MTA Construction & Development

OMNY

OMNY Programs – Member Management

November 2026

Topics

- Member management overview
- Add members
- Manage member statuses
- Edit member details
- Elect benefits for members
- Place benefit orders
- Review completed benefit orders
- Review benefit load failures
- Bulk upload members
- FAQ

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Member Management Overview

Member Management Overview

- You can enroll members in your program in order to load transit benefits directly to your members' accounts via your Business-to-Business (B2B) OMNY Programs account.
- Loading transit benefits to members' accounts is only possible for OMNY plastic reloadable cards.
- To upload members, you need to already have 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 Account Numbers, which can be found on the card manifest.
- In some cases, you will also need to provide the Member ID – can be your member's employee ID.
- You can elect the stored value dollar total, from a range of $5.00-$315.00 for each member.
- Stored value can be set up as pre-tax or post-tax, depending on your organization/business type.
- Then you can place your benefit order.

OMNY Card and Benefit Card loads

- Stored value is determined by the B2B administrator.
  - Value can be selected from a range of $5.00 to $315.00 per card, per order.
  - Media Fee: $1.00 (subject to change).

- Works on Subway, Local bus, Staten Island Railway, Roosevelt Island Tram, Hudson Rail Link, Express Bus, AirTrain JFK, Nassau Inter-County Express Bus and Westchester Bee-Line Bus.
  - Includes free transfers.

- Benefit Load Cost: Varies on value loaded – Fare Cap eligible - Find out more about OMNY Fare Capping.

- B2B administrator can reload card via a B2B account.

- A customer can reload card via vending machines, online at OMNY.info, at a retailer or by calling OMNY Customer Service at 877-789-6669.

- Available for Employer, School, Social Service, Government, Colleges, Universities, Healthcare and General programs.

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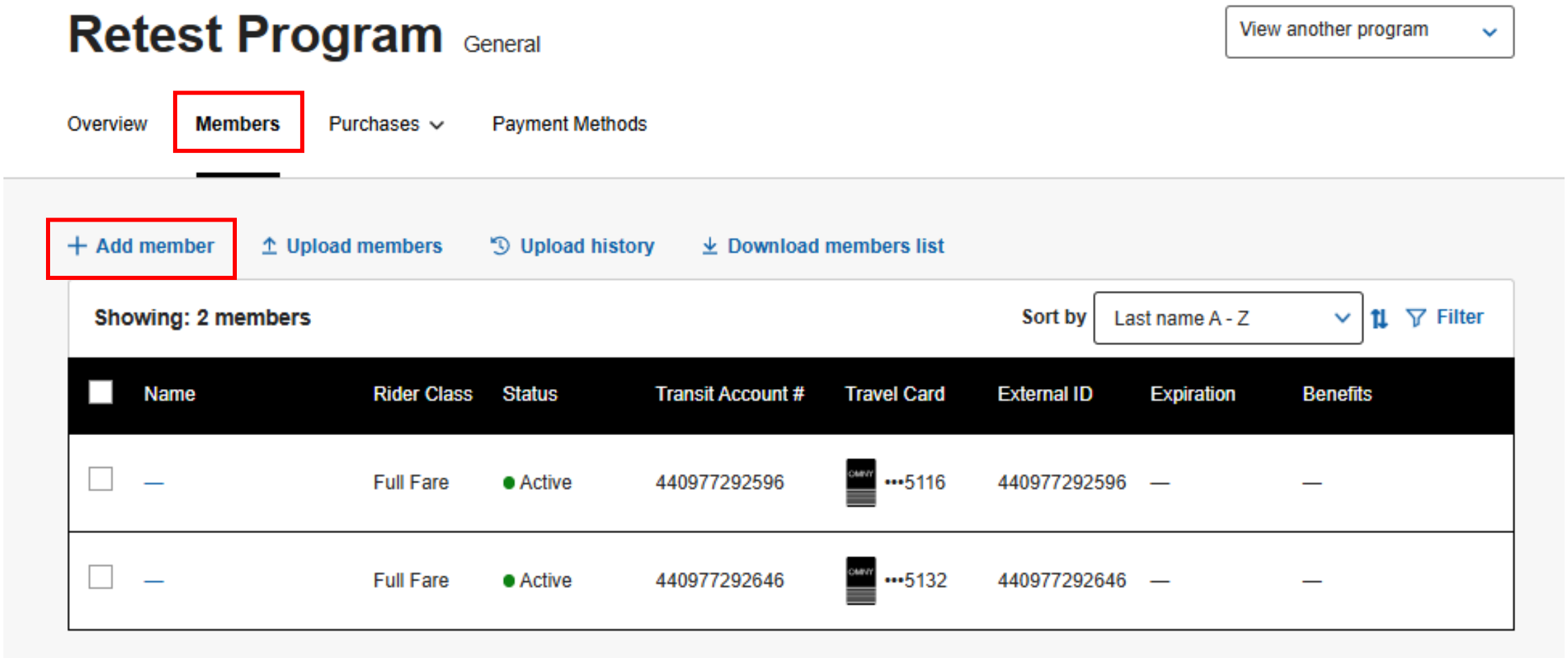
How to Upload Members

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

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)

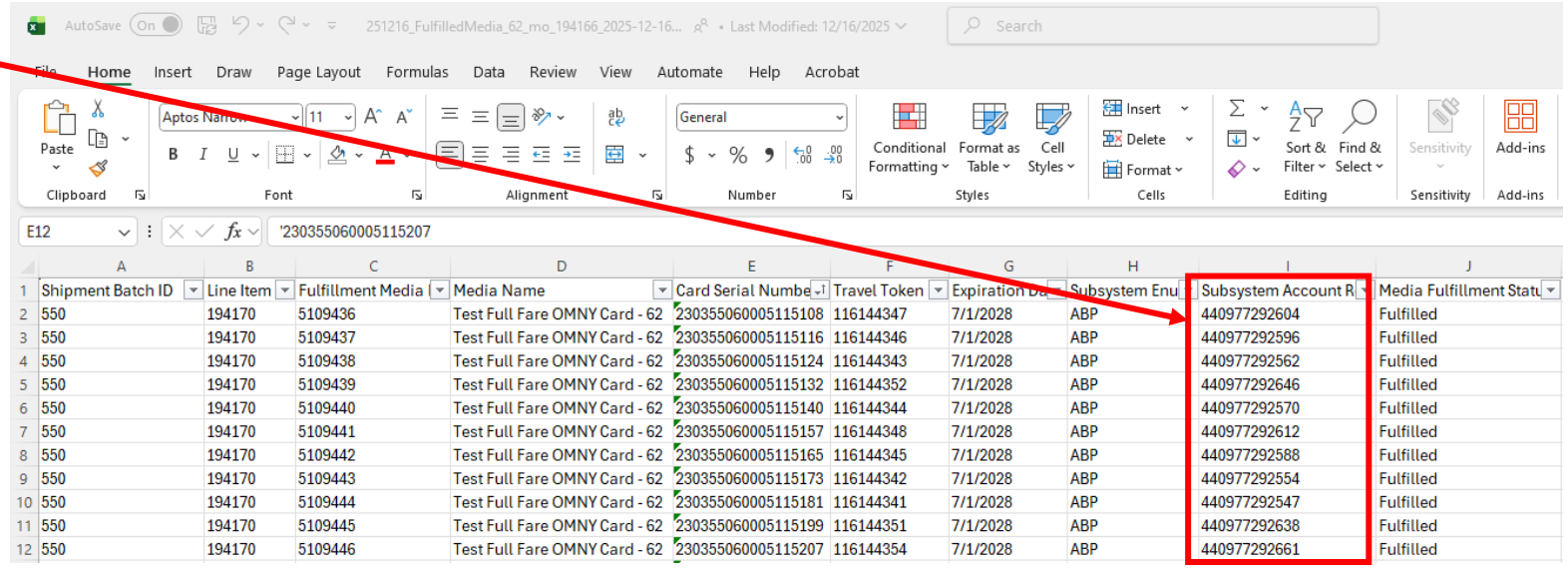
Email (optional)

Membership expiration date (optional)

mm/dd/yyyy

Next

The Transit Account Numbers can be found in your card manifest, which can be downloaded from your media order details page.

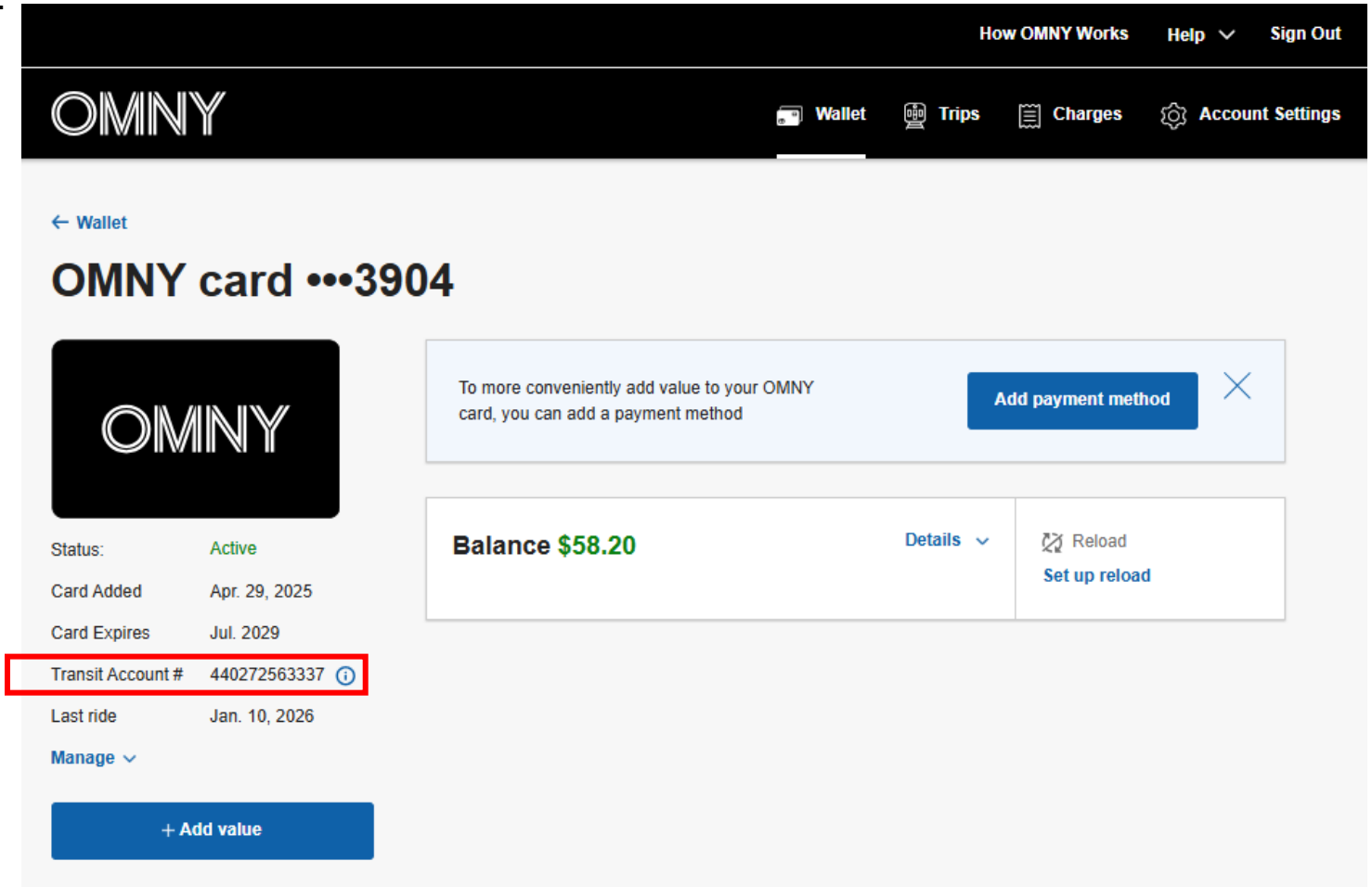


E12 '230355060005115207

	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

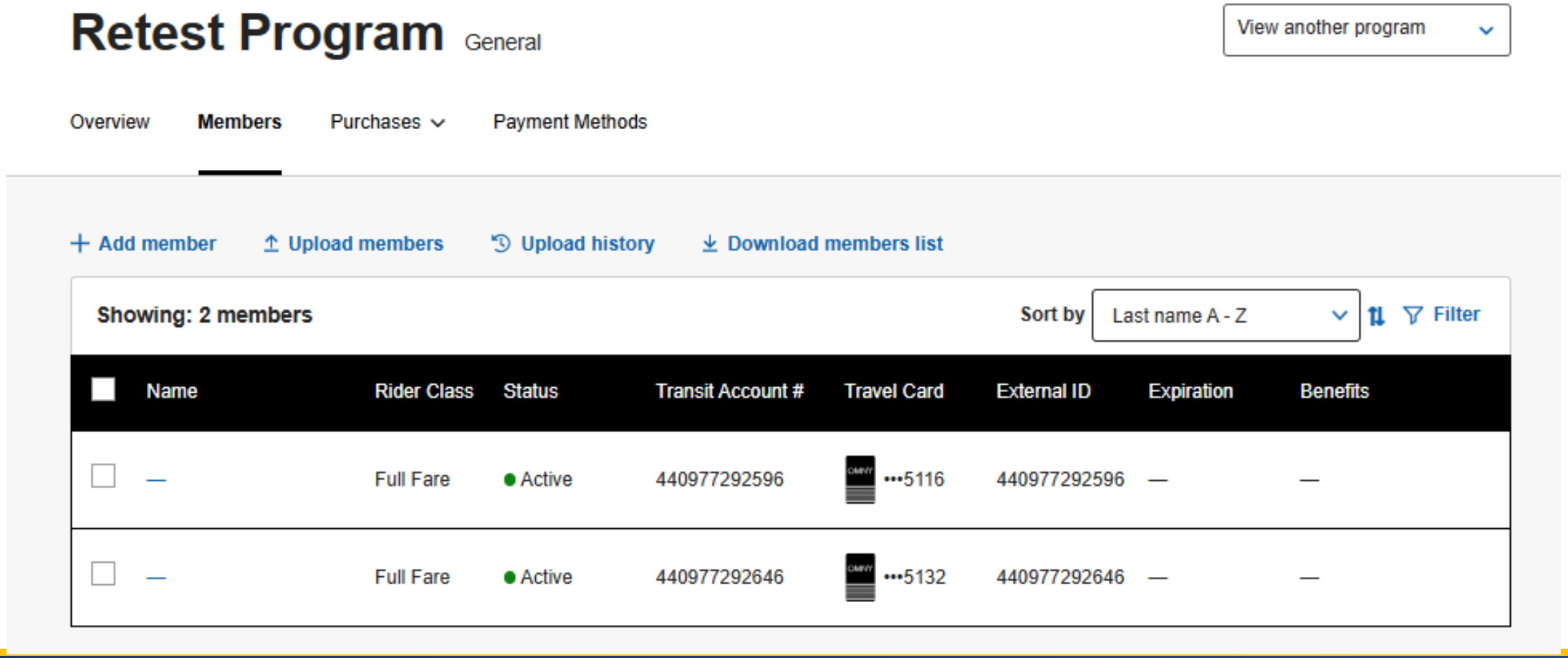
Add Member

The Transit Account Number is available in the card details section of the OMNY customer website (omny.info) for customers age 18+.



