UNITED STATES
POSTAL SERVICE

January 15, 2019

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service is updating the US Bank Voyager Fleet Card Standard Work Instructions – *At a Glance for Site Managers*.

The purpose of this revision is to update and clarify voyager fleet card policies and procedures.

Enclosed are the following final draft documents:

- Standard Work Instructions (SWI) US Bank Voyager Fleet Card – *At A Glance for Site Managers*
- Standard Work Instructions (SWI) Quick Reference: *US Bank Voyager Fleet Card – Card Reconciliation for Site Managers*
- Standard Work Instructions (SWI) Quick Reference: *US Bank Voyager Fleet Card – PIN Process for Site Managers*
- Standard Work Instructions (SWI) Quick Reference: *US Bank Voyager Fleet Card – Card Management for Site Managers*
- Standard Work Instructions (SWI) Quick Reference: *US Bank Voyager Fleet Card – Overview for Site Managers*

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures

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1) PURPOSE:

The purpose of this work instruction is to standardize procedures for the US Bank Voyager Fleet Card – At A Glance for Site Managers at a Post Office, Station or Branch.

2) SCOPE:

This work instruction includes the following procedures: (1) Card Management (2) Reconciliation (3) PIN Process

A Site Manager is defined as the manager of an operation to which vehicles are assigned. Site Managers are responsible for updating driver information in the Fleet Commander Online system (PIN) and Access Online (MasterCard – Caribbean Only), reconciling monthly reports, retaining records, security of the cards, and electronically maintaining the PIN process.

3) SUPERVISOR REQUIREMENTS:

Use this work instruction to monitor and ensure that Site Managers are following proper procedures for US Bank Voyager Fleet Card – At A Glance Site Managers.

4) RESPONSIBILITIES:

- Headquarters: Develop, implement, and maintain standardized processes.
- Area: Monitor performance and ensure compliance.
- District: Provide instruction and support to the field; implement, monitor process performance and ensure compliance.
- Postmaster/Manager: Provide instruction and monitor compliance of Site Managers.
- Site Managers: Follow established procedures.

5) DEFINITIONS:

- FAMS: Fuel Assessment Management System
- GSA: General Services Administration
- HERO: Integrated Human Resource System
- PIN: Personal Identification Number
- VMF Vehicle Maintenance Facility

6) WORK INSTRUCTION CONTENT FOR US Bank Voyager Fleet Card – AT A GLANCE FOR SITE MANAGERS:

Card Management

- For access to the FAMS, use eAccess to request a log-in ID
- Complete the FAMS - Site Manager training course *#2011NTWK1834SS01* via HERO System and take the final examination. Any employee delegated responsibility for reconciling fleet card activities must take this training.
- The Site Manager and all employees with access to the FAMS must complete and record completion of the training module. In addition, the Site Manager must sign and maintain on-site the FAMS Accountability Certification Statement.

- Cards should never be carried by off-duty personnel, left in unattended vehicles, or in other locations with unrestricted access.
- If a Site Manager encounters instances of suspected fraud or misuse, he must notify the appropriate Office of the Inspector General (OIG) servicing his particular location and notify Voyager immediately.
- Ensure fleet cards are only used to purchase vehicle commercial fuel/oil, maintenance, repair, towing, shuttling, servicing, washing and polishing. Every card purchase must be accompanied by a receipt, invoice, or a "No Receipt Form".
- Receipts, invoices, or "No Receipt Forms" must be matched to the Invoice Report, and any discrepancies reported within 30 days from the end of the month in which the purchase is posted. Report unauthorized charges to Voyager as soon as identified within 30 days.
- The site's servicing VMF manager is the only one who has the authority of changing the limits for cards.
- Site Managers are responsible of all Voyager Card security. Voyager Fleet Cards are accountable item and should be treated as such.
- Card Security – Site Managers must ensure cards are accountable for daily and have a designated location for secured cards.
- Report to Voyager information changes; vehicle, and card.
- In the event of a lost or stolen card, the Site Manager must immediately notify Voyager/U.S. Bank by calling 1-800-278-6191. Should the lost or stolen card be located, Site Managers must cut it in half and dispose of it.
- "Z" cards may be used during the Voyager Fleet Card replacement period until the new Voyager Fleet Card is received at the local postal facility

