



COMMUTER CHECK FOR ORCA



Troubleshooting

Step 1. Check your Commuter Check card balance. Go to www.commutercheckcard.com and choose Version 3. Enter card information and view transaction history. Or call 1-855-518-3789.

Step 2. Check ORCA card balance at www.orcacard.com

- a) If you don't have an account, 1. create an account and 2. register your ORCA card.
- b) Select card number and click "Transaction history"
- c) If you have more than one ORCA card, check transaction history for all of them

Or, call ORCA customer service at 1-888-988-6722

**Important
Contact
Information
on Back**



Step 3. Identify the issue:

1. ORCA card said low or no balance when riding bus

If you check your ORCA card balance and your value is "pending"; you successfully transferred funds and the funds will load when you next tap your ORCA card on a bus. Value will appear on your ORCA card when you tap it 24-48 hours after loading the card online.

2. No funds on ORCA card, full amount on Commuter Check

You have not yet transferred the funds; follow the instructions to transfer the funds.

- a) ORCA card e-purse value may not exceed \$300.
- b) Commuter Checks allow a maximum of 6 transaction attempts per day.

3. "Pending" transaction on ORCA, but doesn't work after 48 hours

You may have entered the wrong billing address. WAIT 4-5 DAYS from your previous attempt and try again online or at ORCA Card vending machine. Use Bellevue College billing address:

3000 Landerholm Circle SE, Bellevue, WA 98007

4. Accidental Autoload (Do NOT select Autoload!)

Commuter Checks do not support the ORCA Autoload feature. If you've chosen Autoload, the value on your Commuter Check will not be transferred to the ORCA card. You will need to send a check to ORCA for the full amount that has been credited to your ORCA card. Contact the ORCA Autoload department. Bellevue College is not responsible for lost funds if the purchaser selects Autoload.

5. Problems with Ticket Vending Machine (TVM)

- a) You must use the Bellevue College zip code at the vending machines: **98007**.
- b) Be sure to take the sticker off the Commuter Check and insert the card all the way.

Report TVM issues to Sound Transit. If you tried to use a vending machine, and don't see any value on your Commuter Check or ORCA card, report it to Sound Transit as a TVM issue. Your value is not lost!

6. Transferred Funds to Adult ORCA instead of youth or reduced fare ORCA

Visit an ORCA customer service center with proper identification and your ORCA card to purchase a reduced fare ORCA and transfer the value. Youth ORCA cards are available to individuals under 19 years old.

7. Lost or Stolen ORCA Card

If you registered your ORCA card, login at www.orcacard.com and report your lost card and a new card with any lost funds will be mailed to you for \$5. If the ORCA card was not registered, the funds cannot be recovered.

8. Lost or Stolen Commuter Check Card or Card Number

It's likely there is no way to recover the funds. Email transportation@bellevuecollege.edu with your student ID number and date of purchase and an attempt will be made to provide you with your card number upon showing proper identification if the funds have not already been used.



COMMUTER CHECK FOR ORCA



Contact Information

Bellevue College Transportation:

- General assistance
- Report your Commuter Check lost

transportation@bellevuecollege.edu

(425) 564-2134

Commuter Check customer service:

- Help checking your Commuter Check transaction history
- Help creating an account to add value to your Commuter Check

1-855-518-3789

ORCA customer service:

- Help retrieving a forgotten username/password
- Help creating an ORCA account or registering a card
- Help viewing ORCA transaction history
- Help reporting your card lost or stolen
- Transfer value between cards
- Help with monthly passes

Log in at www.orcacard.com and select “Contact ORCA”

1-888-988-6722

ORCA Autoload customer service:

- Autoload issues (you can see an Autoload transaction in your transaction history)

Contact **ORCA customer service**

Or call **(206) 477-6038**

Sound Transit customer service:

- Report any Ticket Vending Machine problem.

www.soundtransit.org/Contact-Us

main@soundtransit.org

1-888-889-6368

For TVM issues, submit the **TVM Resolution Form** on the “Contact Us” page