



U.S. Bank
Fleet Card Program
Agency / Organization Program Coordinator Guide



Welcome

Welcome to the U.S. Bank Fleet Card Program for the Federal Government.

U.S. Bank provides your Agency/Organization a valuable tool for managing the operating expenses of fleet vehicles. The U.S. Bank Fleet Card is widely accepted at gas stations, repair shops, truck stops and maintenance locations throughout the Continental United States, Hawaii and Alaska. The cards that you will issue either to your vehicles, to your drivers, or to individual organizational entities have the latest in authorization controls to ensure the proper use and effective reporting of point-of-sale information. The account management support provided by **U.S. Bank**, combined with the features, customer service, and electronic access systems associated with the U.S. Bank Fleet Card Program, provide a product that maximizes the efficiency and overall potential of the Government Card Program.

As the Agency/Organization Program Coordinator (A/OPC), you play a key role in the successful management and execution of the Fleet Program. You will find this manual helpful as:

- A resource for training vehicle operators/managers in the proper use of the U.S. Bank Fleet Card
- Documentation of the procedures/processes necessary for the proper functioning of a Fleet program
- A desk reference for resolving problems and issues as they arise.

VOYAGER FLEET SYSTEM ELECTRONIC ACCESS FOR ACCOUNT MANAGEMENT AND REPORTING

The A/OPC is provided with three automated tools designed to efficiently and effectively conduct the day-to-day activities inherent in the operation of the Voyager Fleet Card Program.

Voyager Account Management System is an on-line, real-time connection to the Voyager system that allows the A/OPC to conduct all day-to-day program management functions. The A/OPC can request new cards, cancel lost cards, update addresses, change authorization limits, and add/change/delete vehicle and driver information as needed.

FleetCommander is a Windows-compatible PC program that allows you to import Voyager data and view that data in all of the standard Voyager reports. It also provides query and graphics capabilities. The advantage of this program is that it is not limited to viewing a specific time frame. Users can choose any time frame and combination of organizations, drivers, or vehicles, literally customizing with the click of the mouse. Users can also examine purchasing patterns and prices, displaying these comparisons graphically.

C.A.R.E. Not all electronic access functions, as defined by the master contract, are supported by the Voyager online access and reporting system. While this system provides account set-up, maintenance and reporting capabilities that are generally sufficient to properly manage a stand-alone fleet card program, the system is not capable of supporting an integrated solution, nor is it capable of processing expense re-allocation for a stand-alone or integrated solution. If you require either integrated or cost re-allocation functionality, please contact U.S. Bank. These functions can be

The role you, as the A/OPC, play in the your Agency/Organization Fleet Card Program is extremely important. You will find this manual helpful in fulfilling your responsibilities. Your satisfaction with this



program is important to **U.S. Bank** and **Voyager**; if you have any questions please contact your **U.S. Bank** Relationship Manager or **Voyager** Client Services at **888-785-1735**.



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- Driver / Card User 24-hour Assistance **1-888-785-1735**
- Merchant Authorization 24-hour Assistance **1-800-987-6589**
- **U.S. Bank** Relationship Manager **1-800-771-4975**
 Fax **1-202-261-0800**
- A/OPC Voyager Assistance **1-888-785-1735**
 Fax **1-800-987-6592**
- Electronic Access Help Desk
 Voyager Account Management System **1-800-733-2236**
 FleetCommander **1-800-733-2236**
- Voyager Security Officer **1-888-785-1735**

General Overview

How to Use This Manual

This manual is designed to be a reference guide detailing the processes and procedures used in the management of the Government Fleet Card Program for Agencies / Organizations. The manual is divided into sections that can be extracted for distribution to users, billing offices, and transaction dispute officers. Also included are appendices with ready references containing important phone numbers, e-mail addresses, and specific procedures for electronic interface with **Voyager**. Listed below are the various sections of this manual and their intended use:

<u>Section</u>	<u>Use</u>
General Overview	Executive Summary
User Information	Desk Reference
A/OPC Program Information	Desk Reference
DBO Procedures	Designated Billing Office (DBO) Guide
Transaction Disputes	Transaction Dispute Office (TDO) Guide
Reporting	Reporting Procedures
Training	Training Planning
Appendices	Reference Data
Fleet Account Management System	User Manual
Glossary	Reference Data
Frequently Asked Questions	Reference Data
Forms (Manual)	Reference Data
Report Formats	Reference Data

The **Voyager** Universal Fleet Card Program was introduced in May of 1995 at the National Association of Fleet Administrators (NAFA) Conference in Orlando, Florida. **Voyager** issued its first card in September of 1995. Since that date, **Voyager** acceptance has grown to over 140,000 locations nationwide. That number will continue to grow based upon the number of additional Oil Company brands, both national and regional, that have signed and are planning to participate in **Voyager** acceptance.

Voyager's relationship with oil industry merchants is unique in the universal fleet card industry. **Voyager** will enter into a participation agreement with an oil company only if that supplier agrees to accept the card at every location carrying the Oil Company's brand, with full fleet data collection. In spite of these requirements, which are generally stricter than other competitors, **Voyager** has enjoyed phenomenal and heretofore unheard of growth in merchant acceptance and cooperation. That growth has been attributed to the recognition by the oil industry of (1) **Voyager's** familiarity with the workings and the intricacies of the petroleum marketing industry (due primarily to **Voyager's** inception in that industry), and (2) the generally recognized unique nature of the **Voyager** product as a source for drawing



significant additional fleet business to their locations (i.e., large fleets, not the small local businesses).

Year 2000 (Y2K) Compliance:

All of the software that makes up the **Voyager** system was developed from its inception in 1994 to be fully compliant with year 2000 requirements, as well as for leap years. In fact, **Voyager** has already issued cards that expire in 2000 and 2001, and there have been no problems in authorizing or processing those transactions. **Voyager** also requires, as part of the contract, that all oil companies which accept their card must be Y2K and leap year compliant in all areas of their system which directly or indirectly affect Voyager. Test cards with expiration dates before and after 2000 are used by the oil companies in certifying their point-of-sale updates. Every participant in the **Voyager** program has tested their equipment using the year 2000 test cards, and we receive transactions daily on cards that expire in the year 2000 and 2001.

Scope of the Fleet Card Program

Voyager currently offers a program that provides for:

- Acquisition of fuel and maintenance/repairs in an economical and effective manner.
- Cards that can be assigned to an individual piece of equipment or group of items.
- Cards that can be assigned to an individual person or organizational entity (customer unit).

Product Offering

U.S. Bank and **Voyager** offer the Government a Fleet Card Program with three types of cards, all issued from centrally billed accounts with Government liability.

Types of Cards

The **Voyager** Fleet Program includes three types of cards that can be issued from each centrally billed account. The number embossed on each card consists of the centrally billed account number followed by a sequential card number as each card is issued from the account. The sequential card number is tied to the type of card (Vehicle/ Driver/ Organization) in the **Voyager** database.

Vehicle Card

Typically used when more than one employee uses a vehicle or piece of equipment. The card stays with the vehicle or is issued with the keys and logbook.

Driver Card

Used by employees whose primary function is vehicle operation and for those who use a number of vehicles or pieces of equipment on a regular basis.

Agency / Organization Card

Voyager will issue cards, at the Government's request, to organizations for use without specific assignment to drivers or vehicles. These cards may be set to prompt at the pump for any of the three identification numbers discussed below.

Types of Identification Numbers

Three types of identification numbers are associated with the program that provide the A/OPC and fleet manager with the flexibility to capture necessary management information and control use.

Vehicle ID

Assigned when a vehicle is entered into the database. Information on type of fuel, tank capacity, license tag, VIN number, etc. can be entered for each vehicle authorized to use the account.

Driver ID

Assigned when a driver is entered into the database and authorized to use cards issued from the account.

Card PIN

Optionally assigned when each card is requested for issue. The PIN is associated with the card, not an individual employee. More than one driver can know the PIN for a particular card.

Variations of Card Stock

Standard Fleet Cards

Issued on GSA approved card stock using the account numbering structure for the Government Fleet Card Program. Includes up to three lines of Government specified embossing. Includes the **Voyager** logo on the front and the toll-free **Voyager** Client Services phone number printed on the back.

Quasi-generic Cards

Issued on **Voyager** card stock using the account numbering structure for the Government Fleet Card Program. Includes up to three lines of Government specified embossing, the **Voyager** logo on the front, and the toll-free **Voyager** Client Services phone number printed on the back.



Generic Cards

Voyager will issue cards, at the Government's request, on Voyager card stock with an account number range that is not unique to the Federal Government. These cards will be indistinguishable from non-government cards and will have the account name, account number, and expiration date embossed on the card.

