



Partnership Program Breeze Administration FAQ

DEADLINES, ACTIVATION AND DEACTIVATION

Thank you for participating in MARTA's Partnership Program. This guide should answer your basic administrative questions. The **online Web Tutorial and Partner Pages User Guide** (located in the **Support Section** of the *Partner Pages* web site) will assist you with online functionality questions. Thank you.

- Q What is the deadline for activating and deactivating the Breeze Card benefits?**
- A** Breeze Card activations and deactivations must be submitted no later than midnight of the 22nd of each month. MARTA recommends that companies monitor their card inventory to ensure Breeze Cards are available for use. MARTA calendar monthly benefits will reload monthly unless you deactivate the benefit. Other MARTA fare products such as 10- and 20-trips must be loaded monthly. Up to four (4) 10- and/or 20-trips at one time.
- Q How can I activate/deactivate Breeze Cards after the 22nd deadline?**
- A** Breeze Card activations and deactivations are not accepted after the 22nd. The *Partner Pages* prohibits these functions from the 23rd until the end of each month. During this time the next month's benefits are processed. However, lost and stolen card replacements may be performed during this period.
- Q What if someone wants to suspend their benefits (leave of absence, temporary job assignment, relocation, maternity leave, etc)?**
- A** Program Administrators may deactivate the monthly benefit using the *Partner Pages*. Once the participant is ready to use their benefit, the card may be reactivated online no later than midnight of the 22nd for use the next benefit month. The process for this is detailed in the *Partner Pages User Guide* located in the Support Section.
- Q What if an employee is terminated or leaves the company?**
- A** If an employee is terminated or leaves the company, the program administrator may then perform one of the following:
- Deactivate the Breeze Card using the *Partner Pages* and reissue the Breeze Card to another participant or keep it in inventory to reissue (using another ID).
 - If the company subsidizes the cost of the monthly benefit they may opt to hotlist the Breeze Card to prohibit future use from that former participant. After hotlisting the Breeze Card it is not able to be reused. Cards hotlisted during the calendar month will be disabled within 24-48 hours of submission. Partner will be billed for the benefits loaded on the card.



**CARD ORDERS,
FEES AND
ISSUE
REPORTING**

Q How can I order additional Breeze Cards?

A New Breeze Card orders (not activated) may be placed using the *Partner Pages* and will be processed and delivered within 10 business days (unless notified otherwise).

Q Are there any additional fees for Breeze Cards?

A New card orders will be assessed a \$2.00 fee per card. Lost/stolen card replacements will also incur a \$2.00 fee. These fees will appear on your invoice. Your company may opt to pay this fee or pass this cost to the employee.

Q When a deactivated Breeze Card is returned by the card holder what do I do?

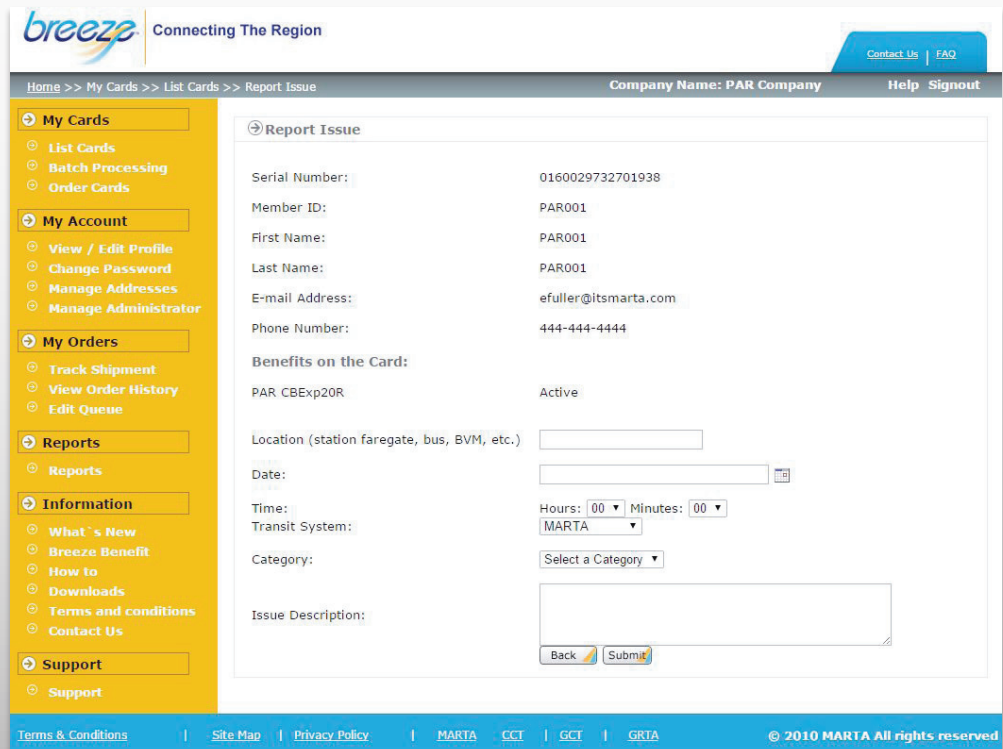
A Any deactivated Breeze Card may be stored in inventory and reissued to a new participant. If the card is hotlisted, it is not able to be reused and should be disposed.

