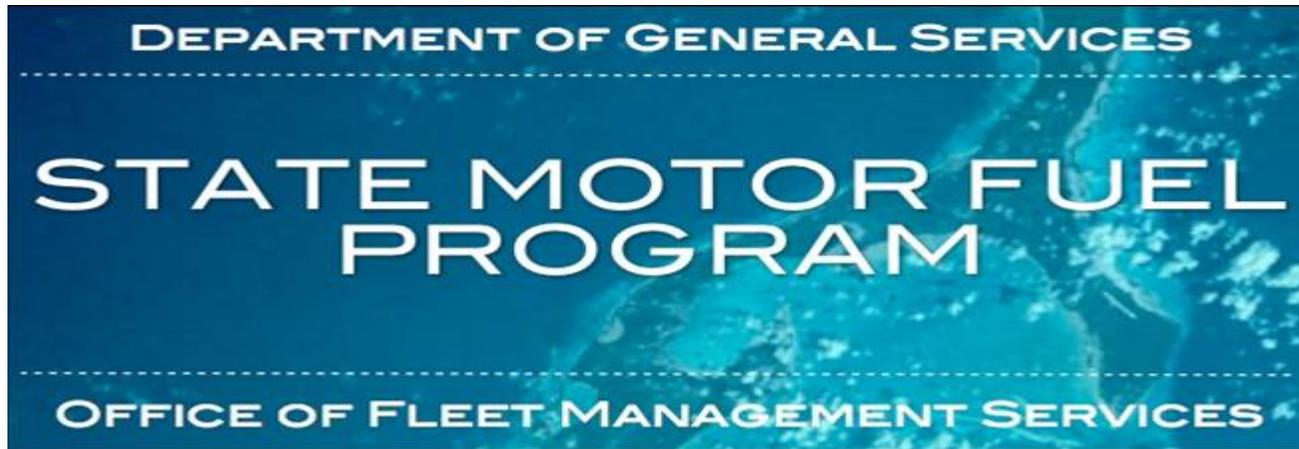


**Virginia Department of General Services
Office of Fleet Management Services
Fuel Card Program Training Manual**



Fuel Card Program Overview

- Mansfield Oil Company will issue the Voyager card for the State Fuel Card Program . It provides the flexibility to fuel your vehicles at 90% of the retail stations nationwide. Contract prices under this program allow your cardholders to purchase tax exempt motor fuels at participating retail stations. The card will give your organization the ability to purchase all brands of fuel products. The Mansfield Oil/Voyager card is a powerful and dependable fleet card with extensive management features that increases accountability and security, providing you a method to eliminate theft and fraud.
- Access to numerous online tools will be available through the Mansfield Oil website. This presentation will assist you in navigating the Mansfield website and managing your account online.

Company History

Mansfield Oil Company

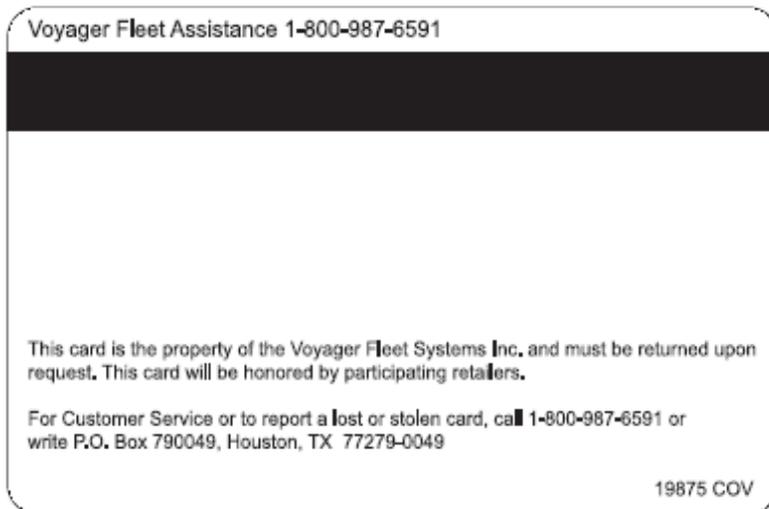
Mansfield Oil Company of Gainesville, Inc. is an established leader in the petroleum marketing, fuel supply, and convenience store industries. Founded in 1957 as a small fuel distributorship, Mansfield has grown into a major fuel supplier, delivering more than one and a half billion gallons of fuel every year to clients throughout the continental United States. They provide programs designed specifically to help control fuel related expenses and effectively manage environmental liabilities.

