

King County Metro Commuter Vans Voyager Fleet Card Policy & Tips

Fuel Card Assigned to Your Van Only

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 and license plate are embossed on the lower left-hand corner of the card, by the words *Metro Vanpool*. *Do not* sign the back of the card; this ensures that all approved drivers may use it. 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, and Union 76. View a [detailed list of approved gas stations](#), click links for map locations. Or [download the mobile app](#) to find the nearest fuel and wash stations accepting Voyager fleet cards.

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. 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 the card does not work the first time you swipe it at the pump, take the card to the station attendant and have him process the transaction. Do not swipe it a second time or the card may be locked out for the day.**

Loaners

- Loaner vans housed at maintenance facilities will 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. Most stations have a keypad at the pump where you enter this information. Where there is no keypad, you'll need to manually write the odometer reading on the charge slip and send it in with your monthly report. **Odometer readings are a critical component of Voyager's reporting system and we rely on you to provide accurate information.** Should you encounter any difficulties using the card, call your

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Maintenance Rideshare Services Representative (MRSR) or have the station attendant call Voyager Fleet Assistance at the telephone number printed on the back of the card. (800-987-6591).

Lost/Missing Cards

- Report lost or damaged cards immediately by calling 206-477-3925, the VanPool after-hours beeper number (206-625-4500), or your Maintenance Rideshare Services Representative. A replacement card will be ordered and mailed, usually within five business days.

Van Trade/Folds

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

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Quick Tips for Using the Voyager Gas Credit Card

At the pump – be sure to write down your van's odometer reading before shutting down

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.
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. Reminder - if there is no keypad, print and submit a receipt with your monthly report.
4. At the prompt, enter the van's odometer reading on the keypad and press **Enter**.
5. Fuel van.
6. Wait for and remove the printed receipt if you elected to receive one.

There may be a limited amount of time to key the various lines of information. If you are unable to enter the information requested in the time allotted, take the card to the station attendant and have the attendant swipe the card.

A few stations may not be equipped to handle your purchase electronically so in those cases, 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.

Thank you for being a King County Metro commuter vanpooler!

Need help or have questions about your KC Metro Rideshare Operations-issued Voyager Fleet Card? Call us at 206-625-4500.



kingcounty.gov/metrovans
206-625-4500

