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**Date:** January 20, 2011

**To:** Operators of DOA Owned State Vehicles

**From:** Tom Bowers

**Re:** Voyager Fuel Charge Cards

Its time again when all of the Voyager fuel cards expire. Please verify that the card fleet numbers match and replace your card with this new one, as they expire the end of February. If the fleet numbers do not match verify the fleet number on your vehicle and contact Central Fleet at 608-267-7334.

Here is some helpful information when using the Voyager gas card:

**Q. What can I buy?**

A. Fuel but also car washes up to \$9.00, wiper blades, windshield washer fluid, oil to top off, or similar vehicle related items. Please do not charge repairs, please call ARI at 1-800-227-2273 if a vehicle repair is needed. Many dedicated car washes do not accept Voyager, but most fuel stations with car washes attached do accept Voyager. No personal items may be purchased with the Voyager card. Our state sales tax exempt number is ES40657, if non fuel purchases are made, the clerk may need to be reminded that we are tax exempt.

**Q. How do I get gas (or make other purchases)?**

A. You need to have two pieces of information; your current odometer mileage and your driver Personal Identification Number (PIN). The clerk inside the station or yourself at a pay-at-the-pump station will swipe the card, and the computer system will prompt for the mileage and the PIN. Please be sure that whoever gives you the keys explains the PIN to you if you are not familiar with it.

**Q. What if something goes wrong?**

A. The card will be locked out after three attempts to enter the wrong PIN. If you know your PIN is valid, the first thing to do is look at the back of the card and call Customer Service at Voyager at 800-987-6591. If you do not know your PIN, Voyager will not tell you for security reasons. Call the Fleet office at 888-353-3894 from 7:00 AM to 5:00 PM weekdays. If before or after Central Fleet hours you will need to pay for the gas and get reimbursed on your travel voucher.