



## How will the ORCA transition affect our business or organization?

If you are currently purchasing more than one or two monthly passes for employees or agency clients, the ORCA system will affect you in the following ways:

- By the end of the introductory period of this new system, King County Metro will discontinue selling current passes at our Customer Service Offices, by mail, by telephone and on the KCM online pass sales website.
- With ORCA, your company will not be able to purchase or revalue more than one ORCA card *per transaction* at our Customer Service Offices, by mail, by telephone or online. Each card sold at the counters will require a single payment, so multiple cards *cannot* be purchased with one corporate check or credit card transaction unless you are setup as a business account in the new system.
- The web based ORCA system will easily allow multiple card purchases for all Business Accounts. The new website has been designed specifically for employers and organizations to facilitate multiple card purchases, loading products or value to cards, and other card management tasks.

## What to expect:

- During transition to this new system, we will be working with individual employers and organizations to identify how the system can work best for your unique needs.
- Employers and organizations will continue to have the ability to purchase current passes for several more months using the services you have been using in the past: online through Metro Online, in-person at our Customer Service Offices at Westlake and King Street Center, by mail and by telephone.
- Businesses and organizations will need to have a business account set up on the ORCA Business Account website. You can start this process by going to [www.orcacard.biz](http://www.orcacard.biz) where you can enter preliminary information and learn about the Business Account options. Or contact Metro directly to set-up your account for you and to discuss your business needs. ***Your business account set-up can only be completed after your business agreement is signed and returned.***
- Once you have selected your program and the agreement is complete, you will be able to order ORCA cards and add products electronically or by mail and pay for single or multiple orders online with a credit card or by mailing a corporate check.
- If you convert your current pass orders to the ORCA system during the introductory period the \$5 card fee will be waived.