OMNY Bulk Sales Transition:
Registering & Ordering with the OMNY Programs Portal

You may begin placing orders on February 2nd, 2026.

- Once your account is approved and you have completed linking your ACH details to your OMNY Programs account, please **email an activation request to OMNYMerchantSales@nyct.com** and include your **contact name and program ID.** The MTA will then activate your account.

  - You may only place your order once your account has been set to **"Active".**

- Orders will be **fulfilled on a rolling basis** as they come in.

- There is a **maximum of 5,000 cards allowed per order** at this time

Agenda

- Welcome and goals

- Tap and Ride transition overview

- "Ready to Order" checklist

- OMNY Programs portal walkthrough

- Additional resources

- Q&A

Welcome to this webinar!

- Our goal is to introduce you to the new **OMNY Programs portal** for bulk

  ordering OMNY Fare Products

- After this webinar, you will:

  - Know how to **create an account and place orders**

  - Understand the different **fare media products** available to you

  - Be familiar with the **portal interface and key features**

MetroCard is retiring and things changing

- MetroCard sales and reloads have ended, though MetroCards will still be accepted for fare payment until a later date in 2026.

- MTA is **transitioning bulk sales of MetroCards to bulk sales of OMNY fare products**

- Use the new **self-service OMNY Programs portal** to order large quantities of OMNY fare products

- The OMNY Programs portal gives your agency more control

  - **More flexible** fare product options

  - **Faster** ordering process

  - **More robust** account management & self-service tools

OMNY Bulk Purchaser Program Types

Different fare products are available for different program types of bulk purchasers.
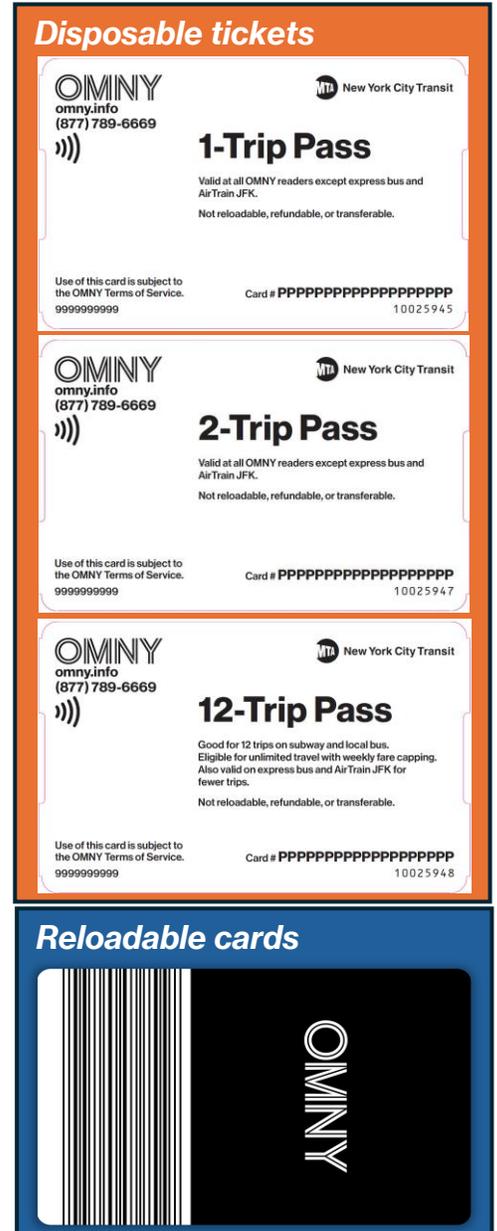
1. Government Program (*City, state, and federal agencies)*
2. Healthcare Program (*Health & hospitals or healthcare programs)*
3. Social Service *(Non-profits)*
4. School *(K-12 public and private schools)*
5. College & University
6. Employer *(Employers and Pre-tax providers)*
7. General *(Hotel, travel, tourism organizations)*

OMNY fare media types

	Product	Cost*	Validity**	Available for Program Type?						
				Gov't	Health-care	Social Service	School	College & University	Employer	General
Disposable paper OMNY tickets (not reloadable)	1-Trip	1x fare + $0.18 card fee	6 months from first tap	✓	✓	✓	✓	✓		
	2-Trip	2x fare + $0.18 card fee		✓	✓	✓	✓	✓		
	12-Trip	$35 + $0.18 card fee		✓	✓	✓	✓	✓		
OMNY cards (reloadable)	OMNY Card	Cost of selected value + $1 card fee	4+ years	✓	✓	✓	✓	✓	✓	
	Value load only	Cost of selected value		✓	✓	✓	✓	✓	✓	✓

Can only reload cards on the OMNY Programs portal; OMNY Cards must be purchased at vending machines or retail locations

Note: All fare products allow for free transfers. (*) All stated prices are subject to change at the MTA's discretion. (**) Card validity subject to change.

