

# State of Arkansas

## Fuel Card

### Policies and Guidelines



**August 2008**

This document will be updated as changes occur and the most current edition will be posted on the Office of State Procurement's website at:  
[www.arkansas.gov/dfa/procurement/pro\\_fuelcard.html](http://www.arkansas.gov/dfa/procurement/pro_fuelcard.html)

# Table of Contents

<b>1. Introduction .....</b>	<b>3</b>
<b>2. Contract Officials .....</b>	<b>3</b>
2.1 Agency Fuel Card Officials .....	5
<b>3. Agency Responsibilities.....</b>	<b>5</b>
3.1 Utilization .....	5
3.2 Agency Fuel Cards .....	5
3.3 Individually Held Fuel Cards .....	6
3.4 Fueling .....	6
3.5 24 Hour Emergency Roadside Service .....	6
3.6 Procedures for Employment Termination or Transfer .....	7
<b>4. Training .....</b>	<b>7</b>
<b>5. Account Setup and Maintenance.....</b>	<b>7</b>
5.1 Account Setup Process .....	7
5.2 Account Setup Time .....	8
5.3 Account Maintenance .....	8
5.4 FleetCommander Online Enrollment .....	8
5.5 Account Renewal Process.....	8
<b>6. Risk Management.....</b>	<b>9</b>
6.1 Purchase Control .....	9
6.2 Account Audit Reports .....	9
6.3 Agency Account Reviews .....	10
6.4 Payment Requirements .....	10
6.5 Statement Instructions .....	11
6.6 Account Suspension .....	11
6.7 Procedures for Lost or Stolen Fuel Card Reporting .....	11
<b>7. Dispute Procedures .....</b>	<b>11</b>
<b>Attachments</b>	
Request For Account Setup Form .....	14
FleetCommander Online Enrollment Form.....	15
Voyager Fuel Card Drivers Guide.....	16
Fuel Card Account Contacts.....	18
Fuel Card Billing Contacts .....	21

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## Fuel Card

### Policies and Guidelines

## 1. Introduction

The Office of State Procurement has contracted with Voyager Fleet Systems, Inc./US Bank to provide a Statewide Fuel Card Program.

The state fuel card can only be used for official state business. The fuel card offers agencies services in addition to routine fueling needs. The card can also be used for minor or routine vehicle maintenance, including oil changes, windshield repair and tire servicing. The fuel card also carries access to roadside assistance through North American Fleet Services. The fuel card is not to be used for purchasing food, beverages, novelty items, or personal items.

The fuel card is not intended to replace the individual P-Card or Travel Card, and is not usable for business travel expenses. Business travel examples are trips for meetings, conferences, seminars, etc.

This plan outlines policies and guidelines that are critical to the management of the fuel card program, in order to ensure that a system of internal controls are followed to mitigate the potential for fraud, misuse, and delinquency.

This document is intended to be a living document and will be updated as changes occur within the State's fuel card program. The primary purpose for a statewide fuel card is to establish one fuel card provider with the largest fueling network across Arkansas and the United States. The use of this card allows for fuel and vehicle maintenance to be charged and billed by one provider, eliminating multiple fuel card providers and billing companies. With the use of one fuel card provider among all State Agencies allow for better internal controls to mitigate the potential for fraud and misuse.

## 2. Contract Officials

This section provides a list of key officials associated with the fuel card program within the Office of State Procurement and Voyager/US Bank, along with their title, responsibilities, and contact information.

### Fuel Card Program

#### Office of State Procurement

1509 W. 7<sup>th</sup> Street  
Little Rock, AR 72201  
Fax 501-324-9311

Contact	Title	Responsibilities
<b>Jeff Spears, CPPB</b> 501-371-1405 jeff.spears@dfa.state.ar.us	<b>State Credit Card Administrator</b>	Oversees All State Purchasing Card Programs
<b>Norma Little, CPPB</b> 501-683-2217 norma.little@dfa.state.ar.us	<b>Purchasing and Fuel Card Coordinator</b>	Oversees State Agency's implementation, use and limit changes of Purchase Cards, Fuel Card and Travel Card