Electronic Access

Three systems are provided to facilitate the management of the program. The **Voyager Fleet Account Management System** provides the authorized A/OPC and Fleet Manager with real-time access to program management and transaction data. **FleetCommander** provides a fleet specific reporting tool for analyzing transaction data. **C.A.R.E.** provides integration and cost re-allocation functionality.

Reporting

Voyager provides all required reports in a format that is useful and proven for fleet management, analysis and utilization. This information is provided electronically, but can be provided in other media if needed. Ad hoc reporting is available to users of **FleetCommander**. Customized reporting of special extracts of information may also be formatted in **FleetCommander**.

A/OPC and User/Cardholder Assistance

Voyager's Client Services Representatives provide toll-free access 7 days a week/ 24 hours a day to assist card users, merchants, A/OPCs, DBOs, and TDOs with day-to-day inquiries. Your **U.S. Bank** Relationship Manager and **Voyager** Account Representative are available for implementation, set-up, training and management assistance upon request.

Responsibilities

The purpose of this section is to provide you with information on the duties and responsibilities of the individuals and Agency / Organizational entities involved in the managing, directing, and controlling of the Government Fleet Card Program.

The Government Fleet Card Program has many participants, each with unique responsibilities. Therefore, the collective actions of the Agency/ Organization Fleet Manager, the A/OPC, contracting personnel, the GSA, and **Voyager**, will determine the effectiveness and efficiency of the Government Fleet Card Program. The Master Contract and Agency / Organization Task Orders all define the responsibilities of the many parties operating in this unique partnership. This guide addresses the general responsibilities of the following:

- **U.S. Bank Fleet Card Users**
- Fleet Manager
- Agency / Organization Program Coordinator (A/OPC)
- Designated Billing Office (DBO)
- Transaction Dispute Office (TDO)
- Agency / Organization Contracting Office
- **Voyager**
- **U.S. Bank**

U.S. Bank Fleet Card Users

Whether you are the user of a Vehicle Card, a Driver Card, or the user of an Organizational Card, you are responsible for using the card for the purchase of goods and services as specified in the GSA Master Contract and the Agency / Organization Task Order. It is the user's responsibility to understand their Agency / Organization's policies and procedures regarding the definition of authorized Fleet purchases and record keeping requirements.

Note: *The Voyager Card Use Instruction Guide is provided to assist the Fleet Card user.*

Fleet Manager

The Fleet Manager is typically the primary day-to-day manager of the Fleet Card Account and is responsible for ensuring that the accounts (and users) are managed appropriately. It is the Fleet Manager's responsibility to understand their Agency/ Organization's specific policies and procedures regarding the use of the Fleet Card. They must also ensure, as appropriate, the timely reconciliation and payment of all invoices in accordance with Agency/Organization procedures.

The Fleet Manager typically provides the A/OPC with information updates on drivers within their Agency/Organization who are authorized users of Fleet Cards and of all vehicles authorized to receive fuel and/or services purchased with the Fleet Cards.

The Fleet Manager (or A/OPC) will also notify **Voyager** no later than **60 days** prior to the expiration date of any cards issued which are not to be renewed and/or reissued.

A/OPC Responsibilities

The A/OPC generally serves as the focal point for answering questions, contract administration, coordination of the applications, issuance and destruction of cards, establishment and review of reports, administrative training and is the overall point of contact. The A/OPC is typically responsible for performing the day-to-day administration and maintenance of the Fleet Card accounts. Some of these duties may be delegated to a Fleet Manager in some Agencies/Organizations.



The responsibilities of an A/OPC include:

- Maintaining detailed knowledge and understanding of your Agency/Organization's policies and procedures regarding the Fleet Card Program, as well as communicating this information to your fleet card users, Fleet Managers and other responsible officials.
- Maintaining a complete list of accounts including information on locations, names of offices and Fleet Managers, telephone numbers, and points of contact (POC) for financial matters. A/OPCs shall verify the listings and provide **Voyager** with any changes which affect management, reporting, or billing using the agreed upon procedures specified by the GSA Master Contract and Agency/Organization Task Order.
- Specifying any preset authorization limits for Fleet Card accounts and individual cards.
- Activating any optional services available from core, customized, or value-added services.

Designated Billing Office (DBO)

The Designated Billing Office (DBO) generally serves as the focal point for receipt of official centrally billed invoices. This individual also serves as the liaison between the Agency/Organization, A/OPC and the centrally billed account. The DBO oversees the proper processing of invoices and ensures invoices are paid within the Prompt Payment Act timeframes.

The DBO is responsible for paying the centrally billed Fleet Card account invoice. Upon receipt of a proper invoice, the DBO will date stamp the official invoice (electronic or hard copy) and typically have the account reconciled by the Fleet Manager or A/OPC. The DBO pays the invoice less any disputed amounts under the terms of the GSA Master Contract and Agency/Organization Task Order.

The DBO tracks outstanding balances including the status of disputed transactions and overdue payments. A summary report is available from **Voyager** for the purpose of tracking these actions.

As listed in the Master Contract, responsibilities of the DBO include the following:

- Ensuring that changes to the DBO are provided to the A/OPC in a timely fashion;
- Reconciling invoices;
- Providing quarterly feedback to the A/OPC on contractor performance;
- Identifying billing discrepancies to the Transaction Dispute Office (TDO);

- Identifying and analyzing whether faster payment of official invoices, in order to take advantage of productivity refunds, are in the best interests of the Government, and if so, effectuate payment on the proper date;
- Ensuring that payment for items is made within the Prompt Payment Act timeframes;
- Ensuring that if payment exceeds Prompt Payment Act timeframes that the proper interest penalty is also provided;
- Analyzing and monitoring contractor reports on invoices, invoice status, payment performance, and delinquencies;
- As necessary, conduct site visits of **Voyager's** facility;
- Ensuring the Agency/Organization task order is adequately funded, if applicable;
- Participating in annual training conferences and disseminate to Agency/Organization basic information learned during conference proceedings;
- Ensuring that appropriate steps are taken to mitigate suspension or cancellation actions; and
- Process Agency/Organization refunds/rebates as designated by the Agency/Organization.

Transaction Dispute Office (TDO)

A TDO may be established to assist the Agency/Organization and **Voyager** in tracking and resolving disputed Fleet Card transactions.

The TDO generally serves as the focal point for resolving disputed transactions on centrally billed invoices. This individual also serves as the liaison between the DBO, A/OPC, Fleet Manager, and **Voyager**. The TDO oversees the proper processing of transaction disputes in accordance with Agency/Organization procedures and works closely with **Voyager** to resolve contested issues.

As listed in the Master Contract, responsibilities of the TDO include the following:

- Ensuring that changes to TDO are provided to the A/OPC in a timely fashion;
- Reporting disputed transactions to **Voyager** in a timely fashion;
- Tracking disputed transactions;
- Providing quarterly feedback to the A/OPC on **Voyager's** performance;
- Analyzing and monitoring reports on transaction disputes;
- As necessary, conduct site visits of **Voyager's** facility; and
- Participating in annual training conferences and disseminate to Agency/Organization basic information learned during conference proceedings.

Agency/Organization Contracting Office

The Agency/Organization Contracting Office (A/OCO) has the responsibility for issuing the Task Order against the General Services Administration (GSA) contract with **Voyager** for Fleet Card services. Administration of the Agency/Organization Task Order is typically the responsibility of the A/OCO and the Senior A/OPC (Agency/Organization Program



Manager.). All A/OPC questions regarding this Task Order should be directed to the Senior A/OPC or A/OCO, in accordance with Agency/Organization's policies and procedures.

Agencies/Organizations electing to utilize an existing Task Order of another Agency/Organization are responsible for the terms and conditions of that Task Order.

Voyager Responsibilities

Voyager will provide the Agency/Organization and its employees with dedicated and responsive customer service representatives 24 hours a day/ 7 days a week through the **Voyager** Client Services Center (CSC). This will enable Fleet Managers, users, A/OPCs, the DBO, and the TDO to obtain information and resolve problems associated with their Government Fleet Card Program.

Voyager will also provide electronic access and reporting through its Electronic Access Systems (i.e., **Voyager Fleet Account Management** and **FleetCommander**) as required by the GSA Master Contract, as well as the Agency/Organization Task Order. Electronic communication not only reduces turn-around time by significantly improving the speed with which information is transmitted, but also helps to improve the timeliness and accuracy of system updates by reducing the need to re-key information.

