



ORCA Online Payment Information

Purchasing Online Vanpool Fare Facts:

- Payment due date is still the 10th of each month.
- Customer must use MasterCard or Visa (funds from E-Purse not accepted)
- Purchase is for vanpool fare only (including personal miles and late fees). Bus pass is not included.
- Customers can only purchase at www.orcacard.com with a registered ORCA card or by phone (206-553-3000). They cannot pay their vanpool fare at retail outlets.

What Customers Need to Know when Paying Fare Online:

- Their ORCA Card number
- Fare amount (Group's bookkeeper should provide this to riders)
- Pay Period
- Operating Agency (King County Metro)
- Vanpool Group ID #
- Enter details in Comment Field if paying for a late fee, personal miles, or past due balance

If a customer has any issues paying their vanpool fare online, they should contact King County Metro Customer Service at 206-553-3000.



ORCA Card Online Payment Guide for Vanpool Customers

King County Metro Customer Service: 206-553-3000

1. Log in to ORCA:

Log in to your registered ORCA Card account on www.orcacard.com and click **Pay Vanpool Fare** in the left column.

A registered ORCA card is required to make online payments.

Card Number	Nickname	Status	E-purse Balance
30376185		Active	\$0.00
30376181		Blocked	Transferred
12870492		Active	\$10.00
12870473		Active	\$0.00
12870472		Active	\$0.00

2. Pay Vanpool Fare:

Select the active ORCA card you want to use. Enter the amount owed, fare period, operating agency (King County Metro), Group ID, and rider name. **Double-check that the Operating Agency is correct before proceeding as that is who will receive notice of your payment.**

You will need to indicate if you are paying for a late fee, excess miles, or Monthly Report Adjustment (MRA) in the comment field.

Click Continue.

1. Enter Vanpool Fare Details » 2. Confirmation

Pay Vanpool Fare

You can pay all or part of your monthly fare for the current month or next month and make multiple payments as needed. You need to know:

- Which Operating Agency manages your van
- The Vanpool Group ID provided by the Operating Agency managing your van

Asterisk (*) indicates required fields

ORCA Card Serial Number: *

Fare Amount: \$*

Fare Period: *

Operating Agency: *

Vanpool Group ID: *

Rider First Name: *

Rider Last Name: *

Comment:

[Cancel](#) [Continue](#)

3. Shopping Cart:

After confirming the items in the shopping cart, click "Enter payment details."

If you see an error or need to make any changes, you will need to Cancel Order and restart process.

Shopping Cart for Card 12870492	Fees/Charges
Vanpool Fare - July 2020, King County Metro, 1234	\$50.00
Total charges	\$50.00

Confirm you have selected the correct Operating Agency, amount, and fare period above, then click "Enter payment details".

You will be redirected to CyberSource, a secure payment processor, to enter your billing details. Upon successful payment, you will receive an email confirmation and be returned to the ORCA website to view your itemized receipt.

Need help with your transaction? Call ORCA customer service at 888-988-6722 / TTY Relay: 711.

CyberSource® | A Visa Solution

[Cancel order](#) [Enter payment details](#)

4. Enter Payment Details

Enter credit card information (VISA or MasterCard) and click Pay.

Billing Information

* Required field

First Name * John

Last Name * Doe

Address Line 1 * 201 S Jackson St

Address Line 2 KCM-TR-0326

City * Seattle

State/Province * Washington

Zip/Postal Code * 98104


Email * orca@card.com

Payment Details

Card Type * ☒ VISA Visa ☐ Mastercard Mastercard

Card Number *1111

Expiration Date * 01 2031

CVN * ... 

This code is a three or four digit number printed on the back or front of credit cards.

[Cancel](#) [Pay](#)

5. Receipt:

Your receipt will appear after submitting payment.

A copy of the receipt will also be sent to the email address on file.

Complete Order - card 12870492

1. Payment » 2. Receipt

Receipt

Thanks for your order. Please retain this receipt for your records. You may be asked to provide it to your vanpool bookkeeper or transit representative.

Receipt number: W98765
Work order number: 12345678
ORCA card serial number: 12870492
Rider name: John Doe
Order date: 7/1/2020 at 12:00 PM

Product	Total
Vanpool Fare - July 2020, King County Metro, 1234	\$50.00
Total charges:	\$50.00

Payment method: Credit Card
Card type: Mastercard
Card number: **** * 4444
Authorization number: 5077488509228411303011

[Print receipt](#) [Back to My ORCA](#)