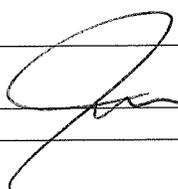




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<b>Document ID</b> DCAMM/SFO	<b>Title</b> WEX PIN Issuance	<b>Print Date</b> 4/16/2025
<b>Revision</b> Last Revised 4/16/2025	<b>Prepared By</b> Richard Bremilst	<b>Date Prepared</b> 4/16/2025
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	<b>Approved By</b> John McCoy 	<b>Date Approved</b> 4/16/2025
<b>Standard: State Fleet WEX card PIN request</b>		

**Procedure:** State Fleet Operations shall have oversight of the WEX fleet card program and issuance of Personal Identification Numbers (PINs)

**Purpose:** To ensure the proper and confidential issuance of WEX PINs used in the authentication of transactions.

**Scope:** The request for a PIN can be made in person or in writing via email and sent to the State Fleet Administrator [Richard.Bremilst@DOA.RI.GOV](mailto:Richard.Bremilst@DOA.RI.GOV) or his designee. The email must contain the full name, job title, email address and phone number of the pin number recipient. If an away message is received in response due to the administrator's absence, a forwarding contact will be included in the away message.

**WEX pin number requests**

Once a PIN request is received by State Fleet, State Fleet will begin processing the request. The recipients full name, job title, phone number and email will be entered into the online WEX portal. State Fleet will assign the PIN to the correct agency account that is requesting the number. The online WEX portal will automatically assign a PIN once required fields are populated. The number will be shared with the requestor to disseminate with the recipient by email or in person. PINs are visible in the online portal to State Fleet admin and agency designated personnel only.

## **Applicability**

State employees that fuel at a private station and are expected to use a WEX card to process repairs, car washes, or fuel transactions will need a PIN. If a state employee plans to travel out of state and may need fuel, it is in their best interest to obtain a PIN. PINs assigned to a specific agency may only be used with corresponding vehicles assigned to that agency. PINs used in conjunction with cards outside of their agency will result in a rejected transaction.

## **Using the WEX card and PIN number**

When swiping a WEX card to process payment for a transaction, you will be prompted for additional information prior to completion. Failure to authenticate the transaction by either step will result in a declined transaction.

- Mileage- this is the current mileage on the odometer as displayed in whole numbers. It is imperative that this is as accurate as possible. Entering a mileage number more than the maximum allowed mileage will result in a declined transaction.
- PIN - you will be prompted to enter this number exactly as it was disseminated to you. Entering the wrong PIN number or entering the numbers in an incorrect sequence will result in a declined transaction.

## **Completed Transaction**

Entering accurate mileage and the correct PIN when prompted should result in a completed transaction and a printed receipt. The transaction will be displayed as posting or posted on the WEX portal with the employee's name, location, time, and date of transaction.