

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

# You may begin placing orders on February 2<sup>nd</sup>, 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](mailto: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.

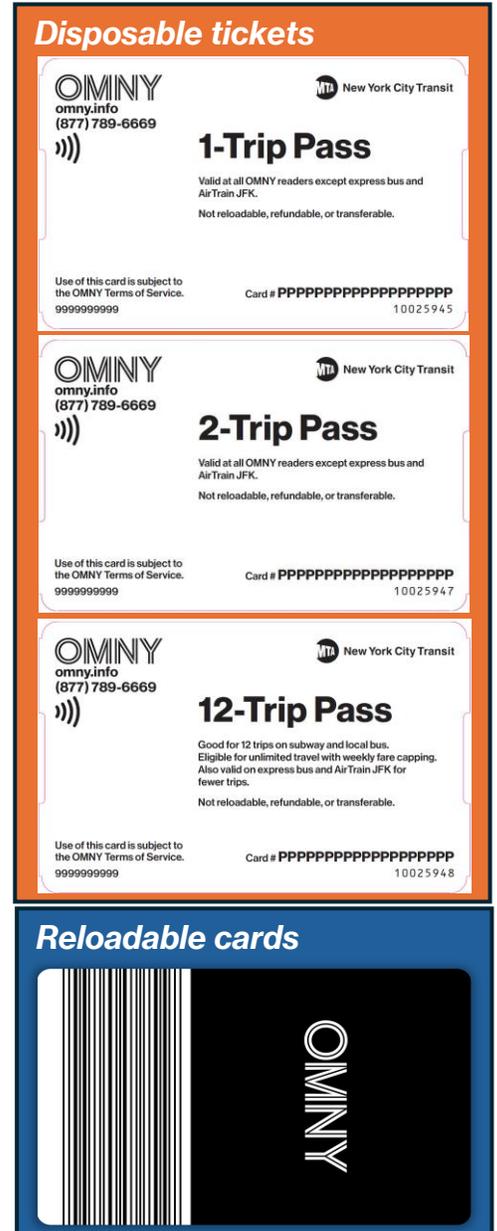
1. Government Program (*City, state, and federal agencies*)
2. Healthcare Program (*Health & hospitals or healthcare programs*)
3. Social Service (*Non-profits*)
4. School (*K-12 public and private schools*)
5. College & University
6. Employer (*Employers and Pre-tax providers*)
7. General (*Hotel, travel, 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

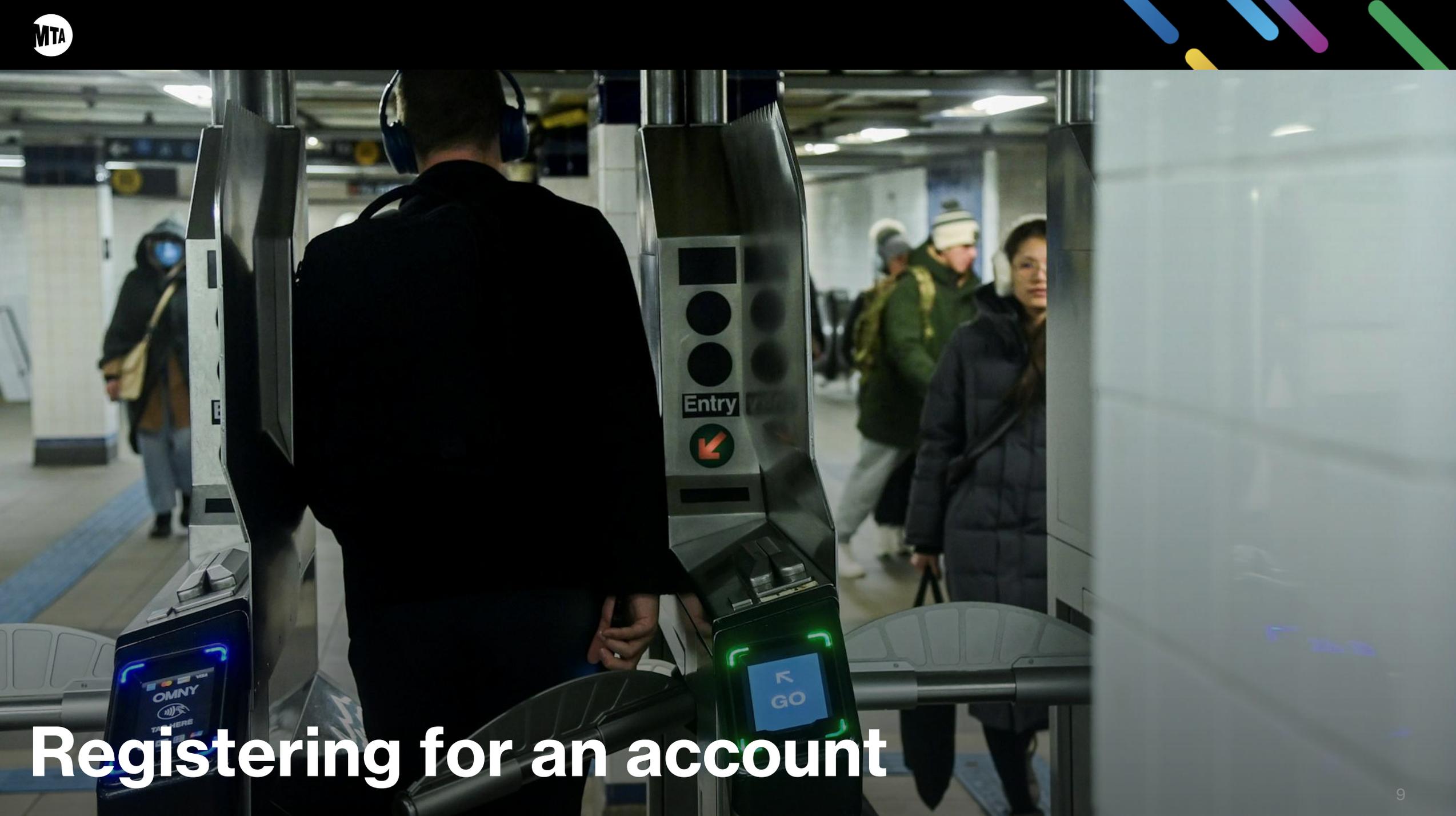
Note: All fare products allow for free transfers. (\*) All stated prices are subject to change at the MTA's discretion. (\*\*) Card validity subject to change.





