Frequently Asked Questions

Here’s the answer to this month’s question:

Q: How can I receive updates on the latest Voyager news and product offerings?  
A: Voyager is launching an e-mail notification system to better serve you and notify you of new features and enhancements to the Voyager card program. This system is strictly voluntary and is offered to all Voyager customers. You may customize the types of information you wish to receive and choose as many e-mail addresses as you would like on your account. Simply call Voyager Customer Service at 1-800-987-6591 and let a representative know that you want to register for the e-mail notification program. The representative will enter your information into the system. When you call, please have your account number and the names and e-mail addresses you wish to register.

Got a Question?

If you have a question regarding your Voyager Fleet Card program and want to see it featured in the Frequently Asked Questions section, call the Customer Service Center at (800) 987-6591 or fax your question to (800) 987-6592.

Just E-mail It!

We are pleased to accept your account maintenance orders via e-mail. No need to take the time to complete a fax to request cards or make deletions – just provide all the details in an e-mail and send it to one of the following addresses:

voyagercommercial@usbank.com  
voyagerstat@usbank.com  
voyagerfcard@usbank.com

In an effort to streamline communications, we are actively gathering e-mail addresses from clients. If you have an e-mail address but typically do not receive communications from us, it may be because your e-mail address isn’t on file. Please take a moment to send a quick e-mail with your contact information or call (800) 987-6591.

ATLAS
U.S. BANK® VOYAGER® FLEET SYSTEMS INC.
Volume 3, Issue 1 - 2005

Fuel Station

Fuel prices are soaring to new highs. Check the fuel gauge below to compare prices across the country. This information is designed to help you make smarter fuel-buying decisions and make your fleet management easier and more effective.

You’ll find an updated Fuel Station in the next issue of Atlas. You can also find the information online at www.usbank.com/voayagerfleet, under Products and Services.

National Average Retail Fuel Prices*

prices are 10 cents per gallon without sacrificing performance.


According to AutoZone, every 200 pounds of additional weight trims one mile off fuel efficiency. Instruct your drivers to remove unnecessary items from their vehicles.

4. Avoid idling.

You can’t get worse efficiency than 0 miles per gallon. When you’re going to be idle for a while, turn off the car. Restarting the engine uses about the same amount of gas as idling for 30 seconds, so it’s worth it.

5. Buy gasoline in the morning.

Gasoline is sold by volume, not weight. Kelley Blue Book editors point out that buying gasoline when it is warm because it is not packed into a cold tank results in less volume. And of course, buying gasoline when it is cold maximizes efficiency.


Simple maintenance, like keeping your air filter clean, ensures optimum performance and fuel efficiency.

7. Make your drivers energy conscious.

One example: Use the air conditioner only when needed – not as a fan. Turning A/C off can cut fuel consumption 5-20%.

8. Encourage carpooling when appropriate.

9. Drive at moderate speeds.

Wind drag is a major source of reduced efficiency, and the faster you go, the greater the drag. Closing windows also lightens wind drag.

10. Use cruise control during highway driving.

Unnecessary speed changes waste fuel, and cruise control lets you maintain a steady speed effortlessly.

11. Develop a more efficient routing plan.

Careful planning saves you fuel and makes the most of your drivers’ time.

12. Have two employees per vehicle when feasible.

13. Monitor fuel economy while driving.

Encourage drivers with vehicles that have trip computers to use the “instant fuel economy” display to refine driving habits.


When accelerating, pretend there is a fresh egg under your foot. Light, even pressure can cut fuel consumption 5-20%.

15. Stick to the speed limit and anticipate traffic flow.

Driving at 65 uses 15% more fuel than driving at 55. Aggressive stop-and-go driving can use up to 20% more fuel. When you anticipate traffic lights and other changes, you move more smoothly, avoid sudden stops, and maximize fuel economy.

These suggestions may seem small, but they add up. If your entire fleet followed these suggestions, you could increase fuel economy by about 10%.

