



Fleet card disputes matrix

The U.S. Bank Fleet Card Disputes Matrix is intended to serve as a guide for submitting disputes.

- Each dispute is unique and is handled as such.
- Disputes can be submitted through the Voyager Portal or by emailing dispute form to the email address provided on the form.
- Supporting documents for the disputed transaction should be included with the dispute when submitted. This will usually be receipts and/or invoices provided by Merchant.

| Issue with transaction | Disputable | Customer provided information |
|--|------------|---|
| Car wash on fuel only card | NO | Customer must work directly with the merchant if car wash was not selected at the pump or selected in error. Car washes will be included in initial requests for fuel authorizations. |
| Duplicate transaction | YES | Any supporting documentation esp. receipt or invoice for the accepted charge. |
| Fuel additives or oil on fuel only card | NO | Oil, diesel exhaust fluid and some other additives are considered fuel products by the industry and are therefore not disputable. |
| Incorrect gallon reported - Voyager or Mastercard | YES | Receipt showing correct gallon quantity. |
| Invalid product code - Voyager or Mastercard | YES | Receipt/Invoice showing items or fuel purchased. |
| Invalid or no PIN/Driver ID | YES | Any supporting documentation. |
| Non - Fuel item on fuel only card not car wash, oil or fuel additives as referenced above. | YES | Any supporting documentation. |
| Sales tax charged and seen on invoice or receipt | NO | Customer must work directly with the merchant if they were charged sales tax and should not have been due to a tax exemption. |
| Sales tax charged and NOT seen on invoice or receipt | YES | Receipt or invoice showing the transaction details. |
| Wrong amount on Voyager Card | YES | Receipt or invoice showing the transaction details. |
| Wrong card | NO | Customer must work directly with the Merchant to request refund and provide the Merchant the correct card information. |
| Wrong amount on Mastercard transaction | YES | *Customer must work directly with the Merchant to resolve financial disputes. Submission to Voyager for assistance can only be submitted if the Merchant refuses to refund. With those disputes, all supporting transaction documentation and the communication with the Merchant information must be attached. |
| Time limit for dispute submission | N/A | Please reference your agreement regarding timeframe to submit disputes. |