WEXOnline help document
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1. Application Overview

Introduction: From the WEXOnline Home Page you can access the following features:

Account Maintenance: Add, update, re-issue or terminate cards. Add, update or terminate drivers. Add or hide departments.

Reporting: Use the various query capabilities to help manage your fleet's fueling practices. The options are:
- Billing – Obtain billing information
- Reports – (Exceptions, Transaction Summary, Transaction Details, Custom Query)
- Status Search
- Turn off paper

Controls: Use the various control capabilities to help manage your fleet's fueling practices. The options are:
- Purchase Alerts
- Product Type Controls

Tool Kit: Access a search engine to locate sites by zip code, city and state. The options are:
- Site Directory

Settings: Change your password, update your email address, set your session timeout limit, select your hierarchy explorer display and your department display format, QuickBooks preference and select to receive email notification of purchase alerts.

Scheduled Reports: Custom Query allows you to customize the data elements and file format and save the query to your own personal client folder.

You can schedule a time to run the query and download it to your PC. Then you can use the results for your own custom reporting and analysis.

With the query features you can:
- Create your own queries for file downloads – you pick the fields.
- Save multiple queries that can be easily used.
- Use tab, fixed length, or delimited file formats.
- Schedule queries daily, weekly, quarterly, yearly and monthly.
- Split a file into multiple files.

Exceptions: The Exceptions Query allows you to find transactions that may violate your company's business rules or that are out of the ordinary.

Exceptions that can be queried include:
- Purchase amount greater than a specified amount
- Non-fuel purchase
- Gallons per transaction
- Weekend fuel purchases
• Fuel quantity
• Multiple daily fuel purchases
• Diesel fuel purchases
• After office hours
• State
• Zip code

This feature is included in Premium Reporting along with Transaction Details and Transaction Summary.

**Transaction Details:** When you have a question about a purchase for an individual or a group of individuals, this query enables you to quickly view the details on transactions.

You can view transactions for specific categories such as:

• Fuel transactions – How much fuel and what additional items were purchased at the fuel station?
• Service transactions – What are the line-item details for the service site purchases?
• All transactions – Displays all fuel site and service site transactions for a specific vehicle card or group of cards.

This feature is included in Premium Reporting along with Exceptions and Transaction Summary.

**Transaction Summary:** The Transaction Summary query allows you to quickly summarize information on your transactions in a variety of ways.

For example:

• Merchant Brand Name Summary allows you to view your purchases by brand.
• Transaction Date Summary allows you to view purchases by days of the week.
• Merchant State Summary allows you to view how much you are purchasing in each state.
• Department Summary allows you to view and compare the purchasing habits of each account or department in your organization.

This feature is included in the Premium Reporting along with Transaction Details and Exceptions.

**View Bills Online:** You can view your invoice online for:

• Current billing period
• Previous billing period (up to 12 months)

**Vehicle Analysis Report (VAR):** The VAR report can be viewed online showing you:

• Current billing period
• Previous billing period (up to 12 months)

**Purchase Alerts:** The Purchase Alert feature allows you to set threshold values on your transactions at the account level, department level or card level; and receive notification when any transaction meets or exceeds these thresholds.
You can choose to set Purchase Alerts for any of the following categories:

- Multiple Transactions per day
- Out-of-State Transactions
- Off-hours Transactions
- Transactions on specific days of the week
  - Dollars per day
  - Dollars per transaction
  - Gallons per transaction
  - Fuel Type

Additional fees may apply for this optional feature.

**Profile Manager:** The Product Type Control feature allows you to set threshold values on your transactions at the account level or card level. When any transaction meets or exceeds these threshold values, the sale is declined.

You can set Product Type Controls for the following categories:

**Frequency:**
- Daily
- Weekly
- Bi-Weekly
- Monthly

**Threshold Values:**
- Transactions Per Period
- Dollars Per Period
- Non Fuel Dollars per period
- Total Gallons/Units per period

**Product Type Controls:**
- Total Fuel
- Parts & Service
- Roadside
- General Merchandise
- Total Non-Fuel
- Total All Products
- Controls for When Authorizations Occur
- Time of Day
- Day of Week
2. Home

Introduction: The Home page displays a navigation bar showing the features you can access in WEXOnline. You can access the features by rolling over the feature tab and clicking on the function. From the Home page and all other screens, you can:

- Access the Help link to get directions on how to use the features in WEXOnline.
- Access the FAQ link to view frequently asked questions.
- Send email to WEXOnline by clicking the Contact Us link.
- Click the Logout link to end the session.

