

State of Arkansas

Fuel Card

Policies and Guidelines



November 2009

This document will be updated as changes occur and the most current edition will be posted on the Office of State Procurement's website at:
www.arkansas.gov/dfa/procurement/pro_fuelcard.html

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State of Arkansas

Fuel Card

Policies and Guidelines

1. Introduction

The Office of State Procurement has contracted with Voyager Fleet Systems, Inc./US Bank to provide a Statewide Fuel Card Program.

The state fuel card can only be used for official state business. The fuel card offers agencies services in addition to routine fueling needs. The card can also be used for minor or routine vehicle maintenance, including oil changes, windshield repair and tire servicing. The fuel card also carries access to roadside assistance through North American Fleet Services. The fuel card is not to be used for purchasing food, beverages, novelty items, or personal items.

The fuel card is not intended to replace the individual P-Card or Travel Card, and is not usable for business travel expenses. Business travel examples are trips for meetings, conferences, seminars, etc.

This plan outlines policies and guidelines that are critical to the management of the fuel card program, in order to ensure that a system of internal controls are followed to mitigate the potential for fraud, misuse, and delinquency.

This document is intended to be a living document and will be updated as changes occur within the State's fuel card program. The primary purpose for a statewide fuel card is to establish one fuel card provider with the largest fueling network across Arkansas and the United States. The use of this card allows for fuel and vehicle maintenance to be charged and billed by one provider, eliminating multiple fuel card providers and billing companies. With the use of one fuel card provider among all State Agencies allow for better internal controls to mitigate the potential for fraud and misuse.

2. Contract Officials

This section provides a list of key officials associated with the fuel card program within the Office of State Procurement and Voyager/US Bank, along with their title, responsibilities, and contact information.

Fuel Card Program
Office of State Procurement
 1509 W. 7th Street
 Little Rock, AR 72201
 Fax 501-324-9311

Contact	Title	Responsibilities
Jeff Spears, CPCP, CPPB 501-371-1405 jeff.spears@dfa.arkansas.gov	State Credit Card Administrator	Oversees All State Purchasing Card Programs
Norma Little, CPPB 501-683-2217 norma.little@dfa.arkansas.gov	State Credit Card Coordinator	Oversees State Agency's implementation, use and limit changes of Purchase Cards, Fuel Card and Travel Card

Voyager Fleet Systems, Inc.

738 Hwy. 6 South
Suite 600
Houston, TX 77079

Name	Title	Responsibilities
Beverly Ramirez 832-486-1093 (p) 713-299-3560 (c) 866-322-7988 (f) beverly.ramirez@usbank.com	Relationship Manager	Dedicated Relationship Manager for the State of Arkansas. Facilitates fleet card program and provide ongoing consultation and program updates, product enhancements and account performance.
Maureen Blaha 832-486-1042 (p) 800-987-6592 (f) maureen.blaha@usbank.com Work Hours 6:30-3:30 CST	Dedicated Customer Service Representatives	Dedicated account contact for all day-to-day account correspondence, phone calls, e-mails and fax handling.
Lynda Long - Back Up 832-486-1207 (p) 800-987-6592 (f) lynda.long@usbank.com Work hours 8-5 CST	Dedicated Customer Service Representatives	Dedicated account contact for all day-to-day account correspondence, phone calls, e-mails and fax handling.
Jodie Collins 832-486-1022 (p) 800-987-6592 (f) jodie.collins@usbank.com	Customer Service Manager (State Team)	The Manager to contact for questions regarding customer service or need to escalate an issue or question.
Ginger Ceranko 832-486-1007 (p) 800-987-6592 (f) ginger.ceranko@usbank.com	Customer Service Supervisor (State Team)	The Supervisor to contact for questions regarding customer service or need to escalate an issue or question.
Tom Rajan 832-486-1190 (p) 832-486-1210 (f) tom.rajan@usbank.com	TeleTrans National Account Manager	Implement the rules and get vendors set-up for any account that may be interested in the TeleTrans program.
800-987-6591 (p) 800-987-6592 (f) fleetcommander@usbank.com	Technical Support FleetCommander Online (FCO)	Technical Help Desk to assist with the special needs of State Government clients. Assistance with questions about Fleet Commander Online. Assist with special reporting request that may require a query.
The shared email address for all state inquiries is: voyagerstate@usbank.com		
The Voyager customer service number is 800-987-6591 All questions regarding an account, billing, or merchant issues can be handled by dialing this number		

2.1 Agency Fuel Card Officials

Each State Agency, Board, and Commission shall designate an agency representative who will request, setup, make account changes, assigns fuel card(s) to agency designated vehicle(s) and/or individuals, reconcile transactions, invoices, and authorize payment to Voyager/US Bank. (Voyager AASIS Vendor # 100096892)

Agency fuel card representative will assign fuel cards in accordance with their agency's established policy for vehicle and/or individual credit card(s). Agency Fuel Card Official(s) will complete and submit all requests for their Agency's vehicle and/or individual cards to Voyager/US Bank for processing. Fuel Cards may be assigned to vehicles and/or individuals.

Agency fuel card representatives are to immediately call Voyager Card Services at 1-800-987-6591 for lost or stolen cards as soon as possible.

3. Agency Responsibilities

State agencies are responsible for creating, monitoring and enforcing, within their agency, all rules, regulations, executive orders, policies, procedures and guidelines for fuel card account setup, use, assignment, tracking, replacement, account maintenance and updates.

To comply with these responsibilities each agency will identify certain minimum requirements that must be implemented within their agency. Because most state agencies have different organizational structures and operating procedures, agencies will be afforded as much flexibility as possible in order to meet these requirements. Agencies should conduct reviews and periodic audits to ensure the responsibilities are met.

3.1 Utilization

State agencies are responsible for the safe and effective utilization of the Voyager Fuel Cards.

The Voyager Fuel Card is for official state business only and can be used for the following:

- Fuel and/or maintenance needs nationwide, with over 200,000 accepting locations.
- Purchases of fluids, lubricants, wiper blades, engine belt(s), tires, battery, spark plugs, radiator cap or gas tank cap **in Emergencies Only**, or as authorized by agency policy.
- 24-hour Emergency Roadside Service (1-800-600-6065).
- Oil change services.

There are many other services available, however it's up to each agency to establish the quantity of services to be charged on their fuel cards.

The vehicle assigned cards should be used only for the vehicle identified on the card. This card program offers widespread acceptance for customers/drivers as well as innovative technology behind-the-scenes to help monitor and control costs. The Voyager Fuel Card provides a method of charging fuel and routine maintenance services.

Search tools for accepting locations, detailed maps and driving directions can be located at the following website: www.usbank.com/voyagerfleet/DetailedSearchController

3.2 Agency Fuel Cards

- Each state agency is required to set-up their Voyager fuel card account.
- It is the responsibility of the agencies to manage, control and monitor the use of their fuel cards and to investigate misuse.
- New and replacement cards should be ordered by the agency representative directly from Voyager.
- Lost or stolen cards should be reported to the agency representative who will report it to Voyager.
- State agencies are responsible for setting up their own process for ordering and reporting lost or stolen cards and communicating this process to their employees.
- Drivers are responsible for reporting lost or stolen cards to their state agency immediately.
- It is the agency's responsibility to recover and investigate inappropriate or unauthorized charges on the fuel card(s).
- Fuel cards shall only be used for the vehicle or equipment which they are assigned.

