

## **Purchasing Online Vanpool Fare Facts:**

- Payment due date is still the 10<sup>th</sup> 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 <a href="www.orcacard.com">www.orcacard.com</a> 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**

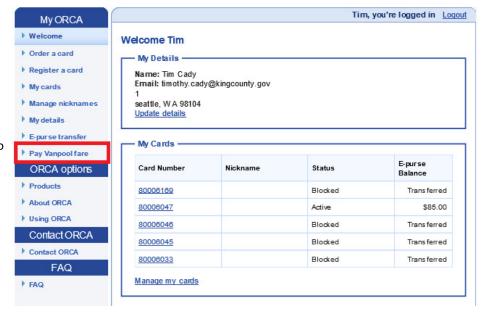
King County Metro Customer Service: 206-553-3000

Pay Vanpool Fare

#### 1. Log in to ORCA:

Log in to your registered ORCA Card account on <a href="https://www.orcacard.com">www.orcacard.com</a> and click Pay Vanpool Fare in the left column.

A registered ORCA card is required to make online payments.

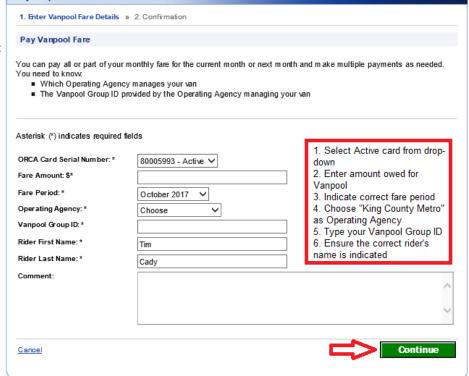


# 2. Pay Vanpool Fare:

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.

You will need to indicate if you are paying for a late fee, excess miles, or Monthly Report Adjustment (MRA) in the comment field.

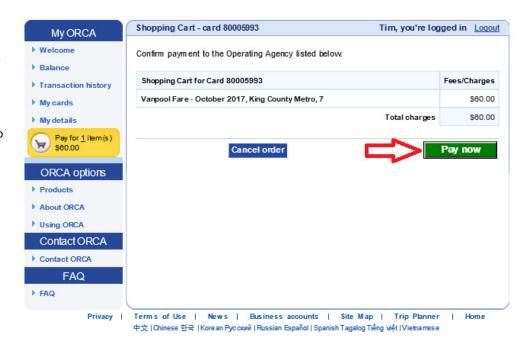
Click Continue.



# 3. Shopping Cart:

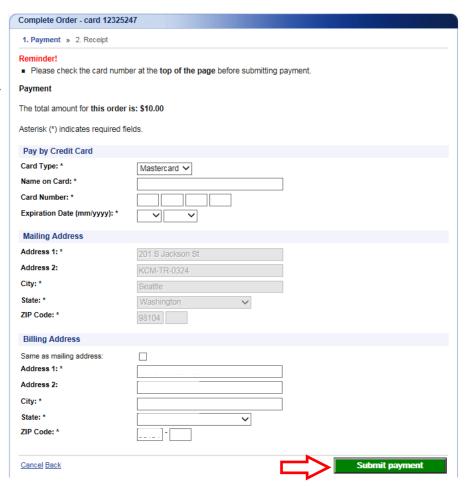
After confirming the items in the shopping cart, click Pay Now.

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



## 4. Complete Order:

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