# Ready to order checklist

Step	Details
<b>Confirm your contact information</b>	<ul style="list-style-type: none"><li>• Ensure your agency's contact details are up to date</li><li>• If you have not been receiving transition communications, contact <a href="mailto:OMNYMerchantSales@nyct.com">OMNYMerchantSales@nyct.com</a></li></ul>



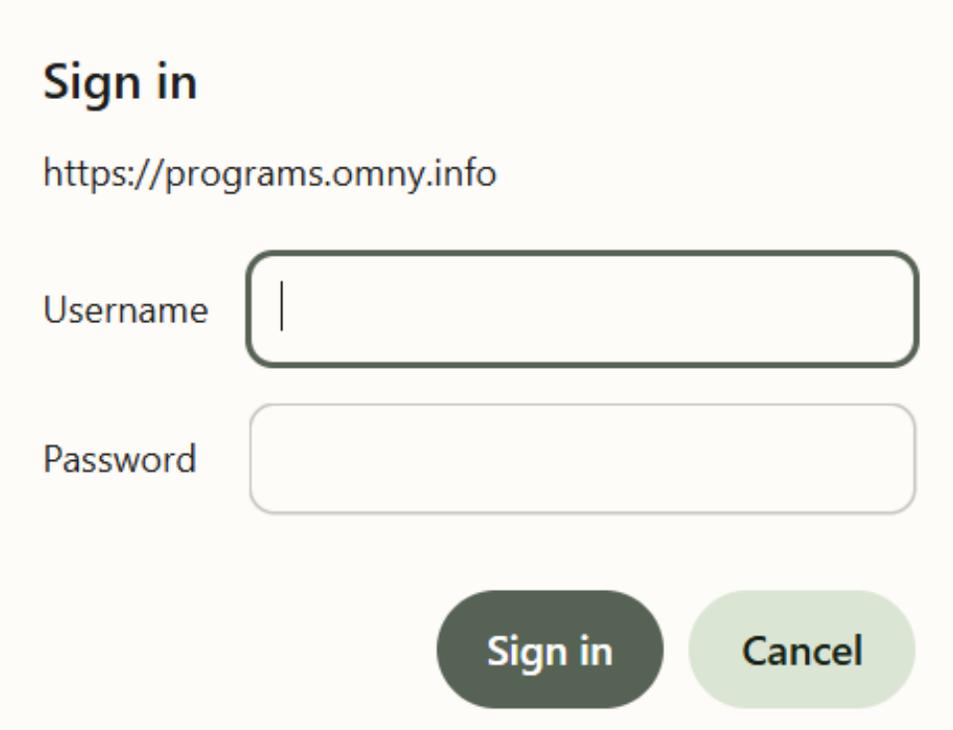
**Registering for an account**

# Account Registration: Accessing the Portal

- Go to [programs.omny.info](https://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



The screenshot shows a 'Sign in' form with the following elements:

- Sign in** (Section Header)
- <https://programs.omny.info> (URL)
- Username** label next to an empty text input field.
- Password** label next to an empty password input field.
- Sign in** button (dark green)
- Cancel** button (light green)

# 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, you 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

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 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

Street Address 1

Street Address 2 (optional)

Attention to (optional)