#### Voyager Fleet Systems, Inc.

738 Hwy. 6 South  
Suite 600  
Houston, TX 77079

Name	Title	Responsibilities
<b>Shondra O’Shields</b> 832-486-1012 (p) 281-898-0734(c) 866-322-7988 (f) <a href="mailto:shondra.oshields@usbank.com">shondra.oshields@usbank.com</a>	<b>Relationship Manager</b>	Dedicated Relationship Manager for the State of Arkansas. Facilitates fleet card program and provide ongoing consultation and program updates, product enhancements and account performance.
<b>Beverly Williams</b> 832-486-1093 (p) 713-299-3560 (c) 866-322-7988 (f) <a href="mailto:beverly.williams1@usbank.com">beverly.williams1@usbank.com</a>	<b>Relationship Manager</b>	Supervisor to Shondra O’Shields and assists in Shondra’s absences.
<b>Maureen Blaha</b> 832-486-1042 (p) 800-987-6592 (f) <a href="mailto:maureen.blaha@usbank.com">maureen.blaha@usbank.com</a> Work Hours 6:30-3:30 CST	<b>Dedicated Customer Service Representatives</b>	Dedicated account contact for all day-to-day account correspondence, phone calls, e-mails and fax handling.
<b>Lynda Long - Back Up</b> 832-486-1207 (p) 800-987-6592 (f) <a href="mailto:lynda.long@usbank.com">lynda.long@usbank.com</a> Work hours 8-5 CST	<b>Dedicated Customer Service Representatives</b>	Dedicated account contact for all day-to-day account correspondence, phone calls, e-mails and fax handling.
<b>Jodie Collins</b> 832-486-1022 (p) 800-987-6592 (f) <a href="mailto:jodie.collins@usbank.com">jodie.collins@usbank.com</a>	<b>Customer Service Manager (State Team)</b>	The Manager to contact for questions regarding customer service or need to escalate an issue or question.
<b>Ginger Ceranko</b> 832-486-1007 (p) 800-987-6592 (f) <a href="mailto:ginger.ceranko@usbank.com">ginger.ceranko@usbank.com</a>	<b>Customer Service Supervisor (State Team)</b>	The Supervisor to contact for questions regarding customer service or need to escalate an issue or question.
<b>Tom Rajan</b> 832-486-1190 (p) 832-486-1210 (f) <a href="mailto:tom.rajan@usbank.com">tom.rajan@usbank.com</a>	<b>TeleTrans National Account Manager</b>	Implement the rules and get vendors set-up for any account that may be interested in the TeleTrans program.
800-987-6591 (p) 800-987-6592 (f) <a href="mailto:fleetcommander@usbank.com">fleetcommander@usbank.com</a>	<b>Technical Support FleetCommander Online (FCO)</b>	Technical Help Desk to assist with the special needs of State Government clients. Assistance with questions about Fleet Commander Online. Assist with special reporting request that may require a query.
The shared email address for all state inquiries is: <a href="mailto:voyagerstate@usbank.com">voyagerstate@usbank.com</a>		
<p style="text-align: center;"><b>The Voyager customer service number is 800-987-6591</b>  <b>All questions regarding an account, billing, or merchant issues can be handled by dialing this number</b></p>		

## **2.1 Agency Fuel Card Officials**

Each State Agency, Board, and Commission shall designate an agency representative who will request, setup, make account changes, assigns fuel card(s) to agency designated vehicle(s) and/or individuals, reconcile transactions, invoices, and authorize payment to Voyager/US Bank. (Voyager

AASIS Vendor # 100096892)

Agency fuel card representative will assign fuel cards in accordance with their agency's established policy for vehicle and/or individual credit card(s). Agency Fuel Card Official(s) will complete and submit all requests for their Agency's vehicle and/or individual cards to Voyager/US Bank for processing. Fuel Cards may be assigned to vehicles and/or individuals.

Agency fuel card representatives are to immediately call Voyager Card Services at 1-800-987-6591 for lost or stolen cards as soon as possible.

### **3. Agency Responsibilities**

State agencies are responsible for creating, monitoring and enforcing, within their agency, all rules, regulations, executive orders, policies, procedures and guidelines for fuel card account setup, use, assignment, tracking, replacement, account maintenance and updates.

To comply with these responsibilities each agency will identify certain minimum requirements that must be implemented within their agency. Because most state agencies have different organizational structures and operating procedures, agencies will be afforded as much flexibility as possible in order to meet these requirements. Agencies should conduct reviews and periodic audits to ensure the responsibilities are met.

#### **3.1 Utilization**

State agencies are responsible for the safe and effective utilization of the Voyager Fuel Cards.

