MBTA Semester Pass Program User Guide

CharlieCard Customer Service
1-888-844-0353
passprogram@mbta.com
Monday through Friday 7AM to 8PM EST
Saturday and Sunday 9AM to 5PM EST

Updated August 2019

Welcome to the MBTA Semester Pass Program

The Semester Pass Program allows colleges and universities in the MBTA's service area to purchase discounted transit passes for the fall and spring. Students use these unlimited passes all semester long to get to class, head to work, or catch up with friends.

The Semester Pass Program transitioned to a post-paid program for the fall of 2019 and beyond to provide schools greater flexibility in ordering passes and distributing them to students. Semester Pass orders are due by the 15th of the month before the start date of each pass. Payment will be due in full by the end of the first month of the passes ordered. For September-December passes, for example, orders must be placed by August 15th, and payment will be due in full by September 30th.

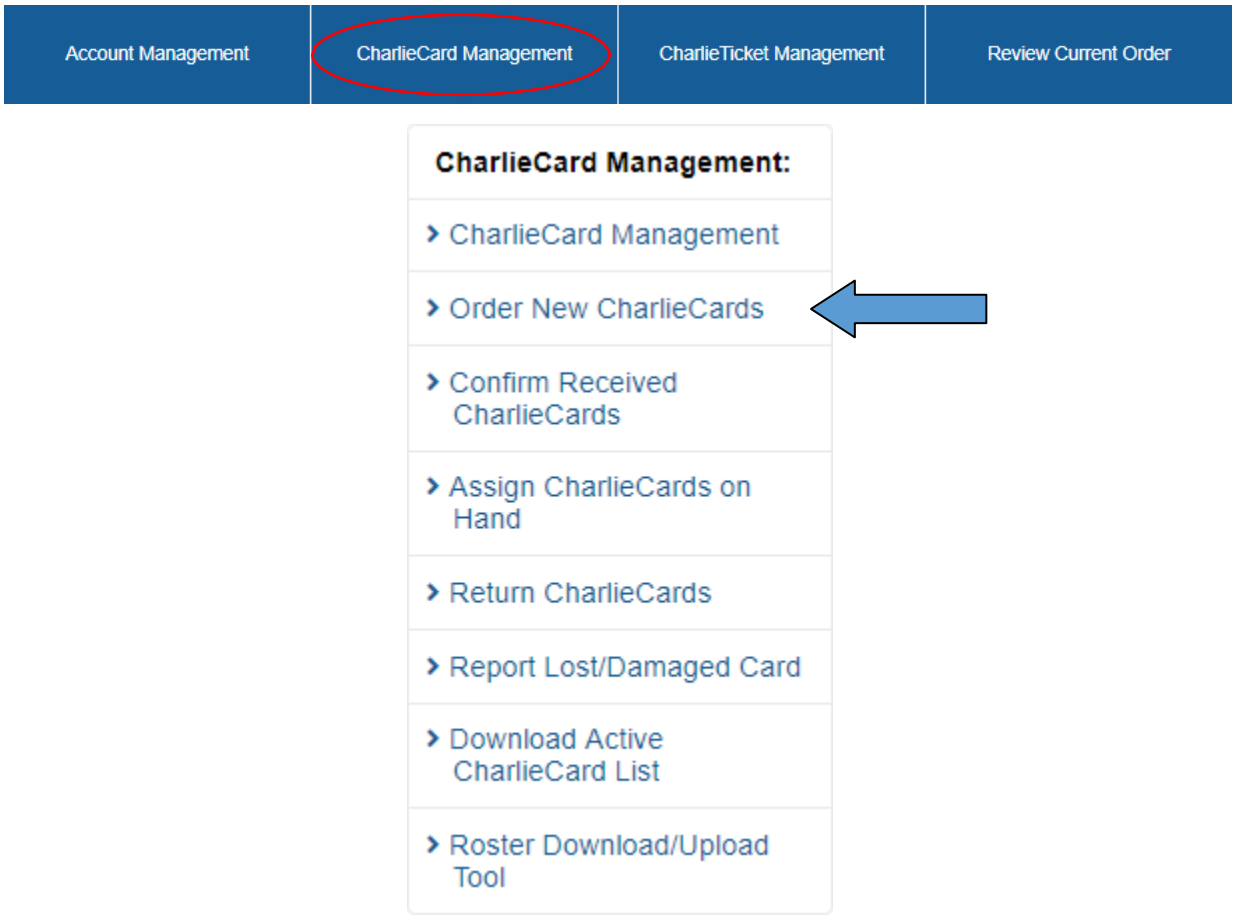
The main steps in the order process are as follows:

1. **Submit your initial order**: Get your orders in by the 15th of the month prior to your passes' start date. Schools may order extra passes and later return those that were not distributed.
2. **Hand out purchased passes to students**: Note that schools will be liable for any passes that are assigned or used, so you cannot return passes after they have been handed out.
3. **Organize your returns**: You will need to designate which passes you wish to return in your online account. Please do not replace lost passes with your inventory on-hand, and instead allow for replacement passes to be mailed to you.
4. **Ship extra passes to the MBTA with your packing slip**: Print the MBTA-provided packing slip that corresponds to your returns and ship it back with your passes.
    a. Passes need to arrive at the MBTA's shipping location by 5pm of the deadline
    b. Return address is "Edenred Benefits – Flash Pass Returns" at 303 Wyman St., Waltham, MA 02451. The MBTA is unfortunately unable to cover return shipping.
5. **Pay final balance**: Once your returns are processed, the MBTA will generate a final invoice, which will be reflected in your online account and emailed to your point of contact.
    a. Payment is due to the MBTA by the last date of the first month of the passes ordered. ACH pulls will begin no earlier than this last day of the month.
    b. MBTA CharlieCard Customer Service: 888-844-0353, passprogram@mbta.com.

