



Fleet Fuel Card Guidelines
Issued: November 1, 2006

State of Missouri
Office of Administration
State Fleet Management

<http://www.oa.mo.gov/gs/fm/voyagerfuel.htm>



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INTRODUCTION

The statewide fleet fuel card program is designed to provide state agencies with a universal fleet fuel card that allows state drivers to purchase fuel for state vehicles. Use of the fleet fuel card is designed to streamline and fully automate the purchase of fuel to conduct state business. Maintenance and repair services may be purchased as described on page four.

The current contract is with Voyager Fleet Systems, Inc. Contract information is listed below:

Contract number: C105009001
Contract period: July 1, 2005 through June 30, 2007

The Voyager Card is for **official State business only**. Fleet fuel cards should *never* be used to fuel or purchase maintenance for personal vehicles.

Agencies must establish internal control procedures to monitor the use of the fleet fuel cards. This can be accomplished through appropriate account controls, pump receipt to invoice reconciliations and review of exception reports provided by Voyager. **These guidelines are not intended to supersede more restrictive guidelines or policies adopted by state agencies.**

CARD ACCEPTANCE

The Voyager card is accepted at most retail stations in Missouri. Voyager is accepted at approximately 200,000 locations nationwide in all fifty states.

Employees can swipe the Voyager card at the pump or take it inside to the station attendant for processing. If possible, employees should pay at the pump to reduce potential for transaction errors.

CARD RENEWAL

A renewal card will be issued automatically by Voyager/or the vendor before the card expiration date.

CARD CANCELLATION

To cancel a card, cut the card in half and notify Voyager customer service at 1-800-987-6591 or voyagerstate@usbank.com.

HOW TO REPORT A LOST OR STOLEN CARD

If a fuel card is lost or stolen notify each of the following immediately:

- Voyager Customer Service at 1-800-987-6591
- Your agency fuel card program administrator or card custodian.

APPROPRIATE USE

The Voyager card **CAN** be used to make the following purchases for state vehicles:

- **Fuel**
 - Self-service, regular grade or alternative fuels only. Full-service and mid-grade fuel can be purchased if priced the same as self-service, regular grade fuels
 - Fuel for Rental Vehicles: A Voyager card that is not assigned to a vehicle can be used to purchase fuel for rental vehicles procured for official business through the Rental Services contract
- **Maintenance from incorporated vendors** listed on the State Fleet Management website at: http://www.oa.mo.gov/gs/fm/voyager_maint.htm which may include:
 - Agency authorized emergency road service or repairs to include: parts and labor for towing, road service and mechanical repairs
 - Batteries, tires, tubes, spark plugs, fan belts, wiper blades, radiator caps are allowed **for emergencies only, outside of the Jefferson City area (see more information below pertaining to repairs in the Jefferson City area)**
 - Oil, coolant, and other vehicle fluids
 - Car washes

The Voyager Card should **NOT** be used to purchase:

- Fuel, maintenance or repair service for personal vehicles
- Full service or premium grades of gasoline unless specifically required by the vehicle manufacturer.
- Food, beverage, alcohol or tobacco products
- Unauthorized parts and labor for towing, road service and mechanical repairs
- Service for vehicles in the Jefferson City area. Contact OA Vehicle Maintenance at 573/751-4286
- Service covered by vehicle warranty

Maintenance & Repair in the Jefferson City area:

The State Vehicle Policy, SP-4, requires agencies to utilize the OA Vehicle Maintenance facility as described below:

“The Office of Administration Vehicle Maintenance facility or other authorized state maintenance facility shall coordinate all repairs and maintenance on state vehicles owned by the state and primarily stationed in the Jefferson City area. Subject to agency policy, emergency repairs to these vehicles may be performed by another repair facility when the breakdown occurs outside the Jefferson City area. The OA Vehicle Maintenance Facility may issue waivers for specific vehicles, vehicle types and/or for certain repairs.”

