

**PAYING YOUR VANPOOL FARE**

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● **208.345.7665**  
[commuteride@achdidaho.org](mailto:commuteride@achdidaho.org)

## WAYS TO PAY

**1 ACHD Commuteride website**

→ <https://commuteride.rideproweb.com/>

**2 ACHD Commuteride app**

→ The app is available for Android and iPhone devices



## LOGGING IN

Log In

Your login session has timed out, please re-enter user name and password to continue.

Email

Enter Password

Remember Me

Log In

[Forgot Password?](#)

Need an account? [Sign Up](#)

● Every vanpool participant has a login to both the app and the website.

● Your login identifier is your email address.

● If you have forgotten your password, you may request a reset via the “Forgot Password” link.

If you have trouble accessing the Commuteride website, please contact us.

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**VANPOOL ACCOUNT STATEMENT**

**Access**

Once you have logged in, you will come to a menu. If you are a member of a vanpool group and your vanpool statement is available, you will find “Vanpool Payment” in the menu.

On a PC or a laptop, the menu is displayed at the top of the screen.



On a mobile device the menu is accessed via this symbol.



**What if I am a member of a vanpool group but I do not see the menu item for “Vanpool Payment?”**  
As a new vanpool group starts, or as a new member joins, a Commuteride staff person must perform a few steps to prepare your vanpool statement. Until these steps are done, no statement will be available for you to access.

**Review**

When you access “Vanpool Payment”, you will come to your current Account Statement.

Just like a utility bill, you always pay the balance on your current statement. You may review any previous statements that are available, but you always pay the balance on the current statement.

Your account statement will look like this:

Account Statement for Service in February 2025

ACHD COMMUTERIDE

Ada County Highway District  
3775 Adams Street  
Garden City, ID 83714  
208-345-7665  
commuteride@achd.idaho.org

Payment due by 2/6/2025  
To avoid a late fee, please pay the amount due by 2/6/2025

[Make a Payment](#)

Date	Description	Invoice	Amount
	Previous Balance		\$0.00
2/7/2025 10:11 AM	Vanpool fare on V00029 for February 2025 Average one-way mileage: 47.7		\$150.00
	<b>Current Payment Due</b>		<b>\$150.00</b>

**Review** (cont.)

- **Your statement will show what you owed** (if anything) **at the end of the previous month.** Your current vanpool fare is shown, along with the mileage that was used to calculate your fare.
- If your employer contributes towards your vanpool fare, you will see an item on your statement similar to the one in the image below.

*If your employer contributes toward your vanpool fare, you will see an item on your statement similar to this:* →

		Invoice	
Date	Description		Amount
	Previous Balance		\$0.00
2/7/2025 10:11 AM	Vanpool fare on V00029 for February 2025 Average one-way mileage: 477.		\$150.00
	<b>Current Payment Due</b>		<b>\$150.00</b>

*Please note that all items on an ACHD Commuteride Vanpool Account Statement are in whole dollars. Because of this, items calculated as a percentage (such as the employer subsidy above) may be rounded and not exactly equal.*

- At the bottom of your account statement, you will see a **“Current Payment Due.”** This is the amount that you need to pay.
- You may access payment via the “Make a Payment” button.
- **Also, please note the reference to the due date.** ACHD Commuteride charges a \$10 late fee if payment is not received by the 6th of the month. If you are late, the fee will appear on your statement along with your vanpool fare.

**Payment due by 2/6/2025**  
To avoid a late fee, please pay the amount due by 2/6/2025

**Make a Payment**

**MAKING YOUR PAYMENT**

Once you **click on the “Make a Payment” button**, you will come to a display like this:

**Make Secure Payment**  
Payment for:  
Current Vanpool Route: V00029 - Van 348 - Mountain Home to Boise

Balance Due: \$150.00

Payment Amount:  
\$ 0

Memo:

**Your current balance is displayed.**

Enter the amount you wish to pay in this transaction.

Commuteride accepts multiple payments for your current balance. This is so that you might split payment between one or more credit cards or other payment methods.

Once you enter the amount you want to pay, **select the “Make Secure Payment” button.**

As you do you will see a screen like this:

**Make Secure Payment**  
Commuteride accepts Visa, MasterCard, American Express and Discover. Please do not close your browser or log out until you see your payment appear in your Account Statement.

**Order Summary**

Description	Commuteride Account Payment	Total	\$ 150.00
Invoice Number	89-1		

**Credit Card**  Bank Account (ISA only)

Card Number \* Exp. Date \* Card Code \*

Save This Credit Card Information for the future.

**If you are paying with a credit card or debit card, select “Credit Card.”**

Then enter the card number, expiration date and card code.

**If you are paying via a bank account direct withdrawal, select “Bank Account.”**

As you do you will see a screen like this:

**Make Secure Payment**  
Commuteride accepts Visa, MasterCard, American Express and Discover. Please do not close your browser or log out until you see your payment appear in your Account Statement.

**Order Summary**

Description	Commuteride Account Payment	Total	\$ 150.00
Invoice Number	89-1		

Credit Card  **Bank Account** (ISA only)

Bank Name Name On Account \*

Account Number \* ABA Routing Number \*

Account Type  
Personal Checking

Save This Bank Account Information for the future.

**MAKING YOUR PAYMENT**

(cont.)

Once you enter the required information about your credit card, debit card or bank account, **select the “Pay” button**. As you do so, your card or bank account will be validated.

**If accepted, a confirmation screen will appear**, recording the payment and updating your balance. If the balance is zero, your monthly payment is complete.

To split payments, repeat the process until your balance reaches zero.