Returning to the Home Page: The Home tab is on every screen in WEXOnline. Click the Home tab at any time during your session to return to the Home Page.
3. Account Maintenance

The Account Maintenance features allow you to:

- View information about your cards and drivers
- Make changes to card and driver information
- Add, terminate and re-issue cards
- Add and terminate drivers
- Add departments to your Fleet account

3.1 Account maintenance: Card options

The Card Features allow you to:

- Add cards
- Change a card's product restriction
- Assign a card to a different department
- Reissue a card
- Terminate a card

3.1.1 Account maintenance: Add a card

Procedure: To add a card, perform the following steps:

Step 1: At the Home Page, roll over the Account Maintenance tab, then Card and click on Add.

Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

Step 3: At the Vehicle Card Number field, do one of the following:
- Click Auto for a system generated vehicle card number.
- Enter a 4 digit vehicle card number in the Manual box.

Step 4: Enter information into the column with the asterisk. This information will be embossed on the cards. Enter any additional information to populate your reporting. Pick a card profile for the card to go into.

Step 5: Click Submit. A confirmation screen will display the new information.
Note: The new vehicle cards can be accessed by query within 24 to 48 hours.
Note: Clicking the Reset button will clear all fields.

3.1.2 Account maintenance: Change a card

Changes To Product Restriction: A change made to the Product Restriction automatically generates a new card. The product restriction is either:

- fuel only, or
- unrestricted

Requirement: Destroy the old card when you receive the new card.

Procedure: To update a card, perform the following steps:

Step 1: At the Home Page, roll over the Account Maintenance tab, then Card and click on Change.
Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

Step 3: To search for a specific card, enter either the Vehicle Card Number or Customer Vehicle Card ID.
Note: You can use the wild card character "%" when entering search criteria. For example, entering 3% at the Vehicle Card Number field searches for any vehicle number that starts with a 3.

Step 4: Click Search.
Note: Leave both fields blank to display a list of all active Vehicle Cards.

Step 5: Enter the information you want to change in the available data fields.
Note: If you update fields that are embossed on the card (denoted by an asterisk), the card is automatically reissued to reflect the changes.

Step 6 (Optional): Go to drop down menu. Choose appropriate account profile.

Step 6: Click Submit. A confirmation screen will display the new information.
Note: The updated vehicle card can be accessed by query within 24 to 48 hours.
Note: Clicking the Reset button will clear all fields.

Assigning Vehicles To Different Departments:

Procedure: To assign a vehicle card to a different department, perform the following steps:

Step 1: At the Home Page, roll over the Account Maintenance tab, then Card and click on Change.

Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

Step 3: To search for a specific card, enter either the Vehicle Card Number or Customer Vehicle ID.
Note: You can use the wild card character "%" when entering search criteria. For example, entering 3% at the Vehicle Card Number field searches for any vehicle number that starts with a 3.

Step 4: Click Search.
Note: Leave both fields blank to display a list of all active Vehicle Cards.

Step 5: At the Department field, click the Hierarchy Explorer icon or the Drop Down box and click the appropriate department.

Step 6: Click Submit. A confirmation screen will display the new information.
Note: The updated vehicle card can be accessed by query within 24 to 48 hours.
Note: Clicking the Reset button will clear all fields.

3.1.3 Account maintenance: Reissue a card

Procedure: To reissue a card, perform the following steps:

Step 1: At the Home Page, roll over the Account Maintenance tab, then Card and click on Reissue.

Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.
**Step 3:** To Search for a specific card, enter either the Vehicle Card Number or Customer Vehicle ID.
Note: You can use the wild card character "%" when entering search criteria. For example, entering 3% at the Vehicle Card Number field searches for any vehicle number that starts with a 3.

