OMNY

OMNY Programs Member Management: Bulk Value Loads to OMNY Cards

January 2026

Agenda

- Member management overview
- Uploading members
- Loading value onto members' OMNY Cards
- Reviewing completed orders

Overview

Member Management Overview

- You can enroll members in your program so you can **load value onto their OMNY Cards.**
  - This is most suitable for programs that wish to provide **recurring electronic loads of transit value to the same group of people.**

- **Only plastic, reloadable OMNY** cards are eligible for electronic value loads to member accounts.
  - To upload members, you **need to have previously purchased OMNY plastic reloadable cards,** either through the OMNY Programs portal or at a vending machine.

- To enroll members, you need to provide their **Transit Accounts and Member ID**
  - You can pull the Transit Accounts from the card manifest
  - You provide the Member ID – can be their organization's employee ID

- For each member, you will elect a **stored value total,** ranging from $5.00-$315.00. Stored value can be set up as **pre-tax or post-tax,** depending on your organization.

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 media fee	6 months from first tap	✓	✓	✓	✓	✓		
	2-Trip	2x fare + $0.18 media fee		✓	✓	✓	✓	✓		
	12-Trip	$35 + $0.18 media fee		✓	✓	✓	✓	✓		
OMNY cards (reloadable)	OMNY Card	Cost of selected value + $1 media 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

Reloadable cards

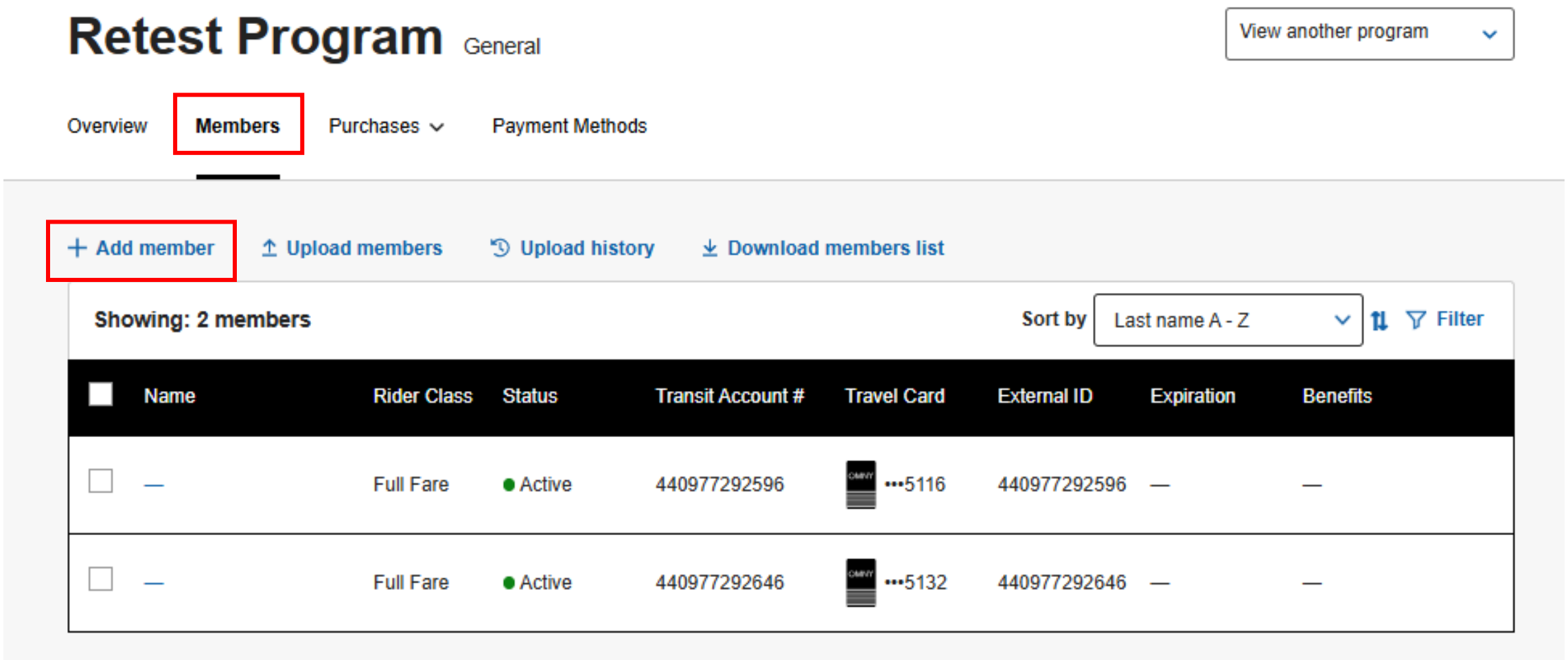
Two fare value load options are available

	Description	OMNY card source	Stored value	Reloads	Eligible program types
OMNY Cards & value loads	Can use the OMNY Programs portal to: 1. Purchase **new plastic reloadable OMNY cards** 2. **Load fare value** on OMNY Cards	OMNY Programs portal, vending machines, or retail	**$5 - $315** per card, per order	• **For B2B admins:** via OMNY Programs portal • **Customers:** via vending machines, online at OMNY.info, at retail, or by calling OMNY Call Center	Government, Healthcare, Social Service, School, College & University, Employer (Pre-tax benefits)
Value loads only	Can use the OMNY Programs portal to: 1. **Load fare value** onto **existing OMNY cards**	Vending machines or retail			All program types

Note: Plastic reloadable OMNY cards follow the same rules, terms, and conditions outlined on OMNY.info, including free transfer policies, eligible NYCT and partner transit services, and applicable media fees.

How to Upload Members

Add Member


Retest Program
General
View another program
Overview
Members
Purchases
Payment Methods
+ Add member
Upload members
Upload history
Download members list
Showing: 2 members
Sort by
Last name A - Z
Filter
Name
Rider Class
Status
Transit Account #
Travel Card
External ID
Expiration
Benefits
—
Full Fare
Active
440977292596
•••5116
440977292596
—
—
—
Full Fare
Active
440977292646
•••5132
440977292646
—
—

Add Member

Add a member

Retest Program

Member details

Transit Account #

This 12-digit number will be provided to you by your member, or can be found in your bulk order details

First Name (optional)

Last Name (optional)

Email (optional)

External ID

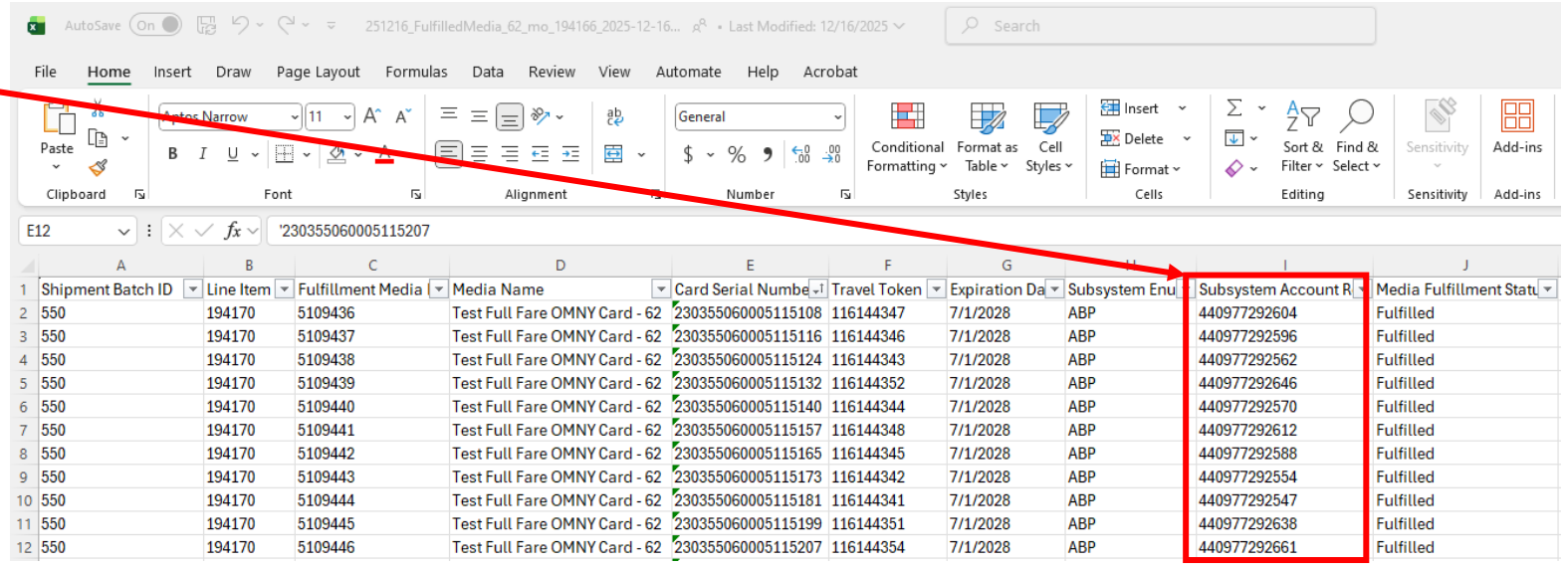
This is the member's unique identification number used by your entity.

Membership expiration date (optional)

mm/dd/yyyy

Next

The Transit Accounts can be found in your OMNY card manifest, which can be downloaded from your media order details page