Voyager will use its Electronic Access Systems to provide each participating A/OPC office with an electronic method to obtain reports and submit day-to-day administrative activities. These reports will be provided upon request, in the format specified in the Agency/Organization's respective Task Order. For security reasons, these software packages will be password protected, and access will be limited to individuals authorized in writing by the A/OPC.

Voyager personnel will assist the Agency/Organization with establishing billing, reconciliation, and dispute processes that properly support the use of the Fleet Card Program.

Voyager meets all security requirements as specified in the Master Contract and Agency/Organization Task Orders. Internal security procedures will also be utilized for this contract, including those to properly protect databases and information processing system access. We will only release information concerning account numbers or names in accordance with the terms and conditions of the Master Contract.

Credit checks will not be used as part of the issuance procedures for Fleet Card Accounts, as well as for individual Fleet Cards issued.

For each driver issued a Fleet Card, Voyager will provide the following items:

- **U.S. Bank Fleet Card**

- **Driver Guide – *Using Your Voyager Credit Card***

U.S. Bank Responsibilities

U.S. Bank will handle the relationship management between Voyager and the Agency/ Organization. **U.S. Bank** will also manage the relationship between Voyager and the GSA regarding all contract matters. **U.S. Bank** will also provide the C.A.R.E. system for any agency requiring integration or cost re-allocation functionality.



User Information

Fleet Program Introduction

The purpose of this section is to provide the Fleet Card user with a general introduction to items of interest and specific procedures. The section includes a detailed overview of the program's features from a user prospective.

U.S. Bank Fleet Cards are issued from a centrally billed account that is typically managed by the A/OPC or Fleet Manager. The Fleet Card is used just like a credit card for fuel and maintenance services purchased at the merchant point-of-sale. Each card is issued with an embossed 15-digit card identifier that consists of a nine-digit account number followed by a sequential five-digit card number and a single security digit. The maximum number of cards that can be issued from a single account is 99,999. Card numbers are not reused for lost, stolen, or canceled cards. Cards may be assigned to drivers (Driver Card), vehicles (Vehicle Card), or an organizational entity (Organization Card). These three types of cards can be issued from a single account.

Card Identifier

Each card issued is embossed with a 15-digit number that includes the information as displayed in the example below:

8699X XXXX YYYYY Z

8699 Standard GSA prefix that identifies the card as a Government Fleet Card.
The first four digits of the account number

X XXXX The remaining five digits of the account number

YYYYY The sequential five-digit card number assigned by **Voyager** to each card issued from an account

Z The check digit for security purposes

Identification Number

In addition to the number on the card, information on each driver and vehicle authorized to use the account for Fleet Card purchases is contained in the **Voyager** database and maintained by the A/OPC. As part of the data entry process, each driver is assigned a four-to-six-digit, numerical Driver Identification number (Driver ID), which can be manually selected by the A/OPC (or automatically assigned by **Voyager**). Likewise, each vehicle is assigned a four-to-six-digit, numerical Vehicle Identification number (or Vehicle ID), which can also be manually selected by the A/OPC (or automatically assigned by **Voyager**). The Vehicle ID should not be confused with the vehicle manufacturer VIN (Vehicle Identification Number). The Driver ID or Vehicle ID, but not both, can be required (prompted) for keypad entry at the point-of-sale.

Additionally, a four-to-six-digit numerical PIN may also be assigned to a specific card issued from an account. The card PIN is designated for a specific card (not a driver or vehicle). Please note that the card PIN only personally identifies an employee when used with the Driver Card; a card PIN used with a Vehicle or Organization Card could be used by more than one person.

These three Identification Numbers (Driver ID, Vehicle ID, and PIN) provide the Fleet Manager and A/OPC with a key tool to capture management information and monitor the use of the cards. The A/OPC may want to issue Vehicle Cards that require (prompt) the Driver ID at the merchant location to help keep track of which employee is using the vehicle and making purchases when a number of drivers use the vehicle. In other cases, the A/OPC may issue Driver Cards that require (prompt) the Vehicle ID when an employee uses more than one vehicle on a regular basis. The card PIN is generally used with Organization Cards and Driver Cards when security is a concern. In any case, the point-of-sale prompt at the merchant location is for only one of these ID numbers which is established by the A/OPC at account set-up and can only be changed by the A/OPC in account maintenance.

At the point-of-sale (or purchase), your cardholder can be required (prompted) to enter two items of information based on your Agency/Organization policy and instructions to **Voyager** at account set-up. This information includes:

- An Identification Number
 - Vehicle Cards are typically prompted for Driver ID or can be prompted for a PIN.
 - Driver Cards are prompted for a Vehicle ID if typically used for Agency/ Organization vehicles or a PIN if used for vehicles owned by others (rentals).
 - Organization Cards typically prompt for a Driver ID to aid in user identification, but can prompt for Vehicle ID or the PIN for that specific card.

- The Odometer reading in whole miles (no tenths) or kilometers, depending on the type odometer.

The Voyager program provides the widest variety of options for assigning, verifying, and reporting identification numbers. Since cards can be assigned to drivers, vehicles or organizations, this creates more options for identification numbers. Voyager will work with your A/OPC to ensure your account is properly established.



Types of Cards

Vehicle Cards

- All Agency/Organization vehicles are typically assigned a Fleet Card when the vehicle is used by one or more drivers.
- If the vehicle is assigned a Fleet Card:
 - The Vehicle ID can be embossed on the card at the request of the A/OPC.
 - The Identification Number prompted at the point-of-sale can be either the Driver ID or a unique PIN assigned for that card.
- Any driver can use the vehicle; however, depending on the ID number set-up, only drivers entered in the data base with a valid Driver ID or knowledge of the card PIN can use the card for fleet purchases.
 - If the card is prompting for a Driver ID, it is checked against the complete list of valid Driver IDs entered for the account.
 - If the card is prompting for a PIN, it is checked against the specific information set-up for that card.
- All vehicles can be set up in the database for reporting purposes, even if they are not assigned a Vehicle Card.

Driver Cards

- A Fleet Card is generally assigned to a driver when that driver uses one or more vehicles.
- If the driver is assigned a card:
 - The Driver ID can be embossed on the card.
 - The ID number prompted at the merchant point-of-sale can be the Vehicle ID or the unique PIN assigned for that card.
- Any driver can use any vehicle, depending on the ID number set-up; however, the card can only be used for vehicles entered in the database with a valid Vehicle ID or by a driver with knowledge of the card PIN.
 - If the card is prompting for a Vehicle ID, it is checked against the complete list of valid Vehicle IDs entered for the account.
 - If the card is prompting for a PIN, it is checked against the specific information set-up for that card.
- All drivers can be set up in the database for reporting purposes, even if they are not assigned a card.

Organization Cards

- A card may be assigned to an organizational entity for general use.
- If the organization is assigned a card:
 - The organization name can be embossed on the card.
 - The ID number prompted at the merchant point-of-sale can be the Driver ID, Vehicle ID, or the unique PIN for that card.

- Any driver can use any vehicle depending on the Identification Number set-up; however, the card can only be used by drivers entered in the data base with valid Driver IDs, for vehicles entered in the data base with valid Vehicle IDs, or by a driver with knowledge of the card PIN.
- If the ID number is prompting for a Driver ID, it is checked against the complete list of valid Driver IDs entered for that account.
- All drivers and vehicles can be set-up in the database for reporting purposes, even if they are not assigned a card.
- Driver ID or Vehicle ID numbers entered by the driver at the point-of-sale shall appear on a report for each and every invoice to allow verification and tracking by the A/OPC or Fleet Manager.

Card Issuance and Activation

All three types of Fleet Cards (Driver, Vehicle and Organization) are issued at the request of the Fleet Manager to the A/OPC. The A/OPC then makes the formal request for issuance using the **Fleet Account Management System** or submitting the information by phone, fax, or e-mail. The plastic card is sent in the mail directly from **Voyager** to the address indicated by the A/OPC. The Vehicle and Organization cards are received and controlled by the Fleet Manager (or A/OPC). Driver cards are typically received by the Fleet Manager (or A/OPC) and given to the employee. They can be mailed directly to the driver, if desired.

All cards issued by **Voyager** are active when mailed.

Address Codes

The **Voyager Fleet Account Management System** provides an Address ID code feature that allows you to enter multiple mailing addresses for card issuance on each account. You can then use these pre-entered addresses when requesting new or replacement Driver/ Vehicle/ Organization cards. This is particularly helpful for geographically dispersed fleets.

