

# U.S. Bank Voyager Sourcewell Fleet Contract

## Frequently asked questions (FAQs)

The following FAQs provide more information about the [U.S. Bank Voyager Sourcewell Awarded Contract 080620-USB](#)

### Sourcewell

Q: Who is Sourcewell?

A: Sourcewell is a government organization that provides cooperative purchasing opportunities for a variety of organizations across the United States including states and local government, education and non-profit entities. Please visit the Sourcewell website at [www.sourcewell-mn.gov/about](http://www.sourcewell-mn.gov/about) for more information.

Q: Why does U.S. Bank Voyager have a relationship with Sourcewell?

A: U.S. Bank Voyager participated in the competitively bid process managed by Sourcewell and was awarded contract 080620-USB for fleet products and services.

### Eligibility

Q: Can any organization participate?

A: Eligible state and non-state entities that are members of Sourcewell may participate, including all government agencies, public and private schools/colleges, tribal governments and nonprofit organizations. Go to [www.sourcewell-mn.gov/register](http://www.sourcewell-mn.gov/register) for additional registration information. Participants that do not meet this definition are ineligible for this agreement. Please contact [CPSTransportation@usbank.com](mailto:CPSTransportation@usbank.com) if you'd like more information about other options.

Q: What is the difference between a State and a Non-State Entity? (Pricing)

A: One of the 50 states in the United States and its agencies are state entities. Non-state entities include any city, county or local government or political subdivision, school districts and non-profit organizations.

### Participation

Q: Why participate using the Sourcewell contract?

A: Participation with Sourcewell is free with no obligation to purchase. It allows your organization to source fleet products and services without going through your own competitively bid procurement processes because Sourcewell has already done that for you. All government agencies, public and private schools/colleges, tribal governments and nonprofit organizations can register as a participating agency.

Q: Does our organization need to issue a Request for Proposal (RFP), Task Order or Purchase Order?

A: The competitive solicitation was issued by Sourcewell, a government entity, and has been awarded to U.S. Bank. All of the [contract documents](#) to include the competitive RFP, contract, proof of publication, proposal opening record and proposal evaluation are available to download.



Q: How can I check to see if our organization is registered with Sourcewell?

A: Check [Sourcewell member lookup](#) to see if you may already be a member. Once you receive your official Sourcewell member number, you can quickly make a purchase on any Sourcewell awarded contract.

Q: What actions are needed to participate?

A: Simply register [online](#) for the Sourcewell program. Complete the **U.S. Bank Voyager Fleet Sourcewell Application** and email to [cpsnewapplications@usbank.com](mailto:cpsnewapplications@usbank.com)

### **U.S. Bank Voyager Fleet Program**

Q: Where is the Voyager Card accepted?

A: The U.S. Bank Voyager Fleet Program enables your drivers to pay for all fleet-related expenses at more than 320,000 locations nationwide in the United States including retail and private fueling sites, truck stops, electric vehicle charging stations and maintenance and service providers. You can pinpoint locations using the web-based tool at [Voyager Acceptance Locator](#) or the Voyager Fleet mobile app available from the [Apple®](#) or [Google Play™](#).

Q: Why are Mastercard and Visa also shown as options on the program?

A: Voyager is widely accepted for all fleet related expenses in all ZIP codes in the continental United States and is offered to all organizations headquartered in the United States. For organizations that are headquartered in Canada, U.S. Bank would issue the U.S. Bank One Card using the Visa Network. For organizations who seek acceptance globally, U.S. Bank can issue the U.S. Bank One Card running on the Mastercard Network.

Q: Will our organization receive a rebate?

A: Yes, U.S. Bank is pleased to offer a [rebate incentive](#) to all participants on the program.

Q: How can I access training materials?

A: You can access training in the [Voyager portal](#). After completing your registration, you can leverage training-related information in several formats including instructor-led classes, self-paced web-based training courses and quick reference guides.

Q: How can I manage my program online, order cards, set up controls and more?

A: Voyager fleet management and reporting tools in the [Voyager portal](#) enable you to:

- Establish customized spend controls, including restricting the types of purchases your drivers can make
- Get real-time alerts of any attempted exceptions

- Leverage application programming interfaces (APIs) for real-time data integration with telematics and other systems
- Support informed decisions with actionable data intelligence from standard, enhanced and custom reporting options
- Expedite and streamline your accounting and reconciliation processes
- Enable automatic pump shutoff when a purchase reaches pre-established limits
- View and pay statements, perform account setup and maintenance and set up/replace cards online 24/7

**Support and contacts**

Q: I found the list of the contacts, which person do I contact and when?

A: We are available to assist you as follows:

Type of customer	Who to contact
Existing customers (fleet managers and drivers): <ul style="list-style-type: none"> <li>• Need help using Voyager Fleet Card or getting roadside assistance</li> <li>• Have billing questions</li> </ul>	Contact Voyager Customer Service 24/7 <ul style="list-style-type: none"> <li>• 800-987-6591</li> <li>• <a href="mailto:voyagerstate@usbank.com">voyagerstate@usbank.com</a></li> </ul>
Existing customers (fleet managers and leadership team members) <ul style="list-style-type: none"> <li>• Need support for program-management-related questions</li> </ul>	Contact Voyager Relationship Manager (Monday – Friday, 8 a.m. – 5 p.m. CT) <ul style="list-style-type: none"> <li>• Mark Hess 612-436-6544 <a href="mailto:mark.hess1@usbank.com">mark.hess1@usbank.com</a></li> </ul>
Non-customers who wish to: <ul style="list-style-type: none"> <li>• Have assistance with joining the program</li> <li>• Get answers to questions about the program</li> </ul>	Contact Voyager Public Sector Sales (Monday – Friday, 8 a.m. – 5 p.m. CT) <ul style="list-style-type: none"> <li>• Beverly Wilson 615-533-0497 <a href="mailto:beverly.wilson@usbank.com">beverly.wilson@usbank.com</a></li> </ul>