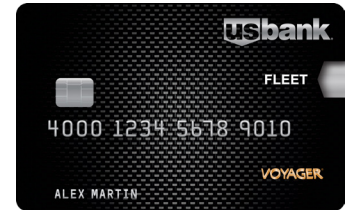


U.S. Bank Voyager® EMV® card use

Frequently Asked Questions (FAQs)

Why does my U.S. Bank Voyager card not work at all terminals?

As more gas pumps are being updated to accept EMV chip cards ahead of the April 17, 2021 liability shift, you may have varying card usage experiences at different fueling locations, even within the same brand. Some will be chip-enabled and others will still rely on magnetic stripes. You should continue to follow pump prompts to begin and complete your fuel purchases.



How long do I need to be prepared for varying user experiences when purchasing fuel?

Experiences may continue to vary from location to location until all pumps are fully enabled to accept EMV chip cards. Due to the cost and complexity of changing automatic fuel dispensers, all locations will not be enabled by April 17, 2021.

What should I do if my card is restricted to pay-at-pump transactions and I can't complete my fuel purchase at the pump?

You may not be able to purchase fuel at these locations; however, you may want to check inside the store with a cashier. You may also contact Voyager Customer Service at 800.987.6591 for assistance in finding another location nearby or planning routes with accepting locations prior to departures.

What should I do if my transaction is cancelled and I cannot pay at the pump?

We apologize for the inconvenience. If your purchase is cancelled, please either try to complete it in the station or contact Voyager Customer Service for assistance at 800.987.6591.

What can fleets do to ensure drivers are not stranded?

Voyager makes every effort to not leave drivers stranded. We recommend that you refuel before your tank gets too low and identify a few fueling options. Contact Voyager Customer Service 24/7 at 800.987.6591 for assistance with finding accepting locations, planning routes prior to departures and any other fleet-related needs.