



## AUTO PAY GUIDE

Thank you for your interest in setting up automatic payments with Pierce Transit Rideshare. Please follow the steps below to get started.

If you have any questions, please contact us at [Rideshare@PierceTransit.org](mailto:Rideshare@PierceTransit.org) or 253-581-8000 (option 3, then 2).

### STEP 1

Sign in at [Rideshare.PierceTransit.org](https://Rideshare.PierceTransit.org) using your account email and password. Click **My Account** at the top of the screen and then select **Payment Settings**.

The image shows a screenshot of the Pierce Transit Rideshare web application. At the top, there is a green banner with the text 'We now have an app! Look for "Pierce Transit Rideshare" in Google Play or the Apple Store.' Below this is a blue navigation bar with the Pierce Transit Rideshare logo and links for 'SWITCH ROLES', 'COMMUTE MATCH', 'MY ACCOUNT' (highlighted with a red box), 'CONTACT US', and 'HELP'. The main content area says 'Welcome to Your Rideshare Dashboard'. To the right, there is a 'My Account' section with a grid of icons: 'Commuter Profile', 'Commute Details', 'Match Alerts', 'Request List', 'Vanpool Agreement', 'Withdrawal Notice', 'Make a Payment', 'Payment Settings' (highlighted with a red box), 'Payment History', and 'Change Password'.

### STEP 2

Select **Add new payment method** on the **Manage Payment Methods** screen.

The image shows a screenshot of the 'Manage Payment Methods' screen. At the top, it says 'Manage Payment Methods'. Below this, there is a paragraph: 'Use the options below to add, remove, edit, and delete payment methods. You may then select from your saved payment methods when making a fare payment.' Below the paragraph, it says 'No payment methods have been saved.' and there is a green button labeled 'Add new payment method' (highlighted with a red box). At the bottom, there is a paragraph: 'If you enable automatic payments your monthly payment will automatically be processed using your default payment method. Payments will be processed on or after the 1st of every month.' and a green button labeled 'Disable Automatic Payments'.

### STEP 3

Enter your credit card information and click **SAVE**.

Another screen will appear confirming your information has been saved. Click **Continue**.

The screenshot shows the 'Manage Payment Methods' form. At the top, it states 'Pierce Transit Rideshare accepts Visa and MasterCard. Please do not close your browser or log out until you see your payment appear in your Account Statement.' Below this, there are two radio buttons: 'CREDIT CARD' (selected) and 'BANK ACCOUNT (USA ONLY)'. The form includes fields for 'Card Number', 'Exp. Date', 'Card Code', 'Billing Address' (First Name, Last Name, Country (USA), Zip, Street Address, City, State, Phone Number, and Company). At the bottom, there are 'SAVE' and 'Cancel' buttons. The 'SAVE' button is highlighted with a red rectangle.

### STEP 4

Select **Make Default** option next to the credit card information you just entered and then select **Enable Automatic Payments**.

The screenshot shows the 'Manage Payment Methods' screen. It includes instructions: 'Use the options below to add, remove, edit, and delete payment methods. You may then select from your saved payment methods when making a fare payment.' Below this, there is a section for 'Visa XXXX0027' with a 'Delete' button and a 'Default payment method' label. A green button 'Add new payment method' is also present. At the bottom, there is a green button 'Enable Automatic Payments' with a red arrow pointing to it. A red arrow also points to the 'Default payment method' label.

### STEP 5

Once you select **Enable Automatic Payments**, You will see the following message confirming automatic payments were successfully enabled. You can **disable automatic payments** and **delete** saved payment information at any time.

The screenshot shows the 'Manage Payment Methods' screen after enabling automatic payments. At the top, there is a green message box that says 'Automatic payments were successfully enabled.' with a red arrow pointing to it. Below this, there are instructions: 'Use the options below to add, remove, edit, and delete payment methods. You may then select from your saved payment methods when making a fare payment.' Below this, there is a section for 'Visa XXXX0027' with a 'Delete' button and a 'Default payment method' label. A green button 'Add new payment method' is also present. At the bottom, there is a green button 'Disable Automatic Payments' with a red arrow pointing to it. A red arrow also points to the 'Default payment method' label.

Automatic payments are charged to your automatic payment enabled credit card on the first of the month. Automatic payments are noted on your monthly statement.

Previous Balance:		\$102.60
Monthly Fare		\$93.00
	Schedule Type	5
	Number of Participants (including driver)	7
	Round Trip Fare Miles	40.62
Debits/Credits		
RidePro Account Payment - Automatic for 7/2021	7/9/2021 3:52 PM Automated account payment	- \$195.60
Current Payment Due (No Payment Due):		\$0.00

**Thank you for setting up auto pay! If you have any questions, please contact us at [Rideshare@PierceTransit.org](mailto:Rideshare@PierceTransit.org) or 253-581-8000 (option 3, then 2).**