**Step 4:** Click Search.
Note: Leave both fields blank to display a list of all active Vehicle Cards.

**Step 5:** Scroll down to view the listings.

**Step 6:** At the Reason field, click the down arrow, and then click one of the following:
- Lost
- Stolen
- Replacement

**Step 7:** Click Submit. A confirmation screen will display the new information.
Note: The updated vehicle card can be accessed by query within 24 to 48 hours.
Note: Clicking the Reset button will clear all fields.

**3.1.4 Account maintenance: Terminate a card**

**Procedure:** To terminate a vehicle card, perform the following steps:

**Step 1:** At the Home Page, roll over the Account Maintenance tab, then Card and click on Terminate.

**Step 2:** At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

**Step 3:** To Search for a specific card, enter either the Vehicle Card Number or Customer Vehicle ID.
Note: You can use the wild card character "%" when entering search criteria. For example, entering 3% at the Vehicle Card Number field searches for any vehicle number that starts with a 3.

**Step 4:** Click Search.
Note: Leave both fields blank to display a list of all active Vehicle Cards.

**Step 5:** At the Terminate (check) list, click the checkbox of the vehicle card to be terminated.

**Step 6:** Click Submit.

**Step 7:** Click Okay when the "Are you sure you want to terminate the vehicle card permanently" message is displayed. A confirmation screen will display the newly terminated information.
Note: The updated vehicle card can be accessed by query within 24 to 48 hours.
Note: Clicking the Reset button will clear all fields.

**3.2 Account maintenance: Driver options**

**The Driver Features allow you to:**

- Add drivers
- Change a driver's information
- Assign a driver to a different department
- Terminate a driver
3.2.1 Account maintenance: Add a driver

**Procedure:** To add a driver, perform the following steps:

**Step 1:** At the Home Page, roll over the Account Maintenance tab, then Driver and click on Add.

**Step 2:** At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

**Step 3:** Click the Hierarchy Explorer icon next to the department field and select the appropriate department or click on the account number to choose the entire account.

**Step 4:** Enter the driver name and driver ID number.

*Note:* If your account has driver IDs randomly assigned, simply enter the department and driver name and a number will be assigned on the confirmation screen.

**Step 5:** Click Submit. A confirmation screen will display the new information.

*Note:* The new driver information can be accessed by query within 24 to 48 hours.

*Note:* Clicking the Reset button will clear all fields.

3.2.2 Account maintenance: Change a driver

**Procedure:** To update driver information, perform the following steps:

**Step 1:** At the Home Page, roll over the Account Maintenance tab, then Driver and click on Change.

**Step 2:** At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

**Step 3:** To Search for a specific driver, enter the Driver’s Last Name, First Name or Driver ID Number.

*Note:* You can use the wild card character "%" when entering search criteria. For example, entering SM% at the Driver Last Name field searches for any Driver Name that starts with SM.

**Step 4:** Click Search.

*Note:* Leave both fields blank to display a list of all active drivers.

**Step 5:** Enter the information you want to change in the available data fields.

*Note:* To assign the driver to a different department, see the "Assigning a Driver to a Different Department" procedure.

**Step 6:** Click Submit. A confirmation screen will display the newly updated information.

*Note:* Clicking the Reset button will clear all fields.

Assigning Drivers To Different Departments:

**Procedure:** To assign a driver to a different department, perform the following steps:

**Step 1:** At the Home Page, roll over the Account Maintenance tab, then Driver and click on Change.

**Step 2:** At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

**Step 3:** To Search for a specific driver, enter the Driver’s Last Name, First Name or Driver ID Number.

**Step 4:** Click Search.

*Note:* Leave both fields blank to display a list of all active drivers.
Step 5: At the Department field, click the Hierarchy Explorer icon or the Drop Down box and click the appropriate department.

Step 6: Click Submit. A confirmation screen will display the newly terminated information.
Note: The updated driver can be accessed by query within 24 to 48 hours.
Note: Clicking the Reset button will clear all fields.