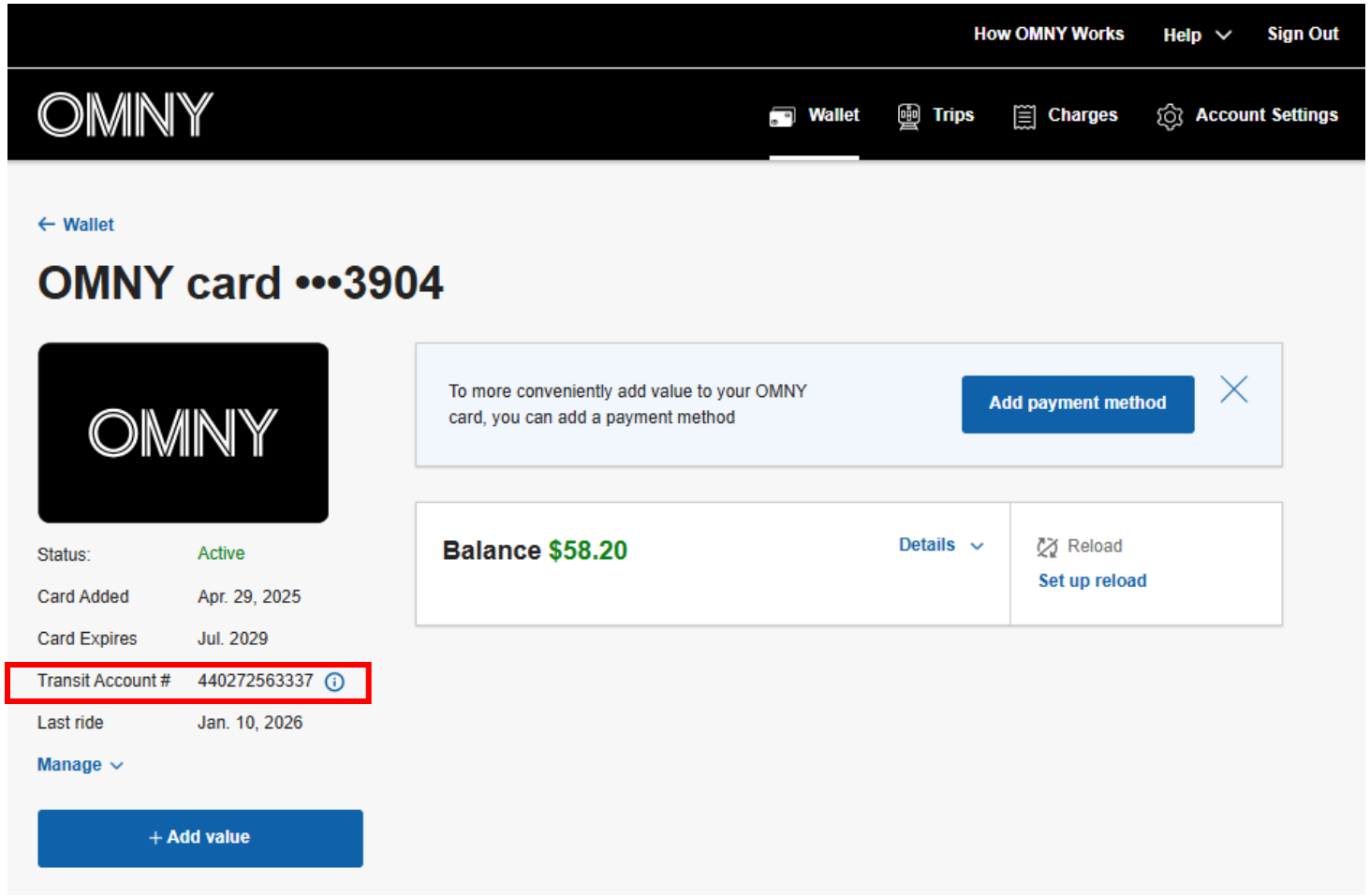


	A	B	C	D	E	F	G	H	I	J
1	Shipment Batch ID	Line Item	Fulfillment Media	Media Name	Card Serial Numbe	Travel Token	Expiration Da	Subsystem Enu	Subsystem Account R	Media Fulfillment Statu
2	550	194170	5109436	Test Full Fare OMNY Card - 62	230355060005115108	116144347	7/1/2028	ABP	440977292604	Fulfilled
3	550	194170	5109437	Test Full Fare OMNY Card - 62	230355060005115116	116144346	7/1/2028	ABP	440977292596	Fulfilled
4	550	194170	5109438	Test Full Fare OMNY Card - 62	230355060005115124	116144343	7/1/2028	ABP	440977292562	Fulfilled
5	550	194170	5109439	Test Full Fare OMNY Card - 62	230355060005115132	116144352	7/1/2028	ABP	440977292646	Fulfilled
6	550	194170	5109440	Test Full Fare OMNY Card - 62	230355060005115140	116144344	7/1/2028	ABP	440977292570	Fulfilled
7	550	194170	5109441	Test Full Fare OMNY Card - 62	230355060005115157	116144348	7/1/2028	ABP	440977292612	Fulfilled
8	550	194170	5109442	Test Full Fare OMNY Card - 62	230355060005115165	116144345	7/1/2028	ABP	440977292588	Fulfilled
9	550	194170	5109443	Test Full Fare OMNY Card - 62	230355060005115173	116144342	7/1/2028	ABP	440977292554	Fulfilled
10	550	194170	5109444	Test Full Fare OMNY Card - 62	230355060005115181	116144341	7/1/2028	ABP	440977292547	Fulfilled
11	550	194170	5109445	Test Full Fare OMNY Card - 62	230355060005115199	116144351	7/1/2028	ABP	440977292638	Fulfilled
12	550	194170	5109446	Test Full Fare OMNY Card - 62	230355060005115207	116144354	7/1/2028	ABP	440977292661	Fulfilled

You provide the External ID - the unique identifier for your member
If you do not have a unique identifier for your members, you can use the Transit Account in this field

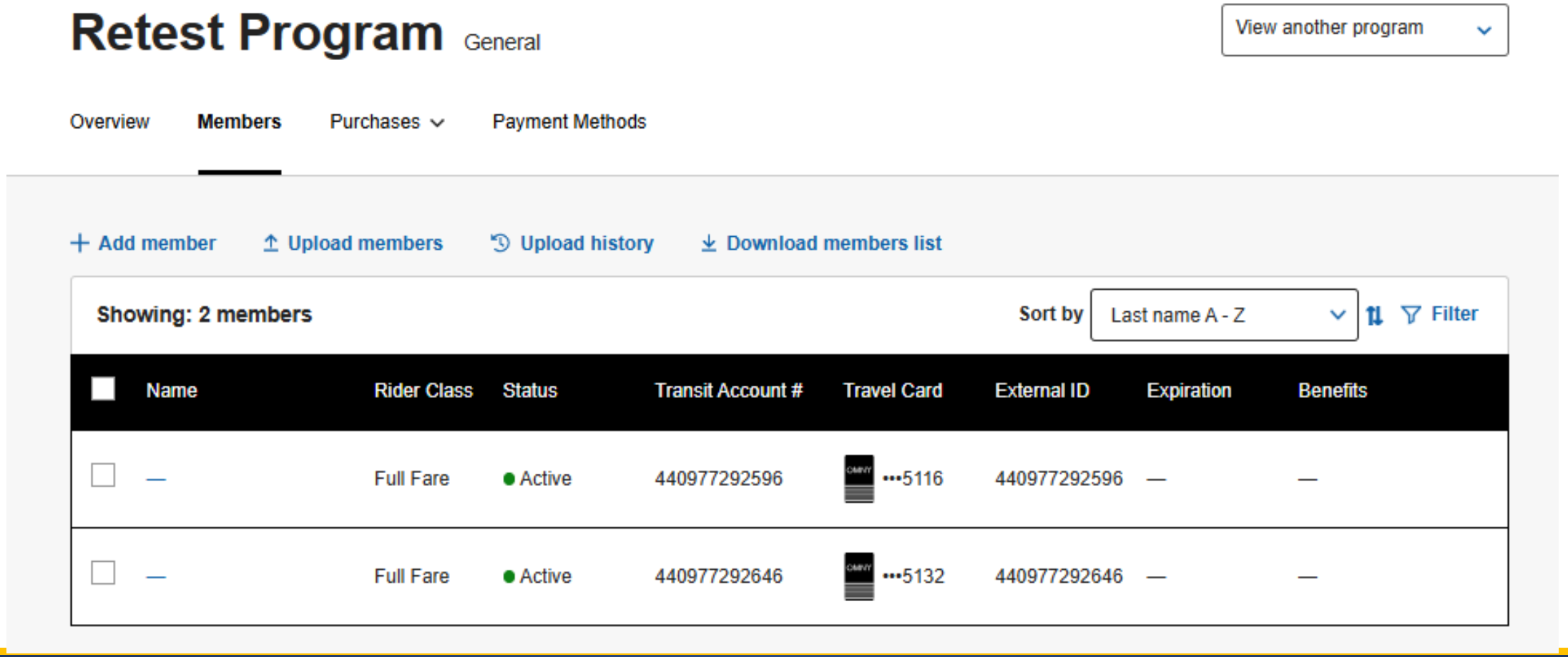
Add Member

The Transit Accounts can also be found in customer accounts on omny.info



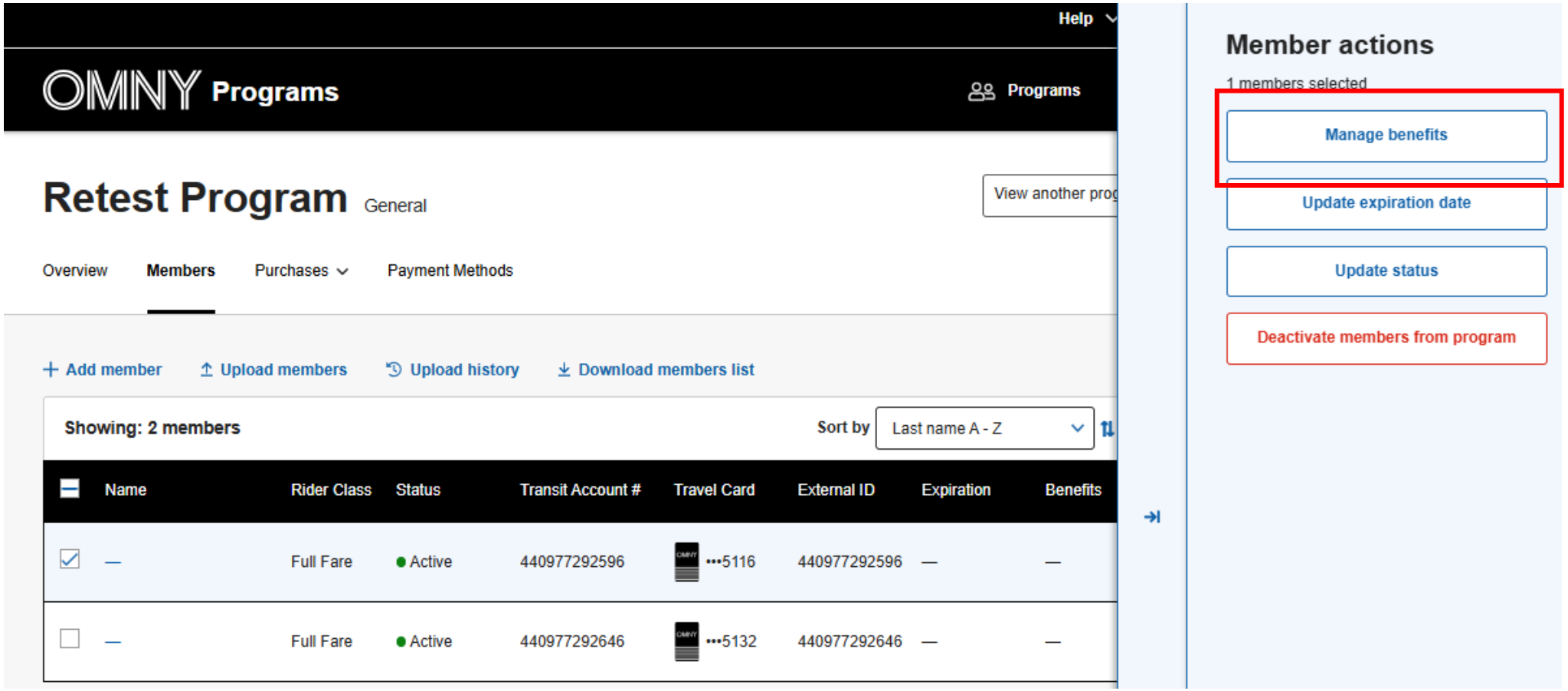
Add Member

Once members are added, you will see their Rider Class, Member Status, Transit Account, Last 4 of Card Serial Number, and External ID



Elect Benefits (aka Load Fare Value)

When you select the checkbox for one or several members, you will see a Members action panel on the right, select “Manage Benefits”. *(Note: Benefits = fare value loaded onto the OMNY Card)*



