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King County Metro Commuter Vans—Voyager Fleet Care 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.

Below are policy overviews as well as some tips for using your Voyager credit card.

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 his or her possession.** If the primary driver will not be driving (vacations, etc.), he or she 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 will 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

- There are two restrictions on the use of the card. There is a monthly dollar limit (which varies by the round trip mileage of the group) and two card swipes per 24-hour period. If you have any problems fueling after the first swipe, call the Fleet Assistance number on the back of the card (800-987-6591). A Voyager rep will ensure you can fuel the van. Do not swipe it a second time or the card may be locked out for the day.

Loaners

- 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.

Mileage

- The Voyager system requires the entry of the current odometer reading 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.**

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Lost/Missing Cards

- Report lost or damaged cards immediately by calling 206-477-3925, the VanPool afterhours beeper number (206-625-4500), or your Maintenance Rideshare Services Representative. Due to high processing costs, starting April 2020, Primary Drivers will 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, usually within five business days.

Van Trade/Folds

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

Quick Tips for Using the Voyager 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.
5. Fuel van.
6. 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 with your monthly report.

***Check with your employer to see if they help cover commuter van fares!
Visit kingcounty.gov/ridesharerewards for more promotion information.***



kingcounty.gov/metrovans
206-625-4500



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