

00819 – NASPO Fleet Card Services

Frequently Asked Questions (FAQ)

Contract FAQs

Purchaser Related

1. Can I choose any awarded contractor to purchase from this contract?

Washington State has a Participating Addendum with WEX Bank to provide fleet card services. WEX Bank went through the competitive solicitation process and was selected to be awarded on this contract as the highest scoring bidder. State of Washington Agency customers are not required to conduct further competition to choose an awarded contractor. Other customers should follow their applicable rules regarding contractor selection.

2. Who can (or cannot) use this contract?

Eligible purchasers include:

Washington State Agencies. All Washington state agencies, departments, offices, divisions, boards, and commissions.

Washington State Institutions of Higher Education (Colleges). Any the following institutions of higher education in Washington: State universities – i.e., University of Washington & Washington State University; Regional universities – i.e., Central Washington University, Eastern Washington University, & Western Washington University; Evergreen State College; Community colleges; and Technical colleges.

CUA Parties. Any of the following types of entities that have executed a [Contract Usage Agreement](#) with Enterprise Services: Political subdivisions (e.g., counties, cities, school districts, public utility districts, ports) in the State of Washington; Federal governmental agencies or entities; Public-benefit nonprofit corporations (i.e., public benefit nonprofit corporations as defined in RCW 24.03A.245 who receive federal, state, or local funding); and Federally-recognized Indian Tribes located in the State of Washington.

Enterprise Services maintains a list of eligible Contract Usage Agreement parties on the [CUA Listing website](#).

3. What is the pricing model?

Fee Based with incentive (rebate) share options. There are four (4) incentive options available:

- **Standard Volume Incentive.** Each Participating Entity will receive a basis point (percentage) of their quarterly standard sales volume.
- **Prompt Payment Incentive.** Each Participating Entity will receive a basis point (percentage) of their Quarterly Total Volume based on the entity's average speed of pay.
- **National Annual Volume Incentive.** Each Participating State will receive an incentive based on their contribution to the National Annual Volume (total annual sales for all

Participating States/Purchasing Entities). The Basis Point rate is determined by the National Annual Volume (total annual sales for all Participating States/Purchasing Entities).

4. How do I get involved with or participate in developing the solicitation that will replace this contract?

Enterprise Services generally makes a determination on developing a new contract that replaces expiring contracts one year before the current contract expires. The solicitations that are currently in development appear on the [planned procurement](#) page. If you are interested in participating, please contact the contract administrator listed on that page.

5. What should a purchaser do if a contractor is not performing? Who should a purchaser contact at Enterprise Services or how to escalate a performance issue with the contractor?

If there is a contractor that is not performing, the purchaser should first seek to resolve the issue directly with the contractor. If the performance issue is unresolved, reoccurring, or in need of escalation, please contact the Enterprise Services Contract Administrator listed on the contract page. Enterprise Services relies on purchasers that are working with the contractors to notify us of any issues. Enterprise Services staff can aggregate any contractor performance issues across purchasers to ensure good performance for all. Please send relevant information on the performance issue so that Enterprise Services staff can assist.

6. What is a WEX Fleet Card?

Fleet gas cards are a better way to manage fuel expenses. The WEX Fleet Card allows you to assign fuel cards to fleet vehicles to control employee fuel spending, identify potential fraud or misuse, automatically track your purchases online, among other things.

7. Where are WEX cards accepted?

WEX fuel cards are accepted at 95% of U.S. gas stations. WEX also has a mobile app to find the cheapest nearby fuel. WEX fuel cards are also welcome at 45,000+ vehicle service locations.

8. Can you access your WEX account online or through your phone?

Yes. WEX has an online portal to access and monitor your account. WEX also has a mobile app that allows WEX customers to access their account, look up Driver PINs, view and filter transactions, check your credit limit, cancel lost or stolen cards, spot potential misuse, among other things.

9. What information can I access through the WEX account?

WEX reports include standard and custom options to help you track activity, flag misuse and keep expenses in check:

Purchase Activity Report. All fuel and maintenance purchases made with your WEX card.

Premium Custom Reports. Set your own criteria to create custom Exception, Transaction Summary, and Transaction Deal reports.

Summary Reports. Use Wex's Financial Summary, Site Summary, and Exception Summary Reports to manage your vehicle-related expenses and plan your budget.

Contractor Related

10. When can I get added to the contract?

Contracts can only be awarded to contractors that submit a bid on the opportunity when it is posted on the NASPO website. Vendors are also encouraged to register in the Washington Electronic Business Solution System [WEBS](#) for any new bidding opportunities if it's decided to rebid the contract. Enterprise Services has a [registration page](#) that explains the registration process. If you have questions on the registration process, please contact [WEBS customer service](#), (360) 902-7400.

11. Who do I contact if I have invoice or vendor management fee questions?

Please contact the contract administrator listed on the contract summary page.

12. When are quarterly sales reporting due?

Quarterly sales reports are due and past due based on the following timeframes:

Sales Made	Report Due By	Report Past Due
1 January – 31 March	April 30	May 1
1 April – June 30	July 31	August 1
1 July – September 30	October 31	November 1
1 October – December 30	January 31	February 1

Please check the [sales reporting website](#) which has the following general [reporting instructions](#).

13. When are vendor management fee invoices due?

After sales have been reported, contractors will receive an invoice to remit to Enterprise Services the vendor management fee payment. Please wait to receive an invoice from Enterprise Services before sending payment. This is to ensure your payment can be identified, accepted, and applied correctly. Contractor must pay the vendor management fee invoice within thirty (30) calendar days.

14. Who do I contact for contract updates?

Please contact the contract administrator listed on the contract summary page.

15. How do I check for authorized purchasers?

Please check the [Contracts Usage Agreement \(CUA\) signed agreement list](#) to see the list of authorized purchasers for Enterprise Services contracts. The [Washington State website](#) can help navigate to the governmental entities on the list.