

# WEX Fuel Card Guidelines

Motor Fleet Management's WEX Fuel Card allows authorized state employees to buy fuel for state vehicles while automatically deducting federal, state and local sales taxes from fuel purchases. WEX cards can be used 24/7 and are accepted nationwide. If lost, WEX helps MFM provide a replacement within 24 hours (919-733-6540).

## You May Purchase

- ✓ **Fuel – Regular Unleaded gas only.**  
Each card allows two transaction attempts per day (ie. *two fill-ups per day*). If you're traveling long distances, need a third fill-up, or have a failed transaction, you must contact Motor Fleet.
- ✓ **Car Washes**  
Before purchasing a carwash at the pump when fueling, know your agency's car wash policy. Fuel and car wash costs are charged back to the driver's agency.

## You May NOT Purchase

- ✗ Anything other than fuel or a car wash purchased at the pump.
- ✗ High grade, mid-grade and premium fuel
- ✗ Anything for personal use. Personal purchases are prohibited.
- ✗ Any in-store items.

## PIN Numbers

- Each vehicle is issued a WEX fuel card with a unique pin number (driver ID #).
- Do not keep card and PIN # in the same place. Do not write the ID/PIN number on the card.
- Keep card and vehicle keys locked in an office or another secure location when not in use.
- If the card is lost or damaged, the PIN # does not change.
- If the card is compromised, you will have to contact MFM for a new PIN #.

**WARNING**  
Each swipe of the WEX card counts as a transaction even if you enter the wrong PIN #. Only **two attempts are allowed per day**, even if no fuel is dispensed.

## Drivers are responsible for:

- ✓ Using WEX Fuel Cards **only** for official state use of the assigned vehicle. The car number on the card must match the vehicle.
- ✓ Maintaining the security of the card and PIN number.
- ✓ Entering correct information at the pump when prompted (such as correct odometer reading).
- ✓ Reporting credit card issues immediately. For lost or stolen cards, forgotten PINs, or other issues call Motor Fleet at **919-733-6540**, "ext 2" or email [Vehicle.assignment@doa.nc.gov](mailto:Vehicle.assignment@doa.nc.gov) (PIN numbers will not be sent via email).

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## How to Use the WEX Fuel Card

1. **Know your current odometer.** You will need to enter this before fueling.
2. **Swipe card.** Insert your card, then quickly retract it from the card reader.
3. **Input driver ID number.** Your Driver ID is a six-digit number that is uniquely assigned to your card and *is required* before making any purchase with a WEX card. Once your card is swiped, you will need to enter your driver ID before you can proceed to the next step.
4. **Input odometer.** Vehicle mileage (odometer reading) also must be entered before fueling can begin. This allows fleet managers to access records and schedule maintenance needs.
5. **Fuel up.** Once you have entered your mileage and your driver ID, the pump will approve your purchase. You can then select fuel type "Regular Unleaded" and fill up your vehicle.

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## Suspended Card Help or Issues at the Pump

1. Contact MFM at **919-733-6540** during working hours. There is **not** an after-hours support line. Unfortunately, the WEX customer support **will not be able to help** as you are not WEX customer (Motor Fleet is). You will have to contact Motor Fleet.
2. MFM does not reimburse for out-of-pocket fuel purchases. Consult your agency's policy for out-of-pocket expenses.