



VOYAGER FLEET CARD

INTRODUCTION

The purpose of the Stephen F. Austin State University Voyager Fleet Card Program is to establish an efficient method for fueling state-owned vehicles. This program is intended to complement existing processes. The Fleet Cards are distributed and managed by US Bank/Voyager, in accordance with the State of Texas contract, and coordinated by the Coordinator of Transportation and Special Services.

FLEET CARD POINTS OF CONTACT:

Stina Herrera - Coordinator of Transportation and Special Services, sherrera@sfasu.edu, ext. 5107
Backup: Mark Scott- Manager of Transportation and Special Services, scottranda@sfasu.edu, ext. 4411
Backup: Mindy Wolbert- Autoshop Foreperson, wolbertml@sfasu.edu, ext. 7683
Backup: Brittany Goad- Manager of Accounts Payable, bmgoad@sfasu.edu, ext. 2432

THE FLEET CARD

The Voyager Fleet Card is assigned to a specific vehicle, with the license plate (and department when possible) printed on the face of the card. At the discretion of the departmental vehicle custodian for which the vehicle is assigned, it is possible to issue multiple cards for the same vehicle, or to assign the card to a person instead of a vehicle.

The Fleet Card is to be used for official university business purposes only and may not be used for any personal transactions. Please note that fuel charges are NOT allowable charges on the Procurement Cards (P-cards), therefore all fuel MUST be purchased with the Fleet cards. The Fleet cards cannot be used for anything other than fuel (ie: gas cans, diesel exhaust fluid). Any attempt to purchase things other than fuel will result in a declined transaction.

The billing cycle runs from the 24th of the month to the 23rd of the next month, and is paid monthly by the University. Each card is assigned to a department, and each month the Manager of Accounts Payable sends individual departments a spreadsheet of their charges for the month. It is the responsibility of each department to independently verify the validity of said charges and receive the charges on their unique purchase order.

ISSUING FLEET CARD

A fleet card will be issued when a vehicle is added to the SFA fleet. Once the registration paperwork has been done and a license plate number assigned to the vehicle, the Fleet Card is ordered by the Coordinator of Transportation and Special Services. The card is typically given to the department when the vehicle is released from the transportation shop. Likewise, when a vehicle changes custodianship from one department to another, a new card is ordered to reflect the new department name.

SECURITY OF THE FLEET CARD

There is no need to activate the fleet cards, as they come ready to use. The Coordinator of Transportation and Special Services assigns a PIN number (also referred to as a user ID) to each card. The PIN is provided when the card is picked up by the user, and at that point, it is the user's responsibility to keep the PIN number secure and separate from the card. It is the responsibility of the department's vehicle custodian to keep the Fleet Card secure at all times, and to immediately report missing/lost/stolen cards to the Coordinator of Transportation and Special Services.



FRAUD AND LOST/STOLEN CARDS

In the event of a lost or stolen Fleet card, the department's vehicle custodian should contact the Coordinator of Transportation and Special Services immediately. The card will be cancelled, and a new card issued.

Additionally, Voyager now has a fraud detection system that occasionally discovers that a card has been used at a gas station that was compromised, and will even send alerts about charges that do not seem consistent with the usage history for that card. When the fraud detection system finds instances like these, the card in question is locked, and can only be unlocked by the Coordinator of Transportation or another official point of contact. Usually, the card is automatically cancelled and re-issued, depending on the type of fraud or potential fraud detected. In the event of fraudulent charges, the Coordinator of Transportation and Special Services contacts Voyager (even if Voyager made the initial discovery of fraud) in order to get the Voyager Fraud Case Dispute Form. This form must be emailed to an official point of contact from Voyager, as it is not readily available on their website. The form is filled out and sent back to Voyager. Some fraudulent charges being disputed will still show on the monthly statement, until the fraud case is closed by Voyager, which can take up to 45 days. The department with custodianship of the vehicle/card will pay the fraudulent charges, but still identify them as fraudulent to the Manager of Accounts Payable, and then receive a credit in future billing cycles.

In the event that a card is locked by Voyager due to suspected fraud but is out on the road (ie: in use), the driver can call the customer service number on the back of the card, answer a few questions about their physical card, and be allowed to make a transaction. The transaction window will be very short, around 5 minutes, so the driver will need to be ready to make the transaction when they call.

FLEET CARD CONTROLS

All Fleet Cards are created with some usage limits in place. By default, the cards are set to ask for the odometer reading when making a transaction, and they have a limit of 3 transactions a day, and \$1000 in purchases per cycle. Additionally, 3 incorrect PIN entries will lock the card until it is unlocked either by Voyager or the Coordinator of Transportation and Special Services or another authorized point of contact. Some limits and settings can be changed at the discretion of the individual departments by contacting the Coordinator of Transportation and Special Services. Other limits, such as the 3 incorrect PIN entries, cannot be changed.

DISPOSAL OF FLEET CARDS

When a vehicle is relinquished for disposal or trade-in, the Fleet Card should be brought to the Coordinator of Transportation and Special Services to be cancelled and shredded. If a card reported lost is then found, it should be immediately shredded, since a new card should have already been issued.

EXPIRATION AND RE-ISSUE

Every three years, typically in July, the entire fleet of cards will expire and be re-issued. The Coordinator of Transportation and Special Services will sort the cards by department and contact each department admin when the cards are ready for pickup. The expired cards need to be turned in when picking up the new cards. One person can pick up all cards for a department or each individual driver can pick up their own card. The individual that picks up the card(s) will sign a form claiming responsibility for the security and distribution of the card(s).