

## ***Fueling and Washing King County Metro Vanpool Vans***

### **The Basics**

Your King County Metro van comes with a **Voyager** credit card. Use it for fueling and washing your van and for other approved items, oil or windshield washer fluid, purchased at your service station. Voyager cards are accepted at the following stations: Amoco, BP, Chevron, Circle K, Citgo, Conoco, Exxon, Gulf, Mobil, Phillips 66, Shell, Sunoco, Super America, Texaco, Total, Uni-Marts, and Union 76. You can get a detailed list of approved gas stations in your area by going to Voyager's Web site ([www.voyagerfleet.com](http://www.voyagerfleet.com)), select "Acceptance Locator", and follow the directions on the screen.

Voyager cards are assigned to a specific van. The card for each van should be used to fuel that van only. The HOV number and vehicle license plate number 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 can use it.

### **Keeping 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 one of your Rideshare Services Representatives (RSRs) immediately.

### **Restrictions**

There are two fuel restrictions on the use of the card. **There is a limit of \$600 per month and two 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 manually process the transaction. Do not swipe it a second time or the card may be locked out for the day.

### **Loaners**

The loaner vans at your maintenance facility have been equipped with Voyager cards. Use the loaner van's assigned Voyager card to make any fuel purchases while you're using the loaner. When you return the loaner, hand the loaner credit 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 crucial component of Voyager's reporting system and we rely on you to provide accurate information.** Should you encounter any difficulties using the card, call one of your Rideshare Service Representatives (RSRs) or have the station attendant call Voyager Fleet Assistance at the telephone number printed on the back of the card. (1-800-987-6591).

### **Lost/Missing Cards**

Report lost or damaged cards immediately by calling 206-684-2014, the VanPool after-hours beeper number (206-625-4500), or your Maintenance Rideshare Services Representative MRSR. A replacement card will be ordered and mailed within five business days.

### **Trades/Folds**

If you trade or turn in your van, make sure the credit 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:***

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***.
3. At the prompt, press ***Yes*** or ***No***, depending on whether you would like a printed receipt. If getting a wash, request it at the time of fueling. A coded number for the wash is included on the 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.
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. We suggest you jot down your van's odometer reading when you pull in to the gas station, before shutting off the engine, so you will not need to remember it. If you are unable to enter the information in the time allotted, take the card to the station attendant and have him swipe the card.

A few stations may not be equipped to handle your purchase electronically. In that case, your card works equally well the "old-fashioned" way. Simply take the card inside to have the transaction processed. Write the license plate number and HOV number on the receipt **and don't forget to record your van's odometer reading**. Send the receipt in with your monthly report.