coordination.



Say goodbye to time consuming and often inaccurate paper timesheets. Use clock in and out functions to quickly track time.

Using Text Message Solutions (For finding closest Fuelman Sites).

Another leading edge technology FleetCor has developed to help cardholders find Fuelman network locations, Drivers can find the nearest fueling location by simply texting the word "fuel" or "diesel" to 201-669-3835 (201-NOW-FUEL).

- For closest site, simply text FUEL to 201-669-3835 and either the zip code; City/State; or address. For example, enter either:
fuel 30092, or
fuel ATLANTA GA, or
fuel 5445 Triangle Parkway Norcross, GA {change to applicable address}
- NOTE: To find closest DIESEL site, use same instructions above, just type word "diesel" instead of "fuel". Example:
diesel 5445 Triangle Parkway Norcross, GA {change to applicable address}

The text locator quickly responds back with the closest Fuelman location to the address or input provided. Texting the full address works the best to find closest site.

Adding or Requesting Additional Locations.

As your fuel network, FleetCor wants the Fuelman network to be wherever you need us. We encourage clients to notify us if they require a station that does not yet accept our card. If you will let us know, we'll get there! Customers (including individual card holders) can go to the following web link to request a site <http://www.fuelman.com/need-site.aspx>.

Print Screen for submitting Need a Site at the website:

The screenshot shows the Fuelman website interface. At the top is the Fuelman logo with the tagline 'The Fuelmanagement Solution'. Below this are three navigation links: 'Account Login', 'Fuelman Fuel Program', and 'Fuelman Merchant Program'. A secondary navigation bar contains 'About Fuelman', 'Your Fleet Needs', and 'Program Details'. The main heading is 'Need a Site?'. The form includes fields for 'Name', 'Phone Number' (with area code, prefix, and number sub-fields), and 'Email Address'. Below these are 'Site Name' and 'Merchant Name' fields. The 'Address' section has a main 'Address' field and an 'Address 2' field. Location fields include 'City', 'State' (a dropdown menu), 'Zip Code', and 'County'. There are two radio button options: 'Diesel?' (selected) and 'Highway access?'. A 'Best Time to Call' dropdown is set to '9am - 12pm EST'. An 'Additional Comments' text area is at the bottom, followed by a 'SUBMIT' button with a right-pointing arrow.

RFP Requirement

- b) A graphic depicting the geographical distributions of the proposer's major fuel provider partners.

Item b) Response Item (Graphic Depicting Geographical Distributions of Fuel Providers)

We were unable to prepare a map for this RFP response. We can provide one as a follow up item upon request. Please see site listing for Knox County under prior section and Tennessee fuel site listing behind APPENDIX 2.

TAB 5 - PRICING SECTION

**Pages in this section contain FleetCor's
Pricing Response requested in the RFP**

RFP Requirement

Attach additional pages to give supporting details when necessary.

- a) Proposed fuel cost formula (use form included in Submission Forms section)

Item a) Response Item (Proposed Fuel Cost Formula)

FleetCor is able to provide contracted cost-plus pricing for the off-site fuel purchases by the County. The sub-articles below define the pricing methodology and calculation proposed by FleetCor for weekly cost-plus pricing during the contract term.

Pricing Methodology/Calculation Proposed.

FleetCor hereby proposes that the price for fuel products purchased by the City will be equal to the sum of the items listed below.

1. For sites in the Knoxville Metro region, OPIS Knoxville, Tennessee Rack Average price as reported by the Oil Price Information Service (OPIS) each Thursday (hereafter "OPIS Newsletter Prices") for each product purchased that calendar week. The Newsletter Prices published each Thursday (which are in the Monday OPIS Newsletter PADD Report) shall apply to fuel sold during the current week. Example: the price available on Thursday 12/12/13 would have been effective for fuel sold from Monday 12/9/13 through Sunday 12/15/13.
Note: Rack Market refers to where petroleum products are sold at the wholesale level from primary storage. Rack refers to loading racks where tanker trucks fill up. Knoxville area retail locations typically pull their product from Knoxville, Tennessee however the applicable rack average for pricing may vary if Customer travels out of the area (i.e. purchases in the Nashville area would use Nashville Rack Average).
2. All applicable non-exempt taxes (Tax Exempt Billing further clarified herein).
3. FleetCor's cost plus mark-up (margin) per gallon which includes freight shall be as provided below fuel product.

Unleaded Gasoline	<u>\$ 0.1090</u>	E85	<u>\$ 0.1590</u>
Mid-Grade Gasoline	<u>\$ 0.1090</u>		
Premium Gasoline	<u>\$ 0.1090</u>	Diesel Fuel	<u>\$ 0.1890</u>

Pricing Exceptions

Pricing at Convenience Network Locations. Convenience Network locations are defined as sites accepting the Fuelman Card that are determined by FleetCor to be a part of the Fuelman Network solely to provide added convenience to Clients. At the Convenience Network locations (excluding ARCO exception shown below) fuel will be priced at the retail price (credit price where applicable) **minus \$0.02** per gallon discount. The current list of merchant's considered Convenience Network Locations are shown below (list subject to change):

- Sinclair brand stations
- Chevron and Texaco brand stations.
- Pilot Travel Center / Flying J Travel Center locations
- Pilot Convenience Store locations
- Love's Country Store / Travel Stop locations
- Travel Centers of America (TA) / Petro Travel Center locations

- Pricing at ARCO brand stations (a West Coast brand) shall be the retail price plus \$0.10 per gal.

Never below FleetCor's Cost. FleetCor reserves the right to never bill the City for any purchase at an off-site retail/commercial location at a price below FleetCor's cost to settle with the card accepting Merchant and in the event that the City's OPIS Index based price (including markup and all merchant taxes) calculates to be below FleetCor's cost to settle with the Merchant, FleetCor's cost shall apply.

FUEL COST PROPOSAL FORM (Page 24 Form)

SEE THE ATTACHED OPIS REPORT ON NEXT 2 PAGES
FOR THE OPIS PRICES PRESENTED ON THIS FORM

FUEL COST PROPOSAL

NO LEAD GASOLINE -- Minimum of 87 Octane Mid-grade

OPIS Price + Fixed Factor

\$ 2.4810 per gallon + 0.1090 OR Minus - _____

Comments: Since most stations in Knoxville have converted to gasoline with 10% ethanol blend, FleetCor has quoted the E10 Rack Price above using CBOB with 10% ethanol.

NO LEAD GASOLINE -- Minimum of 93 Octane Premium-grade

OPIS Price + Fixed Factor

\$ 2.8269 per gallon + 0.1090 OR Minus - _____

Comments: Since most stations in Knoxville have converted to gasoline with 10% ethanol blend, FleetCor has quoted the E10 Rack Price using CBOB with 10% ethanol.

E85 FUEL

OPIS Price + Fixed Factor

\$ 2.3370 per gallon + 0.1590 OR Minus - _____

Comments: There is no longer an OPIS Rack posting for Knoxville, TN. We assign the Birmingham, AL E85 Rack Price, to most stations in the Knoxville area.

ULTRA LOW SULFUR DIESEL (ULSD) -- Shall be ULSD-15 PPM sulfur, un-dyed. ULSD shall contain lubricity additives that comply with the Federal Ultra-low sulfur content requirements for use in diesel motor vehicles.

