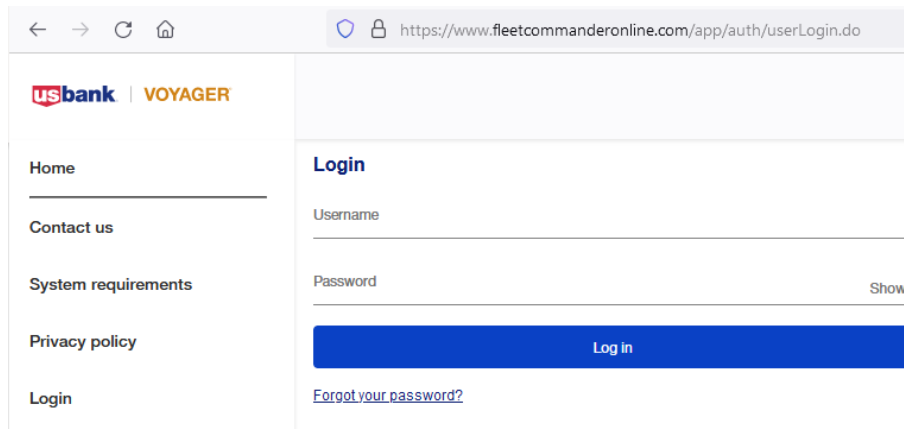


Voyager – Report a Voyager Card Lost/Stolen and Request Replacement in Voyager Fleet Commander Online (FCO)

Departmental users may need to report a fleet card as lost/stolen in cases where cards are lost or replacement cards are not received in the mail from the bank.

Procedures

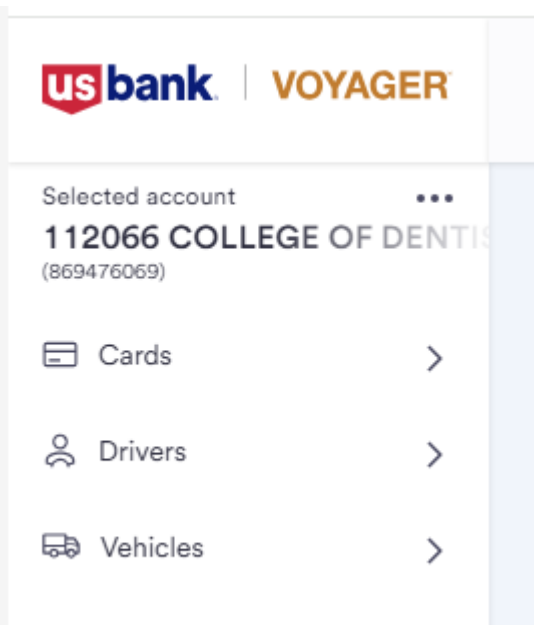
Sign into Voyager Fleet Commander Online (FCO) at fleetcommanderonline.com



The screenshot shows the login page for Voyager Fleet Commander Online. The browser address bar displays <https://www.fleetcommanderonline.com/app/auth/userLogin.do>. The page features the US Bank and Voyager logos at the top. On the left, there is a navigation menu with links: Home, Contact us, System requirements, Privacy policy, and Login. The main content area is titled 'Login' and includes fields for 'Username' and 'Password'. A 'Show' link is next to the password field. Below the fields is a blue 'Log in' button. A link for 'Forgot your password?' is located at the bottom of the login section.

Find Account for Maintenance:

In the top left corner of the screen, review the account selected automatically to see if this is the account that needs modification.



The screenshot shows the account selection screen in the Voyager Fleet Commander Online interface. At the top, the US Bank and Voyager logos are displayed. Below the logos, the 'Selected account' is shown as '112066 COLLEGE OF DENTIS' with the phone number '(869476069)' underneath. To the right of the account name are three dots indicating a menu. Below the account information, there are three options with icons and right-pointing arrows: 'Cards' (with a card icon), 'Drivers' (with a person icon), and 'Vehicles' (with a truck icon).

Voyager – Report a Voyager Card Lost/Stolen and Request Replacement in Voyager Fleet Commander Online (FCO)

Change Account:

If you need to change the account, click on the account showing and choose Switch account.

