

MBTA Semester Pass Program User Guide

CharlieCard Customer Service

1-888-844-0353

passprogram@mbta.com

Monday through Friday 7AM to 8PM EST

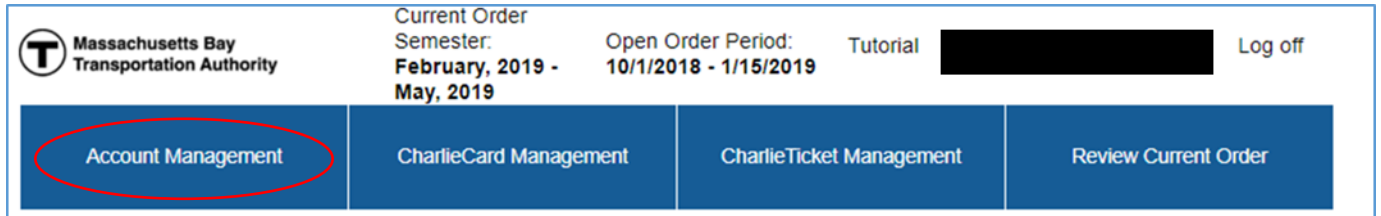
Saturday and Sunday 9AM to 5PM EST

Welcome to the MBTA Semester Pass Program

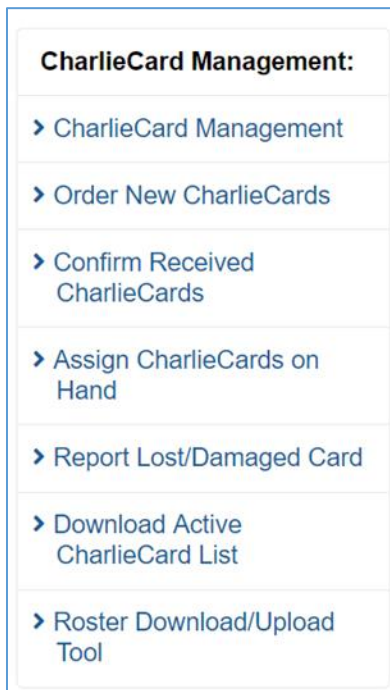
This short guide will show you how to order CharlieCards (for bus and subway passes) and CharlieTickets (for Commuter Rail and Ferry passes). With this guide, you will learn to confirm and activate your CharlieCards and manage other program details all online.

Placing Orders for Subway and Bus Passes on CharlieCards

Select **CharlieCard Management**, and proceed to **Order New CharlieCards**.



The screenshot shows the top navigation bar of the MBTA website. On the left is the MBTA logo. To its right, the text reads "Massachusetts Bay Transportation Authority". Further right, it says "Current Order Semester: February, 2019 - May, 2019". Next to that is "Open Order Period: 10/1/2018 - 1/15/2019". To the right of that is a "Tutorial" link and a blacked-out user name. On the far right is a "Log off" link. Below this header is a dark blue navigation bar with four buttons: "Account Management" (circled in red), "CharlieCard Management", "CharlieTicket Management", and "Review Current Order".



The screenshot shows a dropdown menu titled "CharlieCard Management:". It contains the following options, each with a right-pointing chevron icon: "CharlieCard Management", "Order New CharlieCards", "Confirm Received CharlieCards", "Assign CharlieCards on Hand", "Report Lost/Damaged Card", "Download Active CharlieCard List", and "Roster Download/Upload Tool". A blue arrow points to the "Order New CharlieCards" option.

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 Desc	Unit Price	Quantity	SubTotal
Semester Local Bus Pass (Feb-May)	\$195.80	<input type="text"/>	
Semester Monthly Link Pass (Feb-May)	\$300.82	<input type="text"/>	
Semester Inner Express Bus Pass (Feb-May)	\$455.68	<input type="text"/>	
Semester Outer Express Bus Pass (Feb-May)	\$598.08	<input type="text"/>	
Subtotal:		0	\$0.00

[Submit](#)

Placing Orders for Commuter Rail or Ferry Passes on CharlieTickets

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.