OPIS Price + Fixed Factor

\$ 3.0102 per gallon + 0.1890 OR Minus - _____

Comments: _____

**NOTE: See Pricing Explanations provided in PRICING SECTION, response to item a).
Any pricing exceptions are noted in our explanations.**

FUEL COST PROPOSAL

INSTRUCTIONS: Enter cost plus mark-up (margin) per gallon, to include freight, for the following fuel products.

Bidders must attach a schedule of product and service fees, to include costs of tax exemption filing fees, fees for producing/replacing/shipping cards, fees for provision of website and for reports generated by website, any applicable finance charges, and/or other applicable fees/charges. See Paragraph 6.3.3 for complete information on required information to be submitted.

NO LEAD GASOLINE – Minimum of 87 Octane Mid-grade

\$ 0.1090 per gallon

NO LEAD GASOLINE – Minimum of 93 Octane Premium-grade

\$ 0.1090 per gallon

E85 FUEL

\$ 0.1590 per gallon

ULTRA LOW SULFUR DIESEL (ULSD) – Shall be ULSD-15 PPM sulfur, un-dyed. ULSD shall contain lubricity additives that comply with the Federal Ultra-low sulfur content requirements for use in diesel motor vehicles.

\$ 0.1890 per gallon

NOTE: See Pricing Explanations provided in PRICING SECTION, response to item a). Any pricing exceptions are noted in our explanations.

OPIS Wholesale Rack Pricing Sheet for December 12, 2013 (Report from OPIS)

OPIS GASOLINE PRICES - Knoxville, TN

Knoxville, TN OPIS Standard Rack Daily 12/12/2013
 OPIS CBOB Ethanol 10% RVP 9 Gross Prices

		Terms	Unl	Mid	Pre
Valero	u	N-10	242.30	255.30	271.30
Valero	b	1-10	248.20	259.20	283.70
Shell	u	N-10	243.77	259.77	283.77
Shell	b	1-10	248.18	257.78	284.04
BP	b	1-10	249.19	258.79	285.29
Gulf	b	1-10	248.79	260.74	276.79
Sunoco	b	1-10	248.19	260.19	283.54
Citgo	u	1-10	263.50	277.80	305.40
Citgo	b	1-10	248.63	259.27	283.78
Colonial	u	N-10	246.45	258.40	274.20
Murphy	u	N-12	250.13	265.13	281.63
Marathon	u	N-10	242.20	253.87	277.20
Marathon	b	1-10	248.64	260.48	284.19
TransMont	u	N-10	247.18	282.95	316.75d
Global	u	1-10	248.89	255.46	268.53
Placid	u	Net	242.30	267.20	291.42
Coastal	b	1-10	247.94	259.94	283.29
FlntHlsRs	u	N-10	242.65	-- --	277.65
XOM	b	1-10	247.95	257.95	283.45
Mystik	b	1-12	246.53	256.46	281.52
Valero DS	b	1-10	248.20	259.20	283.70
Noble	u	N-10	323.50o	-- --	-- --
GULF-GIE	u	Net	265.35	277.45	300.35
PSX	u	N-10	241.50	255.50	274.50
PSX	b	1-10	247.76	258.37	282.61
OPIS Low			241.50	253.87	268.53
OPIS High			265.35	282.95	305.40
OPIS Average			248.10	261.62	282.69
Branded Low			246.53	256.46	276.79
Branded High			249.19	260.74	285.29
Branded Average			248.18	259.03	282.99
Unbranded Low			241.50	253.87	268.53
Unbranded High			265.35	282.95	305.40
Unbranded Average			248.02	264.44	282.36

At Sites Selling Gasoline
with 10% Ethanol
(CBOB Rack w/10%
Ethanol)

Unleaded	Premium
\$2.4810	\$2.8269

Copyright 2013, Oil Price Information Service

Knoxville, TN OPIS Standard Rack Daily 12/12/2013
 OPIS Conventional Clear RVP 9 Gross Prices

		Terms	Unl	Mid	Pre
Valero	u	N-10	-- --	-- --	310.50
Valero	b	1-10	-- --	-- --	293.25
BP	b	1-10	-- --	279.19	-- --
Citgo	b	1-10	-- --	-- --	317.86
Murphy	u	N-12	270.57	289.57	321.03
Marathon	u	N-10	268.70	-- --	308.70
Marathon	b	1-10	-- --	-- --	285.40
Placid	u	Net	268.15	-- --	320.55
FlntHlsRs	u	N-10	265.40	-- --	-- --
Mystik	b	1-12	-- --	-- --	318.27
Valero DS	b	1-10	-- --	-- --	293.25
PSX	u	N-10	268.05	-- --	311.30
PSX	b	1-10	-- --	-- --	298.27
OPIS Low			265.40	279.19	285.40
OPIS High			270.57	289.57	321.03
OPIS Average			268.17	284.38	307.13
Branded Low			-- --	279.19	285.40
Branded High			-- --	279.19	318.27
Branded Average			-- --	279.19	301.05
Unbranded Low			265.40	289.57	308.70
Unbranded High			270.57	289.57	321.03
Unbranded Average			268.17	289.57	314.42

At Sites Selling
Conventional Gasoline
(No Ethanol)

Unleaded	Premium
\$2.6817	\$3.0713

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OPIS E85 PRICES – Birmingham, AL

Birmingham, AL OPIS Standard Rack
 OPIS E-85 Gross Prices

Daily 12/12/2013

	Terms	Unl
AlliedEn u	N-10	233.70
OPIS Low		233.70
OPIS High		233.70
OPIS Average		233.70
Unbranded Low		233.70
Unbranded High		233.70
Unbranded Average		233.70

E 85 Price
 \$2.3370

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OPIS DIESEL PRICES – Knoxville, TN

Knoxville, TN OPIS Standard Rack
 OPIS No. 2 Distillate Gross Prices

Daily 12/12/2013

	Terms	LS	HS	ULS
Valero u	N-10	---	---	305.55
Valero b	1-10	---	---	302.15
Shell u	N-10	---	---	295.93
Shell b	1-10	---	---	298.92
BP b	1-10	---	---	301.43
Sunoco b	1-10	---	---	301.67
Citgo u	1-10	---	---	301.85
Citgo b	1-10	---	---	301.85
Colonial u	N-10	---	---	299.00
Murphy u	N-12	---	---	296.75
Marathon u	N-10	---	---	298.50
Marathon b	1-10	---	---	302.53
TransMont u	N-10	---	---	309.86
Global u	1-10	---	---	301.84
Placid u	Net	---	---	297.60
Coastal b	1-10	---	---	301.67
FlntHlsRs u	N-10	---	---	297.05
XOM b	1-10	---	---	302.33
Mystik b	1-12	---	---	301.85
Valero DS b	1-10	---	---	302.15
Musket u	N-10	---	---	298.57
Lincoil u	N-10	---	---	297.75
Noble u	N-10	---	---	296.00
GULF-GIE u	Net	---	---	318.00
CHS UFM u	1-10	---	---	298.81
PSX u	N-10	---	---	296.25
PSX b	1-10	---	---	301.56
OPIS Low		---	---	295.93
OPIS High		---	---	318.00
OPIS Average		---	---	301.02
Branded Low		---	---	298.92
Branded High		---	---	302.53
Branded Average		---	---	301.65
Unbranded Low		---	---	295.93
Unbranded High		---	---	318.00
Unbranded Average		---	---	300.58

At Sites Selling Ultra Low
 Sulfur Diesel (ULSD)

Diesel Price
 \$3.0102

Copyright 2013, Oil Price Information Service

RFP Requirement

- b) Fees/Costs: Provide information pertaining to any fees that are associated with your firm's fleet fuel card program. Include all hardware specifications for computer servers and workstations.

