

U-Pass FAQ – Administrator

What is the U-Pass Administrator's responsibility?

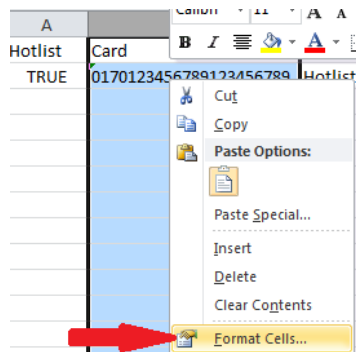
- Determines whether a student is eligible to participate in the U-Pass program
- Confirms each Participant has submitted the Disclaimer/Waiver form
- Sells or distributes U-Pass Media and affixes sticker on to student ID
- Track card/sticker distribution through the U/E Online system

How to Report Lost, Stolen, Damaged or Defective U-Pass Stickers

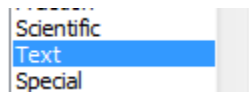
- Email an Excel spreadsheet to UPass@metro.net with the following information:

A	B	C
Hotlist	Card	Card Notes
TRUE	0170123456789123456789	Hotlist per Rio Hondo Admin

- File name is “*collegeName* Hotlist” Example: Rio Hondo Hotlist
- Enter the card number in column B.
 - To keep the full 20-digit card number the cell must be formatted as **Text**
 - Highlight column B and click Format Cells”



- Choose “Text” and click OK

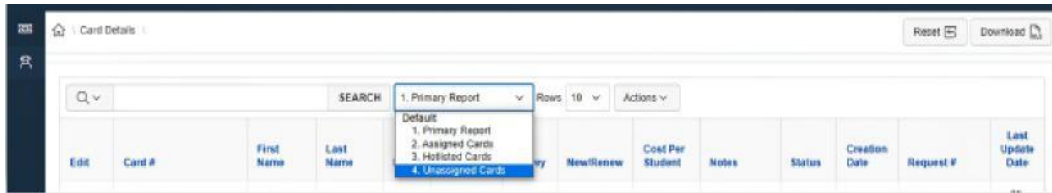


- Now you can enter the full 20-digit card number and save it as an Excel Workbook
- Add the word **TRUE** in column A next to any rows with a TAP card number
- Add “hotlist per *collegeName* admin” in column C next to any rows with a TAP card number

UE Online Platform System

To update your inventory list, go to “**Update Card Details**”.

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Card Details include:

- TAP Card Number
- Student's First Name
- Students Last Name
- A unique Identifier either/or
 - Student's ID
 - Student's email address
- Survey Completed (Yes or No)
- Renew or New
- Cost per Student
- Term
- Notes
 - Hotlisted - U-Pass sticker is a lost, stolen, damaged or defective
 - Replacement - Newly issued sticker to replace the hotlisted sticker
- Status - Active or Inactive card
- Term Date - When the student's information was entered/updated in the system

Request transfer of Stored Value on lost/stolen U-Pass

- Email at upass@metro.net to initiate the request
 - Subject line must read Transfer <Business Name>
 - Body must read : Transfer any remaining fare from old card number to new card number (no spaces or dashes in the card numbers)

Example:

Subject: Transfer UCLA

Body: Transfer any remaining fare from 0160123456789012 to 01709876543210987654

Renewal of U-Pass

- Collect payment from renewing student
- Tap the existing U-Pass sticker/card on the CPOS machine to ensure activation
- Update and maintain the Participant Log List through the U/E Online system
- Track the breakdown of New vs. Renewing participants
- Student should only have one (1) U-Pass sticker /card at a time
- Defective and damaged sticker must be removed before affixing the replacement sticker
- Do not issue another sticker unless the existing on the ID card it defective, damaged or lost

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Metro contact information:

- For CPOS assistance call L.A. Dispatch at 213.863.4394
- For U-Pass questions:
 - Devon Deming, DEO, Fare Programs, 213.922.7957 or demingd@metro.net
 - Jocelyn Feliciano, Director, Metro Commute Services 213.922.3895 or felicianoj@metro.net