



Card User Guide

Fleet



usbank.com/gov

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GOV9070 10/08
SmartPay® 2

3979



GOV9070 10/08
SmartPay® 2

U.S. Bank Fleet Driver Card

The Visa Fleet Card is accepted at over 1.3 million fuel and fleet-related locations in the U.S. and Canada, including aviation, marine and alternative fueling locations.* To find specific locations for your organization, visit visa.com/commercial and click on the Supplier Management link to access the Visa Supplier Locator.

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*Source: Visa Merchant Profile Database (US) and Canada Merchant Profile Database—February 2008; Volumes from the VMPD represent the number of merchant locations within the United States that have processed at least one transaction on a Visa Commercial payment card through the Visa system and does not intend to represent total acceptance locations. In certain cases, the reported number of locations may be higher than actuals due to multiple counting of the same outlet or location.

A Message to Fleet Card Users

The U.S. Bank® Fleet Card, under the GSA SmartPay® 2 Program, is brought to your agency/organization by U.S. Bank® Government Services.

Please keep this guide with the vehicle and use it as a reference tool when questions arise. Your agency/organization may also supplement these instructions with procedures of its own. You are encouraged to read this information carefully and contact your Local Fleet Coordinator/Fleet Manager (LFPC/FM) if you have questions about any part of this program.

U.S. Bank Government Services Contacts
P.O. Box 6347, Fargo ND 58125-6347

Contact us 24 hours a day, seven days a week

Toll-Free:888-994-6722
Outside the U.S., call collect:701-461-2232
Fax:866-457-7506
Outside the U.S., fax to:701-461-3466

Local Fleet Coordinator/Fleet Manager

Name: _____

Phone: (____) _____

Vehicle Information

Year/Make/Model: _____

Garage Address: _____

Garage City/State/Zip: _____

Cardholder Instructions for Use of the Fleet Card

This fleet card is for OFFICIAL GOVERNMENT USE ONLY. It must not be used for personal purchases.

1. General Information

- This card has the vehicle tag number embossed on it.
- For emergency purchases that exceed transaction limits, you must contact your LFPC/FM prior to using the card, and follow all procedures established by your agency/organization.
- Each time you use the fleet card; there is a purchase authorization process whereby the merchant seeks approval for your transaction. This authorization confirms that your purchase is within spending limits set by your agency/organization. Merchants may also call to obtain approval for charges you are making.

2. Procedures

A. Card Acceptance

You may use the U.S. Bank Fleet Card at any merchant designated by your agency/organization that accepts Visa® cards for payment.

B. Purchasing Process

The typical purchasing process follows these basic steps:

1. If the gas station has card readers located at the pump, you may use the fleet 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.
3. If the pump terminal requires you to choose either "Credit" or "Debit", press the "**Credit**" key.
4. If required, the terminal may prompt to enter the **ODOMETER** reading. Enter your odometer as a whole number. **DO NOT** enter tenths of miles.

5. 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.
 - a. An electronic terminal is used to obtain authorization.
 - b. The authorization request verifies that the account is valid and determines if the purchase is within authorized spending control limits.
6. Retain your receipt.

C. Transaction Referral or Decline

U.S. Bank has many safeguards in place to ensure the security of the fleet card. If a transaction triggers one of these safeguards, the transaction may be subject to a referral inquiry or it may be declined.

Referral: If a fleet card exceeds normal transaction activity or authorization parameters, or a particular transaction is identified as high risk, the merchant may be asked to verify additional information or secure additional identification before transaction authorization can be given. This is called a referral inquiry. In referral inquiry situations, the merchant should follow the instructions provided to them by their processing bank, in accordance with Visa regulations. The merchant may call U.S. Bank Government Services requesting authorization to proceed.

Decline: Fleet card transactions may also be declined for various reasons. For example, a decline may occur when a transaction exceeds the fleet card account's single purchase limit or goes over the total monthly spending limit. A transaction decline may also occur due to the following:

- The fleet card account has not been activated
- Agency/organization established fleet card account credit or authorization limits have been exceeded
- You are attempting to make a purchase at an unauthorized type of merchant
- Situations where it is impractical for a merchant to respond to a referral inquiry, such as an unattended terminal

Contact your LFPC/FM for assistance regarding a declined fleet card transaction.