Reconciliation

- Utilize FAMS to reconcile purchases bi-weekly for smaller offices and weekly for larger offices, ensuring all driver receipts, invoices, and "No Receipt Forms" are accounted for and filed for 2 years.
- Individuals performing reconciliation may not reconcile their own transactions.
  Reconcile accounts online, print the account summary (invoice report), certify (sign) and date the invoice report, and file with all receipts, invoices, and "No Receipt Forms for 2 years. Monthly Invoice Reports with the attached receipts, invoices, or "No Receipt Form" must be segregated in a separate folder and available for audit purposes.
- Cards may only be used for the designated vehicle

- The vehicle number must be entered on the receipt, invoice, or "No Receipt Form" for tracking purposes. In each instance where a receipt is not available, the Site Manager must annotate the results of his determination in the document block available within the FAMS comment block. Secure signed, hard copy, documentation from the person incurring the charge when no receipt is available. An acceptable document suitable for securing a duplicate hardcopy documentation is the "No Receipt" Form located at link: http://blue.usps.gov/purchase/voyager/blue/index.htm .

- Certify that due diligence has been exercised in the verification of the transactions and that all supporting documentation has been verified.

- Site Managers must file Voyager cards (including all "Z" Cards) receipts, invoices, or "No Receipt Forms" for maintenance and repairs (including vehicle washing) at their local postal facility for 2 years.

- Send a copy of all "Z" Cards maintenance and repairs (including vehicle washing) receipts, invoices and/or "No Receipt Forms" to the local VMF for input into SEAM system. Site Managers must retain the original receipt, invoice and/or "No Receipt Form" at your local postal facility for 2 years.

- Site Manager must ensure that individuals provide a receipt, invoice, or "No Receipt Form" to substantiate purchases.

- If it is determined that the purchase was not authorized by the USPS, the Site Manager submits the *USPS Voyager Account Dispute Form(s)* to Voyager Fleet Services via E-mail (required) to fueldisputes@usbank.com . If E-mail is unavailable, please mail to Voyager Fleet Services.

- Site Managers must file the dispute within 30 days from when the charge first appears. Therefore, review of charges is critical. Keep records on disputed transactions until they are resolved.

PIN Process

- PIN Management will now be completed in Fleet Commander® Online system. There shouldn't be any Driver PIN list printed and kept anywhere, the Site Managers must access Driver PINs the Electronic Access Systems designated for the card program.

- Site Managers must login to eAccess and click on the PIN Management link and request their finance location. Within 24 hours of manager approval you will receive an email to begin the self-registration process.

- Register yourself via Fleet Commander® Online system. Please navigate to the following web site: https://www.voyagerfleetpartners.com/partner/usps .

- All Fleet Commander® Online system users are required to provide a mobile phone number by completing the Enhancement Security Authentication in the Fleet Commander® Online System.

- Site Manager must create, modify and terminate a Driver ID to maintain accurate Driver PIN information.

- Site Manager must verify, confirm and maintain the employee's name and EIN in the Fleet Commander® Online system as it corresponds to the information contained in the Postal Service's Time and Attendance Collection System (TACS) by utilizing this website: https://www.voyagerfleetpartners.com/app/auth/userLogin.do

- As soon as an employee leaves the unit, either permanently or on a detail assignment, the employee's PIN must be terminated. If an employee no longer need a driver PON or the employee is being transferred to a location with a different finance number, the employee's PIN must be terminated. The employee's new Site Manager will determine if the employee needs a PIN and would request that new PIN through the Fleet Commander® Online System at the new location. Site Managers must maintain driver PINs via online at this website: https://www.voyagerfleetpartners.com/app/auth/userLogin.do .

- Complete Semi-Annual Driver Certification and wait for the certification confirmation message to display on the Fleet Commander® Online system's website by verifying the employee's information is accurate and complete.

7) KEY ITEMS FOR SUCCESS:

- Complete the FAMS - Site Manager training Course # *2011NTWK1834SS01* via HERO and take the final examination system and complete comprehensive, web-based trainings for Fleet Commander® Online system *at* https://wbt.FleetCommanderOnline.com. Any employee delegated responsibility for reconciling US Bank Voyager Fleet Card activities must take this training.

- Ensure fleet cards are only used to purchase vehicle commercial fuel/oil, maintenance, repair, towing, shuttling, servicing, washing and polishing. Every card purchase must be accompanied by a receipt or invoice.

