



Guide to New Vanpool Fare Payments & Statements

Welcome to Pierce Transit's new vanpool invoicing and online payment processing system. The new system will make it easier for you to view your monthly statement and pay your monthly vanpool fare.

This helpful guide outlines how to access your new monthly statement and easily pay your fare online at PTVanpool.com.

Step 1: Monthly Statement Email

Around the 26th of each month, you will receive an email notifying you that your vanpool statement is ready. You should receive November's statement on or around Monday, October 26. It will look something like this:

Welcome to the new Pierce Transit vanpool invoicing and online payment processing system. Your vanpool fare statement is ready for review.

Please sign in at PTVanpool.com to access your statement and make a payment.

Please note: Starting in November, bookkeepers will no longer quote fares or collect money from vanpoolers. All riders will receive a monthly invoice directly to their email.

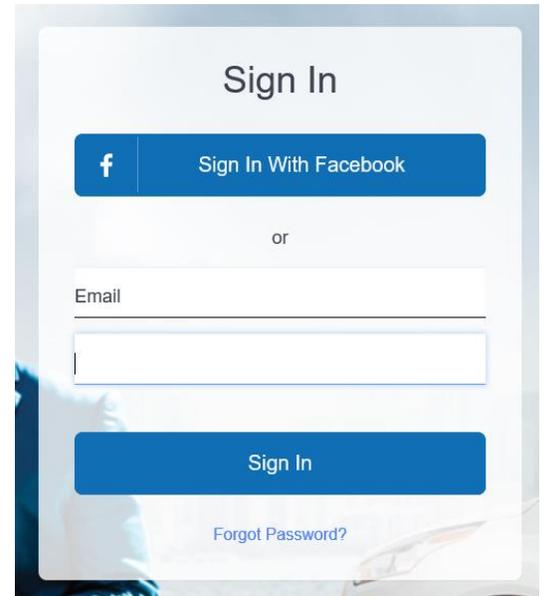
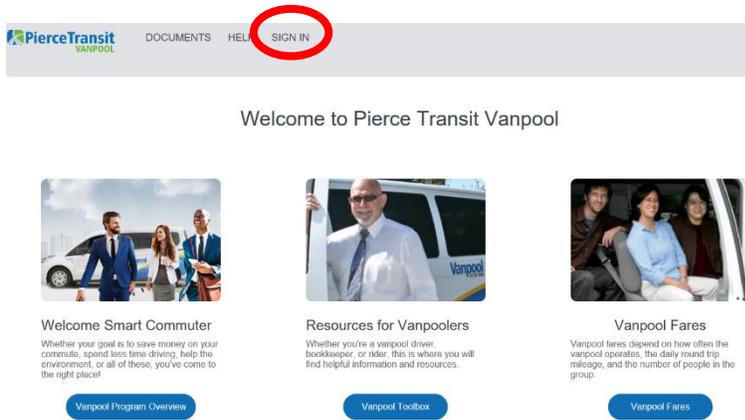
Step 2: Activate your Pierce Transit Vanpool Account

To get started, activate your Pierce Transit Vanpool account at PTVanpool.com by clicking on the sign in option at the top of the home page. Your sign in email is the same email you used to sign up for vanpool. **Click "Forgot Password?" on the sign in window to create a password.**

If you need assistance activating your account, please contact a member of our helpful staff at 253-581-8000 (option 3, then 2).

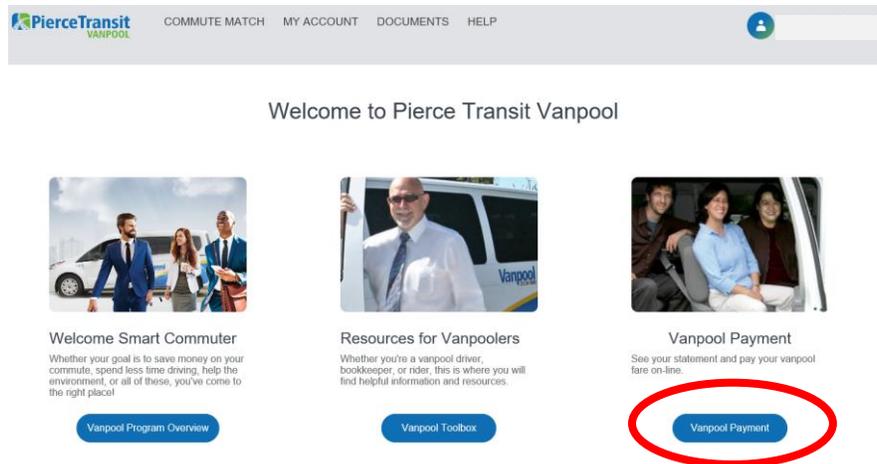
Step 3: Sign In

Sign in to your account at PTVanpool.com using your account email and password you created during account activation.