Fuel prices are soaring to new highs.

15 Ways To Boost Fleet Fuel Economy

Here are 15 ways to combat record-high gas prices and maximize your fleet’s fuel efficiency. Best of all, most of these actions cost nothing.

1. Ensure tires are inflated to correct pressure.

A tire under-inflated by 3 psi increases fuel consumption by 10% and leads to a 15% reduction in tread life. Give your drivers a tire gauge and advise them to use it.

2. Get a fleet fuel card.

A fuel management program helps you control the type of fuel purchased and manage costs. Using regular unleaded fuel can save 10 cents per gallon without sacrificing performance.

1. Avoid idling.

You can’t get worse efficiency than 0 miles per gallon. When you’re going to be idle for a while, turn off the car. Restarting the engine uses about the same amount of gas as idling for 30 seconds, so it’s worth it.

5. Buy gasoline in the morning.

Gasoline is sold by volume, not weight. Kelley Blue Book editors point out that buying gasoline when it is warm because it is not packed into a cold tank results in less volume. And of course, buying gasoline when it is cold maximizes efficiency.


Simple maintenance, like keeping your air filter clean, ensures optimum performance and fuel efficiency.

7. Make your drivers energy conscious.

One example: Use the air conditioner only when needed – not as a fan. Turning A/C off can cut fuel consumption 5-20%.

8. Encourage carpooling when appropriate.

9. Drive at moderate speeds.

Wind drag is a major source of reduced efficiency, and the faster you go, the greater the drag. Closing windows also lightens wind drag.

10. Use cruise control during highway driving.

Unnecessary speed changes waste fuel, and cruise control lets you maintain a steady speed effortlessly.

11. Develop a more efficient routing plan.

Careful planning saves you fuel and makes the most of your drivers’ time.

12. Have two employees per vehicle when feasible.

13. Monitor fuel economy while driving.

Encourage drivers with vehicles that have trip computers to use the “instant fuel economy” display to refine driving habits.


When accelerating, pretend there is a fresh egg under your foot. Light, even pressure can cut fuel consumption 5-20%.

15. Stick to the speed limit and anticipate traffic flow.

Driving at 65 uses 15% more fuel than driving at 55. Aggressive stop-and-go driving can use up to 20% more fuel. When you anticipate traffic lights and other changes, you move more smoothly, avoid sudden stops, and maximize fuel economy.

These suggestions may seem small, but they add up. If your entire fleet followed these suggestions, you could increase fuel economy by about 10%.
Please create all traps.

Quality Fuels and More at Competitive Prices – What Else Do You Need?

Circle K values the business of fleet owners and drivers who carry the Voyager Card. They deliver a full range of motor fuels and driver comfort services at more than 2,100 locations in 23 states – 24 hours, every day.

Drivers will find competitive prices on quality diesel fuel and gasoline at Circle K. In addition, they can relax and refresh themselves with a large selection of ice-cold fountain drinks, award-winning coffee, fresh, delicious meals and snacks. Other conveniences include got-to-have-it-now merchandise, pre-paid phones and money services, ATMs and clean restrooms.

Circle K has served the needs of fleet managers and drivers since 1951. They are dedicated to offering everything you need to make your day more productive, more efficient and more comfortable. To find your nearest Circle K location – including those that offer car washes and diesel fuels, visit www.circlek.com.

Stop by Circle K the next time you need motor fuel and check out their convenience and service. What Else Do You Need?