The Voyager Fuel Card is for official state business only and can be used for the following:

- Fuel and/or maintenance needs nationwide, with over 200,000 accepting locations.
- Purchases of fluids, lubricants, wiper blades, engine belt(s), tires, battery, spark plugs, radiator cap or gas tank cap **in Emergencies Only**, or as authorized by agency policy.
- 24-hour Emergency Roadside Service (1-800-600-6065).
- Oil change services.

There are many other services available, however it's up to each agency to establish the quantity of services to be charged on their fuel cards.

The vehicle assigned cards should be used only for the vehicle identified on the card. This card program offers widespread acceptance for customers/drivers as well as innovative technology behind-the-scenes to help monitor and control costs. The Voyager Fuel Card provides a method of charging fuel and routine maintenance services.

Search tools for accepting locations, detailed maps and driving directions can be located at the following website: [www.usbank.com/voyagerfleet/DetailedSearchController](http://www.usbank.com/voyagerfleet/DetailedSearchController)

#### **3.2 Agency Fuel Cards**

- Each state agency is required to set-up their Voyager fuel card account.
- It is the responsibility of the agencies to manage, control and monitor the use of their fuel cards and to investigate misuse.
- New and replacement cards should be ordered by the agency representative directly from Voyager.
- Lost or stolen cards should be reported to the agency representative who will report it to Voyager.
- State agencies are responsible for setting up their own process for ordering and reporting lost or stolen cards and communicating this process to their employees.
- Drivers are responsible for reporting lost or stolen cards to their state agency immediately.
- It is the agency's responsibility to recover and investigate inappropriate or unauthorized charges on the fuel card(s).
- Fuel cards shall only be used for the vehicle or equipment which they are assigned.

### **3.3 Individually Held Fuel Cards**

Individual cardholders are responsible for knowing and applying their agency's fuel card policies and guidelines. The cardholder's agency is liable for all charges made on individually held fuel cards. However, it is the cardholder's responsibility to ensure that the card is used within State and Agency fuel card guidelines. Misuse of the card will be subject the cardholder's agency disciplinary policy.

The Cardholder must:

- Ensure the fuel card is used only for official business purposes
- Keep the fuel card in a secure location at all times
- Not allow other individuals to use their fuel card
- Obtain all appropriate documentation (sales slips, register receipts, etc.)
- Reconcile monthly transactions
- Immediately report lost or stolen card to the authorized agency representative

### **3.4 Fueling**

The State fuel card enables you to purchase fuel at any fueling location that accepts the Voyager fuel cards. All authorized personnel who will be using agency fuel card(s) must be trained how to use the card when operating a self-service dispenser. Personnel should be instructed on the entry of Personal Identification Number (PIN) and accurately recorded odometer/hour readings if required. It shall be at the agency's discretion as to how much security and key pad entry is necessary before pumping fuel. Agencies can elect to require the entry of the correct odometer or hour reading. **All cards MUST use some type of PIN for transaction authorizations.**

- When purchasing fuel, purchase fuel at lower priced self-service pumps unless under hood or tire service is necessary.
- The amount of fuel purchased should be limited by the size of the fuel tank.
- Individual or agency assigned Personal Identification Number (PIN) **MUST** be assigned and use for each fueling card transaction.
- Each card is to be used only for the vehicle or purpose to which it is assigned; do not use this card to purchase fuel for any other vehicle or equipment.
- The purchase of personal items such as food, beverages and air fresheners with a state fuel card, as well as automotive products for personal use, is strictly prohibited.
- All fuel card users are responsible to account for purchases they have made and ensure that the receipts describe any miscellaneous charge (e.g. fluid, oil, etc.).
- Agencies will be responsible for unauthorized purchases made by their employees.

Fuel card users should be aware there are limits imposed by the fuel card provider and fuel distribution locations.

Voyager's defaults:

- Cards are limited to 3 swipes per day
- Monthly charge is limited to \$1,000

Fuel distribution locations will vary in the total single transaction limit allowed. If the capacity of the tank being fueled exceeds the single transaction limit, a second card swipe / transaction is permissible.

Agencies have the authority to increase or decrease any of the Voyager fuel card limits, however the agency does not have any control over fuel distribution location limits.

### **3.5 24-Hour Emergency Roadside Service**

In the event of a breakdown of a state vehicle the fuel card can be used for 24-hour emergency roadside service through the National Automobile Club, for the following:

- Mechanical assistance
- Battery service
- Tire change

- Gasoline, oil, and water delivery
- Lockout (does not include key making or locksmith service)
- Towing

In the event of such an emergency, state drivers shall:

- Call National Automobile Club at: 1-800-600-6065.
- Provide year, make, model, color of vehicle, driver's name, telephone number and agency, and the fifteen (15) digit Voyager fuel card account number to the National Automobile Club operator.