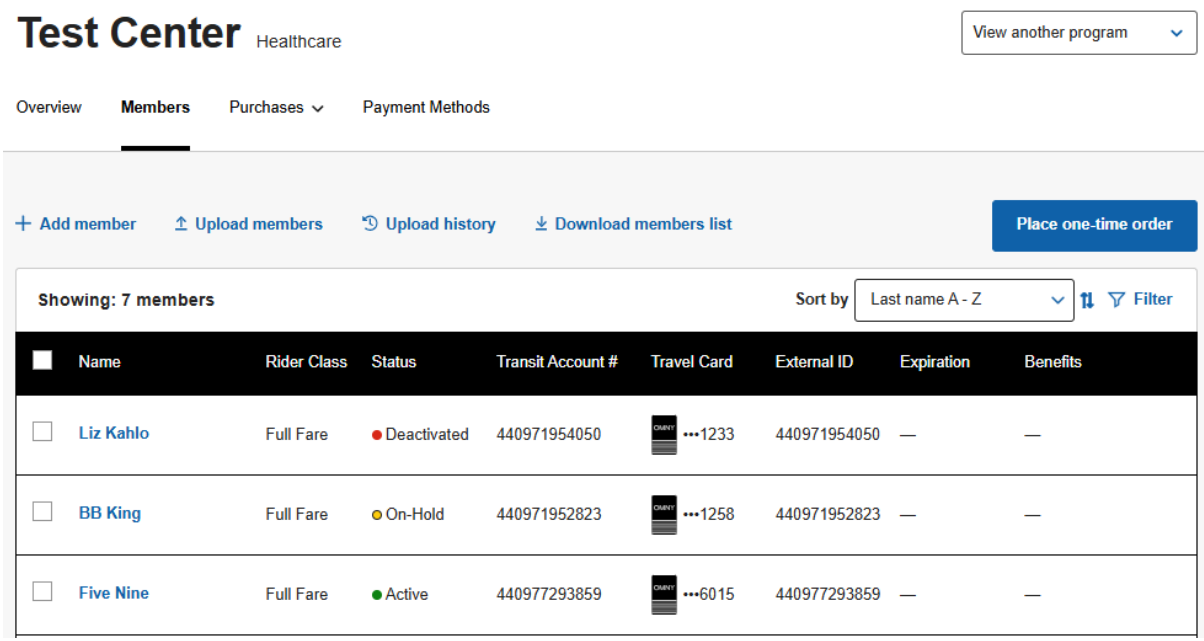
Add Member

Once members are added, you will see their Name (optional), Rider Class, Member Status, Transit Account Number, Last 4 of the Card Serial Number, and External ID/Member ID.



Member Status

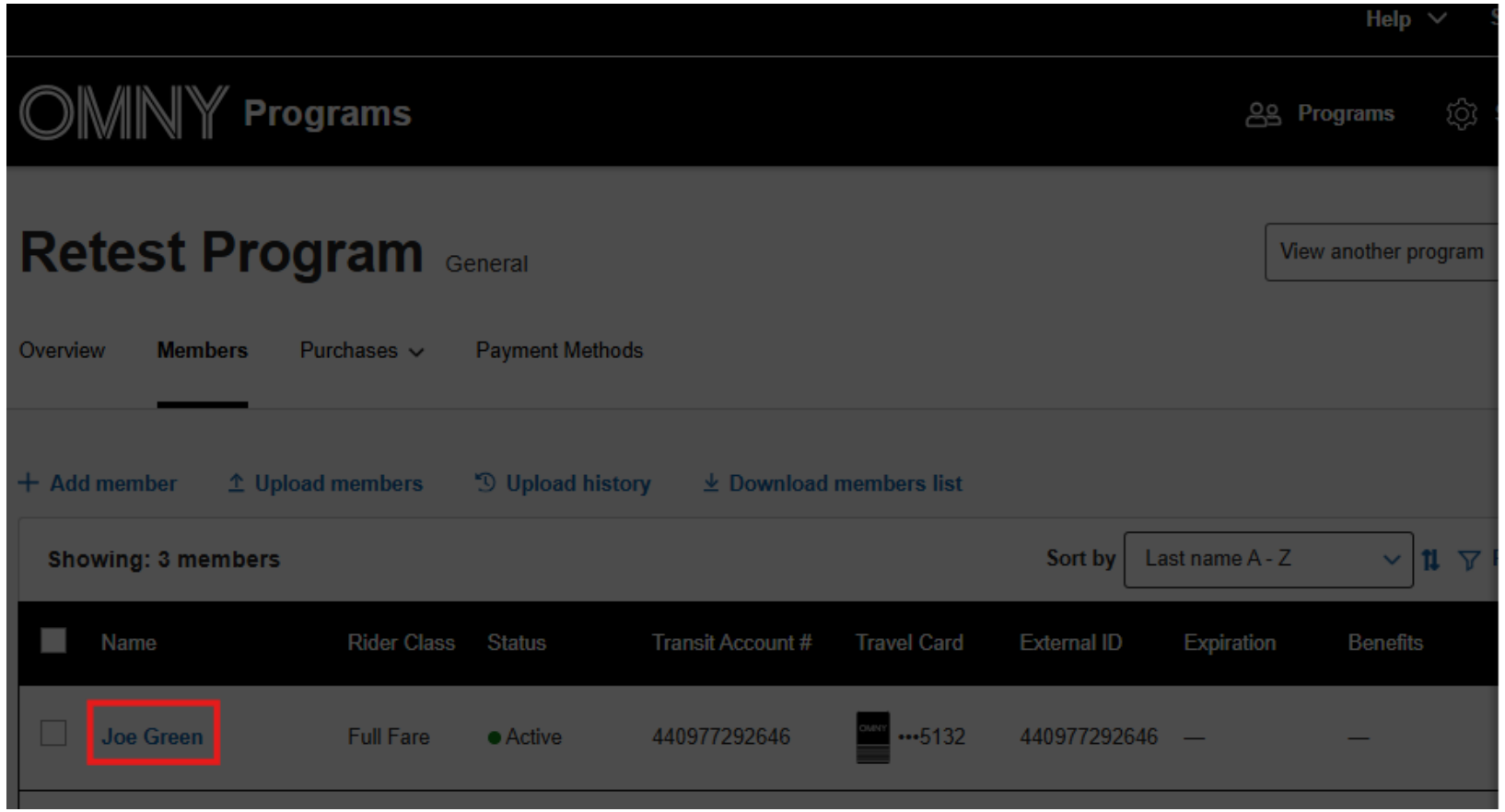
- When you enroll a member into your program, their member status is “Active.”
- If you need to temporarily remove a member, you can change their status to “On-Hold.”
- A member with an “On-Hold” status, can be changed back to “Active.”
- To permanently remove a member, you can change their status to “Deactivated.”
- **A member with a “Deactivated” status, cannot be changed back to “Active.”**
- When a member is deactivated, their Transit Account remains linked to the member record, hence the Transit Account cannot be reused.
- It is not possible to place an order for a member that is “On-Hold” or “Deactivated.”

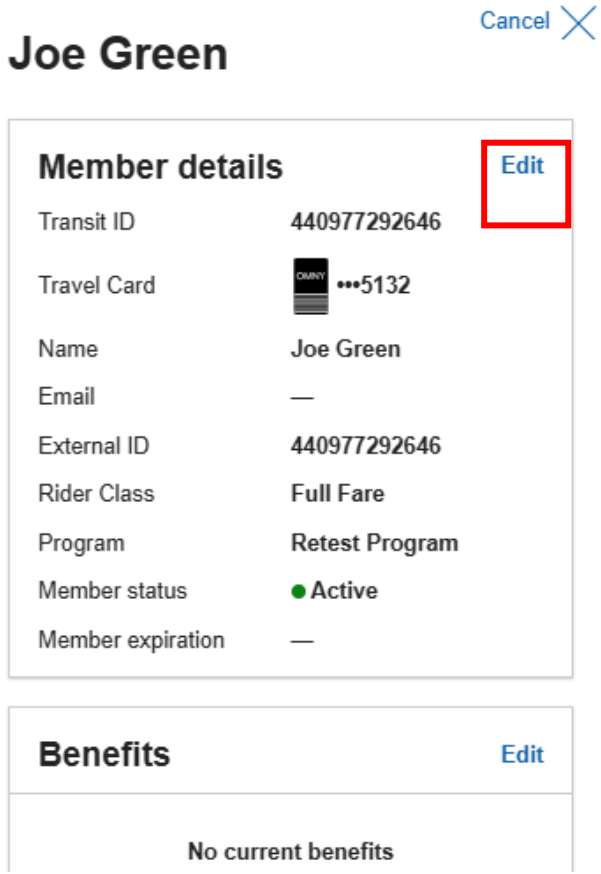


Please note:
Deactivated members remain on the member list, they do not get removed from the list
To see Active members only, you can filter the list by Member Status

Edit Member Details

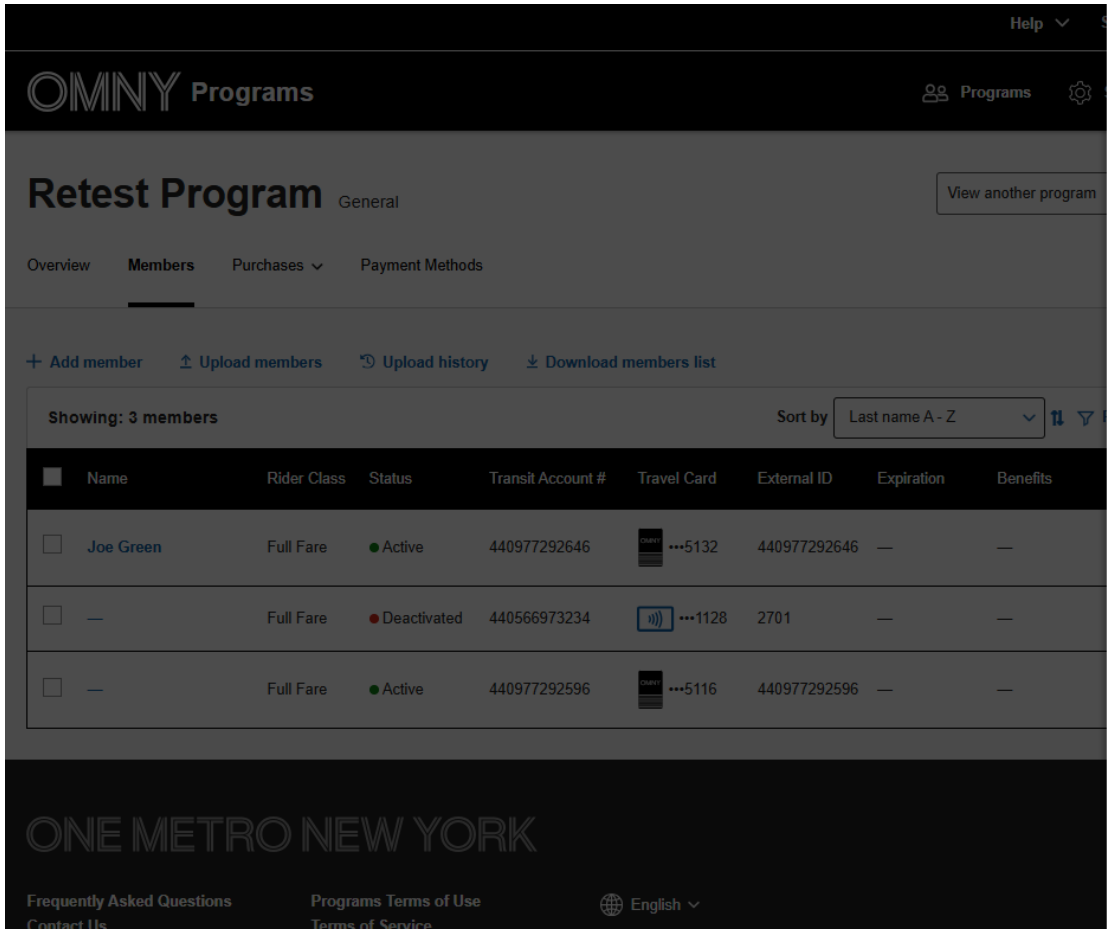
- To edit member details for one member at a time – click on the member's name, and a Member Details panel will appear on the right-hand side.