Disposable tickets

OMNY
omny.info
(877) 789-6669
)))
MTA New York City Transit
1-Trip Pass
Valid at all OMNY readers except express bus and AirTrain JFK.
Not reloadable, refundable, or transferable.
Use of this card is subject to the OMNY Terms of Service.
9999999999   Card # PPPPPPPPPPPPPPPPPPP
10025945

OMNY
omny.info
(877) 789-6669
)))
MTA New York City Transit
2-Trip Pass
Valid at all OMNY readers except express bus and AirTrain JFK.
Not reloadable, refundable, or transferable.
Use of this card is subject to the OMNY Terms of Service.
9999999999   Card # PPPPPPPPPPPPPPPPPPP
10025947

OMNY
omny.info
(877) 789-6669
)))
MTA New York City Transit
12-Trip Pass
Good for 12 trips on subway and local bus. Eligible for unlimited travel with weekly fare capping. Also valid on express bus and AirTrain JFK for fewer trips.
Not reloadable, refundable, or transferable.
Use of this card is subject to the OMNY Terms of Service.
9999999999   Card # PPPPPPPPPPPPPPPPPPP
10025948

Reloadable cards

OMNY

Ready to order checklist

| Step	Details
Confirm your contact information	• Ensure your agency's contact details are up to date • If you have not been receiving transition communications, contact OMNYMerchantSales@nyct.com

Registering for an account

Account Registration: Accessing the Portal

- Go to programs.omny.info

- Enter website authorization username and password to access OMNY Programs homepage

    - **This is an additional security layer**

        Username: Programs_access

        Password: OMNYTapAndRide
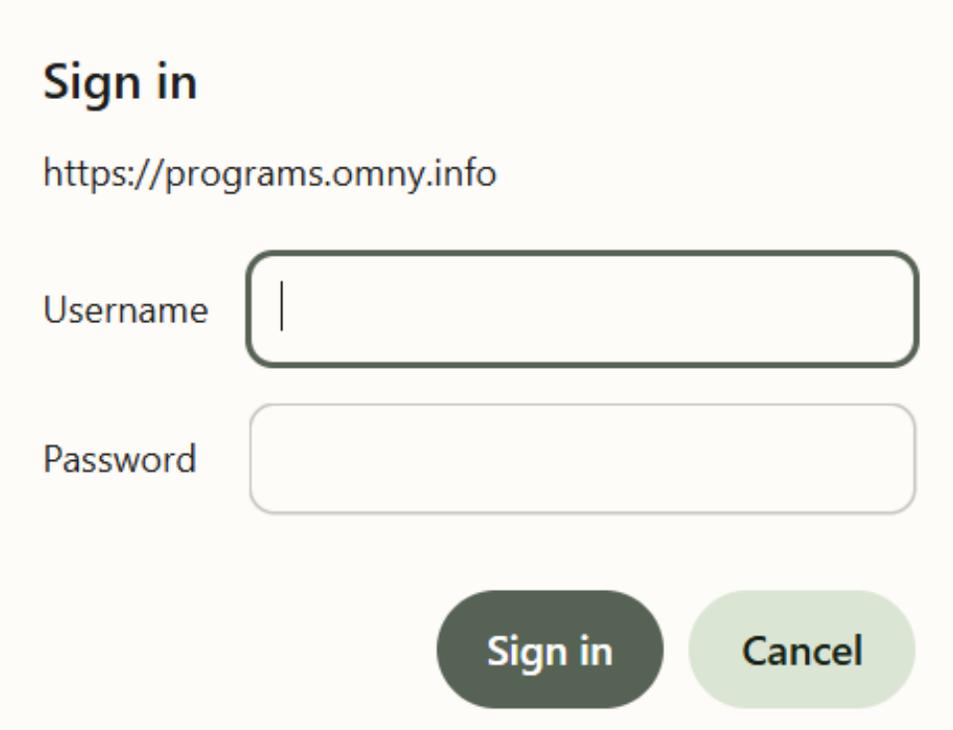
Sign in

https://programs.omny.info

Username

Password

Sign in   Cancel

Account Registration: Registration Page

Register for OMNY Programs

Before you begin

Who should fill out this registration form?

- The main administrator for an entity should create the account with OMNY Programs.

- After your entity is registered and approved for a program, you will be able to invite additional administrators to create their own user accounts in order to manage relevant programs or the entire program.

What information will you need?

- To complete this registration form, your will need your entity's EIN, mailing address and phone number

- Once your entity is registered, you will be able to apply for the transit programs most suited to your needs.

Already have an account? **Sign in**

If someone else at your entity has already created an account, please contact them for access.

Want to register for a personal OMNY account? **Register for OMNY**

Account Registration: Entity Information

Required Fields:

- Entity Name
- Business Type
- Entity Identification Number (EIN)

Entity information

Entity name

[   ]

Doing business as (optional)
If different than entity name

[   ]

Business Type

[Select business type   ⌄]

Entity identification number
If you are based in the US, this is your Federal Employer Identification Number or EIN. If you are not based in the US, you can enter the entity identification number for your country.

[   ]

Number of locations (optional)

[   ]

Number of members
Members are the individuals that you will make orders on behalf of, such as employees, students, patients, and so on.

[Select number of members   ⌄]

[Next]

[Select business type   ⌃]

- Fair Fares
- Government Agency, City
- Government Agency, Federal
- Government Agency, State
- NYC Health + Hospitals
- Health & Hospitals/Healthcare (NYS)
- Health & Hospital/Healthcare (Other)
- Hotel/Travel/Tourism
- MTA
- Non-Profit
- Schools K-12 (NYC Department of Education OPT)
- Schools K-12 (NYC – Public)
- Schools K-12 (Non-NYC)
- Schools – Charter/Parochial/Private
- CUNY ASAP / ACE program
- College/University (NYC)
- College/University (NYS)
- Transit Benefits - Commuter Benefit Provider
- Transit Benefits - Employer
- Other

Account Registration: Contact Information

Entity contact information

Please provide us with the primary contact information for your entity.

