XPRESS ONLINE SALES
STATE EMPLOYEE COMMUTER ASSISTANCE
PROGRAM (SECAP)

PARTNERSHIP USER MANUAL

Updated: August 2019
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Creating Your Account and Logging In

State Employee Commuter Assistance Program, SECAP, users may create their own account by visiting [https://onlinesales.xpressga.com](https://onlinesales.xpressga.com). Once accounts, including logins, passwords, and contact and shipping/billing information, are created, users must contact the State Road and Tollway Authority (SRTA) offices to be added to the SECAP group. Users will not be able to see SECAP products unless they are added to the SECAP group by SRTA.

Users may contact SRTA to be added to the SECAP group by submitting a request by email to pass_sales@sreta.ga.gov.

It is the policy of SRTA that the agency does not share its partners’ or customers’ personal information with anyone for any reason.

Purchasing Passes

After your SECAP account is established, to purchase Xpress passes, visit Xpress Online Sales at [https://onlinesales.xpressga.com](https://onlinesales.xpressga.com). Online orders are placed between the 1st and the 10th of each month for the upcoming month of use.

On the left side of the page, there are two links, “Sign In” and “Buy Xpress Passes.” Xpress Partner State Agencies need to login to the system to access the pricing/billing options. Click the “Sign In” link as seen in Figure 1.

The link, “Buy Xpress Passes,” is for the general public.

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1 This is only overridden if there is a legitimate court order to produce the information.
After clicking the “Sign In” link, users are asked to login information. In the login field, enter your user ID. In the password field, enter your password. After completing those two fields, click on the Login button as seen in Figure 2.
Upon successfully logging in, you are taken to the “Shop Xpress” page. You should select “SECAP Xpress Partner Passes” on the left side of the page as shown in Figure 3.
On the next page, you see a listing of all the passes available for sale, Figure 4. To begin purchasing passes, find the type of pass you’d like and click the “Add One to Basket” button. The page will reload, returning to this page but your “Quantity in Basket” will change from none to 1.
Purchasing More than One Type of Pass in Volume

If you are re-ordering more than one multi-type passes, it is easier to do this by performing the following:

- For each type of pass selection, click the “Add One to Basket” button so that you have at least one of those passes in your shopping basket.

- Once you have a quantity of one for each type of pass (Xpress Blue Zone Calendar Monthly Pass, Xpress Green Zone Calendar Monthly Pass, Xpress 10 Ride Blue zone or Xpress 10 Ride Green zone, or any combination of the listed fare products), in your shopping basket, click the “Basket Contents” link in the blue navigation bar near the top of the page.

- On the basket contents page, you’ll see that your shopping basket has one of each type of pass from your selection. To buy multiple passes, simply change the number from 1 to your desired number of passes and click the “Update” button next to that field (Figure 5). Additionally, if you’d like to remove passes, simply click the “Remove” button and all passes for that type of pass will be deleted from your shopping basket.
After selecting all of the passes that you wish to purchase, click “Checkout” in the upper right side of the page.

After entering and/or confirming your shipping and billing information, please select continue.
If you have any questions concerning your order, please contact our Xpress pass sales staff at pass_sales@srsa.ga.gov.
Your order is now complete. Print out a copy of this page for your records. If you are finished, please log out of the system.

Assigning Fare Products to Riders

Once your passes have been purchased, it is necessary to take action to make sure that your riders are able to use what has been purchased. How that is done will depend on the type of pass purchased.
What Types of Passes are DELIVERED via courier to the SECAP Coordinators?

Gwinnett County Express products, and MARTA Zero\(^2\) cards (inventory cards) are delivered to the SECAP Coordinators. These are physical cards that should be distributed by the SECAP Coordinator directly to the riders for whom they were purchased. All other products are uploaded to a rider’s Breeze Card.

Assigning Fare Products for Upload to a Rider’s Breeze Card

The majority of fare products purchased under the SECAP program are uploaded monthly to the rider’s Breeze Card. This significantly reduces the effort required by the SECAP Coordinators and Riders. This includes all Xpress products, all CobbLinc Express Products, and MARTA monthly and Marta 10 trip products (except MARTA Zero cards as discussed in the section above).

By the 3\(^{rd}\) of each month, the SRTA SECAP Coordinator will email each agency Coordinator a MARTA report to be modified for the upcoming month (i.e. a spreadsheet will be sent by March 3\(^{rd}\) to indicate a new employee activation and deactivations of Xpress monthly, MARTA monthly and CCT monthly Express passes that will be used/stopped in the month of April). An example spreadsheet is shown in Figure 9. The agency Coordinator then modifies the spreadsheet and returns it to the SRTA Coordinator: pass_sales@srtaga.gov. Spreadsheets must be returned to the SRTA SECAP Coordinator no later than the 10\(^{th}\) of each month.