- Reconcile accounts online, print the account summary (invoice report), certify (sign) and date the invoice report, and file with all receipts, invoices and "No Receipt Forms" for 2 years. Monthly Invoice Reports with the attached receipts, invoices, or "No Receipt Forms"

must be segregated in a separate folder and available for audit purposes. Reconciliation must be completed bi-weekly for smaller to offices and weekly for larger offices. The user should be reviewing both the Invoice Link and the High Risk links. The review of just the high risk transactions is allowing transactions such as jet fuel to pass through without any questions.

- In the event of a lost or stolen card, the Site Manager must immediately notify Voyager/U.S. Bank by calling 1-800-278-6191. Should the lost or stolen card be located, Site Managers must cut it in half and dispose of it.

- If a Site Manager encounters instances of suspected fraud or misuse, he/she must notify the appropriate District Human Resource (HR) office, Office of the Inspector General (OIG) servicing his particular location, and notify Voyager immediately.

- There shouldn't be any PIN list printed and kept in the local postal facilities, the Site Managers will be able to access them in the Electronic Access Systems designated for the PIN management program.

Standard Work Instruction (Quick Reference): US Bank Voyager Fleet Card - Overview for Site Managers

COMPLETE HERO SYSTEM COURSE → eACCESS REQUEST → FLEET COMMANDER ONLINE PIN PROCESS → GAS PURCHASE RECEIPTS/NO RECEIPTS → US BANK VOYAGER CARD RECONCILIATION

	Action Items	Key Points	Reasons for Key Points
	1. Complete the Fuel Asset Management System (FAMS) – Site Manager training Course # *2011NTWK1834SS01* via HERO System.	• Site Managers and all employees needing access to FAMS must complete and document training module completion • Complete comprehensive, web-based trainings for Fleet Commander® Online system at https://wbt.FleetCommanderOnline.com (Refer to Standard Work Instruction (SWI) Quick Reference US Bank Voyager Fleet Card Management)	• All Site Managers and all employees responsible for reconciling fleet card activities must take this HERO training course and the final examination and the Fleet Commander® Online system
	2. Login to eAccess to request access to the FAMS.	• eAccess has to be used to request a login ID for Site Managers and all delegated reconcilers needing access to FAMS.	• Site Managers must remain in compliance with Postal Service FAMS requirements.
	3. PIN Management	• Go to eAccess to request PIN Management link • Complete Self Registration on Fleet Commander® Online system • Create, modify and terminate drivers from PIN management on Fleet Commander Online • Add EIN to a report • Complete semi-annual driver certification (refer to SWI Quick Reference Guide: PIN Process)	• Remain in compliance with semi-annual driver certification requirements • Maintain PIN management for all assigned drivers • Run a driver's inventory Report
	4. Request for replacement Voyager Cards	• Complete a USPS Voyager Account Maintenance Request Form (refer to SWI Quick Reference Voyager Card Management)	• Electronically submit completed forms to Voyager Fleet Services via email Send all forms to voyagerusps@usbank.com After receipt of the completed form, Voyager will issue a duplicate card identical to the reported damaged card
	5. Gas purchase receipts	• The vehicle number must be entered on the receipt, invoice or "No Receipt Form" for tracking purposes. • Every card purchase must be accompanied by a receipt, invoice or "No Receipt Form" (receipts, invoices or "No Receipt Forms" must be kept on file for 2 years). (Refer to SWI Quick Reference US Bank Voyager Fleet Card Reconciliation)	• Site Manager must take appropriate steps to ensure that individuals provide a receipt, invoice or "No Receipt Form" to substantiate purchases (all receipts and invoices are kept on file for 2 years).
	6. Request the driver to complete a "No Receipt" Form *(if no receipt is available)*	• Site Manager must annotate the results of his/her determination in the document block available within the FAMS comment block(Refer to SWI Quick Reference US Bank Voyager Fleet Card Reconciliation)	• Request and verify there's a secure signed, hard copy, documentation from the person incurring the charge.
	7. Login to (FAMS)	• Utilize FAMS to reconcile purchases bi-weekly for smaller offices and weekly for larger offices ensuring all driver receipt, invoice or "No Receipt Form" are accounted for and filed for 2 years (Refer to SWI Quick Reference US Bank Voyager Fleet Card Reconciliation).	• Reconcile accounts online bi-weekly for smaller offices and weekly for larger offices
	8. FAMS (Voyager) Certification	• Print the account summary (*invoice report*), certify (*sign*) and date the invoice report and file with all receipts and invoices for 2 years (Refer to SWI Quick Reference US Bank Voyager Fleet Card Reconciliation).	• Certify that due diligence has been exercised in the verification of the transactions and that all supporting documentation has been verified and kept on file for 2 years.