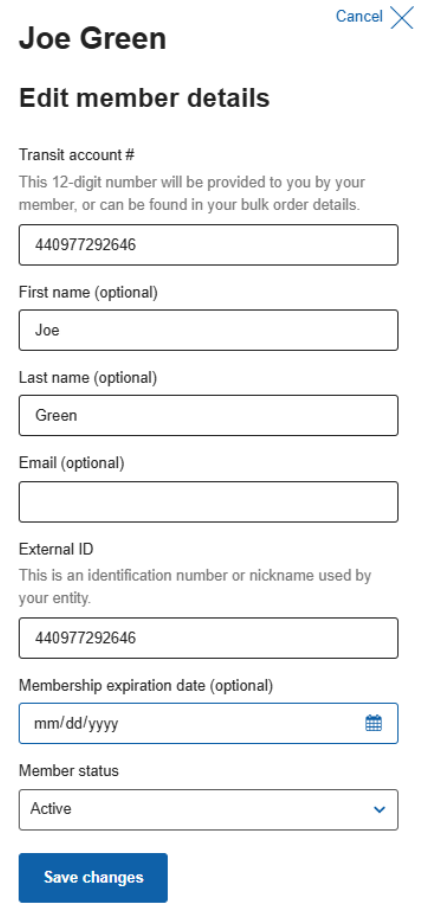




Edit Member Details

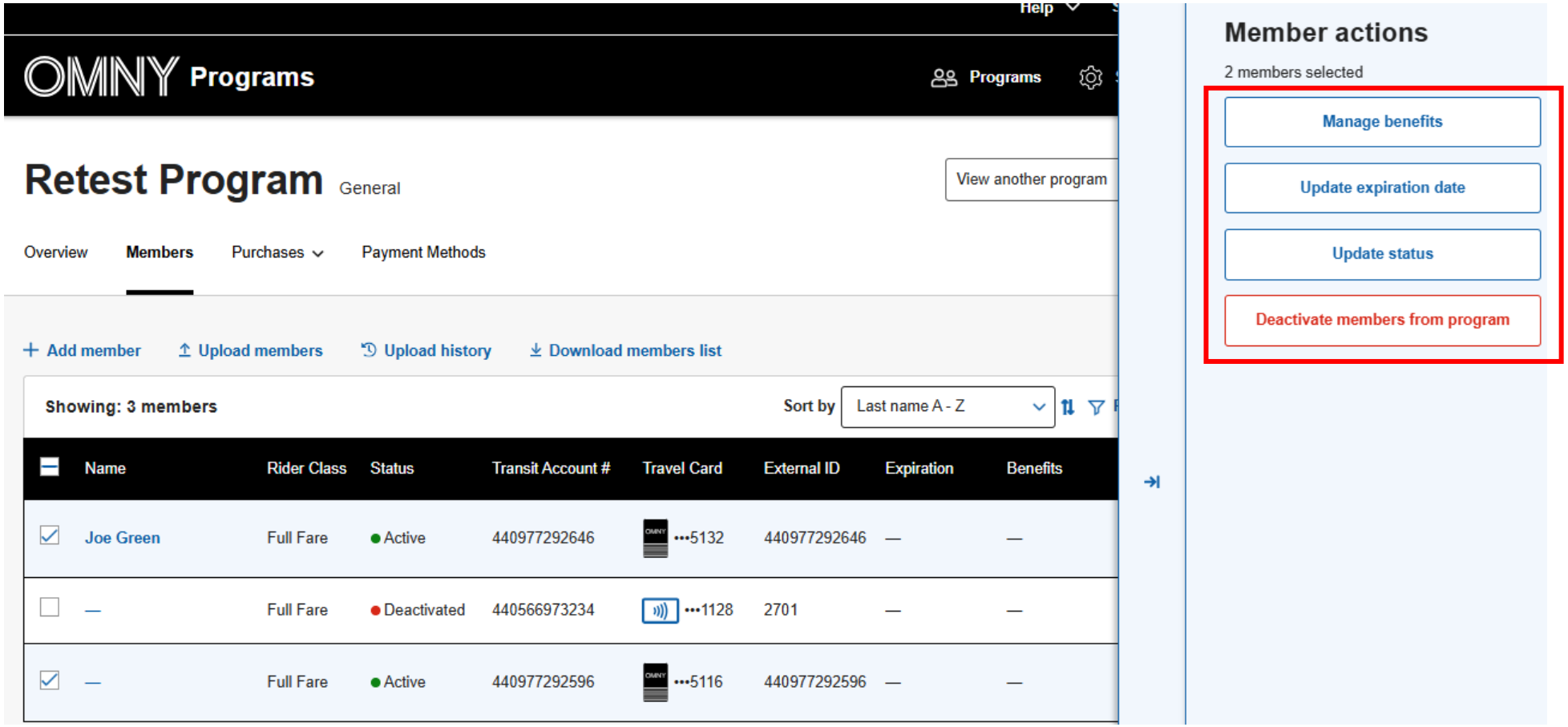
- Update the member's Transit Account Number, Name, External ID/ Member ID, or Member Status.
- Click "Save changes."





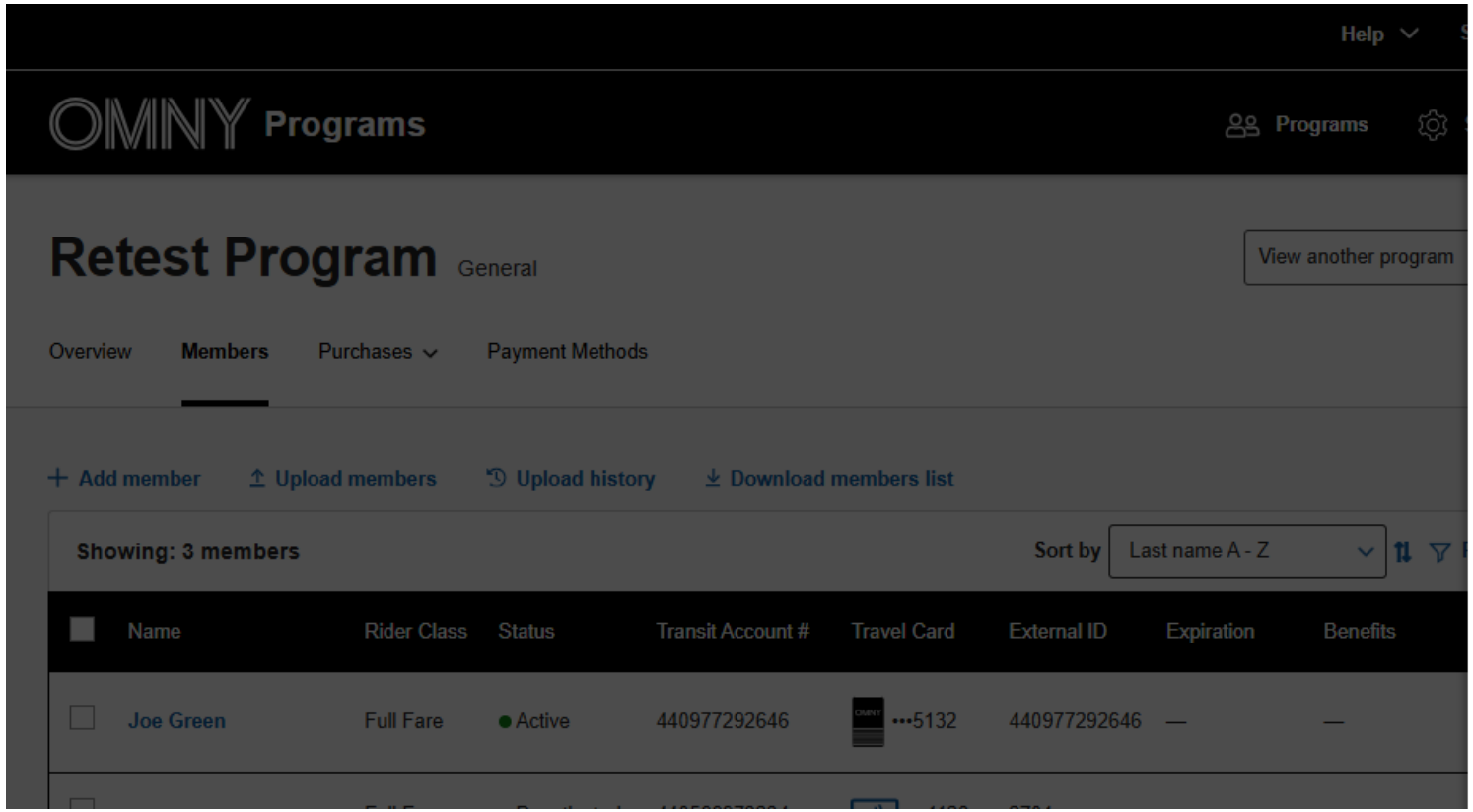
Edit Member Details

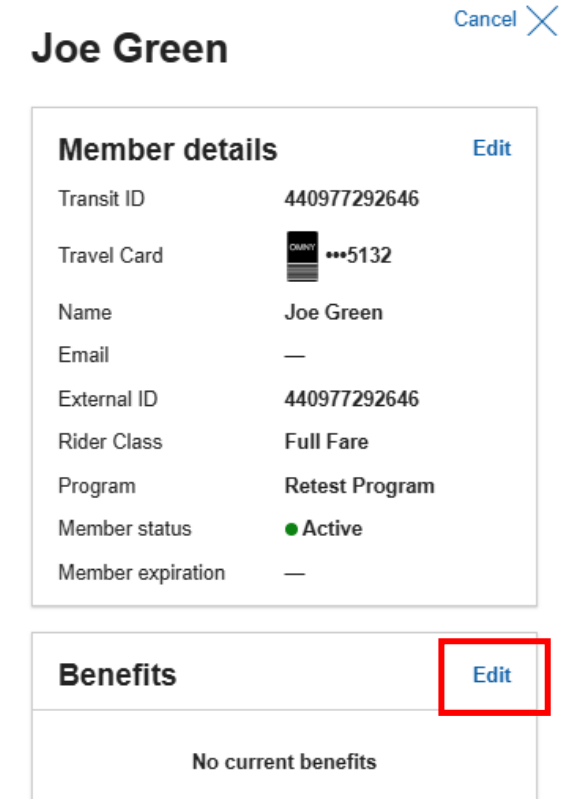
- To modify member details for several members, in batch – click on the checkboxes next to one or more member names, and a panel will appear on the right-hand side with Member actions.



Elect Benefits

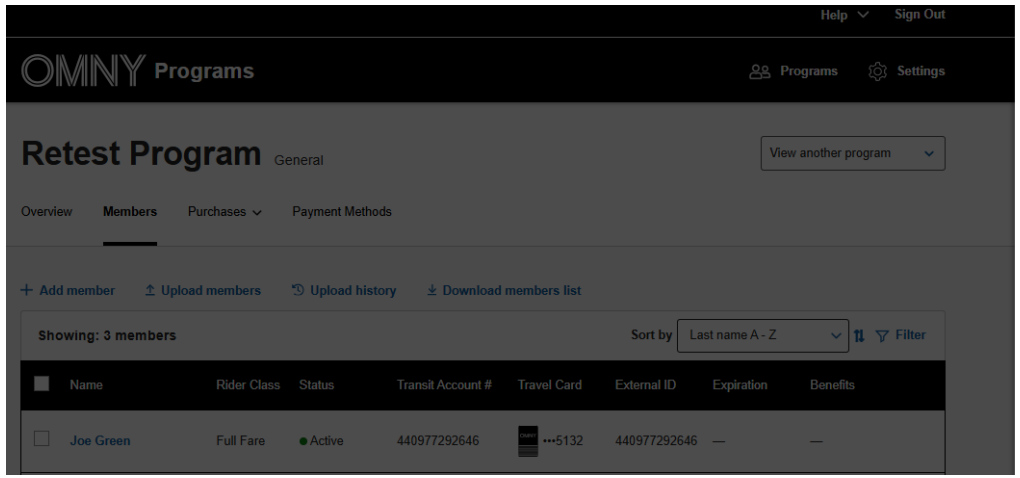
- You can elect benefits for one member at a time – by clicking on the person's name, or for several members, in batch – by clicking on the checkboxes next to the people's names.
  - To elect a benefit for one member, click on their name, and click on "Edit" benefits.

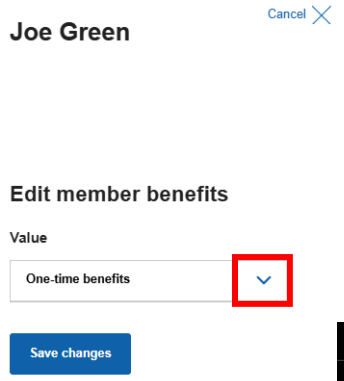


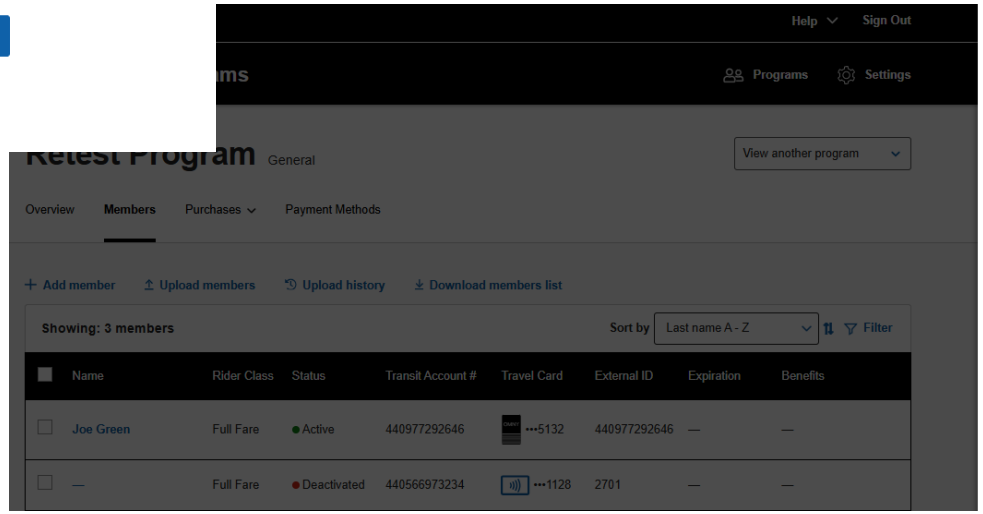


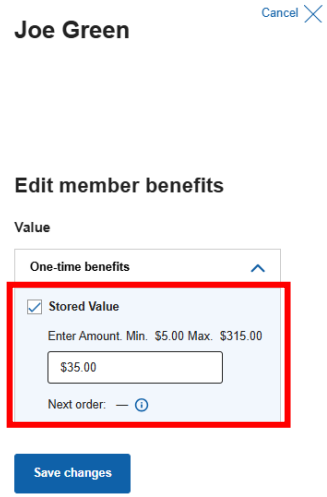
Elect Benefits

- Click on v to see the available One-Time Benefits.
- Click on the checkbox next to Stored Value and enter the amount you would like to load.
- Save changes.



