GSA U.S. General Service Administration

WEX Replacement Card Ordering Module
Quick Step Guide

A new module within GSA Fleet Drive-thru, "Wright Express (WEX) Replacement Card Ordering Module", allows customers who lease GSA vehicles the ability to request a new replacement fuel card.
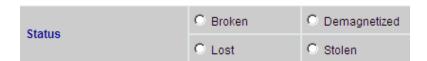
WEX Quick Step Guide

REQUEST A NEW CREDIT CARD

To request a replacement WEX fuel card, please follow the steps below:

1. Go to **GSA Fleet Drive-thru website** at (drivethru.fas.gsa.gov).

2. Click on **WEX Replacement Card Ordering** from the home page under the "Application Access" section.

3. Log in using your **Customer Number and Access Code**.

   Congrats you are now at the WEX Replacement Card Ordering Screen

4. Enter the **Tag Number** that is associated with the credit card you would like to replace.

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5. Select the **Status** of your card "Broken, Demagnetized, Lost or Stolen".

Status	○ Broken	○ Demagnetized
	○ Lost	○ Stolen

6. Enter **Comments** explaining why you are requesting a new card.
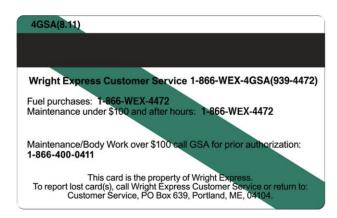   *This is a mandatory field when lost or stolen is selected as a reason for audit purposes.*

   Comments
   (this is a **mandatory field** for **lost and stolen cards** -brief explanation of what happened to the credit card)

ACTION

Have your customer no., access code and tag no. available.

NOTES:
- If you do not know your customer number and access code, contact your Fleet Service Representative (FSR).
- The system will display tags associated with your assigned customer number.
- You can only order six cards per day, per customer number.

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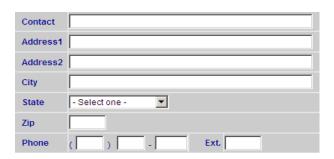Wright Express Customer Service 1-866-WEX-4GSA(939-4472)

Fuel purchases: 1-866-WEX-4472
Maintenance under $100 and after hours: 1-866-WEX-4472

Maintenance/Body Work over $100 call GSA for prior authorization:
1-866-400-0411

This card is the property of Wright Express.
To report lost card(s), call Wright Express Customer Service or return to:
Customer Service, PO Box 639, Portland, ME, 04104.

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Now you are ready to confirm your shipping address.

7. Verify the **Default Shipping Address** located at the top of the screen.

   Note: We are unable to ship to P.O. Boxes. If your default address is a P.O. Box, you MUST enter a physical address in the "Enter New Address" field.

8. For each replacement card request, check the "**Default Address**" box to use the address on file. ☐ Ship to default address Alternatively, you can enter a new address to have your replacement cards shipped to a different address.

   Note: FedEx will not deliver to P.O. Boxes (not accepted)

   To apply the first tags' address to all subsequent addresses, check the "**Click here to apply first tag's address to all**" box. ☐ Click here to apply first tag's address to all.

9. Select "**Clear address**" if you have entered the wrong information. Clear address

10. To clear everything on screen select "**Clear All**". Clear all

11. Select "**Print**" if you would like to print data displaying on screen. Print

12. Select "**Submit Request**". Submit Request

You will receive an email confirming that your transaction is completed.

ACTION	NOTES:
Verify all data before submitting	Have additional questions? For system questions contact gsadrivethruhelp@gsa.gov via email or call 1-866-472-6711. For card ordering questions email replacementcards@gsa.gov.