Point-of-Sale Procedures

The **Voyager** Driver/Vehicle/Organization Card may be used 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 appropriately programmed. The driver can identify all participating brands using the **Voyager** driver guide – *Using Your Voyager Credit Card*, which should be in each vehicle that is assigned a vehicle card and provided to each employee assigned a Driver Card. Information regarding participating locations is also located on the web at www.VoyagerFleet.com.

The step-by-step procedure for using your **U.S. Bank Fleet Card** is as follows:



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- If the gas station has card readers located at the pump, you may use your **U.S. Bank Fleet Card** at the pump. If there are no pump card readers, see the attendant inside to process your transaction.
 - 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 them attempt to process the transaction electronically on the inside equipment. If the attendant questions the use of the card, show them your **Voyager** driver guide – *Using Your Voyager Credit Card*. and ask them to follow the instructions for their station’s brand.
 - If the pump terminal requires you to choose either “Credit” or “Debit”, press the “Credit” key.
 - If required, the terminal may prompt for an ID or PIN number. Enter your assigned number and press enter.
 - If required, the terminal may prompt you to enter the **ODOMETER** reading. Enter your odometer as a whole number. **DO NOT** enter tenths of miles.
 - 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.
 - If the card cannot be read on any of the merchant’s equipment, notify **Voyager** at the toll-free number on your card. **Voyager** will notify the oil company of a problem at one of their locations. They often are not aware there is a problem.
 - If the sale is processed manually, write your *ID number & ODOMETER* reading on the sales slip. If your card cannot be read electronically at any location, it is likely that the magnetic strip is damaged. If this occurs, notify your Fleet Manager or **Voyager** to get a replacement card.
 - If the attendant has any questions, provide them with the toll-free number on the back of the **U.S. Bank Fleet Card** for assistance in processing the transaction.
 - If the merchant does not accept the card and the gas is already pumped, provide them with the toll-free number on the back of the **U.S. Bank Fleet Card**. Voyager Client Services will advise them how to handle the purchase.

Posting Transactions

Voyager posts all settled transactions received from vendors within two working days. Transactions received before the established cut-off time are posted to the accounts the same day they are received by **Voyager**. Transactions received after the established cut-off time

are posted the following day. Our cut-off time of **6:00 p.m.** CST is established to permit a majority of transactions to be posted to the accounts as quickly as possible.

Transaction Overrides

Voyager, by direction of the A/OPC, has the ability to override authorization requests for approval, or may decline requests, during normal authorization conditions. These requests will be handled by **Voyager Client Services** as specified during Agency/ Organization set-up. This will allow normally restricted requests to be approved by **Voyager**, if appropriate.

Receipt Retention

Each time a purchase is made using the Fleet Card, a merchant receipt should be retained as proof of purchase. The user should identify the specifics of the purchase on the merchant receipt. These documents should be retained in accordance with Agency/Organization policies and procedures and can be used to verify purchases shown on the monthly statement of charges.

User Assistance

Voyager Client Services Representatives are available 24 hours per day / 7 days a week to respond to card user's questions concerning use of the card at **888-785-1735**. The Merchant Service Representatives are also available to handle point-of-sale authorization issues 24 hours per day / 7 days per week at **800-987-6589**.

For merchants not on the Voyager network, call the Voyager Client Services Center at **888-785-1735**. Additional numbers will also be provided as required by the Agency/Organization being serviced.

The Help Desk for the **Voyager Account Management System** and **FleetCommander** Software is available from 7:00 a.m. to 7:00 p.m. (CST), Monday through Friday, for the first two months after implementation. After that period, the Help Desk is available 8:00 a.m. to 5:00 p.m. (CST), Monday through Friday.

Card Renewal

Ninety days prior to the expiration of each account (remember all cards issued from an account have the same expiration date), a report containing all of the information necessary to renew the account/cards is sent to the A/OPC. Cards used within the past 90 days shall automatically renew, unless directed otherwise. Cards not used within the past 90 days shall be automatically deleted, unless directed otherwise. Renewal cards will be sent approximately 30 days prior to the expiration date of the existing cards to the address specified in the database for each card.



Lost or Stolen Cards

Lost or stolen account numbers and cards must be immediately reported to **Voyager**. Our Client Services Center is staffed 24 hours a day/7 days a week to accept calls from users reporting lost or stolen cards.

Cards reported lost or stolen are immediately blocked from accepting additional charges. The user is responsible for maintaining the security of their Government Fleet Card. Should the card be lost or stolen, the user must immediately notify the **Voyager** Client Services Center.

Replacement Cards

For cards that have become damaged or need replacement, the A/OPC makes the request for replacement using the **Fleet Account Management System** or submitting the information by phone, fax, or e-mail to the Voyager Client Services Center. The replacement card is sent in the mail directly from **Voyager** to the address indicated by the A/OPC. The card being replaced can continue to be used until the replacement is received. Once replaced, the damaged card should be completely destroyed to prevent any possible misuse.

Emergency Card Issue

If new cards are needed as a result of an emergency or mobilization, **Voyager** will accept verbal instructions for emergency account set-up. The A/OPC must provide written validation of all verbal instructions to **Voyager's** Account Representative within three working days. To avoid duplication, these written instructions must be clearly marked as "Confirmation of Verbal Instructions". **Voyager** will process and ship cards within 24 hours. These cards can be overnighted to the address specified by the A/OPC. In this circumstance, cards will be received two business days from the time requested.

Termination of Accounts / Cancellation of Cards

The Government can terminate use of a particular account at any time by notifying **Voyager** in writing. A specific Driver/Vehicle/Organization Card can be canceled at anytime using the **Voyager Account Management System**. Cancelled cards should be destroyed by the A/OPC in accordance with Agency/ Organization procedures. PINS and ID numbers can be terminated by using the **Fleet Account Management System** or by submitting the information by phone, fax, or e-mail to the Voyager Client Services Center.

A/OPC Information

Introduction

The purpose of this Section is to provide the A/OPC with a general introduction to information of interest and specific procedures associated with the Government Fleet Card Program. A/OPCs should review the material in the proceeding section, *User Information*, in order to ensure complete familiarity with all program features and benefits.

Electronic Access – Overview

Voyager Account Management System

The **Voyager Account Management System** is an on-line, real-time connection to the Voyager system that allows the A/OPC to conduct all day-to-day program management functions. The A/OPC can request new cards, cancel lost cards, update addresses, change authorization limits, and add/change/delete vehicle and driver information as needed.

Additional details are included in the Account Maintenance Section and the Voyager Fleet Account Management System Access Manual (which is included as an appendix).

Voyager FleetCommander

Voyager FleetCommander is a Windows-compatible PC program that allows you to import Voyager data and view that data in all of the standard Voyager reports. It also provides query and graphics capabilities. The advantage of this program is that it is not limited to viewing a specific time frame. Users can choose any time frame and combination of organizations, drivers, or vehicles, literally customizing with the click of the mouse. Users can also examine purchasing patterns and prices, displaying these comparisons graphically.

FleetCommander is a Windows 95/NT application requiring an Intel Pentium based PC running at 166mhz or better; 32 megabytes of RAM; graphics resolution of 800x600; and 5 megabytes of disk space for the software. **FleetCommander** does not allow modification of the transaction or related data. Its intended use is for Fleet Managers to create custom reports and graphs and is not intended for invoice reconciliation.

Details concerning **FleetCommander** are included in the Reporting Section of this manual and in the Appendices.

U.S. Bank C.A.R.E. System

The **U.S. Bank C.A.R.E. System** is available to agencies requiring integration or cost re-allocation functionality.

U.S. Bank Fleet Card

INFORMATION EMBOSSED ON VOYAGER/FEDERAL GOVERNMENT CARDS

(Front side of card)



1. Department/Agency Unit Identifier. These are three lines of embossing that can be determined by the Dept./Agency – two lines accommodating 25 alpha/numeric characters and one line accommodating 17 alpha/numeric characters. It identifies the Department/Agency Unit which is authorized to use the card.

Voyager recommends embossing the vehicle number on the 1st line of embossing, the Dept/Agency code on the 2nd line, and the license tag number of the vehicle or identification number on the 3rd line of the credit card. Alpha or numeric characters are permissible.

2. The credit card number is a 15-digit number. The first 9 digits indicate the account number. This 9-digit account number will always start with 8699. The 10th through the 14th digits will be a sequential number assigned by the Voyager system indicating the card ID number.

The 15th digit is the validation number for use in automated billing operations of the petroleum contractors. This number is not assigned by the agency, but will be determined by the contractor.

3. The expiration date will be embossed as follows: MO/YR.
4. Restriction codes are two digit numbers indicating the products allowed to be purchased and the appropriate prompts (ID, Odometer).