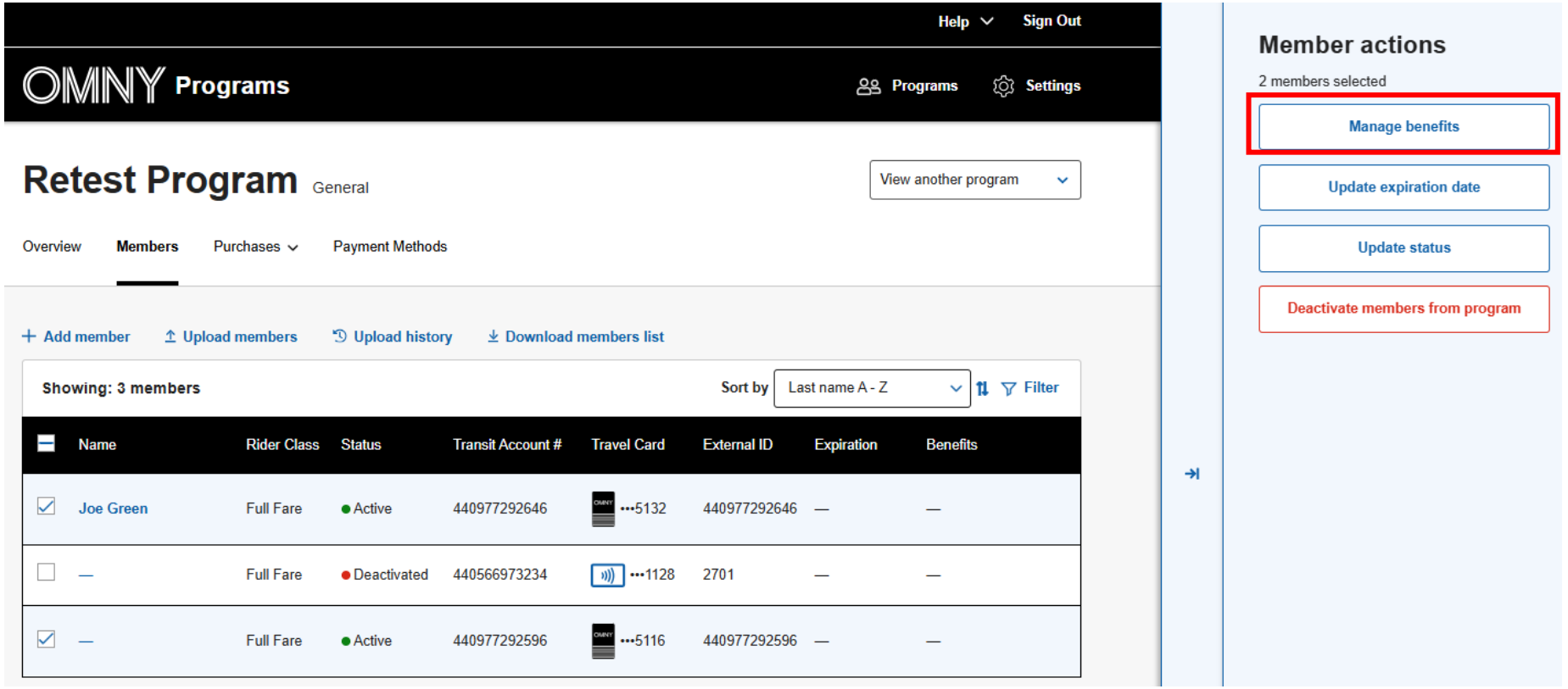






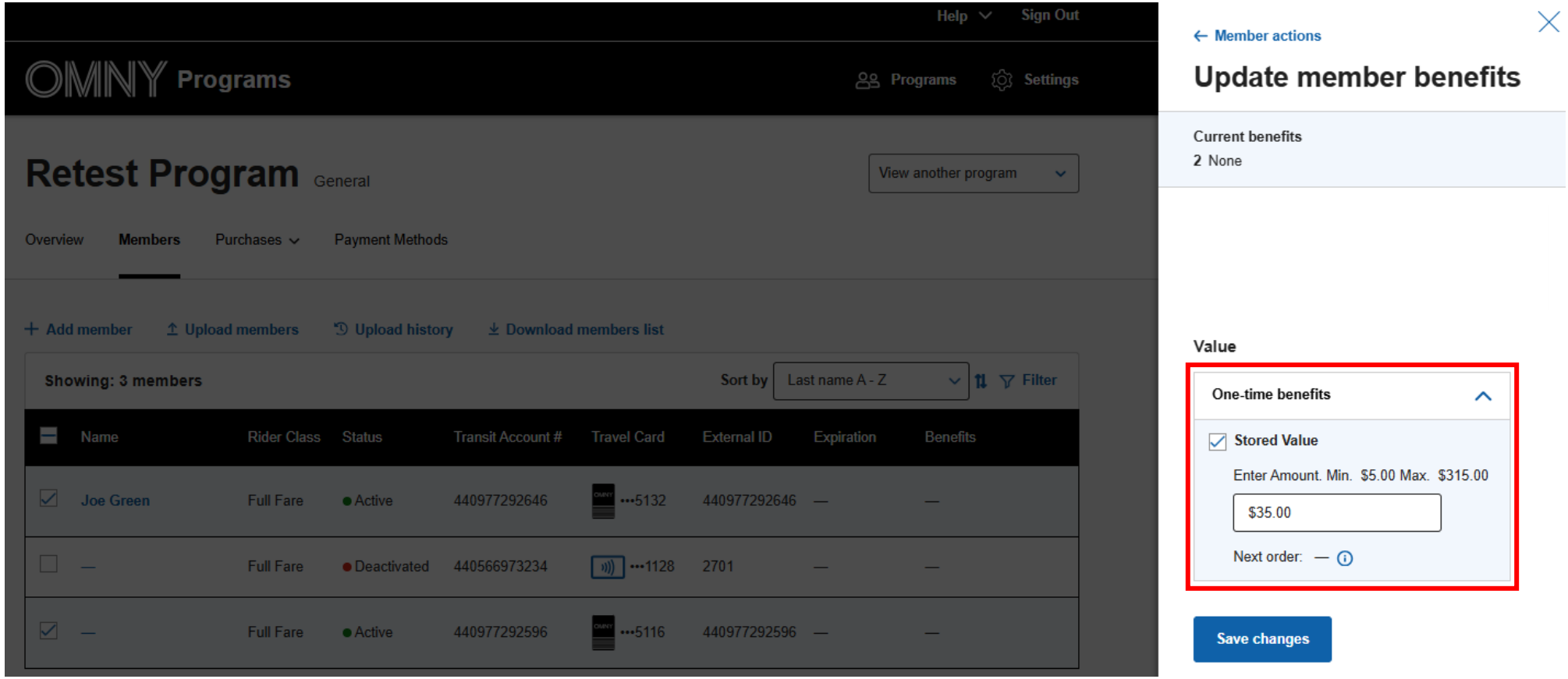
Elect Benefits

- You can elect benefits for several members, in batch – by clicking on the checkboxes next to the people's names.
  - When you select the checkbox for one or more members, you will see a Members action panel on the right, select Manage Benefits.



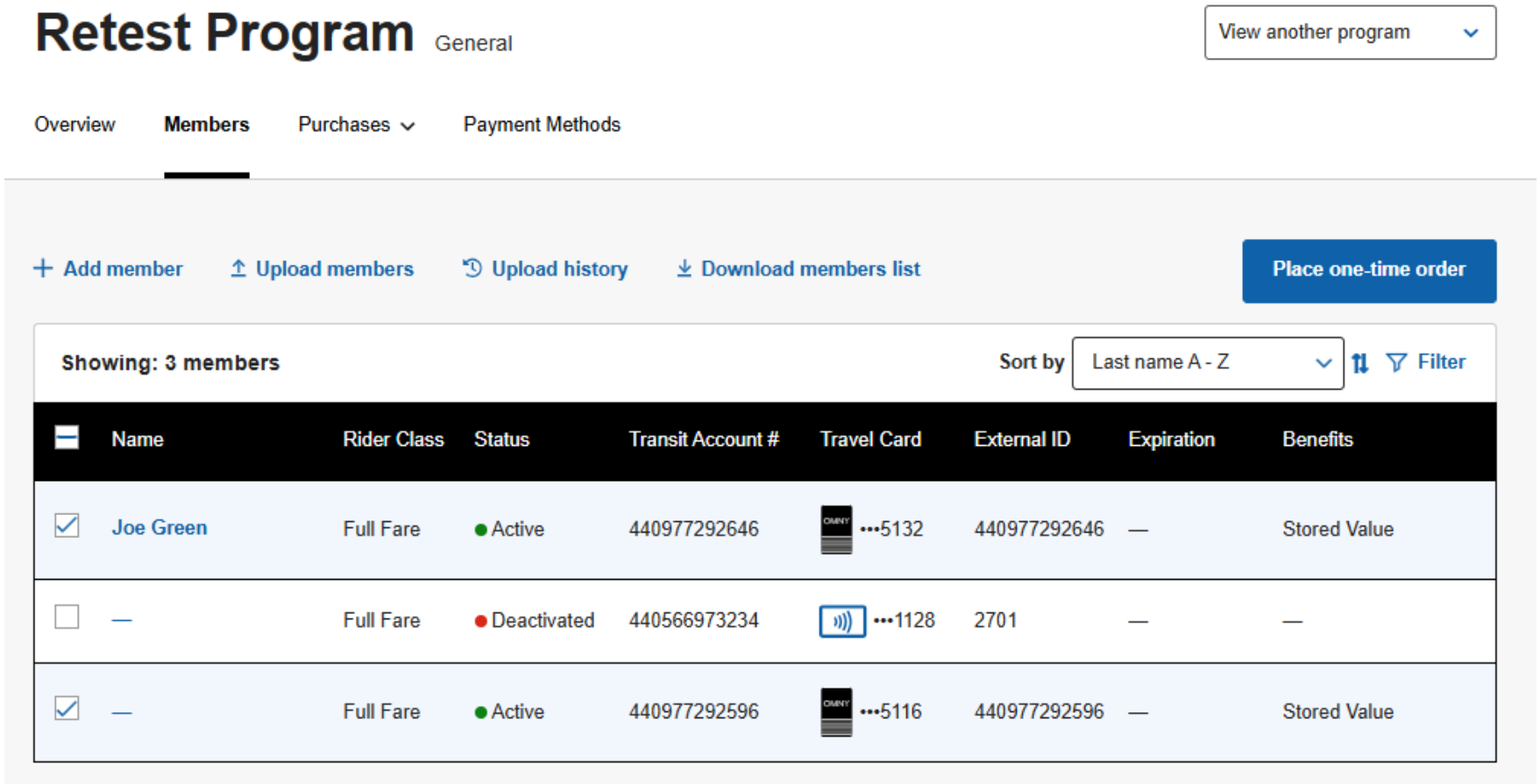
Elect Benefits

- Click on ∨ to see the available One-Time Benefits.
- Click on checkbox next to Stored Value, and enter the amount you would like to load.
- Save changes.