3. Lost or Stolen Cards

Immediately notify your LFPC/FM and U.S. Bank Government Services in the event a fleet card is lost, stolen or compromised in any way.

Provide the following information: Your complete name and fleet card number, the date U.S. Bank Government Services was notified and any purchase(s) made on the day the card was lost or stolen.

A new replacement card will be mailed to your LFPC/FM within 24 hours in the U.S. or 48 hours outside the U.S. and a new account number will be assigned.

In case of a lost or stolen card, it is important that you immediately notify your LFPC/FM and U.S. Bank Government Services at **888-994-6722**. Outside the U.S. call collect: **701-461-2232**

Brands Currently Accepting the U.S. Bank Fleet Card*

A-F

7 Eleven
Admiral Petroleum
Agip
Allsup's
Amerigas Propane
Ameristop
Amoco
Aral
Arco
Atlantic Superstore
Beacon
Big O Tires
BP
Break Time
Brookshire Brothers
Buc-ee's
Byrne Dairy
Calgary Coop
Caltex
Canadian Tire
Carrefour
Casey's General Stores
Cenex
Certified Oil
Chevron
Circle K
Citgo
City Market
Clark Convenience Stores
Coastal
Coles Myer
Conoco
Country Fair
Crown
Crystal Flash
Cumberland Farms
Diamond Shamrock
Esso
Exxon
Family Express
Fas Gas
Fas Mart/Shore Stop
Fastrip

Flash Foods
Flash Market
Flying J
Freedom Oil Company
Frys Food & Drug

G-K

Gas America
Gas City
Gate Petroleum
Getty
Giant Eagle
Giant Industries
Go-Mart
Goodyear
Grease Monkey
Gulf
Handy Way
Hess
Holiday Oil
Home Depot
Huck's Food & Fuel Stores
Husky Oil
Hy Vee
Jet Petroleum
Jiffy Lube
Jr Food Stores
Kroger
Kum & Go
Kwik Fill
Kwik Shop
Kwik Trip

L-Q

Les Schwab Tires
Li'l Cricket
Loaf 'N Jug
Loves Country
Lowe's Market
Lukoil
Mac's Convenience Stores
Mapco Express
Marathon Oil
Maverick Country

Midas
Mirastar
Mobil
Motomart
Mr Gas
Murphy Oil
On the Run
PDQ Food Stores
Pennzoil
Pep Boys
Petro Canada
Phillips
Piggly Wiggly
Pilot Food Marts
Pioneer Petroleum
Pride Stores
Pueblo Gas
Q8
Quick Chek
Quik Stop
Quiktrip
Quiznos

R-T

RaceTrac
Raceway
Rally Stores
Rebel Oil
Road Ranger
Rotten Robbie
Royal Farms
Rutter's Farm Stores
Sainsbury's
Sears
Sheetz
Shell
Sinclair
Smith

Space Age Fuels
Speedway SuperAmerica
Spinx
Statoil
Stewart's Shops
Suburban Propane
Sunmart
Sunoco
Terrible Herbst
Tesoro
Texaco
The Pantry
Thornton Oil
Tom Thumb (Kroger)
Top Stop
Total S.A.
Total Shamrock
Tower Mart
Town & Country
Town Pump
Trade Oil
TravelCenters of America
Turkey Hill

U-Z

Ultramar
Union 76
United Oil
USA Petroleum
Valero
Valvoline
Village Pantry
Wawa
Weigel's Farm Stores
Western Oil
Wilco Hess
Wilson Farms

Thousands of independent retailers nationwide.

Accepting locations as of September 2008.
Locations subject to change without notice.

*This list represents fuel brands and storefronts with fueling capability with at least one location within the United States and/or Canada that accepted Visa Fleet as of September 15, 2008. This list does not represent total Visa Fleet acceptance locations. In addition, Visa Fleet may not be accepted at all locations of the listed brands. This information has not been audited or independently verified; Visa makes no representations as to its accuracy.

