



**SEPTA SALES DEPARTMENT**

**SOUTHEASTERN PENNSYLVANIA TRANSPORTATION AUTHORITY**

**PROCEDURAL GUIDE**

**COMPASS PROGRAM**

**EFFECTIVE JULY 9, 2007**

## **About the SEPTA ComPass Program**

ComPass is a SEPTA sponsored and employer/school subsidized discount program that provides employees of member organizations with a 10% discount on monthly passes. SEPTA supplies a 5% discount and the employer/school is required to match the 5% discount, giving the employee a 10% discount. Although there is no minimum order needed to become a part of the program, **a \$15.00 shipping and handling fee applies to all orders of less than 50 passes.**

Participants must forward an order form, supplied by SEPTA, and a corresponding corporate check to SEPTA by the **15th day** of the month before the valid period (i.e., May order and payment are due no later than April 15<sup>th</sup>). Passes are delivered directly to the work site approximately 10 days prior to the start of a month. A SEPTA courier or a private delivery service makes all deliveries.

Employers may use TransitCheks purchased through the Delaware Valley Regional Planning Commission (DVRPC) in conjunction with this program. Organizations wishing to do so should deposit the TransitCheks directly to their bank account. The payment to SEPTA must be in the form of a single corporate check. TransitCheks should not be forwarded to SEPTA for deposit.

Occasionally, when service disruptions occur on SEPTA Transit lines, SEPTA will issue vouchers called "Service Guarantees". Employees participating in the ComPass program must check off the box marked COMPASS on the Claim Form they obtain for submittal. Claim Forms so marked receive refund coupons redeemable for cash at Regional Rail Train Stations.

## **How to Join the ComPass Program**

The organization must complete a ComPass Application and return it to the SEPTA Sales Representative along with a signed and notarized agreement. A SEPTA Sales Representative will provide order forms and information.

SEPTA will provide pass validation stickers and parking request forms to the Organization. SEPTA will provide promotional signs and zone maps upon request. Be sure to order **Male (Mc)** and **Female (Fc)** stickers along with your first order of passes and any time more are needed.

## **How to Place the Monthly ComPass Order**

The organization will receive a copy of a personalized order form used to place the monthly ComPass order. The current prices for each pass are listed on the attached order form. Please make copies of this for future use.

**The order form, along with the check, must be received by SEPTA by the 15<sup>th</sup> calendar day of the month preceding the valid period. Every month, accounts are required to either fax (215-580-7163) or email [ComPass@septa.org](mailto:ComPass@septa.org) a copy of their order form to SEPTA in addition to mailing the original and payment to the PO Box listed below. If the 15<sup>th</sup> falls on a Saturday or Sunday, order forms are due the preceding Friday. Due to the limited time needed for preparation and delivery, SEPTA is unable to accept or process late orders nor are we able to modify the original orders. If orders are not received by the due date, SEPTA will use the previous month's order. If you require additional passes due to a late order, your account will be charged a \$25.00 Processing Fee.**

For organizations also buying TransitCheks, those checks should be deposited into your organization's bank account. The Payment to SEPTA must be for the full ComPass value of the passes being ordered. Do not include TransitCheks with your payment and order form. Please mail your order form along with payment to:

**SEPTA  
PO BOX 821834  
PHILA. PA 19182-1834**

Seven to ten days before the valid month, SEPTA will deliver the Passes directly to the work site. Deliveries are made by SEPTA delivery crews or by United Parcel Service.

**Within 24 hours, the organization must inspect the pass delivery by confirming the number of passes received against the accompanying packing slip.** This is accomplished by both counting the passes and by comparing the serial number range. When a discrepancy is identified it should be reported immediately.

## **How to Accomplish Employee/Student Distribution**

Before employee/student distribution, each pass is affixed with a **Mc (Male)** or **Fc (Female)** sticker. These stickers wrap around from the front to the back of the pass. SEPTA strongly recommends

that the organization records the serial number of each pass issued to the employee/student. All passes should be kept properly secured and out of reach or plain view to minimize the opportunity of theft.

**SEPTA is not responsible for lost or stolen passes.**

Stickers come on padded sheets, which contain a total of 1000 stickers. When necessary, more stickers may be ordered by marking the appropriate box on the order form. **There is a \$15.00 charge to send stickers by way of overnight delivery if an organization runs out of stickers without ordering more on the order form.**

If an employee/student requires a higher zoned pass for the month, the employee/student may take their pass to one of the following major SEPTA Sales Offices. The employee/student will pay the differential between the cost of his or her existing pass and the pass with the higher zone.

