VOYAGER FLEET CARD

Standard Operating Procedure (SOP)

FOR THE

UNITED STATES POSTAL SERVICE

Last Updated: May 4, 2009
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PART 1 INTRODUCTION AND RESPONSIBILITIES

1.1 Background and Benefits

In January 2000, the United States Postal Service (USPS) joined the Government wide commercial fleet card program under the General Services Administration (GSA) SmartPay Program. The USPS fleet card program is co-sponsored by Headquarters Finance, Delivery Vehicle Operations, and Supply Management. The contractor for the program is U.S. Bank, and the card company is Voyager Fleet Systems Inc.

The U.S. Postal Service pays no administrative fees for the services Voyager provides and earns refunds based on the aggregate volume of U.S. Postal Service transactions. The program is fully deployed and the U.S. Postal Service has approximately 220,000 cards issued service wide. Voyager provides an electronic transaction detail file to the USPS, which contains all fuel and maintenance purchases. Sent through the San Mateo Electronic Data Operations Center, these detail transactions are consolidated by the USPS eFleet Card system (eFCS) into a single invoice, which is then transmitted to the USPS Accounts Payable system for payment. In accordance with the laws and procedures of each state, the U.S. Postal Service is billed net of all state fuel taxes, wherever allowed by the laws of that state. Further, Voyager offers a comprehensive fuel discounting system. The current discounts offered and the procedures to negotiate discounts locally are included as part of the Site implementation kit, under the “Merchant Request Information” tab.

For the latest information on the Postal Service’s fleet card program visit the Headquarters Supply Management web site accessible at http://blue.usps.gov/purchase. Once in the site, click on “Fleet Credit Card Services” and then on “eFleet Reconciliation Systems Link.” Voyager also posts the latest version of this Site Fleet Card Guide at this web site.

1.2 What the Voyager Card Looks Like

Front

Back

2 Track Mag Stripe

Use of this card is subject to the terms of Contract No. GS-23F-98002 and Task Order issued by Agency / Organization.

Voyager Client Services: 1-800-278-6191

This card is property of Voyager Fleet Systems Inc. To report lost or stolen cards, call Voyager client services or write to Voyager Fleet Systems, P.O. Box 790049, Houston, TX 77279-0049.
1.3 Responsibilities

Voyager

Voyager Fleet Systems Inc., owned by U.S. Bank, is the contractor responsible for operating the program. Voyager's major responsibilities include: account set-up and update, card distribution, replacement of lost or stolen cards, card reissue, transaction data capture, transaction posting, transmission of transaction data to the USPS for inclusion in the eFleet Card System, production and distribution of Vehicle Maintenance Facility (VMF)/Site and Driver Guides, distributing fuel/oil purchase files to VMFs, and customer service.

Contact: USPS Dedicated Numbers: Phone 800.278.6191 / Fax 800.987.6592
          Address: 738 Highway 6 South, Suite 600 Houston, TX 77079
          Email: voyagerusps@usbank.com

Headquarters Finance

Headquarters Finance determines what form of media will be used for receipt of invoices and payment, formulates procedures outlining use of the chosen media, and establishes billing discrepancy procedures. Headquarters Finance also is responsible for reporting necessary information to the IRS for tax purposes.

Contact: Ravi Aharam 202.268.3261
          Email: ravi.r.aharam@usps.gov

Delivery Vehicle Operations

Headquarters Delivery Vehicle Operations (DVO) determines the use and thresholds for the fleet card, and assists Purchasing Policies and Programs with establishing and maintaining fleet card policy and procedures. In addition, DVO provided all necessary information to Voyager to establish and rollout the fleet card program.

Contact: Sharon Greer 202.268.3588
          Email: sharon.greer@usps.gov

Supply Management

Headquarters Purchasing Policies and Programs (PP&P) is responsible for the general administration of the fleet card program, establishing policy and procedures, recouping taxes when manual intervention with the states is required, and serves as the primary liaison between the U.S. Postal Service and U.S. Bank/Voyager. Any request for deviation to these procedures or governing Postal policy (reference Administrative Support Manual (ASM) Section 722 – Local Buying Authority and Handbook PO-701, Fleet Management) must be submitted to the Agency Program Coordinator (APC) listed below.

