

ORCA BUSINESS PASSPORT

Quick Start Guide





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On behalf of our entire team at King County Metro, I want to thank you for enrolling in the ORCA Business Passport Program.

You have joined an amazing group of companies with the vision and foresight to give their employees full access to a valuable asset: the efficient, sustainable and integrated transit system we and our partners provide.

You will realize a great return on this investment – employees will be happier and more productive, and customers will appreciate your commitment to their community. Our team will help your company achieve maximum benefit and we look forward to serving you as a true partner who consistently exceeds expectations.

This Welcome Aboard Guide will acquaint you to the ORCA Business Passport Program. Whenever you have questions, please reach out to us. We have a dedicated, expert team empowered to support you with a truly exceptional customer experience.

We're so happy to have you aboard. Thank you for being our customer.

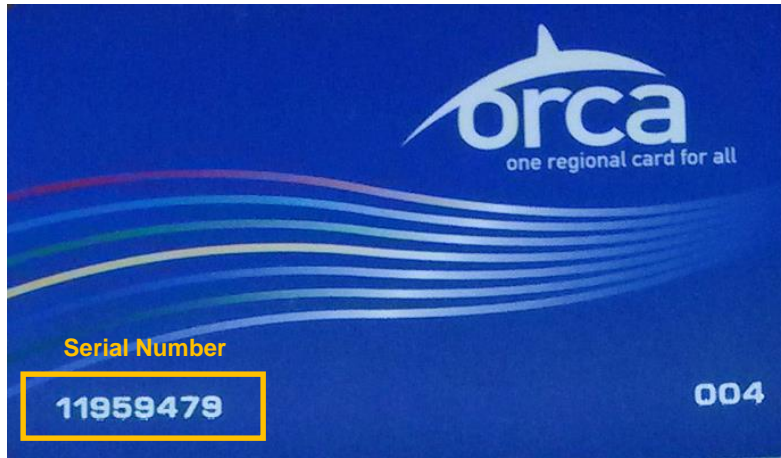
Sincerely,

Rob Gannon

Rob Gannon
General Manager
Metro Transit

GETTING STARTED

Your contract is signed and you're ready to go—here's how to get started in four easy steps!



Don't hesitate to reach out if you need additional assistance – we are here for you! Contact info is located at the end of this document.

1

Store your ORCA account user name and password in this document for safekeeping

2

Receive your ORCA cards in the mail—usually in about one week

3

Record the 8 digit card serial number; then assign and distribute cards to employees

4

Encourage employees to use their new transportation benefit

LOGGING IN

1

Go to orcacard.biz

2

Enter your 4 digit username and temporary password that you received via email



Username

Password

Go

Login help?

Search site



3

Change your temporary password by clicking on **Update password** under “My company’s details”

My company's details

Name:

Email:

Phone:

Address:

Payment Terms:

Payment Method:

[Update details](#)

[Update password](#)

YOUR ORCA BUSINESS PASSPORT ACCOUNT CREDENTIALS

ORCA System URL:
ORCA Username:
Password:



Write your system information here for safe keeping!

INCREASING YOUR RIDERSHIP

Tips for encouraging your employees to use their ORCA benefits



COMMUNICATION

Communicate the ORCA program and benefits to your employees—posters, newsletters, emails, meeting announcements, etc.



EVENTS

Invite the ORCA team to attend an event in your office—we are available to host informational sessions.



COMPETITIONS

Many of our customers have had success hosting friendly competitions within their office—try recognizing employees with high ridership.



CONNECTIONS

Create a space where employees can connect to find vanpool partners, bus riding partners, etc. Access the [Vanpool Starter Kit](#) to get going!

TIPS FOR RIDERS

HOW DO I USE MY ORCA CARD?

- When riding the bus, water taxi, or street car make sure you **tap on entry**. If riding RapidRide, tap the kiosk at the bus stop.
- When using Link light rail, tap when you get on **and** when you get off.
- When using Vanpool, there is no reader so check with your group administrator.

WHAT IF I LOSE MY CARD?

Don't worry! Contact your company's ORCA Benefits Administrator to get a replacement.

WHAT IS HOME FREE GUARANTEE?

Home Free Guarantee (HFG) provides extended hour transportation services (via taxi) for individuals requiring transportation outside of normal service schedules. For example, if you are working late and missed your bus, HFG is available to take you home. Your ORCA Business Passport includes 8 HFG trips per year.

HOW DO I GET REAL TIME SERVICE INFORMATION?

- Download [apps](#) to help you plan and catch your ride
- Use [Trip Planner](#) (via website or app) to determine the best route for you
- Sign up to receive [Transit Alerts](#) for the routes you use frequently
- Follow us:
 - Metro on [Twitter @kcmetrobus](#)
 - Metro on [Facebook](#)
- For more tips and tricks; visit: [How to Ride Metro](#)



BUSINESS ACCOUNT USER GUIDE

There is detailed information about your ORCA Business Account in the [Business Account User Guide](#). Please access this document to obtain information on:

- Basic Navigation
- Card and Product Ordering
- Card Management
- Generate Reports



Business Account User Guide

ONGOING RELATIONSHIP

This is just the beginning of a productive partnership



The ORCA System is at your fingertips 24/7 at orcacard.biz



Our team is here for you every business day. Just call or email if something comes up and we'll take care of it!



We'll reach out quarterly to discuss how things are going, review your ridership, and suggest ways to drive even more value



As your contract renewal date approaches, we'll help you ensure seamless continuity through an effortless process



THANK YOU FOR CHOOSING ORCA BUSINESS PASSPORT!

