

MBTA Group Orders — User Guide

CharlieCard Group/Bulk Sales

617-222-3253

groupsales@mbta.com

Welcome to the MBTA Group Order Pass Program

This short guide will show you how to place a Group/Bulk Order and manage your account online. If you create an account and sign in as a new user, you will first be taken to a payment setting page where you can fill out your ACH payment information or choose to pay by credit card at checkout. If you are a returning user with a valid payment selection saved, you will be taken to the main Group Order Form.

Account Management	Order Management	Order History									
<p>Account Management:</p> <ul style="list-style-type: none">> Account Information> Change Password> Payment Information> Billing/Shipping> List Administrative Users	<p>Paying by ACH</p> <p>The MBTA Group Orders Pass Program uses ACH, a highly reliable and efficient electronic funds transfer system, which makes it easier for you to order CharlieCards and other commuter benefits. Your ACH will take place within 2 business days of submitting your order.</p> <p>Paying by Credit Card</p> <p>The MBTA Group Orders Pass Program uses Credit Card payment, a highly reliable and efficient payment mode, which makes it easier for you to place bulk orders. You will be prompted to enter your credit card details after you place your order and the payment will be done through a secure payment gateway.</p> <p>Payment Option</p> <p>Current Payment Option: <input type="text" value="ACH"/></p> <table border="1"><tr><td>Bank Account Type:</td><td><input type="text" value="BusinessChecking"/></td></tr><tr><td>Name of Bank:</td><td>My Bank</td></tr><tr><td>Name on Bank Account:</td><td>My Name</td></tr><tr><td>Routing No:</td><td><input type="text" value=""/></td></tr><tr><td>Account No:</td><td><input type="text" value=""/></td></tr></table> <p>Click Here to Edit Your Information</p>	Bank Account Type:	<input type="text" value="BusinessChecking"/>	Name of Bank:	My Bank	Name on Bank Account:	My Name	Routing No:	<input type="text" value=""/>	Account No:	<input type="text" value=""/>
Bank Account Type:	<input type="text" value="BusinessChecking"/>										
Name of Bank:	My Bank										
Name on Bank Account:	My Name										
Routing No:	<input type="text" value=""/>										
Account No:	<input type="text" value=""/>										

Placing Orders

Fill out the Group Order form with the appropriate details. Please keep in mind that orders should be at least \$25.00 or more in value. Please note that 3-5 business days will be needed for processing and mailing, so plan your travel accordingly. Once your selections are completed, click “Add to Cart” to proceed to the payment confirmation page. You may place your order with stored ACH information or enter in credit card information.

Account Management
Order Management
Order History

Order Management:
> Subway/Bus Group Orders
> Current Order Cart

Subway/Bus Fare and Pass Group Order Form

When placing your order please note a minimum of 3-5 business days advanced request is required for all orders and orders will be shipped out via UPS. The total quantity of an order must be more then \$25.00. All major credit cards and ACH payments are accepted and requests will be processed upon receipt of payment.

If you have any questions regarding placing an order, please contact MBTA Group Sales at groupsales@mbta.com.

Product Description	Unit Price	Quantity	Amount
Local Bus and Subway - Paper Ticket			
Single Ride Bus	\$1.70	<input type="text" value="7"/>	\$11.90
Single Ride Bus & Subway	\$2.25	<input type="text" value="6"/>	\$13.50
Local Bus and Subway - CharlieCard			
Stored Value CharlieCard	<input type="text" value="\$4.50"/>	<input type="text" value="2"/>	\$9.00
1 Day Link Pass	\$12.00	<input type="text" value="5"/>	\$60.00
7 Day Link Pass	\$21.25	<input type="text" value="4"/>	\$85.00
Calendar Month Link Pass - CharlieCard			
Calendar Month Link Pass	\$84.50	<input type="text" value="3"/>	\$253.50
* (When purchasing Calendar Month Link Passes, enter Month of Use date at checkout)			
TOTAL:		27	\$432.90

Add to Cart

Order Details

Upon placement of your order, you will be taken to an Order Summary page shown below. The order summary groups products by category.

Order Summary

[\[Print Order\]](#)

Order Information

MBTA Pass Program PO Box 845831 Boston, MA 02284-5831 (617) 222-6957	Invoice #: Order #: Order Date: Benefit Month: Pass Program: Account #:
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Address Information

<div style="background-color: #003366; color: white; padding: 2px; text-align: center; font-weight: bold;">Billing</div>	<div style="background-color: #003366; color: white; padding: 2px; text-align: center; font-weight: bold;">Shipping</div>
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Products Ordered

Product Name	Unit Price	Quantity	Amount
Local Bus and Subway - Paper Ticket			
Single Ride Bus	\$1.70	7	\$11.90
Single Ride Bus & Subway	\$2.25	6	\$13.50
Stored Value CharlieCard	\$4.50	2	\$9.00
Local Bus and Subway - CharlieCard			
1 Day Link Pass	\$12.00	5	\$60.00
7 Day Link Pass	\$21.25	4	\$85.00
Calendar Month Link Pass - CharlieCard			
Calendar Month Link Pass Month of Use: 11/1/2018	\$84.50	3	\$253.50

Past order details and balance summaries can be accessed from the menu in Order History tab.

Balance Summary

Id	Date	Transaction Description	Order Product Amount	Applied Adj Amount	Invoice Total Amount	Payment Amount	New/Pending Adj Amount	Balance
						\$432.90		\$0.00
			\$432.90	\$0.00	\$432.90			\$432.90

Order History

Your order history indicates the date, month of use, charge and status of all of your monthly orders. Orders will be fulfilled within 2-3 days once payment is approved.

Order No	Month Of Use	Status	Order Date	Total
	Nov 2018 - Nov 2018		9/25/2018	\$432.90