   APC: Don Perrin 202.268.2110
        Email: donald.r.perrin@usps.gov

   Back-up APC: Marie Martinez 202.268.4117
                Email: marie.k.martinez@usps.gov

IT Value Help Desk

The IT Value Help Desk provides user names and passwords to allow access to the eFleet Card system, where receipts of purchases made with the Voyager card are to be reconciled with eFleet Card system records. Access is provided upon application through eAccess. Finally, the IT Value Help Desk, in conjunction with Information Systems, is responsible for providing information used for accessing,
developing, and updating the U.S. Postal Services Electronic Fleet Card System (eFCS) used by all vehicle sites to monitor fleet card expenditures.

**Contact:** ITValue help desk 202.268.5405
Address: ITValue-Help, Room 2321, USPS, 475 L'Enfant PL., Washington, DC 20260-5240
Fax #: 202.268.8390

**VMF Manager**

VMF managers are responsible for ordering cards for newly acquired vehicles, changing card limits, ensuring data input into the Vehicle Management Accounting System (VMAS), approving repair expenditures over $250, and reporting new, sold, and transferred vehicles to Voyager. They also provide Headquarters DVO with all vehicle information necessary for rollout.

**Site Manager**

A Site Manager is defined as the manager of an operation to which vehicles are assigned. The VMF assigns each site a Station ID number in the VMFs VMAS. Site Managers are responsible for issuing cards, requesting over-limit expenditure approval from the VMF, updating driver information to Voyager, reconciling monthly reports, and retaining records. They are also responsible for maintaining security of the cards (including Personal Identification Numbers (PINs) and reporting lost or stolen cards).

**Driver**

A driver is defined as any individual driving a USPS vehicle. Driver responsibilities are included in the Driver Guide. A sample is included in the Site implementation kit under the Policies and Procedures tab. Copies can also be downloaded from the Voyager web site at [www.voyagerfleet.com](http://www.voyagerfleet.com) (or through the USPS Supply Management intranet web site). Driver guides were sent to each new Site during deployment.

**NEW**

1.4 Training and Accountability Certification

Training is available through the Fleet card web page at http://blue.usps.gov/purchase/voyager/index.htm; click Self-Paced Training. This training explains the history and operation of the Fleet card and provides instructions on how to manage and reconcile purchases made with the card.

The responsibility for reconciliation and fraud prevention continues to rest with each site manager; however, any individual charged with reconciling Fleet card activities must take this training and take the final examination. After individuals complete the training, the system automatically awards them with 1.5 hours of Voice of Employee (VOE) credit and automatically produces and presents a certificate to them after they pass the examination. It is the responsibility of newly certified individuals to submit their certification to the site's training coordinator for input into the National Training Database (NTD). The site manager must also take this training and subsequently complete and sign an accountability certificate, which must be kept on file. The system will produce these documents only after successful completion of the self-paced training test, with copies maintained as long as the certified individuals continue to perform Fleet card maintenance duties. Newly assigned site managers or system reconcilers must also successfully complete this training and maintain these records.
2.1 Use

Fleet cards must only be used to purchase commercial fuel/oil, maintenance, repair, towing, shuttling, servicing, washing and polishing. Under no circumstances can any transaction exceed the responsible VMF Manager's delegated local buying authority as outlined in the U.S. Postal Service's ASM Section 722, or as redelegated by the District Manager (maximum threshold $10K per transaction). Prohibited and restricted purchases under local buying authority are outlined in ASM Section 722.3.

**Redelegation of Local Buying Authority:** Redelegation of local buying authority for drivers using the fleet cards is not required since the fleet cards are issued to vehicles and not individuals. However, Site Managers must have proper local buying delegation on file in accordance with ASM Section 722.

2.2 Controls

**Daily Card Purchase Limit:** 5 Transactions per Day.
**Individual Transaction Limit:** $250.
**30-Day Card Limit:** $1,000 per card per month.