City

State

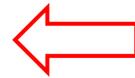
Postal code

### Additional contact information

Phone number 1

Phone number 1 type

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

Phone number 2

Phone number 2 type

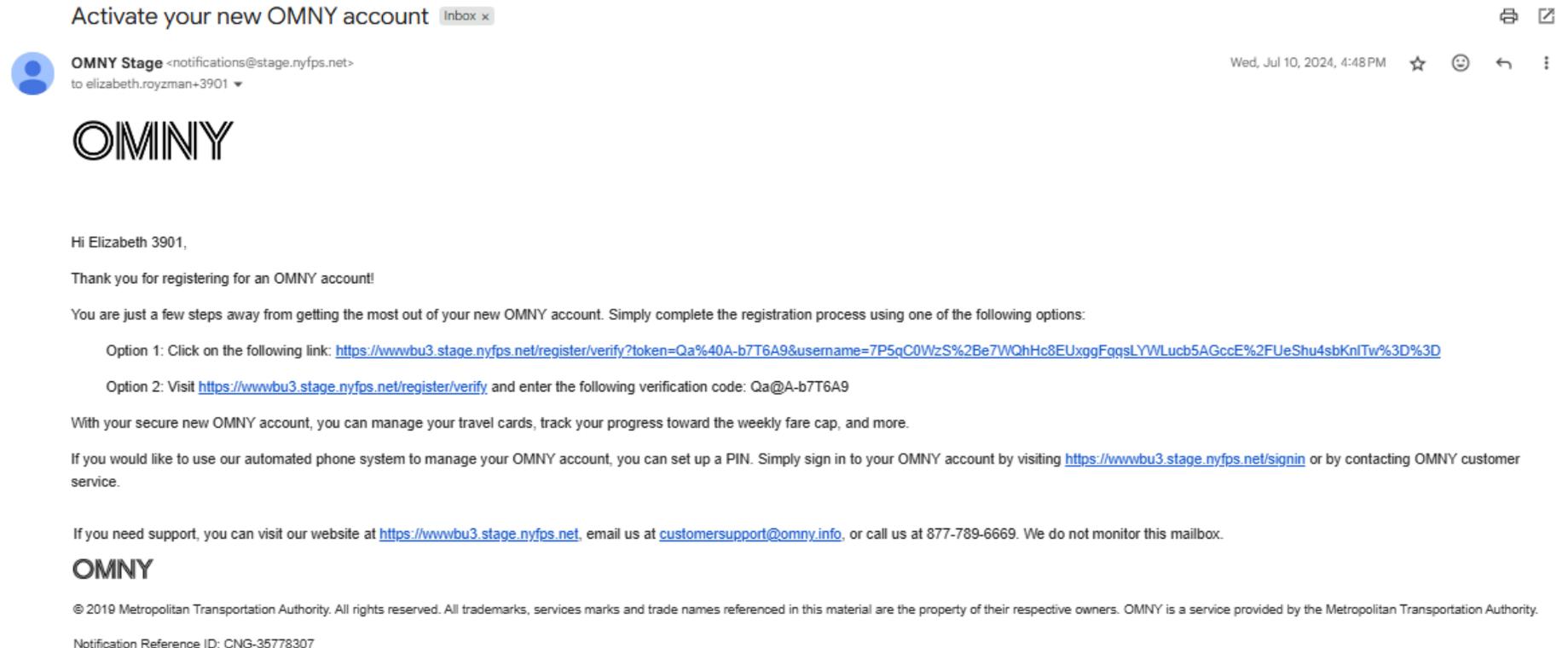
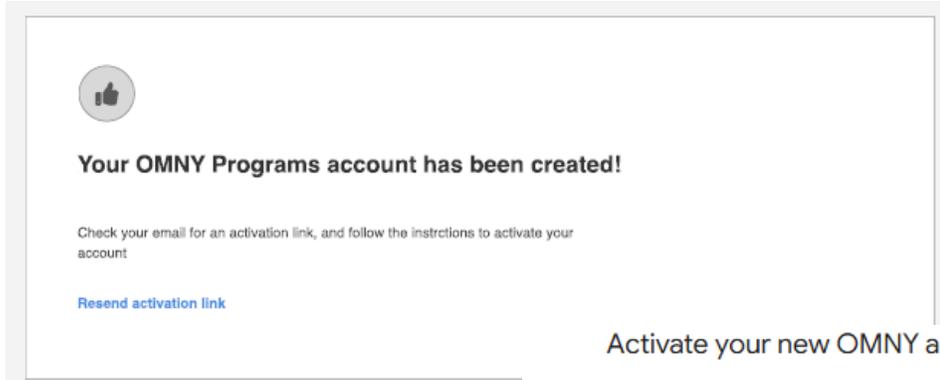
I have read and agree to the [OMNY Programs Terms of Use](#)

I have read and agree to the [OMNY Terms of Service](#)

I have read and agree to the [OMNY Privacy Policy](#)

# 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

## Activate your OMNY Programs account

Please create a password to finish setting up your OMNY Programs account. You'll be able to modify other contact information later, if you choose.

Create password

Re-enter password

Submit

**Password requirements:**

- A minimum of 8 characters
- At least one capital letter
- At least one lower case letter
- At least one number
- At least one of these characters (!@#\$%^)

# Program Application: Sign In

Sign into your OMNY Programs portal account

## Sign in to your OMNY account

Enter email address

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

## Tremco Rising Stars

### You are all set to apply for a program

You will need your entity's Tax ID / EIN and an understanding of what the organization needs in terms of managing transit benefits.

-  **Step 1** Create an OMNY Programs administrator account.
- Step 2** Fill in a program application form.
- Step 3** After submitting, it will take up to 10 business days to process the application. If the application is approved, then you will be able to start placing orders and managing your members.