(Back side of card)

2 Track Mag Stripe

1. Use of this card is subject to the terms of Contract No. GS-23F-98002 and Task Order issued by Agency/Organization.



2. Voyager Client Services: 1-888-785-1735
3. Road Side Assistance: 1-888-659-4524

4. This card is property of Voyager Fleet Systems Inc. To report lost or stolen cards, call Voyager Client Services or write to Voyager Fleet Systems, P.O. Box 790049, Houston, TX 77279-0049.

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1. Contract Number assigned to the contractor.
2. Voyager's toll-free customer service telephone line is operated 24 hours a day, 7 days a week.
3. Roadside Assistance – Toll-free number for government agencies requesting the service.
4. Lost or stolen card procedures.

Card Embossing

Standard embossing of the **Voyager** Card includes the following:

1. Credit Card Number (15 digits)
2. Unit Identifier (up to 3 lines, alphanumeric)
3. Expiration Date (MO/YR)
4. Restriction Code.



Merchant Acquisition

Voyager has a group devoted to merchant acquisition. For questions regarding this, please call the Voyager Client Services Center at **888-785-1735** and ask to speak with someone in the Merchant Relations group.

Merchant Acceptance - Fuel

Voyager's Universal Fleet Card provided to your Agency/Organization is recognized and accepted at most major, and many regional, oil company retail sites across the country.

More than **140,000** locations nationwide accept the **Voyager** Card. The major suppliers currently participating in the Voyager program include:

76 Company	Getty	Sheetz
Amoco	Gulf	Shell
Ashland	Holiday	Sinclair
BP	Independent Locations*	Sunoco
Cenex	Keystone	SuperAmerica
Chevron	Kum & Go	Tesoro Alaska
Citgo	Kwikfill	Texaco
Clark	Marathon	Total
Coastal	MFA Oil	Trade Oil
Conoco	Mobil	Uni-Mart
Exxon	Phillips 66	US Oil
Fina	Rich Oil	Wilco

** Thousands of independent locations currently accept the Voyager card. Please contact Voyager for additional information regarding these locations.*

An updated list of participating locations is included with the paper reports sent at billing each month and can be viewed on line as well.

Merchant Acceptance – Aviation / Marine

Of the over 140,000 locations currently accepting the **U.S. Bank Fleet Card**, approximately 1,500 of these are aviation locations. This includes Chevron Aviation, Exxon Aviation, Phillips 66 Aviation, and Texaco Aviation. While many of the participating suppliers also provide marine locations, specific information regarding these locations is not available.

Merchant Acceptance – Maintenance Services

Major vendors currently providing maintenance services include:

BP Pro Care Jiffy Lube Texaco Express Lube

Hundreds of independent merchant locations currently accept the Voyager card. Please contact Voyager for additional information regarding these locations.

Merchant Discounts

Any discounts that suppliers provide will be documented in the statements and reports provided by the **Voyager** system. Information regarding purchasing volumes (e.g., total amount spent by an agency at a specific company, total amount spent by the Government at a specific company, etc.) will assist the Government in negotiations for discounts with the merchants. This information is available to you through **FleetCommander**.

Voyager's discount system tracks which merchant discounts are available to each of the Agencies/Organizations. All (100%) of the product/service discounts offered by merchants to the Federal Government shall be passed on and reported accordingly.

Voyager's Discount Report details all discounts received, by vendor. **Voyager** currently has confidentiality agreements in place with all participants that may prohibit the publishing of discounts offered to a customer.

Merchant Network Guide

Voyager's Merchant Network Guide will be available on-line through the internet at www.VoyagerFleet.com. A listing of all brands accepting the **Voyager** card will be included in the **Voyager Driver Guide – Using Your Voyager Credit Card**, which will be issued with each credit card. Additional copies are available upon request.

Foreign Currency Conversion

The **Voyager** Fleet Program is not currently accepted for transactions in foreign currency. When foreign currency transactions are initiated, **Voyager** will ensure that charges made in a foreign currency are converted into US Dollars on the invoice and related reports using a favorable conversion rate established by an interbank rate or where required by law, an official rate. This rate will be the one in existence at the time the transaction is processed. **Voyager** will work with **Visa** and participating banks to obtain the most favorable rate available. **Voyager** will identify the conversion rate used on the statement of account, invoice, and related reports and will not charge a fee for the conversion.



Liability

Unauthorized use means the use of a credit card by a person, other than the cardholder, who does not have actual, implied or apparent authority for such use and from which the cardholder receives no benefit. The Government will not be liable for any unauthorized use of the Fleet Card if the cardholder did not extend authority to use the card, has no knowledge of the users, and has exercised good judgment in the use of the card.

The Government will not be liable for charges on cards reported lost or stolen after the date of notification to **Voyager**. In addition to making a reasonable effort to notify **Voyager** promptly when it becomes evident that a card is lost, stolen or being used improperly by a cardholder, **Voyager** expects the Government to assist, if requested, in any investigation regarding the misuse of a Government Fleet Card.

Account Set-up Procedures

Hierarchy

Upon receipt of the Task Order from the Agency/Organization, your **U.S. Bank** Relationship Manager or **Voyager** Representative will coordinate with the Senior A/OPC and other designated Agency/Organization personnel to initiate the process of account hierarchy set-up. Processing the necessary information to set up the Agency/Organization master file and account structure must be completed prior to processing requests to initiate cards for vehicles, drivers, organizations, subordinate A/OPCs, DBOs, TDOs, as well as establishing Agency/Organization reporting requirements.

The Agency/Organization internal structure, geographic location and size will determine the Fleet Card hierarchy structure. The basic hierarchy structure contains three levels, as a minimum, which are defined below:

- Level I: Federal Government (Master Contract Award)
- Level II: Agency / Organization (Federal Agency)
- Level III: Fleet Account
- Level IV *next organizational level, if required*
- Level V *next organizational level, if required*
- Level VI *next organizational level, if required*
- Level VII *next organizational level, if required*

Upon receipt of a Task Order, the **Voyager** Representative will conduct coordination to assess the individual Agency/Organization specific requirements and define hierarchy requirements. **Voyager** possesses the ability to expand the hierarchy levels to include up to four additional Region/Division/Branch reporting levels subordinate to Level II (for a total of seven hierarchy levels), offering greater control for Agencies/Organizations with multiple geographic locations and large numbers of personnel. Your A/OPC structure and information reporting requirements are based on the account hierarchy.

The following example depicts a three level hierarchy reporting set-up process:

<u>Hierarchy Level</u>	<u>Level Name</u>	<u>Level ID</u>
I	Federal Government	10001-2000
II	Agency/Organization	20000-4814
III	Fleet Account-A/OPC	30000-1000

Each hierarchical level identification number is unique, and all levels of the Agency/Organization hierarchy are required on the request for card issue. During the set-up



process the Agency / Organization has the ability to designate the standard embossing on issued cards.

Importing Data Files

One of the most common problems that Agencies/Organizations face in moving to a new Fleet Card program is gathering the required information and providing it in a format that is compatible with the requirements of the new card processor. **Voyager** simplifies the process for the Government by offering a system which accepts data in your format of choice, quickly converts it to a standard format, and loads it directly into the **Voyager** database.

Voyager has created a set of standard software modules that can be modified to make the necessary conversions prior to loading into the database. In addition, the software checks the data for invalid or inconsistent information and stops the process without loading the invalid data. This process can cut the total account set-up time frame by days or even weeks. If the agency can provide data without duplicates and with consistent organizational hierarchy information, the process is expedited even further. To date, **Voyager** has received, converted, and loaded data in over 63 different formats. Your **Voyager** Representative will assist you with this process for your account.

Authorization Controls

The **Voyager Fleet Account Management System** provides the Fleet Manager and A/OPC a variety of parameters to use to maximize the control and management of each account. These parameters are selected during account set-up for default. There are two categories of default parameters: those that are set for all cards issued, and those that can be modified for each card issued.

Account Defaults (cannot be modified)

Vehicle ID number assignment	The A/OPC can assign the six-digit (no alpha characters) number for each vehicle entered in the data base, or allow the system to assign the vehicle numbers as each is entered in the data base.
Driver ID number assignment	The A/OPC can assign the six-digit (no alpha characters) number for each driver entered in the data base, or allow the system to assign the driver numbers as each is entered in the data base.

PIN

The A/OPC can assign the six-digit (no alpha characters) PIN number for a specific card (not mandatory for each card) as the card is requested for issue, or allow the system to assign the PIN when such a card is requested for issue.

