



Transit Pass Ordering Procedures & Instructions

Midtown Transportation Solutions (MTS), in partnership with MARTA, Cobb Community Transit, Gwinnett County Transit and GRTA, provides Midtown area companies with discounted transit passes. Please note that MTS does not sell to individuals. At this time, there is no minimum order quantity. However, we provide this service with the expectation that the participating companies will encourage their employees to take transit. All companies wishing to participate in this program must have a company executive (CEO, President, CFO, etc.) sign and return the Transit Pass Agreement form.



Cobb County (CCT), GRTA Xpress, Gwinnett County (GCT) and 2-trip/10-trip/20-trip Breeze tickets ordering procedures:

Place your CCT, GRTA, GCT and/or 2-trip/10-trip/20-trip Breeze ticket orders with MTS by the specified due dates of each month. To ensure you receive the correct passes, you must list the passes exactly as listed on the Transit Pass Price list. MTS is not responsible for any incorrect orders if you fail to do so.

You will receive an email reminder at least a week before each due date. Orders for CCT, GRTA, GCT and 2-trip/10-trip/20-trip Breeze tickets can be placed by replying to the email reminder to kathleen@midtownalliance.org or by indicating the type of pass and quantity needed on the previous month's invoice. If the designated Transit Pass Contact does not place their company's order by the due date(s) specified in the email reminders then he/she will be responsible for securing the transit passes from the applicable transit authority.

Accounts may not return unsold passes to MTS for a refund, and MTS is not responsible for any lost or stolen passes.

Directions for ordering the calendar monthly MARTA benefit are as follows:

- **All Active Participants/Employees Want to Continue to Receive Benefit for the Next Month.**
 - Do nothing - The benefit will automatically load to your participants' cards.

- **Adding New Participant/Employee – transit pass contact will perform the following to assign cards to new participants/employees**
 1. Open the Breeze Card Monthly Maintenance spreadsheet. **NOTE: You cannot alter the spreadsheet in any way or else it will be rejected by the MARTA Breeze system.**
 2. Enter the Employee ID in column A. The ID must be unique with a maximum of 30 alpha, and/or numeric characters.
 3. In the testing column (column B), enter “No”.
 4. Select “New” from the Action drop down menu (column C)
 5. Enter the entire serial number of the Breeze card in Column D. Always include the leading zero, if applicable.
 6. Skip column E but verify there are no spaces in this cell.
 7. Enter your employee’s First Name (column F) and Last Name (column G).
 8. Enter the Phone Type (column I) and ten-digit Phone Number (column J). The phone number can be your company’s general phone number.
 9. Enter the Benefit1 ID number in Column K, which will be supplied to you. Note: this number will be different for each account.
 10. The Benefit1 Type (column L) needs to be “Annual Pass”
 11. Select “Activate” from the dropdown for the Benefit1 Action in column M
 12. Skip columns N through V but make sure there are no extra spaces in the cells.
 13. Add information in the “Notes” column (column W). **This is a required field** even if you just type in the word “notes”.
 14. Verify that all columns have no extra spaces and/or data in them.
 15. **The spreadsheet must be saved as an Excel 93-2007 (.xls) workbook. You will also need to rename the spreadsheet when saving so your company and applicable month are noted (i.e. for Midtown Alliance’s February changes it could be MidtownAll_Feb).** Email spreadsheet to Kathleen Mitcham by the due date outlined in the monthly email reminder.

Note: You can use the same spreadsheet to submit participant deactivation, hotlist card and replacement card, & update requests as long as these requests are for the same month. You will need to ensure that all data from previous months has been deleted from the spreadsheet before submitting to Kathleen.

- **Hotlisting Cards – transit pass contact will perform the following to hotlist a card without replacing it with another card. Use this when an employee leaves the company & takes card with him.**
 1. Follow steps 1 – 3 under “Adding New Participant/Employee”
 2. Select “Hotlist” from the Action drop down menu (column C)
 3. Follow steps 5 – 10 under “Adding New Participant/Employee”
 4. Select “Deactivate” from the dropdown for the Benefit1 Action in column M
 5. Follow steps 12 – 15 under “Adding New Participant/Employee”

Note: Use these instructions if you only want to deactivate the Breeze card. Please see the next section, “Replacing Cards”, if you need to deactivate a card and replace it with a new card.