**Limit Changes:** Changes to the above limits must be authorized and processed by the responsible VMF manager or their designee (VMF Managers must provide Voyager with designee names in writing/email). VMF Managers may submit card limit changes to Voyager using the USPS Voyager Card Limit Change Form via email at voyagerusps@usbank.com or by calling Voyager at 1.800.278.6191. The following information must be provided: VMF requestor's PIN, card number to be changed, limit to be changed, new limit and length of time (if applicable) for the change.

**Driver PIN/IDs:** Voyager supplies a list of randomly selected PINs, along with an associated driver ID number for each PIN, plus instructions to each Site Manager. PINs and IDs were provided in each implementation kit, and will continue to be provided when additional PIN lists are requested.

- Each vehicle driver will receive a randomly assigned 4, 5, or 6 digit PIN.
- The driver PIN is a “secret number” that is entered at the time of transaction.
- A PIN must be used with each card transaction to identify the individual authorizing that particular purchase.

**Note:** Each Site Manager must supply Voyager with the driver's name associated with each PIN. Site managers are also responsible for notifying Voyager of personnel changes requiring a PIN addition, deletion or change by calling Voyager at 800.278.6191. If Site Managers cancel a particular PIN, they must notify Voyager, and supply the appropriate driver ID number (from the PIN list).

2.3 Supplier/Merchant Acceptance

The fleet card is the primary means to pay for all commercial fuel/oil, maintenance, repair, towing, shuttling, servicing, washing and polishing, and is the only approved credit card for these purposes.

A Merchant Request Information Form, available from Voyager, can be provided to merchants requesting to accept the card. Upon completion, the forms can be faxed or mailed to Voyager. Voyager will have one of its authorized credit cards processing partners contact the merchant.

2.4 Supplier/Merchant Non-Acceptance

If a supplier/merchant does not accept the Voyager card, no other card may be used for purchasing vehicle services or fuel. However, if a Vehicle Maintenance Agreement (VMA) exists with this merchant, payment will be made via the VMF’s VMAS computer input. Non-VMA vehicle services and commercial
fuel purchased from merchants that do not accept the Voyager card will be paid out of local funds. Invoices sent to the San Mateo Accounting Service Center for payment will be returned. In addition, Sites purchasing fuel/oil from merchants that do not accept the card must file for any applicable tax exemption/refunds locally.

**PART 3 - ACCOUNT SET-UP AND MAINTENANCE**

3.1 Account Set-Up

VMF Managers supplied Voyager with information about each Site prior to card deployment. Upon establishing new Sites/Station IDs in VMAS, VMF Managers will follow the below instructions.

**How to Request New Card(s):**

- VMF Managers complete the *USPS Voyager Card Account Maintenance Request Form* to include the following:
  - Area (A-K)
  - District Number
  - VMF Name
  - Site Name
  - Site Mailing Address
  - Site Contact Name
  - Site Phone / Fax Numbers
  - Site Finance Number
  - Station ID
  - Vehicle Number
  - Place a "X" in the New Column

- Submit completed *USPS Voyager Card Account Maintenance Request Form* to Voyager Client Services via: Email (preferred) - voyagerusps@usbank.com or Fax – 1.800.987.6592. If Email or fax is not available, mail to Voyager (see address pg. 4).

- Upon receipt of *USPS Voyager Card Account Maintenance Request Form* for new card(s), Voyager will issue a new card(s).

3.2 Account Maintenance

Once an account is established, driver, vehicle, and card information changes must be reported to Voyager.
How to Report New Driver Information:

- Site Managers complete the *USPS Voyager Driver Information Form* to include the following:
  - Area (A-K)
  - District
  - VMF Name
  - Site Name
  - Site Mailing Address
  - Site Contact Name
  - Site Phone / Fax Numbers
  - Site Finance Number
  - Station ID
  - Driver PIN
  - Driver Name/Report ID #

- Submit completed *USPS Voyager Driver Information Form* (s) to Voyager Client Services via Email (preferred) - voyagerusps@usbank.com - or Fax at 1.800.987.6592. If Email or fax is not available, mail to Voyager (see address pg. 4).