3.2.3 Account maintenance: Terminate a driver

Procedure: To terminate a driver, perform the following steps:

Step 1: At the Home Page, roll over the Account Maintenance tab, then Driver and click on Terminate.

Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

Step 3: To Search for a specific driver, enter the Driver's Last Name, First Name or Driver ID Number.
Note: You can use the wild card character "%" when entering search criteria.

Step 4: Click Search.
Note: Leave both fields blank to display a list of all active drivers.

Step 5: At the Terminate (check) list, click the checkbox of the driver to be terminated.

Step 6: Click Submit.

Step 7: Click Okay when the "Are you sure you want to terminate the driver permanently" message is displayed.

Step 8: A confirmation screen will display the newly terminated information.
Note: The updated driver can be accessed by query within 24 to 48 hours.
Note: Clicking the Reset button will clear all fields.

3.3 Account maintenance: Department options

The Department Features allow you to:

- Add departments
- Hide departments

3.3.1 Account maintenance: Add a department

Procedure: To add a department to your account, perform the following steps.

Step 1: At the Home Page, roll over the Account Maintenance tab, then Department and click Add.

Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account number.

Step 3: At the Department field, enter the unique name of the new department.
Note: The system does not accept any of the following symbols: @ # $ % ^ ( ) = ; " < > ?

Step 4: Click Submit. A confirmation screen will display the new information.
Note: Clicking the Reset button will clear all fields.
3.3.2 Account maintenance: Hide a department

**Procedure:** To display or hide a department in the maintenance hierarchy explorers, perform the following steps:

**Step 1:** At the Home Page, roll over the Account Maintenance tab, then Department and click on Hide.

**Step 2:** At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

**Step 3:** Click the empty checkbox beside the department to be hidden.  
Note: To display the department, uncheck the Hide box.

**Step 4:** Click Submit. A confirmation screen will display the new information.  
Note: Clicking the Reset button will clear all fields.

3.4 Account maintenance: Account profile

**Procedure:** To use Account Profile to identify active and terminated drivers and cards, perform the following steps:

**Action:** You can see a complete listing of all your cards and drivers online by going to Account Maintenance and clicking on Account Profile. Simply click on Driver or Card and hit the gray Search button.

**Step 1:** At the Home Page, roll over the Account Maintenance and click on Account Profile.

**Step 2:** At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

**Step 3:** At step 1, click on the radio button for card or driver.

**Step 4:** At step 2, click on the radio button for Active, Terminated or All.

**Step 5:** Click the Search button. The first 100 records are displayed. (You can download the results by clicking the Download Results link.)

**Step 6:** Do you want to display the next 100 records? If yes, click Next List. If no, enter new search criteria and click the Search button.

**Helpful Hint:** Any column header that is underlined, when clicked on, will sort the data in ascending or descending order, by that column header.

3.5 Account maintenance: Address change

**Procedure:** To view billing and mailing address information at the account level, and submit requests for changes, perform the following steps:

**Step 1:** At the Home Page, roll over the Account Maintenance tab, then Information and click on Address Change.

**Step 2:** At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

**Step 3:** Email your request to Contact your Customer Service Representative.  
Note: Include your name and account number on all communications.

**Step 4:** You will receive a pop-up window. Complete the address change information.

**Step 5:** Click Submit.
3.6 Account maintenance: Activity log

Procedure: To view Department, Vehicle and Driver changes that have been made to your account through the online application, perform the following steps:

Step 1: At the Home Page, roll over the Account Maintenance tab, then Information and click on Activity Log.

Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

Step 3: At the Date Range (Calendar) field, either: Click the down arrow to select and click the number of days you want to view at the Calendar Days radio button or select the date range for the transactions that you want to view.
Note: You can click the Calendar icon to open a calendar.

Step 4: At the Filters field, click the down arrow, and then select one of the following filtering options:
- None (default)
- Status
- Activity
- Type

Note: If you select None, then all the data is displayed.

Step 5: Click the Hierarchy Explorer icon and select the specific detail you want to view.

Step 6: Click Search.
Note: Clicking the Reset button will clear all fields.
4. Invoice and Payment

4.1 Invoice and payment: View invoice

Procedure: To view an invoice/statement, perform the following steps:

Step 1: You will be notified via email when your invoice is available for viewing.