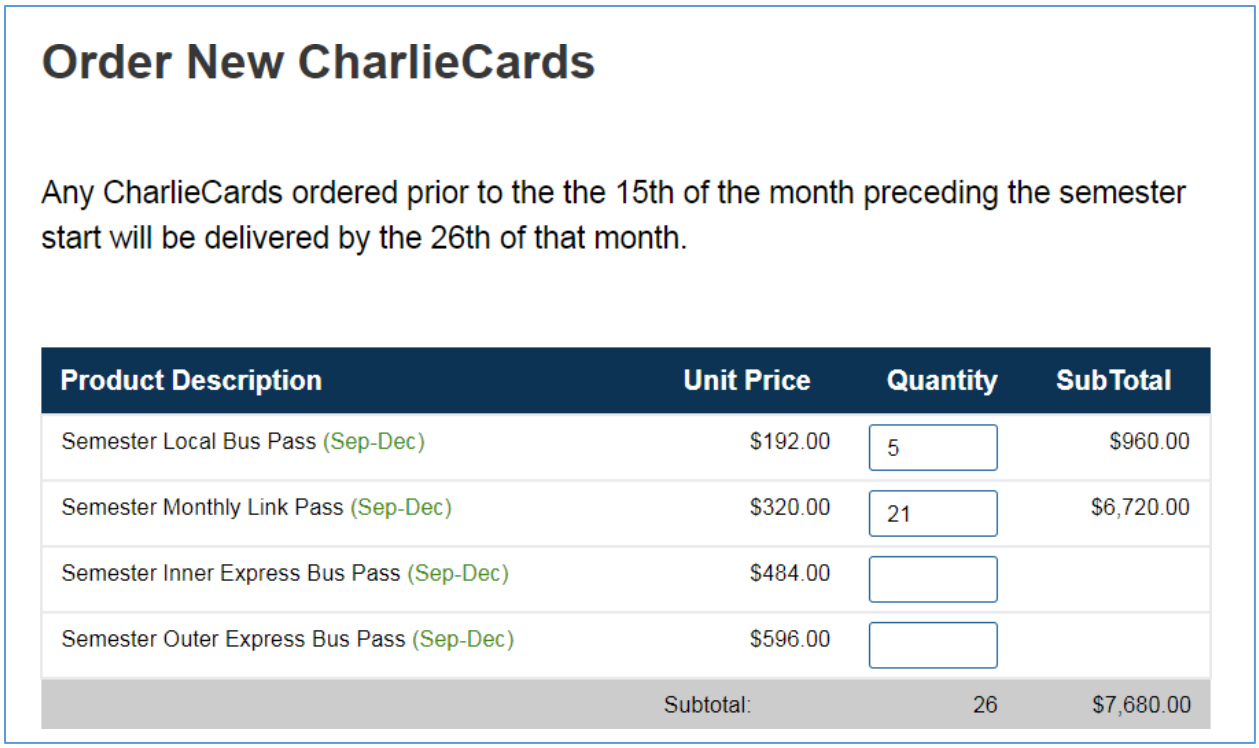
1. Placing Your Initial Order

A. Order Subway and Bus Passes on CharlieCards

Select **CharlieCard Management**, and navigate to the section titled **Order New CharlieCards**.



Enter the number of cards you need and click “Submit” when you are finished. Note that the products available are dependent upon the next Semester period applicable to your program.



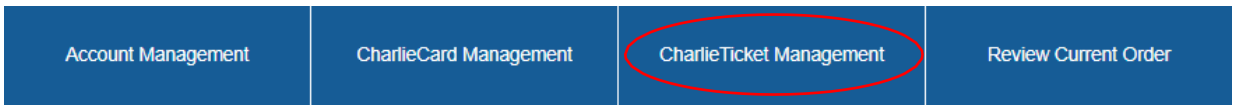
Order New CharlieCards

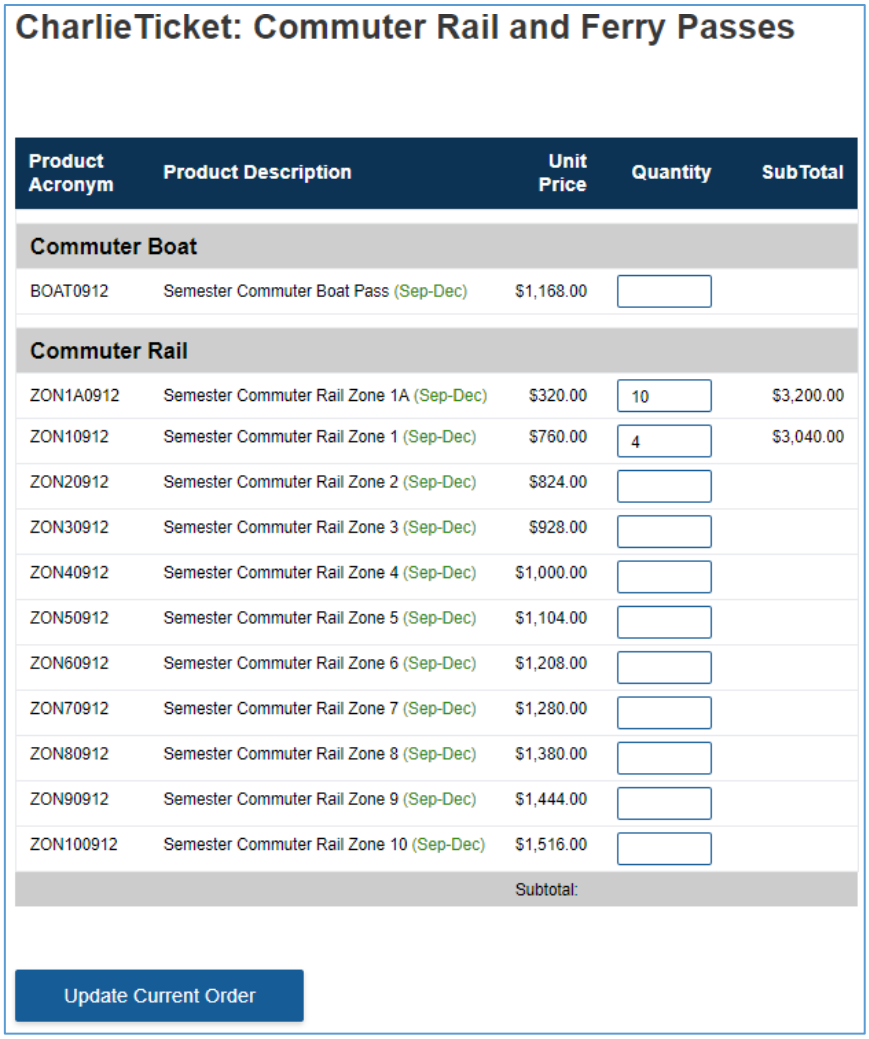
Any CharlieCards ordered prior to the the 15th of the month preceding the semester start will be delivered by the 26th of that month.