How to Request Cards for Newly Purchased Vehicles:

- VMF Managers complete the *USPS Voyager New Vehicle Request Form* to include the following:
  - Area (A-K)
  - District Number
  - VMF Name
  - Site Name
  - Site Mailing Address
  - Site Contact Name
  - Site Phone / Fax Numbers
  - Site Finance Number
  - Station ID
  - New Vehicle Number
  - Monthly limit
  - Place a “X” in the appropriate Column of whether to mail to Site or VMF
  - PIN number of VMF Authorizing Official

- Submit completed *USPS Voyager New Vehicle Request Form* to Voyager Client Services via: Email (preferred) - voyagerusps@usbank.com or Fax – 1.800.987.6592. If Email or fax is not available, mail to Voyager (see address pg. 4).

- Upon receipt of *USPS Voyager New Vehicle Request Form*, Voyager will add that new vehicle(s) to the appropriate Site’s account.

How to transfer a vehicle from one Site to another:

- VMF managers complete the *USPS Voyager Transfer Request Form* to include the following:
  - Area (A-K)
  - District Number
- VMF Name
- Receiving Site Name
- Receiving Site Mailing Address
- Receiving Site Contact Name
- Receiving Site Phone / Fax Numbers
- Sending and Receiving Site Finance Numbers
- Sending and Receiving Site Station IDs
- Vehicle Number
- Card Number
- Place a “X” in the appropriate Columns indicating if servicing VMF changed, and whether a new card is needed.
- PIN number of VMF Authorizing Official

- Submit completed USPS Voyager Transfer Request Form to Voyager Client Services via Email (preferred) - voyagerusps@usbank.com or Fax – 1.800.987.6592. If Email or fax is not available, mail to Voyager (see address pg. 4).

- VMF managers must also concurrently transfer the requested vehicle to the new location and finance number in the VIC (mainframe VMAS system). This is important because the finance number against which that vehicle is assigned in the VIC is the finance number where the Efleet Card System will display vehicle charges.

- Upon receipt of USPS Voyager Transfer Request Form, Voyager will add that new vehicle(s) to the appropriate Site’s account.

**NEW**

Note: The process for vehicles that are temporarily transferred (loaned) to an office, the office using the vehicle must send the receipts to the office that has the vehicle assigned (usually the VMF). When the vehicle is permanently transferred to another unit, Voyager is notified and the vehicle transfer is effected as explained in this section and will show up in eFleet for reconciliation at the new unit. Until the vehicle is permanently transferred the receipts will have to be sent to the “old unit”.

**How to change a Card Limit:**

- VMF Managers complete the USPS Voyager Limit Change Form to include the following:
  - Area (A-K)
  - District Number
  - VMF Name
  - Site Name
  - Site Mailing Address
  - Site Contact Name
  - Site Phone / Fax Numbers
  - Site Finance Number
  - Station ID
  - Vehicle Number
  - Current and New Monthly limit
  - Effective Date
  - PIN number of VMF Authorizing Official

- Submit completed USPS Voyager Limit Change Form to Voyager Client Services via Email (preferred) - voyagerusps@usbank.com or Fax – 1.800.987.6592. If Email or fax is not available, mail to Voyager (see address pg. 4).

- Upon receipt of USPS Voyager Limit Change Form, Voyager will adjust the monthly spend limit on the requested vehicle’s account.
**How to Report a Damaged Card(s):**

- Site managers complete the *USPS Voyager Card Account Maintenance Request Form* to include the following:
  - Area (A-K)
  - District Number
  - VMF Name
  - Site Name
  - Site Mailing Address
  - Site Contact Name
  - Site Phone / Fax Numbers
  - Site Finance Number
  - Station ID
  - Vehicle Number
  - Card Number (if available)
  - Place a % in the Damage/Replace Column

- Submit completed *USPS Voyager Card Account Maintenance Request Form* to Voyager Client Services via Email (preferred) - voyagerusps@usbank.com or Fax – 1.800.987.6592. If Email or fax is not available, mail to Voyager (see address pg. 4).