Step 2: At the Home Page, roll over the Invoice & Payment tab, then click on View Invoice.

Step 3: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account.

Step 4: Click Select and your invoice will display.

Note: To view the previous period’s invoice, click on the Period Ending down arrow and click submit (12 previous months available).

Step 5a: To see a description of any ancillary fee on your invoice, simply click on the name of that fee on the invoice.

Step 5b: To access a printable version of your invoice in PDF, click on the "Printable Version" link at the bottom of the page. You must have Adobe Acrobat to use this feature.

Step 5c: To view the transaction details supporting this invoice, click on the "View Detail" link at the bottom of the page.

4.2 Invoice and payment: View details

Procedure: To view transactions by billing cycle, perform the following steps:

Step 1: At the Home Page, roll over the Invoice & Payment tab, then click on View Details.

Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account or department.

Step 3: Click the Search button.

Step 4: At the summary grouping page, under the Period column, click on the Unbilled link, Current link, or Previous link.

Step 5: Select the correct date range.

Step 6: At the Filters field, click the down arrow, and then select and click one of the following filtering options:

- None
- Vehicle Card Number
- Customer Vehicle ID
- Driver ID
- Driver Last Name
- Manual Purchases

Step 7 (Optional): At the blank field beside Filters, click the Hierarchy Explorer icon and select the specific data to query.

Step 8: Click Search.

Note: Clicking the Reset button will clear all fields.
Helpful Hint: Any column header that is underlined, when clicked on, will sort the data in ascending or descending order by that column header.

Note: When you click the Download Results link, you will have the option to save or open. If you choose to save the file, please remember where you saved it to (perhaps your desktop, for easy removal, or in a folder). Once the file is saved, open up Excel; click on file, then down to open. The open box will come up, within the “Look in” box, use the drop down to select the folder you have saved your file in. Once you have selected the folder, select “All files” within the “Files of type” dropdown. Then click on the open option to the right. The import wizard will then come up, click on “Next”, “Next” and then “Finish” at the bottom right. This will import your data into the Excel spreadsheet. You can then manipulate the data within the spreadsheet and it will also be print friendly.

4.3 Invoice and payment: Make payment

Procedure: You can make a payment at any time online.
Note: Certain restrictions apply, if you have any questions please call customer service.

Make Payment

Step 1: At the Home Page, roll over Invoice & Payment and click on Make Payment.

Step 2: Select the correct Payment Date and Payment Amount.

Step 3: Click Submit.
Note: Your payment will be applied at the end of the day indicated in the Payment Date field. All payments made after 3:30 EST will be credited to your account the next business day.

Step 4: A confirmation screen will display the payment information.
Note: You can view your online payment history by clicking on Review Payments.

4.4 Invoice and payment: Review payments

Procedure: This page shows online payments for the past 13 months. Note: Certain restrictions apply. If you have any questions, please call customer service.

Step 1: At the Home Page, roll over the Invoice & Payment tab, then click Review Payments.

Step 2: You can click on the View/Change/Cancel link to view details or make any changes to your payment.
Note: Once your payment has posted you will be unable to make any changes to that payment.

4.5 Invoice and payment: Setup bank info

Step 1: From the Home Page, roll over Invoice & Payment and click on Make Payment.

Step 2: You must place check mark into confirmation screen that confirms you are authorized to view invoices and make payments on this account and click on Continue. If you do not check the box, you will lose your online access to pay your bill.

Step 3: Click on the Enter Bank Information link.

Step 4: Click on Add Bank Account box.

Step 5: Insert your Routing Number.

Step 6: Enter your account number.
Step 7: Enter Account Name (Bank, Credit Union or Financial Institute)

Step 8: Click on OK.

Step 9: If you would like to continue to receive your reports in the mail, you must check off the reports you would like to continue to receive.

Note: See Remove Paper Reports for additional information.