### **3.6 Procedures for Employment Termination or Transfer**

To protect the integrity and security of agency fuel cards, each agency shall establish a policy and procedure to audit termination and transfer of card holders/users. The agency fuel card representative should insure the card provider, Voyager, is notified and the employee's use / PIN is deactivated or switched to a different card or account in the event of inter-agency transfer.

## **4. Training**

Generally all fuel card users, regardless of level or responsibilities should receive training from the providing agency's representative prior to the issuance of a card. Training should include agency created policies and guidelines, "dos and don'ts," reporting of lost or stolen cards, types of purchases, inappropriate and/or unauthorized charges and bank contact information.

For every fuel card delivered by Voyager to the agency is an accompanying "Using Your Voyager® Fleet Card" instruction pamphlet. Fuel card user should be instructed where to locate this card and of its instructions.

## **5. Account Setup and Maintenance**

Voyager fuel card account setup provides a fast turn-around response. Voyager reacts quickly and efficiently to agency needs. Voyager will provide agencies with materials related to account setup, modification and online training manuals to instruct users on how to make account modifications (card cancellation/creation, transfer of vehicles, card addressing, etc.).

These materials include:

- Voyager Request for Account Form
- Voyager Account Setup Form (for Vehicle or Driver-tied cards)
- Voyager Account Maintenance Form (for card maintenance requests)
- Fleet Commander Online Manual (Web & Paper-based manual)

Voyager will provide the agencies with a Microsoft Excel account setup forms that are pre-formatted to allow for direct input into Voyager's mainframe system. This process contributes to Voyager's ability to issue cards to large fleets of vehicles with a high degree of efficiency and correctness. Furthermore, in an effort to continually expedite this process, Voyager commits to sending the first set of cards for new accounts via overnight carrier at no cost to the State of Arkansas.

### **5.1 Account Setup Process**

- State Agencies will contact Voyager for account setup.
- Voyager will describe its Fuel Card program features & functionality via phone conversation and emails.
- Voyager will send out via email a "Request for Account" form and "Account Setup" spreadsheet.
- Agencies will complete the forms and return to Voyager.
- Voyager will set up an account shell and creates cards.
- Voyager will provide the agencies with an Account Profile (email or fax) to ensure account

- setup correctness.
- Agencies must review, make any corrections, approve Account Profile and return to Voyager **before** account will be activated.
- Voyager releases cards, Driver Guides and Card Sleeves via overnight carrier.
- Agencies will receive and distribute cards, Driver Guides and Card Sleeves.

## **5.2 Account Setup Time**

Setup times are subject to the Account Profile approval response time of the requesting agency.

- Accounts with 1 – 50 cards: 4 Days
- Accounts with 50 – 100 cards: 5 Days
- Accounts with 100 – 500 cards: 10 Days
- Accounts with 500 – 1,000 cards 15 Days
- Accounts with 1,000 – 5,000 cards 20 Days

## **5.3 Account Maintenance**

The designate agency representative can fill out and submit to Voyager a Account Maintenance Form to have them make the necessary changes or the designate agency representative can immediately make account changes online using the Fleet Commander secure web-base fleet management program located at: [www.fleetcommanderonline.com](http://www.fleetcommanderonline.com)

Fleet Commander Online provides total access so agencies can observe, update, track and manage fleet operations and fuel card accounts. Fleet Commander online allows designate agency representatives the ability to manage fleet operations from any location at any time with the security of an encrypted, online portal. Some of the capabilities that enable effective control of fleet and fuel expenditures include:

- Real-time account maintenance
- Card cancellation and/or replacement
- PIN management
- Flexible Management and transaction reports
- Online Card, Driver, Vehicle, Exception and inventory reports that can be downloaded to Adobe PDF, Microsoft Excel or text
- Online bill payment and presentation via ACH Bill Pay
- Save reports, report parameters and formatting
- Schedule report delivery to a secure inbox on a daily, weekly or monthly basis
- Advanced Internet banking security features

## **5.4 FleetCommander Online Enrollment**

Fleet Commander Online has several level of access to allow for various department, division, and management personnel to create and review reports. The designate agency representative ultimately responsible for the agency's fuel card program must fill out the Fleet Commander Online Enrollment Form and submit as instructed on the form. Each additional person to have access to agency account information MUST submit a Fleet Commander Online Enrollment form to the designate agency representative. The designate agency representative will determine the level of access the requesting person will have and will then submit the request to Fleet Commander for processing.