US Bank Voyager

Voyager began operations in 1995. Within the last several years, Voyager has grown to meet the needs of some of the largest state, federal, and commercial fleet management programs in the nation. This experience has enabled Voyager to offer a comprehensive, cost-effective fleet fueling solution. Their fleet management program streamlines and enhances all aspects of the fueling transaction process, which includes electronic data transfers, transaction monitoring, security, integrated reporting, and customer service support.

Fuel Card Information

The front of your fuel card will look as pictured below. The first nine numbers are your account number; the next five are your card number and the last number is the check digit. Below the card number, the embossing lines will vary on an individual basis depending on your needs. For example, line one may be the Vehicle Number, line two the COVA Agency or Jurisdiction and line three the Vehicle Description. The back of your card will display the phone number to call if you encounter problems at the pump.



Contacts

- Mansfield Customer Representatives –Questions concerning the website, card add, delete; vehicle add, delete; reports; invoices and disputes:

Linda Franklin 800-255-6699 Ext. 2275

Scarlett Skinner 800-255-6699 Ext. 2074

Sandra Johnston 800-255-6699 Ext. 2071

- Lost, stolen or damaged cards:

During normal business hours

Report on website

After hours

800-987-6591

- Voyager assistance at the pump 800-987-6591

- Questions concerning the DGS OFMS Fuel Card Program:

Patricia Roach

804-367-6935

FAQ

Q: I have a driver at a station and his card is being rejected, what should I do?

A: Make sure they are using the correct driver ID. If a driver is having problems at the pump, please have them call Voyager Customer Service 800-987-6591 (number on back of card) *after* the second unsuccessful entry (the card is "locked out" for security purposes after the 3rd). The driver will need to provide the Driver ID/PIN to the customer service representative for assistance.

Q: How can I find the stations in my area that accept the Voyager card?

A: Go to the following website and enter the address where you want to fuel:
<http://www.usbank.com/voyagerfleet/search.jsp>

Q: Why doesn't the pump price on my receipt match the price on my invoice ?

A: Factors affecting the price difference from ticket to invoice are OPIS index pricing, a contracted "adder" and the exemption of taxes. Retail prices are not a factor. To reconcile your invoice, you will need to match the date and the number of gallons purchased.

Q: What is OPIS?

A: Oil Price Information Service is a published index, providing a comprehensive source for petroleum pricing.

Q: I have a dispute with a charge on my invoice, what should I do?

A: Fill out a dispute form and fax or email it with a copy of your receipt to
fuelcard@mansfieldoil.com

Q: Why doesn't my invoice and transaction report match?

A: Run the report with the date criteria "Post Dates Billed" and make sure you have the correct date range.

FAQ continued

Q: Regular Unleaded was purchased, but my Raw Data Report shows Mid Grade?

A: This is usually a price code issue with a specific station. Fill out a dispute form and fax or email it with a copy of your receipt to a fuelcard@mansfieldoil.com

Q: How do I obtain a log-in?

A: Your Card Administrator must send an email request to the helpdesk. They will need to provide your name, email address, phone number and access restriction.

Q: I forgot my log-in. What is it?

A: Contact the web helpdesk at fueldesk@mansfieldoil.com. Your username and password will be emailed to you.

Q: How do I keep from seeing specific exceptions on my Exception Report?

A: Log onto the Mansfield website and click on “My Account”, then “Exceptions Options,” and uncheck the exceptions you don’t want to see.

Q: Why have I stopped receiving my Exception Report and or Invoice?

A: Has your email address changed? If so, log onto the Mansfield website and click on “My Account”, and update your email address. Also, look at the “Exception Option” page to verify what exceptions are checked. Possibly, there are no exceptions at this time.

Q: Why can’t I cancel a vehicle request I entered?

A: It has already been processed. See vehicle delete or vehicle reissue.

Q: What changes can I make in my card information after the card has been received?

A: The only changes that can be made are in the Department, Sub-Department, License Number, VIN number, Gallons and Product Restriction.

Exception Codes

- M (Mileage) Odometer
- D Duplicate Transactions
- O Other than Fuel
- A After Hours (7 PM – 5 AM)
- X Exceeds Tank Capacity
- H High Grade Fuel (grade above Unleaded)
- P Product Type
- V Aviation Fuel
- W Weekend
- R Propane
- 2-9 Multiple Fuelings
- S Special – over \$15.00 CW

Contact Levels Determine Access Restrictions

These are submitted to Mansfield using the MOC Contact Form located on the DGS OFMS website

- Primary Contact:
Access to all Transaction Reports, Invoices, Vehicle/Driver Adds and Updates, and Exception reports.
- Secondary Contact:
Access to all Transaction Reports and Invoices. No Exception Reports or Account Maintenance.
- Fleet Manager:
Access to all Transaction Reports, Invoices, Vehicle and Driver Adds and Updates. No Exception reports.
- Accounts Payable:
Access to all Transaction Reports and Invoices. No Exception Reports or Account Maintenance.

