

How To Order Commuter Check Card Prepaid MasterCard To Fund Your Clipper Card

Step 1:

Log in to your account at Commuter Check Direct at <http://www.commutercheckdirect.com>.

Step 2:

Place a new **Transit order** for a **Commuter Check Card Prepaid MasterCard (MasterCard)** and specify the amount you want loaded on the card. This amount can be the same as the amount you previously ordered for your paper BART tickets **plus \$2** except you cannot combine 2 high-value tickets; it has to be either (1) one \$45 or multiple of \$45 or (2) one \$60 or multiple of \$60. See below for explanation about the amount plus \$2. See *page 3* for step-by-step instruction on how to place the order.

IMPORTANT:

- This **MasterCard** is what going to fund your **Clipper card** for BART autoloading tickets (\$45 for \$48 or \$60 for \$64), so if the balance on your Clipper card drops below \$10, the Clipper autoloading program will automatically pull funds from your MasterCard to load the same product you previously ordered. Calculate the amount you need each month in increments of the BART ticket value you plan to autoloading to cover your entire commute, and make sure you have enough money on your MasterCard to buy all the tickets you'll need. For example, if you need three BART high-value tickets (\$64 value for \$60) every month, be sure to have \$180 on your MasterCard.
- According to **Clipper card** website, <https://clippercard.com/ClipperWeb/commutercheck.do>, there will be a temporary authorization charge of \$2 for each autoloading. This \$2 charge is refunded to you immediately after payment is approved. **Clipper also charges a \$5 penalty fee if the charge was rejected.**

Step 3:

Order a **Clipper card** from Clipper website: <http://www.clippercard.com> and add \$5 in cash value.

or

Go to Walgreens to pick one up and ask to add \$5 value to it. Then register it at Clipper website: <https://clippercard.com/ClipperWeb/registerCard.do>.

Step 4:

When the **MasterCard** arrives, activate it by calling the number on the card and hold on to it until the 23rd 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 Direct website. The fund amount should match what you've ordered in Step 2.

Step 5:

On or after the 23rd, go to Clipper website at <http://www.clippercard.com> and select Set up Autoload 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**.

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, either \$48 or \$64 will be loaded on your **Clipper card** and in turn either \$45 or \$60 will be withdrawn from your **MasterCard**.

To check your usage balance, log into **My Clipper** account at Clipper website.

HOW TO ORDER COMMUTER CHECK CARD PREPAID MASTERCARD FROM COMMUTER CHECK DIRECT

1) Once you've logged into your Commuter Check Direct (CCD) homepage (<http://www.commutercheckdirect.com>), select the type of product you want to order: ***Transit Order***.

If you can't remember your login ID and/or password and have trouble trying to reset it online, call CCD customer service at (888) 235-9223.

2) Select your Greater Metropolitan Area (**Sacramento, San Francisco, or San Jose**) and then select ***Commuter Check Card Prepaid MasterCard*** from the list of providers.

3) Enter the value you would like loaded onto your card and provide some basic demographic information, which will be used to authenticate your identity.

4) Confirm your order and account settings, review the card terms and conditions and click *Purchase*. It's that easy!

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 23rd 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.