3.3 Individually Held Fuel Cards

Individual cardholders are responsible for knowing and applying their agency's fuel card policies and guidelines. The cardholder's agency is liable for all charges made on individually held fuel cards. However, it is the cardholder's responsibility to ensure that the card is used within State and Agency fuel card guidelines. Misuse of the card will be subject the cardholder's agency disciplinary policy.

The Cardholder must:

- Ensure the fuel card is used only for official business purposes
- Keep the fuel card in a secure location at all times
- Not allow other individuals to use their fuel card
- Obtain all appropriate documentation (sales slips, register receipts, etc.)
- Reconcile monthly transactions
- Immediately report lost or stolen card to the authorized agency representative

3.4 Fueling

The State fuel card enables you to purchase fuel at any fueling location that accepts the Voyager fuel cards. All authorized personnel who will be using agency fuel card(s) must be trained how to use the card when operating a self-service dispenser. Personnel should be instructed on the entry of Personal Identification Number (PIN) and accurately recorded odometer/hour readings if required. It shall be at the agency's discretion as to how much security and key pad entry is necessary before pumping fuel. Agencies can elect to require the entry of the correct odometer or hour reading. **All cards MUST use some type of PIN for transaction authorizations.**

- When purchasing fuel, purchase fuel at lower priced self-service pumps unless under hood or tire service is necessary.
- The amount of fuel purchased should be limited by the size of the fuel tank.
- Individual or agency assigned Personal Identification Number (PIN) **MUST** be assigned and use for each fueling card transaction.
- Each card is to be used only for the vehicle or purpose to which it is assigned; do not use this card to purchase fuel for any other vehicle or equipment.
- The purchase of personal items such as food, beverages and air fresheners with a state fuel card, as well as automotive products for personal use, is strictly prohibited.
- All fuel card users are responsible to account for purchases they have made and ensure that the receipts describe any miscellaneous charge (e.g. fluid, oil, etc.).
- Agencies will be responsible for unauthorized purchases made by their employees.

Fuel card users should be aware there are limits imposed by the fuel card provider and fuel distribution locations.

Voyager's defaults:

- Cards are limited to 3 swipes per day
- Monthly charge is limited to \$1,000

Fuel distribution locations will vary in the total single transaction limit allowed. If the capacity of the tank being fueled exceeds the single transaction limit, a second card swipe / transaction is permissible.

Agencies have the authority to increase or decrease any of the Voyager fuel card limits, however the agency does not have any control over fuel distribution location limits.

3.5 24-Hour Emergency Roadside Service

In the event of a breakdown of a state vehicle the fuel card can be used for 24-hour emergency roadside service through the National Automobile Club, for the following:

- Mechanical assistance
- Battery service
- Tire change
- Gasoline, oil, and water delivery
- Lockout (does not include key making or locksmith service)
- Towing

In the event of such an emergency, state drivers shall:

- Call National Automobile Club at: 1-800-600-6065.
- Provide year, make, model, color of vehicle, driver's name, telephone number and agency, and the fifteen (15) digit Voyager fuel card account number to the National Automobile Club operator.

3.6 Procedures for Employment Termination or Transfer

To protect the integrity and security of agency fuel cards, each agency shall establish a policy and procedure to audit

termination and transfer of card holders/users. The agency fuel card representative should insure the card provider, Voyager, is notified and the employee's use / PIN is deactivated or switched to a different card or account in the event of inter-agency transfer.

4. Training

Generally all fuel card users, regardless of level or responsibilities should receive training from the providing agency's representative prior to the issuance of a card. Training should include agency created policies and guidelines, "dos and don'ts," reporting of lost or stolen cards, types of purchases, inappropriate and/or unauthorized charges and bank contact information.

For every fuel card delivered by Voyager to the agency is an accompanying "Using Your Voyager® Fleet Card" instruction pamphlet. Fuel card user should be instructed where to locate this card and of its instructions.

5. Account Setup and Maintenance

Voyager fuel card account setup provides a fast turn-around response. Voyager reacts quickly and efficiently to agency needs. Voyager will provide agencies with materials related to account setup, modification and online training manuals to instruct users on how to make account modifications (card cancellation/creation, transfer of vehicles, card addressing, etc.).

These materials include:

- Voyager Request for Account Form
- Voyager Account Setup Form (for Vehicle or Driver-tied cards)
- Voyager Account Maintenance Form (for card maintenance requests)
- Fleet Commander Online Manual (Web & Paper-based manual)

Voyager will provide the agencies with a Microsoft Excel account setup forms that are pre-formatted to allow for direct input into Voyager's mainframe system. This process contributes to Voyager's ability to issue cards to large fleets of vehicles with a high degree of efficiency and correctness. Furthermore, in an effort to continually expedite this process, Voyager commits to sending the first set of cards for new accounts via overnight carrier at no cost to the State of Arkansas.

5.1 Account Setup Process

- State Agencies will contact Voyager for account setup.
- Voyager will describe its Fuel Card program features & functionality via phone conversation and emails.
- Voyager will send out via email a "Request for Account" form and "Account Setup" spreadsheet.
- Agencies will complete the forms and return to Voyager.
- Voyager will set up an account shell and creates cards.
- Voyager will provide the agencies with an Account Profile (email or fax) to ensure account setup correctness.
- Agencies must review, make any corrections, approve Account Profile and return to Voyager **before** account will be activated.
- Voyager releases cards, Driver Guides and Card Sleeves via overnight carrier.
- Agencies will receive and distribute cards, Driver Guides and Card Sleeves.

5.2 Account Setup Time

Setup times are subject to the Account Profile approval response time of the requesting agency.

- Accounts with 1 – 50 cards: 4 Days
- Accounts with 50 – 100 cards: 5 Days
- Accounts with 100 – 500 cards: 10 Days
- Accounts with 500 – 1,000 cards 15 Days
- Accounts with 1,000 – 5,000 cards 20 Days

5.3 Account Maintenance

The designate agency representative can fill out and submit to Voyager a Account Maintenance Form to have them make the necessary changes or the designate agency representative can immediately make account changes online using the Fleet Commander secure web-base fleet management program located at: www.fleetcommanderonline.com

Fleet Commander Online provides total access so agencies can observe, update, track and manage fleet operations and fuel card accounts. Fleet Commander online allows designate agency representatives the ability to manage fleet operations

from any location at any time with the security of an encrypted, online portal. Some of the capabilities that enable effective control of fleet and fuel expenditures include:

- Real-time account maintenance
- Card cancellation and/or replacement
- PIN management
- Flexible Management and transaction reports
- Online Card, Driver, Vehicle, Exception and inventory reports that can be downloaded to Adobe PDF, Microsoft Excel or text
- Online bill payment and presentation via ACH Bill Pay
- Save reports, report parameters and formatting
- Schedule report delivery to a secure inbox on a daily, weekly or monthly basis
- Advanced Internet banking security features

5.4 FleetCommander Online Enrollment

Fleet Commander Online has several level of access to allow for various department, division, and management personnel to create and review reports. The designate agency representative ultimately responsible for the agency's fuel card program must fill out the Fleet Commander Online Enrollment Form and submit as instructed on the form. Each additional person to have access to agency account information MUST submit a Fleet Commander Online Enrollment form to the designate agency representative. The designate agency representative will determine the level of access the requesting person will have and will then submit the request to Fleet Commander for processing.

