

# The University of Texas at Tyler

## Policy and Procedure for University Owned Vehicles Fuel & Services Purchases Voyager Credit Card Program

All state agencies and institutions of higher education are required to use the State of Texas Council on Competitive Government contract for the purchase of conventional retail fuel for University owned vehicles. The University of Texas at Tyler (UT Tyler) uses the US Bank Voyager fleet credit card to comply with the State requirement. The Voyager credit card can be used at any retail gas station that accepts Voyager credit cards. US Bank Voyager credit cards must be used exclusively for UT Tyler University owned vehicles in accordance with applicable procedures to purchase retail fuel, service or repairs (flat tires, breakdowns, etc. but not the purchase of new tires).

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### Policy and Procedure Objective

The State Council on Competitive Government awarded the state contract for Retail Credit Card Fuel Purchases to US Bank for the Voyager fleet credit cards under State of Texas contract, 946-C1.

The following procedures provide instructions for acquiring Voyager credit cards for University owned vehicles, paying monthly departmental Voyager credit card charges, disputing transactions or charges and reporting lost or stolen cards. Guidelines and restrictions on the use of Voyager credit cards and requirements for fuel use reporting can be found in these procedures.

### Scope

This procedure applies to all UT Tyler departments who use University owned vehicles. The Voyager credit card shall not be used for rental vehicles or personal vehicles.

### Related Statutes, Policies, Requirements or Standards

- Texas Council on Competitive Government
- Board of Regents' Rules and Regulations, Rule 20901, Procurement of Goods and Services

- UT System Policy UTS159, Purchasing
- Texas Government Code, 2162.104 *Duties of Affected State Agencies*,
- Texas Government Code, 2203.001 *Reporting Use of State Vehicle; Penalties*
  - <http://www.statutes.legis.state.tx.us/>

## Definitions

State of Texas Council on Competitive Government (CCG): A council created by the Texas Legislature in 1993 to facilitate efficient, cost-effective and competitive government.

## University Voyager Program Administrator

If you have any questions about these policies and procedures please contact:

Credit Card Coordinator: Patricia Speer  
 Phone: 903-566-6184; FAX: 903-565-5509  
 Email: [travel\\_docs@uttyler.edu](mailto:travel_docs@uttyler.edu)

## Responsibilities

US Bank:

- Issues Voyager credit cards
- Issues monthly billing statement to each University department
- Receives reports of lost or stolen Voyager credit cards
- Receives calls regarding disputed transactions or charges

Voyager Credit Card User:

- Understands and complies with rules for use of the Voyager credit card
- Reports lost or stolen Voyager credit cards to US Bank Voyager and to Credit Card Coordinator
- Reports a disputed transaction or charge to US Bank Voyager

Voyager Credit Cardholder Department:

- Receives monthly US Bank Voyager bill
- Reviews and approves departmental US Bank Voyager charges
- Generates payment documents to US Bank

Department Head / Budget Authority:

- Approves application requesting departmental Voyager credit cards
- Reviews and approves monthly Voyager charges prior to approving payment document

Credit Card Coordinator:

- Receives application forms for departmental Voyager credit cards
- Submits applications for new or replacement Voyager credit cards to US Bank
- Receives new credit cards and processes forms to assign to University department
- Maintains a list of University vehicles assigned a Voyager credit card
- Maintains a list of current University drivers and departmental contacts

# Procedures

## Section I. Acquiring a Voyager Credit Card for a New Vehicle

When a new University vehicle is acquired, the responsible department must complete a commercial fuel credit card application. Scan in and email ([travel\\_docs@uttyler.edu](mailto:travel_docs@uttyler.edu)) or fax it (903-565-5509) to the Credit Card Coordinator.

1. An application requesting a Voyager credit card is signed by the requesting department head and sent to the Credit Card Coordinator.
2. A Voyager credit card will be assigned to a department **for a specific vehicle** rather than to an individual university employee.

## Section II. Replacing a Voyager Credit Card for an Existing Vehicle

Voyager credit cards are imprinted with the vehicle License Plate number. When a License Plate number changes, notify the Credit Card Coordinator by email to order a new credit card for that vehicle.