[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

I authorize the MTA to run a credit check on the entity

Submit

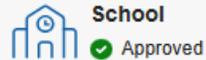
### Program types



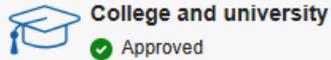
**Employer**  
Approved



**General**  
Approved



**School**  
Approved



**College and university**  
Approved



**Social Service Agency**  
Approved



**Healthcare**  
Approved



**Government**  
Approved

*certify term depends on program type being applied to*

*credit check term does not display for the Government program*

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

The Account Homepage features a top navigation bar with 'Help' and 'Sign Out' options. Below this is the 'OMNY Programs' header with 'Programs' and 'Settings' links. The main content area is titled 'Test NYC Dept of Homeless Services - BK Division' and displays a list of 19 programs. A red box highlights the 'Brooklyn School Test' program, which is marked as 'Active'. To the right, a 'Program types' sidebar lists categories like Employer, General, School, College and university, and Social Service Agency, all with 'Approved' status.

## Program Dashboard

The Program Dashboard for 'Brooklyn School Test' (School) includes tabs for 'Overview', 'Members', 'Purchases', and 'Payment Methods'. The 'Overview' tab is active, showing 'Program Details' such as Program ID 11, Billing Type 'Prepaid', and a balance of \$8.00. It also lists 'Recent orders' in a table with columns for Date, Transaction Type, Status, Reference No., and Order Total. A 'Bulk order OMNY cards' button is located at the bottom.

Date	Transaction Type	Status	Reference No.	Order Total
Dec 22, 2025	Adhoc Benefit Load	Payment Failed	1942	\$22.00
Dec 19, 2025	Adhoc Benefit Load	Payment Failed	1934	\$14.00
Dec 17, 2025	Adhoc Benefit Load	Payment Successful	1931	\$20.00

Select your program to see the program dashboard

# B2B Portal: Adding Payment Method

Add your payment method

## 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](#)

**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

# 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

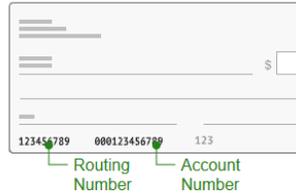
Bank account type

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.

#### Verification details

Business name



#### 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

## Brooklyn School Test School

Overview   Members   Purchases ▼   **Payment Methods**

### Payment Methods

[+ Add new payment method](#)



Checking account •••1622 (Primary)

[Manage](#) ▼

# 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	<b>Checking account</b> ***1622



# Placing Orders

# Placing Orders

## Test Center Healthcare

[Overview](#)
[Members](#)
[Purchases](#)
[Payment Methods](#)

### Program Details ⋮

Program ID	62	Status	<span style="color: green;">●</span> Active
Billing Type	Prepaid	Collection Type	Pull
Invoice Cycle	—	Payment terms	—
Purchase limit	\$1,000.00	Next Invoice	—
Balance	—	Primary payment method	Visa ****4578

### Recent orders [View all orders](#)

Date	Transaction Type	Status	Reference No.	Order Total
Jan 28, 2026	Adhoc Bulk Media	<span style="color: orange;">●</span> Pending Approval	<a href="#">200164</a>	\$216.79
Jan 28, 2026	Adhoc Bulk Media	<span style="color: orange;">●</span> Pending Approval	<a href="#">200163</a>	\$17.79
Dec 23, 2025	Adhoc Benefit Load	<span style="color: green;">●</span> Completed	<a href="#">1957</a>	\$10.00

Bulk order OMNY cards

# 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+)

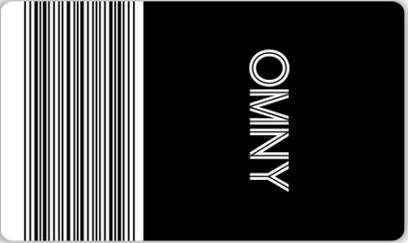
Review your order

### 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)	 <p><b>1-Trip Pass</b> Valid at all OMNY readers except express bus and AirTrain JFK. Not reloadable, refundable, or transferable.</p>	-	✓	-
	 <p><b>2-Trip Pass</b> Valid at all OMNY readers except express bus and AirTrain JFK. Not reloadable, refundable, or transferable.</p>	✓	✓	-
	 <p><b>12-Trip Pass</b> 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.</p>	✓	-	-
OMNY card (reloadable)		-	-	✓

# 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
<b>Card total</b>	<b>\$3.18</b>
Quantity	x 100
<b>Total</b>	<b>\$318.00</b>

