

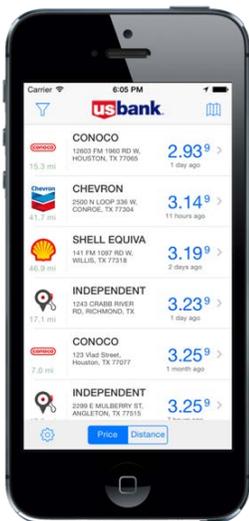


VOYAGER® MOBILE APP

FAQS

This free mobile application for U.S. Bank Voyager® Fleet Card clients identifies service locations and best fuel prices, based on Voyager Network merchant and transaction pricing information. This is not “Mobile Fleet Commander® Online” but a brand-new product.

The app will be available in June 2015. If you have any questions, please contact **Voyager Fleet Customer Service at 800-987-6591**.



FAQS

What information is available through the app?

- Fuel sites and addresses
- Distance
- Directions
- Fuel types and prices per gallon (PPG)
- Location hours (if available)
- Alternative fuels (if available)
- Services provided (if available)
- Amenities, such as car wash, oversized vehicles, pay at the pump, etc. (if available)

Can anyone download and access the Voyager Mobile App?

To download and use the app, you must have a compatible Apple or Android mobile device and an Internet connection.

On what mobile devices will this app work?

The current version of the fuel site/price locator supports **Apple** devices running iOS8 and higher...

- iPhone 4.0 or newer
- iPad products, including iPad 2, iPad Air (1 and 2), and iPad mini (1-3)
- iPod Touch 5th Generation

...as well as **Android**...

- Phones 4.0, 4.1, 4.4, and 5.0
- Tablets

Can I download the app on both my iPhone *and* my iPad?

Yes; the app can be used on more than one supported device.

Do I need a user ID and password to use the app?

No, an ID and password are not required to use the locator.

Is an Internet connection required to use Voyager Mobile?

Yes, an active Internet connection is required to receive updated pricing and location information.

What kind of navigational information is required to use the application (*e.g.*, city, state, ZIP code)?

None; the application leverages the GPS location of your device to determine their results.

After allowing the application to read my location data, can I rescind my consent?

iOS users can turn it off in Settings. Android users will have to uninstall the app.

How do I download the Voyager Mobile app?

Simply search for the “Voyager” app in the Apple App or Google Play Stores and install.

Is there a fee for the app?

No, the application is free.

How do I begin using the application?

- Click on the Voyager Mobile icon to open it.
- Specify your fuel and distance preferences.
- Once your preferences are saved, you will see the locations closest to you, as well as:
 - Location brand and logo
 - Location name and address
 - Distance from you
 - Last known price
 - When price was last updated
- Sort locations by distance or price (*e.g.*, closest locations with the lowest prices)
 - To filter locations by fuel type, tap on the Fuel Type button on the bottom of the screen.
 - To filter by other parameters, such as amenities, tap on the settings icon.
- Plus: an audio feature allows for safe, hands-free searches.

What is the audio feature?

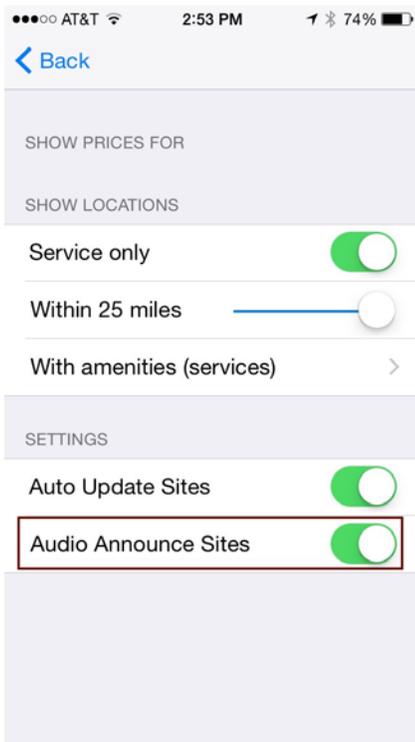
The audio feature reports the closest or least expensive sites when they are within range. (For example: "CONOCO 5 miles away with the UNLEADED fuel price of \$1.95.")