5.5 Account Renewal Process

Voyager will work closely with the Office of State Procurement to minimize the impact of the card renewal process. Voyager accounts are set to expire every three years, at which time every active card on the account will be reissued. The Voyager system is able to issue new expiration date cards 60 – 90 days prior to the expiration of old cards, thus giving the agency sufficient time to distribute new cards.

Furthermore, Voyager will contact the designate agency representatives prior to the release of any new expiration cards. Voyager's dedicated Relationship Manager will discuss any desired account changes or modifications with designate agency representatives, so that when new cards are issued, they are issued to the exact specifications and requirements of the Agency. To do this, Voyager will provide each agency with an account profile to assist with the renewal of cards. This will allow each agency to review their current account setup, vehicle, driver and PIN numbers for all cards and to request any necessary changes.

Voyager's dedicated Relationship Manager will also work closely with the agency to make the card issuance process as easy as possible. Voyager will sort cards in department and vehicle order in an effort to streamline the process for the agency. Voyager can also customize its card delivery process by enveloping and mailing out cards by department. All renewal accounts are sent via overnight delivery at no charge to the State of Arkansas.

6. Risk Management

Managing the fuel card program is based on a risk management strategy. Risk management is a vital component of the fuel card program and on-going oversight is a priority. Agencies have an ongoing responsibility to evaluate the effectiveness of their actions taken to comply with the requirements of the fuel card program.

6.1 Purchase Control

The Voyager fuel card provides a powerful and dependable program with extensive fuel, maintenance and service features. A unique Personal Identification Number (PIN) MUST be assigned for security of each fuel card. The following purchase controls can be assigned to drivers and/or vehicles:

Card users should be required to enter:

- A driver number/PIN and
- Odometer reading

Purchases can be limited by:

- Product (fuel only or all products)
- Number of transactions per day
- Dollars per month

- Number of transactions per month
- Agencies have the option to allow one more transaction after limits are met.

Exception Monitoring

Exceptions reports include:

- Identifies exceptions for vehicle or card user
- Mile per gallon variances (based on customer-defined specifications)
- Pattern discrepancies (time, date-based on customer-defined specifications)
- Product variances (based on customer-defined specifications)
- Fuel purchases in excess of customer-defined capacity

Flexible Reporting Options

Comprehensive reporting is a vital component of effectively managing fleet operations. With Voyager's on-line reporting tools, agencies can turn raw transaction data into useful information for compliance management and strategic planning. Using Voyager's reporting options, agencies can run standard or create ad-hoc reports each month.

6.2 Account Audit Reports

The fuel card program uses an innovative reporting application called Fleet Commander, which is a web-based reporting system provided by Voyager. Agencies are capable of generate a large number of reports whenever the need arises. Reports can be generated in Adobe PDF, Microsoft Excel or text format.

Agencies have the ability to create as many reports and configuration of reports they deem necessary to provide ongoing monitoring of fuel card activity. Reports can be created to detect instances of abuse, misuse, and fraud. Reports can be created to query purchases that were made over a weekend, a holiday or a weekend in conjunction with a holiday. Reports can also be queried to detect cardholder activities, split transactions, and non fuel item purchases.

Fleet Commander on-line include the following reporting options:

Inventory Reports

- Card Report
- Vehicle Report
- Driver Report

Transaction Reports

- Transaction Detail Report
- Transactions by Vehicle
- Transactions by Driver

Management Reports

- Top Dollars by Merchant
- Cards with High Dollars for Non-maintenance Transactions
- Cards with High Gallons
- Cards with Non-fuel Purchases
- Cards with Highest Number of Transactions
- Cards with Multiple Purchases per Day
- Cards by Purchase Method
- Fuel Economy by Vehicle ID
- Fuel Economy by Vehicle Description
- Organization Summary
- Vehicle Cost Analysis

Exception Reports

- Percent of Limit Report
- Transaction Exception
- Billing Reports
- Invoice Report

6.3 Agency Account Reviews

Designate agency representatives shall review the fuel card(s) monthly activity for all cards assigned to vehicles under their purview to identify potential areas of concern. They will notify the supervisor of the individual using the card of any questionable charges/transactions. If charges are identified as misuse/abuse or outside of agency policy, the employees

Supervisor is required to take action in accordance with agency discipline policy.

The designate agency representative shall review all invoices/bills prior to forwarding vouchers to their financial office for vendor payment.

6.4 Payment Requirements

Voyager receives payment from each State's agency within Voyager's standard billing terms, which are net 25 days.

It is understood by Voyager that a governmental agency necessitates more time to make payments and Voyager takes that into consideration when monitoring payment history and in turn responding to late payments. The following procedure is in place for past-due state government accounts:

- 30 days – 1st delinquency letter sent to Accounting contact.
- 60 days – 2nd delinquency letter sent to Accounting contact.
- 60-90 days – Phone call made to Accounting contact, Fleet Manager, any other authorized person on the State's account.
- 90 days – Charging privileges suspended until the full amount of the past due charges have been paid.

6.5 Statement Instructions

Voyager will send billing statements to the designated person authorized by the account contact. Updates to billing recipients list can be made via email, fax or letter.

Voyager provides the following billing options:

- Monthly paper billing reports
- Daily/weekly/monthly electronic billing files (in ASCII or Excel formats)
- Daily/weekly/monthly Fleet Commander Online billing reports (in PDF, Excel, CSV, and Tab Delimited file formats)

All paper billing questions should be addressed to customer service and electronic billing questions should be addressed via the following email address or contact customer service and ask for the electronic billing department at: electronicbilling@usbank.com

6.6 Account Suspension

Any account with an outstanding balance greater than 90 days may be subject to account suspension. However, Voyager does not assess finance charges to State Government entities. Voyager will provide the Agency and the Office of State Procurement prior written notification of account suspension 30 days prior to suspension

6.7 Procedures for Lost or Stolen Fuel Card Reporting

Agencies are to report cards as lost or stolen via any of the following methods:

- Phone call to dedicated Account Coordinator 1-800-987-6591
- Fax to dedicated Account Coordinator 1-800-987-6592
- Email to dedicated Account Coordinator at voyagerstate@usbank.com
- Account Maintenance action in Fleet Commander Online at www.fleetcommanderonline.com this action will result in the automatic re-issuance of a replacement card.

