

# Customer Service

Customer service is our top priority!

## Account Management

You will receive a dedicated account manager that can help tailor the GOGAS Universal program to your needs:

- Consults with you on our Universal program and features
- Introduces new value added products
- Informs you of industry related news
- Assists you with customizing reports for your company
- Trains you on your Online account access
- Resolves any issues you may be having

## Help Desk 1.866.712.5802

At GOGAS Universal, customer service is our top priority! When you call, you will speak directly to a GOGAS representative! No call center or voice mail system. Our staff is friendly and knowledgeable and can make changes to your account right away.

- Add or delete driver IDs
- Order new cards or replace lost cards
- Take payments by phone
- Assist you with any questions on your account balance or invoices.

## Hours

Monday – Friday 8:00 am to 5:30 pm (EST).

## After Hours (Card & Driver Issues)

Voyager Client Services at 1-800-987-6591.

## Contact Information:

### **billing@gogasfleet.com**

For invoice questions, payments, historicals and credit limit increases

### **accountmanager@gogasfleet.com**

For additional services, features, issue resolution, customized reports

### **sales@gogasfleet.com**

For general sales questions, additional services and features

### **helpdesk@gogasfleet.com**

To order new cards, add or delete driver IDs and for general transaction assistance

## Fax

910.401.1690

## Mail

GOGAS Universal Fleet  
3301 Burnt Mill Drive  
Wilmington, NC 28403

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