

Webinar Q&A

Everything that's new with Weel's Visa Business Debit cards

Q: When you change the owner of the subscription, does the card number stay the same?

A: Yes, the card number does stay the same when the owner is changed, which means that if you have people moving around internally you don't have to change the card number with the subscription merchant.

Q: Is there an extra cost to use subscriptions?

A: No, all of our plans come with the ability to create unlimited subscription cards.

Q: If the subscription amount exceeds the budget limit, does the transaction still go through?

A: If the amount exceeds the budget, the payment will be rejected, which is a key control for managing business spend. The budget will need to be increased for the payment to be completed

Q: Will we be able to view budgets in USD? Sometimes our subscriptions get blocked when the FX rate moves.

A: Not at this stage. We are, however, constantly evaluating and prioritising new features based on customer feedback and we'll certainly consider it for future updates.

Q: Can you explain the difference between primary and secondary cards and when they should be used?

A: The concept of having a primary and secondary card is there to help you manage and control spending – without having secondary cards, you wouldn't be able to have multiple budgets.

Think of the primary card as the card in your wallet, or in future, your physical card. Your primary card sits as your default form of payment, and is what is used when you tap your card at a payment terminal. It's best for in-store purchases.

Think of the secondary card as your budget. The secondary card must be linked to the primary in order to work via an in-store payment. But for online payments, having a secondary card means that you can use that card number directly. Best for online, or over-the-phone payments.

Q: Which card number should we be using when paying over the phone?

A: Technically, either will work. We recommend using the online, or secondary card as it links to the budget directly.

Q: What is the ETA on physical cards?

A: Q2 2024.

Q: Our bank transfer is taking longer if we manually transfer funds to Weel. Previously, it was instant, but it now seems to be taking 10 hours or so.

A: The first time you transfer does take a little longer, as all payments are being reviewed by our payment provider to ensure they are correct. We expect this to speed up with time.

Q: Can the cards in your Apple wallet be used overseas? Such as a trip to NZ.

A: Yes, you can use your Weel card anywhere Apple Pay is accepted.

Q: Will physical cards also work in NZ?

A: Yes, anywhere Visa is accepted.

Q: If I am the administrator for our company and all subscriptions are in the staff members names, can I just have one card created (titled something like subscriptions), and then set up all the staff subscriptions to come out of just this one Subscriptions account)?

A: Yes, but it isn't best practice. Multiple subscriptions running through one card means all of these will need to be updated if the card is put on hold. We recommend having a different card for each subscription.

Q: Is it possible for admin users to see all requests for budget increases and approve payments in the absence of a budget-level approver?

A: Yes, but only via the budget-level approver, not if these approvals are set up using custom workflows.

Q: Does Weel allow multiple attachments to be uploaded for reimbursements? Sometimes a user wants to claim their phone bill for multiple months in one reimbursement, and we cannot find a way to upload multiple bills.

A: No. They will need to submit each reimbursement separately as there is only the ability to upload one attachment per file.

Q: I have several active budgets and I want to be able to tap and then select the budget it draws from instead of just drawing from the primary budget. Is this possible?

A: Yes, you can do this through the mobile app. The budget will need to be selected before you tap and pay. [Here's our guide](#) on how to pay in-store.