Item b) Response Item (Fees/Costs, Hardware Specifications)

Fees/Costs Associated

Except as provided in the General Product Fee Schedule below, no other fees shall apply to Customer under the Fuelman Fleet Card program.

GENERAL PRODUCT FEE SCHEDULE		
Item	Description	Amount
1.	Payment Method Check Handling Fee (normally \$15 per check payment) EFT Payment (Automated EFT initiated by FleetCor) Client initiated Web Payment using CheckFree™ Fee Payment by Phone (Check by Phone) Fee	➤ Fee Waived ➤ NO CHARGE ➤ Fee Waived ➤ \$25.00 each payment
2.	Monthly Card Fees (per card)	➤ Fee Waived
3.	Extended Terms Fee / Adder Per Gallon Normal Terms = Bi-Weekly Billing, Net 14 (Free of Charge) Bi-Weekly Billing, Net 21 Days (Normally 1% of invoice amount) Bi-Weekly Billing, Net 30 Days (normally 1.5% of invoice amount)	➤ NO CHARGE ➤ \$0.005 per gallon ➤ \$0.010 per gallon
4.	Late Fee: Assessed if full payment is not received by Payment Due Date.	➤ 5% of the amount late with a minimum of \$75 and a maximum of \$250
5.	Periodic Finance Charge	Not to exceed maximum permitted by State Law
6.	Over Limit Fee:	➤ Fee Waived
7.	Account Reinstatement Fee	➤ Fee Waived
8.	Print/Mail/Fax Report Delivery Fees: Invoice Delivery (Free of charge regardless of delivery method) Fleet Management Report Delivery (FREE of charge via Email/Web) All Other Optional Reports & Electronic Reporting Delivery • TRN85E transaction file can be emailed (no delivery fee)	➤ \$0.00 (No Fee) ➤ \$10.00 per report Mailed ➤ \$5.00 per report Faxed ➤ Available via Web or Email only (No Fee)
9.	Card Production / Card Replacement Fee	➤ Fee Waived
10.	Shipping of Cards (Subject to Change): U.S. Mail (Free of Charge) Ground (3-5 Days) 2 nd Day Air Next Day Air	NO CHARGE ➤ \$8.00 ➤ \$10.00 ➤ \$20.00
11.	Insufficient Funds Fee	Not to exceed maximum permitted by State Law ➤ \$50.00
12.	Tax Exemption Filing Fee (normally 1% of invoiced amount)	➤ Fee Waived
13.	Optional Report Fees: Electronic Transaction File TRN85 Reporting (Normally \$15 per file) Weekly Optional Reports (normally \$5.00 per report) Monthly Optional Reports (normally \$15.00 per report)	➤ FEE WAIVED ➤ FEE WAIVED ➤ FEE WAIVED

Hardware Specifications for Workstations

The FleetNet application we offer will be available on computers operated by the City's authorized fleet contacts. See the table below for the systems requirements to operate and work in the FleetNet Internet-based system.

Operating System:	Windows 98, 2000, XP, or Windows NT 4.0 (with the latest Service Packs with the rights to add programs)
CPU (Processor speed):	Pentium Class Processor
RAM (Random Access Memory):	A minimum of 64MB
Browser:	Microsoft Internet Explorer (IE). Currently no higher than IE 8 with Java enabled. Java (no higher than version 6.32). Java is available at http://www.java.com/
Report Reader Software:	Adobe Acrobat Reader Version 5.01 or Higher. Adobe Acrobat is widely used and trusted free software that facilitates viewing and printing of invoices and reports online. It will not affect other PC or browser functions. If you do not have it, you can download a free copy at http://www.adobe.com/ .
Hard Disk Space:	50 to 185 MB or more for Internet Explorer, depending upon installation preferences. Approximately 15 MB for Adobe Acrobat Reader and associated programs
Web Connectivity:	Broad bandwidth TCP/IP connection to the Internet. FleetNet is web-based, so a fast, stable connection to the Internet is the most important performance factor. A high-speed connection such as Ethernet, DSL, cable modem, or T1 is recommended.
Note 1: Configurations with less than the recommended requirements can run FleetNet; however, performance degradation is likely. Machines with higher versions of IE and Java will need to remove the newer versions and re-install the versions specified above.	
Note 2: In order to utilize FleetNet it will be necessary for the client to enable two-way communications between computers using the system and FleetNet. <ul style="list-style-type: none">▪ The local network Firewall must have port 9402 open▪ The Firewall should be configured to allow traffic to http://www.fleetnet.net/.	

Note: We have a re-write project of our Customer User Interface underway, which shall be released in 2014. The new user interface will eliminate Java compatibility or Internet Explorer compatibility issues noted above. We also offer a different customer user interface called iFleet, which we can convert the City to. Upon request we can discuss these alternatives.

RFP Requirement

- c) Additional cost to meet desired requirements: List any additional charges to meet all desired requirements which the Vendor deems to be feasible and cost effective.

Item c) Response Item (Additional Cost to Meet Desired Requirements in Part 5)

None Applicable.

RFP Requirement

- d) Additional cost for the system: List any additional charges for any third party software such as the database and writer required to run the proposed system. Include both installation costs and annual costs.

Item d) Response Item (Any Additional Cost, Third Party Software)

None Applicable

RFP Requirement

- e) Implementation Cost: List any additional cost for implementation support (if not included in the base price).

Item e) Response Item (Implementation Cost if Any)

None Applicable

RFP Requirement

- f) Training Cost: List the levels (system administration, support staff, etc.) of training recommended, the per person cost for each level of training, the number of persons recommended to be trained at each level. Training location is at our site, so please include your travel expenses (transportation, lodging and meals) as part of your training cost. Be advised that the City will restrict payment for training expenses to the published GSA per diem rates.

Item f) Response Item (Training Cost If Any)

FleetCor recommends that the City's primary fleet contact(s) responsible for ordering and managing fleet credit cards be trained on use of the FleetNet system. Likewise the City's Fleet Manager may desire the training as well. FleetCor will provide training upon request, please request training through customer service or through the contract manager (Mark Roberts). There is no cost or fee for this training.

RFP Requirement

- h) Yearly Maintenance Fees: Please provide a fixed price by year for annual maintenance for years 2 to 4 following the one-year warranty period. Detail what services this fee makes available to us. Include estimates of yearly maintenance fees for any third party software that is required.

Item h) Response Item (Yearly Maintenance Fees)

None Applicable

TAB 6 - RFP FORMS SECTION

Pages in this section contain the required completed and/or signed RFP Submission Documents.

NOTE: We provide a complete copy of the RFP document behind APPENDIX 3 (for Reference).

**CITY OF KNOXVILLE
REQUEST FOR PROPOSALS
FLEET FUEL CARD SYSTEM**

Submission Form S-1

Proposals To Be Received by 11:00 a.m., Eastern Time, December 20, 2013, in Room 667-674, City/County Building, Knoxville, Tennessee.

