Voyager Fleet Card Integration FAQ

What is the U.S. Bank Voyager Fleet Card?
Fleet managers assign fuel cards to fleet vehicles so drivers don’t have to pay for fueling and submit expense reports, simplifying operations and providing better insight into fueling costs. The Voyager Fleet Card is the first fleet card that can pay for charging electric vehicle fleets as well as fueling gas vehicles in-depot and on-route across North America.

What is the relationship between Voyager, U.S. Bank and ChargePoint?
U.S. Bank owns and operates the Voyager Network and has partnered with ChargePoint, the world’s largest electric vehicle charging network, to create a seamless charging experience for fleets of electric vehicles. Fleet managers can use an existing or new Voyager Fleet Card to pay for charging at public ChargePoint stations. For more information on this partnership, please see the press release.

Who is ChargePoint?
ChargePoint is the largest electric vehicle (EV) charging network in the world, with charging solutions in every category EV drivers charge - at home, work, around town and on the road. With more than 40,000 independently owned charging spots at thousands of customer locations (businesses, cities, agencies and service providers), ChargePoint is the only charging technology company in the market that designs, develops and manufactures hardware and software solutions across every use case. ChargePoint solutions for depot, on-route and mixed use charging help fleet managers effectively manage and charge fleets of electric vehicles.

How do I integrate my Voyager Fleet Card with ChargePoint?
It’s easy to connect a Voyager Fleet Card with a ChargePoint card. Just log into ChargePoint and connect a fleet vehicle to a ChargePoint card and Voyager Fleet Card. Once logged in, click on the Fleet tab and select the name of the fleet for which you want to set up payment. Click on Set up Payment and fill out the required fields. Be sure to select Voyager Fleet Card as your payment type. Fleet drivers will use the ChargePoint card to charge, and ChargePoint will bill the appropriate Voyager Fleet Card for any charging fees. If you have any issues with connecting your cards to your vehicles, please contact voyagercard@chargepoint.com.

Do ChargePoint stations accept the Voyager Fleet Card directly?
No. Fleet drivers will continue to use the ChargePoint card to charge. The cost of charging will be billed to the associated Voyager Fleet Card.
Can a fleet driver use the ChargePoint app to start a charging session?
Not at this time. Fleet drivers must use the designated ChargePoint card to start a charging session. The fleet manager will associate each ChargePoint card with a Voyager Fleet Card when setting up vehicles under the Fleets tab in ChargePoint.

How can I get the Voyager Fleet Card feature in ChargePoint?
Voyager integration is available to all ChargePoint fleet charging station owners that have an existing Cloud Plan. For fleets that don’t have their own stations, but still want to use Voyager Fleet Cards to pay for charging, ChargePoint offers a Vehicle Management Cloud Plan with the Voyager integration feature. Contact ChargePoint sales for more information about this plan.

Can a non-fleet ChargePoint account be funded with a Voyager Fleet Card?
No, Voyager funding is only available for fleet accounts.

What if I charge my electric vehicle at a ChargePoint station that has no fee?
ChargePoint only sends Voyager information about charging sessions that involve payment. This means that free charging sessions will not appear on any Voyager Fleet Card reports, but all charging activity can always be viewed in your ChargePoint fleet account.

How does billing work with the Voyager Fleet Card?
Transactions are billed nightly to a customer-specified Voyager Fleet Card account.

What is the transaction process between U.S. Bank and ChargePoint?
ChargePoint sends information about all paid charging sessions funded by Voyager Fleet Cards to U.S. Bank, which bills the fleet customer.

What if my vehicle’s ChargePoint card is lost or stolen?
Please contact your fleet manager if your vehicle’s ChargePoint card is lost or stolen. The manager can order a new ChargePoint card and associate it with the vehicle.

What if my vehicle’s Voyager Fleet Card is lost or stolen?
Please first contact your fleet manager if your vehicle’s Voyager Fleet Card is lost or stolen. If the vehicle is all-electric and doesn’t use gas, the physical Voyager Fleet Card may not need to be replaced since the Voyager account is already linked to the ChargePoint card.

Who do I contact if I have more questions?
New ChargePoint customers can contact voyagercard@chargepoint.com for more information. Existing customers should continue to contact their current ChargePoint representative.