Pay Online Instructions

Paying Vanpool Fare Online 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.
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 and click Pay Vanpool Fare in the left column.

A registered ORCA card is required to make online payments.

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.
4. **Enter Payment Details**

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

![Billing Information Form]

![Payment Details Form]

5. **Receipt:**

Your receipt will appear after submitting payment.

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