Making Your Company's First Perq Order

Welcome to Perq! We're glad you're here and excited to have your business. This guide will help you make your first order.

After your first order, your order will automatically renew each month. To change it, log in to your account at perqadmin.mbta.com. Keep in mind that orders for each month are due the 15th of the month prior.

If at any point you feel hesitant about any of these steps, please get in touch with our Customer Support Team at 1-888-844-0353 or check out our comprehensive [Perq Administrative User Guide](#).

Gather Orders

Your employees can order any one of the passes at mbta.com/perq-products. These are each monthly unlimited passes.

We've created a flyer to help introduce your employees to Perq, available at mbta.com/perq-employee-handout. In addition, we encourage you to communicate company-specific processes, including any subsidy you may be offering and internal deadlines around asking for a pass.

For riders who are new to the MBTA (or exploring changing their commute), we'd recommend visiting mbta.com/trip-planner to find their best route, mbta.com/guides to learn more about using the system, or mbta.com/fares to explore all of the T's fare options.

Place Your Order

Log in at perqadmin.mbta.com

You created login information when you submitted your application. If you need help retrieving that login information, get in touch with our Customer Support Team at 1-888-844-0353 or passprogram@mbta.com.

Enter ACH and Shipping Information

If you have not yet entered payment information into the Perq Administration System, you will see the "Paying by ACH" screen when you log in.

If you do not see the "Paying by ACH" screen when you log in and you want to update your payment information, navigate to **Account Management** -> **Payment Information**. Once you've confirmed your payment information, please also check to make sure your **shipping information** is correct.

Submit Your Order

There are two types of Perq cards you can order:
- **Smart Cards**, for subway and bus commuters
- **Flash Passes**, for Commuter Rail and ferry commuters **(also includes bus and subway service)**

Ordering Flash Passes: Commuter Rail and Ferry Commuters

To order monthly Commuter Rail and/or ferry passes, click on the **Employee Flash Passes** tab and enter the number of passes you need for the benefit month and then click **Update Current Order**. You will be charged for each Flash Pass ordered. These passes are valid for use as soon as the month printed on the pass (the benefit month) begins. New Flash Passes will be sent to your office location each month.

Ordering Smart Cards: Subway and Bus Commuters

To order monthly subway and bus passes, click on the **Employee Smart Cards** tab and select **Order New Smart Cards**. Input the number of each type of pass you need.

You'll notice that no payment is immediately calculated. That's because the cards you selected are not yet confirmed and assigned. (See below for instructions on how to confirm and assign your cards.) Once cards are confirmed and assigned, they will be added to your monthly invoice.

Each Smart Card continues to be active month-to-month, and passes automatically renew. An employee keeps using the same card until the employee cancels the benefit or leaves your organization.

Placing Your Order

Review your order for accuracy. Click **Submit** when you are finished selecting the quantities and types of monthly passes for your order.

We initiate the ACH payment on the 16th of each month (or the next business day). Once your account has been successfully debited, your cards will be shipped via UPS. Your cards will be shipped by the 27th.

Receive Your Order

Confirm Smart Cards

When your cards arrive, log in at perqadmin.mbta.com and confirm receipt of the shipment. **Smart Cards** that are not confirmed by the first Friday of the benefit month will be considered lost in transit, and the cards they contain will be blocked.

Flash Passes do not need to be confirmed.

Assign Smart Cards

You will need to assign **Smart Cards** prior to distributing them to employees. Select the checkbox beside the serial number and select the **Assign Selected Smart Cards** button.

Enter a name and/or an ID for each employee to help with tracking—helpful if a card is lost or stolen, or when an employee leaves your organization. You can enter employee information manually or use the Roster Download/Upload Tool.

If you do not see any cards listed on this screen, that means cards have not yet been confirmed. Select **Confirm Cards** and follow the steps given there.

You do not need to assign **Flash Passes** in the system.

Distribute All Cards

Hand out Flash Passes and confirmed/assigned Smart Cards to employees.

Going forward, we recommend you **check back in each month by the 15th** to verify that your order is still meeting the needs of your employees.