 

**Frequently Asked Questions**

***Account Set Up***

**How will my cards be sent?**

Cards and welcome package are shipped via 2 day Fed-Ex.

**What do I do when I receive my cards?**

Call WEX Fleet One toll-free at 877-239-2353 to activate your account. Once your account is activated, money will need to be loaded to the account to allow use of the fuel cards.

**How do I load money to my (prepaid) account?**

Money can be loaded to your account via the following methods:

* *Wire* – costs up to $15 and funds are available within one – two hours for use
* *Western Union* – costs up to $20 and funds are available within one – two hours for use
* *Customer ACH/Electronic Funds Transfer* – costs are $0 initiated through your bank and funds are available within two – three business days for use
* *Third Party Check (T*-*Chek/Comchek)* – costs up to $3.00 per check and funds are available immediately after authorization. The authorization can be done over the phone by calling WEX Fleet One at 877-239-2353.

**Can I put controls on my cards?**

Yes, spend controls can be added to your cards for a layer of security. These controls can be added through a toll-free call to WEX Fleet One Customer Service at 877-239-2353 or by logging into your account through the online system.

**How do I review my invoice?**

Log in, with your username and password into the online system at [www.fleetone.com](http://www.fleetone.com), to review your invoice.

**How do I review my transactions?**

Review line item transactional data by card and driver to understand exactly what you are spending through the WEX Fleet One online system.

 

**How do I pay my invoice?**

WEX Fleet One offers several convenient ways to pay your invoice. Carriers with a line of credit can set up an ACH AutoPay, use our online payment system, send a customer initiated ACH, wire payments or send a Western Union.

**Where can I save money on the card?**

The CarsArrive network offers Carriers discount pricing at Pilot Flying J, Wilco and Sapp Bros. locations. Refer to CarsArrive.com for more information.

***Customer Service***

**Why is my transaction/card failing?**

There are multiple reasons why a transaction/card fails including but not limited to:

* incorrect PIN or unit information
* insufficient company or card balance
* card not reading properly at the pump

Most stations will generate an error code and give the reason a transactions fails. If an error code is not generated normally this indicates a pump related issue, driver should be directed to the fuel desk for assistance. If additional information is needed, please redirect driver/fleet to contact WEX/F1 customer support at 800-359-7587.

**Are you able to assist with IFTA (International Fuel Tax Agreement) reporting?**

We do not assist directly with IFTA reporting but we do supply each fleet with online access to gather the necessary information to file. WEX/F1 customer support can assist in setting up online access. If a company is not able to pull the information from the website, the needed reports can be faxed or emailed to the customer. Please direct the requesting party to contact customer support at 800-359-7587.

**Do you offer specialized reporting?**

We do offer specialized reporting. If a company requires a specific file type (example 6,9,35 etc.) or is working with 3rd party software such as QuickBooks; we can set up the proper file types or ftp requirements. Please direct the customer to WEX/F1 customer support, 800-359-7587, we will require the file type and/or the name of the software company they are importing to.

 

**How can I order a new/replacement card(s) or F1 PlusCheks?**

All card and PlusChek orders can be placed with a WEX/F1 customer support representative, orders can take up to 7-10 business days for delivery. PlusCheks can also be ordered via the self service option on the website at <http://www.fleetone.com/PlusCheks/>.

\*\*\* We also offer overnight shipping via FedEx, overnight request must be called into WEX/F1 customer support and submitted by 2:30pm CST (additional fees do apply to express orders) \*\*\*

**How do I change or update my mailing/billing address?**

Please direct fleet to contact customer support. The request can be submitted to a representative and completed by CSS (Customer Support Specialist). Please allow up to 48 business hours for completion.

**How do I add/delete authorized contacts on my account?**

To add/delete authorized contacts an Authorized Fleet Contact form (AFC) must be completed. Please direct requesting party to WEX/F1 customer support at 800.359.7587

**How do I dispute a transaction?**

Transaction disputes are handled online at [www.fleetone.com](http://www.fleetone.com) under Self Service option

* Select OTR Fleet
* Select WEX Fleet One Invoice Discrepancy Form
* Complete the form in its entirety
  + Supporting documents must be attached for processing (merchant fuel receipt or invoice)

\*\*\*If a customer is unable to submit the request online a hardcopy can be forwarded for completion. Please have the fleet/merchant contact WEX/F1 customer support. \*\*\*

**How do I locate an accepting fuel stop?**

Visit [www.fleetone.com](http://www.fleetone.com), search under the merchant directory option. Contact WEX/F1 customer support 800-359-7587 or download the Mobile Fuel App available through the Android Play Store and Apple App Store.

**How do I obtain or increase my credit line?**

All credit request are handled through the Receivables and Recovery department the request can be submitted via email to [creditlinerequest@fleetone.com](mailto:creditlinerequest@fleetone.com) please allow 5-7 business days for review.

\*\*\*If an account is prefunded and the fleet is looking to establish a credit line there is a 6 month waiting period from point of account activation before a new credit app can be submitted for credit consideration.\*\*\*

 

**What are the hours of operation for customer support?**

WEX/Fleet One customer support operates 24/365 by calling 800-359-7587. Support request can also be submitted to [customersupport@fleetone.com](mailto:customersupport@fleetone.com). Please note any request submitted to this email is subject to a 72 hour response time.