

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

 **Massachusetts Bay
Transportation Authority**

WELCOME

Welcome to the MBTA Semester Pass Program.

This short guide will show you how to order CharlieCards and CharlieTickets, confirm and activate your CharlieCards, and manage your pass program all online. The Semester Program's cornerstone is CharlieCard - a durable, reloadable, smartcard that students carry wherever they go.

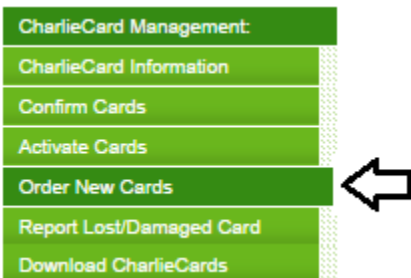
The screenshot shows the MBTA website interface. At the top left is the MBTA logo and name. To the right, it displays the current order semester as 'January, 2015 - May, 2015' and the open order period as '10/1/2014 - 12/15/2014'. Further right, it says 'Welcome TestUniv1 Tutorial Log off' and shows the date '29 Monday September 2014'. Below this is a navigation bar with links for 'Account Management', 'CharlieCard Management', 'CharlieTicket Management', and 'Review Current Order'. The main content area is titled 'Fares & Passes' and features a sidebar with the same navigation links. The main content is divided into sections for 'BLANK CHARLIECARDS' and '(FULFILLED SEPARATELY FROM CHARLIETICKETS)'. The 'BLANK CHARLIECARDS' section includes a table with columns for 'If you place an order:', 'Your CharlieCards will arrive', and 'For Example:'. The 'For Example:' column contains the text: 'If you were to place an order on August 3rd for a September fall semester start date'.

PLACE ORDERS

Under **CharlieCard Management**,



Select **Order New Cards** and 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. Enter the quantity of CharlieCards you want to order and then click submit when you are finished.

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 DESC	UNIT PRICE	QUANTITY	SUBTOTAL
Semester Local Bus Pass (Jan-May)	\$222.50	<input type="text"/>	
Semester Monthly Link Pass (Jan-May)	\$333.75	<input type="text"/>	
Semester Inner Express Bus Pass (Jan-May)	\$511.75	<input type="text"/>	
Semester Outer Express Bus Pass (Jan-May)	\$747.60	<input type="text"/>	
Subtotal:		0	\$0.00

To order CharlieTickets click on **CharlieTicket Management** and enter the number of tickets you need for the Semester and then click submit when you are finished.

- Account Management
- CharlieCard Management
- CharlieTicket Management** ←
- Review Current Order

CharlieTicket: Fare Media Products

Before you order. Make sure you are familiar with the current MBTA CharlieTicket Return Policy. [Click Here to View.](#)

PRODUCT ACRONYM	PRODUCT DESCRIPTION	UNIT PRICE	QUANTITY	SUBTOTAL
Commuter Boat				
BOAT0105	Semester Commuter Boat Pass (Jan-May)	\$1,223.75	<input type="text"/>	
Commuter Rail				
ZON1A0105	Semester Commuter Rail Zone 1A (Jan-May)	\$333.75	<input type="text" value="2"/>	\$667.50
ZON10105	Semester Commuter Rail Zone 1 (Jan-May)	\$809.90	<input type="text" value="2"/>	\$1,619.80
ZON20105	Semester Commuter Rail Zone 2 (Jan-May)	\$881.10	<input type="text" value="2"/>	\$1,762.20
ZON30105	Semester Commuter Rail Zone 3 (Jan-May)	\$987.90	<input type="text" value="2"/>	\$1,975.80
ZON40105	Semester Commuter Rail Zone 4 (Jan-May)	\$1,063.55	<input type="text"/>	
ZON50105	Semester Commuter Rail Zone 5 (Jan-May)	\$1,179.25	<input type="text"/>	
ZON60105	Semester Commuter Rail Zone 6 (Jan-May)	\$1,286.05	<input type="text"/>	
ZON70105	Semester Commuter Rail Zone 7 (Jan-May)	\$1,361.70	<input type="text"/>	
ZON80105	Semester Commuter Rail Zone 8 (Jan-May)	\$1,468.50	<input type="text"/>	
ZON90105	Semester Commuter Rail Zone 9 (Jan-May)	\$1,535.25	<input type="text"/>	
ZON100105	Semester Commuter Rail Zone 10 (Jan-May)	\$1,610.90	<input type="text"/>	
Subtotal:			8	\$6,025.30

Finally click on **Review Current Order** to see your total charges.