## **5.5 Account Renewal Process**

Voyager will work closely with the Office of State Procurement to minimize the impact of the card renewal process. Voyager accounts are set to expire every three years, at which time every active card on the account will be reissued. The Voyager system is able to issue new expiration date cards 60 – 90 days prior to the expiration of old cards, thus giving the agency sufficient time to distribute new cards.

Furthermore, Voyager will contact the designate agency representatives prior to the release of any new expiration cards. Voyager's dedicated Relationship Manager will discuss any desired account changes or modifications with designate agency representatives, so that when new cards are issued, they are issued to the exact specifications and requirements of the Agency. To do this, Voyager will provide each agency with an account profile to assist with the renewal of cards. This will allow each agency to



review their current account setup, vehicle, driver and PIN numbers for all cards and to request any necessary changes.

Voyager's dedicated Relationship Manager will also work closely with the agency to make the card issuance process as easy as possible. Voyager will sort cards in department and vehicle order in an effort to streamline the process for the agency. Voyager can also customize its card delivery process by enveloping and mailing out cards by department. All renewal accounts are sent via overnight delivery at no charge to the State of Arkansas.

## **6. Risk Management**

Managing the fuel card program is based on a risk management strategy. Risk management is a vital component of the fuel card program and on-going oversight is a priority. Agencies have an ongoing responsibility to evaluate the effectiveness of their actions taken to comply with the requirements of the fuel card program.

### **6.1 Purchase Control**

The Voyager fuel card provides a powerful and dependable program with extensive fuel, maintenance and service features. A unique Personal Identification Number (PIN) MUST be assigned for security of each fuel card. The following purchase controls can be assigned to drivers and/or vehicles:

Card users can be required to enter:

- Vehicle or driver number/PIN
- Odometer reading

Purchases can be limited by:

- Product (fuel only or all products)
- Number of transactions per day
- Dollars per month
- Number of transactions per month
- Agencies have the option to allow one more transaction after limits are met.

### **Exception Monitoring**

Exceptions reports include:

- Identifies exceptions for vehicle or card user
- Mile per gallon variances (based on customer-defined specifications)
- Pattern discrepancies (time, date-based on customer-defined specifications)
- Product variances (based on customer-defined specifications)
- Fuel purchases in excess of customer-defined capacity

### **Flexible Reporting Options**

Comprehensive reporting is a vital component of effectively managing fleet operations. With Voyager's on-line reporting tools, agencies can turn raw transaction data into useful information for compliance management and strategic planning. Using Voyager's reporting options, agencies can run standard or create ad-hoc reports each month.

### **6.2 Account Audit Reports**

The fuel card program uses an innovative reporting application called Fleet Commander, a web-based reporting system provided by Voyager. Agencies are capable of generate a large number of reports whenever the need arises. Reports can be generated in Adobe PDF, Microsoft Excel or text format.

Agencies have the ability to create as many reports and configuration of reports they deem necessary to provide ongoing monitoring of fuel card activity. Reports can be created to detect instances of abuse, misuse, and fraud. Reports can be created to query purchases that were made over a weekend, a holiday or a weekend in conjunction with a holiday. Reports can also be queried to detect cardholder activities, split transactions, and non fuel item purchases.

Fleet Commander on-line include the following reporting options:

**Inventory Reports**

Card Report  
Vehicle Report  
Driver Report

**Transaction Reports**

Transaction Detail Report  
Transactions by Vehicle  
Transactions by Driver

**Management Reports**

Top Dollars by Merchant  
Cards with High Dollars for Non-maintenance Transactions  
Cards with High Gallons  
Cards with Non-fuel Purchases  
Cards with Highest Number of Transactions  
Cards with Multiple Purchases per Day  
Cards by Purchase Method  
Fuel Economy by Vehicle ID  
Fuel Economy by Vehicle Description  
Organization Summary  
Vehicle Cost Analysis

**Exception Reports**

Percent of Limit Report  
Transaction Exception  
Billing Reports  
Invoice Report

**6.3 Agency Account Reviews**

Designate agency representatives shall review the fuel card(s) monthly activity for all cards assigned to vehicles under their purview to identify potential areas of concern. They will notify the supervisor of the individual using the card of any questionable charges/transactions. If charges are identified as misuse/abuse or outside of agency policy, the employees Supervisor is required to take action in accordance with agency discipline policy.