- Upon receipt of a *USPS Voyager Card Account Maintenance Request Form* for Damaged card(s), Voyager will issue a duplicate card identical to the reported damaged card.

**PLEASE NOTE:** Once Site Managers receive replacement card(s) are received by the USPS, the damaged card(s) MUST be destroyed.

**PART 4   ACCOUNT RECONCILIATION**

**4.1 Responsibilities**

**Site Manager**

Site Managers play an important role in the payment verification process. At least once an AP, the Site Manager is responsible for insuring that their driver receipts are reconciled with the applicable Invoice Report available through the *USPS Electronic Fleet Card System (eFCS)*. This review is critical because the Postal Service automatically pays Voyager/U.S. Bank based on a consolidated EDI invoice feed. Further, if there is a problem with an individual charge, the Site Manager only has 60 days to dispute the transaction (reference Part 5 of this guide). In accordance with USPS requirements, records documenting payment reconciliation must be retained for 2 years.
Reconciliation Process

Reconciliation is a straightforward and simple process. Remember, the intent of reconciliation is to ensure accurate reporting of purchases and detect fraud, not necessarily to ensure that each penny spent is matched to a receipt.

- Managers assign each driver a unique PIN and instruct all drivers to only use their unique PIN. Managers are solely responsible for maintaining and securing PIN lists.
- Drivers input their PIN, record vehicle numbers on receipts, and give receipts to their supervisor.
- Site Managers reconcile receipts with reports displayed in the eFCS.
- Site Managers check reports for unauthorized use and unusual charges. (eFCS also provides exception reporting). If fraud or misuse is suspected, follow the instructions in the pop up menu appearing in the exception report summary.
- Review the eFCS reports for transaction only displaying a driver number in place of a driver name this is an indication of possible fraud. The Site Manager must determine why a driver name has not been identified by Voyager. In most cases, this will occur because the Site Manager did not provide Voyager with a driver’s name when the PIN was assigned. Supply Voyager with the correct driver name for that PIN.
- While every attempt should be made to secure a receipt from each driver for each transaction, sometimes this may not be possible. However, this should be the exception, not the rule. In cases where a receipt is not received, the Site Manager must then:
  - Contact the appropriate individual to determine why the receipt was not received, then reinforce the importance of receiving all receipts in the future. The Site Manager must take appropriate steps to ensure that the individual provides a receipt to substantiate future purchases.
  - Investigate the particular transaction to determine if it is a legitimate purchase or one which indicates potential fraud. For example, if the transaction in question indicates an LLV refueled on a legitimate refueling day, and the purchases was for 11.2 gallons, then the manager could determine that this purchase was appropriate. If, however, that same transaction indicated that the volume of fuel purchased was 51.5 gallons then the Site Manager should question and research that transaction. Another indication of potential fraud could be for a one time legitimate transaction reoccurring in consecutive months with no receipt. An example of this actually found during reconciliation was a single vehicle being billed for an engine change in three consecutive months.
  - In each instance where a receipt is not available, the Site Manager must annotate the results of his determination in the hard copy documentation. In each instance where a receipt is not available, the Site Manager must secure signed, hard copy, documentation from the person incurring the charge, file and retain this documentation with the numerically filed vehicle receipts for two years. A sample of acceptable documentation suitable for securing a duplicate hardcopy documentation and use is provided under Part 6 of the SOP.
- Print the monthly eFCS invoice report and retain for two years with receipts and notations attached. Although it is not required, some managers recommend that an eFCS report be stamped "Reviewed", signed and dated.
- If a Site Manager encounters instances of suspected fraud or misuse, he must notify the appropriate Office of the Inspector General (OIG) servicing his particular location.
Certification of Reconciliation: New

It is required that the individual doing the reconciliation to certify that due diligence is exercised in the verification of the transactions and that all supporting documentation has been verified prior to selecting the Reconciliation Complete. In order to prevent carelessness in verification and reconciliation the act of falsification by the person reconciling disciplinary actions are added to the certification as follows:

- The certification of the reconciliation has been modified to include verbiage holding the person performing the reconciliation accountable for compliance with policies and procedures. The Certification of Reconciliation will be as follows:

Voyager Certification

I certify that I am familiar with the transactions for the period and testify to the following information.