IMPORTANT: Proposers shall include six (6) hard copies (one original and 5 duplicates), as well as one electronic (.pdf format) copy of their submission; the electronic version shall be an exact duplicate of the original, and the electronic version will be the official document exhibited in the contract. **IMPORTANT NOTE:** A minimum of one of the submitted proposals must bear an original signature, signed in ink (duplicated signatures substituted for original ink signatures may result in rejection of the proposals). This document is the official, original submission; the required copies may have copied signatures.

Please complete the following:

Legal Name of Proposer: FleetCor Technologies Operating Company, LLC dba Fuelman

Address: 5445 Triangle Parkway, Suite 400, Norcross, GA 30092

Telephone Number: 704-853-2662

Fax Number: 704-853-1945

Contact Person: Mark Roberts, Director – Bids & Contracts

Email Address: markroberts@fleetcor.com

Signature: 

Name and Title of Signer Todd House, President – U.S. Direct Business

Note: Failure to use these response sheets may disqualify your submission.

FORM II

STATEMENT OF INTENT TO PERFORM WORK WITHOUT SUBCONTRACTING (TO BE SUBMITTED WITH BID/PROPOSAL)

FleetCor Technologies Operating
We, Company, LLC d.b.a. Fuelman, hereby certify that it is our
(Bidder/Proposer)

intent to perform 100 % of the work required for the _____
_____ Fleet Fuel Card Services _____ contract.
(Name of Project)

In making this certification, the Bidder/Proposer states that:

1. It is a normal business practice of the bidder/proposer to perform all elements of this type contract with its own work forces without the use of subcontracts.

AND

2. If it is necessary to subcontract some portion of the work at a later date, the bidder/proposer will comply with all requirements of the "Good Faith Efforts" in providing equal opportunity to MOB/WOB Firms to subcontract the work.

The undersigned hereby certifies that he/she has read the terms and agrees to the terms of this statement.

Signature and title of authorized official of the company and the date must be properly executed on this document and a list of previous projects of similar scope and dollar value as stated in Section II attached or the bid may be deemed non-responsive.

DATE: December 16, 2013 COMPANY NAME: FleetCor Technologies Operating Company, LLC d.b.a. Fuelman

SUBMITTED BY: 
(Authorized Representative)

TITLE: President, U.S. Direct Business

ADDRESS: 5445 Triangle Parkway, Suite 400

CITY/STATE/ZIP CODE: Norcross, GA 30092

TELEPHONE NO: 704-853-2662 for Mark Roberts *
800-877-9019 xt. 19095 for Todd House

* Please direct questions regarding our response to Mark Roberts, Director of Bids & Contracts

NON-COLLUSION AFFIDAVIT

State of GEORGIA

County of GWINNETT

Todd House, being first duly sworn, deposes and says that:

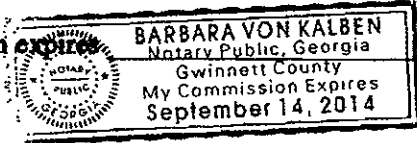
- (1) He/She is the President, U.S. Direct Business of FleetCor Technologies Operating Company, LLC d.b.a. Fuelman, the firm that has submitted the attached Proposal;
- (2) He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
- (3) Such Proposal is genuine and is not a collusive or sham Proposal;
- (4) Neither the said firm nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other vendor, firm or person to submit collusive or sham proposal in connection with the contract or agreement for which the attached Proposal has been submitted or to refrain from making a proposal in connection with such contract or agreement, or collusion or communication or conference with any other firm, or, to fix any overhead, profit, or cost element of the proposal price or the proposal price of any other firm, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against the City of Knoxville or any person interested in the proposed contract or agreement; and
- (5) The proposal of service outlined in the Proposal is fair and proper and is not tainted by collusion, conspiracy, connivance, or unlawful agreement on the part of the firm or any of its agents, representatives, owners, employees, or parties including this affiant.

(Signed): [Signature]

Title: President, U.S. Direct Business

Subscribed and sworn to before me this 16 day of Dec, 2013

Barbara von Kalben
NOTARY PUBLIC

My Commission expires 

TAB 7 - FLEETCOR'S BASIC OBLIGATIONS, TERMS & CONDITIONS

**Pages in this section contain FleetCor's
Acknowledgement of Basic Contract
Obligations, General Terms and
Conditions for Providing Fleet Card
Services**

Article 1. BID/CONTRACT TERM.

FleetCor understands and agrees that this bid/contract period shall be for a period of **one (1) year, with three (3) one-year optional renewals.**

Article 2. BILLING FREQUENCY AND PAYMENT TERMS (FUELMAN CARD TRANSACTIONS).

Client will be billed Bi-Weekly. Payment is due no later than fourteen (14) days from the date of invoice. Invoices and Fleet Management Reports are generally made available electronically by Tuesday of each week for the preceding two weeks ended Sunday at midnight.

Article 3. PROOF OF INSURANCE.

Upon notice of award, FleetCor shall provide a Certificate of Insurance demonstrating that we have general liability insurance coverage meeting the City's requirements.

Article 4. FLEETCOR'S GENERAL TERMS & CONDITIONS FOR USE OF FLEET CARDS.

FleetCor hereby introduces certain general terms and conditions for use of Fuelman fleet credit cards provided under this Bid and subsequent contract with the City of Knoxville. We have incorporated all modifications to the terms and conditions that the City required during the last bid/contracting process in the 2009 RFP for similar services.

4.1 Security, Loss, Theft, or Unauthorized Use of Card.

4.1.1 General Security. Each Card can be programmed to only allow Fuel or both Fuel & Maintenance services such as oil changes, vehicle washes, etc. Typically each Transaction is authorized with the Card number, product code, quantity and driver's Driver ID across the proprietary Fuelman network to ensure that the purchase is authorized and limited to the product and quantity (e.g. gallons of Fuel or dollars of Maintenance) that have been pre-approved. This system also helps prevent unauthorized Driver IDs and stolen Cards from being used to make purchases. The product and quantity controls are subject to each Merchant Location's POS Authorization Limitations described herein.

4.1.2 Fuelman's Liability. In the event of an unauthorized Transaction occurs, Fuelman assumes full responsibility for said unauthorized Transaction if the City has complied with the responsibilities set forth in paragraphs 4.1.3 and 4.1.4. Fuelman will immediately suspend or terminate the use of a Card if the City notifies Fuelman of the fact that it is either: a) a lost or stolen card; or b) it is a card that the City has identified being used for non-City use purchases (i.e. suspected fraudulent transactions) in accordance with 4.1.4

4.1.3 Customer's Responsibility. It is the responsibility of Customer to ensure proper security controls are kept in place to protect the Cards and Driver IDs and that only authorized employees or agents of Customer use them to make purchases. It is also the Customer's responsibility to lock any inactive, misplaced, or stolen Cards and Driver IDs immediately. Fuelman is not responsible for fraudulent Transactions made on unlocked Cards with valid Driver IDs. Customer should use the online account application to lock Cards and Driver IDs instantly. Alternatively, the Customer can contact Fuelman Customer Service during regular business hours via fax or email with the requested change, in which case Fuelman will make the requested changes within 24 hours and assume responsibility for any unauthorized purchases at that point. All Transactions in which a valid/unlocked Card number was used in conjunction with a valid/active Driver ID will be considered to be authorized Transactions in which the City is fully responsible for payment, until the City has notified Fuelman of a lost or stolen card, or a card suspected to have been used for non-City use purposes in accordance with the terms of 4.1.4. It is also the Customer's responsibility to review the standard fleet management reports and optional eMail exception alerts to identify potential purchasing discrepancies. Customer should instruct its Cardholders to keep any record of their Driver ID separate from the vehicle's Card.