Enter number of boxes

x 100 cards per box

+ Add

*Select quantity of **boxes** of OMNY tickets*

# 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  
  
 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

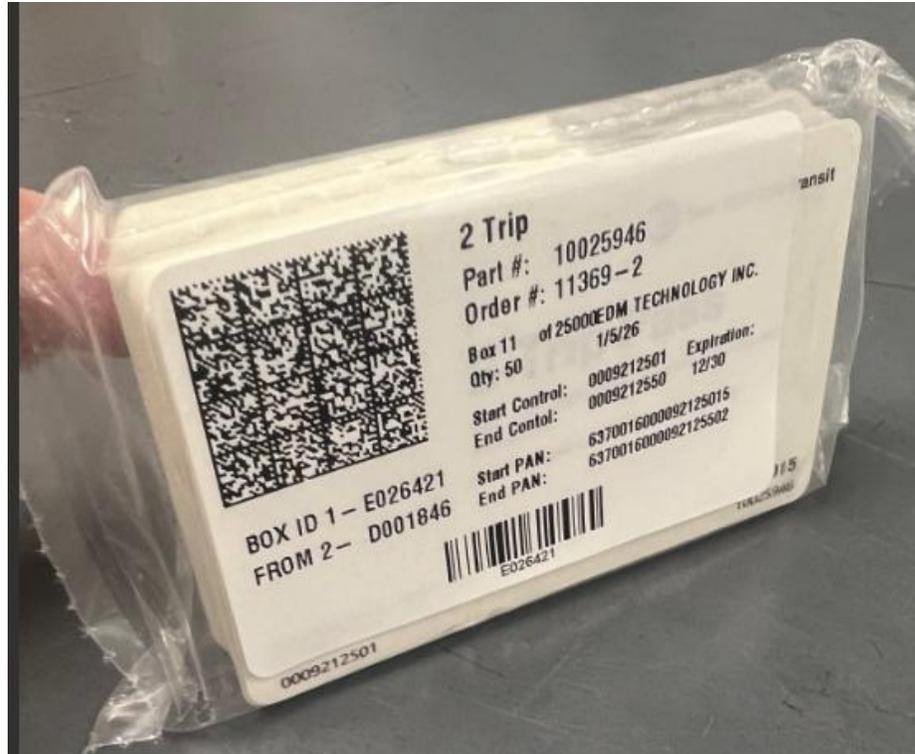
OMNY card	\$1.00
Card total	\$1.00
Quantity	x 200
<b>Total</b>	<b>\$200.00</b>

Enter number of boxes

x 200 cards per box

# 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

## 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+)

Continue to checkout

### Order summary

1-Trip Pass \$318.00

1-Trip Pass - Extended  
Sales: \$3.00

Quantity: 100  
• 1 x 100 cards per box

[Edit](#) [Remove](#)

Subtotal \$318.00

# 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

<b>1-Trip Pass</b>	<b>\$318.00</b>
Quantity: 100	• 1 x 100 cards per box
Subtotal	\$318.00
Shipping Fee	\$14.42
<b>Order Total</b>	<b>\$332.42</b>

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

[← Shipping](#)

## Bulk order OMNY cards

Test Center

[Review your order](#)

### Payment method

If you want to use a new bank account (ACH), you must add it on your program's [payment method page](#).

Checking account \*\*\*1622

New credit/debit card

### Invoice date

January 29, 2026

Remaining Purchase Limit **\$982.21**

### Order summary

1-Trip Pass	\$318.00
Quantity: 100	
• 1 x 100 cards per box	
Subtotal	\$318.00
Shipping Fee	\$14.42
<b>Order Total</b>	<b>\$332.42</b>

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

**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.

# Placing Orders: Order Summary

Place order

← [Payment method](#)

## Bulk order OMNY cards

Test Center

### Order summary

Please confirm your order summary, shipping address, and payment method before placing your order.

<b>1-Trip Pass</b>	<b>\$318.00</b>
Quantity: 100	
• 1 x 100 cards per box	
<hr/>	
Subtotal	\$318.00
Shipping Fee	\$14.42
<hr/>	
<b>Order Total</b>	<b>\$332.42</b>

OMNY Programs will review your order and will confirm whether or not it is approved. You will be notified via email.

[Place order](#)

### Shipping address

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

Phone number  
+16462526089

Shipping type  
FedEx Shipping

Shipping Instructions (optional)

[Edit shipping information](#)

### Payment method

Amount: \$332.42

Checking account \*\*\*1622

[Use a different payment method](#)

### Invoice date

January 29, 2026

Remaining Purchase Limit **\$982.21**

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

**Your order has been submitted for review.**

A confirmation email has been sent to you. You'll be notified once OMNY Programs has reviewed your order.

# 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.**

The screenshot shows a web browser window with the URL `programs.stage.ny/ps.net/account/program/219/purchases/order-details/2682`. The browser's address bar and tabs are visible at the top. The main content area displays a table of order items with the following columns: Transit Account #, Card #, Retail Control #, Status, Expiration date, Fulfillment ID, Box #, and Carton #. The table contains 10 rows of data, all with a status of 'Fulfilled'. A modal dialog box is overlaid on the table, titled 'Confirm items received'. The dialog contains the text: 'Please ensure that every item in this shipping batch was received before confirming. All fare media will be activated upon confirmation.' Below the text are two buttons: 'Yes, confirm order' (highlighted in blue) and 'No, do not confirm'. At the bottom right of the page, a button labeled 'Confirm items received' is highlighted with a red rectangle. The shipping details section at the bottom of the page shows: Shipping Date: Nov 17, 2025; Shipping Carrier: FedEx; Estimated Delivery: Feb 9, 2023; Tracking No: FedEx 794952194023.

