



SEPTA SALES DEPARTMENT

SOUTHEASTERN PENNSYLVANIA TRANSPORTATION AUTHORITY

PROCEDURAL GUIDE

COMPASS PROGRAM

EFFECTIVE JULY 1, 2013

About the SEPTA ComPass Program

ComPass is a SEPTA sponsored and employer/school subsidized discount program that provides employees of member organizations with a 10% discount on monthly passes. SEPTA supplies a 5% discount and the employer/school is required to match the 5% discount, giving the employee a 10% discount. Although there is no minimum order needed to become a part of the program, **a \$15.00 shipping and handling fee applies to all orders of less than 50 passes.**

Participants must forward an order form, supplied by SEPTA, and a corresponding corporate check to SEPTA by the **15th day** of the month before the valid period (i.e., May order and payment are due no later than April 15th). Passes are delivered directly to the work site approximately 10 days prior to the start of a month. A SEPTA courier or a private delivery service makes all deliveries.

The payment to SEPTA must be in the form of a single corporate check.

Occasionally, when service disruptions occur on SEPTA Transit lines, SEPTA will issue vouchers called "Service Guarantees". Employees participating in the ComPass program must check off the box marked COMPASS on the Claim Form they obtain for submittal. Claim Forms so marked receive refund coupons redeemable for cash at Regional Rail Train Stations.

How to Join the ComPass Program

The organization must complete a ComPass Application and return it to the SEPTA Sales Representative along with a signed and notarized agreement. A SEPTA Sales Representative will provide order forms and information.

SEPTA will provide parking request forms to the Organization. SEPTA will provide promotional signs and zone maps upon request.

How to Place the Monthly ComPass Order

The organization will receive a copy of a personalized order form used to place the monthly ComPass order. The current prices for each pass are listed on the order form. Once you receive your personalized order form, please make copies of it for future use.

The order form, along with the check, must be received by SEPTA by the 15th calendar day of the month proceeding the valid period. Every month, accounts are required to either fax (215-580-7163) or email ComPass@septa.org a copy of their order form to SEPTA in addition to mailing the original and payment to the PO Box listed below. If the 15th falls on a Saturday or Sunday, order forms are due the preceding Friday. Due to the limited time needed for preparation and delivery, SEPTA is unable to accept or process late orders nor are we able to modify the original orders. If orders are not received by the due date, SEPTA will use the previous month's order. If you require additional passes due to a late order, your account will be charged a \$25.00 Processing Fee.

Please mail your order form along with payment to:

**SEPTA
PO BOX 821834
PHILADELPHIA, PA 19182-1834**

Seven to ten days before the valid month, SEPTA will deliver the Passes directly to the work site. Deliveries are made by SEPTA delivery crews or by United Parcel Service.

Within 24 hours, the organization must inspect the pass delivery by confirming the number of passes received against the accompanying packing slip. This is accomplished by both counting the passes and by comparing the serial number range. When a discrepancy is identified it should be reported immediately.

How to Accomplish Employee/Student Distribution

SEPTA strongly recommends that the organization records the serial number of each pass issued to the employee/student. All passes should be kept properly secured and out of reach or plain view to minimize the opportunity of theft. **SEPTA is not responsible for lost or stolen passes.**

If an employee/student requires a higher zoned pass for the month, the employee/student may

take their pass to one of the following major SEPTA Sales Offices. The employee/student will pay the differential between the cost of his or her existing pass and the pass with the higher zone.