- I certify that the vehicle fuel/oil, supplies and services were correct and have been received for the respective vehicles
- I certify that receipts/invoices/facsimiles have been received, reviewed, and will be retained for inspection for 2 years
- I certify that a copy of all non fuel/oil receipts/invoices have been supplied to the servicing VMF

I understand that submission of a false statement, representation, or documentation may result in a fine of not more than $10,000 per occurrence or imprisonment of not more than 5 years or both.

I certify  Return to Reconciliation

To complete the monthly reconciliation, the individual responsible for reviewing the Voyager invoices must click the “I certify” button.
Voyager Fleet Systems/U.S. Bank

Voyager/U.S. Bank pays merchants within 2-3 business days after the transaction is posted. At the end of each weekly billing cycle, Voyager sends all USPS Fleet Card transactions to the USPS eFleet Card system. The eFleet Card system combines these transactions into one consolidated invoice, which is transmitted to the Accounts Payable system for processing and payment.

San Mateo Accounting Service Center (ASC)

San Mateo Computer Operations Service Center/EDI Service Center (COSC/EDISC) is responsible for processing the Voyager electronic detail transaction file transmission to the USPS eFleet Card System. Once the USPS eFleet Card System creates and transmits the invoice to the USPS Accounts Payable System, the San Mateo ASC is responsible for making timely payments to U.S. Bank.

4.2 Questionable Purchases

Site managers are responsible for investigating questionable purchases. If the driver or individual making the charge cannot show that the purchase was authorized and for official use, Inspection Service, Office of the Inspector General or other management notification may be warranted. Site managers should contact their Human Resources office for guidance. Depending on the severity of the infraction, it may warrant disciplinary action and/or repayment of the purchase to the USPS.

PART 5 DISPUTES AND LOST/STOLEN CARDS

5.1 Disputes

Voyager Fleet Systems Dispute Process

- Site Managers question and review transactions.
- Site Managers complete and submit the USPS Voyager Account Dispute Form(s) to Voyager client services via Email (preferred) to voyagerusps@usbank.com, or via fax at 1.800.987.6592. If Email or fax is not available, mail the forms to Voyager (see address pg. 4).
- Voyager reviews transaction(s) in question using the on-line system.
- Site Managers can dispute transactions within 60 days from when the charge first appears. Therefore, review of charges (as described in Part 4) is critical. Keep records on disputed transactions until they are resolved.
- Site Managers keep records on disputed transactions until resolved

Types of Disputes and Steps to Resolution

Duplicate Charge

- Voyager reviews both charges using its on-line system.
- If it is an obvious duplicate charge, Voyager charges back one of the purchases.
- Site Managers receive credit on their account for the chargeback.
- If the duplicate charge is not obvious, Voyager requests assistance from the Oil Company to pull the invoices and fax or mail Voyager a copy.
- If Voyager orders a copy of a ticket, the Oil Company has thirty to forty-five days to provide the ticket to Voyager.
“Not My Charge” or Incorrect Amount

- Voyager reviews purchase in question via its online system.
- Voyager will research the ticket to see how the purchase was submitted (manually or electronically).
- If it was electronic, Voyager can verify the I.D. entered at the point of sale.
- If it was a manual transaction, Voyager can order a copy of the ticket and ask the customer to verify the signature.
- If Voyager orders a copy of a ticket, the Oil Company has thirty to forty-five days to provide the ticket to Voyager.
- Voyager can also run a comparison check on the signature submitted on the questionable purchase with a valid purchase.
- If the signature is considered to be a forgery, further investigation into a possible fraud situation will be required by Voyager.

