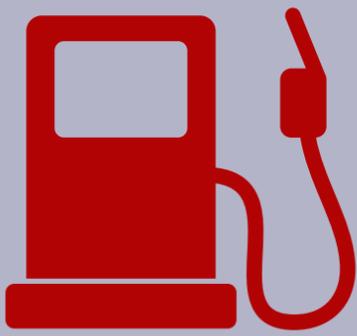
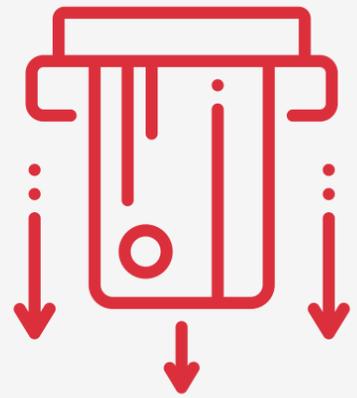


# WEX CARD TIPS FOR USERS



## USING A WEX CARD

After receiving your unique WEX PIN, using a WEX Card is simple! After swiping the vehicle's card you will enter the odometer reading on the vehicle and then enter your unique WEX PIN.



## PARTICIPATING LOCATIONS

Not every gas station or car wash accepts WEX Cards. To find participating locations scan the QR Code for a list sorted A-Z by city



## MORE THAN JUST FUEL

WEX cards can be used for car washes and services such as oil changes, tires, windshield wipers, and towing.\*



## WEX CONNECT APP



Download the WEX Connect App to find in network Fuel, Service, and Car Wash locations. No log in or stored card information is required. Please note that some Car Wash locations are found under the Services tab.

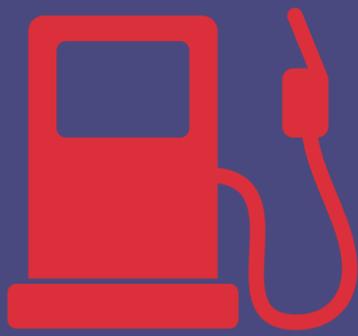
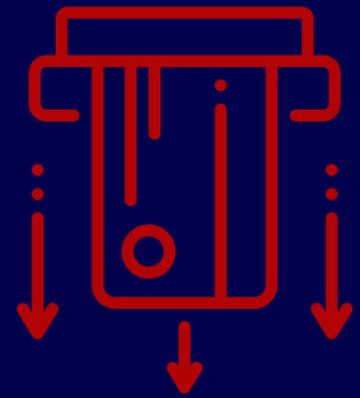
**\*SOME WEX CARDS CONTAIN PURCHASE CONTROLS THAT LIMIT CERTAIN PURCHASES. FOR CLARIFICATION PLEASE REACH OUT TO YOUR AGENCY'S WEX COORDINATOR**

# WEX CARD TROUBLESHOOTING TIPS FOR USERS



## INACCURATE PIN

PIN Numbers should be a randomly generated 6-digit number and not your Employee ID number.



## DECLINED TRANSACTION

Control settings on WEX Cards include a daily transaction limit. Declined transactions including incorrect PIN entries count towards the daily limit.

## DECLINED TRANSACTION

If you are paying for gas inside the station, the denial can be caused by how the attendant types in the transaction. The station attendant will need to initiate a call to the WEX Customer Service number on the back of the card. Sometimes this will be a number to Master Card for a one time transaction approval.



## DAMAGED OR LOST



In the event that a WEX Card becomes damaged or lost, please reach out to your agency's WEX Coordinator. You may need to provide additional information such as the vehicle's license plate number.

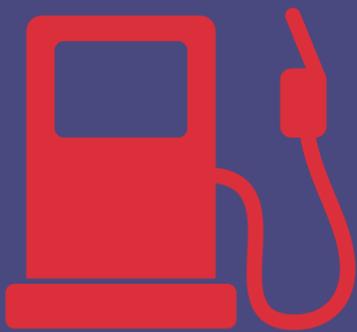
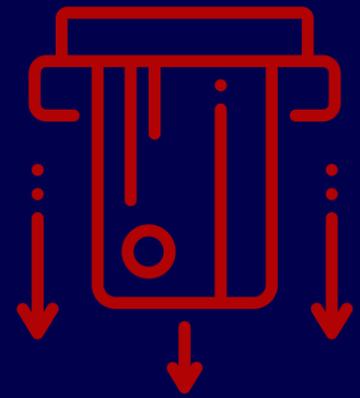
**\*SOME WEX CARDS CONTAIN CONTROL SETTINGS THAT LIMIT CERTAIN PURCHASES. FOR CLARIFICATION PLEASE REACH OUT TO YOUR AGENCY'S WEX COORDINATOR**

# WEX QUICK TIPS FOR ACCOUNT MANAGERS



## PIN

PIN Numbers should be a randomly generated 6-digit number, not an Employee ID number.



## DECLINED TRANSACTION

Control settings on WEX Cards include a daily transaction limit. Declined transactions including incorrect PIN entries count towards the daily limit.

## GLOBAL SEARCH

Depending on how information was entered, tracking down a card's information can be time consuming. Using the Global Search at the top right of the WEX page, starting your search with "\*" will search through all accounts.



## HELP!

If you need assistance reach out to WEX Support within SPSP:  
FuelCardSupport@mt.gov

**\*SOME WEX CARDS CONTAIN CONTROL SETTINGS THAT LIMIT CERTAIN PURCHASES. FOR CLARIFICATION PLEASE REACH OUT TO YOUR AGENCY'S WEX COORDINATOR**