Transit Account #	Card #	Retail Control #	Status	Expiration date	Fulfillment ID	Box #	Carton #
440084452802	***1273	1434105955	Fulfilled	Dec 1, 2033	3024	BDB-000005	BDCT-000005
440084452794	***1315	1100007458	Fulfilled	Dec 1, 2033	3025	BDB-000005	BDCT-000005
440084452844	***1323	1579475017	Fulfilled	Dec 1, 2033	3026	BDB-000005	BDCT-000005
440084452836	***1349	1508763624	Fulfilled	Dec 1, 2033	3027	BDB-000005	BDCT-000005
440084452851	***1350	1265508782	Fulfilled	Dec 1, 2033	3028	BDB-000005	BDCT-000005
440084452810	***1364	1111808170	Fulfilled	Dec 1, 2033	3029	BDB-000005	BDCT-000005
440084452828	***14		Fulfilled	Dec 1, 2033	3030	BDB-000005	BDCT-000005
440084452869	***14		Fulfilled	Dec 1, 2033	3031	BDB-000005	BDCT-000005
440084452877	***14		Fulfilled	Dec 1, 2033	3032	BDB-000005	BDCT-000005
440084452885	***14		Fulfilled	Dec 1, 2033	3033	BDB-000005	BDCT-000005

Shipping Date: Nov 17, 2025  
 Shipping Carrier: FedEx  
 Estimated Delivery: Feb 9, 2023  
 Tracking No: FedEx 794952194023

# Placing Orders: Reviewing Details & Obtaining the Manifest

Review bulk order details and download manifest (CSV format)

← Orders

## Order 189514

Order details		Shipping		Totals	
Order date/time	Oct 30, 2025, 06:49 AM	Shipping to	2 Broadway	Subtotal	\$92.40
Last updated date/time	Oct 31, 2025, 12:22 AM		New York, NY 10004	Shipping	\$0.00
Order type	Adhoc Bulk Media	Shipping type	Standard Shipping	Order total	\$92.40
Order status	● Completed	Shipping notes	for 10/30 prod test	Invoice no.	FTI000005370
Channel	B2BAdmin			Invoice status	● Unpaid

### Item details

ID	Media Name	Media Cost	Fare Product	Price	Qty	Item Total	Fulfilled
189512			1-Trip Pass - Extended Sales	\$2.90	30	\$92.40	30 / 0

[Print](#)

### Shipment details

**Shipping Batch 475**

ID	Media Name	Shipped Qty
189512	Test 1-Trip Generic Media 42	30

Shipping Date: Oct 30, 2025

Shipping Carrier: —

Estimated Delivery: —

Tracking No: —

[Download CSV](#)

# 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.

The screenshot shows an Excel spreadsheet with the following data:

	B	C	D	E	F	G	H	I
1	Line Item ID	Fulfillment Media ID	Media Name	Card Serial Number	Expiration Date	Subsystem Enum	Subsystem Account Ref	Media Fulfillment Status
2	189512	4903715	Test 1-Trip Generic Media 42	6490016000065420419	12/31/2030	ABP	440937487258	Fulfilled
3	189512	4903716	Test 1-Trip Generic Media 42	6490016000065420427	12/31/2030	ABP	440939487241	Fulfilled
4	189512	4903717	Test 1-Trip Generic Media 42	6490016000065420435	12/31/2030	ABP	440934487142	Fulfilled
5	189512	4903718	Test 1-Trip Generic Media 42	6490016000065420443	12/31/2030	ABP	440935487225	Fulfilled
6	189512	4903719	Test 1-Trip Generic Media 42	6490016000065420450	12/31/2030	ABP	440921487233	Fulfilled
7	189512	4903720	Test 1-Trip Generic Media 42	6490016000065420468	12/31/2030	ABP	440911487209	Fulfilled

# Placing Orders: Card Manifest

Column H – Subsystem Account Ref No aka Transit Account.

	A	B	C	D	E	F	G	H	I	J	K
1	Shipment	Line Item I	Fulfillmen	Media Na	Card Seria	Expiration	Subsystem	Subsystem Account Ref	Media Fulfillment Status		
2	158	1837	1683443	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
3	158	1837	1683442	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
4	158	1837	1683441	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
5	158	1837	1683440	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
6	158	1837	1683439	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
7	158	1837	1683438	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
8	158	1837	1683437	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
9	158	1837	1683436	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
10	158	1837	1683435	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
11	158	1837	1683434	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
12	158	1837	1683433	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
13	158	1837	1683432	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
14	158	1837	1683431	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
15	158	1837	1683430	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
16	158	1837	1683429	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		

The screenshot shows the 'Number' group in the Excel ribbon selected. The dropdown menu is open, showing various number formats. The 'Number' option is highlighted in yellow, and the 'Number' group in the ribbon is also highlighted in yellow.

