

Driver Guide

Our card is easy to use—and has built-in controls

WEX Connect Mobile App

Customer Service

If you have any problems with your fleet card call the customer service number on the back of your card.

Lost or Stolen Cards

If your WEX Fleet Card is ever lost or stolen, immediately inform your manager or fleet contact.



- 1
- or
- 2
- 3

Driver inserts card into pump

Attendant swipes card in the station

Driver inputs odometer

Driver inputs ID number

Important Guidelines

- Do not give your ID number to anyone except a station attendant or a Customer Service Representative.
- Keep your ID number separate from the card in case the card is lost or stolen.
- Do not include tenths of miles in your odometer reading. Accurate odometer readings are critical for vehicle tracking and reporting.

Download the Free App Now

Available for iPhone and Android

Quickly find fuel and maintenance locations in your area. It's easy to use, offering maps and directions, and includes current fuel prices anywhere in the U.S.



For a full list of participating locations go to www.wexinc.com/accepting-locations

WEX RECEIPT EXAMPLES

Receipts should include

Unacceptable Receipt

Invoices – Services:

- ❖ Date
- ❖ Vendor name and location
- ❖ Indicate CAP is the customer
- ❖ Identify the vehicle
- ❖ Details of service performed, part purchased
- ❖ Clear and detailed expense breakdown and total
- ❖ Will likely be accompanied by the credit card machine receipt

Cash Register Receipts – Supplies:

- ❖ Date
- ❖ Vendor name and location
- ❖ Price for each item and total
- ❖ Clearly itemized, i.e. "Wiper Blades - \$9.95"

Acceptable Receipt - Invoice

EOC PRATTVILLE # 9150
EXPRESS OIL CHANGE
P.O. BOX 380280
PRATTVILLE, AL 36068
(334) 285-8150

Page 1 of 1
DATE 7/19/2013 12:13 PM
TRANSACTION NO 13071900118232
INVOICE NO 08150-118232
VEHICLE ID 70834885

Customer Information	Description	Qty.	Price
Patrol Civil Air	TRICO 20"	1.00	\$ 99
Montgomery, AL 36104 (334) -	"RICO 20"	1.00	\$ 99
XXXXXXXXXXXXXXXXXXXX	ROTATE ONLY PASSENGER VEH	1.00	19.99
	SUBTOTAL		\$39.97
	50% OFF W/PER BLADES (V11A11)		-9.99
	SALE		\$29.98
	TAXABLE	19.98	
	NONTAXABLE	10.00	
	CITY SALES (PARTS)		0.70
	COUNTY SALES (PARTS)		0.40
	STATE SALES (PARTS)		0.50
	TOTAL		\$31.88
	VISA XXXXXXXX 001500		31.88
	CHANGE		\$0.00

Vehicle Information

2007 FORD E-350 VAN Box 5 4L 4

VIN 1FBSS1L47DR04985 MILEAGE 29063

PLT 10

DATE MILEAGE SERVICES

7/19/13 29063 WB WB PC

7/19/13 29062 FS OF OIL RRB

3/13/13 34927 FS OF OIL

Service Information

HOOD/TECH INT/TECH INVOICE

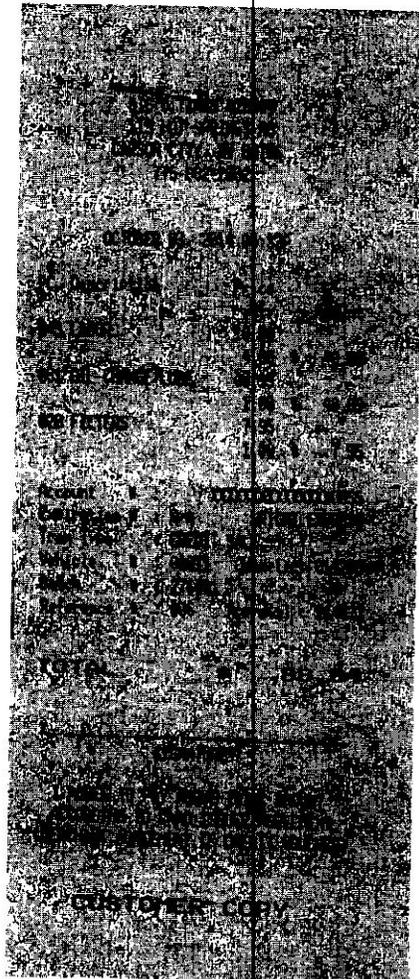
CA CA CA

CASHIER

Warranty Statement

IN THE EVENT OF A PROBLEM AFTER A SERVICE OF ANY KIND, EXPRESS OIL CHANGE MUST BE NOTIFIED AND ALLOWED TO CHECK THE VEHICLE BEFORE ANY REPAIRS ARE MADE. ANY OTHER ACTION SHALL VOID ANY WARRANTIES WHETHER WRITTEN OR IMPLIED. IF YOUR OIL WARNING LIGHT COMES ON OR YOUR GAUGE LOSES PRESSURE, STOP YOUR VEHICLE IMMEDIATELY. NEVER OPERATE YOUR ENGINE WHEN THE OIL WARNING LIGHT IS ON. DOING SO MAY VOID WARRANTY!

Acceptable Receipt



WEX Program Update

12 Dec 2014

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.