Product Description	Unit Price	Quantity	SubTotal
Semester Local Bus Pass (Sep-Dec)	$192.00	5	$960.00
Semester Monthly Link Pass (Sep-Dec)	$320.00	21	$6,720.00
Semester Inner Express Bus Pass (Sep-Dec)	$484.00		
Semester Outer Express Bus Pass (Sep-Dec)	$596.00		
	Subtotal:	26	$7,680.00

B. Order Commuter Rail or Ferry Passes on CharlieTickets

To order CharlieTickets Select **CharlieTicket Management** and enter the number of tickets you need for the Semester. Once you have completed your selections, click “Submit” to log your Commuter Rail and/or Ferry pass order.





CharlieTicket: Commuter Rail and Ferry Passes

Product Acronym	Product Description	Unit Price	Quantity	SubTotal
Commuter Boat				
BOAT0912	Semester Commuter Boat Pass (Sep-Dec)	$1,168.00		
Commuter Rail				
ZON1A0912	Semester Commuter Rail Zone 1A (Sep-Dec)	$320.00	10	$3,200.00
ZON10912	Semester Commuter Rail Zone 1 (Sep-Dec)	$760.00	4	$3,040.00
ZON20912	Semester Commuter Rail Zone 2 (Sep-Dec)	$824.00		
ZON30912	Semester Commuter Rail Zone 3 (Sep-Dec)	$928.00		
ZON40912	Semester Commuter Rail Zone 4 (Sep-Dec)	$1,000.00		
ZON50912	Semester Commuter Rail Zone 5 (Sep-Dec)	$1,104.00		
ZON60912	Semester Commuter Rail Zone 6 (Sep-Dec)	$1,208.00		
ZON70912	Semester Commuter Rail Zone 7 (Sep-Dec)	$1,280.00		
ZON80912	Semester Commuter Rail Zone 8 (Sep-Dec)	$1,380.00		
ZON90912	Semester Commuter Rail Zone 9 (Sep-Dec)	$1,444.00		
ZON100912	Semester Commuter Rail Zone 10 (Sep-Dec)	$1,516.00		
		Subtotal:		

Update Current Order

C. Finalize Orders for the Semester

Select the **Review Current Order** tab to see your total order that will be fulfilled after the Lock Date for your Semester.



Order entry is limited to the following periods depending upon your fall and spring semester. Your order will be locked on the applicable date at 11:59 p.m. Please note that users will not be able to change their orders after this lock date.

Semester Pass Program Order Details

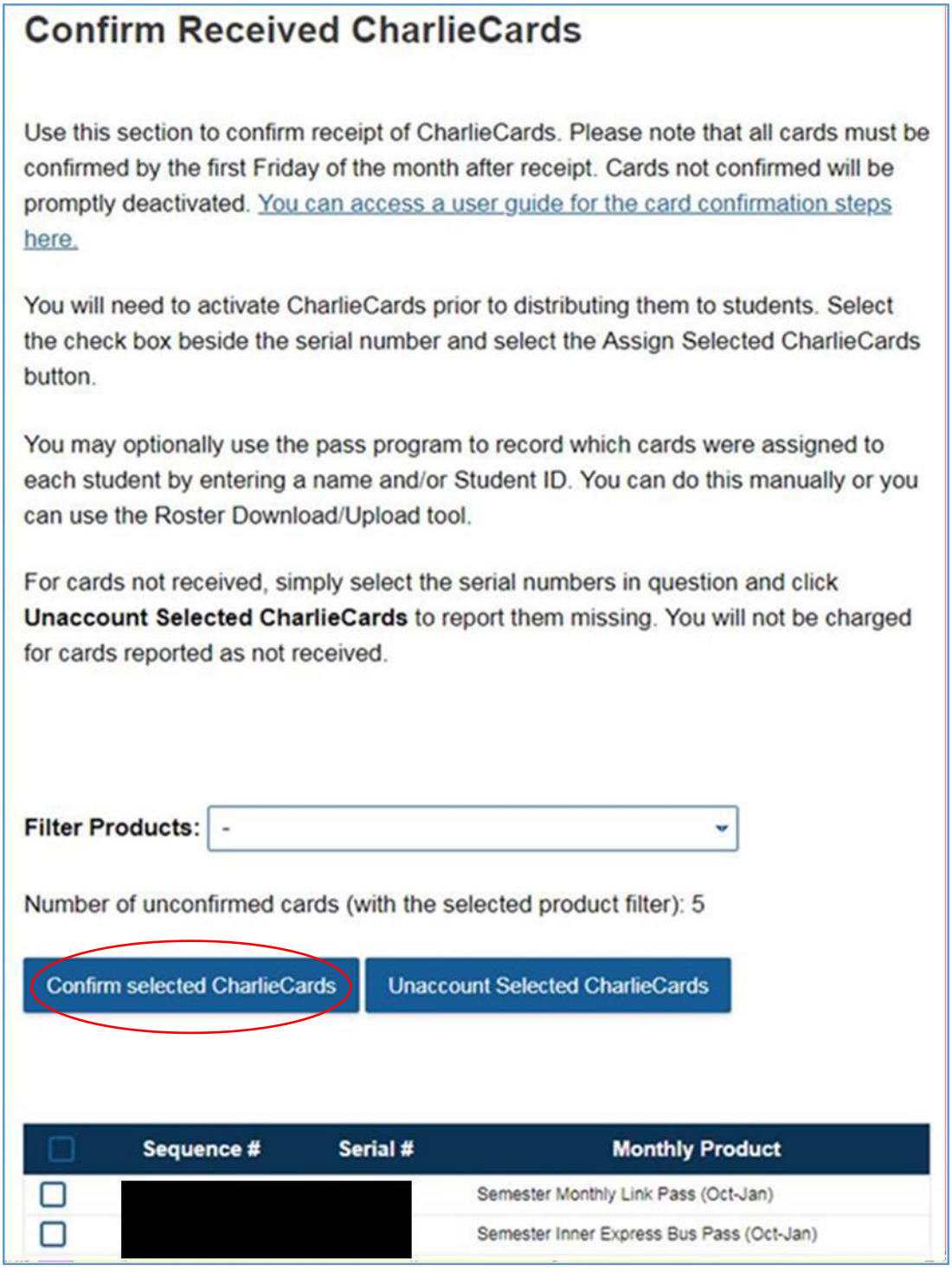
Pass Period	Order Period Opens	Deadline and Lock Date for Order	Deadline for Returns	Final Bill Issued	Adjusted Payment Due in Full
SEPT-DEC	June 1, 2019	August 15, 2019	September 11, 2019	September 20, 2019	September 30, 2019
OCT-JAN	June 1, 2019	September 15, 2019	October 9, 2019	October 18, 2019	October 31, 2019