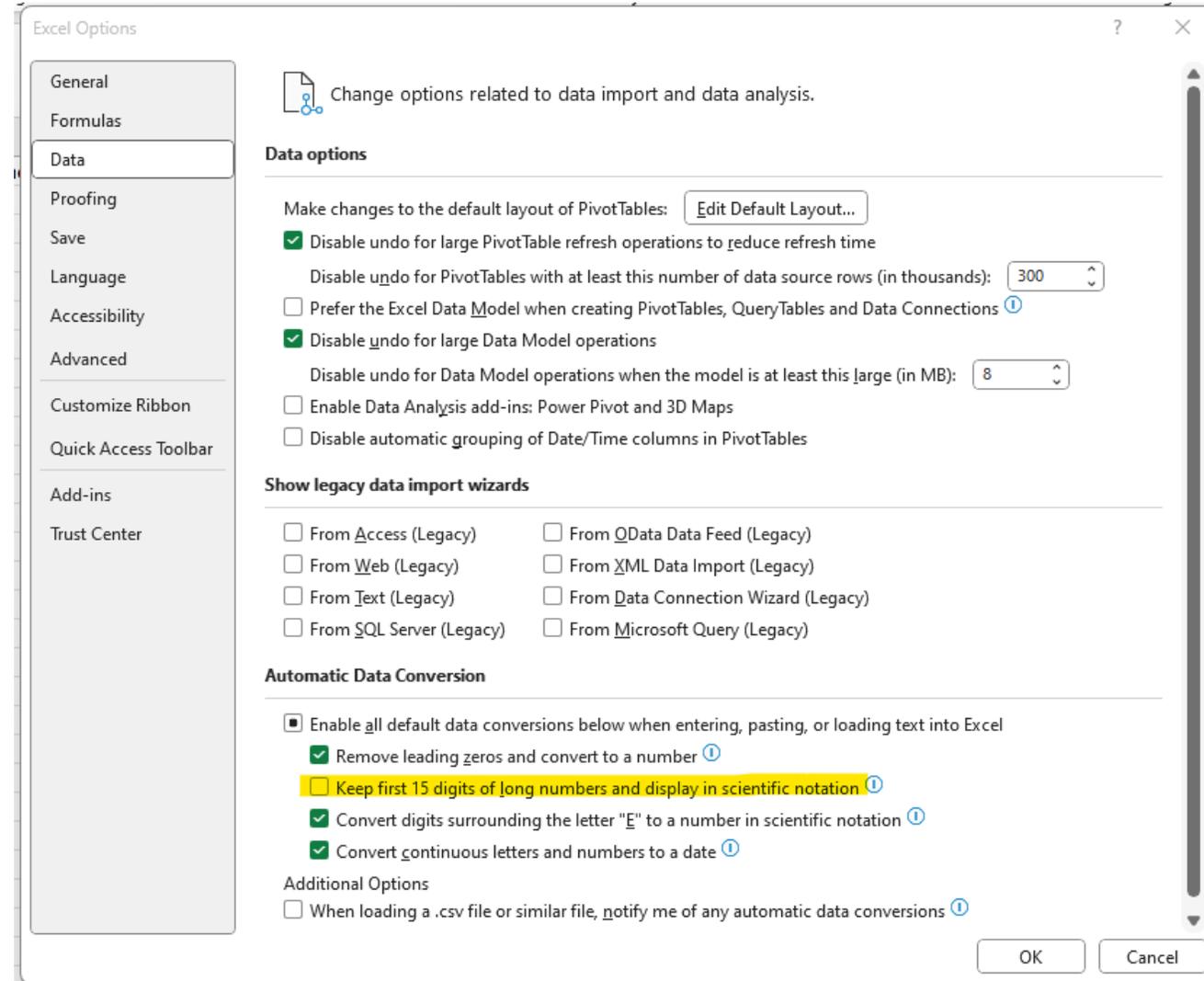
The Transit Account is a 12-digit number, this is the underlying account number for every card.

# 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	<a href="#">1956</a>	\$20.00

### Settlement transactions

Date	Transaction Type	Order No.	Amount	Settlement Amount	Payment
Dec 23, 2025	Payment	SYSPay-000000842	-\$20.00	\$20.00	●●●9276 <a href="#">↑</a>
<b>Authorization Date</b>	<b>Authorization Reference No.</b>				
Dec 23, 2025	008801436165				



# Account Management

# Account Management: Order History

Overview **Members** **Purchases** ▾ Payment Methods

**Purchases** ^ Payment

- 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	<a href="#">1956</a>	Adhoc Benefit Load	● Completed	<a href="#">FTI000005802</a>	● Settled	\$20.00
Dec. 19, 2025 3:11 PM	<a href="#">1937</a>	Adhoc Benefit Load	● Pending Approval	—	—	\$10.00
Dec. 19, 2025 2:11 PM	<a href="#">1936</a>	Adhoc Benefit Load	● Payment Failed	—	—	\$45.00
Dec. 18, 2025 10:49 AM	<a href="#">1932</a>	Adhoc Benefit Load	● Completed With Errors	<a href="#">FTI000005743</a>	● Settled	\$9.00
Dec. 16, 2025 11:13 AM	<a href="#">1928</a>	Adhoc Benefit Load	● Payment Failed	—	—	\$55.00
Dec. 12, 2025 3:49 PM	<a href="#">1924</a>	Adhoc Benefit Load	● Payment Failed	—	—	\$55.00

