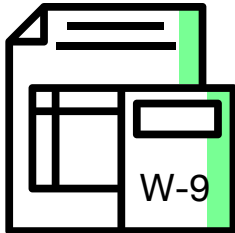




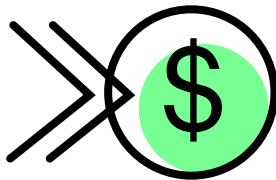
Getting Started Guide

Step 1



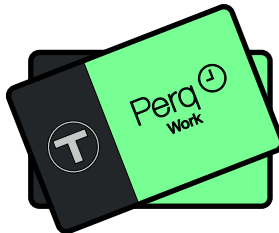
Once you've submitted an enrollment form along with your company's W-9, the MBTA will set up an account for you to verify via email. This process is managed by a third-party vendor, Edenred, so you'll see an email from them that will let you complete the registration process.

Step 2



Once your account is set up, you'll provide payment information in order to ensure orders can be processed correctly. ACH payment allows orders to process monthly without any action by employers.

Step 3



You're ready to order either new CharlieCards or CharlieTickets!

Step 4



Plan ahead: Because of the time it takes to produce cards, your order needs to be in by the 15th of the month for the following month's passes, and shipments will arrive before the 1st of the month for which the passes are valid.

Step 5



Your account is low-maintenance: your company needs only to place an order and provide payment before the 15th of the following month. But, sometimes roles change and usernames should change accordingly—make sure to keep those up to date to ensure there's no lapse in the delivery of cards.