The designate agency representative shall review all invoices/bills prior to forwarding vouchers to their financial office for vendor payment.

**6.4 Payment Requirements**

Voyager receives payment from each State's agency within Voyager's standard billing terms, which are net 25 days.

It is understood by Voyager that a governmental agency necessitates more time to make payments and Voyager takes that into consideration when monitoring payment history and in turn responding to late payments. The following procedure is in place for past-due state government accounts:

- 30 days – 1st delinquency letter sent to Accounting contact.
- 60 days – 2nd delinquency letter sent to Accounting contact.
- 60-90 days – Phone call made to Accounting contact, Fleet Manager, any other authorized person on the State's account.
- 90 days – Charging privileges suspended until the full amount of the past due charges have been paid.

**6.5 Statement Instructions**

Voyager will send billing statements to the designated person authorized by the account contact.

Updates to billing recipients list can be made via email, fax or letter.

Voyager provides the following billing options:

- Monthly paper billing reports
- Daily/weekly/monthly electronic billing files (in ASCII or Excel formats)
- Daily/weekly/monthly Fleet Commander Online billing reports (in PDF, Excel, CSV, and Tab Delimited file formats)

All paper billing questions should be addressed to customer service and electronic billing questions should be addressed via the following email address or contact customer service and ask for the electronic billing department at: [electronicbilling@usbank.com](mailto:electronicbilling@usbank.com)

## **6.6 Account Suspension**

Any account with an outstanding balance greater than 90 days may be subject to account suspension. However, Voyager does not assess finance charges to State Government entities. Voyager will provide the Agency and the Office of State Procurement prior written notification of account suspension 30 days prior to suspension

## **6.7 Procedures for Lost or Stolen Fuel Card Reporting**

Agencies are to report cards as lost or stolen via any of the following methods:

- Phone call to dedicated Account Coordinator 1-800-987-6591
- Fax to dedicated Account Coordinator 1-800-987-6592
- Email to dedicated Account Coordinator at [voyagerstate@usbank.com](mailto:voyagerstate@usbank.com)
- Account Maintenance action in Fleet Commander Online at [www.fleetcommanderonline.com](http://www.fleetcommanderonline.com) this action will result in the automatic re-issuance of a replacement card.

## **7. Dispute Procedures**

Voyager will work closely with the agencies to resolve any disputes. During a dispute process, all instruction should be provided by the designate agency representative based on the nature of the dispute. A timeline will be determined on a case by case basis. Typically, if a receipt is needed to verify the signature in the case of possible fraud, and the driver did not provide their receipt to the fleet manager, Voyager would need to order a duplicate receipt from the Oil Company in question. This process takes 30 - 45 days to receive the copy of the receipt. Other disputes such as duplicate transactions can be managed expediently, settling the dispute within 24 - 48 hours. Voyager requires from the agency a copy of the invoice with the duplicate transactions listed, and charge backs are entered immediately (within 24 - 48 hours). The corrections will be visible to the agency on the following month's invoice.

Voyager will work closely with the agency to resolve any disputes. Following is the process flow for how dispute resolution occurs in the Voyager system:

- The agency notifies Voyager of a disputed transaction.
- Voyager researches disputed transaction.
- Voyager orders a copy of the disputed transaction (Please Note: oil company vendors are allowed up to 45 days to provide proof of transaction; if vendors are unable to provide proof of transaction, they are subject to chargeback).
- Voyager receives copy of disputed transaction and forwards to the agency.
- If the erroneous transaction is found to be the result of merchant fraud, duplication, or other merchant-related error, then the transaction will be automatically charged back to the merchant.
- The agency is not liable for any transactions that occur after the agency has notified Voyager of a lost or stolen card; any transaction of this nature will be credited back to the agency.
- If the transaction contains incorrect product information or incorrect taxes, Voyager will work closely with the merchant to resolve and correct these transactions.
- Any other form of dispute is handled on a case-by-case basis.
- Merchant transaction bypassing Voyager's authorization controls; manual ticket
- Transaction occurring after card cancellation has been made

# **ATTACHMENTS**



**REQUEST FOR ACCOUNT  
UNDER THE STATE OF  
ARKANSAS  
PARTICIPATION ADDENDUM**

Please provide the following information for the establishment of a credit card account.

