



# SACRAMENTO STATE

## VOYAGER CARD MANUAL

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## **Purpose**

The Voyager Card is presently administered by Voyager Systems Inc. (Voyager) and is accepted at all major fuel vendors throughout California (except for ARCO fueling stations). In addition, the card has been expanded for use in Washington, Oregon, Nevada and Arizona when driving a corresponding vehicle. The Voyager Card enables University departments to pay for fuel purchases while using government vehicles and long-term commercial vehicle rentals. This is a Department of General Services (DGS) managed card and is issued to state employees only.

## **Voyager Card Program Guidelines**

The Voyager Card can only be used by University employees conducting official campus business. Additionally, departments may authorize use of the Voyager Card by other individuals (such as retired annuitants, volunteers, etc.) who are on official campus business and whose travel expenses are paid by the campus.

### **a. Allowable Purchases**

The Voyager Card may be used to purchase:

- Regular unleaded gasoline
- Alternative fuels (e.g., biodegradable diesel, E-85, CNG, etc.)
- Fluid and lubricants (i.e. oil, anti-freeze, washer fluid, etc.).
- Two basic low cost car washes per month (less than \$15.00 each)
- 24-hour emergency roadside service (800) 600-6065
- Emergency purchases such as wiper blades, fan belts, tires, etc.

### **b. Prohibited Purchases**

The following items are prohibited and must not be purchased using the Voyager Card:

- Mid-grade or premium (supreme) unleaded gasoline unless specifically required by the vehicle manufacturer
- Fuel for personal vehicles
- The Voyager Card cannot be used for short-term commercial vehicle rentals unless an emergency arises and the user has prior departmental approval for use of the card in such circumstances.
- Miscellaneous items such as food or sundries (personal items)

## **University Responsibility**

The University is responsible for executing proper management and oversight of Voyager Card Program under its jurisdiction and shall:

- Designate a University Voyager Card Coordinator to oversee the University Voyager Card Program.

- The University Voyager Card Coordinator must be an employee of the University. The Voyager Card Coordinator shall process the ordering and cancelling of the Voyager Cards.
- The University Procurement and Contract Services Department will develop the Voyager Card Manual.
- Ensure University department personnel are provided access to the manual which defines their roles and responsibilities, e.g.,
  - University Voyager Card Coordinator,
  - University Department Liaison
  - Voyager Card User's
  - University approving official who reviews monthly card spend
- Setup program to allow Accounts Payable to review account every 45 days to ensure monthly invoices are paid on a timely basis.
- Assist in development of Voyager Card User Agreement to be signed by the:
  - University Department Liaison
  - University Employees/Voyager Card User's
  - University approving official who reviews monthly card spend
- Assist in development of Voyager Card Request Form

## **Staff Roles and Oversight Responsibilities**

### **a. The University Voyager Card Coordinator**

The University Procurement/Contracts Services Administrative Support staff shall act as the Voyager Card Coordinator for the Voyager Card Program. As the coordinator the Administrative Support staff are responsible for the oversight of the program and dissemination of the manual, procedures, and updates. These duties include the distribution of memos, updates and guidelines/procedural information. The Coordinator must also perform the following required activities listed below.

- Assist in development, modification, and/or updating of Voyager Card Request Form, as necessary. The form should include all pertinent information for tracking purposes, such as: equipment number, license plate number, make/model, Voyager Card number, user's name/address/phone number, and reason for a new Voyager Card (lost, stolen, damaged, etc.).
- Maintain a current tracking system (e.g., database) of Voyager Card(s) assigned by vehicles and/or to University departments.
- Maintain access to the Voyager Card online system which is currently Voyager's US bank Fleet Commander Online (FCO) to:
  - Establish and maintain purchase limits for Voyager Cards
  - Establish daily, weekly, and monthly reports from FCO as needed including but not limited to transaction, exception, and billing reports.
  - Design exception reports that correspond to uses of the Voyager Cards (setting parameters needed to monitor any exceptions to the allowable uses).
  - Ensure approving officials review and certify expenditures and Voyager Card exception reports.

- Analyze and compare miles driven, tank capacity, and fuel purchases for potential misuse/abuse.
- Investigate and notify approving officials of exceptions to validate if the card has been misused. It is the responsibility of the manager to take appropriate action according to University policy if inappropriate use of the card is discovered.
- Advise University Department Liaisons and/or approving officials that all non-issued and/or validate-all-vehicle (VAV) Voyager Cards are kept in a secured location, such as a locked cabinet, at all times.
- Quarterly reconcile database of Voyager Cards to inventory reports available through FCO to ensure only authorized cards are in use.
- Ensure staff are provided access to the manual which defines their roles and responsibilities.
- Ensure University Department Liaisons and approving officials are aware that they are responsible to validate monthly invoices and that those invoices are submitted to Accounts Payable for timely payment.
- Review University emergency purchases on the Voyager Card for items such as tires, batteries, wiper blades, towing, and authorized emergency vehicle repairs.
- Collect all signed Voyager Card User Agreements and store pursuant to Procurement/Contract Services guidelines and procedures.