## Section III. Reporting Lost or Stolen Voyager Credit Cards

Department contact for a vehicle will report a lost or stolen card by calling Voyager customer service at 1-800-987-6591 then will notify the Credit Card Coordinator.

## Section IV. Voyager Fleet Card Driver Guide

To learn more about how to use a Voyager Fleet credit card, please refer to the U.S. Bank Voyager Fleet Card Driver Guide at the below internet location.

<https://www.usbpayment.com/insights/collateral/us-bank-voyager-fleet-card-driver-guide>

## Section V. Voyager Merchant Locations

The Voyager card is accepted at almost any fuel station that accepts MasterCard. Voyager has over 21,000 fueling and 3,600 maintenance locations in Texas. Individual city or county coverage can be researched online by ZIP code at the following link:

<https://www.fleetcommanderonline.com/app/public/merchantLocator.do>

## Section VI. Billing and Payment

1. Each month the US Bank Voyager bill will be directed to the Building/Room number and department contact as was indicated on the Voyager credit card application.
2. If the department contact changes, notify the Credit Card Coordinator as soon as possible.
3. Department contact will date stamp the credit card statement upon receipt and process payment timely to ensure payment is generated within the State of Texas Prompt Payment deadline of "Net30".

4. Department contact will initiate payment using a Non-PO voucher in the accounting system, electronically attach the credit card statement to the voucher and then submit the voucher to route the voucher and attached supporting documentation to the department Budget Authority approver for review and approval of charges.
5. Credit Card Coordinator will conduct a final review and approval of all Voyager credit card vouchers prior to payment to US Bank.

## **Section VII. Disputing a transaction or reporting a possibly fraudulent charge**

Anything that appears to be a fraudulent charge, duplicate transaction, or billing that does not belong to you or your account should be disputed.

To dispute an invoice, complete an US Bank Account Dispute Form and submit it to US Bank as instructed on the form.

## **Section VIII. Termination of a Voyager Credit Card**

When and if a University vehicle is disposed of and the Voyager credit card is no longer required for that vehicle, email the Credit Card Coordinator at [travel\\_docs@uttyler.edu](mailto:travel_docs@uttyler.edu) requesting that the Voyager credit card account be cancelled.

## **Roadside Assistance**

Roadside Assistance may be obtained by calling the Texas DPS number (1-800-525-5555) found on the back of your Texas driver's license for assistance anywhere in Texas.

## **Forms and Tools/Online Processes**

- Voyager Credit Card Application
- Account Dispute Form

## Voyager credit card FAQs

**▼The Voyager Locator lists my local merchant as part of the Voyager network, but when I tried to use the Voyager fleet card at the location I was informed that they do not accept the Voyager fleet card. How up-to-date is the Voyager Locator?**

U.S. Bank is working with the state's Council on Competitive Government to streamline merchant acceptance and make the purchasing experience efficient and hassle-free.

Here are just a few of the efforts underway:

- The Council on Competitive Government is contacting repair and maintenance merchants not already on the Voyager network to urge them to join as soon as possible.
- U.S. Bank is contacting existing Voyager card-accepting merchants to alert them that the state now uses the U.S. Bank Fleet Card and to review the procedures for processing Voyager network card payments. More than 800 Texas repair and maintenance outlets have been added to the Merchant Locator tool in Fleet Commander® Online since July 1, 2012. More merchants are added daily.
- If a merchant appears on the Merchant Locator tool but states that the Voyager card is not accepted, call the Merchant Services number on the back of your card for assistance. If you know of a merchant you would like to have added to the Locator, contact Tina Stringer at U.S. Bank with the name and location.

**▼What if my local merchant does not currently accept the Voyager fleet card but would like to be part of the network?**

Merchants wishing to receive a TeleTrans application or to ask any questions about the program should contact U.S. Bank Voyager Merchant Services at 832-486-1003. As soon as enrolled, participating merchants will automatically be listed on the Voyager website so Texas cardholders and other customers will know that their business accepts the card.

