



U.S. Department
of Transportation

**Office of the Secretary
of Transportation**



TRANServe ELECTRONIC FARE MEDIA – DEBIT CARD

Bulletin Number: EFM-2011-03R

Date: July 11, 2011

SUBJECT: New York MTA Payment Process Using the TRANServe Debit Card

PURPOSE: Provide updated information on available options for the purchase of fare media using the TRANServe Debit Card and personal funds (Split Payment).

BACKGROUND: TRANServe Debit Card transition from paper to electronic fare media distribution is scheduled for June for use in July.

ACTION ITEM: Split Payment

Debit Card transaction processes differ between transit systems. You may find you need to contact your transit system for specific guidance when using your TRANServe Debit Card.

Ticket machines at Metro North Railroad (MNR) and Long Island Rail Road (LIRR) stations accept only one form of payment for each transaction (cash, TRANServe Debit Card, or other). When the commuting cost exceeds the federally certified transit benefit amount, the participant may follow one of the methods detailed below:

1. Long Island Railroad (LIRR) - Present your TRANServe Debit Card, cash, and/or check at the ticket window or phone Mail & Ride at 718-217-5477. For more information use the following links:

<http://mta.info/mta/phone.htm#lirr> ,
<http://www.mta.info/supplemental/lirr/TransitBenefitProgram.htm> and
<http://www.mta.info/lirr/about/TicketInfo/>

2. Metro-North Railroad (MNR) – Present your TRANServe Debit Card, cash, and/or check at the ticket window or phone Mail & Ride at 212-532-4900. MNR Mail & Ride will accept two credit cards for payments of the full value. For additional information use the following links:

<http://www.mta.info/mnr/html/voucher.htm>
<http://mta.info/mnr/>

3. New York Transit Bus or Subway - Please see the attached instructions.

New York Metropolitan Transportation Authority- Quick Facts

Easy Pay MetroCard for Subway and Bus

If you are a federal employee committed to using mass transportation for your home to work to home commute, you may be eligible for the federal transit benefit. The steps to participation are:

1. Apply for the transit benefit - Using your Agency's established practice
2. Receive the TRANServe Debit Card – through your Agency Program Coordinator
3. Choose to make a direct purchase through your transit authority or choose a service provider
4. Ride mass transit for the bulk of your home to work to home commute

Do you use a [New York City Transit Subway](#) or a [New York City Transit, local](#) or express bus in your regular home to work to home commute? The [New York Metropolitan Transit Authority](#) enables you to use your TRANServe Debit Card to purchase tickets, tokens, and transit passes from various transit providers in the New York City Commuting Region. These instructions will assist federal employees to use the TRANServe Debit Card to purchase the New York MetroCard from the [New York Metropolitan Transit Authority](#) (<http://www.mta.info/index.html>).

There are several ways to use your TRANServe Debit Card to purchase MetroCards. If you regularly need to add personal funds to your transit benefit in order to complete your MTA purchase, [EasyPay Express MetroCard](#) is the option for you. [EasyPay Express MetroCard](#) is the automatic refill option that keeps your New York Metro Card ready to use. To begin, you must create an online [EasyPayExpress Account](#). Once you have created this account you may purchase by phone if you prefer to speak directly with the [EasyPay MetroCard Account Service Center](#). The phone number is **1-877-323-RIDE (7433)**. Go online to: www.easypaymetrocard.com to create an [EasyPayExpress Account](#).

1. Create User Name & PIN
2. Enter Customer Information
3. Choose your purchase plan
 - EasyPay Reduced Fare
 - Fill out the paper application: [senior](#) or [disabled](#)
 - Mail completed application to:
Metropolitan Transportation Authority
ATTENTION: EasyPay Program
130 Livingston Street, Brooklyn, New York 11201-9625
 - Get your new card in the mail and use it right away
 - Easy Pay Express 30 Day Unlimited (currently \$104)
 - You can ride any subway or local bus, **but not** express buses
 - Open your account with \$104, the same as if you bought it at a booth, vending machine or merchant
 - Like any other 30-Day Unlimited Ride MetroCard, the card is activated when you first use it
 - Near the end of 30 consecutive days from first use, your credit or debit card will be charged \$104, and your first use after that will start a new 30-Day time period. Before each renewal you will be sent an e-mail notification which gives you the option to change to Pay-Per-Ride.
 - MTA automatically replaces your expiring MetroCard one week prior to the expiration of your old MetroCard
 - EasyPay Express Pay Per Ride \$30 Plan
 - You can ride any subway
 - You can ride any local or express bus

4. Enter "Visa" to choose the TRANServe Debit Card as your Primary Card type
 - Enter expiration date
 - Enter security code
5. Choose the secondary Card type
 - Enter expiration date
 - Enter security code
6. Check "I have read and accepted"
7. Click "Submit"
8. Resolve all error statements
9. Click "Submit" again

Important Note:

If your authorized transit benefit amount is *less* than \$104 you must choose the EasyPayXpress Pay-Per-Ride \$30 Plan to spend your transit benefit amount before adding personal funds.

For example: Your Transit Benefit is \$60. You must register your TRANServe Transit Benefit Debit Card as the Primary Card, then register a personal credit or debit card as the Secondary Card. Create an account as described above. When the above transaction is complete, you may make a second transaction using the One Time Payment option to add the balance of your transit benefit to your EasyPay account. When the balance goes below \$20, EasyPayXpress will automatically charge another \$30, first from the Primary then from the Secondary Card.

MTA/EasyPay Contact Information:

You may check your account online at:

<https://www.easypaymetrocard.com/vector/static/accounts/index.shtml>

EasyPay MetroCard Account Service Center

1-877-323-RIDE (7433)

9 AM to 5 PM weekdays, except holidays

9 AM to 2 PM Saturday

EasyPay MetroCard Account Service Center

PO Box 52021

Newark, NJ 07101-8221

Email: easy pay@acs-inc.com

web site: www.easypaymetrocard.com

Always Protect Your Transit Benefit – Any time the amount you receive exceeds the amount you use – you must adjust!