An example of a modified spreadsheet is shown in Figure 10. Note that the red text is used for emphasis. Modifications you make will not show in red.

**IMPORTANT NOTES:**

- Monthly passes **AUTOMATICALLY RENEW**, unless they are specifically deactivated.
- The number of items in the spreadsheet must be the same as those items in your online order.
- Delete bullet – not a true statement
- No more than four different products are allowed on a Breeze Cards. Multiple purchases of the same product, i.e. 10-ride, count as one product. No more than seven of any products each type can be loaded on a card.
- SECAP products loaded onto a breeze card are automatically enrolled in Balance Protection with MARTA. Although employees can load cash value or other fare media onto their breeze card, it is not

\(^2\) MARTA Zero cards are blank MARTA Breeze Cards that can be used to activate a new rider, and/or replace a lost or expired Breeze Card. SRTA recommends keeping some of these Breeze Cards in your inventory to deal with new employees or lost/stolen Breeze Cards.
recommended by MARTA. Any product(s) loaded by the employee are/is not protected in event the breeze card is lost or stolen.

- Employees should purchase a separate breeze card from MARTA to load cash value and any additional fare media outside of their SECAP/payroll deduction transit pass. Breeze cards can be purchased at a MARTA Breeze Vending Machine or on MARTA’s website.

- **Breeze Cards must be tapped within 30 days of a fare purchase to activate the benefit (or after each change on the card).**
### Example Spreadsheets

<table>
<thead>
<tr>
<th>Employee ID</th>
<th>Card ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Benefit Type</th>
<th>Benefit1</th>
<th>Benefit2</th>
<th>Benefit3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234</td>
<td>0164256723564589999</td>
<td>Jane</td>
<td>Does</td>
<td>GRTA Blue Mthly</td>
<td>Deactivate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5678</td>
<td>01647896458712541073</td>
<td>Sam</td>
<td>Smith</td>
<td>MARTA Mthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9012</td>
<td>01649999888737321234</td>
<td>Debbie</td>
<td>Jones</td>
<td>MARTA Mthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3456</td>
<td>01641122458749801111</td>
<td>Merlissa</td>
<td>Example</td>
<td>GRTA Green Mthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7890</td>
<td>01642222729856453456</td>
<td>Darlene</td>
<td>Boothe</td>
<td>MARTA Mthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2345</td>
<td>01640047859634859843</td>
<td>Sparkle</td>
<td>Lemons</td>
<td>MARTA Mthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6789</td>
<td>01645555798465321101</td>
<td>Robert</td>
<td>Lands</td>
<td>CCT Exp Mthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4567</td>
<td>01646789881279890030</td>
<td>Tammy</td>
<td>Taylor</td>
<td>GRTA Blue Mthly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8901</td>
<td>0164678922300588888</td>
<td>Rosemary</td>
<td>Sauce</td>
<td>CCT Exp Mthly</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Figure 9 - Example SECAP Spreadsheet**

<table>
<thead>
<tr>
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<td>Deactivate</td>
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<td></td>
<td></td>
<td></td>
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<tr>
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<td>Jones</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Figure 10 - Example Modified SECAP Spreadsheet ready to be returned to SRTA**
Activating Breeze Cards and Uploaded Products

- Breeze Cards must be tapped within the first 30 days of initial activation. Cards not activated within the first 30 days of enrollment will become inactive.
- Cards must also be tapped within 30 days of fare products being uploaded or those fare products become inactive. If the card is not tapped within 30 days, the agency Coordinator must contact SRTA’s SECAP Coordinator to request benefits to be “pushed back” onto the breeze card. This request must be submitted to SRTA within 3 days of the month after the benefit dropped.
- For either situation, Cards and/or Fare Products can be activated by tapping on any of the following:
  - Any Xpress Bus
  - Any MARTA Bus or Rail Station
  - Any Breeze Vending Machine

Activating and Deactivating a Breeze Card

Breeze Cards can be activated or deactivated as discussed in modifying your spreadsheet (above). If an employee has left the firm unexpectedly and the card needs to be “Hot listed”, please contact pass_sales@srtagaga.gov as soon as possible. A “Hot listed” card cannot be used and cannot be reactivated.

When is the monthly deadline for activating/deactivating Breeze Card benefits?

- Breeze Card activations and deactivations must be submitted no later than midnight on the 10th of each month.
- SRTA recommends that companies closely monitor their card inventory to ensure Breeze Cards are available for new activations.
- All calendar monthly pass benefits will automatically reload each month unless you deactivate them.
- All other Xpress fare products, including 10-ride passes, must be loaded monthly as previously described.

How can I activate/deactivate Breeze Cards after the monthly 10th deadline?

