

# How to Order Commuter Check Card Prepaid MasterCard to Fund Your Clipper Card for BART High-Value Tickets

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## Step 1:

Log in to your account at <https://login.commuterbenefits.com/>.

## Step 2:

From the side menu, select **Place an order**, then **Train** and then **Commuter Check Prepaid MasterCard**. Specify the amount you want loaded on the card and select your recurring options. Consider which high-value ticket you plan to set up for Autoload with Clipper and how many you would need in a month and put in the appropriate amount. The amount should be:

For \$60 high-value ticket for \$65 value: \$60, \$120 (\$60x2) or \$180 (\$60x3)

## Step 3:

If you don't already have it, go to Clipper website and order a **Clipper card** at <https://www.clippercard.com/ClipperWeb/getTranslink.do> or purchase it at Walgreens for a small fee. Then register it at Clipper website:

<https://www.clippercard.com/ClipperCard/register.jsf>.

## Step 4:

When the **MasterCard** arrives, activate it online or by calling the number on the card and hold on to it until the 20<sup>th</sup> which is the date the fund should be loaded/available on your **MasterCard**. You can check the balance by logging into your account at Commuter Check website. The fund amount should match what you've ordered in Step 2.

## Step 5:

On or after the 20<sup>th</sup> after you have confirmed the fund is available on your **MasterCard**, log in to your Clipper account at <http://www.clippercard.com> and select "Add Value to Card" to order BART high-value discount ticket (\$45 for \$48 or \$60 for \$64). When asked for a bank account or a credit card, select credit card and enter the information about your **MasterCard**.

**TIP:** Add a backup payment card to your account. If you have insufficient funds on your **MasterCard**, Clipper will charge your backup card so your Clipper card will never be blocked due to insufficient funds.

## Step 6:

**Wait until 3-5 days later** for the Autoload setup to take affect before you can start using the **Clipper card** on BART. The first time you tag your **Clipper card** upon entering BART, depending on your option, \$64 will be loaded on your **Clipper card** and in turn \$60 will be withdrawn from your **MasterCard**. When your **Clipper card** value drops below \$10, another \$64 will be loaded on your **Clipper card** and in turn \$60 will be withdrawn from your **MasterCard**.

## **Step 7:**

You should monitor both your **MasterCard** balance and your **Clipper card** balance. Depending on your BART usage, after a few months you may have a significant balance on your MasterCard. You may decide to suspend the recurring order for one month or lower the amount loaded each month. It is your responsibility to monitor your own accounts and make appropriate adjustments to your MasterCard order with Commuter Check to ensure you have enough funds for your Clipper card's next Autoload.

### ***Helpful Tips***

*You will only have to order your Commuter Check Card Prepaid MasterCard once. The card will be reloaded electronically for future orders on the 20<sup>th</sup> of every month preceding the benefit month.*

*You will be required to answer two Security Questions, which will be used to authenticate your identity. Have your date of birth and home phone number ready!*

*Select the Recurring Order option to have funds loaded onto your card automatically each month.*

*Use the Card Management tab to activate your card, view transaction history and report the card lost/stolen.*

*Your Commuter Check Card is a NON-PIN debit card, which is processed like a credit card. When given the option for Debit or Credit, you will need to select the CREDIT option.*