The screenshot shows the top navigation bar with the 'us bank | VOYAGER' logo. Below the logo, there's a 'Selected account' section displaying '112066 COLLEGE OF DENT' with the account number '(869476069)'. To the right of this section is a dropdown menu with options: 'Switch account', 'View account', 'Manage account preferences', 'View account transactions', and 'Set authorization limits'. Below the 'Selected account' section, there are three main categories: 'Cards', 'Drivers', and 'Vehicles', each with a right-pointing arrow.

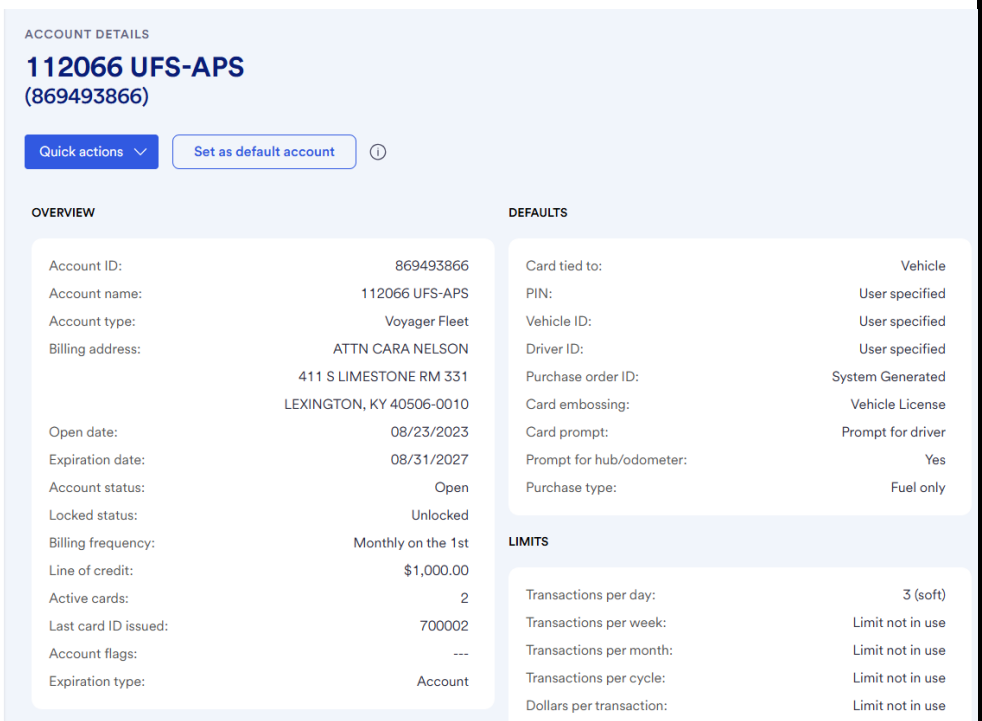
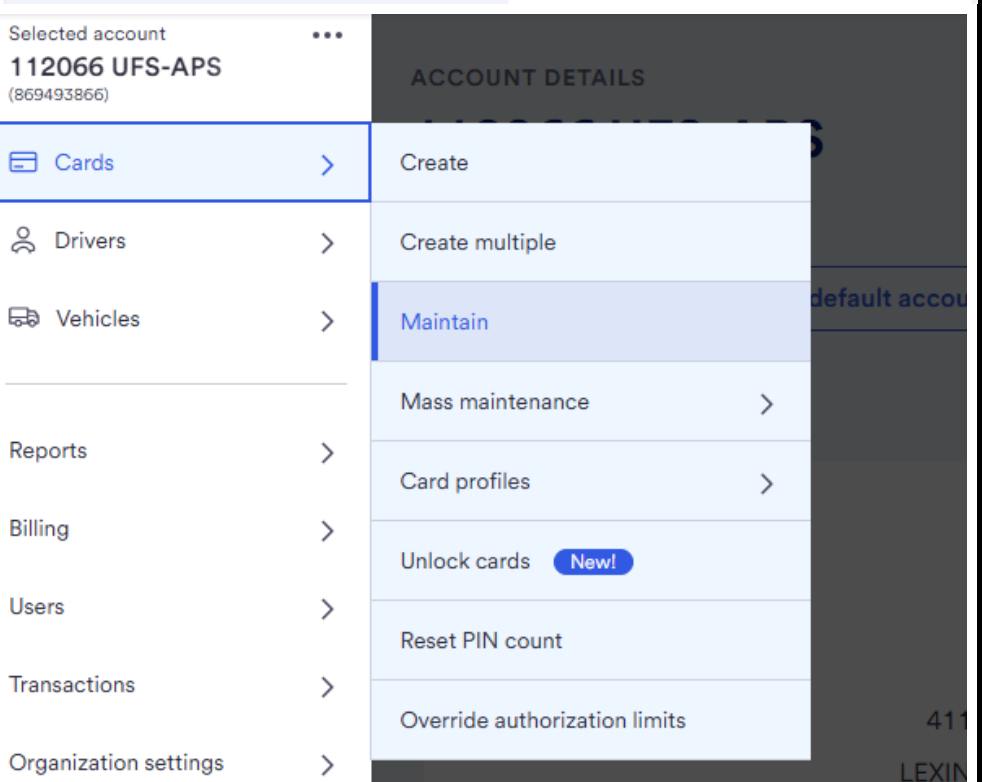
Type in a portion of the account description or the account number (if known) and click Search.