7. Dispute Procedures

Voyager will work closely with the agencies to resolve any disputes. During a dispute process, all instruction should be provided by the designate agency representative based on the nature of the dispute. A timeline will be determined on a case by case basis. Typically, if a receipt is needed to verify the signature in the case of possible fraud, and the driver did not provide their receipt to the fleet manager, Voyager would need to order a duplicate receipt from the Oil Company in question. This process takes 30 - 45 days to receive the copy of the receipt. Other disputes such as duplicate transactions can be managed expediently, settling the dispute within 24 - 48 hours. Voyager requires from the agency a copy of the invoice with the duplicate transactions listed, and charge backs are entered immediately (within 24 - 48 hours). The corrections will be visible to the agency on the following month's invoice.

Voyager will work closely with the agency to resolve any disputes. Following is the process flow for how dispute resolution occurs in the Voyager system:

- The agency notifies Voyager of a disputed transaction.

- Voyager researches disputed transaction.
- Voyager orders a copy of the disputed transaction (Please Note: oil company vendors are allowed up to 45 days to provide proof of transaction; if vendors are unable to provide proof of transaction, they are subject to chargeback).
- Voyager receives copy of disputed transaction and forwards to the agency.
- If the erroneous transaction is found to be the result of merchant fraud, duplication, or other merchant-related error, then the transaction will be automatically charged back to the merchant.
- The agency is not liable for any transactions that occur after the agency has notified Voyager of a lost or stolen card; any transaction of this nature will be credited back to the agency.
- If the transaction contains incorrect product information or incorrect taxes, Voyager will work closely with the merchant to resolve and correct these transactions.
- Any other form of dispute is handled on a case-by-case basis.
- Merchant transaction bypassing Voyager's authorization controls; manual ticket
- Transaction occurring after card cancellation has been made



REQUEST FOR ACCOUNT UNDER THE STATE OF ARKANSAS PARTICIPATION ADDENDUM

Please provide the following information for the establishment of a credit card account.

COMPANY INFORMATION

Name of Company
(please limit to 25 letters and spaces)

Mailing Address

Fleet Contact Name

Phone Number

Fax Number

Accounts Payable Contact

Phone Number

Fax Number

FLEET INFORMATION

Estimated Monthly Purchases \$ / Month

Number of Cards Needed

Fiscal Year End Close Date

Federal Tax ID #

CUSTOMER AGREEMENT

Voyager Fleet Systems Inc. is given permission to open the above request account. We agree to comply with the terms and conditions established by the State of Arkansas Master Contract for Fleet Fueling.

(by) Signature

Date

Title

Sign and Fax to Beverly Ramirez @ 866-322-7988

FLEETCOMMANDER ONLINE

Enrollment Form

Please complete the following information to set-up each user. Thank you.

Account Name	
Account Number	
Agency/Organization Name	
Account Maintenance: Add <input type="checkbox"/> /Edit <input type="checkbox"/> /View <input type="checkbox"/> /All <input type="checkbox"/> /None <input type="checkbox"/>	
Reporting: Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
Statements: Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
Bill Pay: Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
Secret Question for Password Reset: Mother's Maiden Name: <input type="checkbox"/> Father's Middle Name: <input type="checkbox"/> Child's Name: <input type="checkbox"/> Pet's Name: <input type="checkbox"/> Birthplace: <input type="checkbox"/> Favorite Sports Team: <input type="checkbox"/>	Please Type/Write the Answer to your Secret Question Below:
Job Title	
First Name	
Middle Initial	
Last Name	
Telephone Number	
Fax Number	
Email Address**	
Street Address	
City	
State	
Zip	

Signature

Date

FleetCommanderOnline IDs are usually created within 2 Business days after receiving the enrollment form.

Return completed form:
Fax: 800-987-6592 or Email: fleetcommander@usbank.com

STATION ATTENDANT INSTRUCTIONS

1

To authorize a sale on the Voyager card, follow the instructions sent to you by your point-of-sale network provider.

2

If you have not received your copy of your retailers instructions, you should first attempt to complete the sale through your electronic point-of-sale equipment.

3

A few of the Shell and Amoco locations do not have electronic point-of-sale equipment and have no mechanism to process Voyager transactions manually. You will not be able to use the Voyager card at these locations.

NOTES



Voyager Fleet Systems Inc. is a wholly owned subsidiary of U. S. Bank National Association ND.

Using Your Voyager Fuel Card



The brands currently accepting the Voyager Universal Fleet Card and Voyager Co-branded Cards are:

Fuel Locations

AAFES*
Admiral Petroleum
Aloha Petroleum
Ameristop
Amoco
Bigfoot
BP
Casey's
Cenex
Certificied Oil
Chevron
Chief Petroleum
Circle K
Citgo
Clark
Coastal*
Conoco
Crown
Dairy Mart
Diamond Shamrock
Dillon Stores
Duke/Duchess Shoppe
Exxon
EZ Mart

FFP Marketing
Fas Gas
Fast Fuel
Fast Stop
FasTrac Markets
Fina
Flying J
Freedom Value Center
Fry's
Gas City
Gas America
Gate Petroleum
Getty
Giant
Git-N-Go
Go Mart*
Gulf Oil
Handy Andy
Hess*
Holiday
Hucks
Irving Oil
Keystone
King Soopers

Kroger
Kum & Go
Kwikfill
Kwik Star
Kwik Trip
Love's Country Store
Mac's
Mapco Express
Marathon
Maverick Country Stores
MFA Oil
Mirastar
Mobil
Moto Mart*
Murphy U.S.A.
NEXCOM*
NOCO Express
Pacific Pride*
The Pantry
PDQ Food Stores, Inc.
Petro South
Phillips 66
Pilot Oil
Quick Fuel

Quick Stop
Rotten Robbie
Sheetz
Shell
Sinclair
Southern Counties
Speedway
Stewart Shops*
SuperAmerica
Sunoco
Tesoro
Texaco
Thornton Oil
Total
Town and Country*
Trade Mart
Turkey Hill Minit Market
Union 76
Uni Marts
United Supermarkets
US Oil
Valero
Wilco
WaWa

Maintenance Locations

A to Z Tire
AAMCO Transmissions
Action/Gator Tire
American LubeFast
American Tire
Arnie's AutoGlass
Arrow Oil
Auto and Truck Glass
AutoNation*
Auto Parts Wholesale
CarQuest*
Car-X Muffler*
Chrysler
Cottman Transmissions
Diamond Triumph AutoGlass
Discount Tire
Earl Scheib Paint and Body

Elite AutoGlass
Enterprise Car Rental
Express Oil Change*
EZ Lube
Flynn's Tires
Ford
GM Dealerships*
GMS Auto Glass
Goodyear
Grease Monkey*
Great American
Harmon AutoGlass
Iowa Glass
JCs Glass
Jiffy Lube
Jubit

Kryger Glass
Les Schwab Tires
Lewis Oil Company
Meineke Car Care Centers
Merchant's Tire and Auto
MIDAS*
Monro Muffler/Brake
Mr. Tire
Multi-Service Aviation
NTB
National Automobile Club
Netcost AutoGlass
North American Fleet Services
Oil Changers
On-Site Mobile Fueling
Pep Boys

Strauss Discount Auto Stores
Streicher Mobile Fueling
Suburban Propane
SuperLube
Texaco Xpress Lube
Tire Centers, Inc.
Tire Kingdom
T.O. Hass Tire
Transmission Wholesale Supply
Tuffy Auto Centers
Valvoline Instant oil Change
Vespia Tire
Walker Tire

Thousands of independent retailers nationwide.

