

## Pay Online Instructions

### Paying Vanpool Fare Online Facts:

- Payment due date is still the 10<sup>th</sup> 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](http://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.



# Pay Online Instructions 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](http://www.orcacard.com) and click **Pay Vanpool Fare** in the left column.

A registered ORCA card is required to make online payments.

My ORCA

- Welcome
- Order a card
- Register a card
- My cards
- Manage nicknames
- My details
- E-purse transfer
- Pay Vanpool fare**
- ORCA options
- Products
- About ORCA
- Using ORCA
- Contact ORCA
- Contact ORCA
- FAQ
- FAQ

John, you're logged in [Logout](#)

Welcome John

**My Details**

Name: John Doe  
Email: orca@card.com  
201 S Jackson St  
KCM-TR-0326  
Seattle, WA 98104  
[Update details](#)

**My Cards**

Card Number	Nickname	Status	E-purse Balance
<a href="#">30376185</a>		Active	\$0.00
<a href="#">30376181</a>		Blocked	Transferred
<a href="#">12870492</a>		Active	\$10.00
<a href="#">12870473</a>		Active	\$0.00
<a href="#">12870472</a>		Active	\$0.00

[Manage my cards](#)

## 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.

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

Asterisk (\*) indicates required fields

ORCA Card Serial Number: \*

Fare Amount: \$\*

Fare Period: \*

Operating Agency: \*

Vanpool Group ID: \*

Rider First Name: \*

Rider Last Name: \*

Comment:

1. Select Active card from drop-down  
2. Enter amount owed for Vanpool  
3. Indicate correct fare period  
4. Choose "King County Metro" as the Operating Agency  
5. Type your Vanpool Group ID  
6. Ensure the correct rider's name is indicated

[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.

My ORCA

- Welcome
- Balance
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- FAQ

John, you're logged in [Logout](#)

Shopping Cart - card 12870492

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

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 \*

Last Name \*

Address Line 1 \*

Address Line 2

City \*

State/Province \*

Zip/Postal Code \*


Email \*

### Payment Details

Card Type \*  VISA Visa  Mastercard

Card Number \*

Expiration Date \*

CVN \*  

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

## 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
<b>Total charges:</b>	<b>\$50.00</b>

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

[Print receipt](#)