Click on the Account Name of the account needing maintenance.

The screenshot shows the 'ACCOUNT SEARCH' section with the heading 'Select an account.'. Below this is a search bar with a dropdown for 'Account status: Open', a search input field containing 'UFS', and a 'Search' button. Below the search bar, it says 'Displaying 1 to 1 of 1 accounts'. There is a table with the following data:

Account name	Account number	Status	Organization level 1 name
112066 UFS-APS	869493866	● Open	SOURCEWELL-NON STATE

Voyager – Report a Voyager Card Lost/Stolen and Request Replacement in Voyager Fleet Commander Online (FCO)

A summary of the account will be shown.	 ACCOUNT DETAILS 112066 UFS-APS (869493866) Quick actions Set as default account OVERVIEW <table> <tr> <td>Account ID:</td><td>869493866</td></tr> <tr> <td>Account name:</td><td>112066 UFS-APS</td></tr> <tr> <td>Account type:</td><td>Voyager Fleet</td></tr> <tr> <td>Billing address:</td><td>ATTN CARA NELSON 411 S LIMESTONE RM 331 LEXINGTON, KY 40506-0010</td></tr> <tr> <td>Open date:</td><td>08/23/2023</td></tr> <tr> <td>Expiration date:</td><td>08/31/2027</td></tr> <tr> <td>Account status:</td><td>Open</td></tr> <tr> <td>Locked status:</td><td>Unlocked</td></tr> <tr> <td>Billing frequency:</td><td>Monthly on the 1st</td></tr> <tr> <td>Line of credit:</td><td>\$1,000.00</td></tr> <tr> <td>Active cards:</td><td>2</td></tr> <tr> <td>Last card ID issued:</td><td>700002</td></tr> <tr> <td>Account flags:</td><td>---</td></tr> <tr> <td>Expiration type:</td><td>Account</td></tr> </table> DEFAULTS <table> <tr> <td>Card tied to:</td><td>Vehicle</td></tr> <tr> <td>PIN:</td><td>User specified</td></tr> <tr> <td>Vehicle ID:</td><td>User specified</td></tr> <tr> <td>Driver ID:</td><td>User specified</td></tr> <tr> <td>Purchase order ID:</td><td>System Generated</td></tr> <tr> <td>Card embossing:</td><td>Vehicle License</td></tr> <tr> <td>Card prompt:</td><td>Prompt for driver</td></tr> <tr> <td>Prompt for hub/odometer:</td><td>Yes</td></tr> <tr> <td>Purchase type:</td><td>Fuel only</td></tr> </table> LIMITS <table> <tr> <td>Transactions per day:</td><td>3 (soft)</td></tr> <tr> <td>Transactions per week:</td><td>Limit not in use</td></tr> <tr> <td>Transactions per month:</td><td>Limit not in use</td></tr> <tr> <td>Transactions per cycle:</td><td>Limit not in use</td></tr> <tr> <td>Dollars per transaction:</td><td>Limit not in use</td></tr> </table>	Account ID:	869493866	Account name:	112066 UFS-APS	Account type:	Voyager Fleet	Billing address:	ATTN CARA NELSON 411 S LIMESTONE RM 331 LEXINGTON, KY 40506-0010	Open date:	08/23/2023	Expiration date:	08/31/2027	Account status:	Open	Locked status:	Unlocked	Billing frequency:	Monthly on the 1st	Line of credit:	\$1,000.00	Active cards:	2	Last card ID issued:	700002	Account flags:	---	Expiration type:	Account	Card tied to:	Vehicle	PIN:	User specified	Vehicle ID:	User specified	Driver ID:	User specified	Purchase order ID:	System Generated	Card embossing:	Vehicle License	Card prompt:	Prompt for driver	Prompt for hub/odometer:	Yes	Purchase type:	Fuel only	Transactions per day:	3 (soft)	Transactions per week:	Limit not in use	Transactions per month:	Limit not in use	Transactions per cycle:	Limit not in use	Dollars per transaction:	Limit not in use
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Driver ID:	User specified																																																								
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Find Card that needs to be reported lost/stolen: Under the Account name, click on Cards, and Maintain.	 Selected account 112066 UFS-APS (869493866) ACCOUNT DETAILS Cards Drivers Vehicles Reports Billing Users Transactions Organization settings Create Create multiple Maintain Mass maintenance Card profiles Unlock cards New! Reset PIN count Override authorization limits																																																								