As you do you will see a screen like this: →

Account Statement for Service in February 2025

ACHD **COMMUTERIDE**

Ada County Highway District  
3775 Adams Street  
Garden City, ID 83714  
208.345.7665  
commuteride@achdidaho.org

Payment due by 2/6/2025  
To avoid a late fee, please pay the amount due by 2/6/2025

**Make a Payment**

Date	Description	Invoice	Amount
	Previous Balance		\$0.00
2/7/2025 10:11 AM	Vanpool fare on V00029 for February 2025 Average one-way mileage: 47.7		\$150.00
2/10/2025 3:26 PM	Commuteride Account Payment		-\$150.00
	Current Payment Due (No Payment Due)		\$0.00

**AUTOMATIC PAYMENTS (AUTOPAY)**

- ACHD Commuteride supports automatic payments for your vanpool account.
- **To enable autopay, first navigate the Vanpool Payment Methods feature.** You'll find this under My Info. →

### Manage Payment Methods

Use the options below to add, remove, edit, and delete vanpool payment methods. You may then select from the stored payment methods when making an account payment instead of entering the payment information every time.

**No payment methods have been saved**

[Add new payment method](#)

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.

[Enable Automatic Payments](#)

- **To use AutoPay, register a payment method** (credit card or bank account) by selecting the type and completing the form.

### Manage Payment Methods

Commuteride accepts Visa, MasterCard, American Express and Discover. **Please do not close your browser or log out until you see your payment appear in your Account Statement.**

CREDIT CARD
  BANK ACCOUNT (USA ONLY)

Billing Address

USA

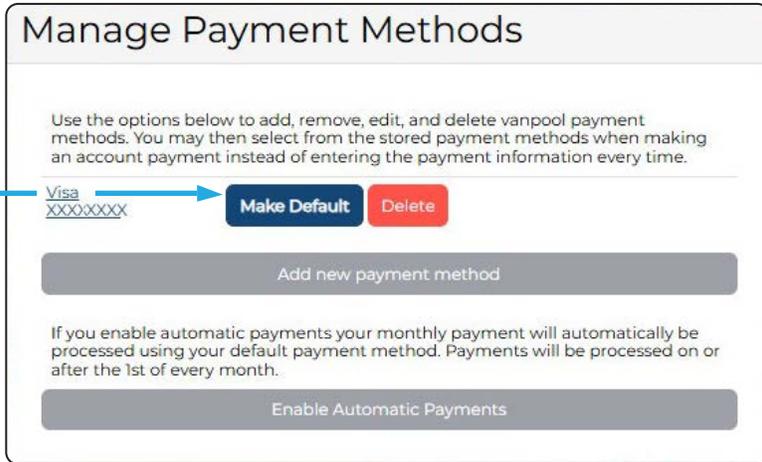
*To set up AutoPay with direct bank withdrawals, click here; a similar form will appear.*

- **Enter the info required,** including your name and the address the card statement is delivered to. The name of your company is not required.

**AUTOMATIC PAYMENTS (AUTOPAY)** (cont.)

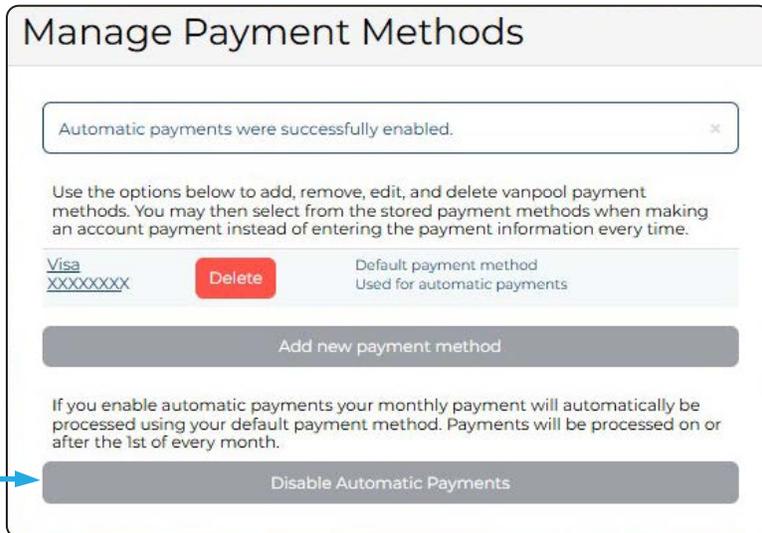
Once saved, your payment method will appear on the “Manage Payment Methods” screen.

To use AutoPay, set your payment method as default by selecting “Make Default.”



After setting your default payment method, click “Enable Automatic Payments.”

To disable automatic payments, return here and select: “Disable Automatic Payments.”



Once enabled, ACHD Commuteride will process your payment at 12:01 AM on the first of each month. If successful, your balance will update.

If payment fails, Commuteride will retry in 24 hours. After a second failure, automatic payments will be disabled, and you'll be notified via email to make payment manually.

## VIEWING PAST PAYMENTS

- ACHD Commuteride tracks your payment history.  
**To get a report, visit “Vanpool Payment History” under My Info.** You can specify a date range, or leave it blank to include all payments. The report will be sent as a PDF.

## VIEWING PREVIOUS STATEMENTS

- **To view past statements, go to “Previous Statements” under My Info.** A list of all issued statements will appear, with links to each. Payments can only be made on the current statement; previous ones are for viewing only.

## FINAL PAYMENT IF LEAVING YOUR VANPOOL

- If you leave your vanpool, you may still owe a balance for your last month of service. Payment must be made in the same way as when you were a member.