Card Defaults (can be modified for each card at time of request for issue)

Restriction Code

The A/OPC selects the information required at the point-of-sale from the driver for each transaction. Also, the code specifies whether the card is to be used for only fuel, or whether it can be used for other purchases. The most commonly used restriction codes are 30/31 for vehicle and driver cards, and 10/11 for PIN protected cards used for rental vehicles. Remember that only one identification number can be prompted at the point-of-sale. The table below displays the options available for restriction codes.

Restriction Code	Prompt (at point-of-sale)		Type of Purchase Authorized	
	Identification Number*?	Odometer?	Fuel Only?	Other Items?
00	NO	NO	NO	YES
01	NO	NO	YES	NO
10	YES	NO	NO	YES
11	YES	NO	YES	NO
20	NO	YES	NO	YES
21	NO	YES	YES	NO
30	YES	YES	NO	YES
31	YES	YES	YES	NO

Please note that the Federal Government Master Contract requires the use of an Identification Number for all cards issued.

Tie

This default establishes the type of card to be issued as a Driver (D), Vehicle (V), or Organization (blank) card. The Tie can be changed for each card to be issued when requested. Remember that all cards issued under one account do not have to be one type.

Prompt

Identifies the appropriate identification number to be prompted at the point-of-sale. Can be either Driver ID (D), Vehicle ID (V), or PIN (P).



.....

Number Limit	Sets the maximum number of transactions per day allowed on each card issued under the account.
Hard/Soft Number Decline	Hard Decline rejects any transactions above the maximum daily limit specified, while a soft decline allows one additional transaction above the limit after Voyager Authorization is called.
Dollar Limit	Sets the maximum dollar limit allowed per month, per card issued under the account, as invoices are posted.
Hard/Soft Dollar Decline	Hard Decline rejects any transactions above the maximum monthly dollar limit specified, while a soft decline allows one additional transaction above the dollar limit after Voyager Authorization is called.
Address IDs	The A/OPC assigns an address for each location that cards issued are mailed to. Usually an address will be established for each Fleet Manager.

New Organizations

The account set-up process described above is also used for adding new organizational entities to your hierarchy. The A/OPC will need to coordinate the effort of making changes to the hierarchy with the **Voyager** Account Representative.

Account Maintenance Procedures

Electronic Access – Voyager Fleet Account Management System

The **Voyager Fleet Account Management System** provides an integrated approach to account management. You, or the Fleet Manager, will be able to efficiently and effectively accomplish all the day-to-day operating requirements for a successful fleet program – from your desktop while logged in to the **Voyager** system. This proven system provides several easy to use screens selected from a main menu. The screens are identified by two categories of codes (AM for account management, and SB for special billing) and are used for the following functions:

- AM 10** **Name / Address Change** – Change accountholder (A/OPC or Fleet Manager) information, including phone, fax, and alternate numbers. Each address entry is verified for a correct match of street, city, state and zip.
- AM 12** **Issue Card** – Order new cards for drivers, vehicles or organizations. Order replacements for damaged or worn cards and report lost or stolen cards.
- AM 13** **Card Information** – Provides a summary of the cards issued on the selected account, to include those pending issue and those reported lost.
- AM 37** **Invoice Review** – Allows the review of complete transaction information (merchant ID, address, type of transaction, type of product, date/time) for a particular card. Allows the manager to search based on card number, month, date or amount of transaction.
- AM 42** **Special Embossing** – Used to specify embossing on for an individual card, if different from the default embossing specified at account set-up. Also used to change PIN numbers assigned to cards.
- AM 61** **Account Information** – Provides the status of each months statement, amount billed, payments, credits, debits, and past due status.
- SB 13** **Product Detail** – Search screen for specific billing information by month. Provides merchant, product purchased and tax information.
- SB 14** **Transaction Detail** - Search screen for specific billing information by month. Provides access to information entered at the point-of-sale, to include Driver/Vehicle ID, odometer, date/time of purchase, and any flags recognized by the system.
- SB 51** **Vehicle Maintenance** – Used for set-up and editing of each vehicle authorized in the system to include Vehicle ID, link to a card number, hierarchy levels, license plate number, initial odometer reading, type of fuel, tank capacity, expected fuel consumption, variance allowed, valid purchase dates and valid times of day.
- SB 53** **Driver Maintenance** – Used for the set-up and editing of each driver authorized in the system to include Driver ID, link to a card number, hierarchy levels, valid purchase dates and valid times of day.

The use of these screens is explained in the “How To” section of the *Voyager Account Management System User Manual* which is included as an Appendix to this manual.



user is given a log-on identification and system password. You will follow the instructions for the initial set-up found in the User's Manual. Please note that your first log-on password is ABC123 and you will be prompted to enter and reenter a personal password at your first log-on.

Voyager security controls access and functionality by specific user ID and password. A user must have a valid log-on ID (established by the Designated Security Officer (DSO) at **Voyager**) as well as a valid password to gain entry to the **Voyager** system. If a user attempts to access the system and fails to enter the correct password after three attempts, their log-on ID is suspended, and they must contact a **Voyager** DSO for assistance at **888-785-1735**.

Information Updates

The A/OPC must ensure that the master file information in the Voyager system is kept up-to-date to ensure the smooth functioning of the program. The A/OPC must maintain business information, (address, phone numbers, etc.), the hierarchy, and points of contact. In addition, the data on drivers and vehicles must be accurately maintained. This is handled using the **Voyager Fleet Account Maintenance System** or by contacting the **Voyager Client Services** Center at **888-785-1735**.

Changing Authorization Controls

On occasion, it may be necessary to change the authorization controls for an account or an individual card. The A/OPC is the only individual authorized to make changes to the limits on an account. This is handled using the **Voyager Fleet Access Management System** or by contacting the **Voyager Client Services** Center at **888-785-1735**.

Tax Exemption

Voyager will bill all Government accounts for purchases made on the **Voyager** Fleet Card less any fuel tax exemptions, allowed by law, to which they are entitled. Complete reporting of exempted taxes will be provided to the Agency/Organization and to the company which granted the exemption. In the unlikely event any company chooses not to grant the tax exemptions, **Voyager** will notify the Agency/Organization accordingly, and your **Voyager** Representative will work with you to resolve the problem. We have worked closely with the companies participating in the **Voyager** program to satisfy their respective tax department needs and to ensure that **Voyager** meets all legal requirements.

Voyager will itemize all taxes on the invoice (exempt and non-exempt).

A/OPC Assistance

Voyager Client Services Representatives are available 24 hours a day / 7 days a week at **1-888-785-1735** to respond to card A/OPC's questions concerning activation and use of the card. The Merchant Service Representatives are also available to handle point-of-sale authorization issues 24 hours a day / 7 days a week at **800-987-6589**.

The Help Desk for the **Voyager Account Management System** and **FleetCommander** Software is available from 7:00 a.m. to 7:00 p.m. (CST), Monday through Friday, for the first two months after implementation. After that period, the Help Desk is available 8:00 a.m. to 5:00 p.m. (CST), Monday through Friday. **Voyager's** Help Desk can be reached at **800-733-2236**.



Designated Billing Office (DBO) Procedures

Invoicing

Voyager shall provide a Statement of Account to the Designated Billing Office that includes all the required data elements and the following additional data items:

- a) Merchant Type
- b) Merchant Name
- c) Merchant Location or Number
- d) Identification of purchases outside of normal parameters

Invoices will be processed and sent to the Designated Billing Office within three working days from the specified closing cycle. In addition, **Voyager** can provide electronic invoice files. Electronic files can be provided on more frequent cycles, if required. **Voyager** understands that the Government requires the ability to change cycles to meet operational needs.

Various screen formats are available in the **Voyager Fleet Account Management System** to assist in transaction reviews and account reconciliation. Examples of the standard billing and invoice options (including data elements) are presented in the Appendices.

Reconciliation

Voyager will provide dedicated support to assist agencies in reconciling any billing discrepancies. In addition, we are staffed 24 hours a day/ 7 days a week to service accounts with billing questions or disputes. Disputes may be initiated via telephone, facsimile, e-mail, or mail, as long as they are filed within 60 calendar days of the invoice.

Consistent with Agency/Organization procedures, the Fleet Manager or A/OPC is responsible for reviewing the statement, comparing each transaction to receipts and records, and acknowledging the validity of each transaction or providing appropriate dispute information.

Voyager provides a report reader software package, **FleetCommander**, which can be used by the A/OPC and other designated persons for review of monthly activity by Vehicle, Driver, or Organization assigned card numbers. A user manual will be provided.

Payment

Voyager will post payments within 2 business days of receipt. When required data elements are missing from the document, which preclude accurate posting, this time frame may be extended.

