Online Payment Guide for Vanpool Customers

King County Metro Customer Service: 206-553-3000

1. Sign in or Sign up

Sign in to www.myORCA.com. If you haven’t created a new account yet, select the Sign in / Sign up option and click Sign up in the bottom right corner. Follow the prompts to create a new account.

2. Pay for Vanpool

After logging in, click Pay for Vanpool in the left-hand menu. Enter your fare amount, fare period, agency (King County Metro), Vanpool Group ID, rider name, and any additional payment details if necessary. No ORCA card is necessary to pay for vanpool.

Click Add to Cart.

Pay vanpool fare

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

- Name of the transit agency that manages your vanpool
- Vanpool group ID provided by the operating agency

Complete the required fields and confirm King County Metro is the selected transit agency.
3. Shopping Cart

Review your order in the Shopping Cart.

New payment methods could be added and saved if desired. Accepted credit cards include Visa, Amex, Mastercard, and Discover. Paying with E-purse is currently not an option.

Click Place Order when ready to finalize payment.

4. Receipt

Your receipt will be saved in the Order History page and a copy will be sent to the email address on file.
5. **For Vanpool Bookkeepers**

On the vanpool monthly reports, there will be no need to enter ORCA card numbers for online payments in Section 5. ORCA card numbers should be entered for riders who use their employer’s ORCA passport or who bought a $99 vanpool pass. For online payments, leave the ORCA card number blank and enter the rider’s online payment amount in the Online Payment column. Payments will be verified by King County vanpool staff.

For further assistance completing your monthly report, please contact your King County Vanpool Accounting Representative, or call 206-625-4500.