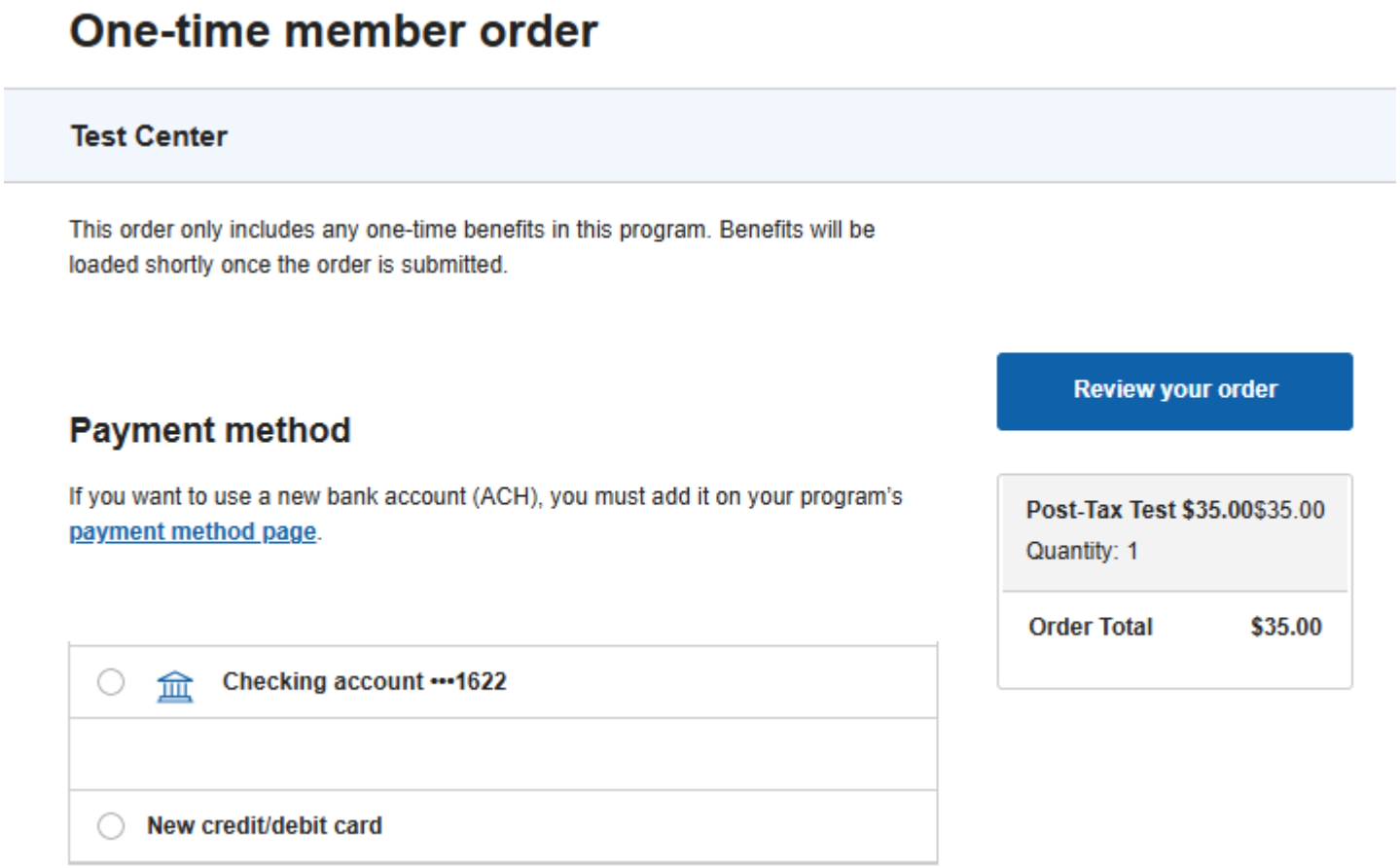
Place Benefits Order

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



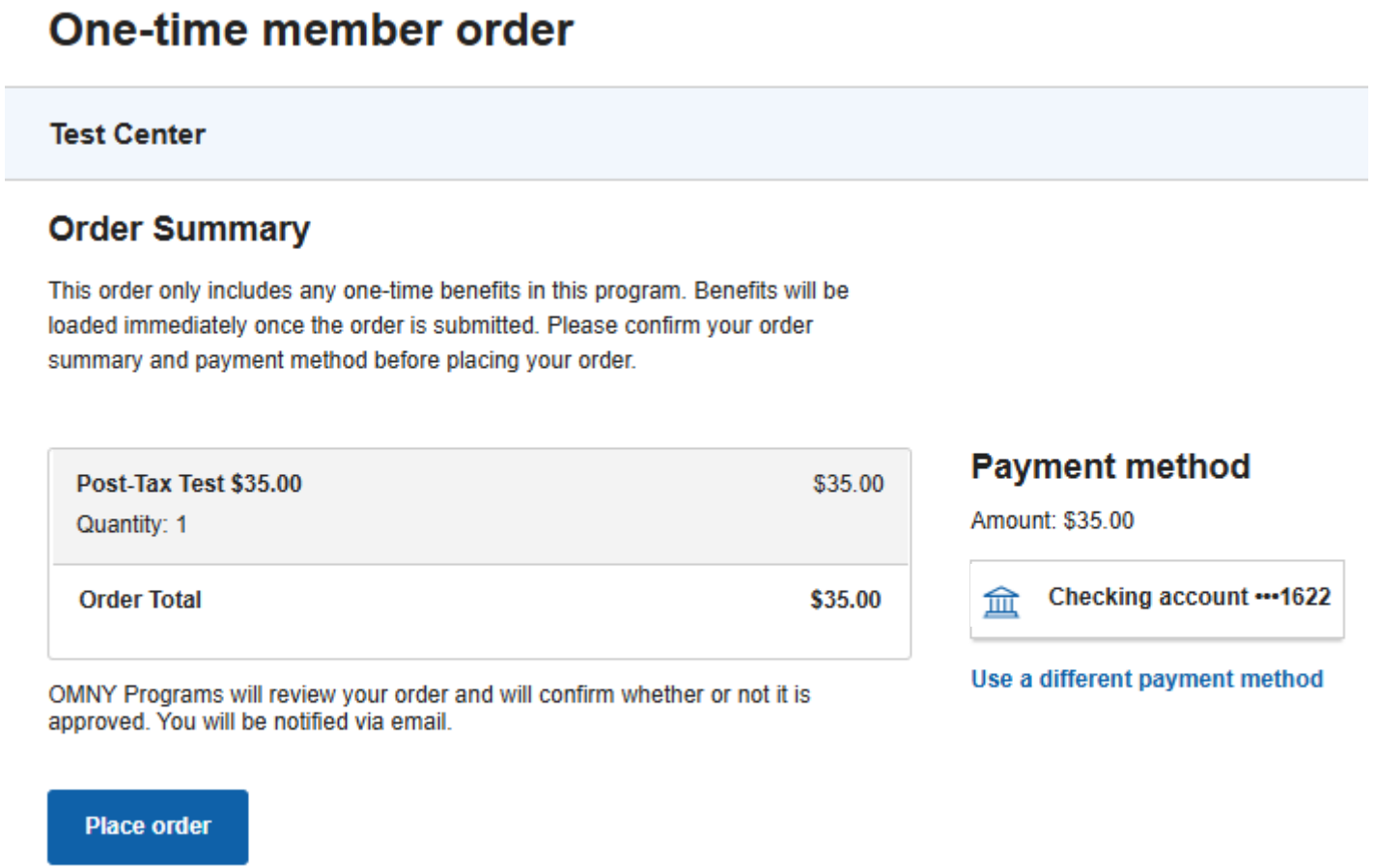
Place Benefits Order

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



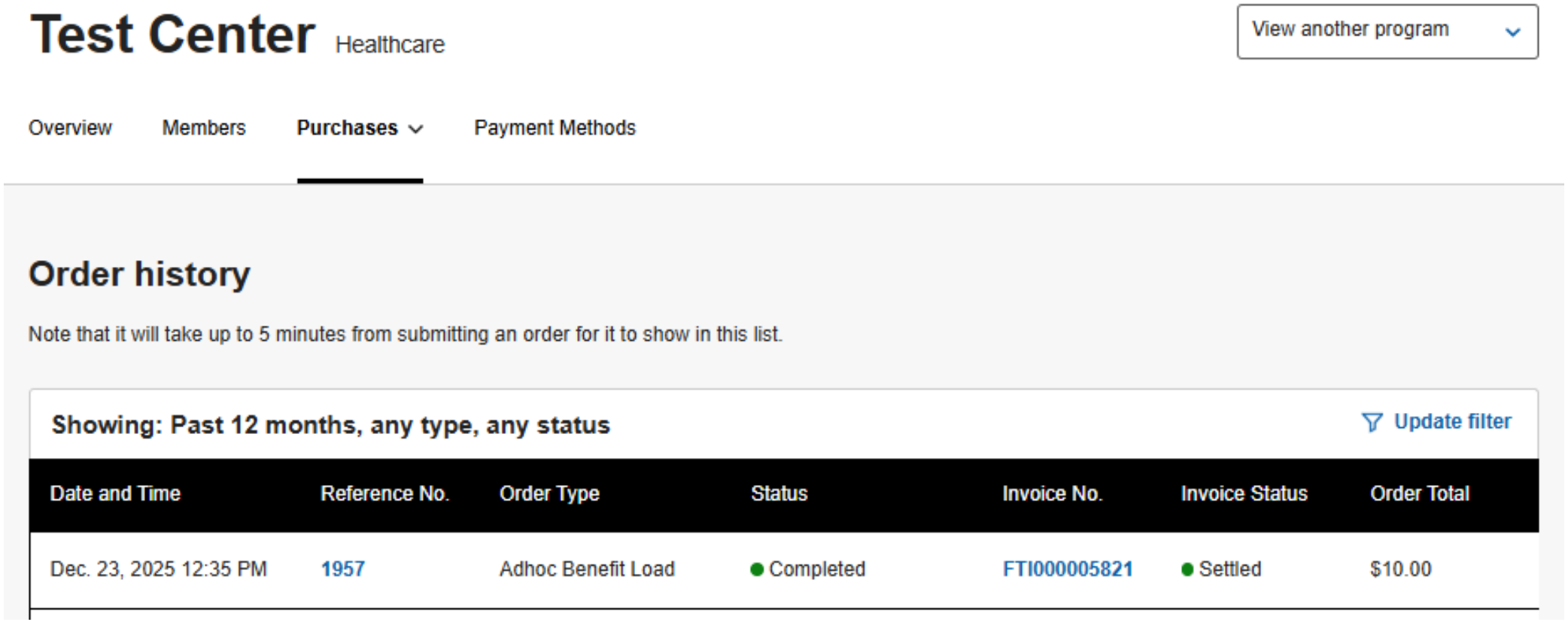
Place Benefits Order

Confirm your payment method and click on the “Place order” button.



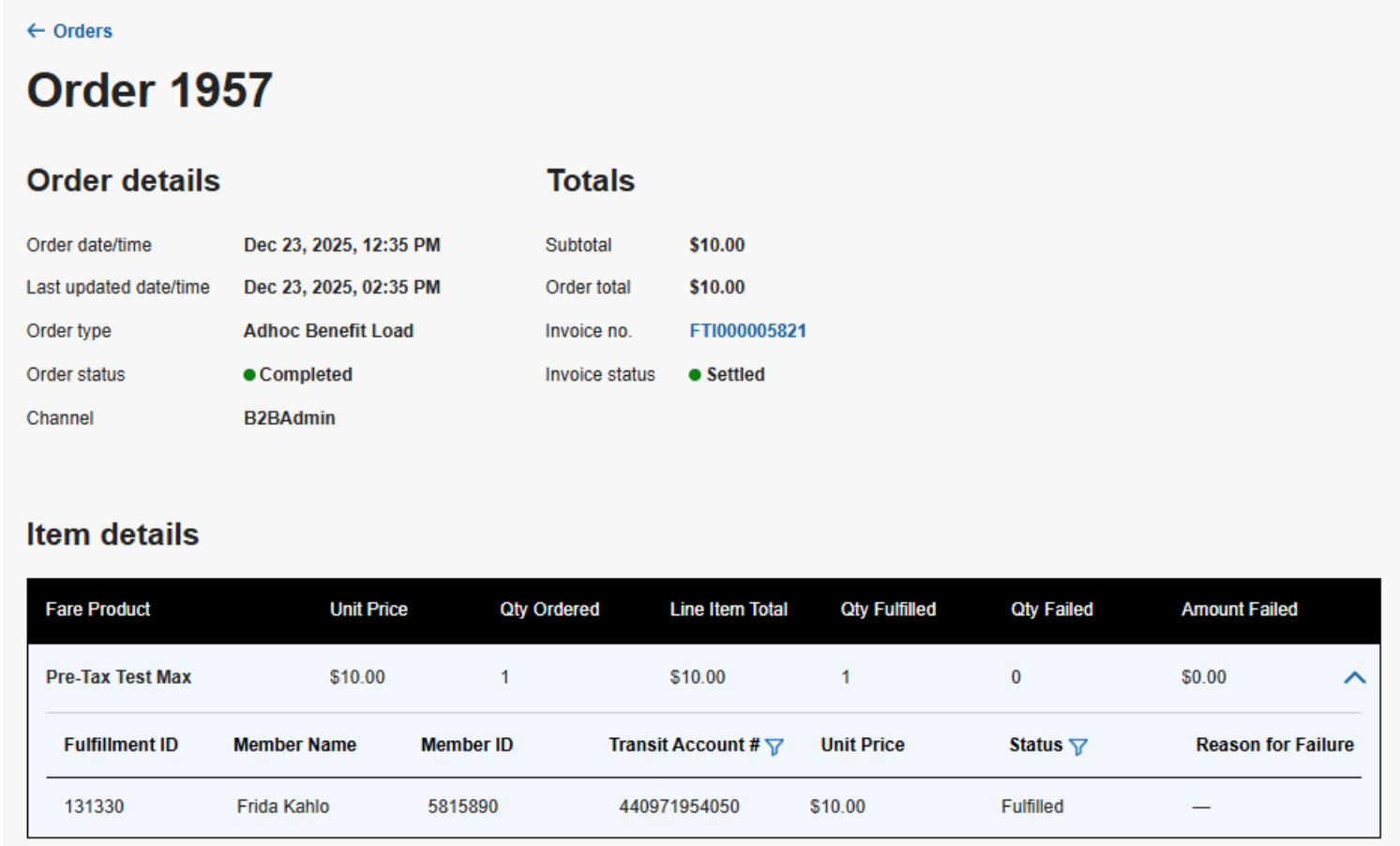
Review Benefit Order Details

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



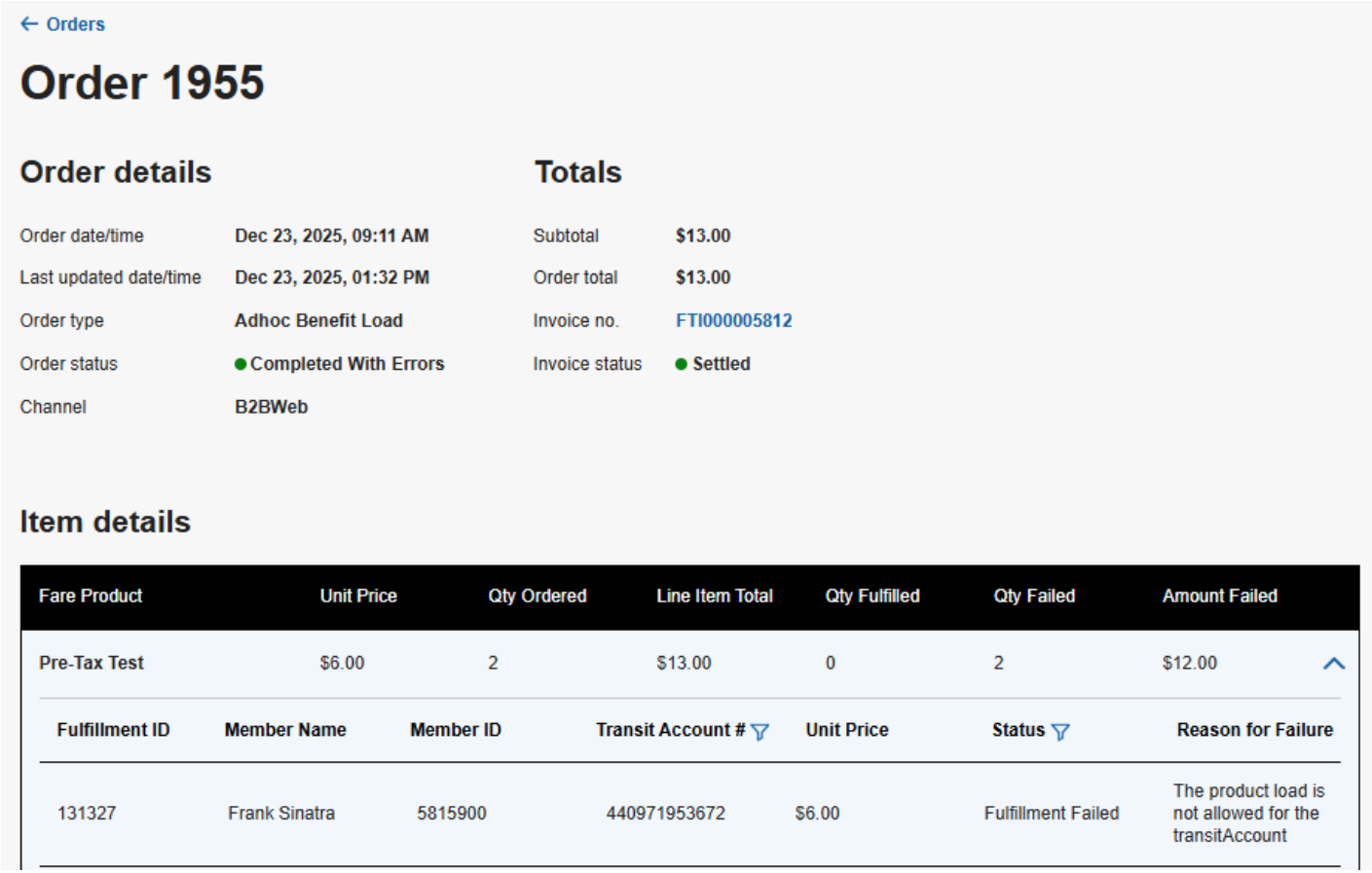
Review Benefit Order Details

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



Review Benefit Load Failure

If the benefit load failed for one or more Transit Accounts in your order, 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