2. Handing Out Passes: Receiving and Assigning Passes

A. Confirm Received CharlieCards—Subway and Bus Passes Only

To ensure that passes are received properly, all newly-ordered CharlieCards must be confirmed by the first Friday of the semester start month. Any unconfirmed CharlieCards are assumed to have been lost in the mail and will be permanently deleted from your account.

Under **CharlieCard Management**, select **Confirm Received CharlieCards** to view a list of your new cards. Select the check box next to the CharlieCards you received and click "Confirm Selected CharlieCards." Click "Unaccount Selected CharlieCards" to report any cards not received by mail.



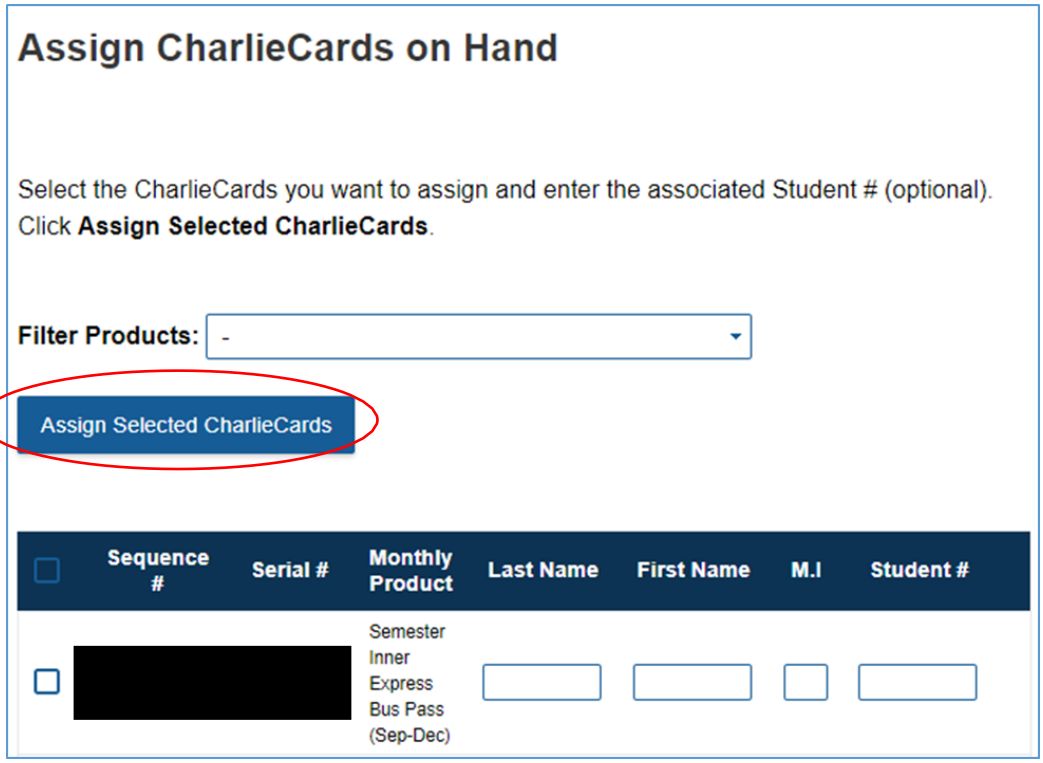
https://semester.mbta.com/Company/SmartCard/RegisterNewCards.aspx

B. Assign Confirmed CharlieCards

You will need to activate CharlieCards prior to distributing them to students.