- Account Management
- CharlieCard Management
- CharlieTicket Management
- Review Current Order** 

PRODUCT NAME	UNIT PRICE	QUANTITY	AMOUNT
Semester Commuter Rail Zone 1A (Jan-May)	\$333.75	2	\$667.50
Semester Commuter Rail Zone 1 (Jan-May)	\$809.90	2	\$1,619.80
Semester Commuter Rail Zone 2 (Jan-May)	\$881.10	2	\$1,762.20
Semester Commuter Rail Zone 3 (Jan-May)	\$987.90	2	\$1,975.80

PAYMENTS		EDIT
Bank Name:	University Bank	
Routing No:	### 6780	
Account No:	### 4792	

Total Items:	8
Subtotal:	\$6,025.30
Adjustment Total:	\$0.00
Shipping:	\$0.00
Order Total:	\$6,025.30
Previous Balance:	
(Ignore if paid)	\$0.00
Total Balance:	\$6,025.30

Order entry is limited to the following periods depending upon your fall and spring semester. Order entry is locked on the applicable date at 11:59 p.m. Please note that changes are NOT allowed to your order.

	Order Entry Start	Order Entry Locked
Fall Semester Period		
September – December	June 1 st	August 15 th
October – January	June 1 st	September 15 th
Spring Semester Period		
January – April	October 1 st	December 15 th
January – May	October 1 st	December 15 th
February – May	October 1 st	January 15 th

PAYMENT

ACH processing occurs on the 16th or the next business day of the month prior to the beginning of the semester.

Paymode payments must be submitted by the 16th or the next business day of the month prior to the beginning of the semester. Please include your Semester Pass Program Account#, available on the Current Order Summary, in the Paymode reference field.

Current Order Summary

Your order is shown below. To modify your order, go to CharlieCard Management or CharlieTicket Management. If you're satisfied with your order, you are all set. Your order will be posted at 12:00am on 12/16/2014.

[\[Simple View\]](#) [\[Detail View\]](#) [\[Print Invoice with Detail\]](#)

ORDER INFORMATION	
MBTA Pass Program	Invoice #: 156655
PO Box 847467	Order #: {NEW ORDER}
Boston, MA 02284-7467	Order Date:
(888) 844-0353	Benefit Month: January, 2015 - May, 2015
	Pass Program: Semester
	Account #: M9999

BILLING	SHIPPING	EDIT
Semester University	Semester University	

CONFIRM CHARLIECARDS

All new CharlieCards must be confirmed by the 1st Friday of the semester start month. Any unconfirmed CharlieCards are assumed to have not been received and will therefore be permanently deleted.

Under **CharlieCard Management**, select **Confirm Cards** to view a list of your new cards. Select the check box next to the CharlieCards you received and click **Confirm selected CharlieCards**.

Confirm Cards

Select the CharlieCards and click **Confirm selected CharlieCards** to confirm CharlieCards received.

Click **Unaccount selected CharlieCards** to report CharlieCards not received.

Filter Products:

Number of unconfirmed cards (with the selected product filter): 2

<input type="checkbox"/>	SERIAL #	MONTHLY PRODUCT
<input checked="" type="checkbox"/>	1255526955	Semester Monthly Link Pass (Jan-May)
<input type="checkbox"/>	1255526956	Semester Monthly Link Pass (Jan-May)

Click **Unaccount selected CharlieCards** to report any cards not received.

ACTIVATE CHARLIECARDS

You will need to activate CharlieCards prior to distributing them to students. Select the check box beside the serial # and select **Assign selected CharlieCards** button.

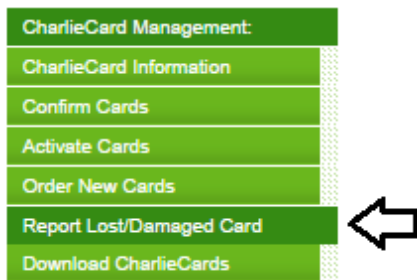
You may optionally use the pass program to record which cards were assigned to each student by entering a name and/or Student #. You can do this manually or you can use the Order Roster Uploader function available under Review Current Order. Instructions are available on the page.

ASSIGN	SERIAL #	MONTHLY PRODUCT	LAST NAME	FIRST NAME	M.I	STUDENT #
<input checked="" type="checkbox"/>	1255526955	Semester Monthly Link Pass (Jan-May)	<input type="text"/>	<input type="text"/>	<input type="text"/>	123456

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

If a student loses his or her CharlieCard click on the **Report Lost/Damaged Card** button and follow the steps.



Report Lost/Damaged Card

NOTE: This card will be removed from the account the moment that you click the replace CharlieCard option.

Serial Number:

A replacement card will be distributed to you in **2** business days. The old card will no longer be usable in the system.

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 Account Management.

Contact Information

Please make sure to verify that your account information is correct. Select from the Contact Type pull-down menu to indicate whether the contact is a primary contact or secondary. Click Edit to make changes to your information (please make sure we have your email address!). When you've finished editing, click Update

CONTACT TYPE:	Primary ▼
Contact Person:	Jane Doe
Address 1:	1 University Ave
Address 2:	Suite 200
City:	Boston
State:	MA
Zip:	02116
Country:	United States
Email Address:	J_Doe@MyUniversity.com
Phone:	617-555-9988
Fax:	
Note 1:	

CONTACT US

Thank you for reading this guide.

If you have any questions, please refer to our **frequently asked questions** or call our toll free number 888-844-0353.