

A Customer's Guide to Ventra™ Card Readers



The screens on Ventra Card readers are designed to display whether a customer's fare was processed successfully along with other important information about the transaction. This guide provides an explanation for each of the various screens that a customer may encounter. For more information, please ask your bus operator or contact Ventra customer service at (877) NOW-VENTRA.

"Touch below" indicates that the reader is ready to process a fare transaction. The customer should touch their card to the yellow dot on the decal below the screen as shown on the decal.



"Go" indicates that the fare transaction was processed successfully.



"Go - Low account value" alerts the customer that the transaction was processed successfully, but the account balance is below \$10.



"Go - Pass expiring soon" alerts the customer that the pass used to pay the fare will expire in 72 hours or less. Customers who see this message should check their account and load a new pass or transit value online, toll-free at (877) NOW-VENTRA, at a Ventra retailer, or at a vending machine.



"Please touch again - Card not read" indicates that the card was not read and the customer should touch the card again. The customer can be assured that his or her account was not charged on the first attempt.



"Stop - Insufficient Fare" indicates that the card was properly read but there is insufficient value in the account. The customer can either pay the fare in cash or exit the bus and add a pass or transit value to the account online, toll-free at (877) NOW-VENTRA, at a Ventra retailer, or at a Ventra vending machine.



"Stop - Repeated use" indicates that the card was properly read, but the card was already used to pay a fare and was touched a second time. If the customer did this by accident, he or she can be assured that a second fare was not charged. The customer can pay for up to six additional riders at full fare with that same card by asking the bus driver to press the Multiride button. Once the driver pushes that button, the customer sees this screen:



"Touch below to pay for another rider." The driver has pushed the multiride button and the customer is now able to pay for up to six other riders at full fare using the same card.



"Stop - Card/ticket expired" indicates that the Ventra Card or Ticket (or personal debit or credit card, if touched to the reader for payment) is expired. Additional value cannot be added to the expired card's account. The customer should get a replacement Ventra Card.

 **Stop**

 See customer service

“Stop - See customer service” indicates that the card was properly read but there may be an issue not addressed above. The customer should attempt to re-touch the card to test it.

If a Ventra Card or Ticket causes this message to appear, the card may be defective or damaged. The customer should contact Ventra Customer Service (1-877-NOW-VENTRA) for assistance.

The reader will display this message if a customer presents a contactless card that is not valid for fare payment.

 **Touch below**

 special transaction

“Touch below - special transaction” This screen appears after the bus operator activates a fare override function to allow a reduced fare to be paid using a full fare Ventra Card. A customer must present a valid, acceptable form of identification to receive a reduced fare in this manner.