SEPARATION OF DUTIES

The State Fleet Management Program recommends the below separation of duties for fuel card administration. Each agency must establish appropriate controls and separation of duties for the fleet fuel card program. Each agency should have one fuel card program administrator. Agencies should consult with their designated Financial Management Advisory Committee (FMAC) member to determine how to manage the program. Fuel Card Custodians and Account Custodians should not be card users. The Fuel Card Custodian and Account Custodian should not be the same person.

Fuel Card Program Administrator

- Distributes fuel card procedures to appropriate agency staff
- Ensures separation of duties for each Voyager account assigned to their agency
- Monitors agency Voyager accounts to ensure account and card information is current.
- Depending on agency, assigns Driver ID numbers.
- Assists account and fuel custodians with account management by providing a final review of all purchases made on the Voyager account

Account Custodian

The Account Custodian assumes responsibility to:

- Establish account access
- Manage the account which includes requesting cards, making changes to cards or terminating cards
- Review monthly invoices for appropriateness of card usage following the Fuel Card Custodian's reconciliation process.
- Review exception reports for potential unauthorized or fraudulent charges

Fuel Card Custodian

The Fuel Card Custodian assumes responsibility to:

- Ensure physical security of fuel cards
- Maintain a record of all persons who have physical access to the card (for example, a sign-out sheet for the card/vehicle)
- Ensure the card is used only for appropriate purchases in conjunction with State business
- Reconcile pump receipts to applicable fuel card invoice prior to credit card payment
- Terminate lost/stolen cards as appropriate

INVOICE RECONCILIATION

Standard payment policies require retention of receipts and other documentation. Fuel pump and other receipts must be submitted to the agency designated fuel card custodian for reconciliation to the credit card invoice.

Agencies shall have a reconciliation or fuel transaction auditing process in place for the review of all transactions to prevent theft, abuse and fraud relating to the overall use of the card. It is the responsibility of each agency to review fuel card charges and monthly invoices to reduce unnecessary and inappropriate charges and to also inform vehicle operators of current contracts and policies relating to fuel card purchases.

Each agency is responsible for designating a person or persons responsible for reconciling each monthly invoice from the fleet fuel card vendor to pump receipts. Each invoice is to be reviewed and monitored for the following PRIOR to payment:

- All federal excise taxes have been appropriately removed
- All state sales taxes have been appropriately removed
- All transactions coded miscellaneous are investigated and verified against receipts
- All transactions for non-fuel products are verified against receipts
- There are no transactions for a fleet fuel card that has been reported lost or stolen, following the date/time that the card was reported lost or stolen.
- There are no transactions for a fleet fuel card that has been returned and should be deactivated
- Unauthorized purchases

If an agency detects an unauthorized purchase, the transaction should be promptly investigated to determine whether the transaction was coded incorrectly or is truly an unauthorized purchase.

DISPUTED CHARGES

Disputed charges can result from incorrect amounts, duplicate charges, incorrect product codes, incorrect federal excise tax exemptions, incorrect product quantities, credits not processed, fraud or misuse. Agencies will receive a monthly billing statement. Agency designated personnel must review the statement for discrepancies. Agencies should contact and follow up with Voyager/or the vendor on any erroneous charges or other disputed items immediately upon discovery of the potential error. Disputed items should be documented in writing to the vendor using the **Data Integrity Problem Form (Appendix A)** or other similar format provided it contains the same information. Copies of any written documentation along with the resolution agreed to by the agency and the vendor should be maintained with the monthly billing statement.

If resolution does not occur after follow-up with the vendor, contact the designated fuel card contract buyer in OA/Purchasing for assistance. Be prepared to provide all documentation and a summary of actions taken to date to resolve the issue with the vendor. It is important that disputed items be addressed as quickly as possible to avoid potential disruption in service.

