



# Agency

Hospitals, Educational Organizations, Social Benefit Providers and Government Agencies are some of the common examples of what is defined as an Agency-Not for Profit Organization







# Welcome

The rules and procedures governing:

- distributing
- ordering
- payment
- delivery
- questions
- returns





## Distributing MetroCards

- MetroCards are distributed to the agencies' clients free of charge.
- MetroCards should not be distributed if they have expired.
- The ordering agent at an Agency is responsible for monitoring, managing, and securing MetroCard Inventory.
- NYC Transit reserves the right to limit the number of MetroCards sold to an Agency.



---

### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Ordering

# Call 888-345-3882

### Before you call:

- Have your agency number, agency name and agency address ready.
- Have your MetroCard order ready.
- Agencies can distribute trip based MetroCard, pre-valued MetroCard and Unlimited Ride MetroCard. See schedule below for the MetroCard products that are currently available.

MetroCard Type	Value	Value Description
Trip Based	\$2.90 One-Trip MetroCard	Single ride on local bus or subway and free transfer.
	\$5.80 Two-Trip MetroCard	Two rides on local bus or subway and free transfer.
Pre-Valued	\$11.60 MetroCard	4 local bus and subway rides and free transfers.
	\$23.20 MetroCard	8 local bus and subway rides and free transfers.
	\$70.00 MetroCard	10 express bus rides, or 24 local bus and subway rides and free transfers.
Unlimited Ride	34.00 7-Day Unlimited Ride	7 consecutive days of unlimited rides on subway and local bus from initial use.
	\$132.00 30-Day Unlimited Ride	30 consecutive days of unlimited rides on subway and local bus from initial use.
	\$64.00 7-Day Express Bus Plus	7 consecutive days of unlimited rides on subway, express bus and local bus from initial use.



### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Ordering

### Minimum MetroCard order is 1 batch

MetroCard type	Quantity per batch	Price per batch
<b>Trip Based MetroCard</b>		
\$2.90 One-Trip MetroCard	100	\$290.00/batch
\$5.80 Two-Trip MetroCard	50	\$290.00/batch
\$5.80 Two-Trip MetroCard	100	\$580.00/batch
\$5.80 Two-Trip MetroCard	1000	\$5,800.00/batch
<b>Pay-Per-Ride MetroCard</b>		
\$11.60 MetroCard with bonus	50	\$580.00/batch
\$23.20 MetroCard with bonus	50	\$1,160.00/batch
\$70.00 MetroCard with bonus	10	\$700.00/batch
<b>Unlimited Ride MetroCard</b>		
\$34.00 7-Day Unlimited Ride	50	\$1,700.00/batch
\$132.00 30-Day Unlimited Ride	10	\$1,270.00/batch
\$64.00 7-Day Express Bus Plus	25	\$1,600.00/batch



#### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Paying for your order

### **Full net payment**

- On the day the order is placed, agency must have funds available for payment equal to the purchase price of the MetroCards. The purchase price of the MetroCards will equal the full face value, as printed on the wrapper.

### **Net 30 Terms—Only offered to qualified government and city agencies**

- Payment is due 30 days from the time the order is placed.
- NYCT reserves the right to remove terms if a payment is late or delinquent.
- Payments may be made via ACH, electronic fund transfer, check or wire—depending on the terms that were negotiated under the original contact.

### **Payment Options:**

#### **ACH Payment**

- Payment for your order will be deducted from your bank account the day the order is placed or very soon thereafter.
- The agency hereby authorizes New York City Transit to initiate and complete such electronic transfers in accordance with the agency's contract.
- You must have funds in your account to cover your order on the day you place it. The funds must remain in your account until payment is deducted.
- You will be charged \$35.00 by NYC Transit for each ACH payment reject, and your account will be placed on hold until we confirm the replacement payment has cleared.
- Please keep your records up-to-date. Notify NYC Transit when any information originally provided on your application changes, especially the name of your bank, your bank account number or the name or address of your store.