- You will not be able to activate or deactivate Breeze Cards after the 10th of each month.
- However, you may replace lost and stolen cards as needed throughout the month.
What happens if an employee wants to suspend their monthly benefits (leave of absence, temporary job assignment relocation, maternity leave, etc.)?
• You must deactivate the employee on your upcoming MARTA report.
• Once the participant is ready to use their benefit again, you must activate the employee on your upcoming MARTA report.
• Xpress trips are not automatically reloaded therefore, a deactivation is not required.

When a deactivated Breeze Card is returned by the card holder what do I do?
• Any deactivated Breeze Card may be stored in inventory and reissued to a new participant using the same member ID number as assigned to the card.
• If a card has been Hot listed, it is not able to be reused and should be disposed of.

What should I do if an employee is terminated or leaves the company?
• If an employee is terminated or leaves the company, you can perform one of the following:
  a. Deactivate the Breeze Card using your upcoming MARTA report and reissue the Breeze Card to another participant.
  b. Keep the card in inventory to reissue.
  c. Reissued breeze cards must keep the same member ID number that was originally assigned to the breeze card.
  d. Allow the employee to keep the breeze card (recommended when the SECAP member ID number is the employees state issued ID number).
• If your company subsidizes the cost of monthly benefits, you may opt to Hotlist the Breeze Card to prohibit future use by the former participant.
• After Hot listing, Breeze Cards cannot be reused.
• Cards Hot listed during the benefit month will be disabled immediately after SRTA’s SECAP Coordinator has processed the request.
• Companies will be billed for the full month for benefits loaded on the card for an employee who is terminated or leaves.
What happens if a card holder’s Breeze Card is lost or stolen?

- Program card holders (employees) should report lost or stolen Breeze Cards to you as soon as possible. You should then contact pass_sales@srtagaga.gov as soon as possible and reissue a breeze card from your inventory to the employee.

- The replacement Breeze Card will be ready for use within one (1) hour after SRTA’s SECAP Coordinator has processed the replacement. In some cases where SRTA Xpress fare media is on the breeze card, the replacement process may take 24-48 hours. This time period allows Xpress buses time to receive data on the activated cards.

Breeze Card is Not Working

If a card holder’s Breeze Card is not working what should I do?

- If one of your employees is experiencing problems using their Breeze Card, please contact pass_sales@srtagaga.gov detailing the problem and the employee’s name, member ID and breeze card number.
- SRTA will research the issue and advise you of the outcome/remedy.
- Allow 24 – 48 hours to resolve all reported breeze card issues.

SRTA’S Billing/Invoicing Process

The following describes SRTA’s process for billing/invoicing your agency. How (and if) you charge your employees for these products are decisions and procedures that each agency makes for itself, and SRTA does not become involved.

When will my company be invoiced?

- Invoicing occurs between the 11th and 13th of the month for the upcoming month of use.
- Your company will be invoiced for the entire amount of your online order between the 1st and 10th of the month.
- Payment is due upon receipt and is considered late by the 25th of the same month.
- Failure to pay by the 25th of the month may result in termination of services until the outstanding balance is paid in full.
Are there any additional fees for Breeze Cards?

- MARTA Zero/inventory card orders will be assessed a $2 fee per card. Cards are ordered online along with your upcoming monthly fare media order.
- Fees will appear on your invoice.

Will I be able to return unused Breeze Cards?

- Breeze Cards not used may be stored in your inventory for future use by your company.
- SRTA does not accept returned Breeze Cards.
- All sales are final.

Ordering New Cards, Fees and Issue Reporting

Do Breeze Cards expire?

- Breeze Cards expire in approximately three years. The expiration date can be found at BreezeCard.com.

How can I order additional Breeze Cards?

- New Breeze Card orders (not activated) may be placed on the website at https://onlinesales.xpressga.com.
- The new cards will be delivered between the 25th and 28th of the month.

Personal Breeze Cards, Loading Fare Balance Protection

What if an employee has an individual Breeze Card purchased separately outside the SECAP Program?

- Employer program Breeze Cards are encoded specifically for your employee.
- Employees who have personal Breeze Cards purchased outside of the program can use that card for family, friends or visitors.
Can additional money or trips be placed on an Employer Program Breeze Card?
- Employer Program cards are only intended to be used for benefits provided through the program.
- It is possible for additional value to be placed on an Employer Program Breeze Card, however, employees (card holders) should be advised that any additional value is not eligible for a refund in any situation. Only the SECAP issued product will be replaced if the card is lost or stolen.

Does the card holder need to sign up for Balance Protection?
- Employer Program Breeze Cards are automatically registered for balance protection through their company.
- No action is required on the employee’s part.
- For cards purchased outside of the SECAP Program, users can sign up for Balance Protection at BreezeCard.com. Issues with personal breeze cards should not be reported to SRTA’s SECAP Coordinator.

Contacting SRTA
If you have additional questions, you can contact SRTA at pass_sales@srtagov or call 404-893-6196.