

Contract Instructions
SBPO15200544-Fuel 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. From WEX's Proposal, regarding oil changes, tires, routine maintenance etc (please also see the excerpt of section 6.3 below regarding p-card use):

3.3.2 Emergency Repairs and Maintenance

As described in our response to Section 3.3.2, WEX offers acceptance for service and maintenance needs through the WEX Service Network. **WEX Custom Control cards can be used to purchase tires, transmissions, brakes, mufflers, oil changes, glass replacement, car washes, and other routine vehicle maintenance products and services at national brand and local service stations, including Goodyear, Sears, Jiffy Lube, Valvoline, and Bridgestone/Firestone.**

4. Regarding roadside emergencies, please contact the Strategic Account Manager above to discuss. Here's information from the Contract:

RFP requirement:

“3.3.2 Emergency Repairs and Maintenance

3.3.2.1 Participating Agencies may, in emergency situations, purchase repair and maintenance services through use of the charge card. Describe how your program allows for this, and include in the description your capabilities to restrict repair and maintenance services.

3.3.2.3 Identify the product codes (to be used in transaction records in your web-based card management system or supplemental system) that are used for repair and maintenance services.”

Wex’s response:

“Roadside Assistance

The WEX card is accepted by the National Automobile Club’s FLEET RESCUE emergency roadside assistance program and is designed to decrease your fleet’s downtime, organize and improve the administration of road services, and reduce your cost.

FLEET RESCUE provides your drivers with a reliable, toll-free, 24-hour, 365 day a year provider of high-quality roadside assistance program. Drivers will have no out of pocket expenses at the time of service. Drivers will have access to the following FLEET RESCUE services:

- Towing
- Mechanical first aid
- Jump start
- Tire change
- Lockout assistance
- Fuel and water delivery

Roadside Assistance transactions will be reported by vehicle on your reporting. Through your reporting, you will be able to track your service expenses and maintain control over fleet costs. By using FLEET RESCUE, you’ll get the benefit of pre-negotiated services rates with contracted garages therefore eliminating the need to search for reputable providers or send out multiple payments at the end of the month. For roadside service, drivers will simply call 1-866-329-3471.”

In addition to the cards under contract SBPO15200544, you can use your p-card for roadside emergencies (there’s an excerpt from the fuel card contract about that below).

“6.3 Use of Purchasing Card

The State has a statewide contract for purchasing card (p-card) services. The contract number for the p-card contract current as of the issuance of this RFP is SBPO1391, and that contract is with Bank of America.

The State shall not be prohibited by any Contract awarded from this RFP from the following:

6.3.1 Using p-cards (and other methods of purchase) to purchase fuel and vehicle related supplies and services when Fleet Card services are not available. (Example: An employee of a Participating Agency is fueling a rental vehicle, and there isn’t a Fleet Card available to the employee.) (Example: When a driver needs fuel in an area where there is no local fueling station that accepts a Fleet Card.)

6.3.2 Using p-cards (and other methods of purchase) for on-the-road emergencies.”

5. 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.

6. 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.