

WEX PAY™ GUIDE

If you are at a fuel or service location that does not accept the WEX Card, ask the merchant to follow the enclosed instructions to receive a single-use Mastercard® number for payment on authorized purchases.

Call 1-800-438-9140.



Service & Maintenance Merchants Alternative Authorization Instructions 1-800-438-9140

1. U.S. vehicle maintenance locations that do not accept the WEX Card can still process a transaction for a WEX customer by calling WEX at 1-800-438-9140 for an out-of-network authorization.
2. Be prepared to provide the following information: Account #, Vehicle #, Expiration date, Driver ID and Vehicle odometer reading, Total amount of transaction and Merchant contact information.
3. For completed, authorized transactions, WEX will provide a single-use MasterCard® account # for payment.
4. If the service is not yet completed, WEX will provide an invoice reference #.
5. Once the service is complete, CALL WEX for final authorization and payment, or FAX a detailed invoice with reference # to 1-888-313-9976. A single-use MasterCard account number will be provided as payment for the authorized services.



Fuel Merchants Alternative Authorization Instructions 1-800-438-9140

1. U.S. fuel stations that do not accept the WEX Card can still process a transaction for a WEX customer by calling WEX at 1-800-438-9140 for an out-of-network authorization.
2. Be prepared to provide the following information: Account #, Vehicle #, Expiration date, Driver ID and Vehicle odometer reading, Total amount of transaction and Merchant contact information.
3. For authorized transactions, WEX will provide a single-use MasterCard® account number for payment.