**COMPANY INFORMATION**

Name of Company  
*(please limit to 25 letters and spaces)*

\_\_\_\_\_

Mailing Address

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Fleet Contact Name

\_\_\_\_\_

Phone Number

\_\_\_\_\_

Fax Number

\_\_\_\_\_

Accounts Payable Contact

\_\_\_\_\_

Phone Number

\_\_\_\_\_

Fax Number

\_\_\_\_\_

**FLEET INFORMATION**

Estimated Monthly Purchases \$ \_\_\_\_\_ / Month

Number of Cards Needed

\_\_\_\_\_

Fiscal Year End Close Date

\_\_\_\_\_

Federal Tax ID #

\_\_\_\_\_

**CUSTOMER AGREEMENT**

Voyager Fleet Systems Inc. is given permission to open the above request account. We agree to comply with the terms and conditions established by the State of Arkansas Master Contract for Fleet Fueling.

*(by) Signature*

*Date*

\_\_\_\_\_

\_\_\_\_\_

*Title*

\_\_\_\_\_

**Sign and Fax to Shondra O'Shields @ 866-322-7988**

# FLEETCOMMANDER ONLINE

## Enrollment Form

Please complete the following information to set-up each user. Thank you.

Account Name	
Account Number	
Agency/Organization Name	
<b>Account Maintenance:</b> Add <input type="checkbox"/> /Edit <input type="checkbox"/> /View <input type="checkbox"/> /All <input type="checkbox"/> /None <input type="checkbox"/>	
<b>Reporting:</b> Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
<b>Statements:</b> Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
<b>Bill Pay:</b> Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
<b>Secret Question for Password Reset:</b> Mother's Maiden Name: <input type="checkbox"/> Father's Middle Name: <input type="checkbox"/> Child's Name: <input type="checkbox"/> Pet's Name: <input type="checkbox"/> Birthplace: <input type="checkbox"/> Favorite Sports Team: <input type="checkbox"/>	<b>Please Type/Write the Answer to your Secret Question Below:</b>
Job Title	
First Name	
Middle Initial	
Last Name	
Telephone Number	
Fax Number	
Email Address**	
Street Address	
City	
State	
Zip	

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**FleetCommanderOnline IDs are usually created within 2 Business days after receiving the enrollment form.**

Return completed form:  
Fax: 800-987-6592 or Email: [fleetcommander@usbank.com](mailto:fleetcommander@usbank.com)

## STATION ATTENDANT INSTRUCTIONS

1

To authorize a sale on the Voyager card, follow the instructions sent to you by your point-of-sale network provider.

2

If you have not received your copy of your retailers instructions, you should first attempt to complete the sale through your electronic point-of-sale equipment.

3

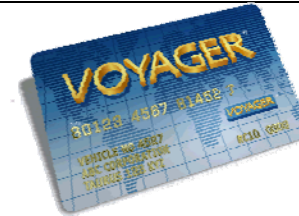
A few of the Shell and Amoco locations do not have electronic point-of-sale equipment and have no mechanism to process Voyager transactions manually. You will not be able to use the Voyager card at these locations.

## NOTES



Voyager Fleet Systems Inc. is a wholly owned subsidiary of U. S. Bank National Association ND.

## Using Your Voyager Fuel Card



The brands currently accepting the Voyager Universal Fleet Card and Voyager Co-branded Cards are:

### Fuel Locations

AAFES\*  
Admiral Petroleum  
Aloha Petroleum  
Ameristop  
Amoco  
Bigfoot  
BP  
Casey's  
Cenex  
Certificed Oil  
Chevron  
Chief Petroleum  
Circle K  
Citgo  
Clark  
Coastal\*  
Conoco  
Crown  
Dairy Mart  
Diamond Shamrock  
Dillon Stores  
Duke/Duchess Shoppe  
Exxon  
EZ Mart

FFP Marketing  
Fas Gas  
Fast Fuel  
Fast Stop  
FastTrac Markets  
Fina  
Flying J  
Freedom Value Center  
Fry's  
Gas City  
Gas America  
Gate Petroleum  
Getty  
Giant  
Git-N-Go  
Go Mart\*  
Gulf Oil  
Handy Andy  
Hess\*  
Holiday  
Hucks  
Irving Oil  
Keystone  
King Soopers