➤ **Replacing Cards – transit pass contact will perform the following to hotlist a lost or stolen card and replace it with a new card.**

1. Follow steps 1 – 3 under “Adding New Participant/Employee”
2. Select “Replace” from the Action drop down menu (column C)
3. Enter the entire serial number of the missing Breeze card in Column D. Always include the leading zero, if applicable.
4. Enter the entire serial number of the new/replacement Breeze card in Column E. Always include the leading zero, if applicable.
5. Follow steps 7 – 15 under “Adding New Participant/Employee”

Note: You can still submit Replacement Card requests before the end of a transit cycle should your employee lose their card. However, you will have to allow 24 hours for the remaining fare to be transferred to the replacement card and for it to be activated by MARTA. MARTA will also charge a lost/stolen replacement fee of \$1 for each occurrence.

➤ **Updating Cards – transit pass contact will perform the following to edit employee contact information (first name, last name and phone number). Use these instructions when reassigning a card to another employee.**

1. Follow steps 1 – 3 under “Adding New Participant/Employee”
2. Select “Update” from the Action drop down menu (column C)
3. Follow steps 5 – 15 under “Adding New Participant/Employee”

Use these instructions when an employee wants to suspend their monthly benefit temporarily. Example: John Smith will not need to take transit in February but will want to resume taking transit in March.

1. Follow steps 1 – 3 under “Adding New Participant/Employee”
2. Select “Update” from the Action drop down menu (column C)
3. Follow steps 5 – 10 under “Adding New Participant/Employee”
4. Select “Deactivate” from the dropdown for the Benefit1 Action in column M
5. Follow steps 12 – 15 under “Adding New Participant/Employee”

Use these instructions when an employee leaves the company or opts out of the transit program but turns their Breeze card back in to be added to the company’s stock of extra cards.

1. Follow steps 1 -3 under “Adding New Participant/Employee”
2. Select “Update” from the Action drop down menu (column C)
3. Follow steps 5 – 6 under “Adding New Participant/Employee”
4. Delete the employee’s First Name (column F) and Last Name (column G). This is a required field so you will need to enter a generic first & last name so that you can easily identify that this card is not assigned to any participant. Example: For Midtown Alliance, “Midtown” could be placed in First Name column and “Alliance 1” could be placed in Last Name column.
5. Follow steps 8 – 10 under “Adding New Participant/Employee”
6. Select “Deactivate” from the dropdown for the Benefit1 Action in column M
7. Follow steps 12 – 15 under “Adding New Participant Employee”

Midtown Alliance/MTS is not responsible for any incorrect data submitted by accounts. Therefore, it is of utmost importance that the transit pass contact ensures that all data has been entered into the spreadsheet correctly before submitting to Kathleen. If MARTA's system rejects a spreadsheet due to data entry errors, it will be sent it back to the account for the necessary corrections. The spreadsheet must be corrected and resubmitted by the monthly due date.

All spreadsheets must be submitted by the due dates outlined in the monthly email reminders - late submissions cannot be accepted. The account will be responsible for reimbursing Midtown Alliance for the monthly MARTA benefit loaded to all active cards.

Directions for ordering extra Breeze cards are as follows:

1. Transit Pass Contact will email Kathleen Mitcham (kathleen@midtownalliance.org) with the quantity needed. MARTA needs at least 10 business days to process order so please allow at least 2 weeks for delivery.
2. Each new Breeze card costs \$1 so an invoice will be included with the cards

Note: It is strongly advised by MARTA and MTS that you do not allow your stock of extra Breeze cards to run out since they are not readily available and no temporary passes will be supplied by MARTA or MTS in the interim.

MTS will continue to courier your transit pass order each month to your designated Transit Pass contact. **The courier will ask the Transit Pass contact to sign for the packet each month.** An invoice will be included in your packet at that time.

It is the responsibility of the account to notify MTS if the company's Transit Pass contact has changed so that a new agreement form can be completed.

Payment is due by the 10th of the following month (i.e. payment for the July MARTA benefit is due on July 10th). Corporate checks must be made out to Midtown Alliance. Personal checks and/or cash from individuals will not be accepted. Midtown Alliance is a non-profit organization and, therefore, makes no revenue from the sale of transit passes. If an account is 60 days delinquent in making payments, the account will be suspended and no future transit packets will be processed until the past due amounts are paid in full. MTS/Midtown Alliance reserves the right to close an account if it continually fails to remit monthly payments on time.