Primary mailing address

Country

United States of America

Street Address 1

Street Address 2 (optional)

Attention to (optional)

City

State

Select

Postal code

Additional contact information

Phone number 1

Phone number 1 type

Select...

Website (optional)
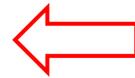
Required Fields:
- Address
- Phone Number

Required Fields:
- Email
- Name
- Phone Number
- Consent to End User License Agreements
  - OMNY Programs Terms of Use
  - OMNY Terms of Service
  - OMNY Privacy Policy

Administrator information

You will need a registered account in order to sign in and manage your entity's account.

Enter email

You will use this email address to sign in

First name

Last name

Job title (optional)

Phone number 1

Phone number 1 type

Select...

Phone number 2

Phone number 2 type

Select...

☐ I have read and agree to the **OMNY Programs Terms of Use**
☐ I have read and agree to the **OMNY Terms of Service**
☐ I have read and agree to the **OMNY Privacy Policy**

Submit

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Account Registration: Password Creation

User will be prompted to create an account password
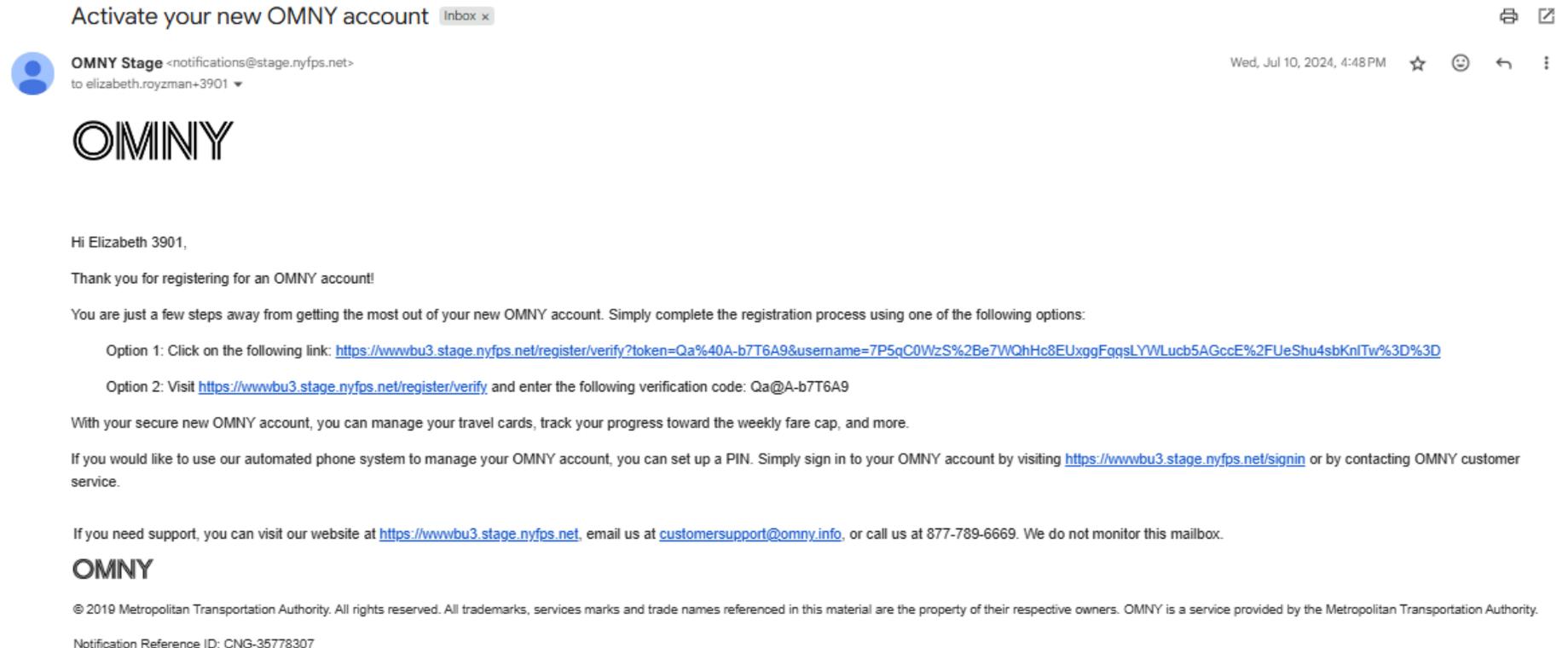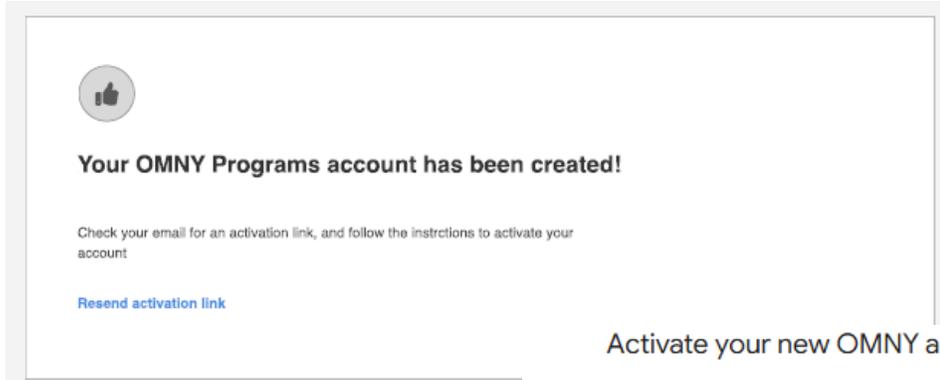
The activation link in the email expires in 24 hours. Please take prompt action.