How does it work?

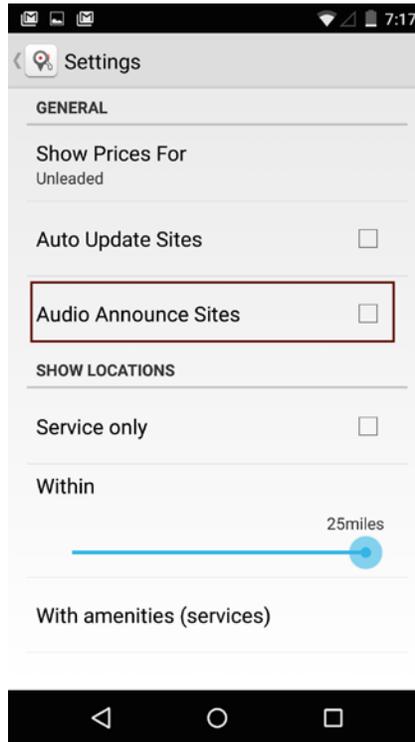
- To activate the voice option, **go into Settings and turn on “Audio Announce Sites.”** (See images below.)

- When the app is first opened, **the app will announce a site that meets your criteria** (distance or price).
- If the screen is refreshed and the top site has remained unchanged, the app will not repeat the announcement.
- If you continue on and another location is nearby, the app will announce the new site.

Apple:



Android:



If I can't get the app to work – or encounter an error – whom should I call?

- Call Voyager Fleet Customer Service at 800-987-6591 for assistance with downloading the Voyager Mobile App.
- APPLE
 - Troubleshooting, including assistance with downloading applications: www.apple.com/support/iphone
 - Personalized support: www.apple.com/support/contact (Not available in all areas.)
 - If you suspect you are having an issue with your phone service provider, contact the provider directly.
- ANDROID
 - Call your phone service provider directly.
- You may also try:
 - Powering off your device, then turning it back on
 - Manually closing and restarting the application (On Apple devices, for example, hold down the Home key, swipe left or right to find the app, and swipe up to close the app and restart it.)
 - Deleting and re-downloading the application
 - Restarting your device

Can I search for maintenance and repair sites, as well as fueling locations?

Yes; click the “Filters” icon to narrow your search based on fuel type, service locations, distance, or location amenities.

Does the app indicate what size vehicle can be accommodated at a particular site?

No.

Whom should I contact to report a pricing issue or merchant information error (e.g., merchant name, brand, address, etc.)?

- Voyager Fleet Customer Service at 800-987-6591.
 - If there is a mistake in **Name/Brand/Address/Price** in the locator, a Voyager Customer Service Representative can submit a service ticket to have the issue investigated.
 - If there is an issue with a **merchant reporting a price incorrectly**, a Voyager Customer Service Representative will have the Voyager Merchant Services Team investigate the issue; however, if the merchant is reporting a price incorrectly, U.S. Bank cannot resolve the error on the merchant’s behalf.

Are Canadian fuel locations and prices available on this mobile application?

No, only prices for U.S.-based locations are available.

Does the app replace the Voyager Fleet Commander® *Online* locator tool?

No, the locator on Fleet Commander *Online* is still available at: www.fleetcomanderonline.com

Why do some locations not display a price for a selected fuel type?

Prices are based on actual transaction activity in the Voyager network. If a price is older than 3 days, it is not considered a relevant price and therefore is not displayed.

How often does the application receive new merchant and fuel pricing data?

Merchant information is refreshed daily. Prices are updated within minutes of the transactions occurring on the Voyager Network.

Is pricing available for maintenance and repair locations?

No, only fuel prices are available; however, the app will show which maintenance or repair locations accept the Voyager Fleet Card.

©2015 U.S. Bank National Association. All trademarks are the property of their respective owners.