Q Will I be able to return unused Breeze Cards?

A Breeze Cards not used may be stored in your inventory for future use by that company. MARTA does not accept returned Breeze Cards.

Q If a card holder's Breeze Card is not working what should I do?

A Commuters experiencing problems using their Breeze Cards should advise their program administrator. Complete and submit the online Troubleshooting Form (see screenshot below). MARTA will research the issue and advise the Program Administrator.



breeze Connecting The Region

Home >> My Cards >> List Cards >> Report Issue

Company Name: PAR Company

Contact Us | FAQ

Help | Signout

Report Issue

Serial Number: 0160029732701938

Member ID: PAR001

First Name: PAR001

Last Name: PAR001

E-mail Address: efuller@itsmarta.com

Phone Number: 444-444-4444

Benefits on the Card:

PAR CBExp20R Active

Location (station faregate, bus, BVM, etc.)

Date:

Time: Hours: 00 Minutes: 00

Transit System: MARTA

Category: Select a Category

Issue Description:

Back Submit

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**CARD ORDERS,
FEES AND
ISSUE
REPORTING**

**PERSONAL
BREEZE CARDS,
LOADING FARE
AND LOST OR
STOLEN CARDS**

For MARTA related malfunctions, the Administrator should provide the commuter with a Breeze Card from their inventory and MARTA will replace it free of charge. MARTA front line staff are available to assist and direct program participants.

Q Does this Breeze Card expire?

A Breeze Cards must be tapped within the first 30 days of initial enrollment to activate the benefit. Cards not activated within the first 30 days of enrollment will become inactive. With normal wear and tear the Breeze Card has a life expectancy of 3 years.

Q What if an employee has an individual Breeze Card purchased separately through MARTA?

A The Partnership Program is issuing Breeze Cards encoded especially for your employee. If a commuter owns a personal Breeze Card purchased outside of the program, they may use that card for family, friends or visitor use.

Q Can additional money or trips be placed on the Breeze Card issued through the program?

A The Partnership Program is intended for use of benefits only offered through the program. Employees (card holders) in the program should be advised that any additional fare media on these cards are not eligible for refund in any case.

Q Does the card holder need to sign up for Balance Protection?

A Balance Protection (provided through the Partnership Program) for the calendar monthly benefit is for all cards issued through the program. The Breeze Cards are registered for Balance Protection through their company. The employee does not need to contact MARTA directly for Balance Protection.

Q What happens if a card holder's Breeze Card is lost or stolen?

A Program card holders (employees) should report lost or stolen Breeze Cards to their company's Program Administrator as soon as possible. Program Administrators may then deactivate the lost or stolen Breeze Card and activate a new one using the *Partner Pages*. The new Breeze Card will be ready for use within 24-48 hours. This time period allows MARTA buses time to receive data on activated cards once they park in the bus garage.



Partnership Program | Promoting Transit Ridership

REGIONAL BUS SYSTEMS, AND INVOICING

Q Can I load CCT, GCT and GRTA Xpress (regional bus systems) fare media on a Breeze Card?

A Yes. To transfer from MARTA to another transit system, participants must tap in and out of the MARTA system before boarding another regional bus system. If initiating a trip on CCT, GCT, GRTA Xpress, you will need to use that system’s fare media on the card which provides a free transfer to MARTA. The program offers the following CCT, GCT or GRTA Xpress fares.

MARTA			GCT					
Calendar Monthly Based of Volume	10-Trip \$25.00	20-Trip \$42.50	Express Calendar Monthly (Zone 1) \$130.00	Express 10-Ride (Zone 1) \$32.50	Express Calendar Monthly (Zone 2) \$180.00	Express 10-Ride (Zone 2) \$45.00	Local Calendar Monthly \$82.00	Local 10-Ride \$22.50
CCT				GRTA				
Express Calendar Monthly \$125.00	Express 20-Ride \$65.00	Local Calendar Monthly \$72.00	Local 10-Ride \$18.00	10-Ride GREEN Zone \$25.00	Calendar Monthly GREEN Zone \$100.00	10-Ride BLUE Zone \$35.00	Calendar Monthly BLUE Zone \$125.00	

Q How does the Breeze Card look?

A

FRONT

BACK



For Breeze Card information, terms and conditions visit: www.breezecard.com or 404-848-5000.

1. Subject to applicable terms and conditions of use and tariffs.
2. Breeze Cards are non-transferable.
3. No sharing. One card per person.
4. Register for balance protection at www.breezecard.com or call Customer Service at 404-848-5000.
5. Do not punch a hole in this card.
6. Card must be shown to MARTA officials upon request.
7. MARTA may terminate or block use of your Breeze Card.

PARTNER NAME
BRZ3957-2346987

Q How will my company be invoiced?

A Your company will only be billed for cards that have been activated with benefits. Invoicing occurs the month after benefits are used.

Billing Process

- Spreadsheets upload on the 22nd of the month
- Benefit period begins on the 1st of the month and ends on the last day of the month (calendar monthly)

One Invoice Provided

- All products (MARTA, CCT, GCT and GRTA Xpress) will billed by the 7th of each month—allowing exceptions for holidays and weekends
- Payment is due upon receipt and is considered late by the 25th of the same month
- Failure to pay by the 25th of the month may result in termination of services until the outstanding balance is paid in full