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## 1.0 Overview

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Voyager is a US Bank program that the University utilizes to support our state side fleet gas card program. The following guide is intended to assist the departments who oversee a fleet vehicle that has a Voyager gas card.

Each fleet card has been specifically assigned to a designated fleet vehicle and must remain with that vehicle.

## 2.0 Voyager User/Department Responsibilities

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The Voyager fleet gas card is available for state fleet vehicles. Users of the card are state employees who have been authorized to use a fleet vehicle by the vehicle owner department. Users must follow all department procedures regarding use of the vehicle as well as procedures tied to use of the gas card, including but not limited to:

- The Personal Identification Number (PIN) for the card must be safeguarded at all times. Do not share with other users or document in any way that would compromise use of the card if it was lost/stolen.
- Enter the vehicle's correct odometer reading when/if prompted at the gas pump before fueling the vehicle.
- Fuel vehicles with regular unleaded gasoline, unless alternate type is required by the vehicle manufacturer.
- Maintain all receipts for gasoline purchases within vehicle owner department. They may be requested by the Program Coordinator as needed.
- Report lost/stolen fleet gas cards immediately to the Program Coordinator. If the program coordinator is not available you can contact Voyager customer service directly.
- Do not purchase prohibited or personal items.

### 2.1 Allowable Purchases

The fleet gas card can be used in the following ways:

- Purchase of regular unleaded gasoline, unless alternate type is required by vehicle manufacturer.
- Emergency purchases
  - 24 hour emergency roadside service
    - Services include mechanical first aid, battery service, tire change, fuel oil and water delivery, towing, jump start and lockout services.
  - Emergency purchase of wiper blades, fan belts, tires
  - Note: All non-emergency maintenance should be performed by FMS maintenance shop or in accordance with appropriate campus procedures.

### 2.2 Prohibited Purchases

The following items are prohibited and must not be purchased using the Voyager fleet gas card:

- Mid-grade or premium (supreme) unleaded gasoline unless specifically required by the vehicle manufacturer.
- Fuel for personal vehicles
- Commercial vehicle rentals
- Miscellaneous personal items such as food or sundries

### 3.0 How to Use Voyager Fleet Card

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The Voyager fleet gas card can be used to purchase gasoline for designated University fleet vehicles.

Program control measures require certain inputs from users when the card is being used. The following controls, separately, or in combination, will be encountered by the card user:

- Personal Identification Number (PIN) entry
- Odometer reading entry
- Daily transactional limits
- Monthly dollar limits

The following general steps will illustrate how the card is to be used at the gas pump:

- Swipe card at the pump card reader. Select "Credit."
- The pump terminal will prompt you for the PIN. Enter the assigned number and press "Enter."
- If prompted, enter the odometer reading as a whole number. Always enter the correct odometer reading and press "Enter."

Troubleshooting tips:

- If the pump reader will not accept the card, take the card inside the gas station and request that the attendant process the transaction.
- If the card cannot be read on any equipment (i.e. magnetic strip is compromised, card is old/damaged) contact the campus Program Coordinator to request a replacement.

### 4.0 Program Contacts

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As a default the campus Program Coordinator should be contacted regarding general program. Otherwise, please contact one of the following individuals/points of reference as needed:

- Campus Program Coordinator
  - Lenora Goni
    - Email - lgoni@csuchico.edu
    - Phone - 898-6426
- US Bank Voyager Customer Service
  - Phone - 800-987-6591
- 24 Hour Roadside Assistance - "Fleet Rescue"
  - Phone - 800-600-6065
    - Provide information requested by operator
    - Remain with the vehicle to provide keys to the tow truck driver (if applicable)