

## **ONLINE CARPOOL PERMIT FAQs**

### *What is the Online Carpool Payment option?*

This option allows carpoolers to make their monthly carpool permit payment electronically online instead of having to mail a check to the city. This option is intended to make it easier for carpoolers to make their monthly permit payments and will be a service available 24/7.

### *Who can use the Online Carpool Payment option?*

Any carpooler can use it who is not otherwise using a voucher or other third-party payment (i.e., Wage Works, commuter checks, or carpool checks).

### *How do I use the Online Carpool Payment option?*

All carpoolers will be mailed a renewal notice that includes a web link to direct them to the appropriate online payment webpage. There are two web links, one for downtown carpoolers and one for Lloyd District carpoolers. If you have questions which carpool program you are in, please call 503/823-2777. Once you open the appropriate web link further instructions will be provided online.

### *Will I need to set-up a logon name and password?*

No, logon names and passwords will not be required.

### *Will I need to submit my e-mail address to pay online?*

No, your e-mail address is not required. However, you have the option of entering your e-mail address into the system when you pay online. The advantage is that when you submit your e-mail address the system will be able to send you a confirmation number and receipt after you complete your online payment. Otherwise, you will have the payment confirmation and receipt on screen and will need to print it to save.

### *Can I set-up automatic bill pay if I use the Online Carpool Permit option?*

No. The system is not able to accommodate automatic bill pay at this time.

### *Will I receive electronic notices to pay Online?*

No. Carpoolers will continue to receive mailed renewal notices with their monthly permits.

### *Will I continue to receive a physical permit if I use the Online Carpool Permit option?*

Yes. All carpoolers, regardless whether they pay by check or online, will continue to receive their permits in the mail.

### *What if I need a refund and I paid Online?*

If you feel you overpaid, double-paid, or have a similar issue please contact Portland Parking Control at 503/823-2777 so that an evaluation and determination can be completed. Note that the City may only issue a refund up to 60 days from the date of online payment.

*What if the system does not accept my credit card or bank card?*

Before calling the City, verify that you entered your bank card information correctly or try using a different card. If you still have problems, please contact Portland Parking Control at 503/823-2777 for further assistance.

*How will my privacy be protected if I pay online?*

Portland takes privacy seriously and online payment transactions are both encrypted and meet Payment Card Industry (PIC) standards.

*Can I still send in a paper check if I don't want to use the Online Carpool Permit option?*

Yes. Paying online for carpool permits is an option and not a requirement at this time.

*Who can I contact for more information?*

For questions about the online carpool payment program or if you need more information, please contact the Portland Bureau of Transportation at 503/823-2777 or send an e-mail to [parking@portlandoregon.gov](mailto:parking@portlandoregon.gov).