Accepting locations as of January 2007. Locations subject to change without notice.

*Participating locations only.

HOW TO USE THE VOYAGER CARD

You may use your Voyager card at participating retail locations. Some companies are not yet accepting the card electronically at all locations. These locations should accept the card manually until their electronic systems have been reprogrammed.

- 1 If the gas station has card readers located at the pump, you may use your 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 to the attendant and have him/her attempt to process the transaction electronically on the inside equipment. If the attendant questions the card, show him/her this brochure and ask him/her to follow the station attendant's instructions.
- 3 If the pump terminal requires you to choose either "Credit" or "Debit", press the "**Credit**" key.
- 4 If require, the terminal may prompt for an **ID** or **PIN** number. Enter your assigned number and press "Enter."



- 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 All terminals are different and may require the information to be entered in a different order. Simply follow the instructions on the terminal to process your transaction.
- 7 If the card cannot be read on any of the equipment, notify Voyager at the number shown on the back of your Voyager card or in this brochure. Voyager will notify the oil company of a problem at one of its locations. The company often is not aware that there is problem.
- 8 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 fleet manager to get a replacement card.
- 9 If attendant has questions, present the Voyager Retail Instructions or provide them with the 800 number on the back of the card for assistance in processing the transaction.

KEY VOYAGER TELEPHONE NUMBERS

Client Services	800-987-6591
Fax	800-987-6592
E-mail	voyager@voyagerfleet.com
Website	www.voyagerfleet.com

Account Contacts						
Account Name	Attention	Address	City	State	Zip Code	Phone
AAD Livestock & Poultry	Sarah Banks	P O Box 8505	Little Rock	AR	72215	(501) 907-2417
Aad-Forestry	Karen Watson	3821 W Roosevelt	Little Rock	AR	72204	(501) 603-3547
ADEG	John Ward	5301 Northshore Drive	N Little Rock	AR	72118	(501) 682-0913
ADFA	Kay Mallett	423 Main St Suite 500	Little Rock	AR	72201	(501) 682-5973
Admin Off Of The Courts	John Stewart	625 Marshall St	Little Rock	AR	72201	(501) 682-9400
AETN	Dewayne Wilbur	350 S Donaghey Ave	Conway	AR	72034	(501) 682-4170
Aid Public Employee Claim	Margie Duncan	1200 W Third Ste 201	Little Rock	AR	72201	(501) 371-2707
Aid-Prepaid Funeral Div	Carla Kincannon	1200 West Third Street	Little Rock	AR	72201	(501) 371-2612
Aid-Risk Mgmt Div	Carla Kincannon	1200 West 3rd St	Little Rock	AR	72201	(501) 371-2612
Aid-Shiip	Carla Kincannon	1200 West 3rd St	Little Rock	AR	72201	(501) 371-2612
APERS	Dave Rice	124 W Capitol Ste 400	Little Rock	AR	72201	(501) 682-7832
APSC - Pipeline Safety	Roxanne Crow	1000 Center St	Little Rock	AR	72201	(501) 682-5785
APSC - Utilities	Roxanne Crow	1000 Center St	Little Rock	AR	72201	(501) 682-5785
AR Building Authority	Jennifer Shipley	501 Woodland Ste 101n	Little Rock	AR	72201	(501) 682-5555
AR Community Correction	Janetta Jackson	105 W Capitol Ave	Little Rock	AR	72201	(501) 682-9509
AR Dept Of Correction	Theresa Spurlock	P O Box 6408	Pine Bluff	AR	71611	(870) 850-8567
AR Dept Of Emergency Mngt	Linda Crow	Blding 9501 Camp Robinson	N Little Rock	AR	72199	(501) 683-6700
AR Dept Of Higher Edu	Harold Criswell	114 Capitol	Little Rock	AR	72201	(501) 371-2029
AR Geological Survey	William Shelton	3815 W Roosevelt Rd	Little Rock	AR	72204	(501) 296-1877
AR Governor's Office	Cathy Browning	State Capitol Suite 250	Little Rock	AR	72201	(501) 324-9137
AR Governor's Mansion	Cathy Browning	P O Box 2485	Little Rock	AR	72203	(501) 324-9137
AR Hist Preservation Prgm	Jeff Holder	323 Center St Ste 1500	Little Rock	AR	72201	(501) 324-9190
AR Insurance Dept	Carla Kincannon	1200 West Third Street	Little Rock	AR	72201	(501) 371-2612
AR Manufactured Home Comm	Sue O'Steen	101 E Capitol Ave Ste 210	Little Rock	AR	72201	(501) 324-9032
AR Motor Vehicle Comm	Dana Brown	101 E Capitol Ste 212	Little Rock	AR	72201	(501) 682-5572
AR Natural Heritage Com	Bob Spraggins	323 Center St 1400 Tower	Little Rock	AR	72201	(501) 324-9613
AR Natural Resources Com	Lynn Wallace	101 E Capital Ste 350	Little Rock	AR	72201	(501) 683-5410
AR Oil & Gas Comm	Casey Hughes	301 Natural Res Dr Ste102	Little Rock	AR	72205	(501) 683-5814
AR Real Estate Commission	Mary Rogers	612 S Summit St	Little Rock	AR	72201	(501) 683-8044
AR Rehabilitation Srvc	Carl McKinney	P O Box 3781	Little Rock	AR	72203	(501) 296-1668
AR Rehabilitation Srvc	Carl McKinney	P O Box 3781	Little Rock	AR	72203	(501) 296-1668
AR Schools F-T Deaf-Blind	Pat Prock	2400-2600 W Markham	Little Rock	AR	72205	(501) 324-9754
AR Spinal Cord Commission	Cathy Bailey	1501 N University Ste 470	Little Rock	AR	72207	(501) 683-1132

