



Vanpool Voyager Fleet Card - Policy & Tips

Your King County Metro Voyager Fleet credit card is assigned to your specific van and should be used to fuel that van only. The HOV (vehicle) number is embossed on the lower left-hand corner of the card. You may use your King County Metro van Voyager credit card to fuel your van and for other approved purchases, such as getting the van washed and for purchasing windshield washer fluid or oil at your service station.

Voyager Card Accepted at Multiple Convenient Fuel Stations

Voyager cards are accepted at the following stations: Amoco, BP, Brown Bear (fuel pump locations), Chevron, Circle K, Citgo, Conoco, Exxon, Gulf, Mobil, Phillips 66, Shell, Sunoco, Super America, Texaco, Total, Uni-Marts, ARCO, 7-11, and Union 76. Use the acceptance locator at:

<https://www.fleetcommanderonline.com/app/public/merchantLocator.do> to find other gas stations near you that accept the Voyager fuel card.

Keep Your Voyager Card Secure

King County Metro requires that the driver keep the card in their possession. If the primary driver will not be driving (vacations, etc.), they will need to give the card to a back-up driver. Please report lost or damaged cards to your Maintenance Rideshare Services Representative (MRSR) immediately. Due to high processing costs, starting April 2020, Primary Drivers may be charged a \$50 replacement fee for missing or lost cards. Replacement fees will not be covered by employer subsidy or ORCA. See also Lost/Missing Cards section.

Restrictions - monthly dollar limit & two-swipe-daily maximum

1. Monthly dollar limit based on group's round trip mileage.

2. Only two swipes per 24-hour period.

If you have problems after the first swipe or your card gets locked, call the Fleet Assistance number on the back of the card (800-987-6591) and provide your PIN for assistance. If you do not know your fuel card's PIN, please contact your Maintenance Rideshare Services Representative. If you are experiencing card issues and you do not know your PIN during non-business hours, you may need to purchase fuel on your own, save the receipt and request reimbursement from your Accounting Rideshare Services Representative. We will help you with your fuel card the following business day.

Loaners - use assigned fuel credit card for loaner van

Loaner vans housed at maintenance facilities have Voyager cards assigned to them. Use the loaner van's assigned Voyager card to make any fuel purchases while you're using the loaner. When you return the loaner, return the loaner Voyager card to the maintenance facility staff person and make sure you have the card for your van.





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Mileage - Remember! Jot down your current odometer reading for fueling

The Voyager system requires a current odometer reading entry at the time of each fuel purchase. Odometer readings are a critical component of Voyager's reporting system and we rely on you to provide accurate information.

Lost/Missing/Damaged Cards

Report lost or damaged cards immediately by calling 206-625-4500 the Vanpool afterhours number (206-625-4500), or your Maintenance Rideshare Services Representative. Due to high processing costs, starting April 2020, Primary Drivers may be charged a \$50 replacement fee for missing or lost cards. Replacement fees will not be covered by employer subsidy or ORCA. A replacement card will be ordered and mailed to you, typically within five business days.

Van Trades/Folds

If you trade or turn in your van, make sure the Voyager card for the vehicle is acknowledged and received by both you and the KC Metro staff person handling the transaction.

Quick Tips for Using the Voyagers Gas Credit Card

At the pump – be sure to write down your van's odometer reading before turning the engine off so you will be able to enter the correct odometer.

1. Insert the Voyager card into the slot in the fuel pump, magnetic strip facing the indicated direction. When prompted to remove the card, do so quickly. For embedded-chip cards, leave the card in the card reader until fueling is complete and you are prompted to remove it.
2. Select Credit if prompted to choose.
3. At the prompt, press Yes or No, depending on whether you would like a printed receipt. We do not require you to turn in a receipt from stations with a keypad.
4. At the prompt, enter the van's odometer reading on the keypad.
5. At the prompt, enter the PIN.
6. Fuel van.
7. Wait for and remove the printed receipt if you elected to receive one.

A few stations may not be equipped to handle your purchase electronically. In that case, take the card inside for the clerk to process the transaction. Write the license plate number and HOV number on the receipt and remember to record your van's odometer reading. Send the receipt in with your monthly report.



206-625-4500

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kingcounty.gov/vanpool