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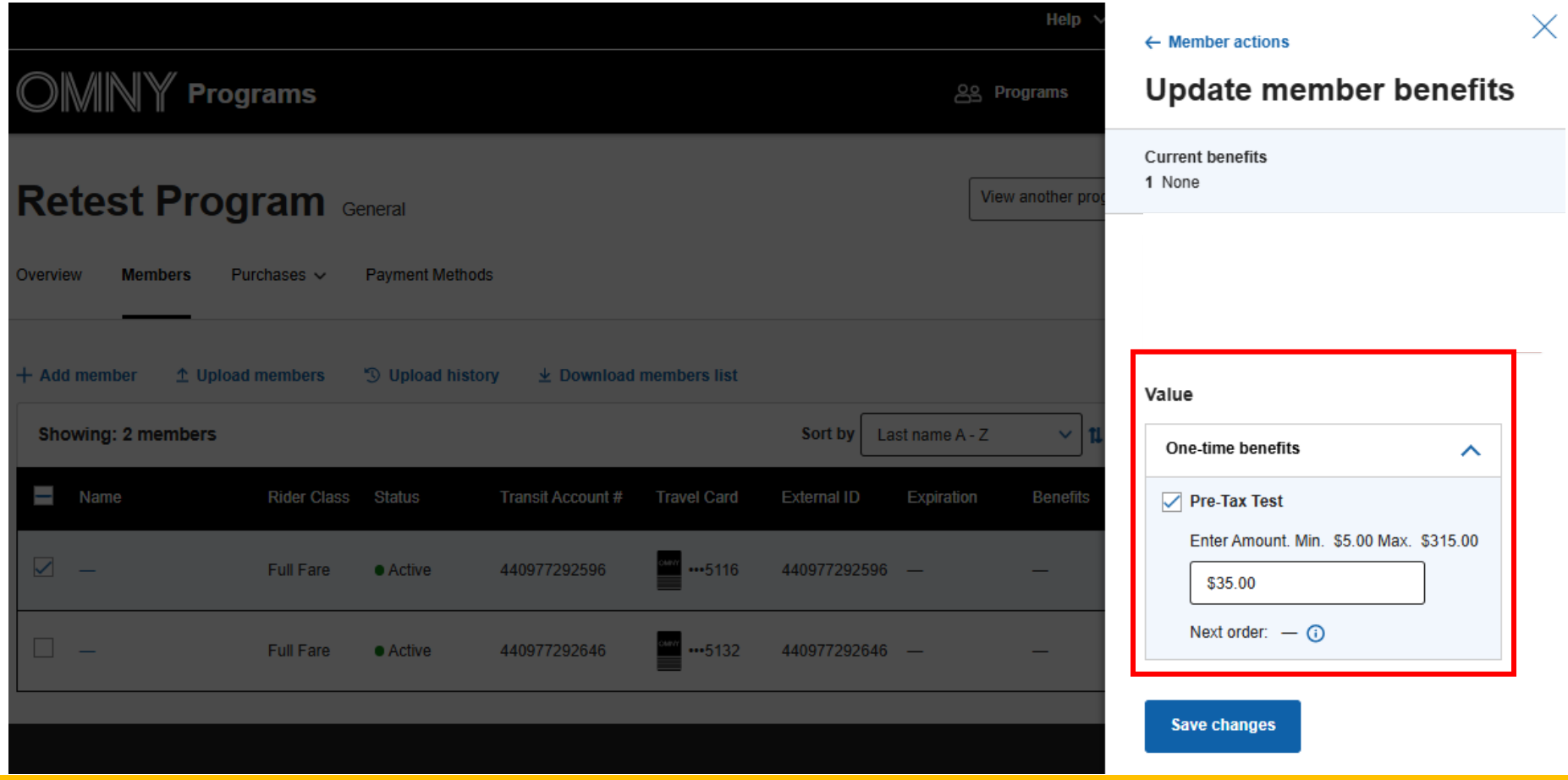
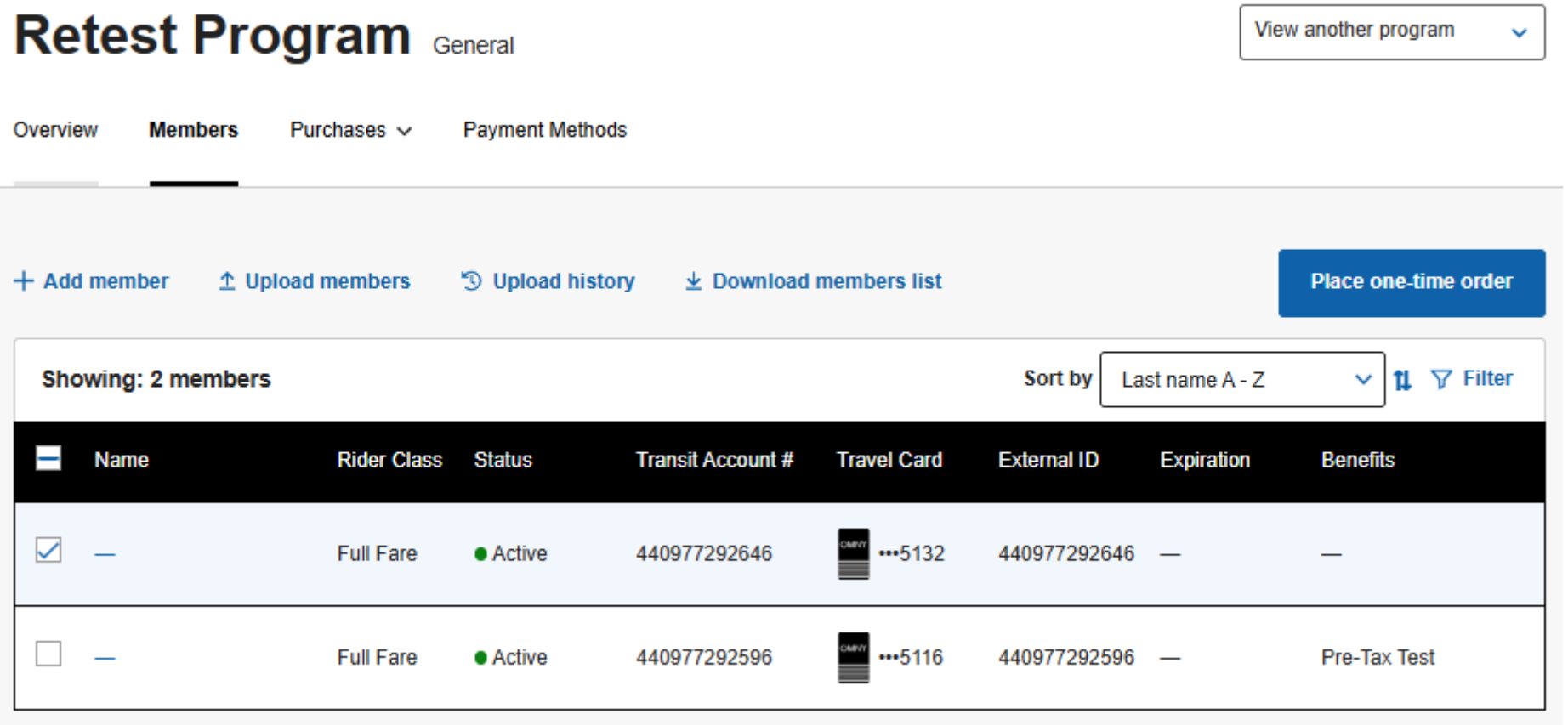


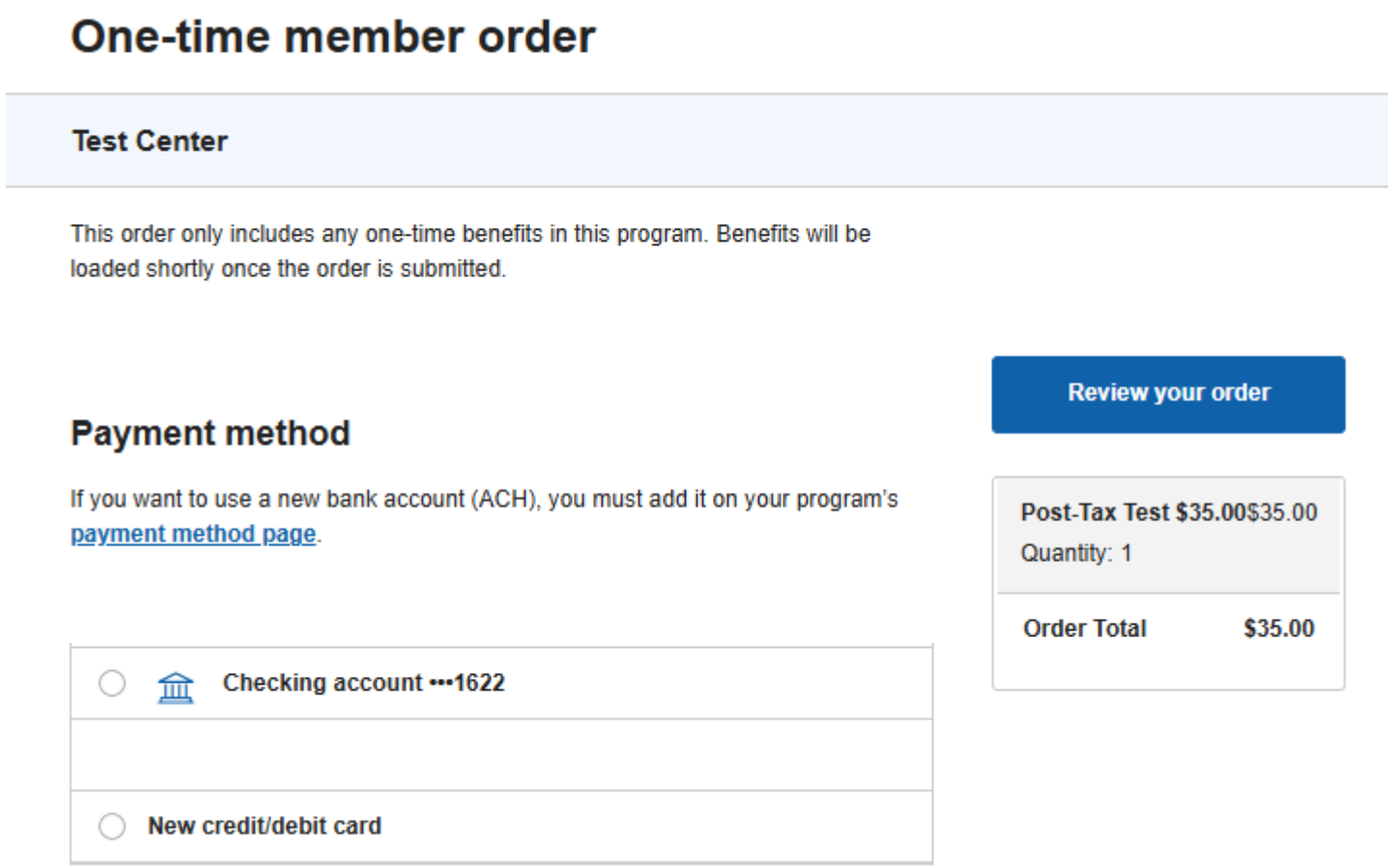
Place Benefits Order

The elected benefit will display in the “Benefits” column. Click on the “Place one-time order” button.