Kroger  
Kum & Go  
Kwikfill  
Kwik Star  
Kwik Trip  
Love's Country Store  
Mac's  
Mapco Express  
Marathon  
Maverick Country Stores  
MFA Oil  
Mirastar  
Mobil  
Moto Mart\*  
Murphy U.S.A.  
NEXCOM\*  
NOCO Express  
Pacific Pride\*  
The Pantry  
PDQ Food Stores, Inc.  
Petro South  
Phillips 66  
Pilot Oil  
Quick Fuel

Quick Stop  
Rotten Robbie  
Sheetz  
Shell  
Sinclair  
Southern Counties  
Speedway  
Stewart Shops\*  
SuperAmerica  
Sunoco  
Tesoro  
Texaco  
Thornton Oil  
Total  
Town and Country\*  
Trade Mart  
Turkey Hill Minit Market  
Union 76  
Uni Marts  
United Supermarkets  
US Oil  
Valero  
Wilco  
WaWa

### Maintenance Locations

A to Z Tire  
AAMCO Transmissions  
Action/Gator Tire  
American LubeFast  
American Tire  
Arnie's AutoGlass  
Arrow Oil  
Auto and Truck Glass  
AutoNation\*  
Auto Parts Wholesale  
CarQuest\*  
Car-X Muffler\*  
Chrysler  
Cottman Transmissions  
Diamond Triump AutoGlass  
Discount Tire  
Earl Scheib Paint and Body

Elite AutoGlass  
Enterprise Car Rental  
Express Oil Change\*  
EZ Lube  
Flynn's Tires  
Ford  
GM Dealerships\*  
GMS Auto Glass  
Goodyear  
Grease Monkey\*  
Great American  
Harmon AutoGlass  
Iowa Glass  
JCs Glass  
Jiffy Lube  
Jubit

Kryger Glass  
Les Schwab Tires  
Lewis Oil Company  
Meineke Car Care Centers  
Merchant's Tire and Auto  
MIDAS\*  
Monro Muffler/Brake  
Mr. Tire  
Multi-Service Aviation  
NTB  
National Automobile Club  
Netcost AutoGlass  
North American Fleet Services  
Oil Changers  
On-Site Mobile Fueling  
Pep Boys

Strauss Discount Auto Stores  
Streicher Mobile Fueling  
Suburban Propane  
SuperLube  
Texaco Xpress Lube  
Tire Centers, Inc.  
Tire Kingdom  
T.O. Hass Tire  
Transmission Wholesale  
Supply  
Tuffy Auto Centers  
Valvoline Instant oil  
Change  
Vespia Tire  
Walker Tire

Thousands of independent retailers nationwide.

Accepting locations as of January 2007. Locations subject to change without notice.

\*Participating locations only.

## HOW TO USE THE VOYAGER CARD

*You may use your Voyager card at participating retail locations. Some companies are not yet accepting the card electronically at all locations. These locations should accept the card manually until their electronic systems have been reprogrammed.*

- 1 If the gas station has card readers located at the pump, you may use your Voyager card at the pump. If there are no pump card readers, see the attendant inside to process your transaction.
- 2 Swipe your card at the pump card reader. If the pump card reader will not accept the card, take the card inside to the attendant and have him/her attempt to process the transaction electronically on the inside equipment. If the attendant questions the card, show him/her this brochure and ask him/her to follow the station attendant's instructions.
- 3 If the pump terminal requires you to choose either "Credit" or "Debit", press the "**Credit**" key.
- 4 If require, the terminal may prompt for an **ID** or **PIN** number. Enter your assigned number and press "Enter."



- 5 If required, the terminal may prompt to enter the **ODOMETER** reading. Enter your odometer as a whole number. **DO NOT** enter tenths of miles.
- 6 All terminals are different and may require the information to be entered in a different order. Simply follow the instructions on the terminal to process your transaction.
- 7 If the card cannot be read on any of the equipment, notify Voyager at the number shown on the back of your Voyager card or in this brochure. Voyager will notify the oil company of a problem at one of its locations. The company often is not aware that there is problem.
- 8 If the sale is processed manually, write **ID** number and **ODOMETER** reading on the ticket. If your card cannot be read at any location, it is likely that the magnetic strip is damaged. If this occurs, notify your fleet manager to get a replacement card.
- 9 If attendant has questions, present the Voyager Retail Instructions or provide them with the 800 number on the back of the card for assistance in processing the transaction.

### KEY VOYAGER TELEPHONE NUMBERS

Client Services	800-987-6591
Fax	800-987-6592
E-mail	voyager@voyagerfleet.com
Website	www.voyagerfleet.com















