



ORCA Online Payment Information

Purchasing Online Vanpool Fare Facts:

- Payment due date is still the 10th of each month.
- Customer must use MasterCard or Visa (NO E-PURSE)
- 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 (ORCA card must be registered)
- Fare amount (Group's bookkeeper should provide this to riders)
- Pay Period
- Operating Agency (King County Metro)
- Vanpool Group ID # (HOV # will not be accepted)
- Enter details in Comment Field if paying for a late fee, personal miles, or past due balance



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 www.orcacard.com and click **Pay Vanpool Fare** in the left column.

A registered ORCA card is required to make online payments.

The screenshot shows the ORCA user interface. On the left is a navigation menu with 'My ORCA' at the top, followed by 'Welcome', 'Order a card', 'Register a card', 'My cards', 'Manage nicknames', 'My details', 'E-purse transfer', 'Pay Vanpool fare' (highlighted with a red box), 'ORCA options', 'Products', 'About ORCA', 'Using ORCA', 'Contact ORCA', 'Contact ORCA', 'FAQ', and 'FAQ'. The main content area shows 'Welcome Tim' and 'My Details' with fields for Name (Tim Cady), Email (timothy.cady@kingcounty.gov), and Address (seattle, WA 98104). Below is a 'My Cards' table:

Card Number	Nickname	Status	E-purse Balance
80008169		Blocked	Transferred
80008047		Active	\$85.00
80008046		Blocked	Transferred
80008045		Blocked	Transferred
80008033		Blocked	Transferred

At the bottom of the table is a link for '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.

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.

The screenshot shows the 'Pay Vanpool Fare' form. At the top, it says '1. Enter Vanpool Fare Details » 2. Confirmation'. Below is a section titled 'Pay Vanpool Fare' with instructions: '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'. Below this are several fields: 'ORCA Card Serial Number: *' (dropdown menu showing '80005993 - Active'), 'Fare Amount: \$*' (text input), 'Fare Period: *' (dropdown menu showing 'October 2017'), 'Operating Agency: *' (dropdown menu showing 'Choose'), 'Vanpool Group ID: *' (text input), 'Rider First Name: *' (text input showing 'Tim'), 'Rider Last Name: *' (text input showing 'Cady'), and 'Comment:' (text area). A red box on the right contains a numbered list: '1. Select Active card from dropdown', '2. Enter amount owed for Vanpool', '3. Indicate correct fare period', '4. Choose "King County Metro" as Operating Agency', '5. Type your Vanpool Group ID', '6. Ensure the correct rider's name is indicated'. At the bottom right, there is a green 'Continue' button with a red arrow pointing to it, and a 'Cancel' link on the bottom left.

3. Shopping Cart:

After confirming the items in the shopping cart, click Pay Now.

If you see an error or need to make any changes, you will need to Cancel Order and restart process.

My ORCA

- Welcome
- Balance
- Transaction history
- My cards
- My details

Pay for 1 item(s) \$80.00

ORCA options

- Products
- About ORCA
- Using ORCA

Contact ORCA

- Contact ORCA

FAQ

- FAQ

Shopping Cart - card 80005993 Tim, you're logged in [Logout](#)

Confirm payment to the Operating Agency listed below

Shopping Cart for Card 80005993	Fees/Charges
Vanpool Fare - October 2017, King County Metro, 7	\$80.00
Total charges	\$80.00

[Cancel order](#) [Pay now](#)

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4. Complete Order:

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

Complete Order - card 12325247

1. Payment » 2. Receipt

Reminder!

- Please check the card number at the top of the page before submitting payment.

Payment

The total amount for this order is: **\$10.00**

Asterisk (*) indicates required fields.

Pay by Credit Card

Card Type: *

Name on Card: *

Card Number: *

Expiration Date (mm/yyyy): *

Mailing Address

Address 1: *

Address 2:

City: *

State: *

ZIP Code: *

Billing Address

Same as mailing address:

Address 1: *

Address 2:

City: *

State: *

ZIP Code: *

[Cancel Back](#) [Submit payment](#)

5. Receipt:

Your receipt will appear after submitting payment.

A copy of the receipt will also be sent to the e-mail address on file.

Complete Order - card 80005993

1. Payment > 2. Receipt

Receipt

Receipt number: W23175
ORCA card serial number: 80005993
Rider name: Tim Cady
Order date: 10/11/2017 at 11:30 AM

Product	Total
Vanpool Fare - October 2017, King County Metro, 7	\$60.00
Total charges:	\$60.00

Payment method: Credit Card
Card type: MasterCard
Card number: **** * 4444
Authorization number: 5077466509226411303011

[Print receipt](#) [Back to My ORCA](#)

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