4.1.4 Lost or Stolen Cards. The City shall report all lost or stolen Cards, or Cards that the City has identified as being used for non-City purposes, to Fuelman immediately via phone call or email to Fuelman's Customer Service Department identifying the Card number and such other details concerning the loss or theft of the Cards as are known by the City at the time of the report. The City shall be liable for all Transactions made by the Card only until midnight of the day that Fuelman receives the City's

notice that the Card is lost, stolen or is suspected of being abused for non-City purposes. Notice includes, but is not limited to, contact with Fuelman via email, facsimile, or a phone call to Fuelman Customer Service. After normal operating hours for Fuelman Customer Service, and on weekends and holidays, the City must provide notice by calling the Fuelman 24 Hour Helpdesk (1-800-877-9013). The City and Guarantor(s) agree to and acknowledge full liability for any losses resulting from any failure to report the loss or theft of Card(s) in accordance with the terms hereof.

4.1.5 Terminated Drivers. It is the Customer's responsibility to lock a terminated driver's Driver ID as explained herein.

4.1.6 Merchant Limitations. The personnel (if any) at a Merchant Location are not the agents or employees of Fuelman and Fuelman shall not be responsible for the products or services rendered by any of the Merchants or any other liability or damage which arises from the action or negligence of the personnel of any of the Merchants, their agents or their employees.

4.1.7 POS Authorization Limitations. Authorization controls are provided as a convenience to the Customer and are not guaranteed to prevent unauthorized purchases. Specifically, depending on the particular point-of-sale (POS) equipment and Fuel dispenser controls being used by a particular Merchant Location, the product type and spending limit may not be enforceable prior to completing the Transaction. In these situations the Transaction will still be considered to be authorized, but will be identified as an exception on the Customer's standard fleet management report and reported via email if desired by Customer.

4.2 Account Administration and Card Issuance.

4.2.1 Credit Limit. Upon receipt of notice of award of Bid/contract and signed credit applications from Customer, Fuelman will establish an aggregate spending limit for all the Cards issued to Customer under the Account(s) (the "Credit Limit") based on Fuelman's evaluation of the Customer's creditworthiness. The initial Credit Limit has already been established (for existing older accounts already using Fuelman). Fuelman reserves the right to increase or decrease this Credit Limit at any time with or without providing notice to Customer. So long as sufficient creditworthiness exists, the intention shall be to have sufficient credit limit to meet the anticipated purchasing projections or purchasing history/activity of the Customer under the billing frequency and terms provided in the Bid or this response to Bid.

4.2.2 Administration of Cards. Customer shall be solely responsible for the use, maintenance, administration, and security of the Cards and Driver IDs within Customer's business, including, but not limited to, distributing Cards to, and collecting Cards from, its employees and agents. Notwithstanding any other provision in this Agreement, Customer is responsible for any loss or misuse of Cards by its employees and agents. See section 4.1 for more information regarding Customer responsibilities.

4.2.3 Cancellation of Cards. If, at any time, for any reason, Customer desires to cancel any particular Card, but not the Account, ~~Customer's Representative must notify Fuelman via the online application or in writing of such cancellation.~~ Customer's liability for purchases made using the canceled Card shall end at midnight of the day that Fuelman receives notice of such Card cancellation. The on-line application allows customer to instantly cancel (lock) cards.

4.2.4 Suspension of Cards. Fuelman, at its sole discretion, may suspend or terminate the use of any Card at any time for any reason, including, but not limited to, inactivity, unusual activity, or suspected loss, theft, fraud, or in compliance with the USA Patriot Act. However, nothing in this Agreement shall obligate Fuelman to monitor the use of any Card, and, as described in this Agreement, Customer is solely responsible for the use of any outstanding Cards.

4.2.5 Suspension of Account. Fuelman, at its sole discretion, may suspend or terminate the use of an Account at any time for any reason, including, but not limited to, inactivity, unusual activity, change in creditworthiness, late payment (excessive days beyond terms), aggregate outstanding balance owing on the Account (outstanding Account balance and unbilled Transactions) over the Credit Limit or in compliance with the USA Patriot Act.

4.3 Payments.

4.3.1 Applying Payments. Fuelman uses a "balance-forward" based accounting system. Therefore, all payments made by Customer to Fuelman will be applied accordingly against the outstanding amount due at the time the payment is received. Subject to applicable law, we will apply and allocate payments and credits among balances owed by Customer (whether for purchases, fees, interest, or otherwise) in any order and manner determined by Fuelman in its sole discretion. Customer agrees that Fuelman has the unconditional right to exercise this discretion in a way that is most favorable or convenient to Fuelman.

4.3.2 Payment Methods/Remittance Advice. By the Due Date specified on FleetCor's Invoice/Statement to Client, Client will submit payment by valid check or other payment method described below equal to the accumulated balance of the Account for the previous Billing Cycle. All remittances should include the complete Bill Group (BG) account number in order to be processed. Checks paying multiple BG account numbers should include a check stub or remittance advice listing all BG account numbers being paid including amount for each. Failure to include the complete BG account number(s) shall delay payment posting which might cause the account to be considered delinquent. Additional payment methods include:

4.3.3 Electronic Payment Option (EFT Pull by FleetCor). To ensure that no late fees or finance charges occur, FleetCor offers the option for client to use Electronic Funds Transfer payment method that will be set to occur on the due date. Client must submit an EFT Authorization form with voided check to establish this payment option. This payment option is Free of Charge.

4.3.4 Web-based Payment Option (Using CheckFree™). Another payment option available for Customer to ensure payments are received by due dates, FleetCor offers the option for client to use an Internet based web payment method powered by CheckFree™, FleetCor's on-line payment processing partner. Customer would initiate payments on-line using instructions that will be provided by FleetCor upon request by Customer.

4.3.5 Payment by Phone. By the Due Date, Fuelman will initiate, at Client's request, payment by phone. Fuelman reserves the right to charge a fee of twenty five (\$25) for each

payment by phone.

4.3.6 Late Payments. All payments made by Customer to Fuelman that are not received by the Due Date are considered late.

4.3.7 Insufficient Funds. If a check, credit card charge, or EFT/ACH is returned or denied, Fuelman reserves the right to charge Insufficient Funds Fee equaling the lesser of fifty dollars (\$50) or the maximum amount allowable by applicable law for each occurrence.

4.4 Limitation of Liability.

THE PARTIES WILL HAVE NO LIABILITY FOR INDIRECT, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR INCIDENTAL DAMAGES OF ANY KIND, INCLUDING CLAIMS FOR LOSS OF PROFITS, WHETHER RESULTING DIRECTLY OR INDIRECTLY TO CUSTOMER, FLEETCOR, GUARANTOR, OR THIRD PARTIES, AND WHETHER ARISING IN CONTRACT, TORT, OR OTHERWISE, EVEN IF SUCH DAMAGES WERE FORESEEABLE OR RESULT FROM A BREACH OF THIS AGREEMENT. IN THE EVENT A COURT IN A FINAL, NON-APPEALABLE AWARD FINDS FLEETCOR OR CUSTOMER LIABLE FOR ANY DIRECT DAMAGES, FLEETCOR OR CUSTOMER'S LIABILITY IN THE AGGREGATE FOR SUCH DIRECT DAMAGES WILL NOT EXCEED THE AMOUNT PAID OR PAYABLE BY CUSTOMER TO FLEETCOR FOR THE THREE (3) MONTHS PRECEDING THE DATE ON WHICH THE CLAIM AROSE.