#### **b. The University Voyager Card Department Liaison**

The University Department Liaison is a University employee designated to request the ordering and cancellation of cards at the University departmental level through the Voyager Card Coordinator (Procurement and Contract Services). The Department Liaison must perform the following required activities listed below.

- Complete review of the University Voyager Card manual.
- Request Voyager cards for department vehicles as needed.
- Request cancellation of departmental Voyager cards as needed.
- Coordinate pickup/distribution of Voyager Cards for department as applicable.
- Receive the Voyager Card Request form from authorized departmental personnel:
  - Review the Voyager Card Request form to ensure all necessary information is provided and that the request has been approved by an approving officials who has authority to sign off on expenditures.
- Verify the accuracy of all Voyager Cards that are ordered and make sure they are correct prior to distributing to the departmental users.
- Report lost or stolen Voyager Cards immediately to US Bank Customer Service directly at (800) 987-6591, available 24 hours a day, and 7 days a week. The University Voyager Card Coordinator and approving officials should also be notified as soon as possible.

#### **c. Voyager Card User's Approving Official**

The Approving Official is responsible for ensuring that campus vehicles and University Voyager Cards are used for official campus business only. Each Approving Official should perform the following activities listed below.

- Complete review of the University Voyager Card manual.

- Have knowledge of University processes and procedures for each User regarding card usage, including emergency purchases.
- Provide Voyager Card Program emergency contact information to each User.
- Monitor Voyager Card usage to ensure Voyager Card charges are accurate and appropriate by reviewing and certifying monthly activity and expenditure reports.
- Reconcile monthly billing to actual usage of the Voyager Cards by using transaction reports, vehicle mileage logs, receipts, etc.
- Report lost or stolen Voyager Cards immediately to US Bank Customer Service directly at (800) 987-6591, available 24 hours a day, and 7 days a week. The University Voyager Card Coordinator should also be notified as soon as possible.
- Research and verify questionable and miscellaneous transactions.
- Ensure that all Voyager Cards are kept in a secured location, such as a locked cabinet, at all times. Do not keep the Voyager Card in an unattended vehicle.
- Periodically assess the need for issued Voyager Cards, and make recommendations to the Department Liaison or University Voyager Card Coordinator for card cancellations.
- Analyze and compare miles driven, tank capacity, and fuel purchases for potential misuse/abuse.
- Investigate all exceptions to validate if the card has been misused. It is the responsibility of the manager to take appropriate action according to University policy.

#### d. The Voyager Card User

The User is any University employee authorized to use a department-issued Voyager Card. Additionally, campus departments may authorize other individuals (such as retired annuitants, volunteers, etc.) who are on official campus business and whose travel expenses are paid by the campus, to use the Voyager Card. The User must sign the University Voyager Card User Agreement which outlines their responsibilities. The User must follow all University procedures, including but not limited to:

- Complete review of the University Voyager Card manual.
- Protection of the Personal Identification Number (PIN). Do not share with other users (unless authorized) or write it directly on the Voyager Card.
- Enter vehicle's correct odometer reading when prompted at the gas pump while fueling your vehicle or write odometer reading on corresponding receipt.
- **Purchase regular grade (unleaded) gasoline only. The purchase of mid-grade or premium (supreme) unleaded gasoline is strictly prohibited unless specifically required by the vehicle manufacturer.**
- Follow established University guidelines and procedures for emergency purchases of items such as tires, batteries, wiper blades, towing, and allowable repairs.
- Provide justification for all emergency purchases.
- Maintain all receipts until monthly billing has been reconciled and approved for payment. Follow departmental record keeping procedures.
- Report lost or stolen Voyager Cards immediately to US Bank Customer Service directly at (800) 987-6591, available 24 hours a day, and 7 days a week. The approving official and University Voyager Card Coordinator should also be notified as soon as possible.
- Do not keep the Voyager Card in an unattended vehicle.
- Do not purchase prohibited miscellaneous store items such as food or sundries (personal items).