Step 10: Click Submit.
5. Reporting

The Reports Features allow you to run reports on transaction, vehicles and drivers. The standard available reports are:

- Vehicle Analysis Report
- Exceptions Report
- Financial Reports
- Site Report

5.1 Reporting: Paperless reports and billing

Select Paper Reports To Remove

Procedure: To sign up for paperless billing and reports:

Step 1: Click the Go Paperless icon on the Home screen or click the Reporting tab and select Manage Delivery Preferences.

Step 2: You will see one grid for your invoice and can scroll down to see another grid listing your active reports.

Step 3: If the Paper Delivery box is checked, the report or invoice is being delivered by mail. To change to email delivery, uncheck each box.

Step 4: Uncheck individual report boxes or click Uncheck All to go completely paperless.

Step 5: Scroll down the page and press Submit to save your changes.

5.2 Reporting: Set your preferences

Step 1: Edit your email address. Go to the Settings dropdown and select Preferences.

Step 2: Edit who will receive notices that digital reports and invoices are ready to be viewed.

Step 3: Set your preferred format for file download.

Step 4: You will automatically receive the alert emails indicating that your invoices and reports are ready to view online.

Step 5: If you have any trouble receiving these emails, you can confirm this preference is set to “Yes” here and then check your Inbox filters and Junk mail folder settings.
6. Controls

The Control Features allow you to:

- Set Purchase Alert parameters at the card and account level(s).
- Set Product Type at the card, department and account level(s).

6.1 Controls: Profile manager

Procedure: To set up or edit a Control Profile (limits placed on card), perform the following steps:

Step 1: At the Home Page, roll over the Controls tab and click on Profile Manager.

Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account.

Step 3: Click the Select button.

Step 4: Select the Control Profile you wish to edit from the list by clicking on the name. If you want to add a new profile, simply click on the Add New Profile link.

Step 5: If adding a new profile, give the profile a name you can remember – something that will help you remember what the profile does. (500 Per Day - $500 per day limits)

Step 6: Indicate the Product Restriction you want for this profile. (only available if you have unrestricted cards)

Step 7: Indicate the days of week you want to allow purchasing.

Step 8: Indicate the time of day you want to allow purchasing for each day you selected in Step 7. Note: When adding a new profile, the screen defaults to allowing purchasing 24 hours in a day.

Step 9: Click on submit and this Control Profile will be added/edited.

Note: You will need to assign the profile to the appropriate cards under Assign Profiles.

6.2 Controls: Assign profiles

Procedure: To assign a control profile to one or more cards, perform these steps:

Step 1: At the Home Page, roll over the Controls tab and click on Assign Profiles.

Step 2: At the Fleet Account field, click the Hierarchy Explorer icon and select the appropriate account.

Step 3a: Click the Select button.

Step 3b: Indicate whether you want to assign the entire result set to one profile or assign each card in the result set individually using the radio buttons.

Step 4: If you selected the entire result set in step five, choose which Control Profile you wish to assign the cards to from the drop down on the right.

Step 5: If you selected Individual assignments, indicate which profile you would like each card assigned to in the list below.
7. Toolkit

7.1 Toolkit: Accepting locations

Procedure: To view all Accepting Locations:

This function allows you to locate sites that accept the WEX Card.

Step 1: At the Home Page, roll over the Toolkit tab and click Site Directory.

Step 2: Enter information in one or more of the following fields: Zip Code, City, State, or Station Brand.

Step 3: Click the Search button. The first 100 suppliers are displayed.

Note: You can download the results by clicking the Download Results link.

7.2 Toolkit: Fleet fuel mapping

Help Info: Please use the help feature located in the Fleet Fuel Mapping Application.

8. Settings

With the Settings feature you can:

- Change your password.
- Update your email address.
- Change the default for when your account will time out.
- Opt into receiving email notification of invoice.
- Opt into receiving purchase alerts.
- Set up QuickBooks preference.
- Set up file type of downloads.

9. Contact

Contact Information: We value your business. Please contact WEXOnline if you have questions:

- Send email to WEXOnline by clicking the Contact Us link at the upper right of any screen.
- Call your Customer Service Representatives at 1-800-492-0669.
- Write to us at:
  P.O. Box 639
  Portland, ME 04104