4.5 Force Majeure.

FleetCor shall not be liable for failure to perform when such failure is occasioned or caused by circumstances beyond its control.

APPENDIX 1

SAMPLE REPORTS

Including:

Sample Fleet Management Report (FN02)

Sample Monthly Vehicle Management Report (FN04)
with Embedded Excel File Illustration

FLEET MANAGEMENT REPORT (Narrative Description)

Behind this page FleetCor provides a couple pages from Customer's actual customer Fleet Management Report (report ID FN02). The sample report provides evidence of FleetCor's reporting.

FleetCor shall furnish the Fuelman Fleet Management Report to Customer for each account at each billing frequency which generally includes:

1. Account Name and Address
2. Report Period (Dates covered by the Report)
3. Vehicle Number and Vehicle Description.
4. Driver name.
5. Date and time of fueling.
6. Fuel Grade / Product Purchased
7. Location of fueling (site legend provides site name/store #, address/city/state)
8. Odometer reading.
9. Miles per Gallon by transaction and average for report period by vehicle.
10. Gallons, current price per gal., taxes per Gal., and extended price.
11. Total consumption for the period (gallons & dollars), subtotaled by Vehicle, Sub-department, and Department.
12. Total Miles and Average MPG for the period, subtotaled by Vehicle.
13. Exceptions Transactions Flagged (with Exceptions Legend).
14. Report is organized by Department and Sub-Department with Sub-totals at Department Breaks. Any vehicles not assigned a department are placed at the front of the report.
15. A quick reference Departmental Summary Table is shown at front of the report allowing report user to quickly view or allocate the total expenditures of the various departments in the account.
16. Grand Summary Totals by Product are shown at the very front of the report in a summary table.

➤ **See Report Sample PowerPoint Slides behind this page.**

Fleet Management Report (FN02)

Provided at Customer's desired Billing Frequency

The Fleet Management Reports (FN02) is sent to Customer with each invoice.
The report combines fuel & maintenance transactions into one easy report.

Example of Top
Page of the Fleet
Management
Report

The report is
created at
Customer's Billing
Frequency, either:
▪ Weekly
▪ Bi-Weekly
▪ Calendar
▪ Monthly

An Exception
Codes Legend
defines the
exceptions that
occurred which are
flagged later in the
report.

A Product Summary Table
shows a quick summary by
Product. Totals include:

- Quantity (Gallons)
- Base Price
- Fed Tax
- State Tax
- Other Tax
- Other Charges (Fees)
- Extended Total

The Departmental
Summary Table shows
summary totals by
Department including:

- Quantity (Gallons)
- Base Price Amount
- Fed Taxes
- State Taxes
- Local Taxes
- Maint./Other (Non-Fuel)
- Extended Total
- Exceptions Count

Fuelman

Account # BG68478

Fleet # 196519

Name: FUELMAN-SALES DEPT

MATCHING STATEMENT # NP32888117

Page: 1 of 12

Provided By:
New Orleans
(800) 877-0800

FUELMAN-SALES DEPT.
655 ENGINEERING DR STE 300
NORCROSS GA 30092

FLEET MANAGEMENT REPORT

Account # BG68478

Fleet # 196519

Name: FUELMAN-SALES DEPT

MATCHING STATEMENT # NP32888117

Page: 1 of 12

FLEET MANAGEMENT REPORT FOR 1/2/2012 - 1/15/2012

SUMMARY OF TRANSACTIONS THIS REPORTING PERIOD FOR ALL VEHICLES IN YOUR FLEET

PRODUCT	QUANTITY	BASE PRICE	FED TAX	STATE TAX	OTH TAX	OTH CHARGES	TOTAL
UNL	694.044	\$2,037.95	\$128.01	\$178.43	\$18.71		\$2,363.10
PREM	71.458	\$237.35	\$13.28	\$14.41	\$5.08		\$270.13
UDSL*	57.338	\$185.93	\$14.11	\$11.58	\$0.00		\$211.62
FUEL	922.838	\$2,461.23	\$156.41	\$204.42	\$21.70		\$2,843.85
NON-FUEL		\$5.00	\$0.00	\$0.00	\$0.00		\$5.00
Total	822.338	\$2,466.23	\$166.41	\$204.42	\$21.78	\$71.19	\$2,920.04

TOTAL MILES: 12,746

*This diesel fuel does not contain visible evidence of dye.

Please see remittance copy on the statement for the total payment amount.

DEPARTMENTAL SUMMARIES

DEPARTMENT NAME	DEPT NUM	QTY	BASE PRICE	FED TAXES	STATE TAXES	LOCAL TAXES	MAINT/OTH (Non-Fuel)	EXTENDED TOTAL	EXCEPT COUNT
NO. DORCHESTER	0	130.749	\$55.00	\$3.35	\$4.33	\$0.00	\$0.00	\$62.68	0
BALTIMORE	95963	51.213	\$155.91	\$9.33	\$13.48	\$0.00	\$0.00	\$178.72	0
CAROLINAS/TN	88838	130.664	\$378.61	\$24.17	\$30.60	\$0.00	\$0.00	\$433.38	4
OHIO	88837	48.138	\$148.61	\$8.95	\$17.61	\$0.00	\$0.00	\$175.09	0
HOLISTON	28847	57.136	\$105.53	\$6.33	\$11.58	\$0.00	\$0.00	\$123.44	2
MISSISSIPPI	101871	95.912	\$295.88	\$18.37	\$19.67	\$0.00	\$0.00	\$323.72	0
NEW ORLEANS	88854	8.735	\$28.11	\$1.57	\$1.76	\$0.00	\$0.00	\$31.44	0
NORCROSS	88851	90.078	\$305.30	\$18.42	\$19.88	\$0.00	\$0.00	\$364.60	1
FLORIDA	88851	55.951	\$107.06	\$6.46	\$7.00	\$0.00	\$0.00	\$120.52	0
ST. LOUIS	99026	71.097	\$208.44	\$13.10	\$21.10	\$0.00	\$0.00	\$243.59	1

EXCEPTION CODES:

- 5 Vehicle has exceeded its cycle fuel limit
- 11 Odometer entry is out of sequence
- 43 Manually keyed transactions at site

Fleet Management Report (FN02) Easy-to-Read Transaction Details w/ Level 3 Data

Example of transaction detail page of the Fleet Management Report

The Vehicle Number & Veh. Description for the card making the purchase is printed above the transactions

Non-Fuel Purchases are shown separately & easy to identify product purchased

- Date
- Time
- Site
- Driver Name
- Odometer & Total Miles
- Miles Per Gal (MPG)

