



VENTRA GROUP SALES

Frequently Asked Questions

Ventra® offers opportunities for organizations to bulk purchase Ventra tickets and load value to a group of reloadable Ventra cards.

Please see below for Group Sales FAQs to help with your bulk fare purchases. Please note that this FAQ will continue to be updated as more purchase options become available.

You can call the CTA at **312.681.4095** with specific questions about how Ventra Group Sales will best work for your organization. For general Ventra information, please visit ventrachicago.com or read the [General Ventra FAQ](#).

FAQs

What options do I have for Group Sales?

Group Sales providers have several options with Ventra.

1. Become a Ventra Distribution Partner

Distribution Partners will receive a Ventra terminal for purchasing Ventra Cards and reloading them with passes and transit value. Please contact the Ventra Help Desk at **1.866.869.2246** to begin the application process.

2. Become a Ventra Bulk Sales Partner

Purchase single-ride, 1-day, 3-day and 7-day Ventra Tickets in bulk and distribute them to clients. You may order Ventra tickets in bulk in two ways. To create an online Ventra Group Sales account and pay for orders via credit card or ACH bank transaction, click [here](#) and follow the prompts to create an account application. To order via paper order form and check payment, please use the [Group Sales Form](#). Complete and mail the order form with payment to the address noted on the form. Ventra Tickets are disposable paper tickets and cannot be reloaded.

3. Perform bulk uploads to client Ventra Cards

Your organization may process third party uploads of transit value or passes to a group of Ventra cards. An account may be created by clicking [here](#). Follow the prompts to complete an account application.



Ventra distribution partner: Ventra Cards

How do I become a Ventra Distribution Partner and what does it entail?

1. Contact Us

Please contact the Ventra Help Desk at [1.866.869.2246](tel:18668692246) to begin the application process.

2. Receive Your Ventra Terminal

Once your application has been approved, you will be provided with a Ventra Terminal, at no cost, which can be used to load and reload Ventra Cards for clients. If an organization has multiple locations, it may have a centralized or local terminal, or it may have a terminal available at each location. During the application process, the Ventra Services team will work with you to determine the best solution for your organization. Ventra Terminals allow for up to 20 clerk User IDs. Each department can have its own user ID.

3. Support and Maintenance

Ventra will provide maintenance at no cost for all Ventra Terminals. Ventra Terminals come with a two-year warranty.

What is the cost of a Ventra Card?

Ventra Cards each have a \$5.00 initial card purchase fee that is immediately refunded to the card as stored transit value upon registering it within 90 days.

How does a customer register their Ventra Card?

Registration can be completed in minutes by visiting ventrachicago.com or by calling [1.877.NOW.VENTRA](tel:1877NOWVENTRA).



Upon registering their Ventra Card, can customers use the \$5.00 initial purchase fee towards purchasing passes?

Yes, after registration the customer can use the \$5.00 on the card as transit value or towards purchasing passes.

How do I order Ventra Cards?

Your Card ordering requirements will be discussed during the Ventra Distribution Partner application process.

What is the minimum value I can load to a Ventra Card's transit account?

The minimum load value for Ventra Cards is dependent on where the Card is loaded. Minimum load values are as follows:

- Online – minimum load of \$5.00
- Phone – minimum load of \$5.00
- Ventra Customer Service Center – minimum load of \$1.00
- Ventra Vending Machines with Cash – minimum load of \$0.05
- Ventra Vending Machines with Credit/Debit – minimum load of \$1.00
- Ventra Retail Locations and Ventra Terminals – minimum load of \$1.00

How do you check the balance on a Ventra Card?

Balances on Ventra Cards can be checked through the Ventra Terminals, by calling **1.877.NOW.VENTRA**, at ventrachicago.com or at Ventra Vending Machines at CTA Rail Stations. Balances cannot be checked on buses.

How do reduced fare customers receive discounted fare pricing on their Ventra Cards?

All reduced fare riders have a special entitlement applied to their transit accounts. This allows them to add passes and transit value to their Card at a discounted rate.

How does the commission process work for buying and selling Ventra Cards?

If you have a Ventra Terminal, you will receive a 1.5 percent commission on all sales of Ventra Cards and transit products added to Ventra Cards. This commission does not apply to Ventra Tickets. You can make commission and sell cards from your account as long as the transaction is made on a Ventra Terminal.



Do Ventra Cards expire?

Yes. Ventra Cards may be used until the date that is printed on the front of the card.

Ventra bulk sales partner: Ventra Tickets

How do I purchase Ventra Tickets in bulk?

You may make bulk Ventra ticket purchases in two ways.

1. Order Ventra tickets online via a Ventra Group Sales account. To apply for an account, click [here](#). Ticket orders are placed through your approved group sales account and payment is processed either with a credit card or ACH bank transfer. Order turnaround time is 5-7 business days from the time the order is placed.

Complete the [Group Sales Form](#) and mail it with payment to the address on the form. Once the payment is processed, the order will be fulfilled. Order turnaround time is 7-10 business days from Ventra's receipt of the order form and payment.

Please be advised there is a minimum order quantity of 10 tickets.

How much do Ventra Tickets cost?

Ventra Tickets are available for bulk purchases as single-ride, 1-day, 3-day and 7-day Tickets. All Tickets are subject to a \$0.50 Limited Use Fee to offset the printing, production and shipping costs of the tickets. This fee is included in the price of each ticket.

Prices for each Ticket are as follows:

- Single-ride = \$3.00 (includes up to two transfers)
- 1-day = \$5.50
- 3-day = \$15.50
- 7-day = \$20.50

When will Ventra Tickets arrive after placing an order?

For mail in orders, Ventra Tickets will arrive within 7 to 10 business days upon receipt of payment. For online orders, Ventra tickets will arrive in 5-7 business days from when the order was placed.

When do Ventra Tickets expire?

Ventra Tickets must be used within approximately 250 days from the date your order is received. Pass validity begins on the day and time of first use. We recommend you place orders to consume inventory within 120 days to allow plenty of time for customers to use their Ventra Tickets.

Ventra[®]



Can I use my CTA Ventra Tickets on Pace?

Yes, CTA 1-day, 3-day and 7-day Ventra Tickets are accepted on CTA and Pace transit systems. CTA Single Ride Tickets are only accepted on CTA. Pace also provides Ventra Tickets for Non-Profit Organization (NPO) Sales that are only valid on Pace buses. For information about Pace Ventra Tickets, visit pacebus.com.