Common reasons for failure:

If the Transit Account is closed, you will see the following error:

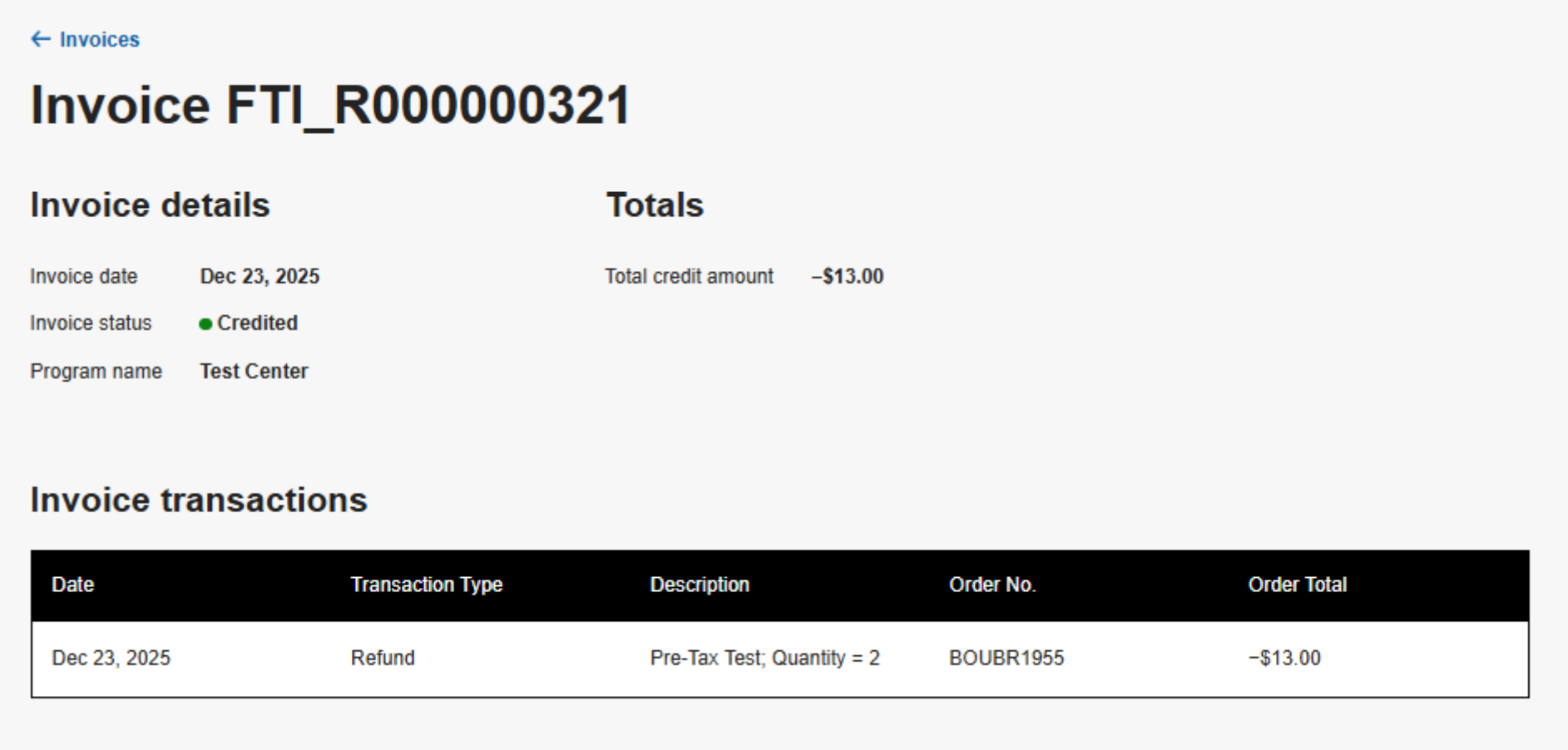
- “The product load is not allowed for the transitAccount.”

If the attempted value load would place the Transit Account over the $315.00 limit, you will see the following error:

- “Value is greater than the catalog product price.”

Review Benefit Load Failure

When the stored value fails to load to the 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.



← Invoices

Invoice FTI_R000000321

Invoice details

Invoice date Dec 23, 2025

Invoice status ● Credited

Program name Test Center

Totals

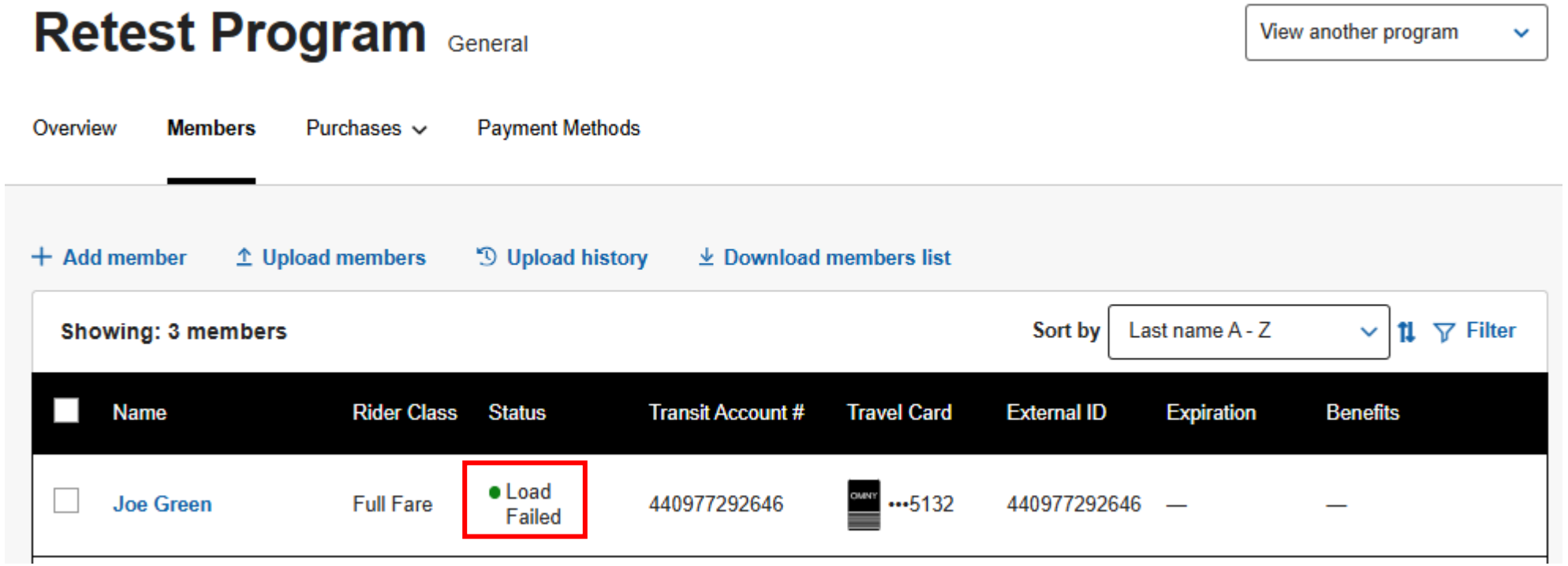
Total credit amount −$13.00

Invoice transactions

Date	Transaction Type	Description	Order No.	Order Total
Dec 23, 2025	Refund	Pre-Tax Test; Quantity = 2	BOUBR1955	−$13.00

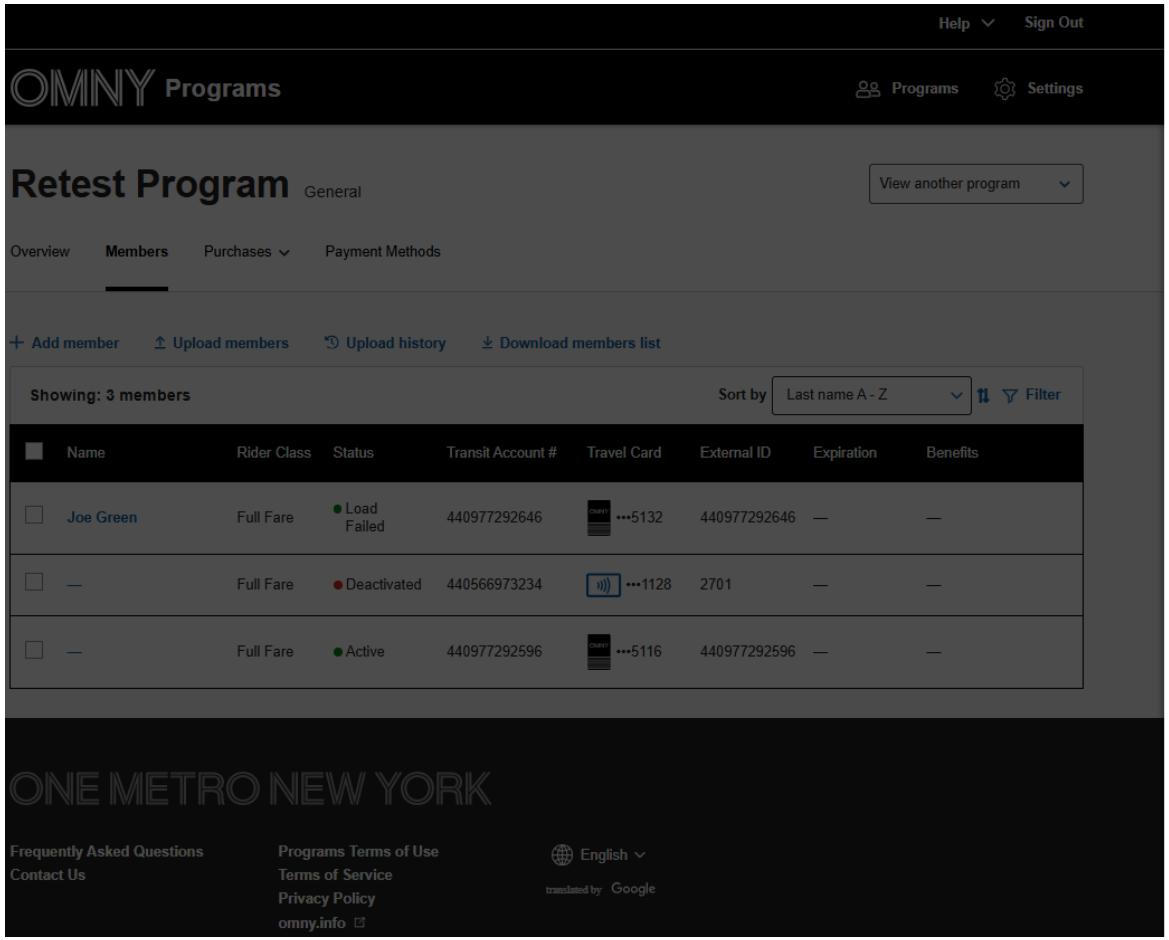
Load Failed Member Status

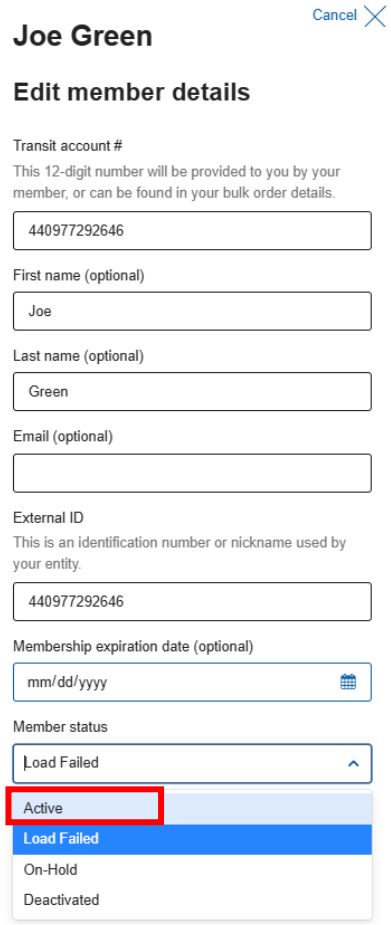
- When a benefit load fails for a particular Transit Account, the member status will be changed to Load Failed.



Load Failed Member Status

- You need to change the member status back to active before you can elect benefits again for the member.





