

State of California
CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES
Fire and Rescue Division

OPERATIONS BULLETIN #11

Subject: *Credit Card Use/For Official Use Only*

A State of California Voyager, multi-company, petroleum credit card is issued for each California Governor's Office of Emergency Services (Cal OES) fire, rescue apparatus, communications, and incident support unit. The vehicle license number, unit number, and expiration date appear on the face of the card.

USE AND LIMITATIONS

The credit card may be used only at participating service stations/truck stops for the purchase of motor fuels, Diesel Exhaust Fluid (DEF), and lubricants while en route to, or returning from, an incident wherein the apparatus has been dispatched through the mutual aid system. **When purchasing fuel, drivers are required to purchase regular grade (unleaded) gasoline only for equipment/vehicles that require unleaded gasoline. The purchase of premium (supreme) grade unleaded gasoline is prohibited.** Under emergency conditions (while under a mutual aid dispatch) the card may also be used for the purchase of:

- Cooling system hoses
- Coolant/anti-freeze
- Air cleaner service or dry element replacement
- Head lamps/bulbs
- Chassis lubrication, oil and filter service
- Wiper blades
- Tire repairs

The Cal OES Fire and Rescue Division must authorize any other emergency purchases/repairs.

The credit card **shall not be used for any purchases** incidental to the use of the apparatus within the jurisdiction to which it is assigned. The credit card issued for one Cal OES vehicle shall not be used for purchases for any other vehicle.

When making credit card purchases, the responsible operator must review the charges for accuracy prior to signing the delivery slip. Please keep copies of all receipts for up to three years from date of purchase. We may have a need to request the receipts for audit purposes.

A Voyager Credit Card Usage Instruction Brochure (attached) has been provided with each card. This brochure lists all participating oil companies and provides an instruction page for each brand. The brochure also provides "7" steps on "how to use" the card. Please pay careful attention to and follow these steps. If you have trouble obtaining fuel (e.g., incident does not provide or incorrect pin #), it is your RESPONSIBILITY to contact our Fire and Rescue Duty Officer at (916) 845-8711 before determining your own resolution, such as using your own agency credit card. After three incorrect attempts to enter the pin #, the card will be locked. *If you fail to contact our office for a resolution, Cal OES Fire and Rescue Division will not be responsible for your agency's expense(s).

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Credit cards for each Cal OES Fire and Rescue Division vehicle/apparatus shall be maintained within the apparatus logbook at all times.

Prior to obtaining fuel or any service from an oil company outlet, operators must establish that the outlet accepts the state credit card.

NOTE: Credit cards from Cal OES engines shall not be used to fuel strike team leader or other vehicles under any circumstances. Credit card security and unauthorized charges may be the responsibility of the agency to which the apparatus is assigned. Misuse or unauthorized use is a violation of the law.

Using Your State of California Voyager Fuel Card



The brands currently accepting the State of California Voyager Fuel Card are:

BP	Phillips 66
Chevron	Shell
Circle K	Sinclair
Citgo	Texaco
Conoco	Total
Exxon	Union 76
Mobile	

How to use the State of California Voyager Fuel Card

- 1 If the gas station has card readers located at the pump, you may use your State of California Voyager card at the pump. If there are no pump card readers, see the attendant inside to process your transaction.
- 2 Swipe your card at the pump card reader. If the pump card reader will not accept the card, take the card inside and have the attendant process the transaction electronically on the inside equipment. If the attendant questions the card, provide the attendant with the toll-free number on the back of the State of California card or in this brochure for assistance in processing this transaction.
- 3 If the pump terminal requires you to choose either "Credit" or "Debit", press the "Credit" key.
- 4 The PIN number for your card is the last 6 digits of the OES Equipment license plate number.
- 5 If required, the terminal may prompt to enter the ODOMETER reading. Enter your odometer as a whole number. DO NOT enter tenths of miles.
- 6 If the card cannot be read on any of the equipment, notify Voyager at the number shown on the back of your card or in this brochure. Voyager will notify the oil company of a problem at one of its locations. The company is often not aware that there is a problem.
- 7 If the sale is processed manually, write ID number and ODOMETER reading on the ticket. If your card cannot be read at any location, it is likely that the magnetic strip is damaged. If this occurs, notify your Agency to get a replacement card.

Voyager Client Services: 800-987-6591

National Automobile Club

Roadside Assistance 800-600-6065