January 8, 2019
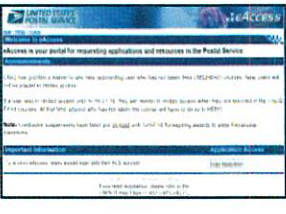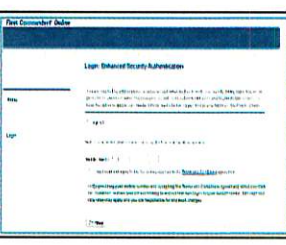
US Bank Voyager Fleet Card Management

	Action Items	Key Points	Reasons for Key Points
	1. **Complete the Fuel Asset Management System (FAMS) – Site Manager training Course # 2011NTWK1834SS01 via HERO System**	• Site Managers and all employees needing access to FAMS must complete and document training module completion • Complete comprehensive, web-based trainings for Fleet Commander Online at https://wbt.FleetCommanderOnline.com	• All Site Managers and all employees responsible for reconciling US Bank Voyager Fleet Card activities must take this HERO training course and the final examination. • Site Managers must also complete the Fleet Commander® Online System Web Based Training to ensure PIN Management compliance
	2. **Login to eAccess to request access to the FAMS System.**	• eAccess has to be used to request a login ID for Site Managers and all employees needing access to FAMS.	• Site Managers must remain in compliance with Postal Service FAMS requirements.
	3. **Request for replacement Voyager Cards or MasterCards**	• Complete a USPS Voyager/MasterCard Account Maintenance Request Form. • All Cards accounted for daily	• Electronically submit completed forms to Voyager Fleet Services via email • Send all forms to: voyagerusps@usbank.com • After receipt of the completed form, Voyager will issue a duplicate card identical to the reported damaged card
	4. **All Voyager Cards should be kept with restricted access**	• Cards should never be carried by off-duty personnel, left in unattended vehicles, or in other locations with unrestricted access.	• Voyager Cards are an accountable item and should be treated as such. • All cards should be accountable for each day
	5. **Validate authorized use of Voyager Card**	• Ensure cards are only used to purchase vehicle commercial fuel/oil, maintenance, repair, towing, shuttling, servicing, washing, and polishing.	• Every card purchase is required to be accompanied by a receipt, invoice, or "No Receipt Form" (all receipts, invoices, or "No Receipt Form" should be kept on file for 2 years).
	6. **Immediately notify Voyager/US Bank**	• Site Manager must immediately notify Voyager/US Bank of lost and stolen cards. • Should the lost or stolen card be located, Site Managers must cut it in half and dispose of it. • Please follow the replacement card instructions in section #3 for card replacement	• Site Manager must immediately notify Voyager/U.S. Bank by calling 1-800-278-6191 of lost or stolen cards. • Request for a replacement card by following instructions in section #3 above.
	7. **Report suspected fraud or misuse of Voyager Card**	• If a Site Manager encounters instances of suspected fraud or misuse, he must notify the appropriate Office of the Inspector General (OIG) and District Human Resource Mananger servicing his particular location and notify Voyager immediately.	• Report unauthorized charges to Voyager as soon as identified within 30 days.

January 8, 2019
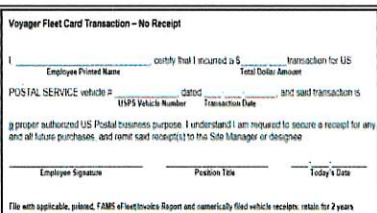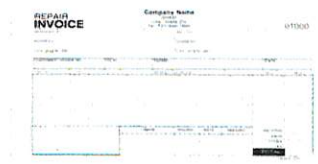
US Bank Voyager Fleet Card PIN Process

