



## WEXPAY FAQs

### What do I need to start using WEXPAY?

You will need a computer with internet access and one of the following browsers: Google Chrome V40 or Firefox V35, a printer so you can print receipts, a PDF reader and a store email address.

### What do I do on first time log on?

Login details will be sent to your store email address. Follow the prompts to create a password and login. Please ensure you retain password details in a safe place.

The link to create your password will expire within **14 days**, so please ensure you create a password within this time.

### What format does my password need to be in?

Your WEXPAY password must contain a minimum of 8 characters, and one of each of the following:

1. A lower case letter (i.e. a – z)
2. An upper case letter (i.e. A – Z)
3. A numerical character (1 – 9)
4. A special character (e.g. !@#\$%^&\*()\_+|~-='{}[]:";'<>?,./)

### How do I reset a password?

Please follow the forgotten password prompts.

### How long before I need to reset my password?

You will be prompted to change your password every 3 months, please ensure you retain password details in a safe place.

### What does the 'remember me' button do when I go to log in?

This will allow you to navigate straight to the home page for 1 week before you need to log in again

### Can I have more than one username per site/store?

No, only one log on per site has been created for WEXPAY.

### How do I get login details for new sites?

Where applicable please call your head office to arrange this for you, or Merchant Services on 1300 130 113.

### What are the mandatory fields that I need to complete?

You will notice an asterisk next to all mandatory fields on the page.

### What do I do if I can't process a card?

You will get a response code, please refer to your standard POS decline reasons.

### What if a product or service I sell is not available on WEXPAY?

Any new services you offer your customers will need to either be updated by your Head Office via our Web Self Services application or email to [merchants@wexaustralia.com](mailto:merchants@wexaustralia.com)

**How many individual products can I add to a sale?**

WEXPAY allows you to add up to 10 products at a time to make the sale process easier. Simply click the add row button.

**Can you help me with the navigation screens?**

Please follow the prompts as you hover over the help section of each page with your cursor.

**Why isn't WEXPAY allowing me to print the receipt?**

Make sure you enable pop ups in your browser settings so that you are prompted to print receipts.

**Can I process manual vouchers in WEXPAY if I have not sent them to you yet?**

No, these transactions have already been authorised and need to be submitted as they have been originated.

**Can I check transactions processed in WEXPAY and how far back?**

Yes – go to the search tab at the top of the page, input details as prompted. Only the transactions made at your store and processed via WEXPAY will be listed, all transactions processed within a three month period will be displayed. Transactions beyond this period will be available via your web self-service application. You can reprint receipts from this screen.

**What do I need to process a refund in WEXPAY?**

Please ensure the customer brings the original transaction receipt so that you can ensure the refund is processed against the sale correctly. If the customer does not have their receipt and the refund was made at your store, use the Search function in WEXPAY to find it.

**Can I process a refund that has not been processed originally via WEXPAY?**

Yes you can, by using the Refund menu. Please ensure the customer provides a copy of the original purchase.

**Does WEXPAY have its own policy and procedures in terms of processing a refund?**

You should refer to your own business policy and procedures in regards to processing refunds.

**What do I do if the system is offline?**

If the system is unavailable, please revert to manual processes.

**Can I use WEXPAY for Motorcharge transactions?**

The WEXPAY system has been set up to only process WEX Motorpass transactions. Please continue to process any Motorcharge transactions using manual vouchers.