

REMEMBER the limits have been increased to \$500 per visit, \$1,000 per month per vehicle.

Now that the initial roll out of the WEX Credit Card program for minor maintenance is complete, it's time to focus on how best to make the cards function for your Wing. Hopefully, the following pointers will be useful.

Locate Vendors Who Accept WEX Cards

WEX Connect mobile application allows members to find an accepting location from their smart phone or tablet - <http://www.wexinc.com/wex-mobile/wex-connect> . WEX Online is available from your computer - <https://www.wexonline.com/fleetpilot/supplier/supplier.cfm?MenuNodeID=38>

Tips:

- Discuss the card with the vendor **before** leaving the vehicle for service. Don't rely solely on the list.
- Ensure they take WEX as a standalone credit card and not just for GSA, state government or other large fleet account management systems. Some vendors say they take the card but their point-of-sale systems are apparently limited to these special programs.

Misconceptions Vendors Have

Because some vendors have extensive experience with WEX GSA cards but not standard WEX cards the following may help make the transaction work better.

Tips:

- **The only information needed to charge service to WEX is: the card, the vehicle mileage and the Driver ID (PIN).**
- We do not belong to GSA or any fleet management group. Cards should be run like normal credit cards.
- We do not have an additional 16 digit code associated with our account.
- Discounts, tax exemptions, etc. must be applied by the vendor. WEX does not make any billing adjustments for our account.
- Refunds are the responsibility of the vendor and never done at WEX.

Good Practices

The Wings who have been most successful with the program have found the following actions extremely helpful in preventing issues.

Tips:

- **Locate service providers now and create a preferred vendor list for your members.**
 - Contact providers/merchants you already work with to be certain they take WEX and know how to handle our account. If you can, do a test run to ensure the entire process works.
 - If existing vendors aren't already accepting WEX, encourage them to sign up. You have clout as a recurring user with multiple vehicles.
 - Find vendors that have stores in multiple cities across your state whenever possible.
- Train members in card use. If they are aware of the potential problems they can communicate better with the vendors about handling our account.

Please address any issues using the cards to Jeanne Stone Hunter at jhunter@capnhq.gov or call 334-953-7748 ext 430.