Account Name	Attention	Address	City	State	Zip Code	Phone
AR State Univ - Newport	Lee Webb	7648 Victory Blvd	Newport	AR	72112	(870) 512-7849
AR State University	Kathy Hicks	P O Box 250	State Univ	AR	72467	(870) 972-2066
AR Student Loan Authority	Anita Dickson	3801 Woodland Hgts Rd 200	Little Rock	AR	72212	(501) 682-2952
AR Teachers Retirement Sy	Suzanne Davenport	1400 W 3rd St	Little Rock	AR	72201	(501) 682-5676
AR Tobacco Control Board	Mandy Miller	101 E Capitol Ave Ste 204	Little Rock	AR	72201	(501) 682-9756
Ark Dept Of Labor	Vicki Campo	10421 West Markham	Little Rock	AR	72205	(501) 682-4545
Ark Workers'comp Comm	Leah Campbell	P O Box 950	Little Rock	AR	72203	(501) 682-2737
Arkansas Dept Of Health	Jeanne Sykes	4815 W Markham Slot H-55	Little Rock	AR	72205	(501) 661-2401
Arkansas Parole Board	Lateresa Smith	105 W Capitol Ave Ste 500	Little Rock	AR	72201	(501) 682-3850
Arkansas Securities Dept	Ann McDougal	201 E Markham St	Little Rock	AR	72201	(501) 324-8685
Arkansas State Library	Kathryn Smith	One Capitol Mall Flr 5	Little Rock	AR	72201	(501) 682-1527
Arkansas State Police	Tina Williams	1 State Police Plaza	Little Rock	AR	72209	(501) 618-8326
Arkansas State Univ Beebe	Karen Norton	P O Box 1000	Beebe	AR	72012	(501) 882-3411
Arkansas Supreme Court	John Stewart	625 Marshall St	Little Rock	AR	72201	(501) 682-6256
Arkansas Tech University	Sandra Tritt	1300 N Glenwood	Russellville	AR	72801	(479) 968-0314
ASMSA	Tina Sisson	200 Whittington Ave	Hot Springs	AR	71901	(501) 622-5150
Black River Tech College	Loretta Williams	1410 Highway 304 E	Pocahontas	AR	72455	(870) 248-4031
Bureau Of Standards	Joy Crow	P O Box 1069	Little Rock	AR	72203	(501) 225-1598
Camden Water Utilities	David Richardson	P O Drawer J	Camden	AR	71711	(870) 836-7331
City Of Camden	Jerry L Cross	P O Box 278	Camden	AR	71711	(870) 836-6436
City Of Camden Public Work	Jerry L Cross	P O Box 278	Camden	AR	71711	(870) 836-6436
Cossatot Comm Coll U Of A	Jackie Walters	P O Box 960	De Queen	AR	71832	(870) 584-4471
Criminal Investigation	Carla Kincannon	1200 West 3rd St	Little Rock	AR	72201	(501) 371-2613
Crowley's Ridge Tech Inst	Tammy Weatherford	P O Box 925	Forrest City	AR	72336	(870) 633-5411
DAH – AR Arts Council	Teena Woodworth	323 Center St 1500 Twr Bl	Little Rock	AR	72201	(501) 324-9780
Dah Mosaic Temp Cult Cntr	Constance Sarto	323 Center St Ste 1500	Little Rock	AR	72201	(501) 683-3593
Delta Cultural Center	Michelle Briggs	141 Cherry St	Helena	AR	72342	(870) 338-4350
Department Of Education	Jacki Stafford	4 Capitol Mall Room 204a	Little Rock	AR	72201	(501) 682-4266
Department Of Human Svcs	Richard Allen	P O Box 1437 Slot W103	Little Rock	AR	72203	(501) 683-1041
Dept AR Heritage Ca	Jake Wilf	323 Ctr St 1500 Tow Bldg	Little Rock	AR	72201	(501) 324-9582
Dept Of Fin & Admin 0610	Hope Diffie	P O Box 2485	Little Rock	AR	72203	(501) 324-9057
Dept Of Fin & Admin Div	Latonya Clay	P O Box 1272 Rm 1230	Little Rock	AR	72203	(501) 682-7168
Dept Of Info Syst	Lou Ann Elmore	P O Box 3155	Little Rock	AR	72203	
Dept Of Workforce Educatn	Laurel Carnes	3 Capitol Mall Room 113	Little Rock	AR	72201	(501) 682-1665

Account Name	Attention	Address	City	State	Zip Code	Phone
Dept Workforce Services	Robert Furman	P O Box 2981	Little Rock	AR	72203	(501) 682-1772
DFA-ABC Admin 0611	Judy Chwalinski	P O Box 2485	Little Rock	AR	72203	(501) 682-1105
DFA-ABC Enf 0612	Milinda Brown	P O Box 2485	Little Rock	AR	72203	(501) 682-8174
Div Of Legislative Audit	Jana Moon	172 State Capitol Bldg	Little Rock	AR	72201	(501) 683-8600
East AR Community College	Paula Huskey	1700 Newcastle Rd	Forrest City	AR	72335	(870) 633-4480
Health Svcs Permit Agency	Lorna Claudio	5800 W 10th Ste 805	Little Rock	AR	72204	(501) 661-2197
Henderson St University	Tim Jones	1100 Henderson Street	Arkadelphia	AR	71999	(870) 230-5117
Historic Arkansas Museum	David Etchieson	200 E Third St	Little Rock	AR	72201	(501) 324-9351
HSPA-DDC	Lorna Claudio	5800 W 10th Suite 805	Little Rock	AR	72204	(501) 661-2197
National Park Com College	Brian Kroening	101 College Dr	Hot Springs	AR	71913	(501) 760-4313
Nettleton Public Schl Dis	Robert Casteel	3300 One Place	Jonesboro	AR	72404	(870) 910-7800
North Arkansas College	Sandra Jones	1515 Pioneer Dr	Harrison	AR	72601	(870) 391-3290
Northwest AR Comm College	Robert Kitterman	One College Dr	Bentonville	AR	72712	(479) 619-2259
Old State House Museum	Duncan Jones	300 W Markham	Little Rock	AR	72201	(501) 324-8664
Ozarka College	Michelle Cunningham	P O Box 10	Melbourne	AR	72556	(870) 368-2008
Phillips Comm College-UA	James Brasel	P O Box 785	Helena	AR	72342	(870) 816-1230
Plant Board	Joy Crow	P O Box 1069	Little Rock	AR	72203	(501) 225-1598
Pulaski Technical College	Patricia Palmer	3000 West Scenic	N Little Rock	AR	72118	
Riverside Vo-Tech School	Joe Kelhofer	8000 Correction Circle	Pine Bluff	AR	71603	(870) 267-6900
SAU Tech	Gerald B Manning	P O Box 3499	Camden	AR	71711	(870) 574-4516
South AR Comm College	Ann Southall	P O Box 7010	El Dorado	AR	71731	(870) 864-7162
Southeast AR College	Alice Weatherly	1900 South Hazel	Pine Bluff	AR	71603	(870) 850-8629
State Bank Department	Vicki Wise	400 Hardin Rd Ste 100	Little Rock	AR	72211	(501) 683-3216
State Bank Department	Vickie Wise	400 Hardin Rd Ste 100	Little Rock	AR	72211	(501) 683-3218
U Of A At Monticello	Monica Strickland	P O Box 3456	Monticello	AR	71656	(870) 460-1159
U Of A At Monticello	Monica Strickland	P O Box 3456	Monticello	AR	71656	(870) 460-1159
U Of A At Monticello	Monica Strickland	P O Box 3456	Monticello	AR	71656	(870) 460-1159
U Of A At Monticello	Monica Strickland	P O Box 3456	Monticello	AR	71656	(870) 460-1159
U Of AR For Med Sciences	Cynthia Durnal	4301 W Markham Slot 579	Little Rock	AR	72205	(501) 686-6896
Univ Central AR	Larry Lawrence	201 Donaghey Ave	Conway	AR	72035	(501) 450-5382
Univ Of AR At Little Rock	Regina McMains	2801 S University Ave	Little Rock	AR	72204	(501) 569-8896
Univ Of AR At Pine Bluff	Kay Turner	P O Box 4979	Pine Bluff	AR	71611	(870) 575-8735
Univ Of AR Coop Exten	Cindy Smith	P O Box 391	Little Rock	AR	72203	(501) 671-2254
Univ Of AR Fort Smith	Cheryl Quinley	P O Box 3649	Fort Smith	AR	72913	(479) 788-7057