Voyager – Report a Voyager Card Lost/Stolen and Request Replacement in Voyager Fleet Commander Online (FCO)

Click on Advanced search. Choose Active and click Search.

A list of the active cards will be displayed.

Click on the Card ID of the lost card.

MAINTAIN CARDS

Search for a card.

Quick search

Advanced search

Card status

All

☒ Active

☐ Pending

Card tie

All

Card ID

Card ID

Clear all

Search

Displaying 1 to 2 of 2 cards

Expand allCollapse all

Card ID ↑	Status ↑	Status date ↑	Tie ↑	Key details
700001	Active	09/05/2023	Vehicle ID: 000001	Vehicle description: ---
700002	Active	11/07/2024	Vehicle ID: 000002	Vehicle description: 2020 CAMRY

Go to Quick Actions and select Report lost/stolen.

< Back

MAINTAIN CARDS

Edit your card information.

Card ID: 700001

Card status: Issued

Issue status: Active

Status date: 09/05/2023

Expiration date: 08/31/2027

Transactions since last billing statement

\$0.00

Card profile: Select card profile

Quick actions

Save changes

Report lost/stolen

Replace card

Suspend card

Cancel card

Card limits

Temporary limits

Product limits

Rules by state

: Active

Status date: 08/23/2023

Verify the mailing address is correct.

Select Standard Delivery.

Click Yes.

You will receive a confirmation message providing the new card ID of the replacement card and a reminder of the shipping address.

The standard delivery of the cards should take 7-10 business days.

< Back

MAINTAIN CARDS

Report lost or stolen card.

You have chosen to edit Card 700001 and report the card lost or stolen. Card 700001 will be canceled. A new card will be created with the updated information and shipped to the below address.

Card ID: 700001 Card status: Issued Issue status: Active Status date: 09/05/2023 Expiration date: 08/31/2027

Transactions since last billing statement ⓘ : \$0.00 Card profile: [Select card profile](#)

Card address

This is where cards will be shipped unless an alternate shipping address is provided.

Address ID: 000001

Company name: UFS-APS

Address: ATTN CARA NELSON
411 S LIMESTONE RM 331
LEXINGTON, KY 40506-0010

Business phone: [859-257-5440](#)

☒ Shipping address is the same as card address.
Unchecking this option will open a new window and require additional information.

ⓘ USPS express mail, FedEx next day and UPS next day will be shipped within 2 business days of your request. For UPS delivery, you may leave the account number blank. A shipping charge of \$20 will be applied to your account unless your contract terms state otherwise.

Delivery options

☒ Standard delivery
Please allow 7-10 days for delivery.

☐ FedEx next day delivery
Account number is required.

☐ UPS next day delivery
Account number is optional.

Do you want to save these changes and report this card as lost or stolen? A new card will be issued to the address above.

No

Yes

✓ Card 700001 has been canceled. Replacement [card 700003](#) has been successfully created.

This replacement card will arrive at ATTN CARA NELSON, 411 S LIMESTONE RM 331, LEXINGTON, KY 40506-0010 per your selected shipping method.