Account Registration: Account Activation

Program Application: Sign In

Sign into your OMNY Programs portal account

Sign in to your OMNY account

Enter email address

marion.m.mcallister@gmail.com

Enter password

••••••••••••••

Forgot password?

Sign in

Don't have an OMNY Programs account? **Register**

Meant to sign into your personal OMNY account? **Go to OMNY sign in**

Program Application: Applying for an OMNY Program

Once user logs in, they will be prompted to apply for a program

Program Application: Program Types

Apply for a Program

← Select a program

[Program type]

Program Name

Entity identification number

If you are based in the US, this is your Federal Employer Identification Number or EIN. If you are not based in the US, you can enter the entity identification number for your country

☐ I certify that the entity applying for this program is an employer — certify term depends on program type being applied to

☐ I authorize the MTA to run a credit check on the entity — credit check term does not display for the Government program

Submit

Program types

Employer ✓ Approved
General ✓ Approved
School ✓ Approved
College and university ✓ Approved
Social Service Agency ✓ Approved
Healthcare ✓ Approved
Government ✓ Approved
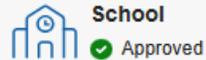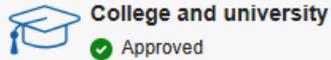
Your business type	OMNY Programs portal program type
City agency	Government Program
Federal agency	Government Program
State agency	Government Program
Health & Hospital or Healthcare (NYC)	Healthcare Program
Health & Hospital or Healthcare (NYS)	Healthcare Program
Health & Hospital or Healthcare (Other)	Healthcare Program
Hotel/travel/tourism	General
Nonprofit	Social Service
School K-12 (OPT)	School
School K-12 (NYC – Public)	School
School K-12 (non-NYC)	School
School K-12 (Private)	School
College/university NYC	College and university
College/university NYS	College and university
Pre-tax provider – Benefit provider	Employer
Pre-tax provider – Employer	Employer
Other	General

The review process typically takes 10 business days, and we may contact you for additional application details. You will see the status of the program approval/activation on your dashboard.

Navigating the portal

B2B Portal: Programs Overview

Account Homepage

Select your program to see the program dashboard

Program Dashboard

B2B Portal: Adding Payment Method

Add your payment method

Note: Contact your bank to update the MTA ACH Originator ID for an ACH debit allowable ID **before attempting add bank account information**.

- **ACH Originator ID:** 0000284343
- **Bank Account Name:** New York City Transit Authority NYCTA OMNY Revenue Account

Brooklyn School Test School

Overview   Members   Purchases ⌄   **Payment Methods**

Payment Methods

You have no saved payment methods yet.

Add a payment method to more easily complete bulk order purchases and orders for your members.

+ Add new payment method

B2B Portal: Bank Information

Add your bank account details

Add new payment method

Credit Card **Bank Account (ACH)**

Enter your bank account details

All details should be filled out by the account holder.

Name of bank or financial institution

Bank routing number

Bank account number

Bank account type

Checking

Payment method nickname (optional)

Enter a nickname to help distinguish between your payment methods. The last 4 digits of the bank account will always display.

20

Verification details

Business name

123456789   000123456789   123

└ Routing └ Account
  Number   Number
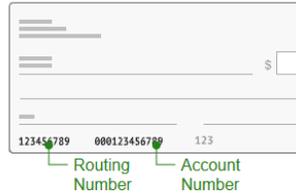
Billing address

- ⦿ **2 Broadway, Treasury, NY, NY, 10004**
- ○ **4545 Center Blvd, Apt 3016, Long Island City, NY, 11109**
- ○ **2 BROADWAY, NEW YORK, NY, 10004-2207**
- ○ **101 Mount Blue St, Norwell, MA, 02061**
- ○ **2 BROADWAY, 27TH FLOOR, NEW YORK, NY, 10004-2207**
- ○ **22 Cortlandt St, 33 Fl, New York, NY, 10007**
- ○ **915 East 7th St, Apt. 5B, Brooklyn, NY, 11230**
- ○ **Enter new address**

☐ Set this as my primary payment method ⓘ

Note: Please ensure you input your Business Name **exactly as it appears on your bank statement**. If your Business Name is greater than 20 characters, inclusive of spaces, **please only include the first 20 characters.**

Note: Credit card payments will not be accepted. Please do not add a credit card, as the option to add a credit card payment method will be removed from the portal in the coming weeks.