**▼I have received “past due” notices in advance of the actual due date that follows the Texas 30 Day Prompt Payment Act. What do I do to resolve this?**

US Bank has been notified of such instances and are having these delinquency notices removed from the invoice, where applicable. If you believe you have received a delinquency notice in error, please contact the University Credit Card Coordinator, Patricia Speer, [travel\\_docs@uttyler.edu](mailto:travel_docs@uttyler.edu).

**▼Can all of our cards have the same driver ID number?**

No. A driver ID number is specific to that driver and is intended to prevent fraud or employee misuse.

Responsible Executive Officer for Policy: Vice President, Accounting  
Sponsoring Department: Financial Services  
Policy contact: Director of Financial Services  
Revision Date: May 14, 2024

**THE UNIVERSITY OF TEXAS AT TYLER**  
**APPLICATION FOR COMMERCIAL FUEL CREDIT CARD**

**PURPOSE:** This form will be used by The University of Texas at Tyler departments to request a commercial fuel credit card for university business use. The requestor must be authorized to sign for the billing department and cost center number provided by the department.

<b>REQUEST FROM:</b>	Department Name:	
	Requestor Name:	
	Requestor Phone / Email:	
	Admin Assistant Name:	
	Admin Assistant Phone Number:	
	Admin Assistant Building and Room Number:	
Department code / Cost Center code for payment:		

Vehicle Campus Location – check one		Tyler / 75701		Longview / 75605
		Palestine / 75801		Houston / 77082

License Plate #	Vehicle Year	Vehicle Make & Model	Driver Names for this Vehicle	Driver EMPL IDs

**REQUEST APPROVED BY:**

Printed Name	Budget Authority Signature	Date
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On behalf of my department, I hereby request commercial fuel credit cards for the following department vehicles. I understand that there will be one commercial fuel card per vehicle. I understand that each card is to be used solely for the purpose of obtaining fuel and/or vehicle services for the designated UT Tyler vehicle for which the card is issued.

<b>When form is complete, forward to FAX #: 903-565-5509 or Email: travel_docs@uttyler.edu</b>		
<b>Financial Services Credit Card Processing Only</b>		
Date Application Rec'd	Date App submitted to bank:	
Verify B/A or Backup	Enter Info on master list:	When card arrives, update master list
	File Application:	File signed Receipt

**CARD(S) RECEIVED BY:**

Printed Name	Budget Authority Signature	Date
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By signing for and taking receipt of these commercial fuel cards, the user acknowledges that he/she has budget approval authority over the billing Department and Cost Center listed above and that the department has internal controls in place to ensure the cards are used for official purposes only.

Editable form is available online at:



## ACCOUNT DISPUTE FORM

Step 1: CONTACT INFORMATION	
Account Number / Customer Number <input type="text"/>	Date Submitted <input type="text"/>
Company Name / Organization Name <input type="text"/>	
Contact Name <input type="text"/>	Phone Number <input type="text"/>
Email Address <input type="text"/>	Fax Number <input type="text"/>

Step 2: TRANSACTION INFORMATION									
Card Number / Customer Number	Transaction Date	Total Transaction Amount	Invoice #	Duplicate Transaction	Unauthorized Transaction	Data Integrity (See Step 3)	Other Reason	Amount in Dispute	Reason for Dispute
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Step 3: DATA INTEGRITY INFORMATION (If applicable)			*** Receipt copies are required for Data Integrity ***		
Participant Code or Station's Name <input type="text"/>		Merchant ID or Station's Address <input type="text"/>			
Entire Card Number <input type="text"/>		Transaction Date <input type="text"/>		Transaction Amount <input type="text"/>	
<input type="checkbox"/> INSIDE <input type="checkbox"/> AT THE PUMP		Product reported by Merchant <input type="text"/>		Correct Product <input type="text"/>	
Additional Information <input type="text"/>					

### Step 4: SUBMIT COMPLETED FORM

Complete form by filling in the appropriate fields. Fax form to 866-400-5770, email to FuelDisputes@usbank.com OR mail form to: U.S. Bank PO Box 13050 Overland Park, KS 66282-3050

FOR OFFICE USE ONLY		
Data Integrity Tracking # <input type="text"/>	Date Received <input type="text"/>	Date Sent <input type="text"/>

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**VOYAGER**



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