

JEFFERSON is Transitioning to SEPTA Key



STARTING JUNE 2020

Commuter Services will start the process of transitioning over to the Key card. We will no longer be selling tokens/monthly passes over the counter as of August 1. 10 trip ticket sales for all zones will continue to be sold over the counter until further notice. Please read the last page of this email for the three phased transition timetable.

Effective May 2020 we will no longer be mailing out passes. All employees/students who need a monthly pass will need to come to the CSO office, located in the Bookstore to purchase/pick up their pass. We will not be charging anyone's pretax account or credit card until the time of pick up.

For those who have **Pretax payroll deductions, those funds are stored in your pretax account. Since we are not charging anyone until pick up, those funds will stay in your account until they are used.

June 26th is the deadline to purchase your Key card and register it with the CSO office. If you do not purchase your Key card by this date you will NOT receive a monthly pass for August and will need to wait until September to receive an upload. We will no longer have paper passes to sell after July so please make sure you register your Key card with Commuter services.

When it comes to the Key card the only thing that will change is how you receive your monthly pass. Instead of receiving a paper pass you will receive your monthly pass on your Key card. You will still receive the same unlimited rides as before and the prices will remain the same. For those who will be requesting monthly uploads for **tokens the same quantity restrictions will apply.

Departments who order tokens for patients/visitors please email TRANSIT@Jefferson.edu and we will discuss the new product that will replace the tokens.

All Monthly passes/transit products, including tokens, are charged a month in advance for the following months upload. We can only upload once a month for the Key cards. It is the employees/students responsibility to make sure funds are available and all payment options are updated at the time we process payments, otherwise you will not receive an upload.

*** **All cancellations** must be submitted via email to Transit@Jefferson.edu no later than the **1st** of each month prior to when you want to cancel. (**For example:** If you would like to cancel your September pass you must let Commuter Services know by August 1st). **NO REFUNDS** will be issued for partially or unused services. **We are not responsible for lost Key cards.** ***

HOW TO SIGN UP FOR THE KEY CARD

Please follow the steps below to sign up for your monthly pass/transit needs with Commuter Services.

1. Purchase your Septa Key Card at any Septa Station Fare Kiosks or at any Septa Transit Ticket/Rail offices.
2. Register your key card at WWW.SEPTAKEY.ORG
3. After you register your Key Card please email Transit@Jefferson.edu indicating you've registered your card and we will help you complete the final sign up process.

Commuter Services will be transitioning in Three Phases to the Key Card. Please see below for that information.

Phase 1

June 1 will be the First upload to take place for those who already signed up for the Key card. Those who have not will need to come into the office to pick up their June pass.

Phase 2

July 1 will be the Second upload to take place. In order to receive your July pass on the Key card you need to register your card with CSO no later than June 2nd. Those who have not registered will need to come into the office to pick up their July pass. ***This will be the last month we have paper passes available for pick up.**

Phase 3 (FINAL)

August 1 will be the third upload to take place. You **MUST** purchase your Key card and register it by **June 26th**. If you do not purchase your Key card by this date you will not receive a monthly pass for August. **We will no longer have paper passes** so please make sure you register your card with Commuter Services.

If you have any questions on regards to this process please email Transit@Jefferson.edu or call the CSO office at 215-955-6417 and a staff member will assist you.