B2B Portal: Bank Account Details

Bank account details saved

B2B Portal: Program Status

- Once your ACH account is added, MTA will set up your program settings and fare products
- This will take a minimum of 5 business days
  - For initial program launch in February 2026, please allow additional processing time
- MTA will then change your program status from "Approved" to "Active" – then you will be able to place orders

Brooklyn School Test School

Overview   Members   Purchases ⌄   Payment Methods

Program Details

Program ID	**11**	Status	● **Active**
Billing Type	**Prepaid**	Collection Type	**Pull**
Invoice Cycle		Payment terms	
Purchase limit	**$200.00**	Next Invoice	
Balance	**$8.00**	Primary payment method	🏛 **Checking account •••1622**

Placing Orders

Placing Orders

Placing Orders: Selecting Your Fare Media

Select fare media (OMNY tickets or reloadable OMNY Cards)

Bulk order OMNY cards

Test Center

Configure media

Select the media type you want to order. You'll be able to add passes and value, and select a quantity. You may purchase multiple combinations of cards and products, as part of one order.

Reloadable OMNY Card ($1.00+)

1-Trip Pass ($0.18+)

2-Trip Pass (Qty:50) ($0.18+)

12-Trip Pass ($0.18+)

2-Trip Pass (Qty:100) ($0.18+)

Review your order

Order summary

🛒
Nothing selected

Placing Orders: Passes & Quantities

	Fare product	50-count box	100-count box	200-count box
Disposable paper OMNY tickets (not reloadable)	1-Trip Pass	–	✓	–
	2-Trip Pass	✓	✓	–
	12-Trip Pass	✓	–	–
OMNY card (reloadable)	OMNY	–	–	✓

Placing Orders: Passes & Quantities – Paper Tickets

Must be checked to load the fare on the fare media

1-Trip Pass ($0.18+)

You can load stored value or unlimited-ride passes for use on NYC subway and buses

Add passes or value

☑ 1-Trip Pass - Extended Sales

Summary

OMNY card	$0.18
1-Trip Pass - Extended Sales	$3.00
Card total	$3.18
Quantity	x 100
Total	$318.00

Select quantity of boxes of OMNY tickets

Enter number of boxes

1   x 100 cards per box

+Add

Placing Orders: Passes & Quantities – Plastic Reloadable Card

***Optionally** select stored value to include (for reloadable OMNY cards)*

Add passes or value (optional)

☑ Stored Value
Enter whole dollar amount

$0.00

Minimum: $5.00 Max amount: $315.00

*Select quantity of **boxes of OMNY cards***

Reloadable OMNY Card ($1.00+)

You can load stored value or unlimited-ride passes for use on NYC subway and buses

Add passes or value (optional)

☐ Stored Value

Summary

OMNY card	$1.00
Card total	$1.00
Quantity	x 200
Total	$200.00

Enter number of boxes

1   x 200 cards per box

+ Add

Placing Orders: Passes & Quantities

Please note that **fare media will be packaged in bags, not boxes, until further notice.** The portal language will continue to say boxes. There is no difference in quantity of cards available in bags vs. boxes.
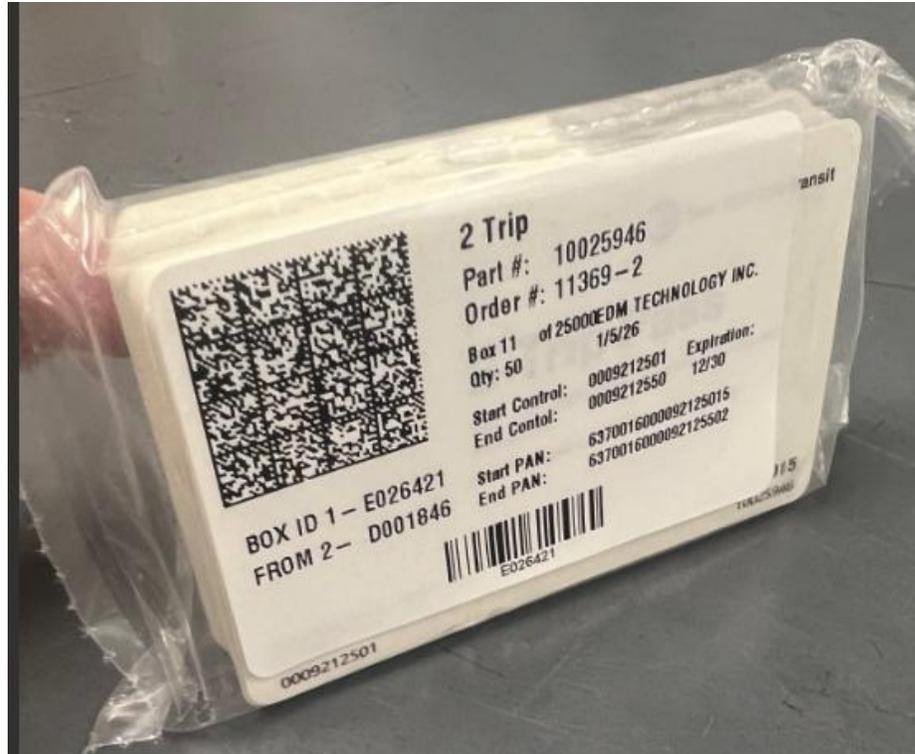
Placing Orders: Passes & Quantities

Please note that there is a **maximum of 5,000 cards allowed per order** at this time.

For 50-count boxes, the maximum order is 100 boxes
For 100-count boxes, the maximum order is 50 boxes
For 200-count boxes, the maximum order is 25 boxes

Any combination of 50-, 100-, or 200-count boxes will also be subject to the 5,000 card / ticket maximum. (E.g., 10 50-count boxes, 25 100-count boxes, and 10 200-count boxes.)