Billing Contacts

Account Name	Attention	Address	City	St	Zip Code	Phone
AAD Livestock & Poultry	Lea Kimbrell	P O Box 8505	Little Rock	AR	72215	(501) 907-2417
AAD Livestock & Poultry	Lea Kimbrell	P O Box 8505	Little Rock	AR	72215	(501) 907-2417
AAD-Forestry	Karen Watson	3821 W Roosevelt	Little Rock	AR	72204	(501) 603-3547
ADEQ	John Ward	5301 Northshore Drive	N Little Rock	AR	72118	(501) 682-0913
ADFA	Kay Mallett	P O Box 8023	Little Rock	AR	72203	(501) 682-5973
Admin Off Of The Courts	John Stewart	625 Marshall St	Little Rock	AR	72201	(501) 682-9400
AETN	Dewayne Wilbur	350 S Donaghey Ave	Conway	AR	72034	(501) 682-4170
Aid Public Employee Claim	Margie Duncan	1200 W Third Ste 201	Little Rock	AR	72201	(501) 371-2707
Aid-Prepaid Funeral Div	Carla Kincannon	1200 West Third Street	Little Rock	AR	72201	(501) 371-2612
Aid-Risk Mgmt Div	Carla Kincannon	1200 West 3rd St	Little Rock	AR	72201	(501) 371-2612
Aid-Shiip	Carla Kincannon	1200 West 3rd St	Little Rock	AR	72201	(501) 371-2612
APERS	Dave Rice	124 W Capitol Ste 400	Little Rock	AR	72201	(501) 682-7832
APSC - Pipeline Safety	Roxanne Crow	1000 Center St	Little Rock	AR	72201	(501) 682-5785
APSC - Utilities	Roxanne Crow	1000 Center St	Little Rock	AR	72201	(501) 682-5785
AR Building Authority	Jennifer Shipley	501 Woodland Ste 101n	Little Rock	AR	72201	(501) 682-5555
AR Community Correction	Terry Sharp	105 W Capitol Ave	Little Rock	AR	72201	(501) 683-5679
AR Dept Of Correction	Theresa Spurlock	P O Box 6408	Pine Bluff	AR	71611	(870) 850-8567
AR Dept Of Emergency Mngt	Linda Crow	Blding 9501 Camp Robinson	N Little Rock	AR	72199	(501) 683-6700
AR Dept Of Higher Edu	Harold Criswell	114 East Capitol	Little Rock	AR	72201	
AR Geological Survey	Cindy Witherell	3815 W Roosevelt Rd	Little Rock	AR	72204	(501) 296-1877
AR Governor's Office	Cathy Browning	State Capitol Suite 250	Little Rock	AR	72201	(501) 324-9137
AR Governor's Mansion	Cathy Browning	P O Box 2485	Little Rock	AR	72203	(501) 324-9137
AR Hist Preservation Prgm	Jeff Holder	323 Center St Ste 1500	Little Rock	AR	72201	(501) 324-9190
AR Insurance Dept	Carla Kincannon	1200 West Third Street	Little Rock	AR	72201	(501) 371-2612
AR Manufactured Home Comm	Sue Osteen	101 E Capitol Ave Ste 210	Little Rock	AR	72201	(501) 324-9032
AR Motor Vehicle Comm	Dana Brown	101 E Capitol Ave Ste 212	Little Rock	AR	72201	(501) 682-5572
AR Natural Heritage Com	Bob Spraggins	323 Center St 1400 Tower	Little Rock	AR	72201	(501) 324-9613
AR Natural Resources Com	Lynn Wallace	101 E Capital Ste 350	Little Rock	AR	72201	(501) 683-5410
AR Oil & Gas Comm	Donna McDonald	301 Natural Res Dr Ste102	Little Rock	AR	72205	(501) 683-5814
AR Real Estate Commission	Mary Rogers	612 S Summit St	Little Rock	AR	72201	(501) 683-8044
AR Rehabilitation Svcs	Carl McKinney	P O Box 3781	Little Rock	AR	72203	(501) 296-1668
AR Rehabilitation Svcs	Carl McKinney	P O Box 3781	Little Rock	AR	72203	(501) 296-1668
AR Schools F-T Deaf-Blind	Pat Prock	P O Box 3811	Little Rock	AR	72203	(501) 324-9754

