



125 West Orchard Street
Itasca, Illinois 60143-1764

Phone: (630) 773-2337 Fax: (630) 775-8568 E-mail: support@bbpadmin.com

Ventra Support Kit



Please read through this Ventra Kit so that you can be assisted on using your new Ventra Card.

The CTA is changing from the Chicago Card Plus to the Ventra Card. With this change there is confusion between how all this works with the BBP Debit Card. This kit will help explain the most commonly asked issues.

BBP Debit Card. Your employer hired BBP to establish a pre-tax commuter benefit plan. BBP has put in place the IRS requirements to have this plan established. Your employer, through payroll, pulls the pre-tax money from your paycheck and that money is put on the BBP Debit Card per the IRS rules. Other than that, the CTA controls the rest of the process in this relationship.

First Point - As you know the CTA first started with magnet cards, and then moved to the Chicago Card Plus. Now they signed a contract with the Ventra Card. The Ventra Card is merely your new ticket for the CTA system. So you will still need to link your BBP debit card to the Ventra Card, just like you linked it to the Chicago Card Plus.

Second Point – An access money is still housed on your BBP Debit Card. The only time your money flows to the Ventra Card is when you link the BBP Debit Card to the Ventra Card and you select how much you would like to fund.

Third Point – In order to use the Ventra Card you need to login to their system. The Ventra Card company sent you the login information through your e-mail on file with the CTA. If you do not have this information you need to call Ventra at 1-877-669-8368.

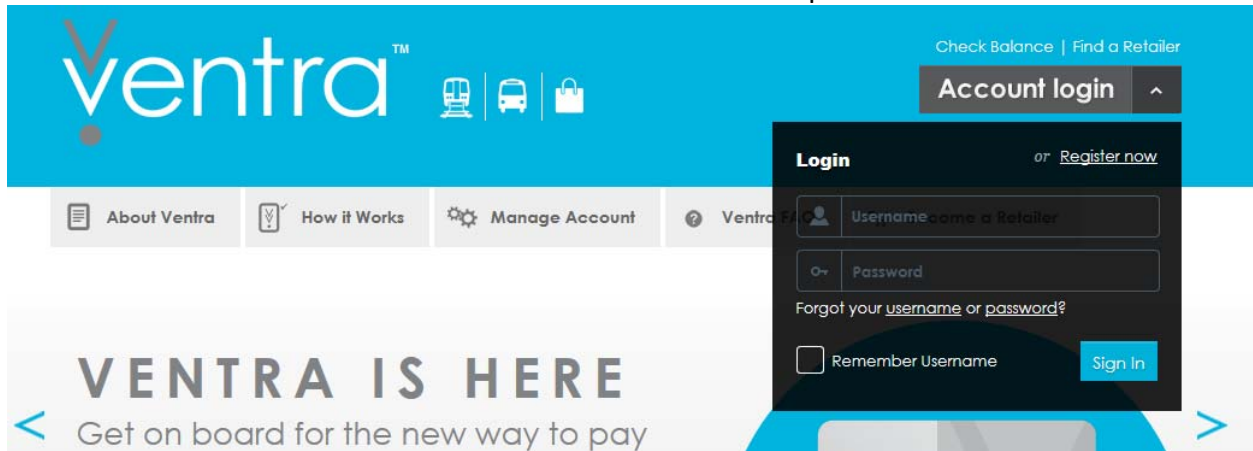
Fourth Point – For any questions or issues with the Ventra Card, you need to contact them at 1-877-669-8368 or go to their website www.ventrachicago.com and click the “contact us.” Also, you can check out their website for the commonly asked questions.

Fifth Point – How do I link the Ventra Card to my BBP Debit Card?

