

WEX Motorpass Pay At Pump FAQ's - Merchant

Q: Why have Pay At Pump?

A: Pay At Pump is increasingly essential in the fuel retail industry, with a notable trend towards digital transactions. In the US, 83% of customers prefer paying at the pump, and in the UK, 72% favour mobile app payments, which have surged by 200% globally in the last year. Integrating Pay At Pump caters to these growing customer preferences and positions your station competitively.

Q: What are the benefits of Pay At Pump?

- A faster transaction, freeing up the forecourt creating space for more vehicles and spend
- Unlock 24/7 sales with automatic payments when the site is unattended via the Pay at Pump feature
- Efficiencies processing a WEX MP transaction, plus better product controls for frictionless checkout

Q: Can this co-exist with my existing Pay At Pump programs?

A: Yes, the Motorpass Pay At Pump feature can be used alongside other Pay At Pump programs you may have enabled at your site.

Q: Will Pay At Pump be available 24/7 even if the shop is closed?

A: Yes, Pay At Pump can be used at your site 24/7 and is able to be used when the site is unmanned.

Q: Will Pay At Pump increase the risk of Drive Off?

A: Pay At Pump transactions are pre-authorized before the nozzle is lifted, giving you peace of mind that payment is guaranteed.

Q: What hardware is required to accept Pay At Pump?

A: Currently Pay At Pump is available for:

- Merchants with Independent Solutions POS software, who are on the latest release of Flexi-fuel and have a DOMs or Enabler pump controller
 - » Please speak to your support team to check what version you are on and arrange an update if required

Q: Are there any changes to the WEX merchant fees?

A: No, there are no changes to the WEX merchant fees to accept Pay At Pump transactions at your site.

Q: Is there any additional agreement required with WEX?

A: No, Pay At Pump transaction acceptance is covered by your existing merchant agreement with WEX.

Q: How will I know that a Pay At Pump transaction is occurring?

A: When a Pay At Pump transaction is initiated at your site, an external indicator will be displayed on your POS.