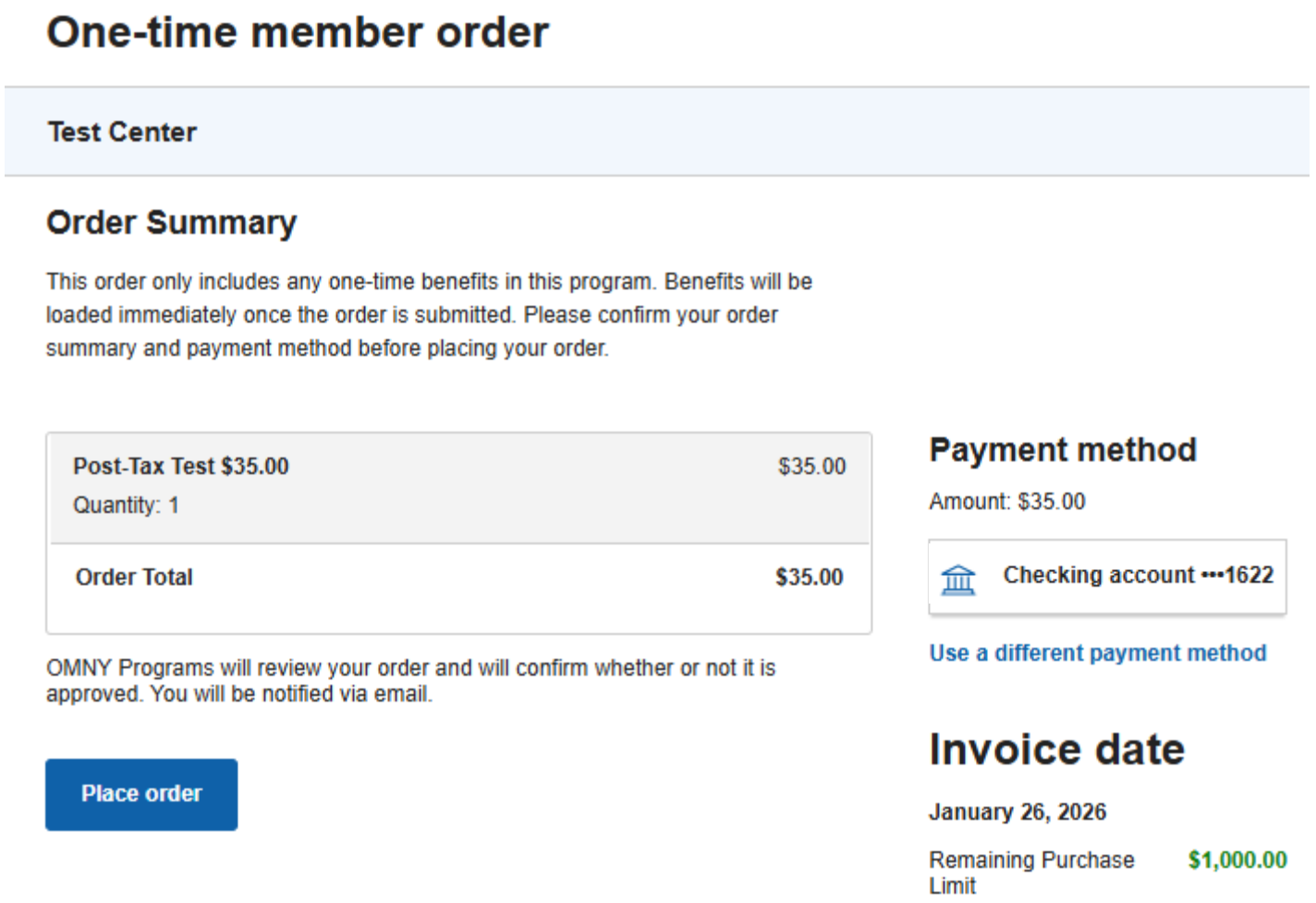
Place Benefits Order

Confirm your payment method and click on “Review your order”.



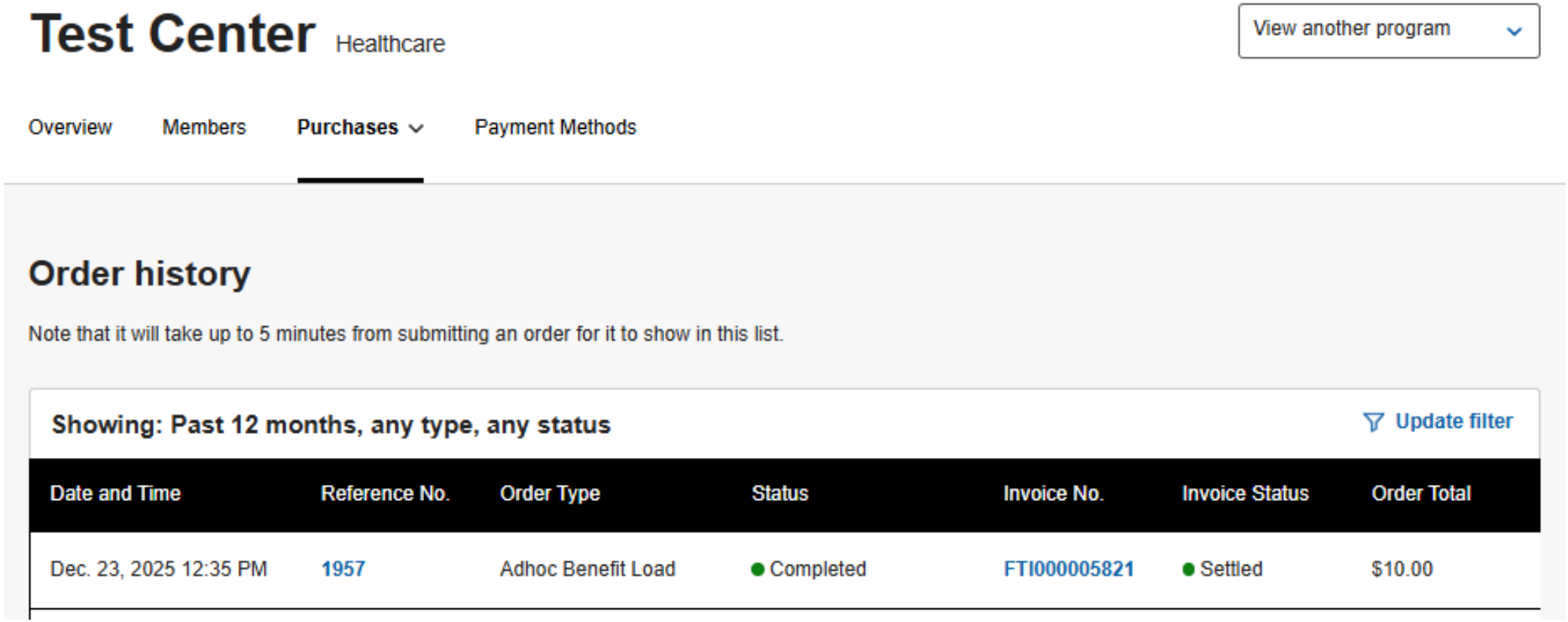
Place Benefits Order

Review your order summary, then click “Place Order”.



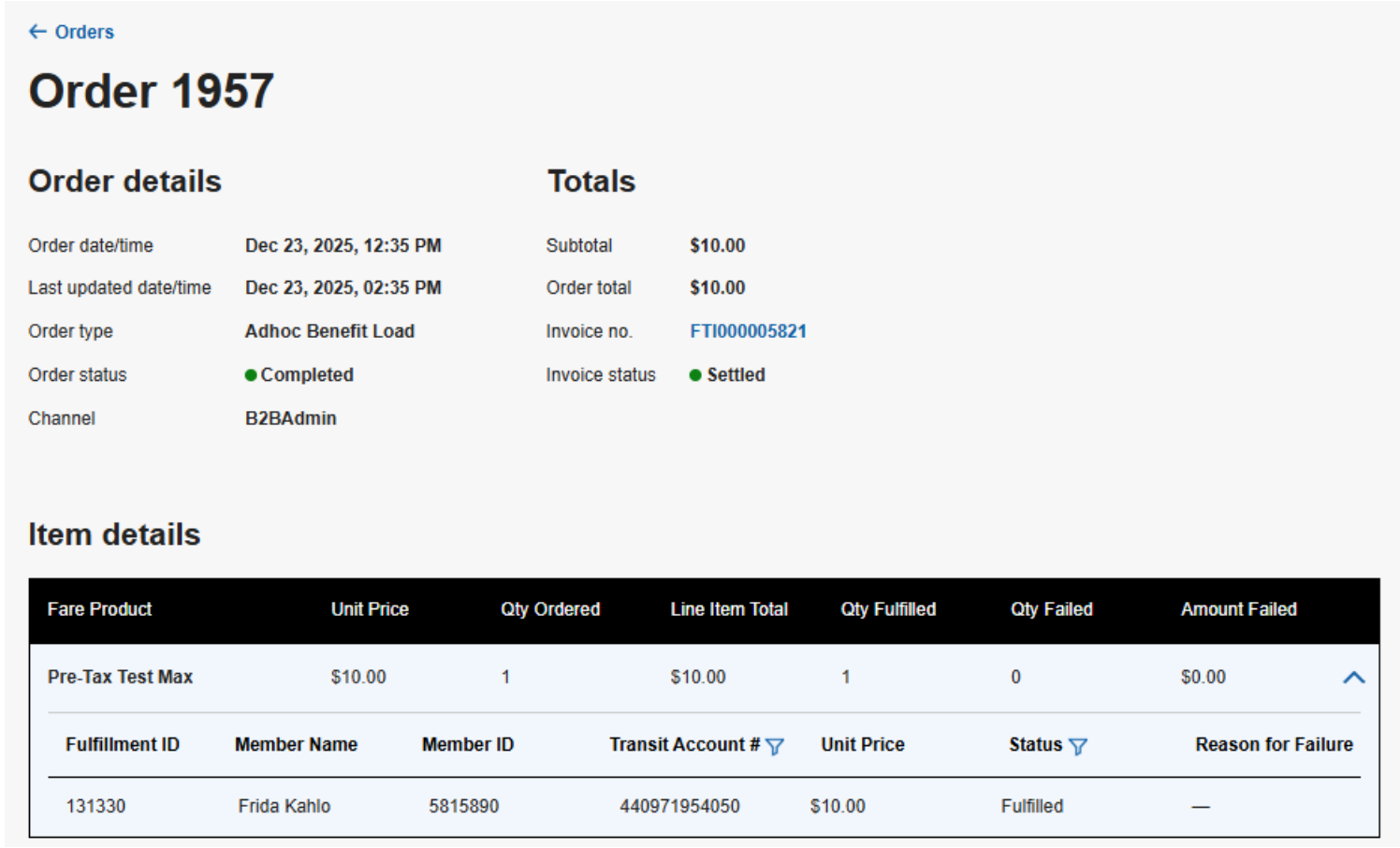
Benefit Order Details

Your order will be assigned an order number, when you click on the order number (aka “Reference No.”) you will see the order details. **Benefits will be loaded as soon after the payment is authorized.**



Benefit Order Details

When the order is completed, you will see the quantity of benefits ordered, the quantity that loaded, and the quantity that failed to load.



← Orders

Order 1957

Order details

Order date/time	Dec 23, 2025, 12:35 PM
Last updated date/time	Dec 23, 2025, 02:35 PM
Order type	Adhoc Benefit Load
Order status	Completed
Channel	B2BAdmin

Totals

Subtotal	$10.00
Order total	$10.00
Invoice no.	FTI000005821
Invoice status	Settled

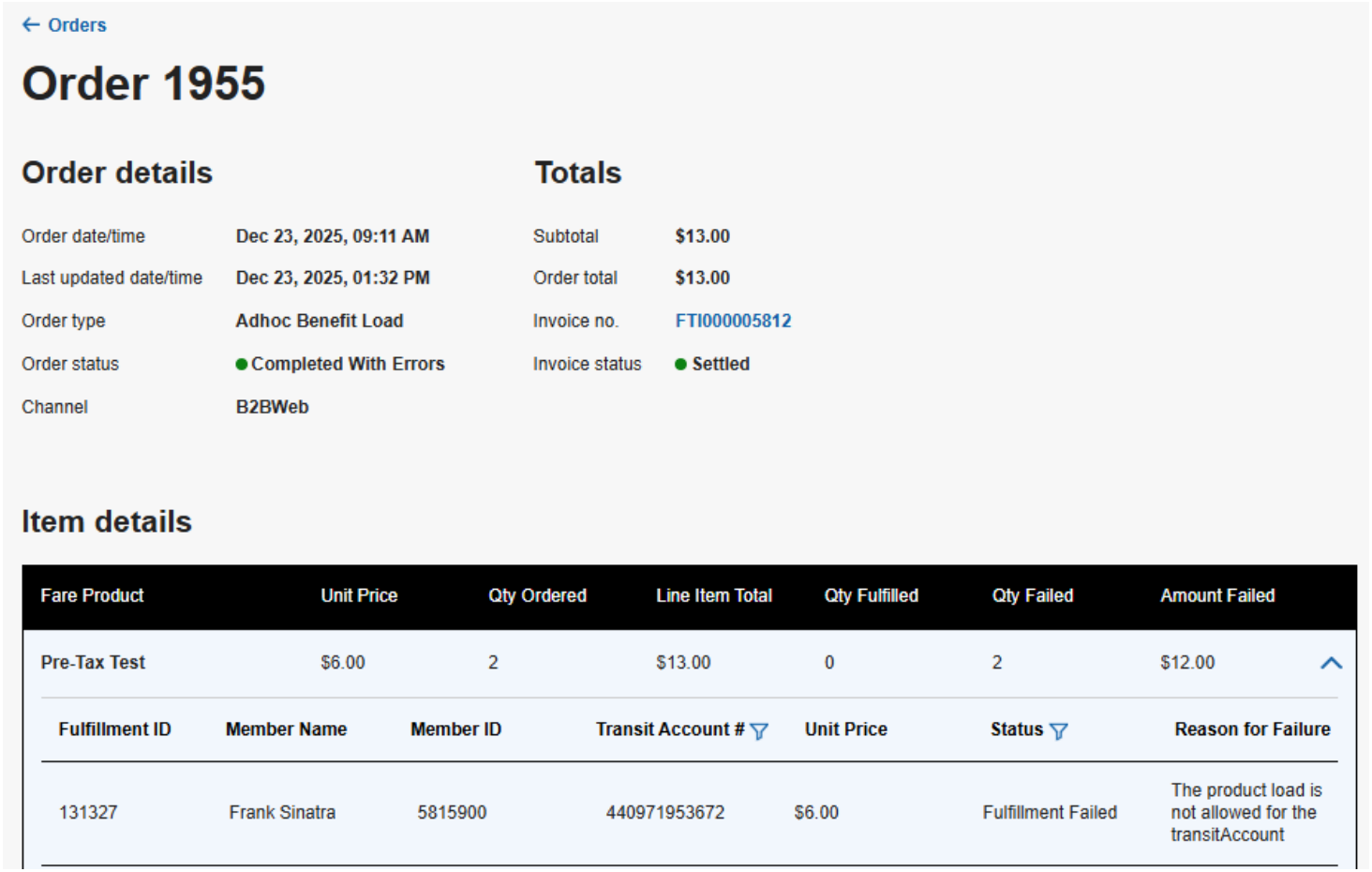
Item details

Fare Product	Unit Price	Qty Ordered	Line Item Total	Qty Fulfilled	Qty Failed	Amount Failed
Pre-Tax Test Max	$10.00	1	$10.00	1	0	$0.00

