



## VENTRA GROUP SALES

### Frequently Asked Questions

The transition to Ventra® offers new opportunities for organizations that previously purchased CTA bulk sales fare cards. CTA is committed to making the transition to Ventra simple and convenient for everyone, and will work closely with your organization to determine the appropriate Ventra fare media options.

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](tel:312.681.4095) with specific questions about how Ventra Group Sales will work for your organization. For general Ventra information, please visit [ventrachicago.com](http://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. Ventra Cards are durable, hard plastic cards that can be reused and reloaded and can be used on both CTA and Pace. Please contact the Ventra Help Desk at [1.866.869.2246](tel: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. Please note that a \$0.50 Limited Use Fee is applied to all tickets, except 1-day, to offset print and production costs of these new tickets, which can be tapped to quickly board trains and buses and can be used on CTA only. Please use the [Group Sales Form](#) and mail it with payment to the address on the form. Ventra Tickets are disposable and cannot be reloaded.

**3. Perform bulk uploads to client Ventra Cards**

Your organization may order Ventra Cards in bulk and initiate uploads to those cards. Once submitted to CTA, your participants' Ventra Cards will be uploaded with the pass or transit value that you select. For more information regarding this process, please contact [312.681.4163](tel:312.681.4163).



## Can I continue to make purchases using checks?

Bulk sales partners may continue to make purchases using checks. Please use 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. Stay tuned for additional payment and ordering options that will be available in the near future.

## 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:1.866.869.2246) 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](http://ventrachicago.com) or by calling [1.877.NOW.VENTRA](tel:1.877.NOW.VENTRA).



## **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](http://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.



## Can clients make everyday purchases with the Ventra Card using the Card's Prepaid Debit Account?

If the Ventra Cards purchased are registered to your organization, then your clients cannot activate the Prepaid Debit Account on the Ventra Card. However, if your organization distributes Ventra Cards to your clients and the client registers the card in his or her name, then they may activate the Prepaid Debit Account.

## Do Ventra Cards expire?

Ventra Cards expire in five years after the card's production. Ventra Card expiration dates are printed on the front of the card.

## Ventra bulk sales partner: Ventra Tickets

### How do I purchase Ventra Tickets in bulk?

Please use 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. In the future, you will be able to purchase Ventra Tickets in bulk at [ventrachicago.com](http://ventrachicago.com). We will provide you with an update when these options are available.

Please be advised there is a 7 to 10 business day lead time to process bulk orders and the minimum order quantity is 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, except 1-day, are subject to a \$0.50 Limited Use Fee to offset the print and production costs of these new Tickets. This fee is included in the price of each pass.

Prices for each Ticket are as follows:

- Single-ride = \$3.00 (includes up to two transfers)
- 1-day = \$10.00
- 3-day = \$20.50
- 7-day = \$28.50

### Why is there a \$0.50 fee on Ventra Tickets?

The \$0.50 Limited Use Fee covers the costs to print and produce the new Ventra Ticket, which is embedded with a chip that allows the Tickets to be tapped on the Ventra readers to board trains and buses.



### **When will Ventra Tickets arrive after placing an order?**

Ventra Tickets will arrive within 7 to 10 business days upon receipt of payment.

### **When do Ventra Tickets expire?**

Ventra Tickets must be used within approximately 250 days from the date your group order is processed. The pass validity begins at 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 Ticket.

### **Can I use my CTA Ventra Tickets on Pace?**

CTA Ventra Tickets will only be accepted on CTA trains and buses. Pace provides Ventra Tickets for Non-Profit Organization (NPO) Sales that are only valid on Pace buses. For information about Pace Ventra Tickets, visit [www.pacebus.com](http://www.pacebus.com).