Major Sales Location

Address

| | |
|--|---|
| 15 th Street Sales Office | 15 th & Market Streets, Philadelphia |
| 69 th Street Sales Office | 69 th & Market Streets, Upper Darby |
| Olney Avenue Sales Office | Broad Street & Olney Avenur, Philadelphia. |
| Frankford Transportation Center Sales Office | Bridge Street & Frankford Avenue |
| SEPTA Headquarters Sales Office | 1234 Market Street, Lobby |

Refunds for Unneeded Passes

The organization or the employee/student is entitled to a full or prorated refund for unneeded or unwanted passes. **The Pass should be returned to the following address along with the account number and a correspondence on company letterhead:**

**SEPTA Refunds
Attention: Jennifer Scimone
1234 Market Street, 9th Floor
Philadelphia, PA 19107-3780**

The postmark on the envelope containing the returned pass determines the amount of the refund or credit. **SEPTA recommends sending return passes by certified mail or next day delivery, as passes lost in transit will not be refundable.** Prorated refunds or credits are issued as follows:

| Passes in Envelopes Postmarked: | Percentage of Total Cost Refundable |
|---|--|
| Before the first of the valid month | 100% |
| From the 1 st day till the 10 th day | 50% |
| From the 11 th day till the 20 th day | 25% |
| After the 20 th day | 0% |

Payment Terms & Due Dates

All checks are to be made payable to "SEPTA" with your account number listed on the check or check stub. Money orders are accepted in lieu of checks but are **not** recommended.

Any check received not honored by the submitter's bank will be subject to a handling fee of \$25.00 per check. SEPTA may elect to cancel the agreement with any organization submitting checks not having sufficient funds to support their writing. This fee is doubled for checks in excess of \$4,999.00.

Customer Service and Support

Each organization joining the SEPTA ComPass Sales Program shall receive the following if so desired:

- Direct support from a SEPTA Sales Representative.
- Information concerning Transit related Tax-Free Federal programs.
- Assistance with employee awareness of the program.
- Personalized order form .
- Transit Days/Transit Fairs at the work site if so desired.

Should You No Longer Wish to Participate

Simply contact your Sales representative or fax us a letter at **(215) 580-7163**.

SEPTA reserves the right to eliminate a participant organization from any SEPTA Sales Program for failure to comply with the rules and procedures or failure to meet financial obligations. This includes, but is not limited to; distributing passes for a profit, distributing from an unauthorized location, defaulted payments, or for failure to match the 5% discount.

ComPass & Parking Privileges at Rail Stations

| | | |
|--|----------------------------|-------------------------|
| <p>SEPTA operates parking lots at a number of its train stations. Please provide any employee wishing to obtain a monthly parking permit at any of the stations listed below with a ComPass Parking Request form. Some stations have waiting lists; therefore participation in the ComPass Program does not guarantee a "permit" parking space.</p> <p>STATIONS WITH PERMIT LOTS</p> | | |
| Ambler | Fort Washington | Overbrook |
| Ardmore | Glenside | Paoli |
| Berwyn | Haverford | Philmont |
| Berwyn Church | Jenkintown | Primos |
| Bethayres | Langhorne | Radnor |
| Bethayres Church | Lansdowne - R3 | Rosemont |
| Bryn Mawr | Marcus Hook | Secane |
| Chalfont Church | Media | Strafford |
| Chestnut Hill East | Melrose Park | Strafford Church |
| Chestnut Hill West | Merion | Thorndale ** |
| Clifton-Aldan | Moore-Prospect Park | Villanova |
| Devon | Morton | Warminster |
| Elkins Park | Norristown TC | Wayne |
| Exton ** | North Wales | Willow Grove |
| Fern Rock | Oreland | Wynnewood |
| (**Permits are available by mail only.) | | |

The employee should complete a ComPass Parking Request Form indicating two choices for Regional Rail Train Stations and send the completed form to:

**SEPTA c/o Eden's Corporation
P.O. Box 40656
Philadelphia, PA 19107-0656**

Once a "Permit Space" is available, a Permit-Buy-Mail Application will be sent to the employee/student.

The employee/student completes the application and returns it to the address mentioned above. You will need to include your check or credit card payment information at this time. (Visa, MasterCard, Discover or American Express) A photocopy of the then current monthly pass must be included as proof of participation in the ComPass program.

Employees/Students that currently participate in the Permit-Buy-Mail program should continue to order their permit the usual way. The first month the employee/student orders only a "Parking Permit" they should include a letter from the Corporate Representative on letterhead. For more information concerning the Parking Permit Program, please contact **SEPTA, Parking Lot Operations at (215) 580-6576**.