Fulfillment ID	Member Name	Member ID	Transit Account #	Unit Price	Status	Reason for Failure
131330	Frida Kahlo	5815890	440971954050	$10.00	Fulfilled	—

Benefit Order Details

If the benefit load failed, you will see a Reason for Failure message.



← Orders

Order 1955

Order details

Order date/time	Dec 23, 2025, 09:11 AM
Last updated date/time	Dec 23, 2025, 01:32 PM
Order type	Adhoc Benefit Load
Order status	Completed With Errors
Channel	B2BWeb

Totals

Subtotal	$13.00
Order total	$13.00
Invoice no.	FTI000005812
Invoice status	Settled

Item details

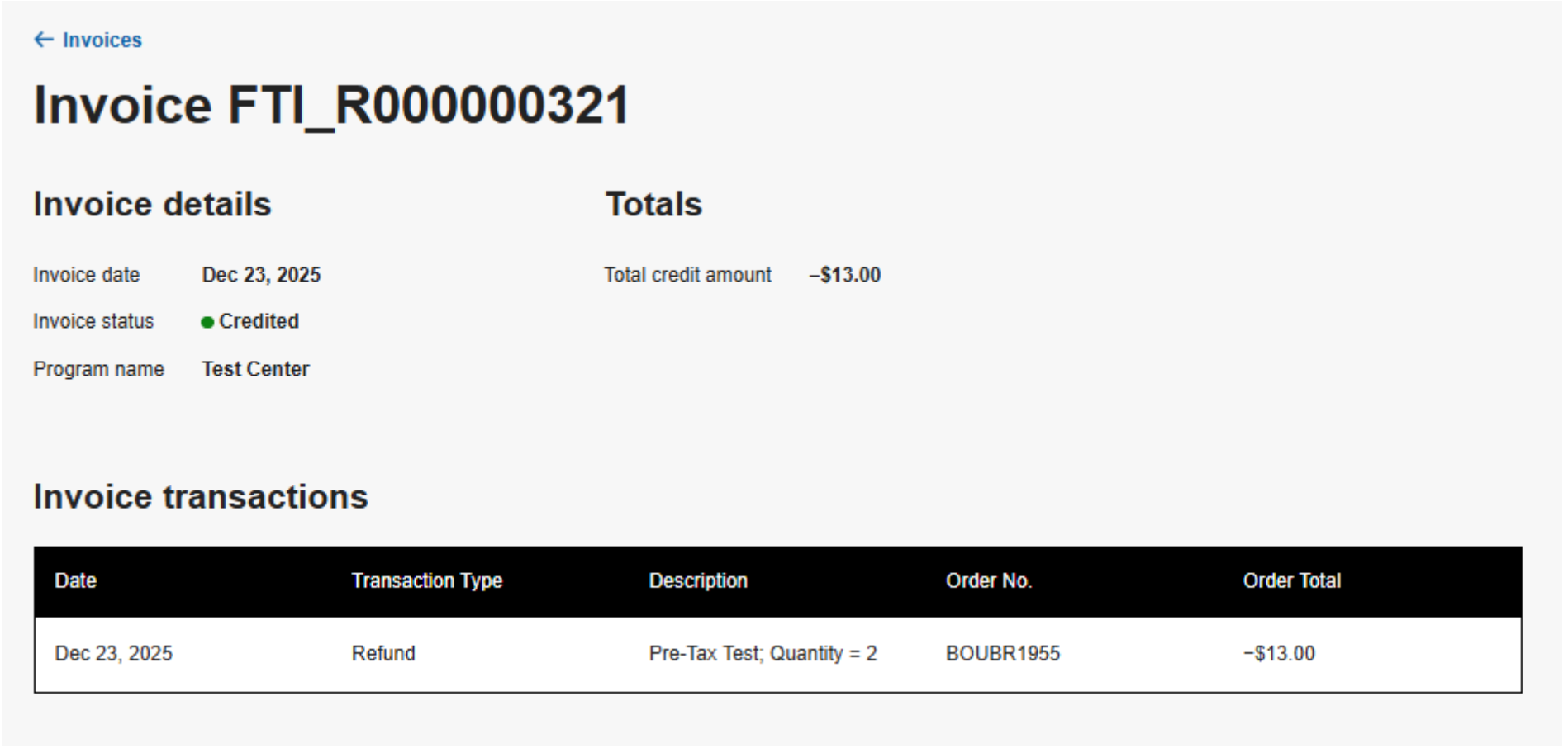
Fare Product	Unit Price	Qty Ordered	Line Item Total	Qty Fulfilled	Qty Failed	Amount Failed
Pre-Tax Test	$6.00	2	$13.00	0	2	$12.00

Fulfillment ID	Member Name	Member ID	Transit Account #	Unit Price	Status	Reason for Failure
131327	Frank Sinatra	5815900	440971953672	$6.00	Fulfillment Failed	The product load is not allowed for the transitAccount

Reason for failure could be that the Transit Account is closed, or the value load would place the account over the $315.00 limit.

Benefit Load Failure

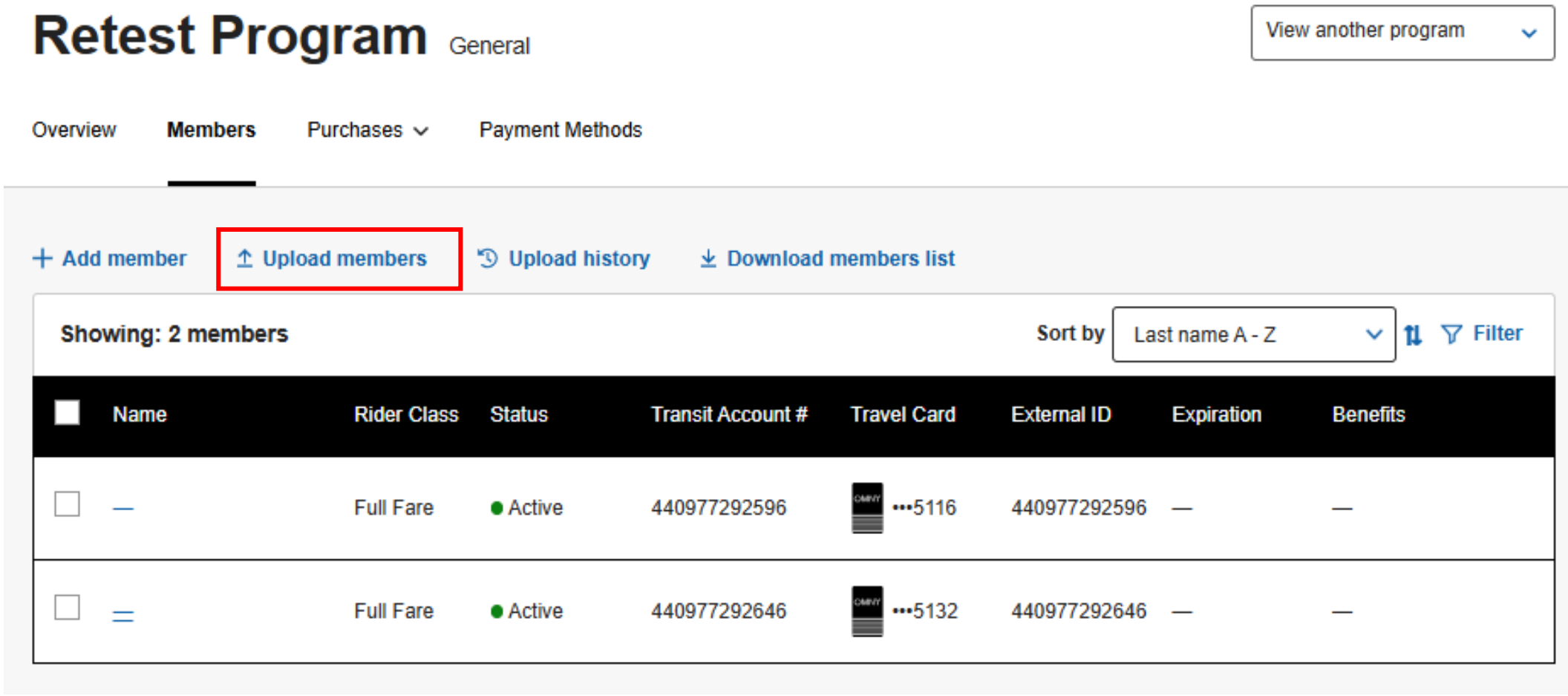
When the stored value fails to load to Transit Account(s), you will get a credit in the Amount Failed posted to your program. The credit will automatically be applied to your next order payment.