---

#### **Questions about MetroCard Sales?**

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355





## Paying for your order

### Payment Options:

#### Credit Card Payment

- Payment for your order will be authorized and processed the day the order is placed.
- Payment will be processed using the credit card provided by the agency at the time the agency account was set up or any time thereafter.
- Please keep your credit card payment records up-to-date.
- Notify NYC Transit when any information originally provided on your application changes.

#### Wire payment

- Payment for your order via wire transfer is due to NYC Transit within 24 hours of the time you place the order.
- NYC Transit has provided the account information you will need for wiring funds. If you do not have this information, call MetroCard Services at 888-345-3886.
- Please fax a copy of the wire transfer authorization credit notice to 386-597-4355 after each transaction to insure that your account receives proper credit.

#### Check Payment

- An order form can be found on page 14 of this manual.
- Payment for your order must be included with your order form.
- Make checks payable to New York City Transit.
- Orders should be mailed to:  
MetroCard Sales  
NYC Transit  
General Post Office, PO Box 26133  
New York, NY 10087-6133
- If you pay for MetroCard via check, you cannot call in your order.
- You will be charged \$35 by NYC Transit for every returned check, and your account will be placed on hold until we confirm the replacement payment has cleared.



---

#### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Delivery Procedure

- Please keep your records up-to-date. Notify NYC Transit when any information originally provided on your application changes.

Note: This delivery procedure does not apply to Agencies that receive their shipment via the NYCT shipping courier. A standard \$10.00 shipping courier fee will be applied to your invoice.

### Delivery Procedure

Upon delivery of your order, affix one of your labels to the delivery service manifest, and sign the receipt. The manifest also contains your customer number, so it matches your label.



The labels protect you –

MetroCard orders will not be delivered if the vendor does not place the matching label on the manifest. This guarantees the authorized agency representative receives the correct MetroCard order.

If the label is not available to be placed on the manifest, the MetroCard order cannot be delivered and must be returned to our warehouse. The agency will then have to arrange for redelivery. There is a \$35 fee plus the 3- to 5-business day wait for redelivery.

Protect your labels

We urge you to keep your labels in a specific and secure location where employees who sign for packages can have access to them.

Ordering more labels

We're happy to replenish your supply of labels. It takes two weeks to receive them from the time of your request, so please call as soon as you are running low:



#### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Delivery Procedure

MetroCard Agency Services, toll-free at 888-345-3882.

MetroCard type	Quantity per batch
One-Trip MetroCard	100
Two-Trip MetroCard	50, 100, 1000
\$11.60	50
\$23.20	50
\$70.00	10
\$34.00 7-Day Unlimited Ride	50
\$64.00 7-Day Express Bus	10, 25
\$132.00 30-Day Unlimited Ride	10



### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Delivery Procedure

### Important

- Your MetroCard order will arrive 1-4 business days after it is placed. No deliveries on holidays or weekends. No charge for Rapid Armored Car deliveries, additional charges may apply for NYCT courier deliveries.

### Important

- Included with each order is a MTA invoice that provides a listing of each item you ordered. It is important that you keep this invoice for your records—you will need it if there is a problem with your order.

### Important

- When you receive your MetroCards, inspect them carefully to make sure they conform to the following:

### Important

Each batch of cards comes in a tamper-proof pouch. Examine all pouches to see that they have not been opened or damaged.

- Each MetroCard comes individually wrapped in clear plastic labeled with the value. Examine all individual packages to see that they are intact.
- Every MetroCard should have an expiration date (printed on the back ) that is no earlier than one year from the date of delivery.
- All MetroCards in a 10-, 25-, 50-,100- or 1000-card batch size should have consecutive serial numbers.
- Upon receipt of the requested MetroCard order, the agency should verify that the batch counts and batch denominations match both the MetroCard order request and the MTA invoice.
- The delivery service will not wait while you make your inspection. When you sign for the delivery, it means only that you took shipment, not that you inspected it. If you have questions or problems regarding your delivery, you should call Merchant Services within 24 hours.
- Do not remove the individual cards from the wrappers. This should be done only by your clients after they have received the cards.
- Once you take delivery of MetroCard, title and risk are passed to you. MetroCard is prevalued and must be safeguarded. Treat it like cash. NYC Transit takes no responsibility for lost or stolen cards. Once you accept delivery of MetroCard, the liability for loss or theft is yours alone.



### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Problems with Your Order

# Call 888-345-3882

The MetroCard Merchant Service Department should be your first point of contact if you have questions or problems with your order. Customer Service representatives are available from 8 a.m. to 5 p.m., Monday through Friday.

The representative who answers your call can do the following:

- Track your order.
- Track your delivery.
- Answer questions about your billing.
- Tell you what to do about problems relating to agency purchases.
- Agency agrees that if the MetroCards in the Agency's possession are lost, stolen, tampered with, mutilated, or destroyed (I) agent is liable in full to NYC Transit for the values of these cards, if such cards have not already been paid for by the agency and (II) neither NYC Transit or any of its affiliates have any obligation to refund any amounts relating to these cards.
- Client claims related to Agency distributed MetroCards must be handled via the Agency ordering agent. The Agency agreement is between NYCT and the Agency, not NYCT and the agency's client.
- While MetroCard Sales has a no-refund policy for Agencies, there are situations where MetroCard may be returned for credit. Examples of an approved return include: receipt of a wrong order; replacement of a card type with a new card type due to a change in Fare Policy (when a card value is discontinued); the return of MetroCard approaching expiration (within 30 days); and expired MetroCards returned within the redemption time frame as described below.

### Important Notice

- MetroCard will not be redeemed more than two years after the expiration date. This is an MTA New York City Transit tariff regulation. There are no exceptions. These cards have no value.



### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Problems with Your Order

- Only approved returns will be accepted for credit by MetroCard Sales.
- Agencies can only return MetroCards they originally purchased via their own Agency account. If an Agency returns MetroCards purchased by another Agency, or any additional unapproved MetroCards, then a \$10 shipping fee will be applied to their account and the cards will be returned to the agency.
- Orders placed by Agencies that are subsequently refused and returned are considered unauthorized returns and are subject to a \$45 delivery and restocking fee.
- To initiate a return, complete a MetroCard Return Authorization Request Form (RMA) and fax or email as prescribed on the RMA form. A copy of this form is included in this manual on page 16.

To obtain additional copies, call the Merchant Service Department at 888-345-3882

For each return, please provide the following information:

- ***MetroCard Account Number:*** 7-digit account number used for all MetroCard transactions.
- ***Card Type:*** Denomination of cards returned (1-Trip, 2-Trip, \$5.50, \$11.00, \$22.00, \$33.00, \$44.00, \$67.50, \$33.00 7-day Unlimited, \$62.00 7-Day Express Bus, \$127.00 30-Day Unlimited, \$5.00 MetroCard for AirTrain, \$25.00 10-Trip AirTrain, \$40.00 30- Day Unlimited AirTrain).
- ***Batch Number:*** 8-digit number below the expiration date on the back of the MetroCard. All cards within a packet have the same batch number.
- ***Full/Partial:*** Indicate whether you are returning a full batch, “F” or loose cards, “P.”



---

### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Return Exceptions

- Please note that with the exception of 1 and 2-trip MetroCards, unwrapped MetroCards will not be accepted for return.

Number of MetroCards: Indicate the total number of each type of MetroCard you are returning.

Reason: On the bottom of the form circle the reason you want to return the MetroCard.

Once you have completed the form, it must be sent to the MetroCard Sales office for approval. You may submit your RMA form to:

*MetroCard Retail Sales  
2 Broadway, C10.76  
New York, NY 10004  
metrocardmerchantsales@nyct.com*

Once you receive approval, Merchant Services will make the arrangements for the cards to be picked up.

**Note:** Customers that receive deliveries via UPS—your return procedure is slightly different. You need to mail the RMA form and MetroCards to the address listed on the form.

Only approved returns will be processed for credit.

## Credits

- Once NYC Transit receives verification from the warehouse that the authorized return has been received back into inventory, an adjustment is made to the agency's account in the form of a credit memo.
- The credit is calculated based on the value of the MetroCards returned.
- A credit memo may be refunded back to the Agency or applied to future invoices. This election can be made at the bottom of the MetroCard Return Request form. Refund requests will be processed through the same medium as the original payment with the exception of wire transfers, which will be refunded via check. Please also note that in order to receive a reimbursement payment by check, a current W9 form must be on file.



