

# U.S. Bank Voyager Fleet Card driver guide

## How to use the Voyager Fleet Card

### Driver instructions

Drivers may use the magnetic stripe or EMV Voyager Fleet Card at participating retail locations. To confirm locations, please refer to the information on page two of this document. Please note, some facilities do not accept cards electronically and have chosen to process transactions manually via phone or online using U.S. Bank Voyager TeleTrans.

1	If the gas station has readers located at the pump, you may use your magnetic stripe or EMV Voyager Fleet Card at the pump. If there are no pump card readers, see the attendant inside to process your transaction.
2	Swipe or insert your card at the pump card reader. If the pump card reader will not read the card, take the card inside to the attendant to process the transaction electronically. If the attendant questions the card, show this guide and ask the attendant to follow the instructions.  Important Note: Drivers may have varying card usage experiences at different fueling locations, even within the same brand. Some will be chip-enabled and other will still rely on magnetic stripes. Drivers should continue to follow pump prompts to begin their fuel purchases.
3	If the pump terminal requires you to choose either “Credit” or “Debit”, press the “Credit” key.
4	If required, the terminal may prompt for an ID or personal identification number (PIN). Enter your assigned number and press “Enter”.
5	If required, the terminal may prompt for an ODOMETER reading. Enter your odometer as a whole number. DO NOT enter tenths of miles.
6	All terminals are different and may require information to be entered in a different order. Simply follow the instructions on the terminal to process your transaction.
7	If a card cannot be read on any equipment, notify U.S. Bank customer service at the number shown on the back of your Voyager Card or in this guide. U.S. Bank will notify the merchant of a problem at one of its locations.
8	If the sale is processed manually, write ID and ODOMETER reading on the ticket. If your card cannot be read at any location, it is likely that the magnetic strip is damaged. If this occurs, notify your fleet manager or U.S. Bank customer service to get a replacement card.
9	If the attendant has any questions, present these instructions or ask them to call 800.987.6591 for assistance in processing the transaction.

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## How to process the Voyager Fleet Card

### Station attendant instructions

- 1 To authorize a sale on a Voyager Fleet Card, follow the instructions sent to you by your point-of-sale network provider or U.S. Bank TeleTrans. For additional assistance with a U.S. Bank Voyager TeleTrans sale, please call 866.842.5608.
- 2 If you have not received a copy of your retailer's instructions, you should first attempt to complete the sale through your electronic point-of-sale equipment.

## How to find locations that accept the Voyager Fleet Card

### Merchant locator instructions

- 1 Download the Voyager Mobile App today.



- 2 Call U.S. Bank Customer Service: 800.987.6591

### For more information

- Customer Service: 800.987.6591
- Fax Number: 800.987.6592
- U.S. Bank Voyager TeleTrans: 866.842.5608
- Email: voyagercustomerservice@usbank.com
- Website: usbpayment.com/fleet-solutions

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