Bulk Upload Members

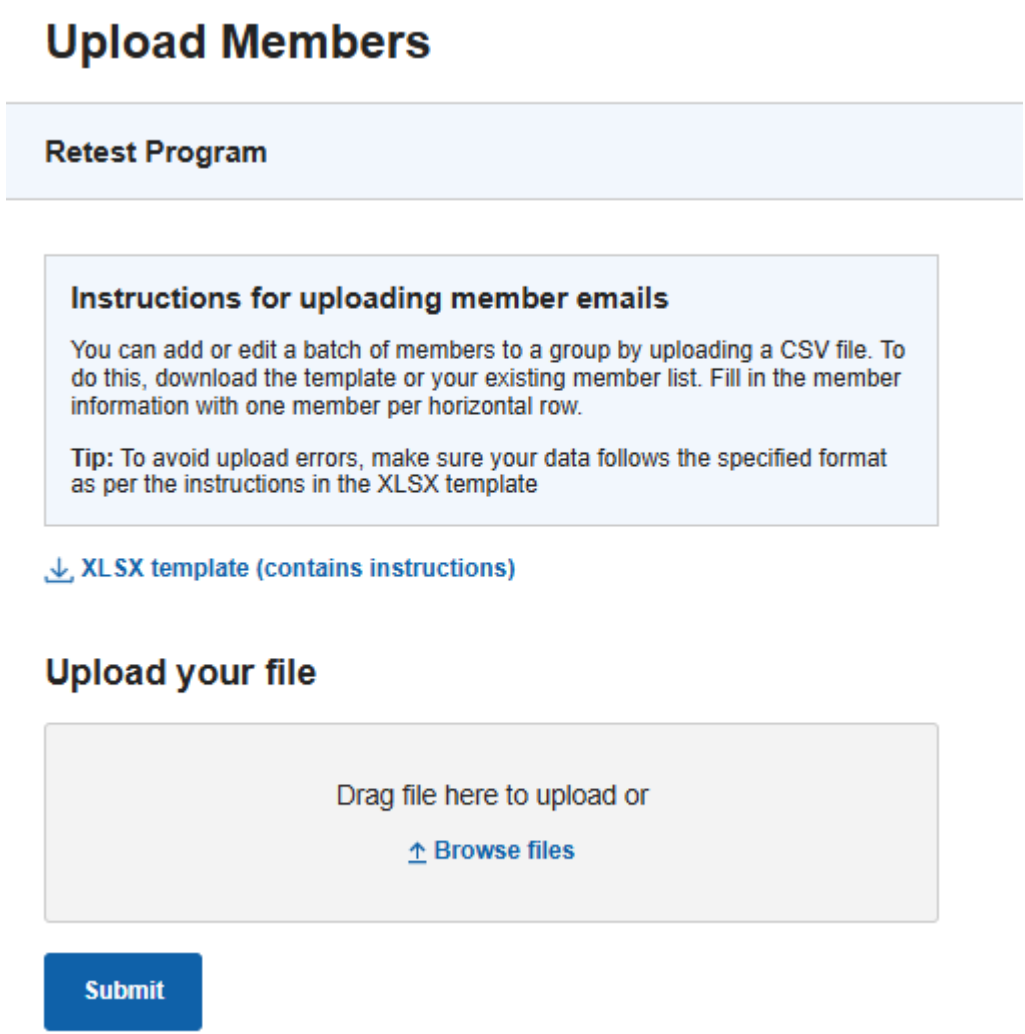
Bulk Upload Members

You can upload members in bulk. Select the “Upload Members” option.



Bulk Upload Members

- Download the Excel template
- Fill out the required information
- Save file as CSV (comma delimited)
- Upload CSV file



Bulk Upload Members

Update: Update existing member.
Insert: Add new member.
Save: Update if member exists, Insert otherwise.

Example: Enter 'Update' to update the existing record

(Required)

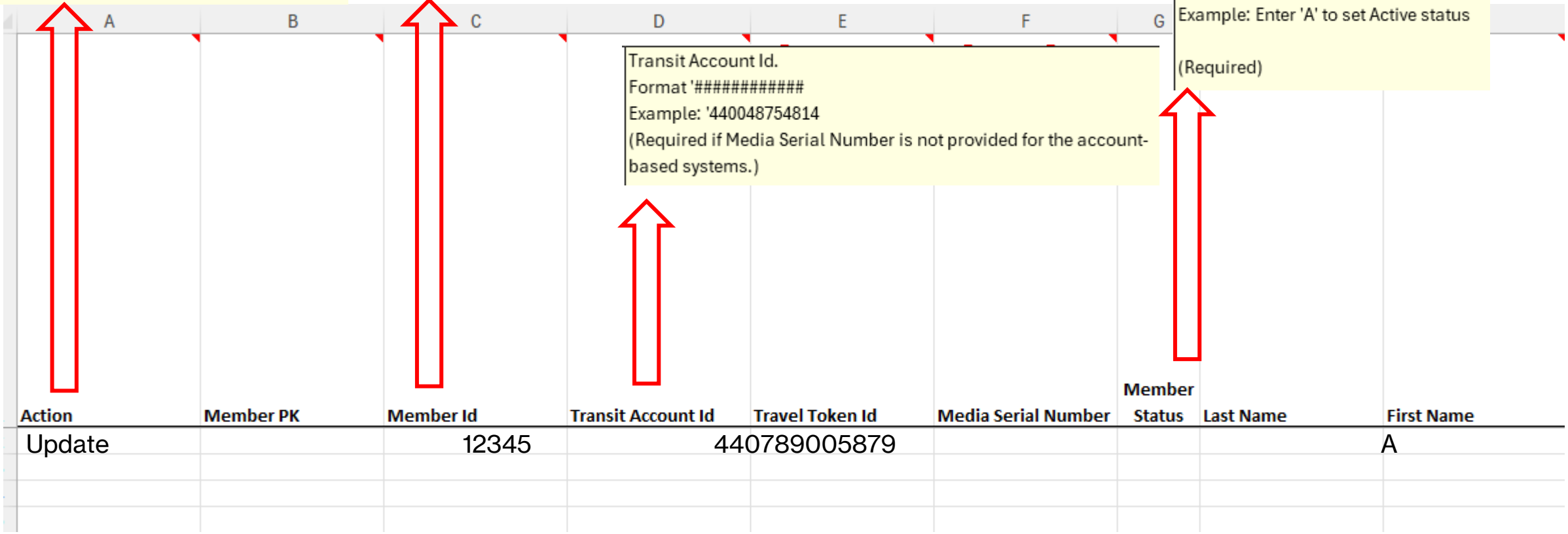
Unique member identifier provided by the Admin.
(Conditionally required for the update action; either Member PK or Member ID has to be provided)

Transit Account Id.
Format '############
Example: '440048754814
(Required if Media Serial Number is not provided for the account-based systems.)

Member Status.
A: Active
LF: Load Failed
H: OnHold
T: Terminated

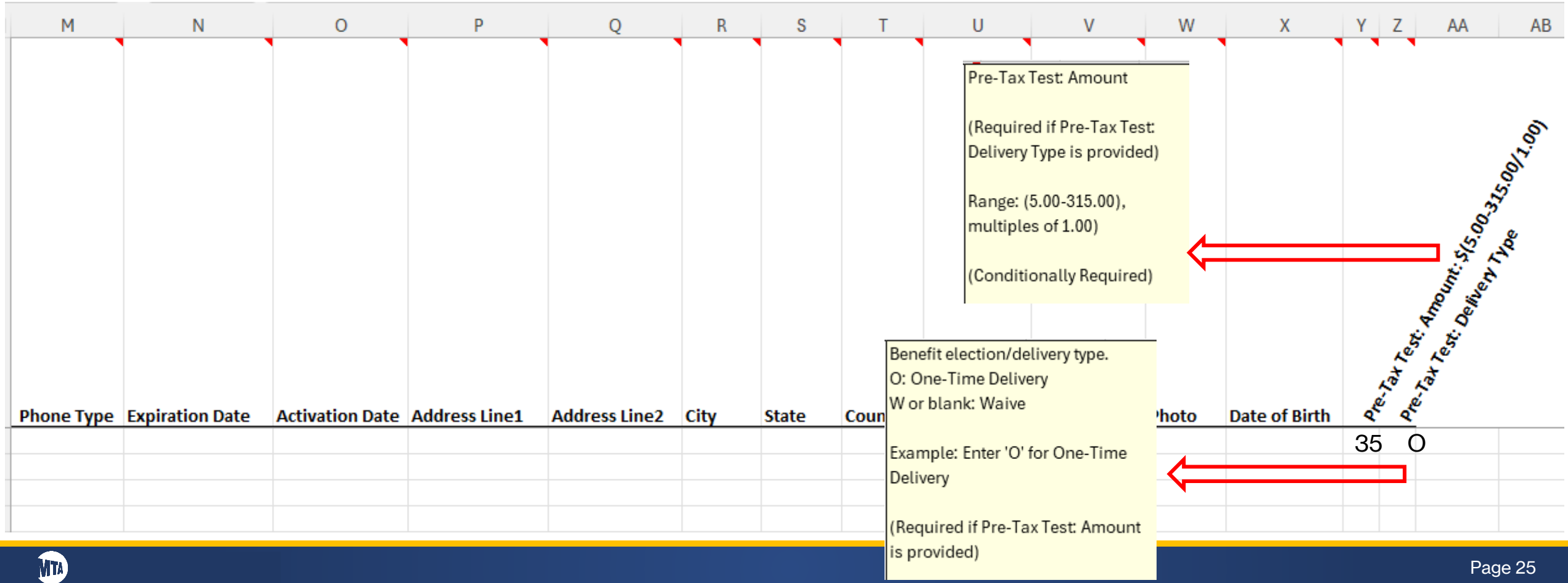
Example: Enter 'A' to set Active status

(Required)



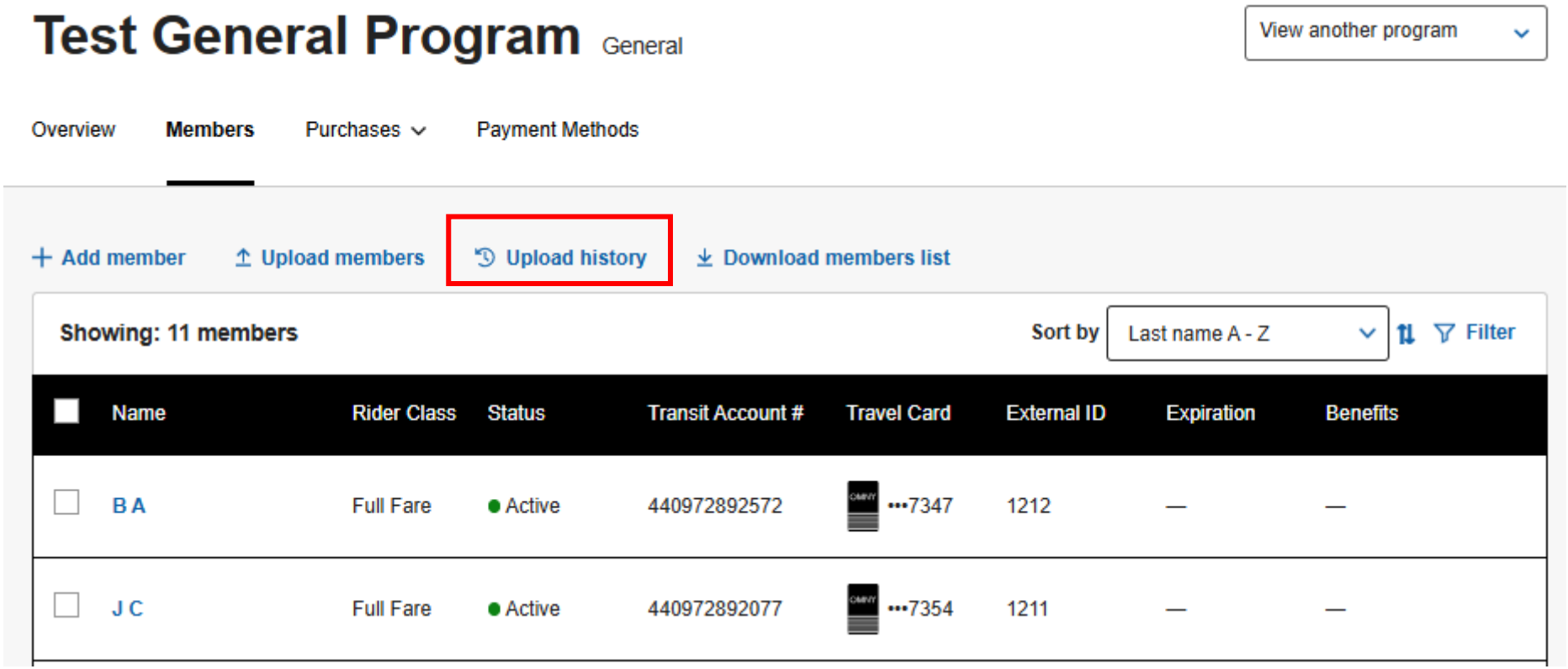
	A	B	C	D	E	F	G		
	Action	Member PK	Member Id	Transit Account Id	Travel Token Id	Media Serial Number	Member Status	Last Name	First Name
	Update		12345	440789005879					A