# Account Management: Invoice History

Overview   Members   **Purchases** ▾   Payment Methods

Purchases ^   Payment

- 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	<a href="#">FTI000005802</a>	● Settled	Dec 23, 2025—Dec 23, 2025	Dec 23, 2025	\$20.00
Dec 18, 2025	<a href="#">FTI000005743</a>	● Settled	Dec 18, 2025—Dec 18, 2025	Dec 18, 2025	\$9.00
Dec 18, 2025	<a href="#">FTI_R000000313</a>	● Credited	Dec 18, 2025—Dec 18, 2025	Dec 18, 2025	-\$5.00
Oct 31, 2025	<a href="#">FTI000005387</a>	● Unsettled	Oct 31, 2025—Oct 31, 2025	Oct 31, 2025	\$11.96
Feb 27, 2025	<a href="#">FTI000003881</a>	● Settled	Feb 27, 2025—Feb 27, 2025	Feb 27, 2025	\$35.01

# Account Management: Payment History

Overview   Members   **Purchases** ▾   Payment Methods

**Purchases** ^   Payment

- 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	...4638 ▾
Oct. 31, 2025	SYSRej-000000221	\$11.96	● Decline	No	...3602 ▾
Dec. 18, 2025	SYSPay-000000811	\$9.00	● Success	Yes	...9276 ▾
Dec. 23, 2025	SYSPay-000000842	\$20.00	● Success	Yes	...9276 ▾

# Account Management: Balance History

Overview Members **Purchases** ▾ Payment Methods

Purchases ^ Payment

- 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** ^ Payment

- 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	<a href="#">View Statement PDF</a>
Dec 1, 2025	Nov 1, 2025	Nov 30, 2025	<a href="#">View Statement PDF</a>
Nov 1, 2025	Oct 1, 2025	Oct 30, 2025	<a href="#">View Statement PDF</a>
Oct 1, 2025	Sep 1, 2025	Sep 30, 2025	<a href="#">View Statement PDF</a>
Sep 1, 2025	Aug 1, 2025	Aug 30, 2025	<a href="#">View Statement PDF</a>
Aug 1, 2025	Jul 1, 2025	Jul 31, 2025	<a href="#">View Statement PDF</a>
Jul 1, 2025	Jun 1, 2025	Jun 30, 2025	<a href="#">View Statement PDF</a>
Jun 1, 2025	May 1, 2025	May 30, 2025	<a href="#">View Statement PDF</a>



# 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	<a href="https://omny.info/">https://omny.info/</a>

### 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

<b>Liz Royzman (Primary)</b>	Consultant	elizabeth.royzman@gmail.co m	(929) 210-9398	⋮
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# Account Management: Admin

## Settings

Entity Profile   Addresses   User Settings

<b>Entity information</b> <a href="#">Edit</a>	<b>Contact information</b> <a href="#">Edit</a>
Account ID: CMS000001805	Administrator: Liz Royzman
Status: ● Active	Phone number: (929) 210-9398 (Home)
Name: Test NYC Dept of Homeless Services - BK Division	Address: 2 BROADWAY 27TH FLOOR NEW YORK, NY 10004-2207 US
Doing business as: MTA	
Industry: Government Agency, Federal	
Website: <a href="https://omny.info/">https://omny.info/</a>	

### Administrators

#### Entity Administrators

Liz Royzman (Primary)	Consultant	elizabeth.royzman@gmail.com	(929) 210-9398	⋮
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[+ Add new admin](#)

### Add administrator

First name

Last name

Email

Job title

Phone number 1  
  Phone number 1 type

Phone number 2 (optional)  
  Phone number 2 type

### Permissions

Entity administrator

Program administrator

[Add](#)



# Additional Resources

# OMNY Programs: Account Help



## Frequently asked questions

### Browse by topic:

#### How it works

Learn how OMNY Programs accounts work, what fare products are available for purchase, and how to place bulk orders.

#### Types of programs

Learn about each program type and its eligibility requirements.

#### Program members

Manage your program members and learn how OMNY member accounts work.

#### Orders and billing

Manage your payment methods and orders.

### Helpful links

Want to check your travel information?

[Create an OMNY Programs account >](#)

[Sign into your OMNY Programs account >](#)

Want to know if your organization is eligible?

[See eligibility requirements >](#)

Why use OMNY Programs?

[See the benefits >](#)

# OMNY Programs: Account Help



## Contact us

Read our frequently asked questions for answers to common questions about OMNY Programs.

[Visit the FAQ](#)

### Customer service for organizations

If you are a program administrator, please email us at [omnymerchantsales@nyct.com](mailto:omnymerchantsales@nyct.com). We will respond within 24-48 hours.

### Customer service for individuals /members

If you are an OMNY customer or member of a program, please contact OMNY customer service by visiting [omny.info/contact](https://omny.info/contact) and submitting the online form, or by calling 877-789-6669. The OMNY customer service center is open 7 days a week, from 6 am to 10 pm.

## FAQ topics

[How it works](#)

[Types of programs](#)

[Program members](#)

[Orders and billing](#)

# 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](https://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](https://omny.info/bulk-sales)

Contact us at [OMNYMerchantSales@nyct.com](mailto: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 2<sup>nd</sup>, 2026**
    - Once your account is approved and you have completed linking your ACH details, please **email an activation request to [OMNYMerchantSales@nyct.com](mailto: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](mailto:OMNYMerchantSales@nyct.com)



# Q&A