---

### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Return Exceptions

### Instructions for completing a Return MetroCard Authorization (RMA) form

In order to receive a refund for an authorized MetroCard return, the form must be filled out completely and accurately. The diagram on the page 15 shows where to look for the information you'll need to complete the form. (the numbers from the diagram are for illustration purposes only.)

Following are additional instructions:

RMA #	Leave blank. We will assign the number.
Agency Account #	The 7-digit number assigned to you upon approval of your Agency application.
Invoice #	The original invoice number under which the order was placed. If you do not know that number, leave this space blank.
Card types being returned	\$5.50, \$33 7-Day Unlimited, etc.
Batch #	See letter <b>A</b> on page 15 for location of the 8-digit number. All cards within a packet have the same batch number.
# of MetroCards	List the quantities of each card type you are returning, keeping those from the same batch together.
Expiration date	See letter <b>B</b> on page 15 you'll know where to look for the expiration date on the cards you are returning.
Reason for return	Why are you returning the card(s)? Please circle one reason.
Credit Memo	Apply Credit Memo to future invoice or issue a refund. Please circle one.



### Questions about MetroCard Sales?

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355





Date: \_\_\_\_\_ Customer Number: \_\_\_\_\_

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

**ORDER CANNOT BE PROCESSED WITHOUT CUSTOMER NUMBER AND CHECK  
FOR ORDER INQUIRIES CALL CUSTOMER SERVICE TOLL FREE AT 1-888-345-3882**

MetroCard type	Quantity per batch	Price per batch
<input type="checkbox"/> \$2.90 One-Trip MetroCard	100 card batch	\$290.00 per batch
<input type="checkbox"/> \$5.80 Two-Trip MetroCard	50 card batch	\$290.00 per batch
<input type="checkbox"/> \$5.80 Two-Trip MetroCard	100 card batch	\$580.00 per batch
<input type="checkbox"/> \$5.80 Two-Trip MetroCard	1000 card batch	\$5,800.00 per batch
<input type="checkbox"/> \$11.60 MetroCard w/Bonus	50-card batch	\$580.00 per batch
<input type="checkbox"/> \$23.20 MetroCard w/Bonus	50-card batch	\$1,160.00 per batch
<input type="checkbox"/> \$70.00 MetroCard w/Bonus	10-card batch	\$700.00 per batch
<input type="checkbox"/> \$34.00 7-Day Unlimited	50-card batch	\$1,700.00 per batch
<input type="checkbox"/> \$64.00 7-Day Express Bus Unlimited	10-card batch	\$640.00 per batch
<input type="checkbox"/> \$132.00 30-Day Unlimited	10-card batch	\$1,600.00 per batch
<input type="checkbox"/> \$132.00 30-Day Unlimited	50-card batch	\$6,600.00 per batch

**Please make check payable to NYC Transit/MetroCard. Mail this form, with your check, to:**

NYC Transit/MetroCard Sales  
G.P.O. Box 26133  
New York, NY 10087-6133



**Questions about MetroCard Sales?**

Call toll free: 1-888-345-3882 | 8 a.m. to 5 p.m., Monday through Friday | Fax: 386-597-4355



## Return Exceptions

Subject to applicable tariffs and conditions of use.