New Employee Announcements

Bob Carval

Bob recently joined Voyager as Regional Sales VP for the Northeast Region. He brings 27 years of fleet industry experience with various leasing and service companies. He is a highly sought-after speaker for both NAF and AFA events and recently worked as a featured writer for Bobit Publishing, covering all aspects of the fleet industry. Bob’s office is in Richmond, VA. Contact him at (804) 346-8300 or via e-mail at robert.carval@usbank.com

Mike Holmes

Mike is the newest member of the U.S. Bank Voyager Sales Team. As the Regional Sales VP for the Central Region, he will head up the Voyager sales effort for the 13-state area from his home office in Plano, Texas. Mike has been with U.S. Bank’s Corporate Payment Services sales team for eight years. He was the 2002 Panaschnik Award winner, which honors our top sales people, for CPS. Mike brings 14 years of experience in the Payment Systems industry. Contact Mike at his home office at (972) 881-2167 or via e-mail at michael.holmes@usbank.com

Announcing Service Plus – complete car care for your entire fleet!

For more than 40 years, AAMCO Transmissions has been the name to trust for the most complex automotive component. Now AAMCO is ready to do more with their comprehensive Service Plus Program to National Fleet customers.

After months of testing, AAMCO centers now offer convenient, complete one-stop service to your customers/drivers. Services include brakes, shocks, oil changes, tune-ups, belts, hoses and many more – all at competitive prices and backed by warranties.

AAMCO technicians bring the same the training and expertise to Service Plus as they have brought to transmission services for over 4 decades.

One Stop, Multiple Services.

Today’s drivers don’t have time to bring vehicle to multiple locations for service. Service Plus at your local AAMCO center offers one-stop convenience and time-tested quality.

Performance Tested.

Service Plus is new to fleet customers, but has been offered to retail customers for over a year. Surveys of retail customers indicate high satisfaction with Service Plus, and AAMCO is confident that service fleet customers will also be completely satisfied.

AAMCO is ready to serve you with Service Plus. AAMCO’s dedicated National Fleet team is available to answer any questions you have regarding their new services and your vehicle maintenance needs. Simply call 1-800-EASY-FIX.

Three somethings:....
Quality Fuels and More at Competitive Prices
— What Else Do You Need?

Circle K values the business of fleet owners and drivers who carry the Voyager Card. They deliver a full range of motor fuels and driver comfort services at more than 2,100 locations in 23 states — 24 hours, every day.

Drivers will find competitive prices on quality diesel fuel and gasoline at Circle K. In addition, they can relax and refresh themselves with a large selection of ice-cold fountain drinks, award-winning coffee, fresh, delicious meals and snacks. Other conveniences include got-to-have-it-now merchandise, pre-paid phones and money services, ATMs and clean restrooms.

Circle K has served the needs of fleet managers and drivers since 1951. They are dedicated to offering everything you need to make your day more productive, more efficient and more comfortable. To find your nearest Circle K location — including those that offer car washes and diesel fuels, visit www.circlek.com.

Stop by Circle K the next time you need motor fuel and check out their new services and your vehicle maintenance needs. AAMCO's dedicated National Fleet team is available to answer any questions you have regarding their new services and your vehicle maintenance needs. Simply call 1-800-EASY-FIX.

New Employee Announcements
Bob Carvalho Bob recently joined Voyager as Regional Sales VP for the Northeast Region. He brings 27 years of fleet industry experience with various leasing and service companies. He is a highly sought-after speaker for both NAFA and AFLA events and recently worked as a featured writer for Bobit Publishing, covering all aspects of the fleet industry. Bob's office is in Richmond, VA. Contact him at (804) 360-8300 or via e-mail at robert.carvalho@usbank.com

Mike Holmes Mike is the newest member of the U.S. Bank Voyager Sales Team. As the Regional Sales VP for the Central Region, he will head up the Voyager sales effort for the 13-state area from his home office in Plano, Texas. Mike has been with U.S. Bank's Corporate Payment Services sales team for eight years. He was the 2002 Pinnacle Award winner, which honors our top sales people, for CPS. Mike brings 14 years of experience in the Payment Systems industry. Contact Mike at his home office at (972) 881-2167 or via e-mail at michael.holmes@usbank.com
Frequently Asked Questions

Here's the answer to this month's question:

Q: How can I receive updates on the latest Voyager news and product offerings?