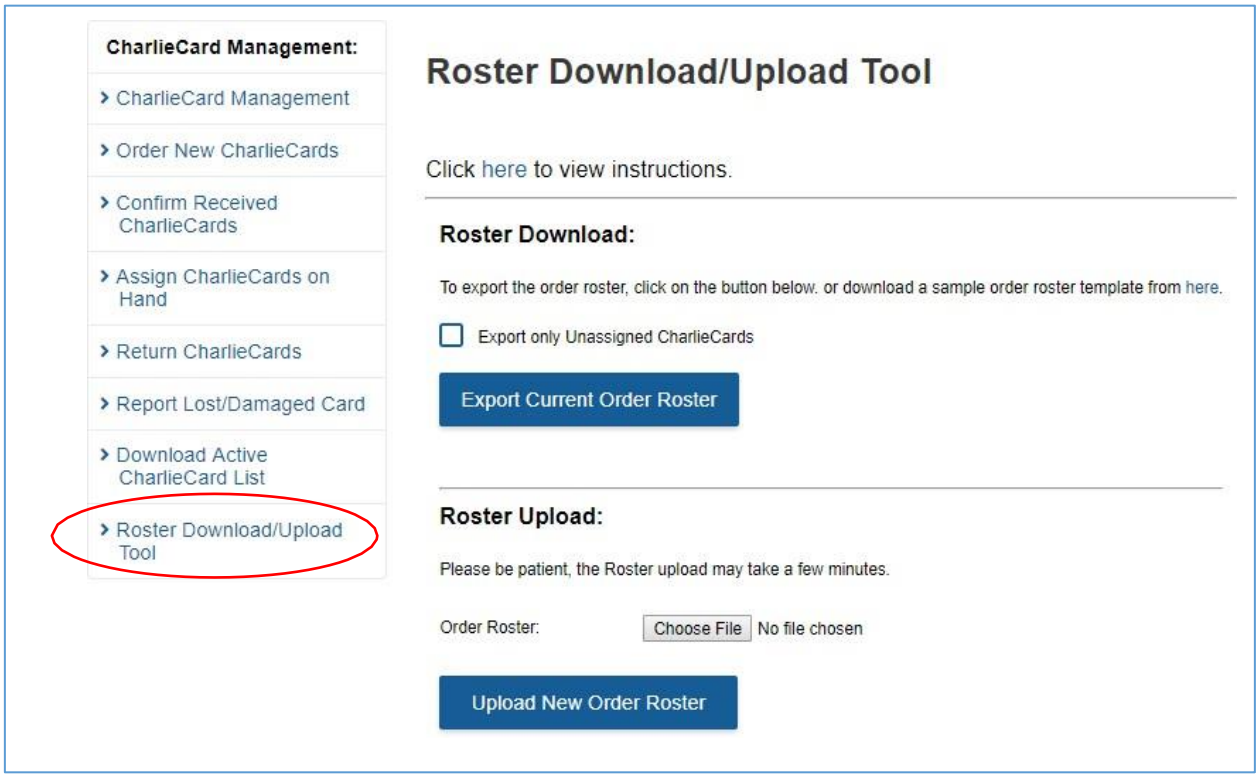
Under **CharlieCard Management**, select **Assign CharlieCards on Hand**. Select the check box beside the sequence number and click the "Assign Selected CharlieCards" button. As you distribute passes to

students, keep in mind that you will need to track which card numbers have been assigned to students and which cards remain in your inventory. Note that schools will be liable for any passes that are assigned or used, so you cannot return passes after they have been handed out. CharlieCards will need to remain "unassigned" in your online portal in order to be returned properly.



Card assignments can also be done in bulk using the Roster Download/Upload Tool under **CharlieCard Management** section. In the Excel download file, unassigned cards registered to your account will have a default status of "U." Cards that you wish to assign to students should be given a status of "A."

Please note that the use of status codes other than "A" or "U" may result in the deactivation of student cards. Once cards are assigned, they cannot be unassigned to status "U."



C. Distribute Received CharlieTickets

CharlieTickets will be mailed out to schools each month for the entire semester, as each ticket is only valid for the month printed on it. Schools must distribute this new CharlieTicket to the appropriate student each month. Note that schools will be liable for any passes that are assigned or used, so you cannot return passes after they have been handed out.

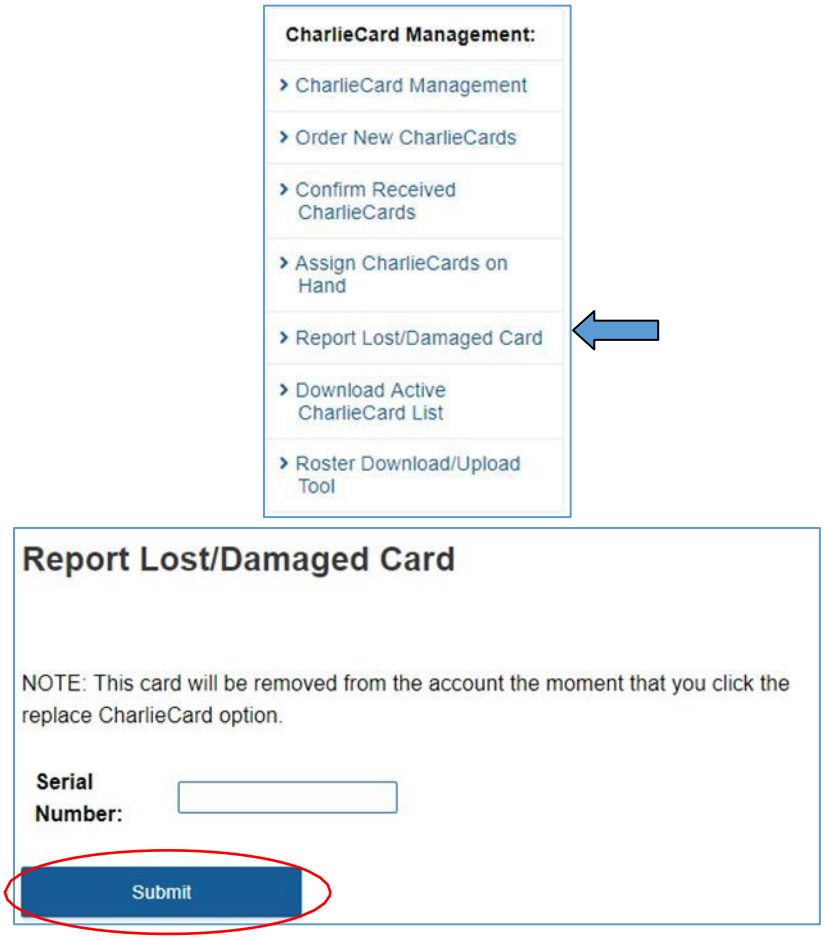
Please note that CharlieTickets are not replaceable if lost or stolen, and so students will need to wait until their next semester month in order to access a pass.

