Fleet Fuel Program Update

Jarrett Keller
Facility Services – University Stores
Updates

• Impact of recent increases in fuel costs
• Review of fraud prevention/mitigation features
• Card inventory review and credit limit monitoring
Fuel Cost Increases

- 30-40% increase in fuel costs over the past 6 months
- Potential to cause some fleet cards to exceed their monthly credit limits

Weekly Retail Gasoline and Diesel Prices
(Dollars per Gallon, Including Taxes)

Source: www.eia.gov
Fraud Prevention Features

- Currently issued cards have EMV chips
- PIN #'s are required
- Multiple incorrect PIN entries will lock the card
- Cards are geo-restricted to certain states
- Cards have default daily and monthly limits
Invalid PIN Entries

• 3 consecutive invalid PIN entries will lock the card
• This requires action by the user or fleet manager to resolve
• Contact Fleet Assistance 800-987-6591 and provide a valid PIN
• The Fleet Assistance phone number is on the back of every card
Card Geo-Restriction

- Cards are default restricted to states on the Gulf Coast
- This can be modified as needed for specific cards
Transaction Limits

• Cards have a default monthly credit limit of $1,000
• Cards are limited to 3 transactions per day
• Can be modified as needed
Credit Limit Monitoring

- Higher fuel costs and the default credit limits caused several card declines in late March

- Implemented monitoring of cards approaching monthly credit limit (>85%)

- Temporary credit limit increases can be authorized as needed

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Thu 3/21/2022 9:30 PM
fleetcommander@voyagerfleetpartners.com
To Jarett S Keller

Purchase Decline Alert - EXCEED DRIVER CYCLE PURCH AMT HARD LIMIT

Dear Jarett Keller:

Thank you for using Fleet Commander Online. Per your system settings, you are being notified of a Purchase Decline Alert for the following reason EXCEED DRIVER CYCLE PURCH AMT HARD LIMIT.

Please note the transaction details below:

Account Number: x0008715
Card Review

- Review active fuel cards and driver PIN #'s
- Review current card restrictions (transaction limits, and geo-restricting)
- Request adjustments as needed
Request Card Review

To review department card listings and restrictions, contact:

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