Do not purchase fare products more than 5 months in advance of the intended date of use (i.e., the days a customer requires transit access).

Placing Orders: Order Summary

Your selection will be displayed in the Order Summary

On this page, you can select additional products

Placing Orders: Shipping Information

Confirm shipping address on file or enter a new shipping address

← Configure media

Bulk order OMNY cards

Test Center

Shipping address

Test Center
2 BROADWAY
1ST FLOOR
NEW YORK, NY 10004-2207 US

Use a different shipping address

Phone number

May be used to assist delivery

🇺🇸 ⌄ | 1 (646) 252-6089

Shipping type

FedEx Shipping

Shipping Note

1 to 5 business days. Please allow 3 business days for order fulfillment prior to shipping

Shipping Instructions (optional)

Continue to payment method

Order summary

1-Trip Pass	$318.00
Quantity: 100	
• 1 x 100 cards per box	

| Subtotal | $318.00 |
| Shipping Fee | $14.42 |

| Order Total | $332.42 |

Shipping through FedEx overnight; shipping fee based on quantity ordered and weight of shipment, subject to FedEx rates

Placing Orders: Payment Method

Select payment method

Note: Credit/debit card payments will not be accepted. Accounts with credit/debit cards on file will not be able to place orders. The button to add a credit/debit card payment method will be removed from the portal in the coming weeks.

Shipping through FedEx overnight; shipping fee based on quantity ordered and weight of shipment, subject to FedEx rates

Placing Orders: Order Summary

Place order

Shipping through FedEx overnight; shipping fee based on quantity ordered and weight of shipment, subject to FedEx rates

Placing Orders: Reviewing Details & Confirming delivery

Review bulk order details and confirm order delivery.

Shipped cards are inactive by default. **By confirming the order, you will activate the cards for use. You must confirm the order in order to use the cards.**

Placing Orders: Reviewing Details & Obtaining the Manifest

Review bulk order details and download manifest (CSV format)

Placing Orders: Card Manifest

Once an order is fulfilled, an administrator can download the card manifest that lists the serial number (Column E) and the associated Transit Account ("Subsystem Account Ref" Column H) for each card.

Placing Orders: Card Manifest

Column H – Subsystem Account Ref No aka Transit Account.

The Transit Account is a 12-digit number, this is the underlying account number for every card.

Placing Orders: Reading the Card Manifest

By default, Excel will list the Card Serial Number (Column E) in scientific notation.

You need to change your default Excel settings to display the full Card Serial Number.

1) In Excel, Go to File -> Options -> Data
2) Uncheck the 2nd box "Keep first 15 digits of long numbers and display in scientific notation" under Automatic Data Conversion, and click Ok
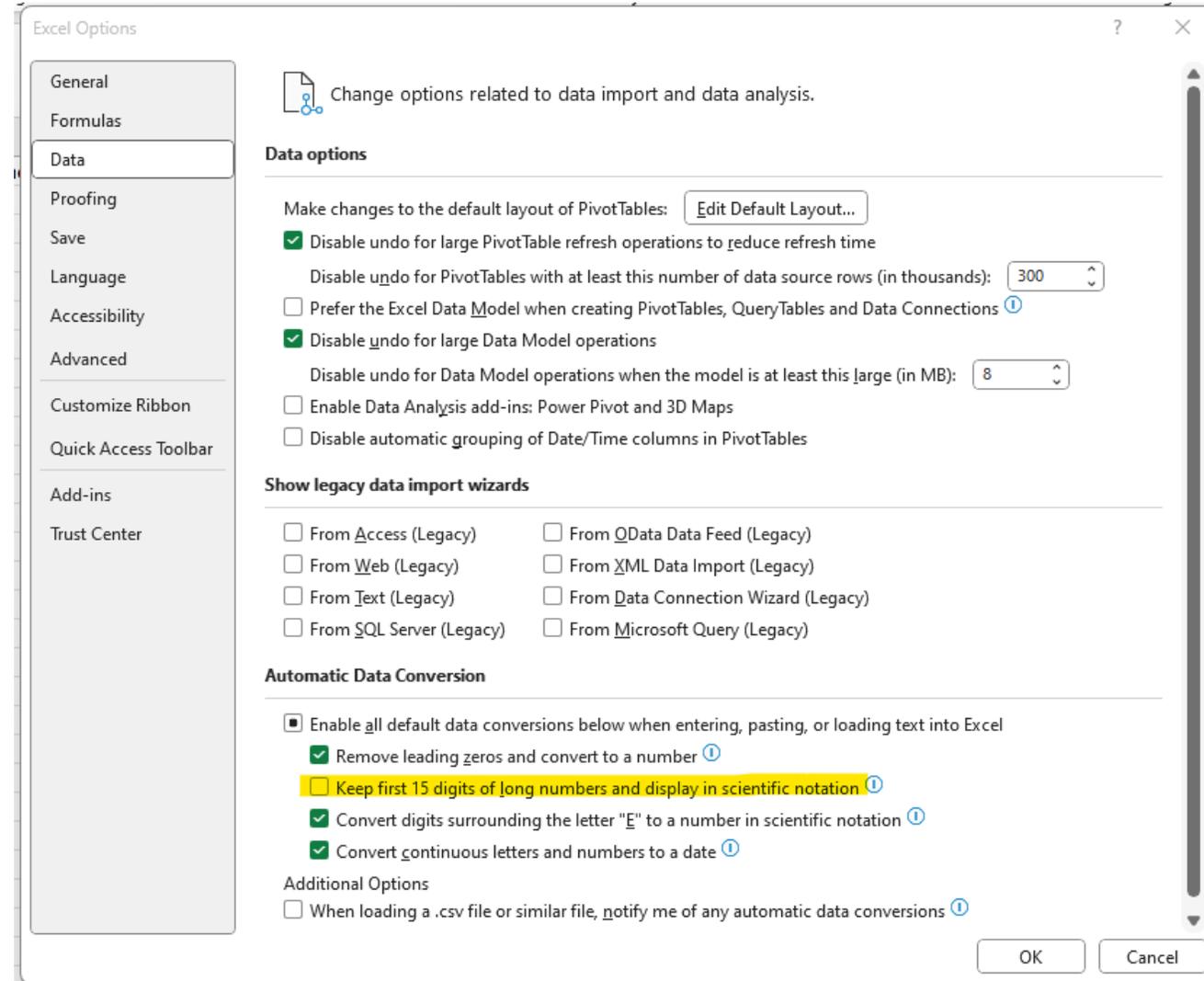
Placing Orders: Invoice Details