D. Program Management—Handling Lost or Stolen CharlieCards

If a student loses his or her CharlieCard click on the **Report Lost/Damaged Card** section under **CharlieCard Management**, enter in the serial number of the lost CharlieCard, and click "Submit."

After submitting, you will need to confirm that you need a replacement CharlieCard to be mailed on the next screen. A replacement card will be distributed to you in two business days. The old card will no longer be usable in the system.

Please do not use any of your excess inventory to replace lost passes, as this may result in Schools being charged for two passes being used. Submit a request using the above method to avoid being double-charged.



E. Account Management—Handling Issues

When managing the program, make sure you keep your contact information up to date. This is how we can communicate important updates to you. Contact Information page is available under Account Management.

If you have any questions, please email us at passprogram@mbta.com or call our toll free number 1-888-844-0353.

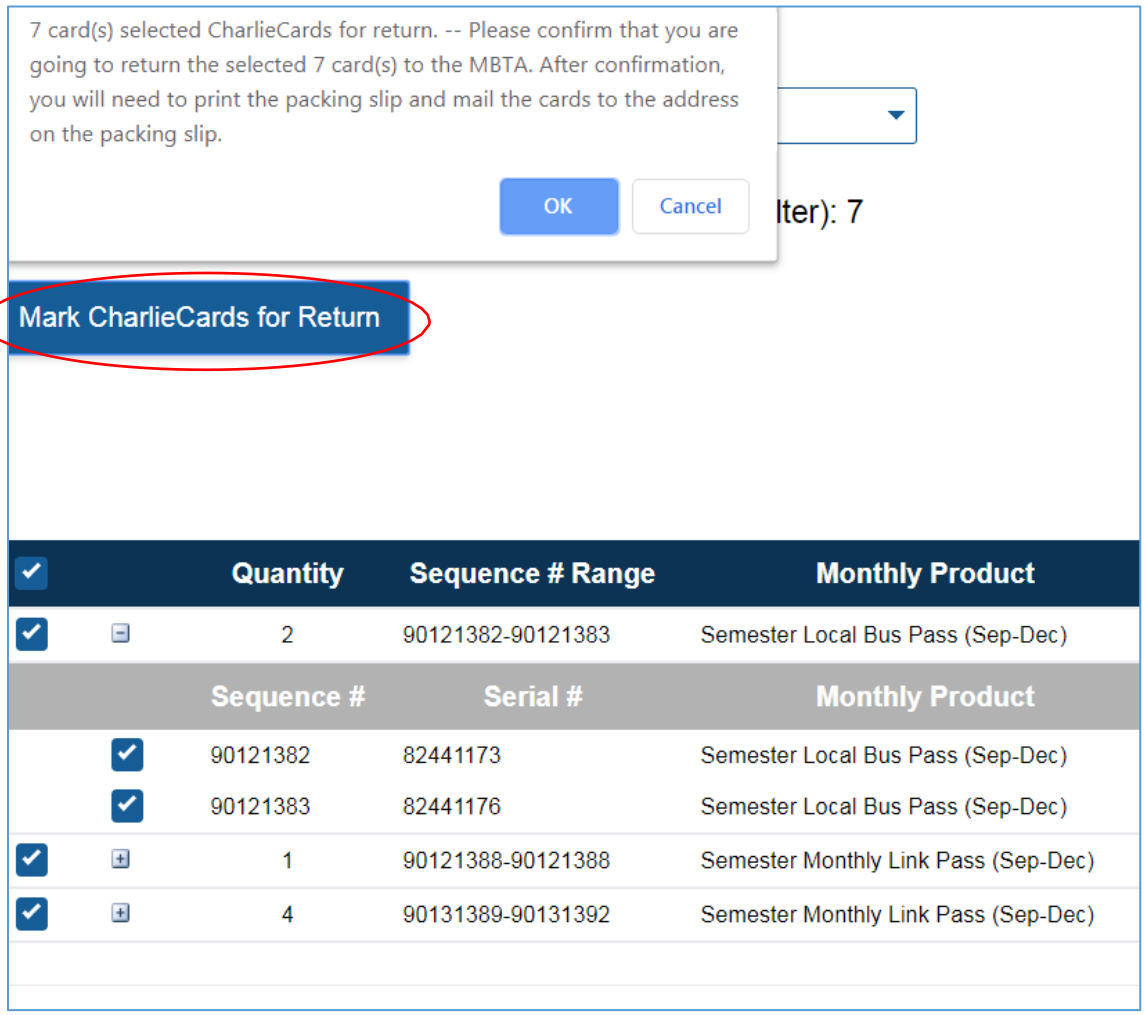
3. Organize Your Returns

A. Preparing to Return Unassigned CharlieCards

You can process returns for passes starting the first day passes are valid. For September-December passes, this date is September 1. Make sure you confirm the deadline for returning passes for your particular semester before you start the returns process.

