

Contract Instructions
SBPO15200544-Fleet Card
WEX Bank

1. For account setup or questions regarding access to WEX Online, please contact:

Name: Ryan Kelly
Toll Free Number: 952-922-1104
Email: ryan.kelly@wexinc.com

2. For day to day issues, contact:

WEX Relationship Team

General Customer Service Phone Number: 1-800-842-0071

Name: Courtney Keach (**Strategic Account Manager**)
Phone Number: 207-523-6810
Email: courtney.keach@wexinc.com

Name: Alison Leger (**Receivables Analyst**)
Phone Number: 207-523-6501
Email: alison.leger@wexinc.com

- **General Customer Service** will provide day to day service, and will be Idaho's first line of defense for all driver related issues, such as driver authorization calls, out of network stations, etc.
- The **Strategic Account Manager** handles the more complex issues that arise and ensures that all areas of WEX are providing the support necessary to maintain the State and Agency contacts with their overall business needs, such as Billing, Reporting, and WEXOnline™ etc.
- The **Receivables Analyst** will assist with invoice, payment, or tax questions.

3. Please note that the State has chosen to not utilize the following services identified in WEX Bank's proposal:

- a. WEXPay
- b. Purchase Log
- c. WEX Connect

Agencies are cautioned that the reason why the State has chosen to not use these services is due to issues relating to terms and conditions pertaining to these services. Agencies must not use these services.

4. Pricing information:

The following is WEX's rebate table:

Rebate Table

Monthly Gallons	Basis Points (Rebate Percentage)
100,000-174,999	1.00 (1%)
175,000-299,999	1.30 (1.30%)
300,000-399,999	1.35 (1.35%)
400,000+	1.40 (1.40%)

Agencies must make payments within 26 calendar days of the billing date. Rebates for international transactions shall be paid at a rate of 50% of the applicable Rebate Percentage. Rebates will appear as deductions from WEX’s invoices.

For transactions outside of the United States of America, agencies will be charged a 1% foreign currency conversion fee.