Bulk Upload Members



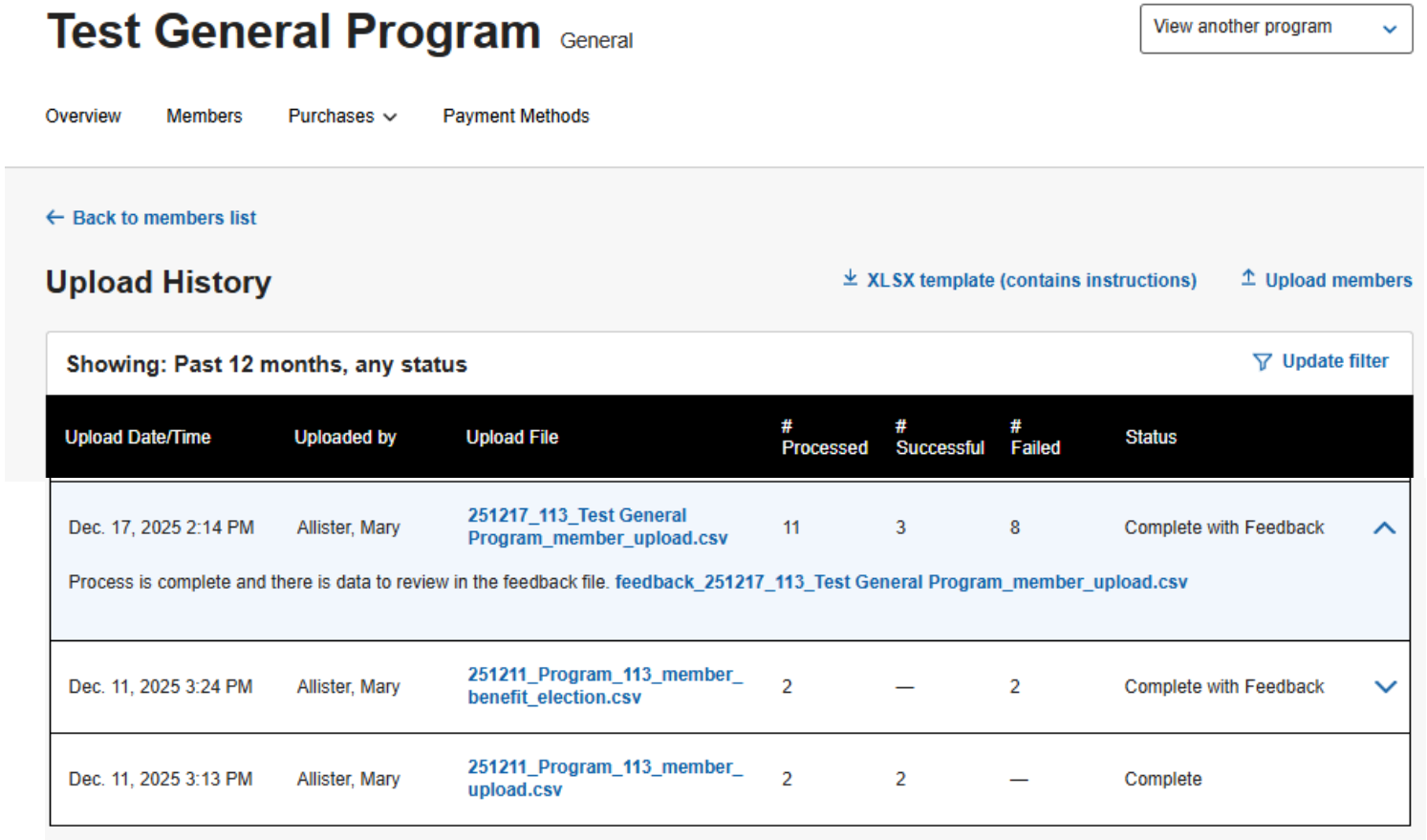
Bulk Upload Members

After you upload the file, you can see the upload result on the “Upload History” page



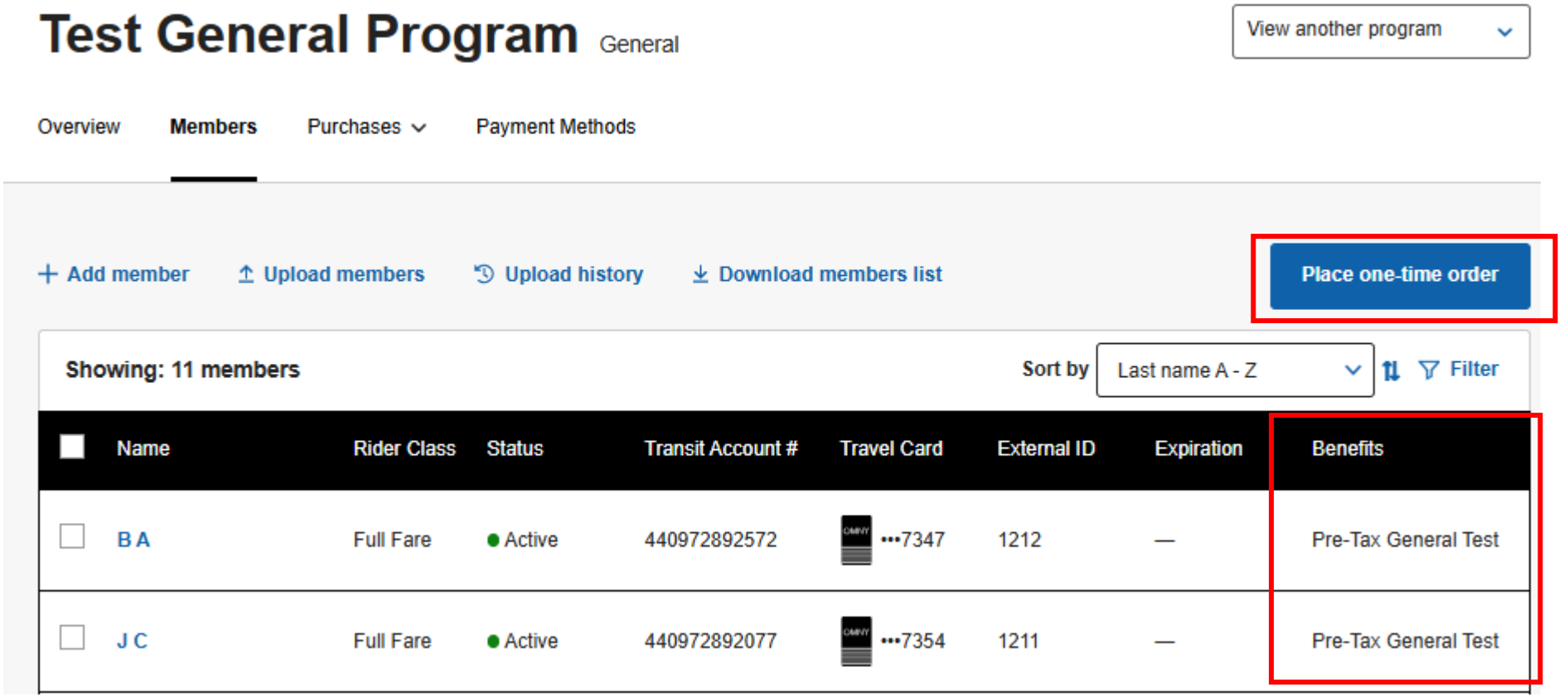
Bulk Upload Members

The “Upload History” page will show status “Complete” if all member records were uploaded successfully. “Complete with Feedback” means some member records failed to upload, due to an error. You can download the feedback file, to check the error.



Account Activation

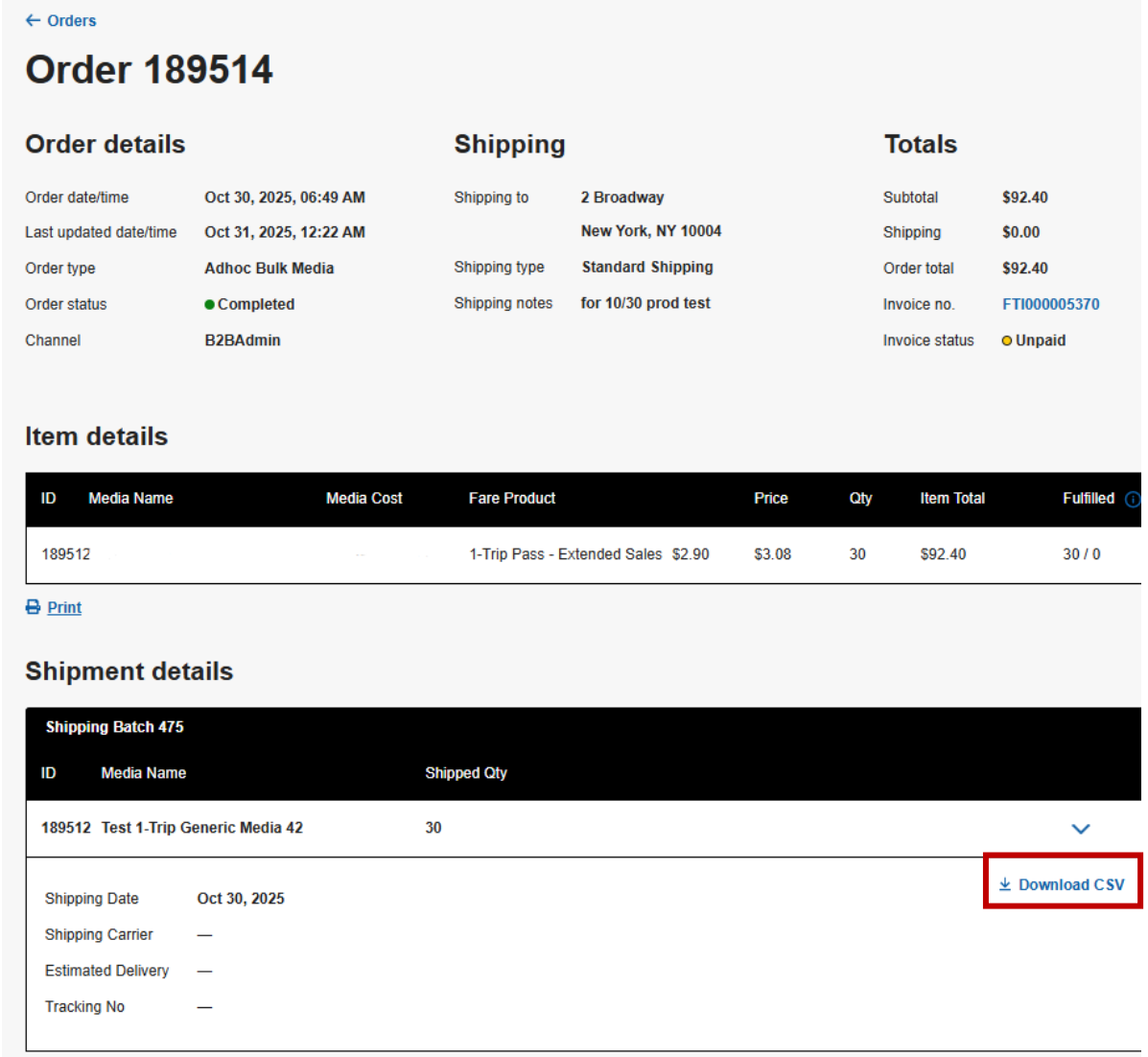
Once the members have benefits elected, you can place the benefits order, as shown previously in in this deck.