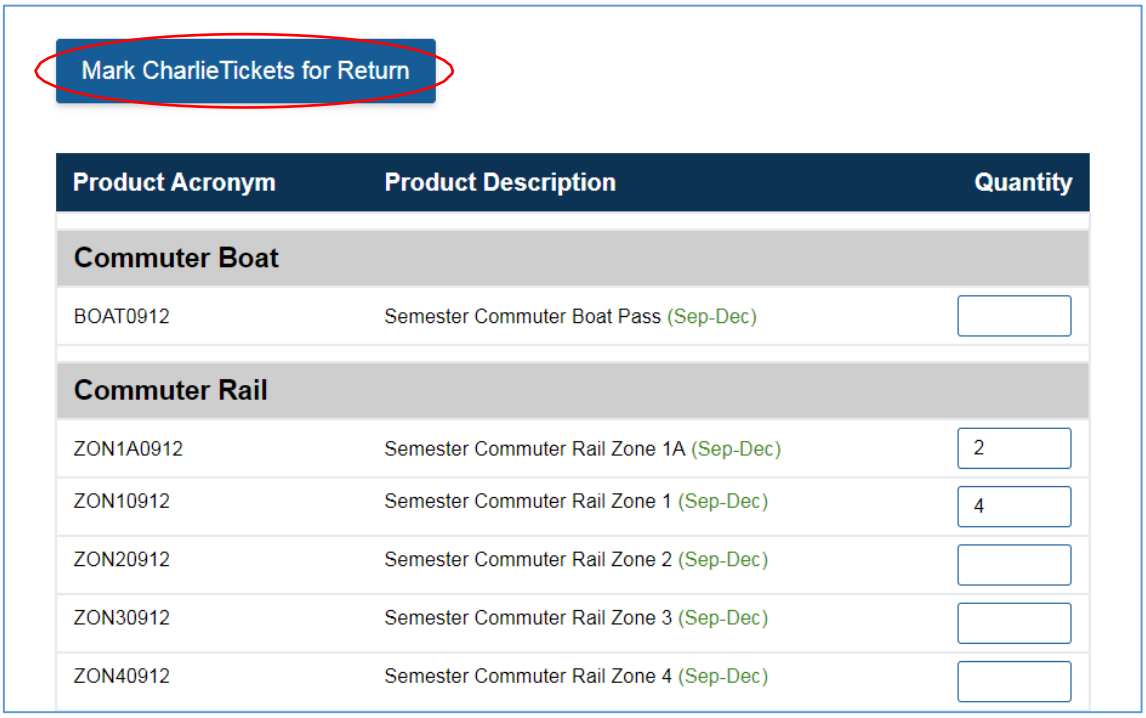
To organize your CharlieCard returns, go to **CharlieCard Management**, and then **Return CharlieCards**. Here you can check a box next to the exact unassigned CharlieCards you wish to return (check the serial or sequence numbers to be sure). Only unassigned CharlieCards will appear in this section for possible return.

Make sure the cards you check off exactly match the cards you wish to return. Once you confirm the accuracy of your selections, click “Mark CharlieCards for Return” to save your edits. Click “OK” to confirm the pop-up notifications.



B. Preparing to Return Unassigned CharlieCards

You can process returns for passes starting the first day passes are valid. For September-December passes, this date is September 1. To organize your CharlieTicket returns, go to **CharlieTicket Management**, and then **Return CharlieTickets**. Here you will total the exact number of each type of pass you will be returning to the MBTA. Click “Mark CharlieTickets for Return” to save your edits.

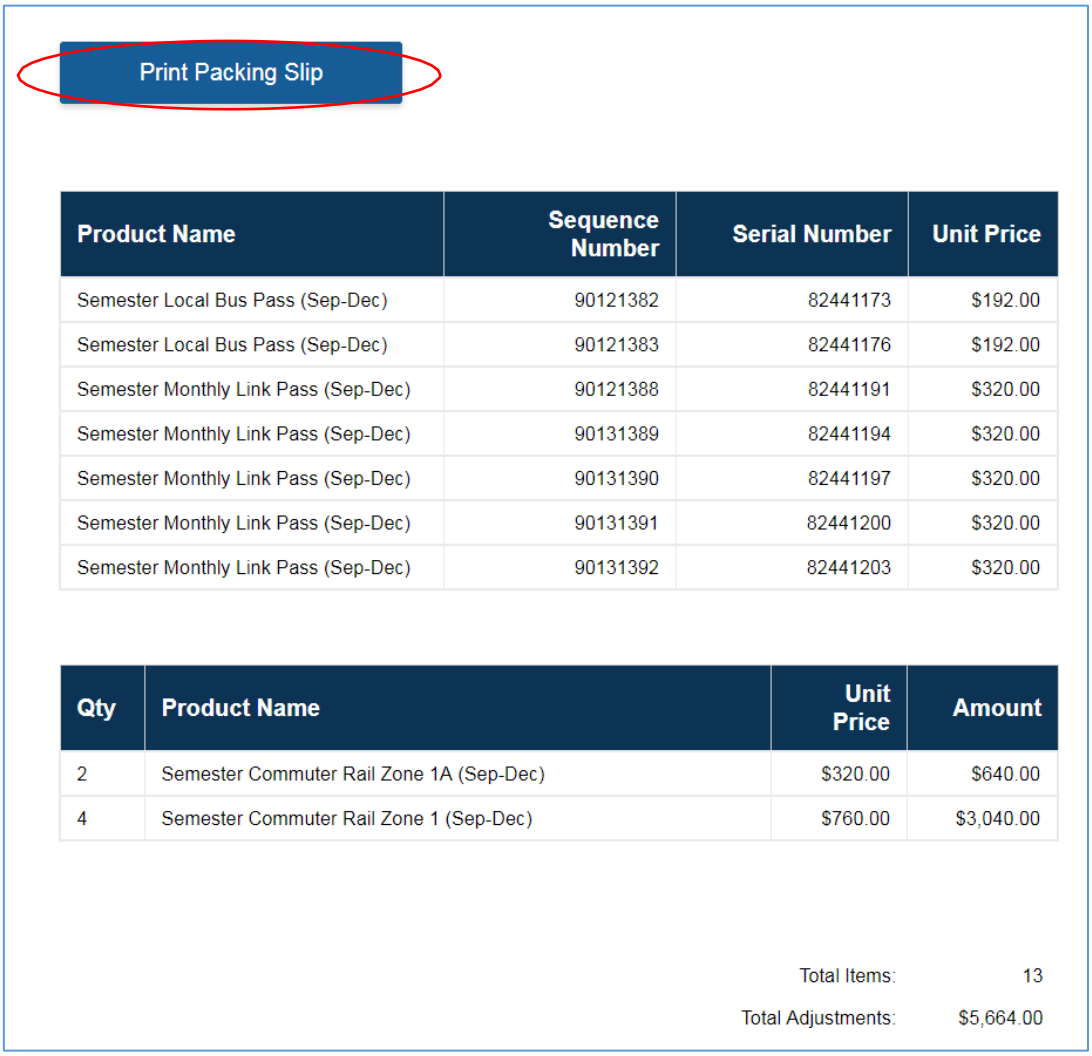


4. Returning Extra Passes and Paying Final Invoice

A. Printing Finished Packing Slip

To confirm that the CharlieCards and CharlieTickets you have on hand match to the cards saved for return in your account, navigate to **Review Current Order** and select **Current Order Returns**. Here, you will find a list of all products saved for return to the MBTA. If this list matches the passes you intend to return, click “Print Packing Slip” and print out a paper copy of the form to include in the package with your returns.

