

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 <u>www.orcacard.com</u> 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 <u>www.orcacard.com</u> and click **Pay Vanpool Fare** in the left column.

A registered ORCA card is required to make online payments.

My ORCA	(John,	you're logged in Log
Welcome	Welcome John			
Order a card Register a card My cards Manage nicknames My details E-purse transfer	My Details Name: John Doe Email: orca@card. 201 S Jackson St KCM-TR-0326 Seattle, WA 98104 Update details			
Pay Vanpool fare ORCA options	— My Cards ——			
Products	Card Number	Nickname	Status	E-purse Balance
Products About ORCA	Card Number 30376185	Nickname	Status Active	
Products About ORCA		Nickname		Balance
Products About ORCA Using ORCA Contact ORCA	<u>30376185</u>	Nickname	Active	Balance \$0.00
Products About ORCA Using ORCA	<u>30376185</u> <u>30376181</u>	Nickname	Active Blocked	Soloo Transferred

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.

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.

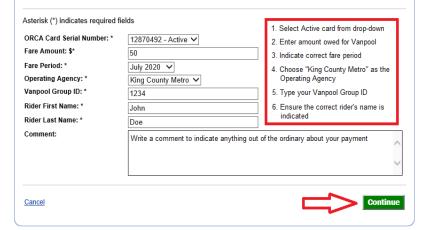
Pay Vanpool Fare

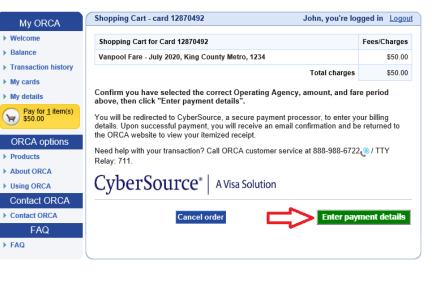
1. Enter Vanpool Fare Details » 2. Confirmation

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





4. Enter Payment Details

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

	* Required	i fie
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	
	orca@card.com	
Email *	oragearo.com	
Email * Payment Details Card Type *		
Payment Details Card Type *	•	
Payment Details		
Payment Details Card Type * Card Number *		

5. Receipt:

Your receipt will appear after submitting payment.

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

1. Payment » 2. Receipt		
Receipt		
Thanks for your order. Please or transit representative.	retain this receipt for your records. You may be asked to provide it to your van	oool bookkeepe
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		
	Total charges:	\$50.00
Payment method:	Credit Card	
Card type:	Mas ter card	
Card number:	4444	
Authorization number:	5077466509226411303011	
Print receipt	Dack	to My ORCA