	Action Items	Key Points	Reasons for Key Points
	1. eAccess Request	• Login to eAccess and click on the PIN Management link • Request their finance location • Within 24 hours of manager approval you will receive an email to begin the self-registration process	• Access the Fleet Commander® Online system for PIN Management
	2. Fleet Commander Online: Self Registration	• Register yourself on Fleet Commander® Online. Navigate to the following web site: https://www.voyagerfleetpartners.com/partner/usps • At the bottom of the screen, click the **Register on-line today!** link	• Complete the Self Registration • Email confirmation for successful registration for Fleet Commander® Online system
	3. Fleet Commander® Online Login Enhancement Security Authentication	• All users will need to provide a mobile phone number • Mobile phone numbers will be used for enhanced authentication • After providing a mobile number, the user will click on the Send One-Time Passcode button • After receiving the code, enter it and click login	• Complete the Enhancement Security Authentication
	4. Create a PIN for new driver	• Select the Maintain Driver link • Select appropriate account • Verify the account number and name match the account which needs to create the driver PIN • Select create driver without card • Enter driver's information and verify for accuracy and correct organization is displayed • System saves the driver information and generates a Driver ID (PIN)	• Generate a specific six-digit PIN for a new driver
	5. Modify a driver's information	• Account Maintenance tab • Select the correct finance number • Select the appropriate account and verify the name and account is accurate • From left pane, select the Maintain Driver task • Select correct organization level • Search for driver, update the information and save the changes • Confirm changes and view confirmation screen	• Update Driver PIN as necessary • Verify/Confirm/Maintain employee's name and EIN as it corresponds to the information contained in the Postal Service's Time and Attendance Collection System (TACS)
	6. Terminate a Drive ID	• Account Maintenance tab • Select the correct finance number • Select the appropriate account and verify the name and account is accurate • Select the appropriate account and verify the name and account is accurate • From left pane, select the Maintain Driver task • Select Terminate Drive ID on left • Select Drive ID link • Schedule the date to terminate the Driver ID • Review Driver ID information and click yes button • Receive confirmation message	• Terminate the Driver IDs for employees no longer assigned to your office or who no longer need a Driver ID
	7. Complete Semi-Annual Driver Certification	• From home tab select Certify Drivers task • Select the correct finance number • Read the certification text • Select the "I Certify" button • Certification confirmation message will display	• Review driver information and terminate the Driver IDs for employees in the system no longer assigned to your office or no longer need a Driver ID in their current office • Certifying you have updated employees needing driver PINs with complete name and EIN as it corresponds to the Postal Service TACS

Standard Work Instruction (Quick Reference): US Bank Voyager Fleet Card - Reconciliation for Site Managers

US Bank Voyager Fleet Card Reconciliation

	Action Items	Key Points	Reasons for Key Points
	1. **Collect purchase receipts, invoices, and signed "No Receipts" Forms**	• Check each receipt, invoice, or a "No Receipt" Form to ensure the vehicle number is entered on it. • In each instance where a receipt or invoice is not available, the Site Manager must annotate the results of this determination in the document block available within the FAMS comment block. • If no receipt is found, please instruct the driver to complete a "No Receipt Form" and ensure it's signed by the driver incurring the charge. • A "No ReceiptForm" can be located at link: http://blue.usps.gov/purchase/voyager/blue/index.htm • Send copies of vehicle repair receipts, invoices, or "No Receipt Forms" to Vehicle Maintenance Facility (VFM)	• The Site Manager must take appropriate steps to ensure that individuals provide a receipt, invoice, or "No Receipt Form" to substantiate the purchases. • Every Voyager Fleet Card purchase must be accompanied by a receipt, invoice, or "No Receipt Form" and kept on file for 2 years.
	2. **Login to Fuel Asset Management System (FAMS)**	• Utilize FAMS to reconcile purchases biweekly for smaller offices and weekly for larger offices, ensuring all driver receipts, invoices, or "No Receipt Form are accounted for and kept on file for 2 years. **High risk transactions** Site Managers must reconcile **_only_** "high risk" transactions by utilizing the FAMS eFleet *"Reconciliation by Exception "* report (located within the FAMS Product Summary Page). The report can be accessed by clicking on the icon shown in red in the image to the left of this paragraph.	• Reconcile accounts online biweekly for smaller offices and weekly for larger offices to maintain compliance.
	3. **FAMS (Voyager) Certification**	• Print the account summary (invoice report), certify (sign) and date the invoice report and file with all receipts, invoices, or "No Receipt Forms" for 2 years.	• Certify that due diligence has been exercised in the verification of the transactions and that all supporting documentation has been verified and will be kept on file for 2 years.
	4. **Send Maintenance and Repair Invoices to Vehicle Maintenance Facility (VMF)**	• Site Managers must send copies (retain the originals with invoice reports) of all receipts, invoices, or "No Receipt Forms" for maintenance and repairs (including vehicle washing) to the VMF for input into Solution for Enterprise Asset Management (SEAM) system.	• The responsibility for reconciliation and fraud prevention continues to rest with each Site Manager.

January 8, 2019