FLEET MANAGEMENT REPORT									
Account #		FLEET #		Name:		CITY OF FUELMAN SAMPLE		MATCHING STATEMENT #	
123456		123456		NP1650206		4 of 70			
DATE	TIME	SITE	DRIVER	VEHICLE	DATE	TIME	MPG	NET PRICE	EXCEPT CODE
7/19/08	15:01	904674	Bucka John	2008 Ford Crown Vic	7/19/08	15:01	0.0	2.75420	11
				Miles:	443	13.8			
7/19/08	07:40	004211	Potts B	2008 Ford Crown Vic	7/19/08	07:40	13.8	2.75420	11
12/06	15:40	660233	Potts B		12/06	15:40	13.8	2.75420	11
12/07	13:31	804211	Potts B		12/07	13:31	13.8	2.75420	11
12/08	11:05	594211	Smith L		12/08	11:05	13.8	2.75420	11
12/09	11:18	412476	Potts B		12/09	11:18	13.8	2.75420	11
				Miles:	645	12.6			
Non-Fuel Transactions				10/1/22	The Auto Repair				
12/05	00:21	904028	Potts B		12/05	00:21			
				Miles:	104122				
Vehicle Total:									
7/19/08	06:57	2008 Ford Crown Vic			7/19/08	06:57			
12/06	11:50	073807	Glover Jason		12/06	11:50	11.5	2.75420	11
12/08	11:36	419819	Thompson D		12/08	11:36	9.8	2.75420	11
12/09	14:40	073807	Glover Jason		12/09	14:40	6.7	2.75420	11
				Miles:	261	10.3			
7/19/08	07:55	2008 Ford Crown Vic			7/19/08	07:55			
12/06	13:41	041007	West Fred		12/06	13:41	11.7	2.75420	11
12/08	13:54	041011	West Fred		12/08	13:54	14.4	2.75420	11
				Miles:	70306	13.1			
SubDepartment 100									
Department 5-MCSAP									
SITE LEGEND									
SITE #	SITE NAME	ADDRESS	CITY	STATE					
109706	City of Fuelman Service	315 E Commerce St	Abbeville	MS					
403163	Star 98 Truck Stop	2464 Hwy 101	Abbeville	MS					
412476	Hwy 101 Service	401 Hwy 101	Abbeville	MS					
419819	Bohns Truck Stop	401 Highway 101	Abbeville	MS					
660233	B-Link #112	23 E Lincoln Rd	Brookhaven	MS					
873807	Fox Oil Co #2	53 Hwy 12 E	Brookhaven	MS					
594211	Kangaroo 2445	574 Hwy 61 N	Vicksburg	MS					
941823	Pump Country	10108 Lorraine Rd	Vicksburg	MS					
941907	Slayden Travel Center	2710 Highway 72	Lebanon	MS					
941911	Gas 4 Less	14912 Hwy 101 W	Lebanon	MS					
603147	Fast Break Sunville	1201 Hwy 82 W	Starkeville	MS					

■ Exception Code

■ Total Amount
■ Taxes Per Gal
■ Net Price Per Gal

■ Quantity (Gallons)
■ Fuel Type

The report provides Sub-Department and Department Totals

A Site Legend is printed at end of each Department providing complete details of each Site ID used

SAMPLE VEHICLE MANAGEMENT REPORT (FN04)

- **Attached is a PowerPoint Slide illustrating the Embedded Excel File Reporting in the Optional Report FN04 (Vehicle Management Report).**

The FN04 report is designed much like Fuelman's standard Fleet Management Report (FN02) provided at each billing cycle. The report information that is enhanced or different from the FN02 includes:

1. Cost Per Mile (CPM) for each transaction and CPM for the vehicle for the report period subtotaled.
2. Total Count of Transactions for the Vehicle.
3. Total consumption for the report period (gallons & dollars) with the Average Price Per Gallon by vehicle.
4. Embedded Excel Transaction File which opens in true Microsoft Excel.

Embedded Excel Report File – Most all Fuelman Optional reports have an Embedded Excel File containing all transactions contained in the report. By clicking on the Excel logo at top left corner of the report users can open the Excel file. Column headings in the file match the report headings.

- **See Report Sample PowerPoint Slides behind this page.**



The Ultimate Solution

The Vehicle Management Report includes an embedded Excel File for easy access to the reported transactions for additional study and management of transaction data. Most Fuelman Optional reports include this feature.

Simply click on an icon on top left corner of first page of report to open the embedded Excel File.



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VEHICLE MANAGEMENT REPORT	DIS 28 470	FUEL/MAN. SALES DEPT
ACCOUNT #	1045 59	1 02 20
PLANT #		
NAME		
PHONE		

THE UNIVERSITY OF CHICAGO

EVER MAN SALES CORP
815 BONGER RD
KNOXVILLE TN 37922

THE CL. WA. MAGAZINE & NEWSLETTER OF THE CL. OF WA. IS A FREE SERVICE TO THE CL. OF WA. MEMBERS.

STATE	NUMBER OF TRANSACTIONS	AMOUNT OF TRANSACTIONS	AVERAGE TRANSACTION VALUE	PERCENT OF TOTAL	PERCENT OF TOTAL	PERCENT OF TOTAL
ALABAMA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
ALASKA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
ARIZONA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
ARKANSAS	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
CALIFORNIA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
COLORADO	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
CONNECTICUT	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
DELAWARE	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
FLORIDA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
GEORGIA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
HAWAII	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
ILLINOIS	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
INDIANA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
IOWA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
KANSAS	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
KENTUCKY	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
LOUISIANA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
MAINE	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
MARYLAND	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
MASSACHUSETTS	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
MICHIGAN	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
MINNESOTA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
MISSISSIPPI	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
MISSOURI	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
MONTANA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
NEBRASKA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
NEVADA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
NEW HAMPSHIRE	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
NEW JERSEY	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
NEW MEXICO	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
NEW YORK	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
NORTH CAROLINA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
NORTH DAKOTA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
OHIO	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
OKLAHOMA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
OREGON	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
PENNSYLVANIA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
RHODE ISLAND	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
SOUTH CAROLINA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
SOUTH DAKOTA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
TENNESSEE	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
TEXAS	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
UTAH	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
VERMONT	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
VIRGINIA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
WASHINGTON	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
WEST VIRGINIA	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
WISCONSIN	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
WYOMING	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0
TOTAL	1,000	\$1,000,000	\$1,000	1.0	1.0	1.0

FOR A CATALOG: 800-871-7273

DEPARTMENTAL SUMMARIES									
DEPT.	QTY.	BASE PRICE	NET COST	NET PROFIT	TOTAL PRICE	REMARKS	DATE	INITIALS	REMARKS
DEPT. 1	100	1.00	100.00	10.00	110.00				
DEPT. 2	200	2.00	400.00	40.00	440.00				
DEPT. 3	300	3.00	900.00	90.00	990.00				
DEPT. 4	400	4.00	1,600.00	160.00	1,760.00				
DEPT. 5	500	5.00	2,500.00	250.00	2,750.00				
DEPT. 6	600	6.00	3,600.00	360.00	3,960.00				
DEPT. 7	700	7.00	4,900.00	490.00	5,390.00				
DEPT. 8	800	8.00	6,400.00	640.00	7,040.00				
DEPT. 9	900	9.00	8,100.00	810.00	8,910.00				
DEPT. 10	1,000	10.00	10,000.00	1,000.00	11,000.00				
DEPT. 11	1,100	11.00	12,100.00	1,210.00	13,310.00				
DEPT. 12	1,200	12.00	14,400.00	1,440.00	15,840.00				
DEPT. 13	1,300	13.00	16,900.00	1,690.00	18,590.00				
DEPT. 14	1,400	14.00	19,600.00	1,960.00	21,560.00				
DEPT. 15	1,500	15.00	22,500.00	2,250.00	24,750.00				
DEPT. 16	1,600	16.00	25,600.00	2,560.00	28,160.00				
DEPT. 17	1,700	17.00	28,900.00	2,890.00	31,790.00				
DEPT. 18	1,800	18.00	32,400.00	3,240.00	35,640.00				
DEPT. 19	1,900	19.00	36,100.00	3,610.00	39,710.00				
DEPT. 20	2,000	20.00	40,000.00	4,000.00	44,000.00				

11. Discontinue use of the product.

- The embedded Excel file opens, all columns in the Adobe report are in the Excel file.
- The Exceptions column and legend allows for easy study, sorting & management of exceptions transactions.