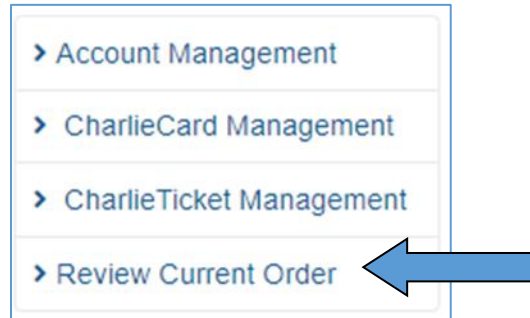
CharlieTicket: Fare Media Products

Product Acronym	Product Description	Unit Price	Quantity	SubTotal
Commuter Boat				
BOAT0205	Semester Commuter Boat Pass (Feb-May)	\$1,095.48	<input type="text"/>	
Commuter Rail				
ZON1A0205	Semester Commuter Rail Zone 1A (Feb-May)	\$300.82	<input type="text"/>	
ZON10205	Semester Commuter Rail Zone 1 (Feb-May)	\$712.89	<input type="text"/>	
ZON20205	Semester Commuter Rail Zone 2 (Feb-May)	\$775.19	<input type="text"/>	
ZON30205	Semester Commuter Rail Zone 3 (Feb-May)	\$889.53	<input type="text"/>	
ZON40205	Semester Commuter Rail Zone 4 (Feb-May)	\$936.26	<input type="text"/>	
ZON50205	Semester Commuter Rail Zone 5 (Feb-May)	\$1,037.74	<input type="text"/>	
ZON60205	Semester Commuter Rail Zone 6 (Feb-May)	\$1,132.08	<input type="text"/>	
ZON70205	Semester Commuter Rail Zone 7 (Feb-May)	\$1,197.94	<input type="text"/>	
ZON80205	Semester Commuter Rail Zone 8 (Feb-May)	\$1,292.26	<input type="text"/>	
ZON90205	Semester Commuter Rail Zone 9 (Feb-May)	\$1,351.02	<input type="text"/>	
ZON100205	Semester Commuter Rail Zone 10 (Feb-May)	\$1,417.77	<input type="text"/>	
Subtotal:				

[Update Current Order](#)

Finalizing Orders for the Semester

Click on the **Review Current Order** tab to see your total charges.



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 after the lock date.

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

Paying for Orders

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 number, available on the Current Order Summary, in the Paymode reference field.

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 #: [REDACTED]
Order #: [REDACTED]
Order Date: [REDACTED]
Benefit Month: [REDACTED]
Pass Program: [REDACTED]
Account #: [REDACTED]

Address Information

Billing

Shipping

[Edit](#)

Confirming Received CharlieCards—Subway and Bus Passes Only

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 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.

Confirm Received CharlieCards

Use this section to confirm receipt of CharlieCards. Please note that all cards must be confirmed by the first Friday of the month after receipt. Cards not confirmed will be promptly deactivated. [You can access a user guide for the card confirmation steps here.](#)

You will need to activate CharlieCards prior to distributing them to students. Select the check box beside the serial number and select the 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 ID. You can do this manually or you can use the Roster Download/Upload tool.

For cards not received, simply select the serial numbers in question and click **Unaccount Selected CharlieCards** to report them missing. You will not be charged for cards reported as not received.

Filter Products:

Number of unconfirmed cards (with the selected product filter): 5

Confirm selected CharlieCards

Unaccount Selected CharlieCards

<input type="checkbox"/>	Sequence #	Serial #	Monthly Product
<input type="checkbox"/>			Semester Monthly Link Pass (Oct-Jan)
<input type="checkbox"/>			Semester Inner Express Bus Pass (Oct-Jan)

Assigning and Activating 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 serial number and select **Assign Selected CharlieCards** button.

Assign CharlieCards on Hand

Select the CharlieCards you want to assign and enter the associated Student # (optional). Click **Assign Selected CharlieCards**.

Filter Products:

Assign Selected CharlieCards

<input type="checkbox"/>	Sequence #	Serial #	Monthly Product	Last Name	First Name	M.I	Student #
<input type="checkbox"/>			Semester Inner Express Bus Pass (Sep-Dec)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

You may optionally use the pass program to record which cards were assigned to each student by entering a name and/or Student ID. You can do this manually or you can use the Roster Download/Upload Tool under CharlieCard Management. Instructions are available on the page.


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—Handling Lost or Stolen CharlieCards

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

CharlieCard Management:

- > CharlieCard Management
- > Order New CharlieCards
- > Confirm Received CharlieCards
- > Assign CharlieCards on Hand
- > Report Lost/Damaged Card
- > Download Active CharlieCard List
- > Roster Download/Upload Tool



Report Lost/Damaged Card

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

Serial Number:

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.

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