Account Management

Access to Mansfield's secure online system for reporting and account management is available. The only requirements for accessing this information are: Internet Explorer 5.5 or higher, a log-in and Crystal Reports, which is a free download.

Mansfield Oil Company provides transactional data from daily electronic feeds from Voyager, that can be downloaded to your computer through a few simple prompts via your log-in. Data can be exported to Excel or Access as well as printed through established reporting options.

Account Maintenance

- Vehicle, card and driver search.
- Card replacement request
- Status inventory for active/terminated cards/drivers
- Perform account maintenance tasks, like add or delete vehicles or drivers

Reporting

- Through raw data transfer to Excel, receive reports by site, vehicle, card, driver name and number, and exception information, along with transaction details
- Run summaries and reports for invoice documentation.
- Access to transaction data as it posts
- Purchase Alerts - Receive a daily email of purchases that don't comply with policy.
- Alerts can be set by:
 - Number of fuelings per day
 - Duplicate transactions
 - Transactions on certain days of the week
 - Car wash greater than \$15
 - Allowable fuel type
 - Maximum gallons
- Bi-Weekly electronic bill presentation to your email account
- View your invoice online, immediately after the close of your billing cycle

The following slides detail the Mansfield website. This is the log on screen.

The screenshot shows the homepage of the Mansfield Fuel Systems website. At the top left is the Mansfield logo with the tagline "Local Service, Nationwide." To the right is a banner featuring a smiling woman and a quote: "We run fuel islands with three other agencies fueling out of them. How can I bill everyone right and lower costs?" The Mansfield Fuel Systems logo is also present in the banner. Below the banner is a navigation menu with links for Home, About, Your Industry, Supply, Fuel Systems, Logistics, Air1 DEF, and BioFuels. The main content area is divided into three columns: "Commercial and Industrial" (with a red tanker truck image), "Retail" (with a SOLO gas station image), and "Government" (with a police officer image). Each column contains a brief description of services and a "Learn more" link. At the bottom of the main content area is a "Supply and Distributor Locator" button with a map of the United States. To the right of this button is a login form with fields for "user:" and "pwd:", a dropdown menu for "Mansfield Oil", and a "Sign in" button. The footer contains a list of links: FUELSNews, Contact Us, Terms, Jobs, Meeting Center, Search Our Site, and C&N Ethanol & Biodiesel. Below the links is the copyright information: "© 2010, Mansfield Oil Company - 1025 Airport Parkway SW, Gainesville, GA, 30501 P: (800) 695-6626 F: (770) 718-3053" and a "TOP" button. In the bottom right corner, there is a "powered by ignitemedia llc." logo and a "We're offline! weopra" status box.

Mansfield
Local Service, Nationwide.

"We run fuel islands with three other agencies fueling out of them. How can I bill everyone right and lower costs?"

Mansfield
Fuel Systems

Home About Your Industry Supply Fuel Systems Logistics Air1 DEF BioFuels

Commercial and Industrial

We service thousands of commercial & industrial customers in 50 states from over 900 supply points.
[\(Learn more\)](#)

Retail

We provide branded and unbranded fuel supply and services for all classes of fuel retailing. Nationwide.
[\(Learn More\)](#)

Government

A proven fuel supplier to federal, state, local governments, defense department, and transit authorities.
[\(Learn more\)](#)

Supply and Distributor Locator

user: Mansfield Oil
pwd: [Sign in](#)

[FUELSNews](#) [Contact Us](#) [Terms](#) [Jobs](#) [Meeting Center](#) [Search Our Site](#) [C&N Ethanol & Biodiesel](#)

© 2010, Mansfield Oil Company - 1025 Airport Parkway SW, Gainesville, GA, 30501 P: (800) 695-6626 F: (770) 718-3053 [TOP](#)

powered by [ignitemedia llc.](#)

We're offline!
weopra

Home Page

Menu Bar is located on the left



Home

Home

Reports

Invoices

Drivers

Vehicles

My Account

Sign Off



About Us

Mansfield is an established leader in the petroleum industry, including the evaluation, development, and operation of retail petroleum facilities and fuel delivery. Since our founding in 1957, Mansfield has consistently grown to be a major petroleum supplier.

