

# FAQs for Fleet Card Administrators

## **When will I be billed by Voyager?**

Your bill reflects charges compiled by Voyager through the 24th of each month. The statement is mailed to you at your office on the first business day after the 24th of each month. You can expect to receive the bill around the 2nd of each month.

## **When do I have to pay the bill?**

The bill is due and payable upon receipt.

## **What if there's a mistake on my bill?**

Voyager has a dedicated Operations Account Representatives available from 6am CST to 8pm CST to answer billing questions. Call 1-800-987-6591 and give them your account number.

## **What if I don't pay my bill?**

If your complete payment does not reach the Voyager Payment Center by cycle cut off (the 24th) your account will be considered 30 days past due. Your Fleet Administrator has access to online reporting that identifies past-due performance. Accounts over 45 days past due can be suspended and runs the risk of being canceled. At 90 days past due, your account has the potential to be closed.