Welcome to the MBTA Perq for Work Program
This short guide will show you how to order Smart Cards and Flash Passes on behalf of employees, confirm and assign your Smart Cards, and manage your organization’s order online. Perq orders are split between three different sections:

1. **Smart Cards for Employees**: Monthly LinkPasses and Bus passes are managed in this section
2. **Flash Passes for Employees**: Monthly Commuter Rail and Ferry passes are managed in this section
3. **Daily Pass Purchases for Employer**: This section allows customers to purchase 1 or 7 Day passes on an as-needed basis
Placing Orders for Smart Cards: Subway and Bus Commuters

Under the Employee Smart Cards tab, select Order New Smart Cards to order Subway and Bus Passes.

Make sure to order enough Smart Cards to have on hand for new hires. You will not be charged until these cards are either assigned to employees or actually used in the MBTA system.
Enter the quantity of Smart Cards you want to order and then click Submit when you are finished. Note there is no cost associated with new Smart Cards until they are confirmed and assigned. Active Smart Cards will be loaded with the applicable product the following month and included on your monthly invoice. These orders will reoccur monthly until you remove the cards from your account.

If you have employees with Senior or TAP statuses that wish to purchase monthly Subway or Bus passes, select the Order Senior/TAP Cards option, enter the participant’s information, and click on Submit.
Ordering Flash Passes: Commuter Rail and Ferry Commuters

To order Commuter Rail and Ferry passes, click on the Employee Flash Passes tab and enter the number of passes you need for the benefit month and then click Update Current Order. You will be charged for each Flash Pass ordered, as these passes are valid for use as soon as the month printed (the “benefit month”) begins.

Order Senior / T.A.P. Cards

Reduced-fare monthly LinkPasses can be purchased for employees with Senior or Transportation Access Pass (TAP) privileges in the following way:

- Each employee wishing to purchase a reduced-fare LinkPass through Perq will first need to obtain a valid reduced-fare CharlieCard at the MBTA CharlieCard Store at Downtown Crossing Station (7 Chauncy Street, Boston, MA 02111). The store is open Monday to Friday 8:30 AM to 5 PM.
- Once an employee has a special reduced-fare CharlieCard, the employer administrator needs to record their name and the serial number of their reduced-fare CharlieCard (starting with “5-”) in the table below and press “Submit.”
- The order for an eligible employee will automatically renew each month. A new paper LinkPass will be sent each month to the employer along with any other Perq fare media. Employers will be charged $30 for each Senior or TAP LinkPass delivered.

Note: Due to technical limitations, the Perq program is unable to load a pass directly to Senior or TAP CharlieCards.

Active Reduced-Fare LinkPass Orders

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Submit

Need more rows? 10
Purchasing 1 and 7-Day Passes

Under the Purchase Daily Passes tab, enter the quantity of passes you want to order and then click Update Current Order.
Reviewing Final Order and Late Adjustments

After updating all relevant sections, click on the *Review Current Order* tab to see your total charges.
Both your Smart Card and your Flash Pass orders are reoccurring. If no changes are made, all orders are locked in at **11:59PM on the 15th of every month**. You do have the option from the 16th to the 27th to make certain late adjustments.

In this Late Adjustment Period, you can change the status of your Smart Cards. If you assign an unassigned card, this will create a credit adjustment for the next benefit month. If you remove a card from your account, a debit adjustment will occur the next benefit month. Please note that changes are not allowed to your Flash Pass order during this Late Adjustment Period. ACH processing occurs on the 16th or the next business day of each month.

**Confirm Smart Cards Received**

All new Smart Cards must be confirmed by the 1st Friday of the benefit month. Any unconfirmed Smart Cards are assumed to have not been received and will therefore be permanently deleted.
Under the **Employee Smart Cards** tab, select **Confirm Cards** to view a list of your new cards. Select the check box next to the Smart Cards you received and click **Confirm selected Smart Cards**. Click **Unaccount Selected Smart Cards** to report any cards not received.

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**Assign Smart Cards on Hand**

You will need to assign Smart Cards prior to distributing them to employees. Select the check box beside the serial # and select **Assign Selected Smart Cards** button. You may optionally enter a name and/or an ID for each employee to facilitate tracking.
You can do this manually or use the Roster Upload/Download Tool, available on the Employee Smart Cards sidebar. If you do not have any cards shown on this screen you will need to select the **Confirm Cards** button and follow the steps.

**Program Management—Replacing Lost or Stolen Smart Cards**

If an employee loses his or her Smart Card, click on the **Report Lost/Damaged Card** button and follow the steps.

You will need to have the old card number and a replacement card on hand to successfully reassign a card. The old card will no longer be usable in the system.
Once you report a valid card lost or stolen, you will be prompted with a choice to either replace it with a Smart Card you have on hand or to order a new Smart Card to replace the lost pass. Please note that new cards ordered this way may take a few days to be shipped to your mailing location.
Please remember to order a blank Smart Card for the next benefit month before the 15th at 11:59 PM EST by choosing the Order New Cards button and submitting an order. Lost or stolen Commuter Rail or Ferry flash passes are not replaceable or refundable.

**Program Management—Removing Smart Card Users**

If an employee is no longer eligible or terminates their participation, edit the status of the Smart Card to Remove from Account. Click on the Employee Smart Cards tab, and you should see a list of serial numbers, monthly products and status options for active cards. Select the Remove from Account status option and click on the Save button.
Account Management

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 the Account Management tab.

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