

Fuel, Price and Aircraft Questions

Card Denials | Fueling Challenges

- FBO says it does not accept the UVair Fueling Card
- FBO says it does not participate in UVair contract fuel
- FBO says it does not accept the World Fuel Contract card
- FBO says it does not accept the new World Fuel | UVair Contract card
- Any of the World Fuel or UVair cards are lost or misplaced

For the above scenarios, contact:

Global Fuel Logistics: +305 428 8010
fuel24@wfscorp.com

Fuel pricing, card, and aircraft questions

- Any Fuel price related questions
- Any fuel card related questions
 - Which card should I use?
 - What is my fuel price?
- Aircraft related questions
 - The aircraft on my account are not correct
 - The aircraft type is wrong on my card

For the above scenarios, contact:

Your Sales Rep: +1 281 280 2100
Global Fuel Logistics: +305 428 8010
fuel24@wfscorp.com

Invoice and Operational Questions

Invoice Questions

- Where do I pay my invoice?
- General invoice questions
- How do I dispute an invoice?
- Why am I being charged taxes when previously exempt?
- Why is my credit line not reflecting all my business with World Fuel and UV?
- What are the World Fuel collection procedures?

For the above scenarios, contact your:

Collector: +1 281 556 2400
houstoncollectionsteam@wfscorp.com
Sales Rep: +1 281 280 2100

Account - Operational Questions

- Online access questions
 - myWorld Web access
 - myWorld App
 - World Fuel Rewards
- Who is my sales rep?
- How do I change a contact or banking information on my account?
- How do I receive a price file?

For the above scenarios, contact:

Your Sales Rep: +1 281 280 2100
Inside Sales: +1 281 280 2100
wfsam@wfscorp.com