We deliver more than one billion gallons of petroleum products annually to customers throughout the United States. Our success is the result of a thorough understanding of the industry, a commitment to improvement, and an adaptation to market changes. We have a history of establishing and maintaining long-term, mutually profitable client relationships.

You are currently on one of our customer reporting sites. These sites are used by our customers to retrieve a variety of information, including invoices, order status, tank inventory levels and card transaction information. If you would like to learn more about Mansfield Oil Company, please click on any of the logos shown below.

Transaction Reporting Options



Home -> Reports -> Transaction Reports

Home

Reports

Transaction Reports

Invoices

Drivers

Vehicles

My Account

Sign Off

Transaction Reports

- [Summary By Agency](#)
- [Summary By Sub-Agency](#)
- [Daily Summary By Location](#)
- [Summary By Vehicle](#)
- [Summary By Vehicle \(Daily\)](#)
- [Detail By Agency](#)
- [Detail By Sub-Agency](#)
- [Exceptions By Agency](#)
- [Raw Data For Export](#)
- [Summary By Agency and Product](#)
- [Active_Vehicle_Listing](#)

Attention: Users of Mansfield Oil Company website reporting:

We are transitioning our web reporting from Crystal Reports to SQL Server Reporting Services to provide faster, more reliable access to your data and deliver additional report features to enhance your viewing experience.

Some changes you will see are as follows:

1. Date criteria, as well as other optional report parameters such as Site and Vehicle, are selected from a new toolbar, located at the top of your screen.
2. Several reports now support filtering by Vehicle ID.
3. **After selecting date and Company criteria**, click the "View Report" button on the right hand side of the screen, to view your report.
4. You can elect to shrink or expand the data on the page by choosing the drop-down menu "Page Width".
5. You can perform searches within the report document by entering specific words or numbers in the blank cell next to "Find" on your report toolbar.
6. Exporting of data to alternate formats such as Excel or PDF continues to be supported. Select your format of choice and click the "Export" button, also on your report toolbar.
7. [Click here for instructions on printing your new Mansfield reports](#)

View/Print Your Invoices



Home -> Invoices

Home

Reports

Invoices

View Invoices

Drivers

Vehicles

My Account

Sign Off

Invoices

View Invoices *Here you are able to view your invoices.*

You are using Internet Explorer version 6

Government accounts are most frequently set up by vehicle - If your needs require you to set up your account by driver you will use the options listed under Drivers



Home -> Drivers

- Home
- Reports
- Invoices
- Drivers
 - Driver Deactivation
 - Driver Search
 - Driver Update
 - Cancel Requests
 - Driver ID Report
- Vehicles
- My Account
- Sign Off

Drivers

Driver Deactivation *Deactivate driver IDs.*

Driver Search *Search for Driver \, PIN*

Driver Update *Search for or update driver information such as driver name or driver department.*

Cancel Requests *Here you are able to review or cancel any of your outstanding driver requests.*

Driver ID Report *Display all drivers IDs that have been assigned.*

You are using Internet Explorer version 6

Add, make changes, delete, view vehicle history, maintain cards and view/print vehicle list



Home -> Vehicles

Home

Reports

Invoices

Drivers

Vehicles

Vehicle Add

Vehicle Change

Vehicle Delete

Vehicle History

Vehicle Reissue

Cancel Requests

Vehicle List

My Account

Sign Off

Vehicles

Vehicle Add *Add new vehicles.*

Vehicle Change *Search for existing cards, and modify their internal billing information.*

Vehicle Delete *Deactivate cards.*

Vehicle History *Search and display the history of a card.*

Vehicle Reissue *Re-issue cards that are lost, stolen, or damaged.*

Cancel Requests *Here you are able to review or cancel any of your outstanding card requests.*

Vehicle List *List of all Vehicle Records*

You are using Internet Explorer version 6

Personalize options or update account information



Home -> My Account

Home

Reports

Invoices

Drivers

Vehicles

My Account

Exception Options

Update Account

Sign Off

My Account

From here you are able to personalize your account and update your account information.

Exception Options *You are able to customize your daily exceptions report from here. You are able to choose what items are listed as exceptions. For example, car washes, weekend fueling, high octaine fuel purchases, etc.*

Update Account *From here you can update your account information. This includes your name, email address and password.*

You are using Internet Explorer version 6