Voyager will first apply payments to principal, then to Prompt Payment Act interest. The Agency/Organization will be notified as specified in the event of any payment discrepancy.

There are three methods of payment that can be utilized by agencies to pay on accounts:

- Check Payments – The disbursing office sends the payment through regular mail using a Government voucher to identify the account number for payment posting. **Voyager** will post payment within 2 business days of receipt of payment. If required information is missing from the payment, posting could be delayed until the data has been obtained.
- Automated ClearingHouse (ACH) Electronic Payments – A disbursing office can initiate ACH electronic payments to **Voyager**. Electronic payments will be posted to the appropriate account within two business days of receipt of the transaction information. Please call **888-785-1735** for Trading Partner Agreement forms.
- EDI 820 Payments – A disbursing office can initiate EDI payments to **Voyager**. Electronic payments will be posted to the appropriate account within two business days of receipt of the transaction information. Please call **888-785-1735** to establish EDI payment processing.

Delinquency Control

Voyager will make all efforts to collect directly from the responsible Agency/Organization. A/OPCs can monitor the status of an account by using the Special Billing Feature of the **Voyager Fleet Account Management System**.

If necessary, we will request the GSA Contracting Officer's assistance in resolving delinquent centrally billed accounts. **Voyager** will not use any outside agencies for collection of the Government centrally billed accounts.

Account Suspension

Accounts may be suspended using the **Voyager Fleet Account Management System** or by contacting **Voyager** Client Services via, phone, fax, e-mail, or mail. Suspended accounts may be reactivated using the same procedures.

Accounts can only be suspended by the GSA, the designated A/OPC, or **Voyager**.



If suspension procedures are initiated, it will be within 180 calendar days of the billing cycle in which the charge appeared. If suspension does not occur within that time frame, Voyager will have waived its right to suspend the account for that particular charge.

Voyager does not intend to suspend Government accounts unless all reasonable efforts for collection are unsuccessful. Should this occur, **Voyager** will either send a letter to the A/OPC and Designated Billing Office or make a documented telephone call to the A/OPC and Designated Billing Office requesting payment on past due accounts for the undisputed principal amount.

Voyager will provide Pre-Suspension/Pre-Cancellation Reports to the A/OPC to identify undisputed amounts that are overdue on centrally billed accounts. If **Voyager** chooses to begin the suspension process for the undisputed principal amount that has not been received 55 calendar days from the billing date on the invoice in which the charges appeared, the process will be to notify the A/OPC and Designated Billing Office (electronically or in writing) of suspension if payment for the principal amount is not received by the close of business on the fifth (5th) calendar day after notification. **Voyager** will also notify the A/OPC and Designated Billing Office of a **Voyager** point of contact for assistance in resolving the past due account(s). Suspension actions will be documented and, if requested, such documentation must be provided to the GSA Contracting Officer.

Voyager will not suspend any account for amounts in dispute provided dispute procedures are followed. **Voyager** will automatically reinstate suspended accounts upon payment of the undisputed principal amount and Prompt Payment Act interest.

In accordance with the requirements of this contract, the A/OPC and the GSA Contracting Officer will have the authority to suspend accounts under their control. Documentation of the reason for suspension is required.

Account Cancellation

Accounts may be canceled using the **Voyager Fleet Account Management System** or by contacting **Voyager** Client Services via, phone, fax, e-mail, or mail. Canceled accounts may be reactivated via the same procedures.

If Voyager initiates cancellation procedures, it will be within 180 calendar days of the billing cycle in which the charge appeared. If cancellation does not occur within that time frame, Voyager will have waived its right to suspend the account for that particular charge.

Voyager will provide Pre-Suspension/Pre-Cancellation reports to the A/OPC to identify undisputed amounts that are overdue on centrally billed accounts. If **Voyager** chooses to begin cancellation procedures, we will notify the A/OPC and Designated Billing Office of cancellation if payment for the principal amount is not received by the close of business on the fifth (5th) calendar day after notification. **Voyager** will also notify the A/OPC and

Designated Billing Office of a **Voyager** point of contact for assistance in resolving the past due account(s). Cancellation actions will be documented and, if requested, such documentation must be provided to the GSA Contracting Officer.

Voyager will not cancel any account for amounts in dispute provided dispute procedures are followed. **Voyager**, based on the reason for delinquency, may reinstate canceled accounts upon payment of the undisputed principal amount and Prompt Payment Act interest.

Account Reinstatement

Voyager will review accounts for reinstatement upon payment of the principal amount.

Voyager maintains a suspension/cancellation file on all accounts. A report can be created to include:

- Agency or Organization office name
- Agency or Organization identifying number
- Account number
- A/OPC and telephone number
- Invoice numbers
- Amount for each invoice
- Number of days past due for each invoice
- Date of suspension
- Date of reinstatement from suspension
- Date of cancellation
- Date of reinstatement from cancellation.

This report will be made available upon request by the GSA Contracting Officer or by the A/OPC.

Voyager, based on the reason for delinquency, may reinstate canceled accounts upon payment of the undisputed principal amount and Prompt Payment Act interest.



Transaction Disputes

Introduction

Voyager will make every effort to assist in reducing billing discrepancies. The Master Contract provides for a Transaction Dispute Office (TDO) to coordinate the process and facilitate timely resolution.

Reporting a Transaction Discrepancy

Transactions that are questioned should be brought to the attention of **Voyager** Client Services, who will investigate the validity of the purchase. Notification of a disputed transaction may be provided by telephone, fax, e-mail, or mail to the Client Services office.

It is our standard practice to subtract disputed charges from payments due, until the dispute is resolved. Additionally, **Voyager's** standard practice is to credit any overpayment on the subsequent invoice.

If items purchased with the Government Fleet Card are found to be defective, or if services purchased are found to be unsatisfactory, the user has the responsibility to obtain replacement or correction of the goods or services. If the merchant refuses to replace or correct the problem, and the user has notified **Voyager** through the disputes process, the purchase is considered to be in dispute. If the Statement of Account reflects inaccurate charges or billing errors, this may also constitute a dispute. If credits do not appear in a timely fashion, the A/OPC will typically document credits not received, attach a copy of the credit slip and forward to the approving official.

Voyager will accept disputes via telephone, facsimile, e-mail, or mail. Upon correct notification of disputed items, **Voyager** will provide immediate temporary credit if unable to resolve the dispute within a reasonable time frame and promptly investigate the disputed items, as well as provide sufficient transaction data to identify the charge. When requested, **Voyager** will provide a copy of the charge in dispute along with copies of all **Voyager** correspondence regarding the disputed items. If appropriate, **Voyager** will chargeback the merchant. If a chargeback is not appropriate and the item is a proper charge, **Voyager** will rebill those charges in the subsequent billing period and provide transaction data for the rebilled charges. **Voyager** will require the A/OPC to provide specific elements to assist in the dispute process. The elements should include: invoice/statement date, transaction posting date, dollar amount of charge in question, merchant name and ticket number (where appropriate). These elements can be found on the account holder invoice/statement.

Voyager's Client Services Department maintains complete records on all disputes, and these disputes are reported in accordance with the Master Contract for the Government Fleet Card Program. If requested by an agency, we will provide copies of all documentation related to a dispute. A dispute status report will also be provided to the A/OPC as required.

Items which are in dispute will not be considered past due. The amount of the dispute is subtracted from the payment due on the statement of account. Therefore, items in dispute will not result in cancellation of charge privileges. Your U.S. Bank Relationship Manager and Voyager Representative are available for assistance in setting up your Agency/Organization's dispute process.



Information Reporting

Introduction

The **U.S. Bank Fleet Card** Program contains three categories of reports for each Agency/Organization: Standard, Customized, and Ad Hoc. Basic standard reports are available in hard copy to all A/OPCs. Customized reports are prepared based upon receipt of special request forms from designated A/OPCs. Ad Hoc reporting is only available to those A/OPCs with access to the **Voyager FleetCommander** System.

Card Specific Information

Voyager's database will maintain the following information:

1. Customer identification (to be embossed on card if requested)
2. Equipment/vehicle type
3. Equipment/vehicle identification
4. Equipment/vehicle fuel type (e.g., gasoline, CNG, ethanol) for up to two tanks
5. Organization levels for equipment/vehicle
6. Organization levels for a driver
7. License plate number and state of issue
8. Equipment/vehicle year, make, and model
9. Vehicle identification number (VIN)
10. Odometer reading
11. Tank capacity (for up to two tanks)
12. Units per gallon
13. Units per gallon percent variance allowed
14. Unit of measure (i.e., miles driven, hours used)
15. Valid purchase times (for equipment/vehicle and drivers)
16. Valid purchase days (for equipment/vehicle and drivers)
17. Equipment/vehicle status (i.e., active, terminated)
18. Driver status (i.e., active, terminated)
19. Driver's first name, middle initial, and last name

Electronic Program Access and Transaction Data

Voyager provides GSA and all Agencies/Organizations with electronic access to both program and transaction information through the **Voyager Fleet Account Management System** and **FleetCommander**. An interactive communication link is provided to allow Agencies/Organizations with the ability to maintain account, vehicle, and driver information.

