

ACCOUNT-BASED PAYMENT Frequently Asked Questions



You may have questions about our new account-based payment system for riding our shuttles. This flyer is meant to help you to understand how to use this system. Always remember: If you ever have any questions, please call us at 229-4990. We would love to hear from you!

How do I put money into my account?

Call us at 229-4990 with a credit card; mail us a check or your remaining white vouchers, including your name and phone number; or stop in to see us with cash, check or a credit card. There is no auto-reload option, and drivers cannot accept payments, so you will contact us each time you need to increase your balance.

How much money can I add to my account?

The minimum reload amount is \$25, and the maximum reload amount is \$250.

What do I do with my white punch tickets?

White tickets will be converted at their remaining face value. You can bring them in or mail them in with your contact information attached, and we'll apply them directly to your account.

What do I do with my yellow/blue vouchers?

Yellow/blue vouchers will be accepted for a limited time, but they cannot be transferred or added to your new account. We ask that you please use your yellow/blue vouchers before beginning to use your new account.

What is the minimum balance?

You will receive a courtesy call when your account balance drops below \$12, but there is no minimum balance required. If you run out of funds, you will be required to add funds before riding again. There are no "low balance" charges.

What is the maximum balance?

Accounts may not contain more than \$300.

How do I close my account?

You may come in to see us in person with your photo ID. If you are closing someone else's account, proper documentation of power of attorney is also required. We will submit a check request, which can take up to 30 days to process.

What is the cost/penalty for closing my account?

There is no fee for closing your account. We will refund the full remaining balance.

When do my funds expire?

Never. The full balance will remain available for as long as you keep your account open.

Can I use my account to pay for a second rider?

Yes, as long as you are with that person. You may not use your account to pay for a rider when you are not riding with that person.

When can I set up my account?

If you've ridden with us before, your account is already set up! Please contact us to deposit money into your account so you can start riding.

CONTACT US

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