EXPIRES 10/31/08  
0363008788 97684602

For MetroCard Customer Service, call 511 or go to eFIX at mta.info

**Fare: \$2.75** **Instructions:**

**for the subway**      **for the bus**

### 2023 MetroCard Return Authorization Form



RMA # \_\_\_\_\_ (For office use)

I am requesting approval to return the following MetroCards:

**To:** RMA Coordinator  
MetroCard Sales  
MTA New York City Transit  
2 Broadway – C10.76 New  
York, NY 10004  
Email: MetroCardMerchantSales@nyct.com

**From:** MetroCard Acct# \_\_\_\_\_  
Contact Person: \_\_\_\_\_  
Customer Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

- Provide the MetroCard return information below, including the reason for the return, and fax this form to the RMA Coordinator for approval, prior to returning any MetroCards.
- MetroCards should be returned directly to the RMA Coordinator at the address listed above.
- MetroCards sent in (e.g. via FedEx, UPS or the US postal service) are sent at the shipper's risk and expense.
- MetroCards removed from their wrappers will not be accepted for return.
- Per NYC Transit Tariff regulations, MetroCards expired for more than 2 years cannot be processed for a refund.
- While MetroCard Extended Sales has a no-refund policy, there are situations where a MetroCard may be returned for credit:
  1. Receipt of wrong order.
  2. Expired MetroCards returned within 2 years of their expiration date or which will expire within 30 days.
  3. MetroCards returned due to fare policy changes.
  4. Orders placed by merchants that are subsequently returned or refused (Returned Orders).

List each batch/serial number separately. Use additional pages if necessary. Refer to Merchant Sales Manual for terms and conditions of returns. Include the loose MetroCard serial numbers being returned below.

Invoice #	Card Price	Batch Number	Full/Partial	Number of Cards	Expiration Date	MetroCard Serial Number
(Order Cont#)	(e.g. \$5.50-\$11.00 \$22.00 \$33.00, \$62.00, \$127.00)	(8-Digit number local or back card under Exp. Date)	Full – Sealed bag Partial – loose cards			(10-Digit Number)
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

List each batch/serial number separately. Use additional pages or send excel spreadsheet if necessary. Refer to the Agency or Merchant Sales manual on MTA.info for return terms and conditions.

Revised August 2023, 111\_23



# 2023 MetroCard Return Authorization Form

RMA # \_\_\_\_\_ (For office use)



I am requesting approval to return the following MetroCards:

<p><b>To:</b> RMA Coordinator          MetroCard Sales          MTA New York City Transit          2 Broadway – C10.76 New          York, NY 10004          Email: MetroCardMerchantSales@nyct.com</p>	<p><b>From:</b> MetroCard Acct# _____          Contact Person: _____          Customer Name: _____          Address: _____          Fax: _____          Phone: _____          Email: _____</p>	
--	--	--

- Provide the MetroCard return information below, including the reason for the return, and fax this form to the RMA Coordinator for approval, prior to returning any MetroCards.
- MetroCards should be returned directly to the RMA Coordinator at the address listed above.
- MetroCards sent in (e.g. via FedEx, UPS or the US postal service) are sent at the shipper’s risk and expense.
- MetroCards removed from their wrappers will not be accepted for return.
- Per NYC Transit Tariff regulations, MetroCards expired for more than 2 years cannot be processed for a refund.
- While MetroCard Extended Sales has a no-refund policy, there are situations where a MetroCard may be returned for credit:
  1. Receipt of wrong order.
  2. Expired MetroCards returned within 2 years of their expiration date or which will expire within 30 days.
  3. MetroCards returned due to fare policy changes.
  4. Orders placed by merchants that are subsequently returned or refused (Returned Orders).

These types of returns are considered unauthorized and will be charged a delivery/restocking fee of \$45.00.

*List each batch/serial number separately. Use additional pages if necessary. Refer to Merchant Sales Manual for terms and conditions of returns. Include the loose MetroCard serial numbers being returned below.*

Invoice #	Card Price	Batch Number	Full/Partial	Number of Cards	Expiration Date	MetroCard Serial Number
(Order Conf#)	(e. g., \$5.50 \$11.00 \$22.00 \$33.00, \$62.00, \$127.00)	(8-Digit number located on back of card under Exp. Date)	Full – Sealed bag Partial – loose cards			(10-Digit Number)
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

*List each batch/serial number separately. Use additional pages or send excel spreadsheet if necessary. Refer to the Agency or Merchant Sales manual on MTA.info for return terms and conditions.*





Lined writing area consisting of 21 horizontal lines.



Almost  
7 million  
people use  
MetroCards  
everyday

Do you have  
enough  
MetroCards  
for your  
clients?