For those Agencies/Organizations not currently able to utilize the **Voyager Fleet Account Management System**, **Voyager** will accept fax, e-mail, and/or hard copy completed forms for account maintenance activities.

Master File

The master file maintained by **Voyager** will support all of the data elements required by each card/account, the A/OPC, the DBO and the TDO. The master file will also maintain information required to facilitate report distribution.

The master file will include the following data elements:

Card Specific Information

- Account number
- Account name
- Account Address
- Account phone number and fax number, with area codes
- Account electronic address, when available
- Agency/Organization name and address
- Authorization controls
- Account status
- Master accounting code
- Customer identification
- Equipment type
- Equipment identification
- Equipment fuel type
- Organization levels for a piece of equipment
- Organization levels for a driver
- License plate number and state of issue
- Equipment year, make, and model
- Vehicle identification number
- Odometer reading
- Tank capacity
- Units per gallon
- Units per gallon percent variance allowed
- Unit of measure
- Valid purchase times
- Valid purchase days
- Equipment status
- Driver status
- Driver's first name, middle initial, and last name

A/OPC Specific Information

- A/OPC number



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- Agency/Organization identifying number
 - Agency/Organization name and address
 - Work address
 - A/OPC electronic address
 - Area code and telephone number, including fax number
 - Task Order number

Designated Billing Office Specific Information

- DBO name
- Agency/Organization identifying number
- Agency/Organization name and address
- Work address
- DBO electronic address
- Area code and telephone number, including fax number

Transaction Dispute Office Specific Information

- TDO name
- Agency/Organization identifying number
- Agency/Organization name and address
- Work address
- TDO electronic address
- Area code and telephone number, including fax number

EC/EDI Office Specific Information

- EO name
- Agency/Organization identifying number
- Agency/Organization name and address
- Work address
- EO electronic address
- Area code and telephone number, including fax number

Report Specific Information

- Contact name
- Report title/number
- Report address
- Area code and telephone number, including fax number

Electronic Access - FleetCommander

FleetCommander is intended to be an ad-hoc reporting and analysis tool for use by Fleet Managers. It was developed in response to Fleet Manager requests for more information regarding their fuel purchases, as well as the drivers and vehicles involved in those purchases.

FleetCommander stores transaction data in Microsoft Access; the data is accessed with Visual Basic and Microsoft Data Access Objects (DAO).

Microsoft Access was chosen as the database management system because it is the easiest product to use with other Microsoft Office applications. This enables Fleet Managers and other **FleetCommander** users to easily and quickly use the **Voyager** transaction data in most Windows applications, including but not limited to Microsoft Word[®] and Microsoft Excel[®]. **FleetCommander** database updates will cumulatively apply all transaction data since the last update, and all transaction data remains in the database until archived (removed).

FleetCommander reports are created and customized by the user. Specific time frames and information desired can be selected with the click of the mouse.

Standard Reports

There are approximately ten standard reports available that meet the government's reporting requirements for the Government Fleet Card Program. Each report is defined below.

These reports are generated on paper at a specific point in time on a regular basis. These reports present data for billing periods. All dates in these reports are year 2000 (Y2K) compliant.

- **Invoice Report:** This report provides information by credit card ID, date and time of purchase. It also provides the total exempted taxes for each transaction to assist financial bookkeeping.
- **Tax Exemption Report:** This report provides information regarding tax exemptions at federal, state, and local levels. The report provides a breakdown by business unit levels of your choosing. It identifies gallons purchased and dollar amounts to calculate tax and shows applicable tax rates by jurisdiction.
- **Vehicle Report:** This report provides information regarding all purchases for a specific vehicle. It calculates cost per mile and cost per unit. It allows identification of inefficient vehicles, questionable fuel and non-fuel expenses, and multiple product purchases. It also itemizes non-fuel purchases such as repairs and parts.
- **Driver Report:** This report provides information on all purchases for a specific driver. It calculates cost per unit and expenses incurred by the driver. It provides information on fuel and non-fuel purchases and multiple product purchases. It also allows identification of questionable fuel and non-fuel expenses.

- **Exception Report:** This report identifies and describes exceptions in accordance with defined specifications. It provides detailed information on date and time of purchase, location of vendor or dealer, and the specific product related to the exception.
- **Service Station Activity Report:** This report provides a summary of fuel purchases by supplier, the retail dealer locations, the number of purchases per location, the number of drivers and vehicles that purchased at a location, and non-fuel purchases.
- **Product Purchase Summary:** This report provides information on all product purchases, and identifies unnecessary and unauthorized items being purchased. It provides the manager with information to manage expenditures by product type.
- **Expense Summary by Business Unit:** This report provides summary information regarding purchases made in customer-defined business unit levels.
- **Expense Summary by Month/Year:** This report provides summary information regarding purchases made by month and year-to-date. Purchases are shown for fuel and non-fuel items.
- **Discount Report:** This report provides information on discounts based on percent of dollars or cents per unit purchased. Unit purchases and dollar sales are shown only when they affect discount amounts and the discounts can be tied to specific products or groups of products.

Other reports available that are not directly related to the monthly reports generated at billing include:

- **Invoice:** Provided on a daily, weekly or monthly basis, both electronically and in hard copy and sent to the DBO. The frequency interval can be modified as requested by the agency.
- **Invoice Status Report:** This report details the aging of each outstanding invoice. This report is provided on an as needed basis.
- **Transaction Dispute Report:** This report is a compilation of all outstanding and resolved disputed transactions within an Agency/Organization. The report is generated on any designated cycle basis and may be electronically delivered.
- **Pre-Suspension/Pre-Cancellation:** This report identifies accounts eligible to be suspended or canceled. This report is provided on an as needed basis.

- **Suspension/Cancellation Report:** This report modifies the Pre-Suspension/Pre-Cancellation Report to include the actual date the accounts were suspended or canceled. This report is provided on an as needed basis.
- **Renewal Report:** This report identifies accounts/cards that are 90 days from their expiration date. Other information as required will be provided.
- **Delinquency Report:** This report provides a detailed aging analysis for all accounts in the time frames of 30, 60, 90, 120 days and over. This report is provided on an as needed basis.
- **Detailed Electronic Transaction File:** This report captures complete data for each transaction. This report replaces paper reports for transaction billing information.

Please note that reports which are user-requested are only generated when a user specifically asks for the report. The user-requested report presents data as of the date the report is requested.

Ad Hoc Reporting

Ad Hoc reporting is performed using **FleetCommander**. The ad hoc reporting allows the user to view, filter and sort data, as well as print reports. For those Agencies/Organizations not technically able to take advantage of electronic reporting, **Voyager** will provide a copy of the transaction data as a single hard copy or as part of a single flat file/EDI transmission.

Customized Reports

Consultation for Customized Reporting is available to A/OPCs upon request. A/OPCs should contact the **Voyager** Client Services Representative for additional information and assistance.



Training

Comprehensive training for A/OPCs, DBOs, and TDOs is available directly through **Voyager**.

Training for the User will consist of:

- A **Voyager** Card Use Instruction Guide which is similar in scope to this training guide.
- Anytime a user/cardholder needs assistance with a particular problem or has a question about “how to” do something with the Government Fleet Card Program, all they need to do is call Voyager Client Services at **1-888-785-1735**.
- A video will be provided to instruct cardholders on the use of the **Voyager** credit card.
- All training materials and the quarterly newsletters will be posted on **U.S. Bank** WEB site at **www.usbank.com/impac/train_mktg_materials**

Training for A/OPCs will consist of:

- A day of in a classroom environment which will focus on A/OPC responsibilities, processes, and available assistance using the **Voyager Management System** and/or **FleetCommander**.
- A video which will detail A/OPC responsibilities, and available assistance for both **Voyager’s Electronic Access Systems** and manual procedures.
- Anytime an A/OPC needs assistance with a particular problem or has a question about how to do something related to reporting or account establishment/maintenance, a call to the **Voyager** Client Services Representative at **1-888-785-1735** will resolve the problem.
- All training materials and the quarterly newsletter will be posted on the **U.S. Bank** Web site at **www.usbank.com/impac/train_mktg_materials**