

ORCA Autoload Authorization Form



Autoload is the fast, easy way to make sure you can always use your ORCA card. When you authorize Autoload, value is added automatically either:

- As a pass in the new month.
- When the E-purse balance is not enough to cover the fare on your current trip.

To set up Autoload you must:

- Have a registered ORCA card with a valid product (pass or E-purse) already on the card.
- Have a valid credit card.
- Agree to Autoload terms and conditions.
- Sign and complete the Autoload Authorization Form.

STEP 1: Autoload terms and conditions

By setting up an Autoload, I authorize automatic recurring charges against the credit card that I have specified for the fare product I selected, and agree to the following terms and conditions:

General Terms

1. I am at least eighteen (18) years of age.
2. All information provided by me in registering my ORCA card and submitting this Autoload authorization is true, accurate and complete. My failure to submit true, accurate and complete information may result in the Autoload cancellation.
3. My Autoload authorization will take effect when the card is tapped at an ORCA card reader and shall remain in effect unless I cancel or change it as outlined below.
4. I authorize each ORCA Agency and their respective service providers to verify the information contained in this Autoload authorization.
5. I may cancel this Autoload authorization by either:
 - a. Canceling the Autoload online from the My ORCA account at orcacard.com, then tapping the card at an ORCA card reader after 48 hours; or
 - b. Mailing a signed Autoload form (printable at orcacard.com) to the address on the form. I understand the Autoload cancellation may not take effect until ten (10) business days after the Autoload form is received and the card is tapped at an ORCA card reader.
6. If the credit card(s) specified by me expires, or is otherwise deleted, the Autoload will be canceled automatically and the credit card(s) removed from my account. These expired or deleted credit card details may be retained in the ORCA system if my ORCA card is not tapped to complete the cancellation work order within 60 days.
7. If a credit card charge is rejected, reversed or otherwise fails to cover the price of the Autoload product, that product may be blocked to prevent its further use. Regardless of the circumstances, I am responsible for payment of the full value of the Autoload product even if the credit card payment failed to cover the price. In this event, I understand I will be notified via email from ContactUs@orcacard.com and the Regional Autoload Management Office may contact me by phone to collect payment.
8. If my Autoload is canceled due to failure of a credit card to cover the price of an Autoload product, I may submit a new Autoload Authorization Form once any outstanding failed payments are repaid.
9. I will promptly update changes to my name, address, phone number(s), credit card account information, and the other information provided by me for this Autoload authorization. I will submit changes online or by printing and mailing the online Autoload Authorization Form.

Monthly Pass Products (except King County Metro Access)

1. If I have authorized the Autoload of a monthly pass, that pass will be loaded automatically onto my ORCA card the first time the card is used in the new month, and the specified credit card will be charged. **NOTE:** The price charged to the specified credit card will be the full monthly price for an Autoload of a monthly pass product regardless of when, in that month, the ORCA card is first used.
2. I understand that the price of the monthly pass product I have selected to Autoload is subject to change. **NOTE:** I agree the amount charged to the specified credit card will be based on the price in effect when the next Autoload transaction occurs, until and unless I cancel this Autoload authorization.
3. If I have authorized the Autoload of a monthly regional pass (PugetPass) and my fare changes, I understand it is my responsibility to cancel the Autoload for the first pass and set-up a new Autoload at a different fare value.

E-purse Transportation Value

If I have authorized Autoload for E-purse value, the amount I have specified will be loaded automatically to my ORCA card, and the specified credit card will be charged when the balance on my ORCA card is insufficient to cover the full cost of my trip. NOTE: An Autoload of an E-purse will not be performed more than once per day nor more than five times in a single calendar month. After the fifth Autoload in one calendar month, the E-purse will not revalue, but the Autoload remains intact. Autoload will resume at the beginning of a new month.

King County Metro Access Pass

1. If I have selected to authorize Autoload of a King County Metro Access pass, the credit card payment request will be initiated automatically on the 23rd of each month, until I take action to cancel the Autoload.
 - a. I understand if the credit card charge is successful, I will receive an email confirmation and the pass purchase will be documented in Accessible Services’ records.
 - b. I understand that if the credit card charge is not successful, the pass will not be purchased and the Autoload will be canceled.
2. I understand the price of the King County Metro Access pass is subject to change and that my authorization will be based on the price in effect at the time the Autoload occurs, until and unless I cancel this Autoload.
3. I understand that I do not need to tap the ORCA card at a card reader to set-up or cancel an Autoload for the King County Metro Access pass.

STEP 2: Set up, update or cancel Autoload (Please print and use black or blue ink.)

Provide your ORCA card serial number:
(eight digits on front left corner of card)

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Select one action below:

- Set up new or update current Autoload. Go to Step 3.
- Cancel current Autoload. Go to Step 5 to authorize cancellation.

STEP 3: Select product* for Autoload

The Autoload you select will be set up or updated on the registered ORCA card indicated in Step 2.

E-purse

The minimum Autoload you can add to your E-purse is \$5. The maximum E-purse stored value is \$300. The amount you request will automatically be added when the E-purse balance is not enough to pay your fare.

Write in whole dollar amount: E-purse amount \$ _____
(Example: \$50)

Regional monthly Pass (PugetPass)

To set up a pass Autoload you must have the same per trip value pass active for the current month on your card.

Write in regional monthly pass trip value and the purchase price:

Pass _____ Purchase Price \$ _____
(Example: \$2.25 PugetPass) (Example: \$99)

Agency Pass

To set up a pass Autoload you must have the same agency pass active for the current month on your card.

Write in the name of the agency pass and the purchase price:

Pass _____ Purchase Price \$ _____
(Example: King County Metro Access Pass) (Example: \$63)

*Regional Day Pass not available for Autoload.

STEP 4: Submit payment

Please select one of the credit card options:

Visa MasterCard

*Credit Card Number:

*Three digit CVV (Credit Validation Value) on back of credit card:

*Expiration Date (Month/Year): ____/____

*Name on credit card: _____

*Billing Address: _____ Apt. No.: _____

*City: _____ *State: _____ *Zip: _____

*Email: _____ (Autoload notifications will be sent to this email.)

Daytime Phone: _____ (If we have questions about this request we will call.)

*required fields

STEP 5: Signature required

Your signature is required to set up, update or cancel Autoload. Your signature indicates that you agree with the stated terms and conditions. **NOTE:** Your Autoload request will not be processed without your signature.

Signature: _____ Date: _____

STEP 6: Submit Autoload Authorization Form

Your completed and signed form must reach the ORCA regional mail center by the 20th of the current month to ensure your Autoload for a monthly pass product is processed by the first of the next month.

To complete the requested Autoload action, tap your ORCA card at the ORCA card reader.

Mail your completed form to:

ORCA Regional Mail Center
KSC TR-0108
201 S Jackson St
Seattle, WA 98104-3856

- Check here to get a copy of the ORCA Terms of Use.
- Check here to get a copy of the ORCA Privacy Statement.

Prices are subject to change.

Questions

Visit orcacard.com or call ORCA Customer Service during regular business hours at:
888-988-6722 / TTY: 711

Non-English interpreter service: 800-823-9230

Alternate formats are available.