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than serving those who serve.*

**Exchange Europe & SW Asia  
Netherlands Fuel Card Briefing**

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# Netherlands Fuel Card Briefing

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# Netherlands Fuel Card Briefing Purpose

To inform our customers about the new fuel card program with ESSO/Forax in The Netherlands.



# Netherlands Fuel Card Briefing

## Project Drivers

- 2001 - Dutch Government approached Exchange – requesting replacement of the fuel coupons
- 2002 - Advised Dutch Government that the development of Germany card program had priority
- 2010 - From 2010 until now multiple meetings with Dutch Government
- 2011 - Number of ESSO Stations to accept coupons drops from 42 to 14 (out of over 330).
- Fall 2014 - Dutch Government provides final requirements for conversion to a card program.
- Fall 2014 - Exchange locks in contract with Forax for card administration.
- Early 2015 - ESSO announces their withdrawal from the coupon acceptance contracts by 1 January 2016.
- Since mid 2015 - System development discussions in progress.

# Netherlands Fuel Card Briefing

## Card Description/Issuing/Usage/Benefits – Part 1

- POV/STV
- Fuel card will be a Forax/ESSO card and can be valid for up to 36 months as long as the registration gets updated. No tax free fuel purchases possible without Forax/ESSO card. There will be 1 fuel card per vehicle with a 4 digit PIN number. Card is valid for fuel purchases ONLY.
- Fuel card is not personalized – no name imprinted but customer has to sign the back of the card.
- Cards are fuel specific – gasoline or diesel.
- Ration authorization resets on the first of each month – ration does not carry over to the new month.
- Card is accepted at all 330+ ESSO Stations in The Netherlands manned or unmanned and the Exchange Station in Schinnen.

# Netherlands Fuel Card Briefing

## Card Description/Issuing/Usage/Benefits – Part 1

- Fuel card is tied to Military Star.
- Why Military Star
  - Provides a convenient way to bill customers.
  - This method kept developing costs to a minimum while delivering an acceptable program to the Dutch Government.
  - The low development costs with a new contract with better conditions allow us to lower the gas prices to our customers.
  - For all fuel transactions at the Schinnen Exchange Gas Station, customers will automatically get 5 cents off per gallon.
  - New Military Star Rewards program just launched this month, all Military Star customers will earn two points for every dollar spent at the Exchanges, Expresses, service facilities and [shopmyexchange.com](http://shopmyexchange.com), and will automatically get a \$20 Exchange gift card after earning 2000 rewards points.
  - We already have two (2) similar programs in the UK and in Turkey where the free fuel purchases off base are tied to Military Star.

# Netherlands Fuel Card Briefing

## Card Description/Issuing/Usage/Benefits – Part 1

- GOV – difference!
- Card is tied to a Government account. All transactions will be invoiced to the unit at the end of the month.

# Netherlands Fuel Card Briefing

## Card Description/**Issuing**/Usage/Benefits – Part 2

- POV/STV
- Customers sign up for Military Star (if no current account)
- Customers present registration document and Exchange associate completes necessary documents.
- Customers review card application, sign Terms and Conditions and POV/STV rules.
- Schinnen Main Store, Car Care Center or Volkel Retail Store issues card and 4 digit PIN number to customer and ties card to vehicle and customer in the fuel card system. Customer's ration card for fuel is over stamped to prevent further coupon usage.



# Netherlands Fuel Card Briefing

## Card Description/**Issuing**/Usage/Benefits – Part 2

- GOV – difference!
- GOV unit will sign up for a GOV account and a Government Customer Number is assigned.
- Initial GOV cards will be prepared at the Europe Region Retail Office and then issued at the Schinnen Main Store to the Unit Representative.
- Replacement cards or new cards will be issued at the Schinnen Main Store, the Schinnen Car Care Center or the Volkel Retail Store.

# Netherlands Fuel Card Briefing

## Card Description/Issuing/Usage/Benefits – Part 3

- POV/STV at ESSO
- Customer will go to manned ESSO Station, pump fuel, go inside and present fuel card to cashier.
- Cashier will swipe fuel card and customer must enter the 4 digit PIN number.
- If the correct PIN number was entered, the transaction is processed – customer will receive a receipt showing the fuel type, number of liters pumped and the Euro price.
- Transaction is transmitted to the fuel card administrator at the end of the day who then completes all the checks and balances and returns the information to the Exchange what to charge the customer (tax free or taxed price).
- Customers Military Star account is charged within 48 to 72 hours.
- At an unmanned ESSO station, the customer will insert the fuel card, select the language, enter the PIN number and then pump the fuel. Customer has option to request receipt at the end of the transaction. Receipt will show the fuel type, number of liters pumped and the Euro price.