<u>Major Sales Location</u>	<u>Address</u>
15 <sup>th</sup> Street Sales Office	15 <sup>th</sup> & Market Sts., Phila.
69 <sup>th</sup> Street Sales Office	69 <sup>th</sup> & Market Sts., Upper Darby
Olney Avenue Sales Office	Broad St. & Olney Ave., Phila.
Frankford Transportation Center Sales Office	Bridge St. & Frankford Ave.
SEPTA Headquarters Sales Office	1234 Market St., Lobby

### **Refunds for Unneeded Passes**

The organization or the employee/student is entitled to a full or prorated refund for unneeded or unwanted passes. **The Pass should be returned to the following address along with the account number and a correspondence on company letterhead:**

**SEPTA Refunds  
Attention: Jennifer Scimone  
1234 Market Street, 9th Floor  
Philadelphia, PA 19107**

The postmark on the envelope containing the returned pass determines the amount of the refund or credit. **SEPTA recommends sending return passes by certified mail or next day delivery, as passes lost in transit will not be refundable.** Prorated refunds or credits are issued as follows:

<b>Passes in Envelopes Postmarked:</b>	<b>Percentage of Total Cost Refundable</b>
Before the first of the valid month	100%
From the 1 <sup>st</sup> day till the 10 <sup>th</sup> day	50%
From the 11 <sup>th</sup> day till the 20 <sup>th</sup> day	25%
After the 20 <sup>th</sup> day	0%

### **Payment Terms & Due Dates**

All checks are to be made payable to “SEPTA” with your account number listed on the check or check stub. Money orders are accepted in lieu of checks but are **not** recommended.

Any check received not honored by the submitter's bank will be subject to a handling fee of \$25.00 per check. SEPTA may elect to cancel the agreement with any organization submitting checks not having sufficient funds to support their writing. This fee is doubled for checks in excess of \$4,999.00.

### **Customer Service and Support**

Each organization joining the SEPTA ComPass Sales Program shall receive the following if so desired:

- Direct support from a SEPTA Sales Representative.
- Information concerning Transit related Tax-Free Federal programs.
- Assistance with employee awareness of the program.
- Personalized order form and validation stickers.
- Transit Days/Transit Fairs at the work site if so desired.

### **Should You No Longer Wish to Participate**

Simply contact your Sales representative or fax us a letter at **(215) 580-7163**.

**SEPTA reserves the right to eliminate a participant organization from any SEPTA Sales Program for failure to comply with the rules and procedures or failure to meet financial obligations.** This includes, but is not limited to; distributing passes for a profit, distributing from an unauthorized location, defaulted payments, or for failure to match the 5% discount.

## **ComPass & Parking Privileges at Rail Stations**

<p>SEPTA operates parking lots at a number of its train stations. Please provide any employee wishing to obtain a monthly parking permit at any of the stations listed below with a ComPass Parking Request form. Some stations have waiting lists; therefore participation in the ComPass Program <b>does not</b> guarantee a "permit" parking space.</p> <p><b>STATIONS WITH PERMIT LOTS</b></p> <p>(**Permits are available by mail only.)</p>		
<b>Ambler - R5</b>	<b>Fort Washington - R5</b>	<b>Overbrook - R5</b>
<b>Ardmore - R5</b>	<b>Glenside - R5, R2</b>	<b>Paoli - R5</b>
<b>Berwyn - R5</b>	<b>Haverford - R5</b>	<b>Philmont - R3</b>
<b>Berwyn Church - R5</b>	<b>Jenkintown - R2, R3, R5</b>	<b>Primos - R3</b>
<b>Bethayres - R3</b>	<b>Langhorne - R3</b>	<b>Radnor - R5</b>
<b>Bethayres Church - R3</b>	<b>Lansdowne - R3</b>	<b>Rosemont - R5</b>
<b>Bryn Mawr - R5</b>	<b>Marcus Hook - R2</b>	<b>Secane - R3</b>
<b>Chalfont Church - R5</b>	<b>Media - R3</b>	<b>Strafford - R5</b>
<b>Chestnut Hill East - R7</b>	<b>Melrose Park - R1,R2,R3,R5</b>	<b>Strafford Church - R5</b>
<b>Chestnut Hill West - R8</b>	<b>Merion - R5</b>	<b>Thorndale ** - R5</b>
<b>Clifton-Aldan - R3</b>	<b>Moore-Prospect Park - R2</b>	<b>Villanova - R5</b>
<b>Devon - R5</b>	<b>Morton - R3</b>	<b>Warminster - R2</b>
<b>Elkins Park - R2, R3, R5</b>	<b>Norristown TC - R6</b>	<b>Wayne - R5</b>
<b>Exton ** - R5</b>	<b>North Wales - R5</b>	<b>Willow Grove - R2</b>
<b>Fern Rock - R1,R2,R3,R5</b>	<b>Oreland - R5</b>	<b>Wynnewood - R5</b>

The employee should complete a ComPass Parking Request Form indicating two choices for Regional Rail Train Stations and send the completed form to:

**SEPTA c/o Eden's Corporation**  
**P.O. Box 40656**  
**Philadelphia, PA 19107-0656**

Once a "Permit Space" is available, a Permit-Buy-Mail Application will be sent to the employee/student.

The employee/student completes the application and returns it to the address mentioned above. You will need to include your check or Visa/Mastercard payment information at this time. A photocopy of the then current monthly pass must be included as proof of participation in the ComPass program.

Employees/Students that currently participate in the Permit-Buy-Mail program should continue to order their permit the usual way. The first month the employee/student orders only a "Parking Permit" they should include a letter from the Corporate Representative on letterhead. For more information concerning the Parking Permit Program, please contact **SEPTA, Parking Lot Operations at (215) 580-6576**.