Appendix

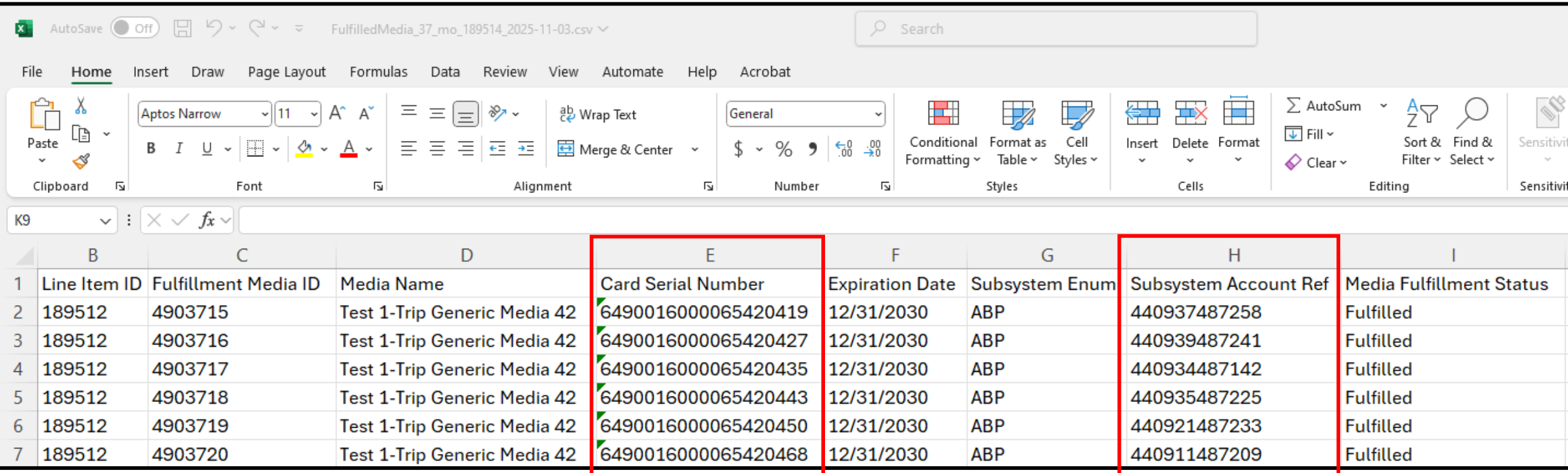
Reviewing Details & Obtaining the Manifest

Review bulk order details and download manifest (CSV format)



Card Manifest

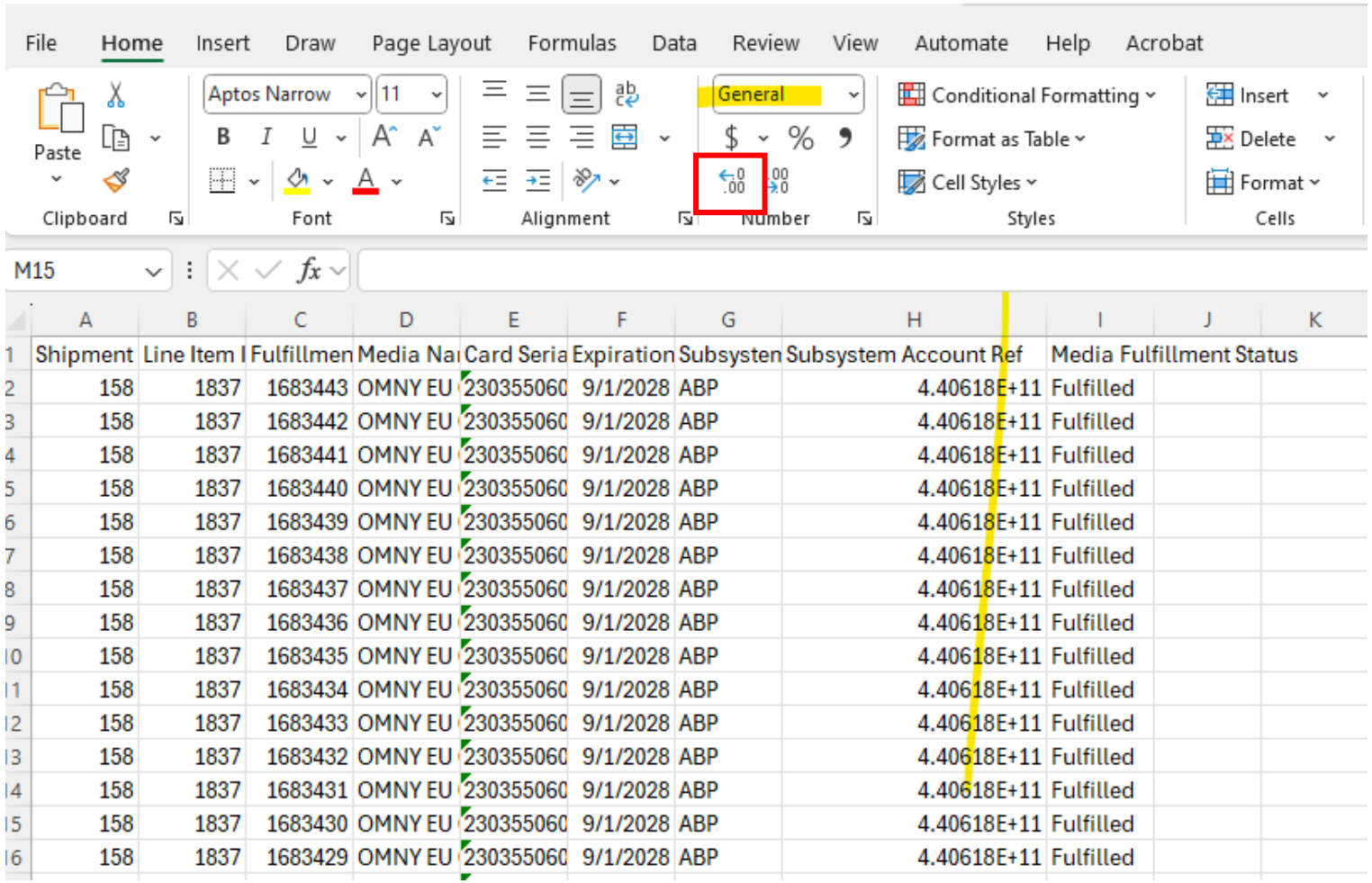
Once an order is fulfilled, an administrator can download the card manifest that lists the serial number (Column E) and the associated Transit Account (“Subsystem Account Ref” Column H) for each card.



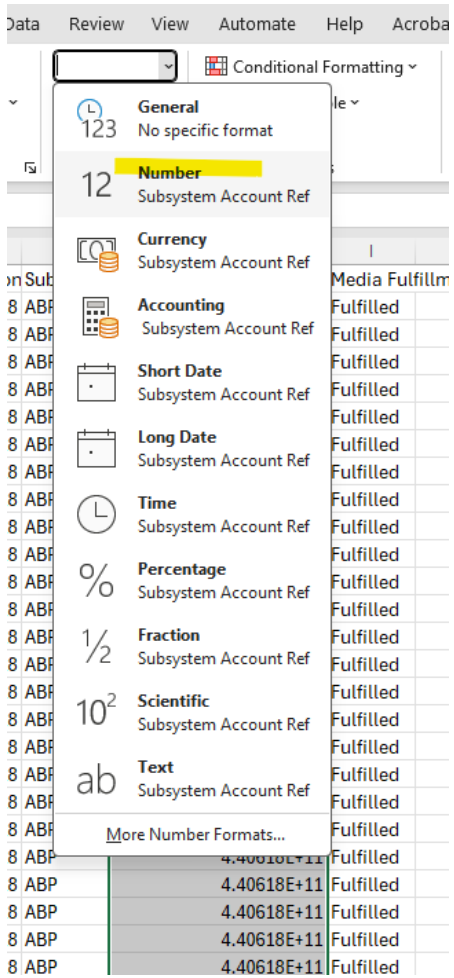
	B	C	D	E	F	G	H	I
1	Line Item ID	Fulfillment Media ID	Media Name	Card Serial Number	Expiration Date	Subsystem Enum	Subsystem Account Ref	Media Fulfillment Status
2	189512	4903715	Test 1-Trip Generic Media 42	6490016000065420419	12/31/2030	ABP	440937487258	Fulfilled
3	189512	4903716	Test 1-Trip Generic 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

Card Manifest

Column H – Subsystem Account Ref No aka Transit Account.



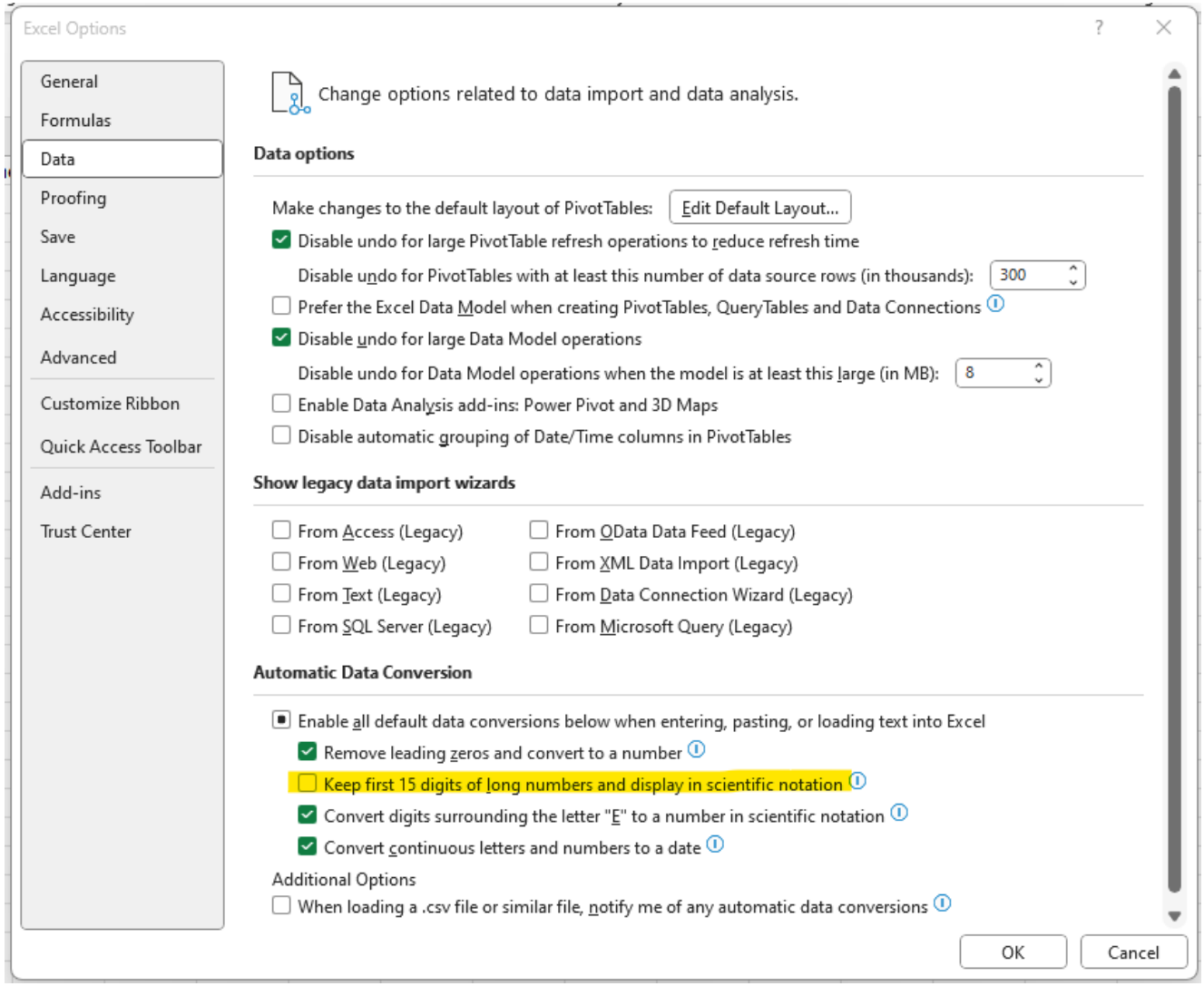
	A	B	C	D	E	F	G	H	I	J	K
1	Shipment	Line Item I	Fulfillmen	Media Na	Card Seria	Expiration	Subsysten	Subsystem Account Ref	Media Fulfillment Status		
2	158	1837	1683443	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
3	158	1837	1683442	OMNY EU	230355060	9/1/2028	ABP	4.40618E+11	Fulfilled		
4	158	1837	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 Transit Account is a 12-digit number, this is the underlying account number for every card.

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