## How to Use the Voyager Card

The Voyager Card can be used to purchase unleaded gasoline, alternative fuels (e.g., biodegradable diesel, E-85, CNG, propane, etc.), fluids and lubricants. When purchasing gasoline, drivers are only authorized to purchase E-85 (as applicable) or regular grade (unleaded) gasoline, unless a different fuel grade is specifically required by the vehicle manufacturer. The Voyager Card can be used at over 10,500 retail locations throughout California and is accepted at all major fuel vendors throughout California (except for ARCO fueling stations). In addition, the card has been expanded for use in Washington, Oregon, Nevada and Arizona when driving a corresponding vehicle.

The University will maintain purchase limits for Voyager Cards. The University has set its limits as follows: three (3) transactions per day, daily limit, and monthly limits vary depending on the individual department requirements.

The following steps illustrate how the Voyager Card is used at the gas pump:

- Swipe card at the pump card reader. If the pump terminal requires you to choose either “Credit” or “Debit”, press the “Credit” key.
- The pump terminal will prompt you for your PIN. Enter your assigned number and press “Enter.” Some stations may require additional digits. Zeros should be entered in front of the PIN for the required amount of digits. For login ID and password information, call customer service at (800) 987-6591 or e-mail [Voyagercommander@usbank.com](mailto:Voyagercommander@usbank.com).
- If required, the terminal may prompt you to enter the odometer reading. Enter your odometer as a whole number. Do not enter tenths of a mile. Always enter the correct odometer reading.

## Troubleshooting Tips

- If the pump card reader will not accept the Voyager Card, take the Voyager Card inside and have the attendant process the transaction electronically. If the attendant questions the transaction, provide the attendant with the toll-free number on the back of the Voyager Card for assistance in processing the transaction.
- If the card cannot be read on any of the equipment, notify Voyager Customer Services at the number shown on the back of your card or your Coordinator and/or Department Liaison.
- If your card cannot be read at any location, it is likely there is damage to the magnetic strip. If this occurs, notify your Department Liaison or University Voyager Card Coordinator for a replacement card.

**Procedures for Ordering, Replacing, and Canceling Voyager Cards**

To **order** a Voyager Card, the campus Liaison must follow these steps:

<b>Ordering a Voyager Card</b>	
Step 1	Go to the Procurement and Contract Services website at: <a href="https://www.csus.edu/administration-business-affairs/internal/internal/documents/voyager-card---request-and-update-form3-19.pdf">https://www.csus.edu/administration-business-affairs/internal/internal/documents/voyager-card---request-and-update-form3-19.pdf</a> and “click on “Forms” at top of web page. Select and complete “Voyager Card Request/Update Form”.
Step 2	Secure the signature of approving official for departmental funds.
Step 3	Email completed form to Voyager Card Coordinator
Step 4	Voyager Card Coordinator will review the Voyager Card Request Form for completeness. Upon completion of review Voyager Card Coordinator will order requested Voyager Card(s).
Step 5	Voyager cards will be shipped by US Bank to Voyager Card Coordinator. Upon receipt of new card, Voyager Card Coordinator will establish an appointment for distribution of Voyager Card to appropriate University personnel.
Step 6	Voyager Card Coordinator will provide Voyager Card agreement for Department Liaison, User or Department Approving Official signature.
Step 7	The card shall only be used by individuals who have completed their review of the University Voyager Card Manual and signed the user agreement.
Step 8	All cards must be stored in a secure location within the department and not with the vehicle.

To **replace a lost or stolen** Voyager Card, the University Department Liaison, Department User and/or Department Approving Official must follow these steps:

<b>Replacing a Lost or Stolen Voyager Card</b>	
Step 1	Department User, Department Liaison or Department Approving Official must first ensure the lost or stolen card has been reported to US Bank. Contact US Bank Customer Service directly at (800) 987-6591, available 24 hours a day, 7 days a week. The approving official and University Voyager Card Coordinator should also be notified as soon as possible; the University Voyager Card Coordinator will order a replacement card.
Step 2	The replacement card will be delivered to the University Voyager Card Coordinator.
Step 3	The University Voyager Card Coordinator will verify that the information shown on the replacement card is correct prior to distribution.
Step 4	Upon receipt of the replacement Voyager Card the University Voyager Card Coordinator will notify the Department Liaison, Department User or Department Approving Official the replacement card is ready for pickup. The employee picking up the replacement card shall bring a signed agreement form with them. The form will



	be kept on file in the Procurement and Contract Services Department.
Step 5	The replacement card shall only be used by individuals who have completed their review of the University Voyager Card manual and have a valid University Voyager Card agreement on file.
Step 6	All cards must be stored in a secure location within the department and not with the vehicle.