Account Name	Attention	Address	City	St	Zip Code	Phone
AR Spinal Cord Commission	Cathy Bailey	1501 N University Ste 470	Little Rock	AR	72207	(501) 683-1132
AR State Univ - Newport	Lee Webb	7648 Victory Blvd	Newport	AR	72112	(870) 512-7849
AR State Univ - Newport	Lee Webb	7648 Victory Blvd	Newport	AR	72112	(870) 512-7849
AR State University	Kathy Hicks	P O Box 250	State Univ	AR	72467	(870) 972-2066
AR Student Loan Authority	Anita Dickson	3801 Woodland Hgts Rd 200	Little Rock	AR	72212	(501) 682-2952
AR Teachers Retirement Sy	Suzanne Devenport	1400 W 3rd St	Little Rock	AR	72201	(501) 682-5676
AR Tobacco Control BoARd	Mandy Miller	101 E Capitol Ave Ste 204	Little Rock	AR	72201	(501) 682-9756
Ark Dept Of Labor	Vicki Campo	10421 West Markham	Little Rock	AR	72205	(501) 682-4545
Ark Workers'comp Comm	Martha Tatum	P O Box 950	Little Rock	AR	72203	(501) 682-2628
Arkansas Dept Of Health	Accounts Payable	4815 W Markham Slot H-28	Little Rock	AR	72205	(501) 661-2401
Arkansas Parole Board	Lateresa Smith	105 W Capitol Ave Ste 500	Little Rock	AR	72201	(501) 682-3850
Arkansas Securities Dept	Ann McDougal	201 E Markham St	Little Rock	AR	72201	(501) 324-8685
Arkansas State Library	Kathryn Smith	One Capitol Mall Flr 5	Little Rock	AR	72201	(501) 682-1527
Arkansas State Police	Tina Williams	1 State Police Plaza	Little Rock	AR	72209	(501) 618-8326
Arkansas State Univ Beebe	Karen Norton	P O Box 1000	Beebe	AR	72012	(501) 882-3411
Arkansas Supreme Court	John Stewart	625 Marshall St	Little Rock	AR	72201	(501) 682-6256
Arkansas Tech University	Janice Parsley	1509 N Boulder Rm 205	Russellville	AR	72801	(479) 968-0394
ASMSA	Tina Sisson	200 Whittington Ave	Hot Springs	AR	71901	(501) 622-5150
Black River Tech College	Loretta Williams	P O Box 468	Pocahontas	AR	72455	
Bureau Of Standards	Joy Crow	P O Box 1069	Little Rock	AR	72203	(501) 225-1598
Camden Water Utilities	David Richardson	P O Drawer J	Camden	AR	71711	(870) 836-7331
City Of Camden	Rick Avant	P O Box 278	Camden	AR	71711	(870) 836-6436
City Of Camden	Rick Avant	P O Box 278	Camden	AR	71711	(870) 836-6436
Cossatot Comm Coll U Of A	Jackie Walters	P O Box 960	De Queen	AR	71832	(870) 584-4471
Criminal Investigation	Carla Kincannon	1200 West 3rd St	Little Rock	AR	72201	(501) 371-2612
Crowley's Ridge Tech Inst	Tammy Weatherford	P O Box 925	Forrest City	AR	72336	(870) 633-5411
Cty Of Camden Public Work	Rick Avant	P O Box 278	Camden	AR	71711	(870) 836-6436
DAH - AR Arts Council	Teena Woodworth	323 Center St 1500 Twr Bl	Little Rock	AR	72201	(501) 324-9780
DAH Mosaic Temp Cult Cntr	Shari Culbreath	323 Center St Ste 1500	Little Rock	AR	72201	(501) 683-3593
Delta Cultural Center	Michelle Briggs		Helena	AR	72342	
Department Of Education	Ron Byrns	4 Capitol Mall Room 204a	Little Rock	AR	72201	
Department Of Human Srvc	Brenda Jackson	P O Box 1437 Slot W406	Little Rock	AR	72203	(501) 682-6150
Dept AR Heritage Ca	Sandy Head	323 Ctr St 1500 Tow Bldg	Little Rock	AR	72201	(501) 324-9150
Dept Of Fin & Admin 0610	Hope Diffie	P O Box 2485	Little Rock	AR	72203	(501) 324-9057

Account Name	Attention	Address	City	St	Zip Code	Phone
Dept Of Fin & Admin Div	Latonya Clay	P O Box 1272 Rm 1230	Little Rock	AR	72203	(501) 682-7168
Dept Of Info Syst	Toni Thompson	P O Box 3155	Little Rock	AR	72203	(501) 682-4063
Dept Of Workforce Educatn	Laurel Carnes	3 Capitol Mall Room 113	Little Rock	AR	72201	(501) 682-1665
Dept Workforce Services	Robert Furman	P O Box 2981	Little Rock	AR	72203	(501) 682-1772
DFA-ABC Admin 0611	Judy Chwalinski	P O Box 2485	Little Rock	AR	72203	(501) 682-1105
DFA-ABC Enf 0612	Milinda Brown	P O Box 2485	Little Rock	AR	72203	(501) 682-8174
Div Of Legislative Audit	Jana Moon	172 State Capitol Bldg	Little Rock	AR	72201	(501) 683-8600
East AR Community College	Paula Huskey	1700 Newcastle Rd	Forrest City	AR	72335	(870) 633-4480
Health Svcs Permit Agency	Lorna Claudio	5800 W 10th Ste 805	Little Rock	AR	72204	(501) 661-2509
Henderson St University	Tim Jones	1100 Henderson Street	Arkadelphia	AR	71999	
Historic Arkansas Museum	David Etchieson	200 E Third St	Little Rock	AR	72201	(501) 324-9351
HSPA - DDC	Lorna Claudio	5800 W 10th Suite 805	Little Rock	AR	72204	(501) 661-2197
National Park Com College	Brian Kroening	101 College Dr	Hot Springs	AR	71913	(501) 760-4313
Nettleton Public Schl Dis	Robert Casteel	3300 One Place	Jonesboro	AR	72404	(870) 910-7800
North ARkansas College	Diana Robb	1515 Pioneer Drive	Harrison	AR	72601	(870) 391-3290
Northwest AR Comm College	Robert Kitterman	One College Dr	Bentonville	AR	72712	(479) 619-2259
Old State House Museum	Duncan Jones	300 W Markham	Little Rock	AR	72201	
Ozarka College	Michelle Cunningham	P O Box 10	Melbourne	AR	72556	(870) 368-2008
Phillips Comm College-UA	James Brasel	P O Box 785	Helena	AR	72342	(870) 816-1230
Plant Board	Joy Crow	P O Box 1069	Little Rock	AR	72203	(501) 225-1598
Pulaski Technical College	Patricia Palmer	3000 W Scenic	N Little Rock	AR	72118	(501) 812-2210
Riverside Vo-Tech School	Joe Kelnhofer	8000 Correction Circle	Pine Bluff	AR	71603	(870) 267-6900
SAU Tech	Keisha Robinson	P O Box 3499	Camden	AR	71711	(870) 574-4515
South AR Comm College	Ann Southall	P O Box 7010	El Dorado	AR	71731	(870) 864-7162
Southeast AR College	Alice Weatherly	1900 South Hazel	Pine Bluff	AR	71603	(870) 850-8629
State Bank Department	Angela Thomas	400 Hardin Rd Ste 100	Little Rock	AR	72211	(501) 683-3216
State Bank Department	Angela Thomas	400 Hardin Rd Ste 100	Little Rock	AR	72211	(501) 683-3216
U Of A At Monticello	Leticia Adams	P O Box 3597	Monticello	AR	71656	(870) 460-1159
U Of A At Monticello	Leticia Adams	P O Box 3597	Monticello	AR	71656	(870) 460-1159
U Of A At Monticello	Leticia Adams	P O Box 3597	Monticello	AR	71656	(870) 460-1159
U Of A At Monticello	Leticia Adams	P O Box 3597	Monticello	AR	71656	(870) 460-1159
U Of AR For Med Sciences	Cynthia Durnal	4301 W Markham Slot 579	Little Rock	AR	72205	(501) 686-6896
Univ Central AR	Larry Lawrence	201 Donaghey Ave	Conway	AR	72035	(501) 450-5382
Univ Of AR At Little Rock	Regina McMains	2801 S University Ave	Little Rock	AR	72204	(501) 569-8896

Account Name	Attention	Address	City	St	Zip Code	Phone
Univ Of AR At Little Rock	Regina McMains	2801 S University Ave	Little Rock	AR	72204	(501) 569-8896
Univ Of AR At Pine Bluff	Virgorean Owens	P O Box 4984	Pine Bluff	AR	71611	(870) 543-8834
Univ Of AR Coop Exten	Cindy Smith	P O Box 391	Little Rock	AR	72203	(501) 671-2254
Univ Of AR Coop Exten	Cindy Smith	P O Box 391	Little Rock	AR	72203	(501) 671-2254
Univ Of AR Fort Smith	Cheryl Quinley	P O Box 3649	Fort Smith	AR	72913	(479) 788-7057