

U-Pass FAQ – Administrator

What is the U-Pass Administrator’s responsibility?

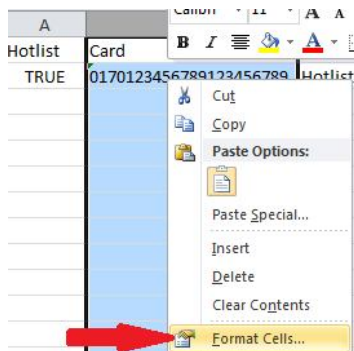
- Determines whether a student is eligible to participate in the U-Pass program
- Confirms each Participant has submitted the Disclaimer/Waiver form
- Sells or distributes U-Pass Media and affixes sticker on to student ID
- Track’s and maintains the Participant Log List. Participant Log List must include the following information:
 - Participant’s name
 - Number of U-Pass Media assigned to each Participant
 - Participant’s student ID or other unique identifier
 - Date U-Pass Media was issued
 - Indicate whether U-Pass Media is loaded either via CPOS or by Metro via Autoload
 - If Autoload is required, Metro will require the Participant Log List is updated no later than 2:00 PM of each business day
- The PPL is due twice per semester
 - End of sales closing date (Last day U-Pass is sold)
 - End of the Pass Period (Last day of current semester)

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

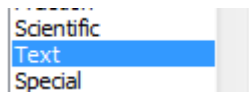
- Email an Excel spreadsheet to UPass@metro.net with the following information:

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



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- Now you can enter the full 20 digit card number and save 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

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 to new card (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. Participant Log List
 - Track the breakdown of New vs. Renewing participants
- **Student ID card should only have one (1) U-Pass sticker 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

Metro contact information:

- For CPOS device assistance call L.A. Dispatch at 213.863.4394
- For U-Pass questions:
 - Devon Deming, Director of MCS, 213.922.7957 or demingd@metro.net
 - Jocelyn Feliciano, Communications Manager, 213.922.3895 or felicianoj@metro.net
 - Beverly Levi Dagan, Sr. Mgr. System Projects, 213.922.5614 or levib@metro.net