To **cancel** a Voyager Card, the University Department Liaison, Department User and/or Department Approving Official must follow these steps:

<b>Canceling a Voyager Card (Terminate a Vehicle Record)</b>	
Step 1	Contact the University Voyager Card Coordinator and request cancellation of the Voyager Card and define the reason for the cancellation.
Step 2	All cancellation requests must have the approval (in writing) of the approving official. Upon request of the cancellation the University Voyager Card Coordinator will cancel the card with US Bank.
Step 3	The cancellation request will be filed appropriately within the Procurement/Contract Services Department.

### **Monitoring Guidelines for the Voyager Card**

The Voyager's System can provide the University Voyager Card Coordinator with customized exception reports to review Voyager Card transaction data. These reports can be made available to the department approving official to periodically review these exception reports as specified:

- Transactions over \$100 (as requested)
- Transactions beyond vehicle tank capacity (as requested)
- Transactions over 35 gallons (as requested)
- Multiple transactions per day (as requested)
- Out-of-campus transactions (as requested)
- Food transactions (as requested)
- Miscellaneous transactions (as requested)
- 12:00 a.m. – 3:00 a.m. transactions (as requested)
- Saturday and Sunday transactions (as requested)
- Holiday transactions (as requested)

When an exception report is received, the department shall review the Voyager Card charges to determine if there is a pattern of inappropriate charges, e.g., multiple fuel-ups per day, over tank capacity fuel-ups, transactions over \$100, etc.

If it is determined that a Voyager Card transaction looks inappropriate, the following steps should be taken:

- The University Voyager Card Coordinator will run a transaction detail report through FCO for the Voyager Card transaction data in question.

- Verify the Voyager Card data with, license number, equipment number and the Voyager Card number.
- Verify the approving officials name and phone number.
- The Voyager Card should be cancelled in most circumstances.
- If it is determined that the Voyager Card needs to be cancelled, the University Voyager Card Coordinator will login to FCO and cancel the Voyager Card by either the card number or equipment number.
- If the Voyager Card is cancelled, it becomes inactive immediately.

The approving official is contacted to ensure that he/she is currently the employee's manager. An e-mail memo must be prepared documenting the inappropriate charges and sent to the manager of the User along with a spreadsheet of the charges in question. The e-mail memo will state that the approving official shall respond to the notification within two weeks.

If fraud is involved, the University Voyager Card Coordinator should be notified by the approving official that an investigation will be conducted and a response will be sent when the investigation is completed.

## **Payment**

The University Department Liaison and the approving official shall review and process the Voyager Account Summary Report (invoice) on a timely basis. The invoice reflects charges through the 24<sup>th</sup> of each month. The payment is due 25 calendar days after the invoice is mailed by Voyager and is payable *upon receipt*. The entire invoice must be paid promptly. The Voyager Account Summary Report (invoice) will be sent to the Accounts Payable Department for payment once approved by department personnel.

If the complete payment is not received by Voyager within the 25 calendar day deadline, the account will be considered 30 calendar days past due. Accounts over 45 calendar days past due can be suspended and are in jeopardy of being canceled. At 90 calendar days past due, the account can be closed. The University Accounts Payable Department shall have access to online reporting to identify past-due status.

If there is an error on the invoice, Voyager has dedicated Operations Account Representatives to answer billing inquiries and can be reached at (800) 987-6591 available from 6:00 AM to 8:00 PM (CST).

## **24-Hour Emergency Roadside Service**

In the event of a breakdown of a University vehicle, 24-hour emergency roadside service is available through a partnership with the National Automobile Club. These services include:

- Mechanical First Aid (Minor adjustments not requiring parts or supplies which will be made in an effort to enable your vehicle to operate under its own power.)
- Battery service
- Tire change
- Fuel, oil, and water delivery
- Towing
- Jump start

- Lockout service (does not include key making service)

To use emergency roadside services, Users must:

- a. Contact the National Automobile Club Roadside Assistance at (800) 600-6065.
- b. Provide the vehicle's year, make, model, color, license number; User name, telephone number and department; and the 15-digit Voyager Card account number to the National Automobile Club operator.
- c. Remain with the vehicle to provide the keys to the tow truck driver.

### **Staff Contact Information**

For further information concerning the University *Voyager Card Program*, please contact:

***Kim Holmberg – University Voyager Card Coordinator - Primary***

***Karen Massey – University Voyager Card Coordinator - Backup***

### **Forms**

Voyager Card forms listed below are located on the Procurement and Contract Services website:

#### [ABA Forms](#)

- Voyager Card Request/Update Form
- Voyager Card User Agreement