CARD CONTROLS

The following card controls are available through the Voyager card and should be carefully considered by each agency. Voyager establishes a set of defaults at the time an account is opened, but individual cards may have unique controls as needed.

1) Card Prompts at the Point of Purchase

- a. Driver ID OR PIN (recommended)
- b. Odometer (recommended)

Agencies must designate either a PIN or Driver ID prompt for each card. PIN's are card-specific, meaning that once a PIN number is tied to a card it is the only number that can be used to authorize that card at the point of sale device. Driver ID's, on the other hand, are not card-specific. Any Driver ID that is active on the Voyager account can be used to authorize any Voyager cards on that account.

If a fleet fuel card is assigned to a vehicle, the card should only be used to purchase fuel and related products for the vehicle to which the card is assigned.

If a fleet fuel card is assigned to a driver, the card should only be used to purchase fuel and related products for a state vehicle by the employee to whom the card is assigned.

2) Products Allowed

- a. Fuel and Other (default)
- b. Fuel Only

When ordering Voyager cards, agencies have to designate the cards as either "Fuel Only" or "Fuel & Other." Fuel Only cards can be used to authorize fuel purchases only. Fuel & Other cards will allow non-fuel transactions such as Car Washes, Oil, Oil Changes, etc. Furthermore, this restriction is embedded in the Voyager card's magnetic stripe and cannot be overridden at the merchant point of sale device.

3. Card Limits

- a. Transactions Per Day (default = 3, soft)
- b. Dollars Per Month (default = \$1,000, soft)
- c. Transactions Per Month (no default, soft)

A Voyager card is setup with the following transaction limits: 3 Transactions per Day, \$1,000 Dollars per Month. If the Voyager card is swiped a fourth time in a single day, or exceeds the monthly dollar limit, then a "Soft" transaction limit would allow one additional grace transaction. Once the grace transaction has been used, all additional transactions would be declined until the limits are reset on a daily or monthly basis.

In a "Hard" transaction limit scenario, the card would automatically be declined upon the fourth swipe, or once the \$1,000 limit has been reached. Hard transaction limits prompt automatic declines; they do not allow an additional grace transaction.

EXCEPTION REPORTING

Fuel Type, Fuel Capacity, Product, Time of Day and Day of Week exception parameters are for reporting purposes only. The oil company authorization network cannot currently make declines based on exception parameters. The Voyager system can create customized exception reporting to show when a card is used improperly, but cannot decline transactions based on these parameters.

Fuel/Product Exceptions

- Valid Product 1 (i.e.: all unleaded fuels) with capacity limitations (fuel tank size)
- Valid Product 2 with capacity limitations
- Percentage Variance
- Units Per Gallon
- Units of Measure

Card Purchase Exceptions

- a. Valid Days
- b. Valid Times
- c. May use card at any time (default)

ONLINE ACCOUNT MANAGEMENT AND REPORTING

Agencies can manage the Voyager accounts and cards at this site as well as run standard reports at FleetCommander Online at:

<https://www.fleetcommanderonline.com/app/auth/userLogin.do>

Contact Voyager for more details about these fuel card management products that are available free of charge to state agencies.



Voyager Contract C105009001

Voyager Email: voyagerstate@usbank.com

Voyager Fax: 800-987-6592

State Agency Instructions	
Tracking #	(assigned by Voyager)
Report Date	
A. To Be Completed by State Agency	
Contact Name	
Contact Email Address	
Contact Phone (including area code)	
Customer Account #	
Customer Card #	
Transaction Date(s)	
Transaction Amount	
Detailed Description of Problem:	
B. For Voyager Use Only	
Participant Code/Brand	
Merchant ID or Address, City, State	
Correct Product Code	
Product Code Entered By Merchant	
Inside OR Pay at Pump	
Date Received	
Date Sent	
2nd Attempt	
Response Date	
Close Date	
C. Action taken: To Be Completed by Oil Company or Processor	