

# Basic steps

Below are the basic steps for using your card. Since service stations may have different equipment and procedures, use these basic steps as a general guide. Different stations may ask you to enter information in a different order.



## Step 1 – Pay at the pump or pay inside

If the gas station has card readers at the pump, you may use your Voyager Fleet Card to pay at the pump. If the pump does not have a card reader, you can use your card inside. Swipe your card on the pump card reader. If the pump card reader does not accept your card, take your card inside to the attendant to try to process the transaction electronically on the inside equipment.



## Step 2 – Select credit, not debit

If the pump card reader requires you to select either Credit or Debit, be sure to select Credit.



## Step 3 – Enter your PIN or ID

The pump card reader may also ask you to enter your PIN or personal ID. Enter your assigned number. If you do not know your PIN, call your Fleet Manager.



## Step 4 – Enter your odometer reading

The pump card reader may also ask you for your vehicle's odometer reading. Enter your odometer reading as a whole number. Do not enter tenths of miles.

## Step 5 – Pay inside manually: write odometer reading on receipt

If you have to pay manually inside the service station, then write your odometer reading on the receipt, as well as any information your organization requires.



## Step 6 – Use this flyer to answer gas station questions

If the service station attendant questions the card, share this brochure and ask the attendant to follow the instructions on page 7.

# Problems? Call Voyager Fleet Card Customer Service for help at 800.987.6591

If you cannot get your card to read on any of the equipment (outside or inside), then call Voyager at 800.987.6591. We will help you and the attendant to complete the transaction. We will also notify the oil company about the problem location. (The company is often not aware that a problem exists.)

If your card fails to work properly, then the magnetic strip may be damaged. Contact your Fleet Manager for a new card.

## Key Voyager telephone numbers

Customer Service – 800.987.6591

Fax – 800.987.6592

E-mail – [voyager@voyagerfleet.com](mailto:voyager@voyagerfleet.com)

Web Site – [www.usbpayment.com/voyager](http://www.usbpayment.com/voyager)

WBT: <https://wbt.FleetCommanderOnline.com>

## Voyager Mobile App

You can download the free Voyager® Mobile App from the Apple App Store or Google Play. With the Voyager Mobile App, you have access to fuel locations and prices, service locations, amenity information, and directions. You can use the app to find locations in your immediate vicinity or along a route you select. You do not need a user ID or password to download or use the Voyager Mobile App. If you register, however, you gain features such as saving frequently traveled routes and accessing user comments about locations. The Voyager Mobile App works on iOS and Android phones and tablets.