# Netherlands Fuel Card Briefing

## Card Description/Issuing/Usage/Benefits – Part 3

- POV/STV at Exchange Gas Station in Schinnen
- Customer will pump fuel, then come inside and show cashier ID card and fuel card. Fuel card is swiped and customer will receive a receipt with the U.S. dollar tax free price, fuel type, and number of liters pumped.
- Transaction is transmitted to the fuel card administrator at the end of the day who then completes all the checks and balances and returns the information to the Exchange what to charge the customer (tax free or taxed price).
- Customer's Military Star account is charged within 48 to 72 hours.

# Netherlands Fuel Card Briefing

## Card Description/Issuing/Usage/Benefits – Part 3

- Ration Control:
  - Customers will receive an automated email with transaction details after each fuel purchase – showing the remaining ration balance (if an email address was provided when the fuel card was issued).
- Note: for transactions at ESSO or the Exchange - it is possible for the customer to get charged the taxed price – for example - if ration was exceeded, if product did not match the vehicle product, if the registration was not valid, etc. This price is considerably higher than the tax free price.

# Netherlands Fuel Card Briefing

## Card Description/Issuing/Usage/Benefits – Part 3

- GOV – difference!
- Card usage is the same only billing process differs. Unit will only receive one invoice each month for the total charges.

# Netherlands Fuel Card Briefing

## Card Description/Issuing/Usage/**Benefits** – Part 4

- **Better contract conditions – lower fuel prices.**
- Fuel Card can be used at ALL Esso Stations in The Netherlands (over 330 Stations) and the Exchange Gas Station in Schinnen.
- 5 cents off per gallon for all transactions at the Exchange Gas Station in Schinnen.
- Two additional fuel types available with the fuel card.
- No lengthy transaction for buying each book of coupons.
- No need to “squeeze” exact liter amount into the vehicle.
- No need to sign multiple coupons for each fuel purchase.
- Lost coupons were like losing cash/losing a fuel card is significantly less risky – customer needs to ensure to request to block the fuel card ASAP.
- No need to turn in expired coupons at the end of each year.
- Unused coupons can be returned and refunded at the time the new fuel card is issued.
- All fuel transactions visible on line on the Military Star account 48 to 72 hours after the purchase took place.

# Netherlands Fuel Card Briefing

## Program Pilot Information/Transition Plan

- Program Pilot Information
- Current coupon Series has been extended for acceptance through 31 December 2015.
- Pilot is ongoing - 5 October through 15 November 2015.
- 20 customers selected for POV cards, 5 GOV vehicles and 3 Exchange staff vehicles.
- During the pilot, weekly data is send to the Dutch Customs Office and Tax office for review.
- Final approval from the Dutch Government is expected by 15 November 2015 to start transitioning customers from coupons to the card on 16 November through 31 December 2015.
- Coupon usage/acceptance ceases on 1 January 2016 – all customers are required to use the fuel card.

# Netherlands Fuel Card Briefing

## Program Pilot Information/Transition Plan

- Transition Plan

### Existing Registered POV's/GOV

- 16 November – 31 December 2015
- Sponsor completes card application documents.
- Exchange issues active fuel card with PIN to customers and activates card in the fuel card system.
- Customers fuel allowance ration card is over stamped to prevent further coupon usage.
- Customer redeems unused fuel coupons during card activation.
- Card Issuing process – about 10 minutes – initial card only!
- STV Customers – no change to process.

### New POV/GOV Registrations

- As of 16 November 2015
- Vehicles registered through Brunssum will no longer receive a ration card. Instead they will bring their registration to the Schinnen MS, Car Care Center or Volkel RS and get a card issued immediately.
- For STV customers – no process change.



# Netherlands Fuel Card Briefing

## Way Ahead

- Publish Information via PAO announcements, local papers, Stars and Stripes and AFN.
- Publish pertinent information on the [www.shopmyexchange.com](http://www.shopmyexchange.com) website under:  
For Overseas Customers  
Netherlands Fuel Ration Program.
- Any questions, please send an email to:  
[yyeuessofuelcard@aafes.com](mailto:yyeuessofuelcard@aafes.com)



# Questions

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**Thank You**

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