[illegible]



The Fuelmanagement Solution

Vehicle Management Report (FN04)

- Lists Transactions by Vehicle w/ Key Summary Totals

VEHICLE MANAGEMENT REPORT

Account # BG123456
FLEET # 560789
Name: CITY OF FUELMAN
Page: 111 of 112



First Fuel Management Report for Customer Number 560789, CITY OF FUELMAN
Department: 0040-City Police
Sub-Department: No Sub-Department

DATE	TIME	SITE	EMPLOYEE	ODOM	MFG	FUEL TYPE	COST/MI	QTY	NET PRICE	TAXES	TOTAL EXCEPT CODE
Vehicle Number 6100 Vehicle Description: FORD CVO											
08/01	10:45	035115	KEVIN BECK	1408	10.6	0.31	UNL	13.732	3.22650	0.18000	\$48.84
08/02	22:10	035115	KEVIN BECK	1620	6.3	0.54	UNL	16.233	3.22650	0.18000	\$55.14
08/03	22:52	035115	KEVIN BECK	1807	15.2	0.22	UNL	14.281	3.22650	0.18000	\$48.50
08/04	20:27	035115	KEVIN BECK	1980	7.2	0.47	UNL	11.514	3.22650	0.18000	\$37.10
08/07	04:45	035115	KEVIN BECK	2105	16.3	0.21	UNL	13.324	3.22650	0.18000	\$44.10
08/11	02:24	035115	KEVIN BECK	2200	8.0	0.59	UNL	12.423	3.22650	0.18000	\$44.10
08/11	21:50	074490	KEVIN BECK	2315	20.3	0.10	UNL	5.070	3.22650	0.18000	\$20.18
08/12	06:30	074490	KEVIN BECK	2370	6.6	0.54	UNL	8.358	3.22650	0.18000	\$28.08
08/15	20:31	074627	KEVIN BECK	2580	18.0	0.16	UNL	11.010	3.22650	0.18000	\$36.00
08/16	20:35	3964200	KEVIN BECK	2650	25.2	0.11	UNL	19.070	3.22650	0.18000	\$62.00
08/20	23:24	035115	KEVIN BECK	2900	0.2	0.73	UNL	0.000	3.22650	0.18000	\$0.00
08/21	03:57	035115	KEVIN BECK	3010	10.0	0.20	UNL	10.000	3.22650	0.18000	\$32.26
08/25	20:35	035115	KEVIN BECK	3171	15.76	0.0370	UNL	15.760	3.09270	0.18000	\$51.44
08/25	20:35	074490	KEVIN BECK	3200	8.00	0.0270	UNL	8.000	3.09270	0.18000	\$25.16
08/25	23:38	074490	JOHNSON, R	3300	0.50	0.0270	UNL	0.500	3.09270	0.18000	\$2.35
08/29	15:02	074624	KEVIN BECK	3400	11.9	0.25	UNL	11.900	3.22650	0.18000	\$38.31
Total Miles: 223.600 Price/Gallon: \$3.37											
Total: \$704.16											

Vehicle Number 6101 Vehicle Description: CHEV IMPALA											
08/03	07:03	035008	MANNING, J	4433	0.28	0.28	UNL	14.460	3.22650	0.18000	\$48.11
08/03	12:41	035008	MANNING, J	4673	0.28	0.28	UNL	13.700	3.22650	0.18000	\$44.73
08/09	09:28	035102	MANNING, J	7000	12.8	0.28	UNL	7.059	3.22650	0.18000	\$23.65
08/11	02:13	035104	MANNING, J	7100	0.0	0.20	UNL	8.245	3.22650	0.18000	\$26.85
08/11	15:03	035104	MANNING, J	7200	0.0	0.20	UNL	8.245	3.22650	0.18000	\$26.85
08/18	10:03	035008	MANNING, J	8665	13.6	0.25	UNL	14.275	3.22650	0.18000	\$46.01
08/24	06:50	035008	MANNING, J	9203	16.0	0.20	UNL	15.818	3.22650	0.18000	\$51.00
08/24	06:50	035104	MANNING, J	9448	13.4	0.24	UNL	14.186	3.09270	0.18000	\$46.20
08/29	10:51	035008	MANNING, J	9500	12.1	0.25	UNL	12.404	3.09270	0.18000	\$40.45
Total Miles: 118.594 Price/Gallon: \$3.36											
Total: \$402.74											

Vehicle Number 6103 Vehicle Description: CHEV IMPALA											
08/02	10:48	035103	TESSIER, P	5110	45.4	0.20	UNL	15.486	3.22650	0.18000	\$50.65
08/02	06:50	035103	TESSIER, P	5653	35.1	0.20	UNL	15.601	3.22650	0.18000	\$50.65
08/03	14:07	035103	TESSIER, P	5822	0.0	0.20	UNL	15.408	3.22650	0.18000	\$49.91
08/11	14:07	035103	TESSIER, P	6008	18.2	0.18	UNL	15.003	3.22650	0.18000	\$48.30
08/17	18:23	035103	TESSIER, P	10421	16.9	0.20	UNL	15.003	3.22650	0.18000	\$49.74
08/22	08:23	035103	TESSIER, P	10940	33.2	0.20	UNL	13.580	3.22650	0.18000	\$44.28
08/23	08:23	035103	TESSIER, P	10940	33.2	0.20	UNL	12.007	3.09270	0.18000	\$36.96
08/23	11:37	035103	TESSIER, P	11074	0.0	0.18	UNL	15.418	3.09270	0.18000	\$48.31
08/23	11:37	035103	TESSIER, P	11370	15.0	0.18	UNL	15.002	3.09270	0.18000	\$49.28
08/23	11:37	035103	TESSIER, P	11443	16.1	0.18	UNL	13.935	3.09270	0.18000	\$43.00
Total Miles: 277.8											
Total: \$1,541.10											

Department: 0040-City Police
Sub-Department: No Sub-Department

Department Totals: 488.003
Total: \$1,541.10

STATE: SC
CITY: Columbia
ADDRESS: 1500 Bush River Rd
1500 Bush River Rd
2022 Bush Rd

SITE LEGEND
SITE # SITE NAME
874490 PN Stop 402-pay/Group
874498 PN Stop 402-pay/Group
874515 PN Stop 402-pay/Group

Additionally the Vehicle Management Report shows:

- Total Amount
- Average Price Per Gal
- Total Gallons
- Exceptions Codes

The Vehicle Management Report shows Department Totals (Gallons & Dollars). At the end of each department the report shows a Site Legend providing complete details about the sites used.

Vehicle Management Report shows Transaction Details by Date and Time as well as key Summary Data subtotaled by Vehicle:

- Count of Transactions
- Odometers & Total Miles
- Average MPG
- Average Cost Per Mile.