



VOYAGER®



# U.S. Bank Voyager Mastercard® driver guide

## How to use the Voyager Mastercard

### Driver instructions

Drivers may use the magnetic stripe or EMV® Voyager Mastercard with chip at participating retail locations. To confirm locations, please refer to the information on page two of this document.

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| <b>1</b> | If the gas station has readers located at the pump, you may use your magnetic stripe or EMV Voyager Mastercard at the pump. If there are no pump card readers, see the attendant inside to process your transaction.   |
| <b>2</b> | Swipe or insert your card at the pump card reader. If the pump card reader will not read the card, take the card inside to the attendant to process the transaction electronically. If the attendant questions the card, show this guide and ask the attendant to follow the instructions.<br><br>Important Note: Drivers may have varying card usage experiences at different fueling locations, even within the same brand. Some will be chip-enabled and other will still rely on magnetic stripes. Drivers should continue to follow pump prompts to begin their fuel purchases. |
| <b>3</b> | If the pump terminal requires you to choose either “Credit” or “Debit”, press the “Credit” key or if it requires you to select between Voyager or Mastercard, press Voyager.   |
| <b>4</b> | If required, the terminal may prompt for an ID or personal identification number (PIN). Enter your assigned number and press “Enter”.  |
| <b>5</b> | If required, the terminal may prompt for an ODOMETER reading. Enter your odometer as a whole number. DO NOT enter tenths of miles.   |
| <b>6</b> | All terminals are different and may require information to be entered in a different order. Simply follow the instructions on the terminal to process your transaction.  |
| <b>7</b> | If a card cannot be read on any equipment, notify U.S. Bank customer service at the number shown on the back of your Voyager Card or in this guide. U.S. Bank will notify the merchant of a problem at one of its locations.   |
| <b>8</b> | If the sale is processed manually, write ID and ODOMETER reading on the ticket. If your card cannot be read at any location, it is likely that the magnetic stripe or chip is damaged. If this occurs, notify your fleet manager or U.S. Bank customer service to get a replacement card.  |
| <b>9</b> | If the attendant has any questions, present these instructions or ask them to call 866-984-3138 for assistance in processing the transaction.  |

## How to process the Voyager Mastercard

Station attendant instructions

- 1 To authorize a sale on a Voyager Mastercard, follow the instructions sent to you by your point-of-sale network provider.
- 2 If you have not received a copy of your retailer's instructions, you should first attempt to complete the sale through your electronic point-of-sale equipment.

## How to find locations that accept the Voyager Mastercard

Merchant locator instructions

- 1 Download the Voyager Mobile App today.



- 2 Call U.S. Bank Customer Service: 866-984-3138

## For more information

- Customer Service: 866-984-3138
- Email: [voyagercustomerservice@usbank.com](mailto:voyagercustomerservice@usbank.com)

[usbank.com/transportation-solutions/fleet](https://usbank.com/transportation-solutions/fleet)