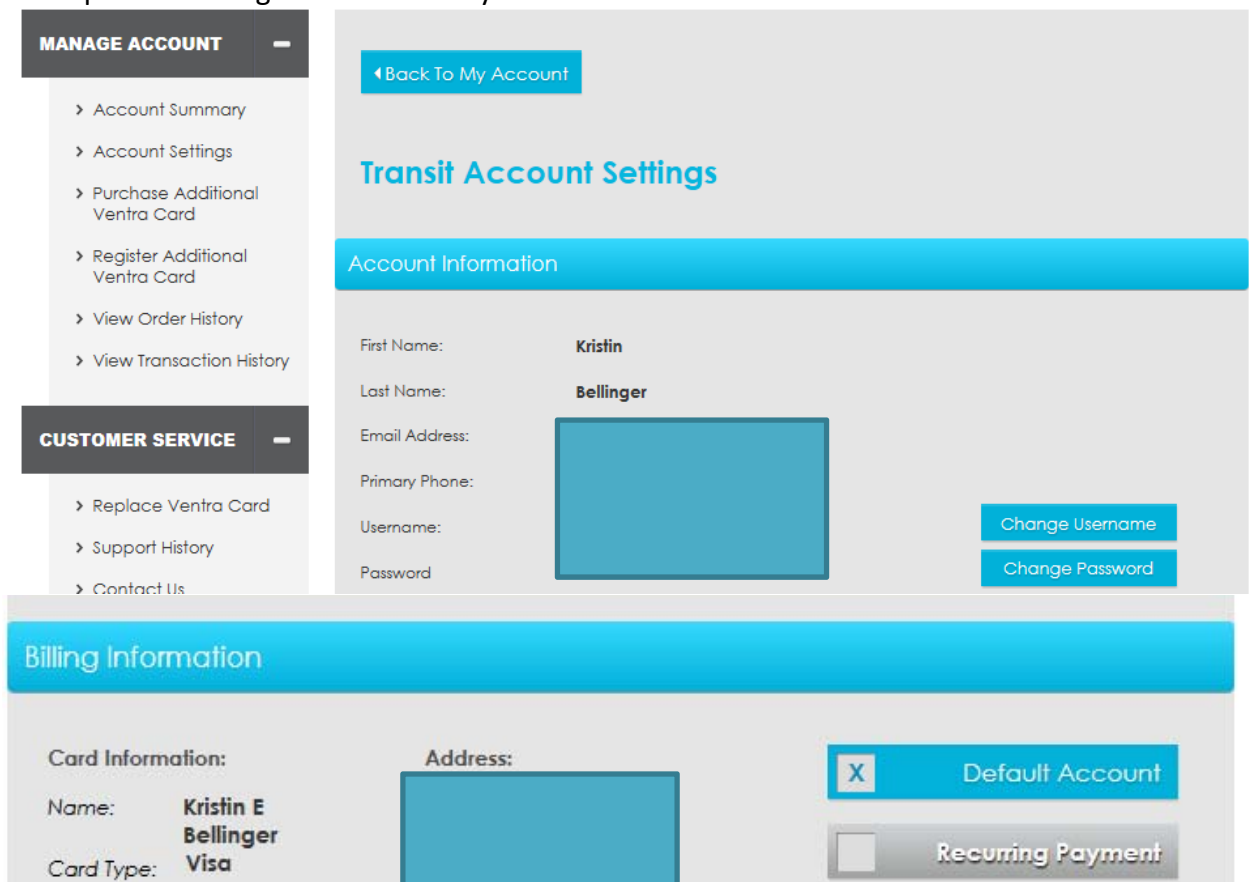
1. Go to: www.ventrachicago.com



2. Click the Account Login in the top right hand corner.
3. Enter your User Name and Password
 - a. This was sent to your e-mail on file with the CTA
 - b. If you cannot locate this information you will need to call Ventra at 1-877-669-8368 or click the “Contact Us” and submit a request over the website



4. Once in the system click on “Account Settings” on the left side of the screen. Once you click on their please review your account information and make any changes. At the bottom of the screen you will see where to add “Billing Information.” You want to click “Update Funding Source” to add your BBP Debit Card information.



5. **Important – Unless you want to log on the website monthly you need to select “recurring payment.”**
 - a. If you do not select recurring payment you will need to login to load money to you card when you run out.
 - b. Recurring Payment means when you choose a funding level in the next section when you run load your BBP Debit Card will automatically be debited the amount to load onto your card.
6. Now you have to load money on your card. To do this click “Purchase Additional Ventra Card.
 - a. **Important – The first screen is to purchase a pass. You need to click on “Load Transit Value” in order to load your Ventra Card.**

The screenshot displays the 'MANAGE ACCOUNT' interface. On the left, a sidebar contains 'MANAGE ACCOUNT' and 'CUSTOMER SERVICE' sections. The main content area is titled 'It all starts with the Card' and features a progress bar with five steps: 1. SELECT PRODUCT, 2. CARD INFO, 3. REVIEW ORDER, 4. PAYMENT INFO, and 5. ORDER CONFIRMATION. Below the progress bar, there is a heading 'Select Product' and two buttons: 'PURCHASE A PASS' and 'LOAD TRANSIT VALUE'. The 'LOAD TRANSIT VALUE' button is highlighted with a red circle. Below the buttons, there is a 'None' radio button and a 'CTA Products' section with a table header for 'Product Description' and 'List Price'.

- b. Once you click on Load Transit Value choose how you would like to fund. For example, if you \$20 load choose \$20 and click next step. If you are a monthly pass person choose \$100 then next step.

1 SELECT PRODUCT

2 CARD INFO

3 REVIEW ORDER

4 PAYMENT INFO

5 ORDER CONFIRMATION

It all starts with the Card

Ready to tap into ease and efficiency? You're in the right place. Just follow the steps to purchase your Ventra Card.



Select Product

PURCHASE A PASS 




LOAD TRANSIT VALUE 

None

Add Transit Value

Amount
<input type="radio"/> \$5.00
<input type="radio"/> \$10.00
<input type="radio"/> \$15.00
<input type="radio"/> \$20.00

c. After you choose your amount choose shipping type standard.

<input type="radio"/> \$80.00
<input type="radio"/> \$100.00
Select Shipping Type
* Shipping Type
Standard 
 Shopping Cart 



- d. Then click next step. Review your information then put in a Nickname for your card. Then click Next Step.

◀ Back To My Account

1 SELECT PRODUCT 2 CARD INFO 3 REVIEW ORDER 4 PAYMENT INFO 5 ORDER CONFIRMATION

Card Information

Shopping Cart

 Card Fee \$0.00	 Transit Value \$5.00 Remove	Subtotal: \$5.00
		Card Fee: \$0.00
		Shipping: \$0.00
		Total: \$5.00

* Required fields indicated below.
* Nickname for Card

◀ Back Next Step ▶

- e. Then confirm your payment info and put in the last 3 digits of your BBP Debit Card. Then click Submit.
- f. Then you will receive an order confirmation and you are done.
- g. **Important – if you do not click recurring payment you will need to do this every time you want to load your card.**

If you have any questions please e-mail or call BBP at (630) 773-2337 or support@bbpadmin.com



125 West Orchard Street
Itasca, Illinois 60143-1764
Phone: (630) 773-2337 Fax: 630-775-8568 E-mail: support@bbpadmin.com