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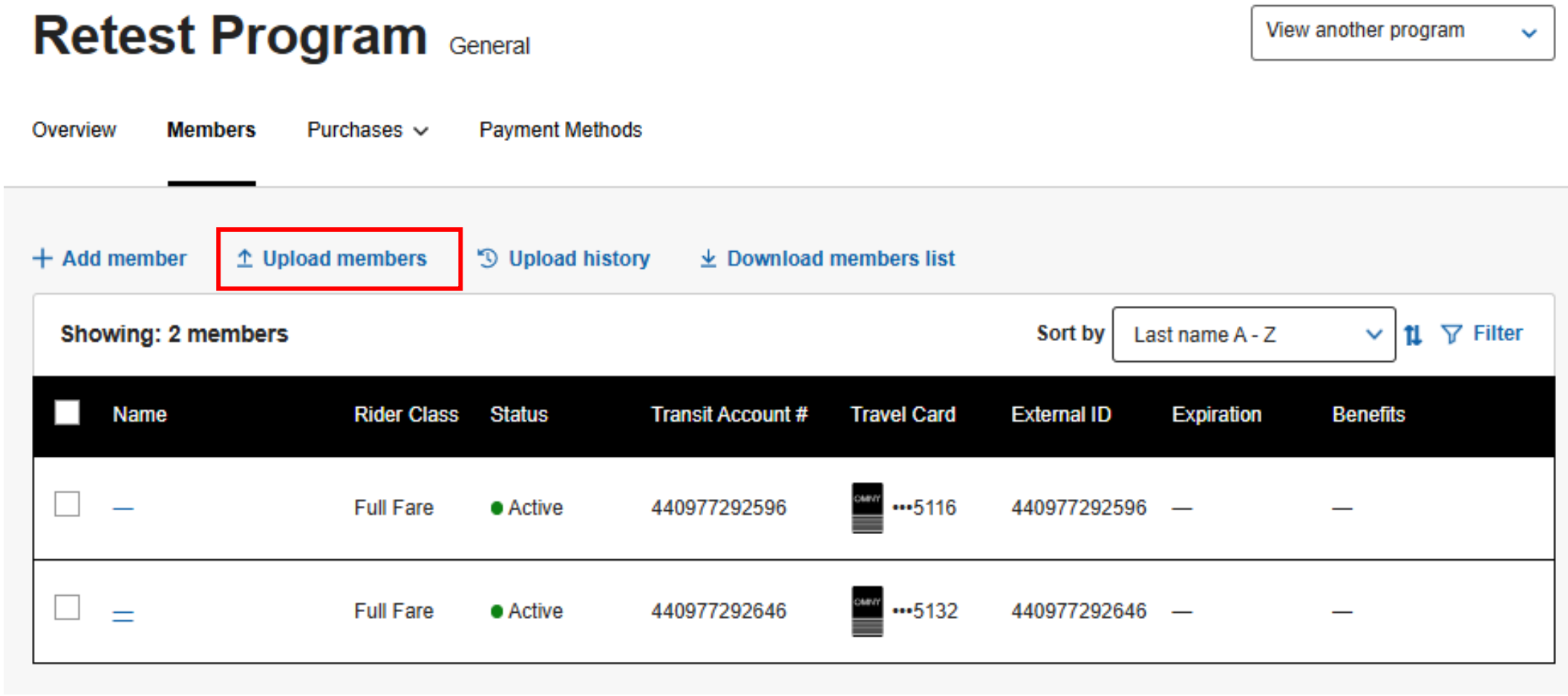
Bulk Upload Members

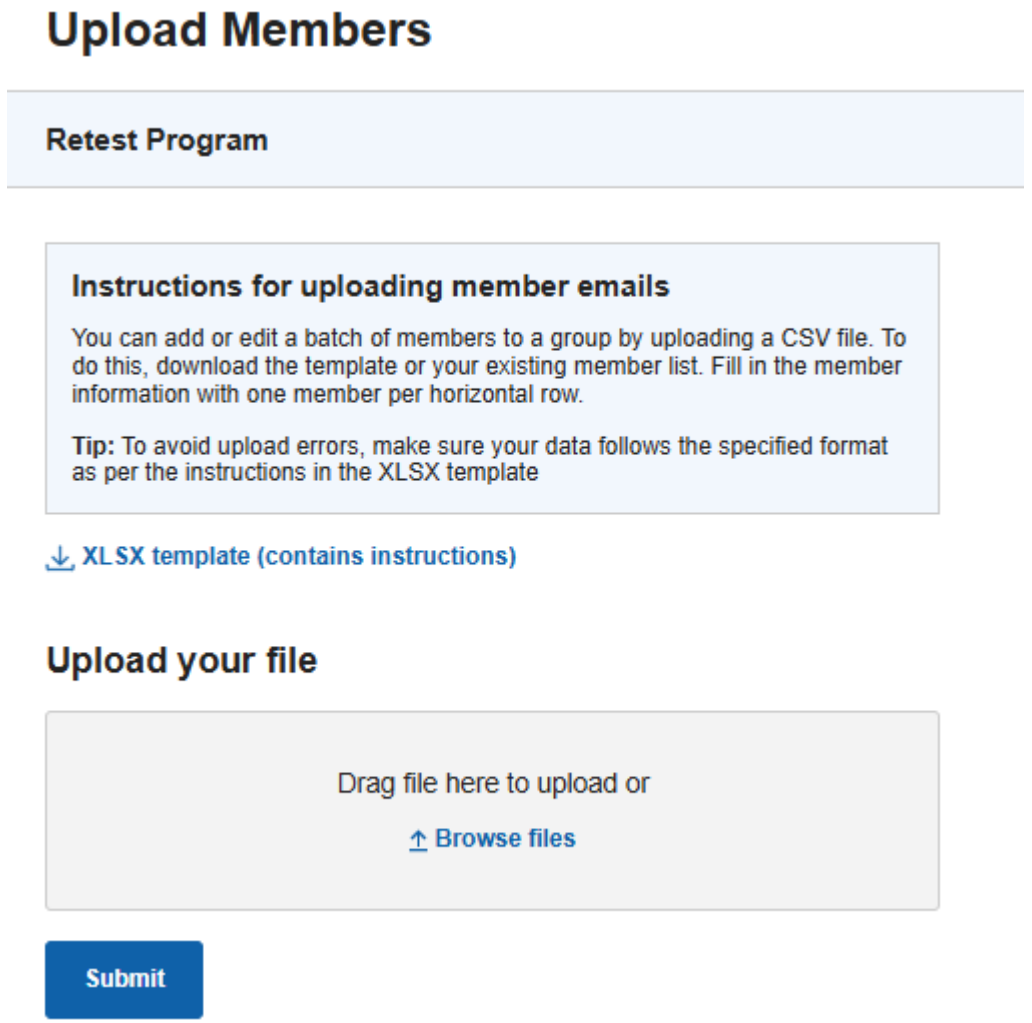
Bulk Upload Members

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 the 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.)

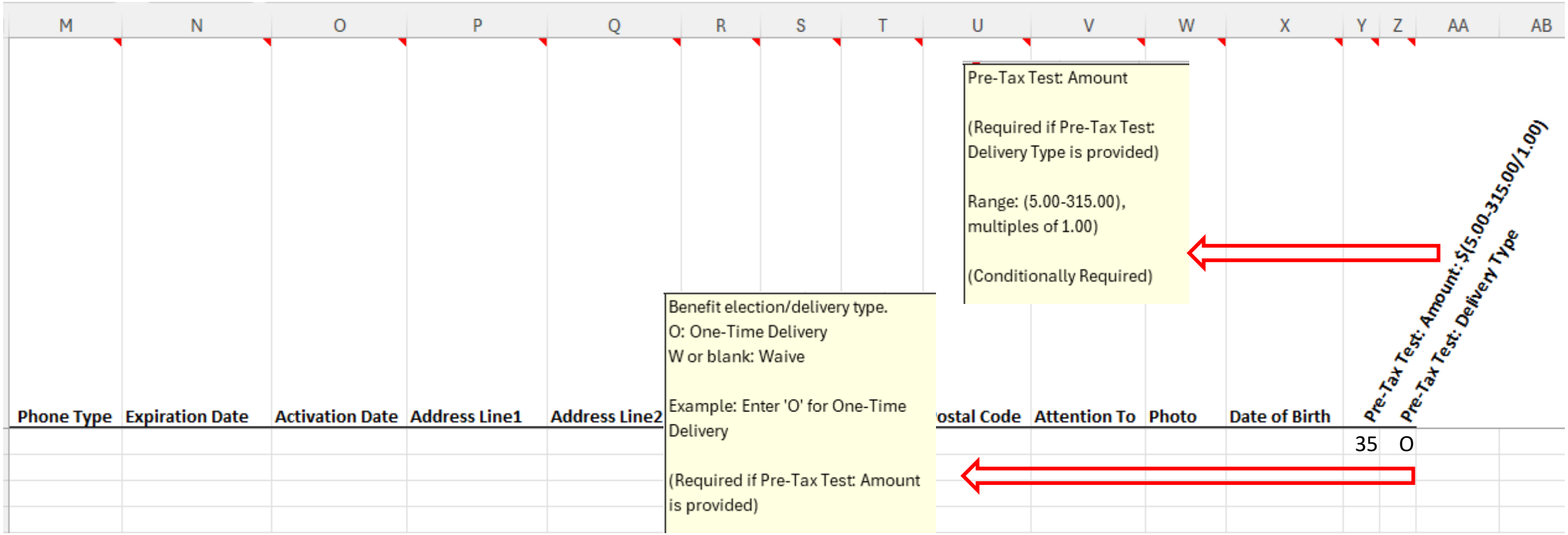
Member Status.
A: Active
LF: Load Failed
H: OnHold
T: Terminated

Example: Enter 'A' to set Active status

(Required)

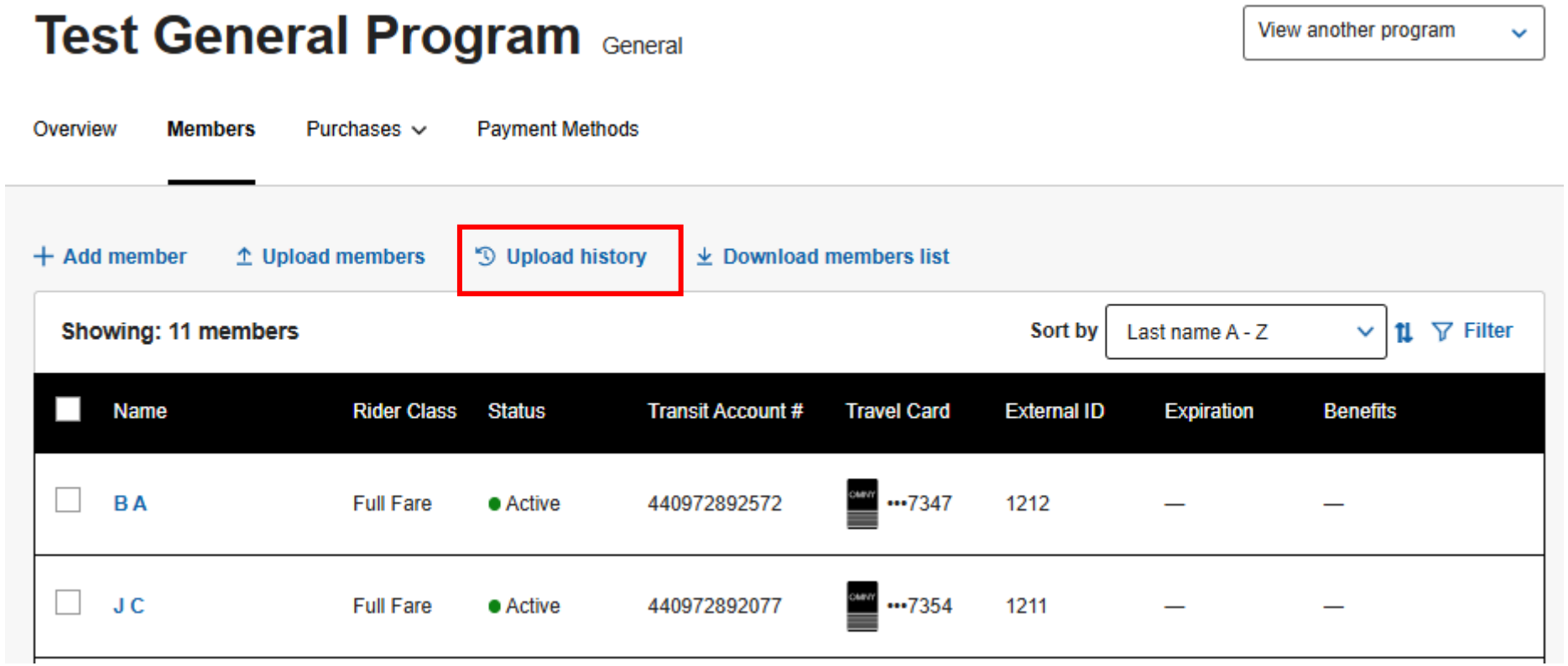
	A	B	C	D	E	F	G		
	Action	Member PK	Member Id	Transit Account Id	Travel Token Id	Media Serial Number	Member Status	Last Name	First Name
	Update		12345	440789005879			A		

Bulk Upload Members



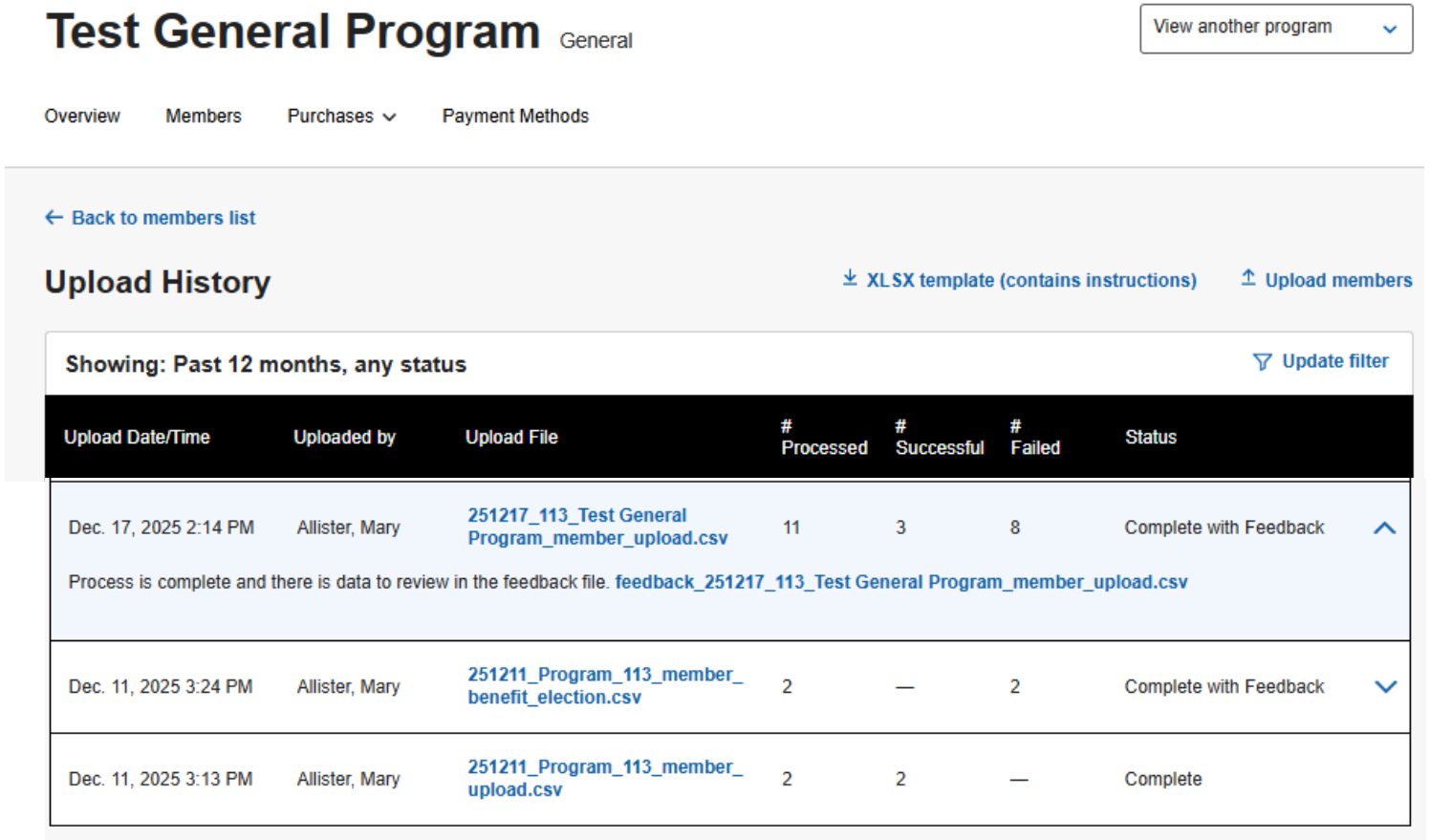
Bulk Upload Members

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.