Please ensure that a physical packing slip is included in the same package as your returned passes. Note that missing packing slips may delay the returns process significantly, and may result in billing errors.



B. Shipping out Returns

Returns are due to the MBTA's fulfillment facility by close of business (5PM Eastern) on the second Wednesday of the semester's first month. Please note that the MBTA is not responsible for shipping costs, and there is no favored carrier for shipping. The address for shipping orders is:

Edenred Benefits
Flash Pass Returns
303 Wyman St.
Waltham, MA 02451

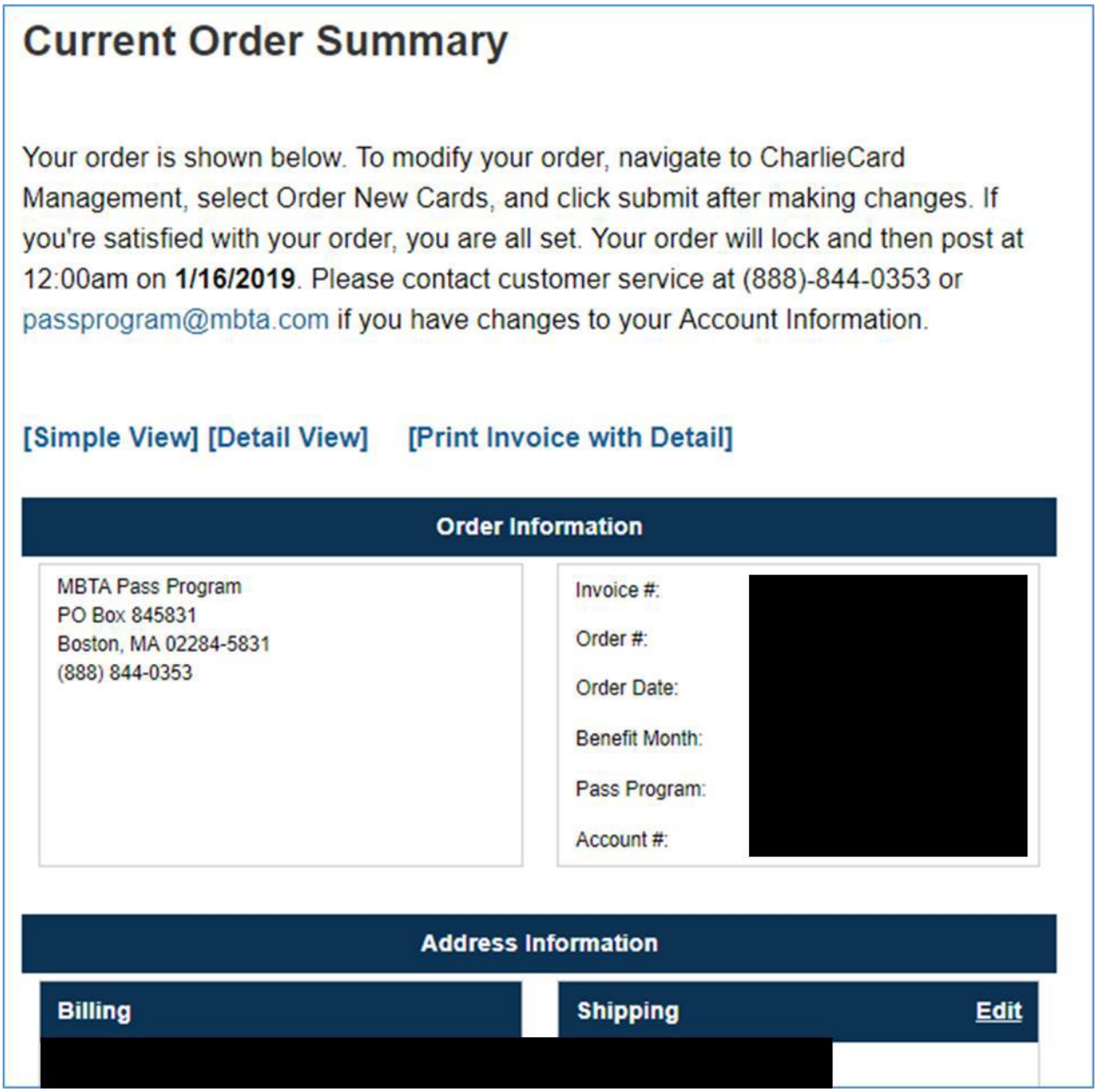
C. Final Invoice and Paying for Orders

Any returns will be processed and finalized in the middle of the semester's first month, and final invoices will be emailed and reflected in the **Review Current Order** section of your account. Payment is due in full by the last day of the semester's first month.

ACH processing occurs on the last day of the month (or the next business day) of the first month of the semester. For September-December passes, for example, ACH processing will occur on September 30.

Paymode payments must be submitted by last day of the month (or the next business day) of the first

month of the semester. Please include your Semester Pass Program account number, available on the Current Order Summary, in the Paymode reference field. Checks should arrive no later than the last day of the first semester month.



Current Order Summary

Your order is shown below. To modify your order, navigate to CharlieCard Management, select Order New Cards, and click submit after making changes. If you're satisfied with your order, you are all set. Your order will lock and then post at 12:00am on **1/16/2019**. Please contact customer service at (888)-844-0353 or passprogram@mbta.com if you have changes to your Account Information.

[Simple View] [Detail View] [Print Invoice with Detail]

Order Information

MBTA Pass Program
PO Box 845831
Boston, MA 02284-5831
(888) 844-0353

Invoice #:
Order #:
Order Date:
Benefit Month:
Pass Program:
Account #:

[redacted]

Address Information

Billing

Shipping Edit

[redacted]