Order invoice details

← Invoices

Invoice FTI000005802

Invoice details

Invoice date	Dec 23, 2025
Invoice status	● Settled
Program name	Employer Test

Totals

Invoice amount	$20.00

Invoice transactions

Date	Transaction Type	Description	Order No.	Order Total
Dec 23, 2025	One time benefit load order	Order ID = 1956	1956	$20.00

Settlement transactions

Date	Transaction Type	Order No.	Amount	Settlement Amount	Payment
Dec 23, 2025	Payment	SYSPay-000000842	−$20.00	$20.00	VISA •••9276 ︿

Authorization Date	Authorization Reference No.
Dec 23, 2025	008801436165

Account Management

Account Management: Order History

Overview   Members   **Purchases** ⌄   Payment Methods

Purchases ⌃   Paymer

| Orders |
| Invoices |
| Payments |
| Balance History |
| Statement History |

Navigate to these pages using the "Purchases" dropdown menu above

Order history

Note that it will take up to 5 minutes from submitting an order for it to show in this list.

Showing: Past 12 months, any type, any status   ▽ Update filter

Date and Time	Reference No.	Order Type	Status	Invoice No.	Invoice Status	Order Total
Dec. 23, 2025 10:34 AM	1956	Adhoc Benefit Load	● Completed	FTI000005802	● Settled	$20.00
Dec. 19, 2025 3:11 PM	1937	Adhoc Benefit Load	○ Pending Approval	—	—	$10.00
Dec. 19, 2025 2:11 PM	1936	Adhoc Benefit Load	● Payment Failed	—	—	$45.00
Dec. 18, 2025 10:49 AM	1932	Adhoc Benefit Load	● Completed With Errors	FTI000005743	● Settled	$9.00
Dec. 16, 2025 11:13 AM	1928	Adhoc Benefit Load	● Payment Failed	—	—	$55.00
Dec. 12, 2025 3:49 PM	1924	Adhoc Benefit Load	● Payment Failed	—	—	$55.00

Account Management: Invoice History

Overview   Members   **Purchases ∨**   Payment Methods

Purchases ∧   Paymer

Orders

Invoices

Payments

Balance History

Statement History

Navigate to these pages using the "Purchases" dropdown menu above

Invoice history

Showing: Past 12 months, any status   ▽ Update filter

Date	Invoice No.	Status	Billing Period	Due Date	Invoice Amount
Dec 23, 2025	FTI000005802	● Settled	Dec 23, 2025—Dec 23, 2025	Dec 23, 2025	$20.00
Dec 18, 2025	FTI000005743	● Settled	Dec 18, 2025—Dec 18, 2025	Dec 18, 2025	$9.00
Dec 18, 2025	FTI_R000000313	● Credited	Dec 18, 2025—Dec 18, 2025	Dec 18, 2025	−$5.00
Oct 31, 2025	FTI000005387	○ Unsettled	Oct 31, 2025—Oct 31, 2025	Oct 31, 2025	$11.96
Feb 27, 2025	FTI000003881	● Settled	Feb 27, 2025—Feb 27, 2025	Feb 27, 2025	$35.01

Account Management: Payment History

Overview   Members   **Purchases** ⌄   Payment Methods

Purchases ∧   Paymer

Orders

Invoices

Payments

Balance History

Statement History

Navigate to these pages using the "Purchases" dropdown menu above

Payment history

Showing: Past 12 months, any status, all payment methods   ▽ Update filter

Date	Reference No.	Total	Status	Posted	Payment Method	
Feb. 24, 2025	SYSRej-000000151	$5.00	● Decline	No	🏛 •••3602	⌄
Feb. 27, 2025	SYSPay-000000591	$35.01	● Success	Yes	DISCOVER •••4638	⌄
Oct. 31, 2025	SYSRej-000000221	$11.96	● Decline	No	🏛 •••3602	⌄
Dec. 18, 2025	SYSPay-000000811	$9.00	● Success	Yes	VISA •••9276	⌄
Dec. 23, 2025	SYSPay-000000842	$20.00	● Success	Yes	VISA •••9276	⌄