Step 4: Account Statement

Once you sign in, you will see the Vanpool Payment button.



Bookkeepers, please note:

If you are a bookkeeper, you will need to click on the **Switch Roles** link on the top menu and select **“commuter”** (by the Pierce Transit logo), then return to the homepage before you can see the Vanpool Payment button.



Clicking the Vanpool Payment button takes you to the Account Statement screen. Verify that your statement looks correct.

When ready, click the **Make a Payment** button.

Account Statement

Service in October 2020

Due Date: Thursday, October 01, 2020
Please Note: If Payment in full is not received by Saturday, October 10, 2020, a late fee of \$20 will be added to the Balance Due.

Make a Payment

Vanpool Statement for Route
for service in October 2020

Your Role(s): Commuter, Backup Driver

| | |
|--------------------------|-----------------|
| Previous Balance: | \$0.00 |
| Monthly Fare | \$139.00 |

| | |
|---|-------|
| Schedule Type | 5 |
| Number of Participants (including driver) | 7 |
| Round Trip Fare Miles | 78.52 |

| | |
|-----------------------------|-----------------|
| Current Payment Due: | \$139.00 |
|-----------------------------|-----------------|

NOTE: Any subsidy provided by your employer (Edenred election or ORCA) will appear on the statement and be deducted from the amount due.

Step 5: Make Secure Payment

The Make Secure Payment screen will open, allowing you to enter a payment amount and memo.

To move forward with your payment, click the green Make Secure Payment button.

Make Secure Payment

Payment for:

Current Vanpool Route:

Balance Due: \$112.00

Payment Amount (be sure to put in a decimal point):

\$

Memo

Make Secure Payment **Cancel**

Our secure payment processor will then present you with the option to enter your credit card information.

Make Secure Payment

Pierce Transit Vanpool accepts Visa and MasterCard.
Please do not close your browser or log out until you see your payment appear in your Account Statement.

Order Summary

| | | | |
|----------------|-------------------|-------|-----------|
| Description | Payment Submitted | Total | \$ 112.00 |
| Invoice Number | RP-6 | | |

Credit Card **Bank Account** (USA Only)

You can also pay using your checking account.

Make Secure Payment

Pierce Transit Vanpool accepts Visa and MasterCard.
Please do not close your browser or log out until you see your payment appear in your Account Statement.

Order Summary

| | | | |
|----------------|-------------------|-------|-----------|
| Description | Payment Submitted | Total | \$ 112.00 |
| Invoice Number | RP-6 | | |

Credit Card **Bank Account** (USA Only)

Bank Account Type
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Once you complete the required payment fields, the submit payment button will be highlighted and you can select Pay to complete your payment.

The system will notify you that your payment was complete or if there were any issues.

Click "Return to My Statement".

Make Secure Payment

Your payment of \$112.00 was successfully processed. Thank you!

 [Return to My Statement](#)

Step 6: Review Receipt

Please take a moment and review your receipt to ensure that all information is accurate.

Account Statement for Service in October 2020

Due Date: Thursday, October 01, 2020
Please Note: If Payment in full is not received by Saturday, October 10, 2020, a late fee of \$20 will be added to the Balance Due.

[Make a Payment](#)

Vanpool Statement for Route
for service in October 2020

| | | |
|--|---|-----------|
| Your Role(s): | Commuter, Backup Driver | |
| Previous Balance: | | \$0.00 |
| Monthly Fare | | \$139.00 |
| | Schedule Type | 5 |
| | Number of Participants (including driver) | 7 |
| | Round Trip Fare Miles | 78.52 |
| Debits/Credits | | |
| Payment Submitted | 9/29/2020 11:58:00 AM Online Payment. | -\$139.00 |
| Current Payment Due (No Payment Due): | | \$0.00 |

If you require assistance with your account or need help processing an online payment, please contact a member of our helpful staff at Vanpool@PierceTransit.org or 253-581-8000 (option 3, then 2).