Fraud Situation

- If a Site Manager encounters instances of suspected fraud or misuse, he must notify the appropriate Office of the Inspector General (OIG) servicing his particular location.
- If the Site Manager feels that a fraud situation has occurred, they must also notify Voyager immediately.
- The USPS is not held liable for fraudulent transactions that occur after the card has been cancelled.
- Voyager will research the transactions that occurred prior to the cancellation of the card.
- Voyager will verify the I.D. entered into the point of sale device, purchase patterns on the card or account, and the signatures on receipts.
- Tickets in question will be sent to the site manager to verify the driver’s signature.

5.2 Lost/Stolen Cards

How to Report a Lost/Stolen Card(s)

If a card is lost/stolen the driver must immediately notify the site manager. In turn, the Site Manager must immediately notify Voyager/U.S. Bank by calling 1.800.278.6191. The Site Manager must also contact their servicing Inspection Service Credit Card Coordinator.

How to Document a Lost/Stolen Card(s)

- Site managers complete the USPS Voyager Card Account Maintenance Request Form to include the following:
  - Area (A-K)
  - District Number
  - VMF Name
  - Site Name
  - Site Mailing Address
  - Site Contact Name
  - Site Phone / Fax Numbers
  - Site Finance Number
  - Station ID
  - Vehicle Number
  - Card Number (if available)
  - Place a “X” in the Lost/Stolen Column
  - Date Lost/Stolen
- Submit completed *USPS Voyager Card Account Maintenance Request Form* to Voyager Client Services via:
  Email - voyagerusps@usbank.com or Fax – 1.800.987.6592. If Email or fax is not available, mail to Voyager (see address pg. 4).

- Upon receipt of *USPS Voyager Card Account Maintenance Request Form*, Voyager will cancel existing card and re-issue a replacement card.

- Voyager mails Site Managers new cards with new card numbers within 2 business days after notification.

- Purchases made prior to the loss date will be billed under old (cancelled) card number.

**When Lost or Stolen Cards Are Found**

Should the lost or stolen card be located, site managers must cut it in half and dispose of it.

**Reporting Unauthorized Charges Under a Lost/Stolen Card Account**

Site Managers must report unauthorized charges to Voyager as soon as identified. After notification to Voyager, the USPS will not be liable for any unauthorized use of a credit card. Unauthorized use of a credit card is the use of the card by a person other than the cardholder and from which the USPS receives no benefit.

**Canceling a Card**

When a vehicle is sold or cannibalized, its Voyager card must be cancelled. Site Managers must contact the USPS Voyager Customer Service center at 800.278.6191 and request instructions at that time.
PART 6  Frequently Used Forms

1  USPS Voyager Card Limit Change Form
2  USPS Voyager Account Dispute Form
3  USPS Voyager Driver Information Form
4  USPS Voyager Account Maintenance Form
5  USPS Voyager New Vehicle Request Form
6  USPS Voyager Card Limit Change Form
7  USPS Voyager Driver/PIN Information Form
8  USPS Voyager Replacement Card Form
9  USPS Voyager Vehicle Site Transfer Form

10  Voyager Fleet Card Transaction – No Receipt  NEW

NOTE: These forms can be obtained via an Email request to: voyagerusps@usbank.com, or can be downloaded from the USPS Supply Management Corporate Intranet Fleet Card web site at http://blue.usps.gov/purchase/voyager/forms.htm
Voyager Fleet Card Transaction – No Receipt **NEW**

I, ______________________________, certify that I incurred a $______.____ transaction for US Postal Service vehicle # ______________, dated ____-____-_______, and said transaction is for a proper authorized US Postal business purpose. I understand I am required to secure a receipt for any and all future purchases, and remit said receipt(s) to the Site Manager of designee.

______________________________          _______________________          ____-____-________
Employee Signature                                                                         Position Title
Today’s Date

File with applicable, printed, eFCS Invoice Report and numerically filed vehicle receipts; retain for 2 years
----------------------------------------------------------------- Cut -----------------------------------------------------------------