Account Management: Balance History

Purchases ∧   Paymer

Orders	▽
Invoices	
Payments	
Balance History	
Statement History	

Navigate to these pages using the "Purchases" dropdown menu above

Balance history

Showing: Past 12 months   ▽ **Update filter**

Date	Transaction Type	Reference No.	Description	Status	Amount
Dec. 23, 2025	Invoice	FTI000005802	Free text invoice	● Posted	$20.00
Dec. 23, 2025	Payment	SYSPay-000000842	Customer 'B0021',FTI000005802, 12/23/2025 04:36:00 pm GMT0	● Posted	−$20.00
Dec. 18, 2025	Invoice	FTI_R000000313	Free text invoice	● Posted	−$5.00
Dec. 18, 2025	Invoice	FTI000005743	Free text invoice	● Posted	$9.00
Dec. 18, 2025	Payment	SYSPay-000000811	Customer 'B0021',FTI000005743, 12/18/2025 06:36:01 pm GMT0	● Posted	−$9.00

Account Management: Statement History

Overview   Members   **Purchases** ⌄   Payment Methods

Purchases ^   Paymer

- Orders
- Invoices
- Payments
- Balance History
- Statement History

Navigate to these pages using the "Purchases" dropdown menu above

Statement history

Showing: Past 12 months   ▽ Update filter

Statement Date	Billing Period Start Date	Billing Period End Date	Statement PDF
Jan 1, 2026	Dec 1, 2025	Dec 31, 2025	View Statement PDF
Dec 1, 2025	Nov 1, 2025	Nov 30, 2025	View Statement PDF
Nov 1, 2025	Oct 1, 2025	Oct 30, 2025	View Statement PDF
Oct 1, 2025	Sep 1, 2025	Sep 30, 2025	View Statement PDF
Sep 1, 2025	Aug 1, 2025	Aug 30, 2025	View Statement PDF
Aug 1, 2025	Jul 1, 2025	Jul 31, 2025	View Statement PDF
Jul 1, 2025	Jun 1, 2025	Jun 30, 2025	View Statement PDF
Jun 1, 2025	May 1, 2025	May 30, 2025	View Statement PDF

Account Management: Account Settings

Settings

Entity Profile   Addresses   User Settings

Entity information   Edit

Account ID	CMS000001805
Status	● Active
Name	Test NYC Dept of Homeless Services - BK Division
Doing business as	MTA
Industry	Government Agency, Federal
Website	https://omny.info/

Contact information   Edit

Administrator	Liz Royzman
Phone number	(929) 210-9398 (Home)
Address	2 BROADWAY 27TH FLOOR NEW YORK, NY 10004-2207 US

Administrators   + Add new admin

Entity Administrators

Liz Royzman (Primary)	Consultant	elizabeth.royzman@gmail.com	(929) 210-9398	⋮

Account Management: Admin

Settings

Entity Profile   Addresses   User Settings

Entity information   Edit

Account ID	CMS000001805
Status	● Active
Name	Test NYC Dept of Homeless Services - BK Division
Doing business as	MTA
Industry	Government Agency, Federal
Website	https://omny.info/

Contact information   Edit

Administrator	Liz Royzman
Phone number	(929) 210-9398 (Home)
Address	2 BROADWAY 27TH FLOOR NEW YORK, NY 10004-2207 US

Administrators   + Add new admin

Entity Administrators

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Add administrator

First name

Last name

Email

Job title

Phone number 1   Phone number 1 type

🇺🇸 ▼ [   ]   Select... ▼

Phone number 2 (optional)   Phone number 2 type

🇺🇸 ▼ [   ]   Select... ▼

Permissions

○ Entity administrator

○ Program administrator

Add

Additional Resources

OMNY Programs: Account Help

OMNY Programs: Account Help

Reloadable Cards: Member Management

You can manage your members through the OMNY Programs site.

- This allows you to enroll members, in your program so you can load transit value directly to your members' accounts.
- A Transit Account is required for each member.
- This is suitable for programs where you need to do electronic loads of aka stored value to the same group of people on a regular basis.
- Review our resources for step-by-step instructions on how to do this.

Customers can also manage their own reloadable cards with an OMNY account at omny.info.

Enrolling members is not required if you are buying non-reloadable fare cards.

Additional Resources

Visit us online at omny.info/bulk-sales

Contact us at OMNYMerchantSales@nyct.com

Watch our recorded tutorial demonstrating how to register for an account and use the OMNY Bulk Sales B2B portal on YouTube.

Final Takeaways

- You must use **ACH Pull** to pay for orders
- Orders can only be placed once your program is in Active status
  - You can start placing orders on **February 2nd, 2026**
    - Once your account is approved and you have completed linking your ACH details, please **email an activation request to OMNYMerchantSales@nyct.com** and include your **contact name and program ID.** The MTA will then activate your account.
      - Your account status must be **"Active"** to start placing orders
  - Orders will be **fulfilled on a rolling basis** as they come in
- There is a **maximum of 5,000 cards allowed per order** at this time
- Individual customers can call the OMNY Call Center with any questions/issues about their card
  - **Tel:** 877-688-0108
  - **Email:** OMNYMerchantSales@nyct.com

Q&A