A: Voyager is launching an e-mail notification system to better serve you and notify you of new features and enhancements to the Voyager card program. This system is strictly voluntary and is offered to all Voyager customers. You may customize the types of information you wish to receive and choose as many e-mail addresses as you would like on your account. Simply call Voyager Customer Service at (800) 987-6591 and let a representative know that you want to register for the e-mail notification program. The representative will enter your information into the system. When you call, please have your account number and the names and e-mail addresses you wish to register.

Got a Question?

Here's the answer to this month's question:

Just E-mail It!

We are pleased to accept your account maintenance orders via e-mail. No need to take the time to complete a fax to request cards or make deletions – just provide all the details in an e-mail and send it to one of the following addresses:

voyagercommercial@usbank.com
voyagerstate@usbank.com
voyagerfederal@usbank.com

In an effort to streamline communications, we are actively gathering e-mail addresses from clients. If you have an e-mail address but typically do not receive communications from us, it may be because your e-mail address isn't on file. Please take a moment to send a quick e-mail with your contact information or call (800) 987-6591.

Got a Question?

Here's the answer to this month's question:

Fuel Station

Fuel prices are soaring to new highs. Check the fuel gauge below to compare prices across the country. This information is designed to help you make smarter fuel-buying decisions and make your fleet management easier and more effective.

You'll find an updated Fuel Station in the next issue of Atlas. You can also find the information online at www.usbank.com/voyagerfleet under Products and Services.

FREQUENTLY ASKED QUESTIONS

A: Have your account number and the names and e-mail addresses you wish to register. The representative will enter your information into the system. When you call, please have your account number and the names and e-mail addresses you wish to register.

15 Ways To Boost Fleet Fuel Economy

Here are 15 ways to combat record-high gas prices and maximize your fleet's fuel efficiency. Best of all, most of these actions cost nothing.

1. Ensure tires are inflated to correct pressure. A tire under-inflated by 5 psi increases fuel consumption by 10% and leads to a 15% reduction in tread life. Give your drivers a tire gauge and advise them to use it.

2. Get a fleet fuel card. A fuel management program helps you control the type of fuel purchased and manage costs. Using regular unleaded fuel can save 10 cents per gallon without sacrificing performance.

3. Get rid of excess weight. According to AutoZone, every 200 pounds of additional weight trims one mile off fuel efficiency. Instruct your drivers to remove unnecessary items from their vehicles.

4. Avoid idling. You can't get worse efficiency than 0 miles per gallon. When you're going to be idle for a while, turn off the car. Restarting the engine uses about the same amount of gas as idling for 30 seconds, so it's worth it.

5. Buy gasoline in the morning. Gasoline is sold by volume, not weight. Kelley Blue Book editors point out that buying during the coolest part of the day, when gas is denser, is your best deal.


7. Make your drivers energy conscious. One example: Use the air conditioner only when needed – not as a fan. Turning A/C off during the coolest part of the day, when gas is densest, is your best deal.

8. Encourage carpooling when appropriate.

9. Drive at moderate speeds. Wind drag is a major source of reduced efficiency, and the faster you go, the greater the drag. Closing windows also fights wind drag.

10. Use cruise control during highway driving. Unnecessary speed changes waste fuel, and cruise control lets you maintain a steady speed effortlessly.

11. Develop a more efficient routing plan. Careful planning saves you fuel and makes the most of your drivers' time.

12. Have two employees per vehicle when feasible.

13. Monitor fuel economy while driving. A fuel management program helps you control the type of fuel purchased and manage costs. Using regular unleaded fuel can save 10 cents per gallon without sacrificing performance.


15. Stick to the speed limit and anticipate traffic flow. Driving at 65 uses 15% more fuel than driving at 55. Aggressive stop-and-go driving can use up to 20% more fuel. When you anticipate traffic lights and other changes, you move more smoothly, avoid sudden stops, and maximize fuel economy.

These suggestions may seem small, but they add up. If your entire fleet followed these suggestions, you could increase fuel economy by about 10%.