Bulk Upload Members

Common upload errors:

1. Processing error – check that the file was uploaded as the correct CSV extension (comma-delimited)

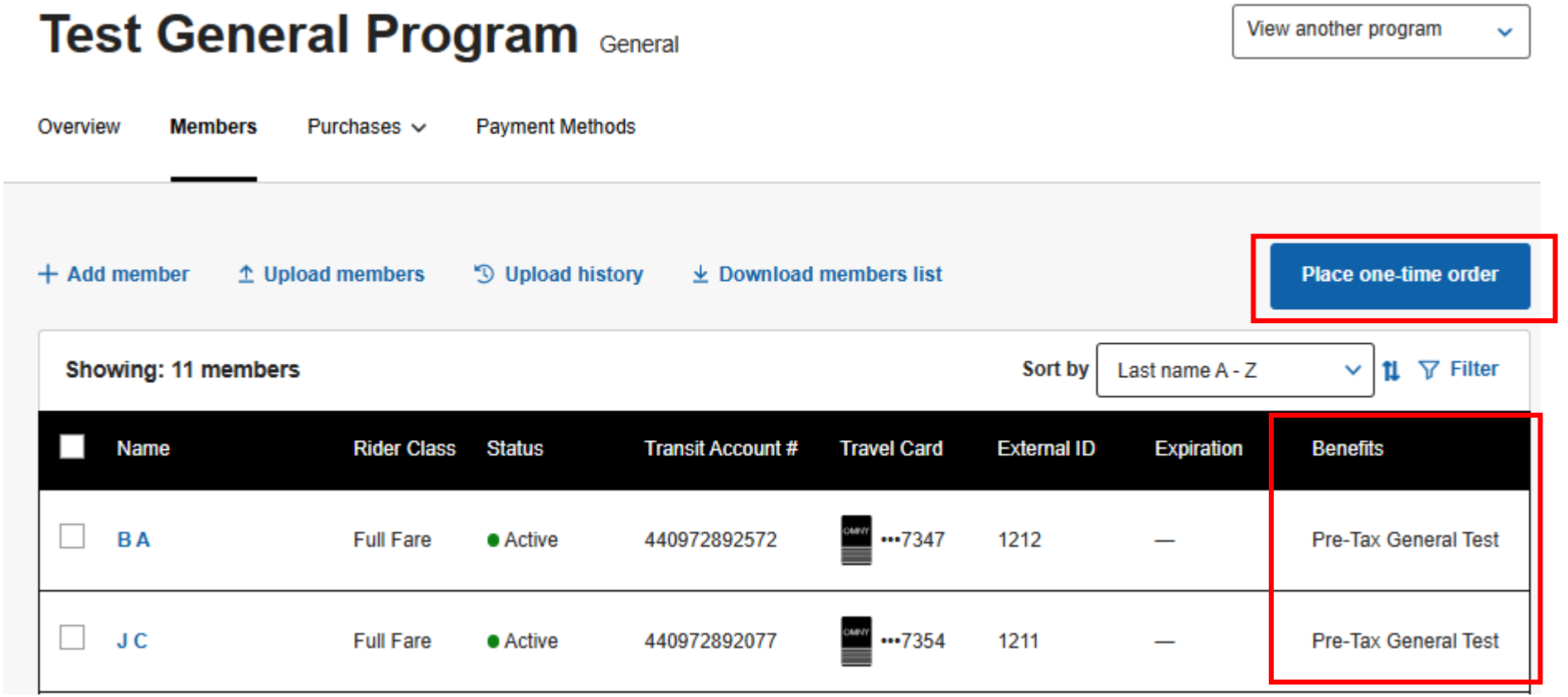
2. Transit Account Id: Transit account id or serial number is invalid
   - An apostrophe before the Transit Account Number was not included, or there is a typo in the Transit Account Number

3. Error – “Transit Account Id: Duplicate Transit Account Id.”
   - You are trying to enroll a Transit Account that is already enrolled in this program, or it is listed twice in your upload file

4. Error – “Transit Account Id: Transit Account has no tokens”
   - The card was suspended by the customer

Account Activation

Once the members have benefits elected, you can place the benefits order, as shown previously in Slide 14-16.



Construction & Development

Frequently Asked Questions

Frequently Asked Questions

1) One of my member reported to me that their card is lost or stolen. How do I suspend it?
2) How can I replace a card for my member?
3) Is it possible for me to view my members' card balances and/or usage?
4) Is it possible for me to reuse cards?

Answer to Q #1: Is it possible to suspend a card?

- If one of your members reports their card lost or stolen, it is not possible for you, as an administrator, to suspend the card through the B2B portal.

- If the member has a registered online customer account at omny.info, the member can suspend their card online.
  - Only OMNY cards

 can be suspended.

- If the member does not have a registered customer account, the member can call the OMNY Customer Service at 877-789-6669.
  - They will need to provide their OMNY card number.

- Please note: If you deactivated a member from your program, it does mean that you suspended the OMNY card – these are two different statuses – member status vs card status.
  - For example, you can have an active member with a suspended card, or a deactivated member with an active card.

Answer to Q #2: Link a new card to member

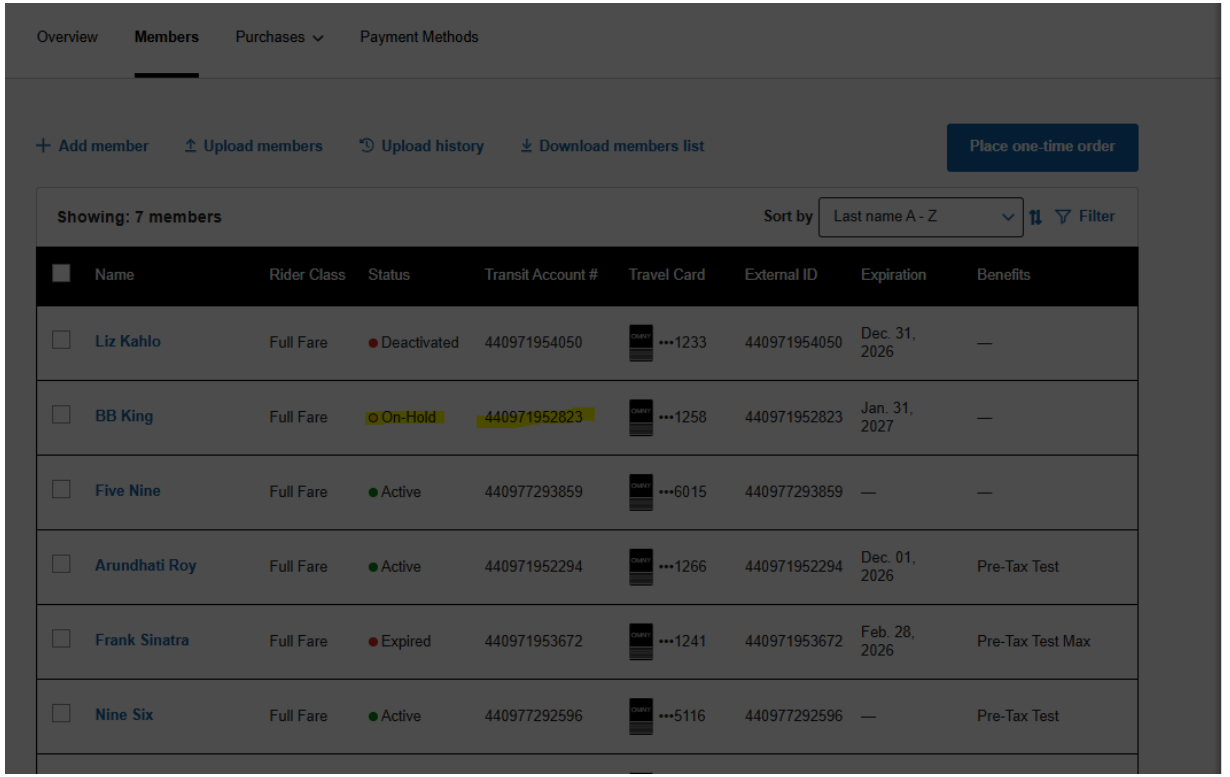
There are two ways to replace a card for a member enrolled in a B2B program

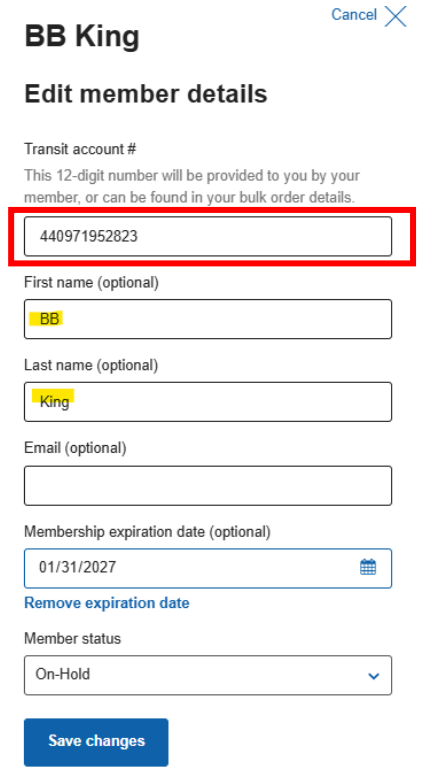
1) Program admin issues new card to member via OMNY Programs account, and updates the member's Transit Account in their B2B program.
    - Any balance on the old card does not automatically move to the new card.
    - The member needs to manually move the balance, either online at omny.info or by calling OMNY Customer Service at 877-789-6669.
    - This option is recommended if member can only get OMNY card from program admin.

2) Member buys new card and does a card replacement online at omny.info
    - Via this process, the new card is assigned the old Transit Account number.
    - Since the card balance "lives" on the Transit Account, no balance transfer is necessary.
    - This option is recommended if member can buy their own OMNY card.

Answer to Q#2: Option 1 - Link a new card to member

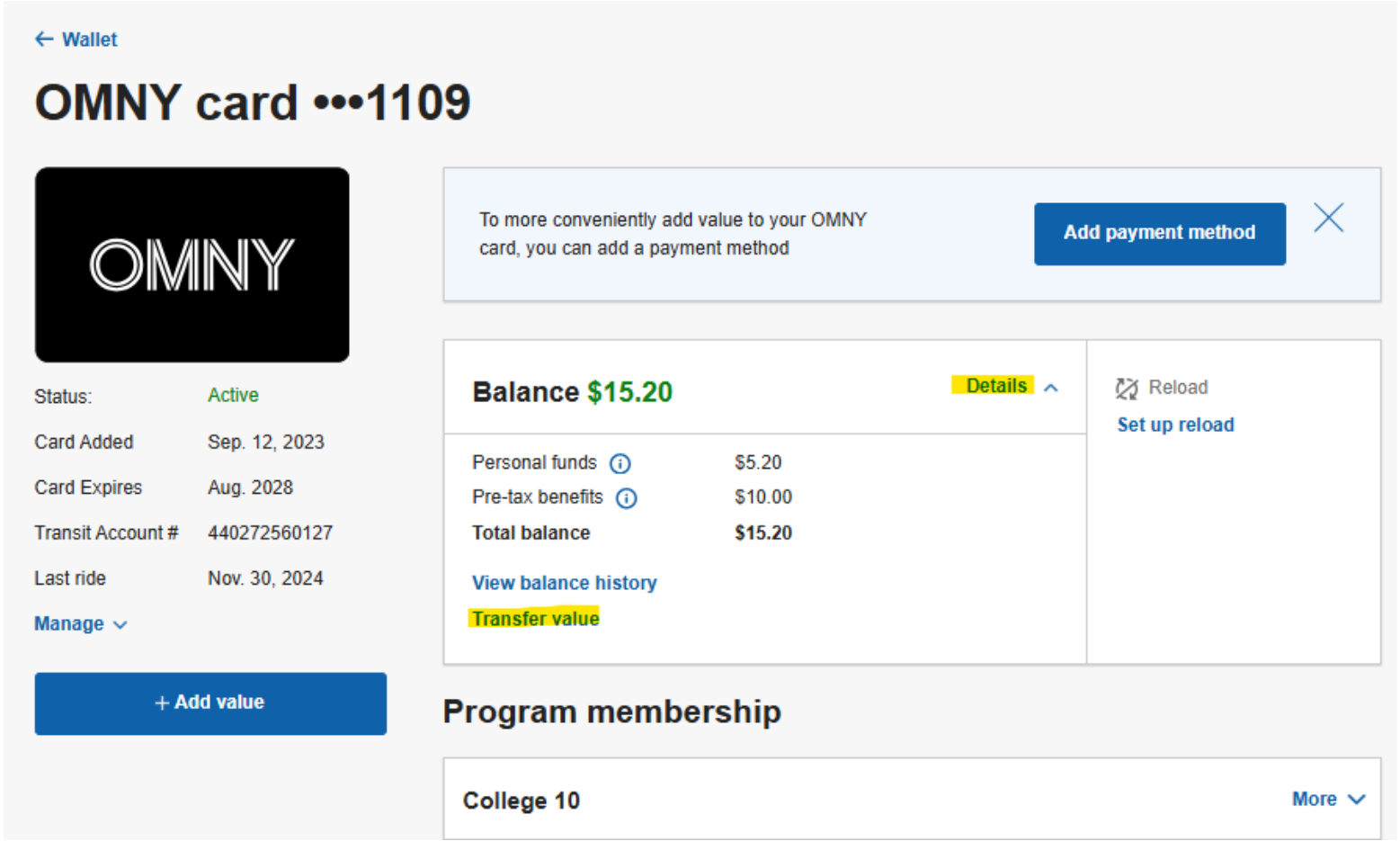
- To change the card on file for a member, change the Transit Account Number listed for the member.
- This can only be done if the member status is Active or On-Hold (not Deactivated).
- This change will not transfer stored balance from one card to another.
- The member can transfer balance through omny.info or by calling the OMNY Customer Service.





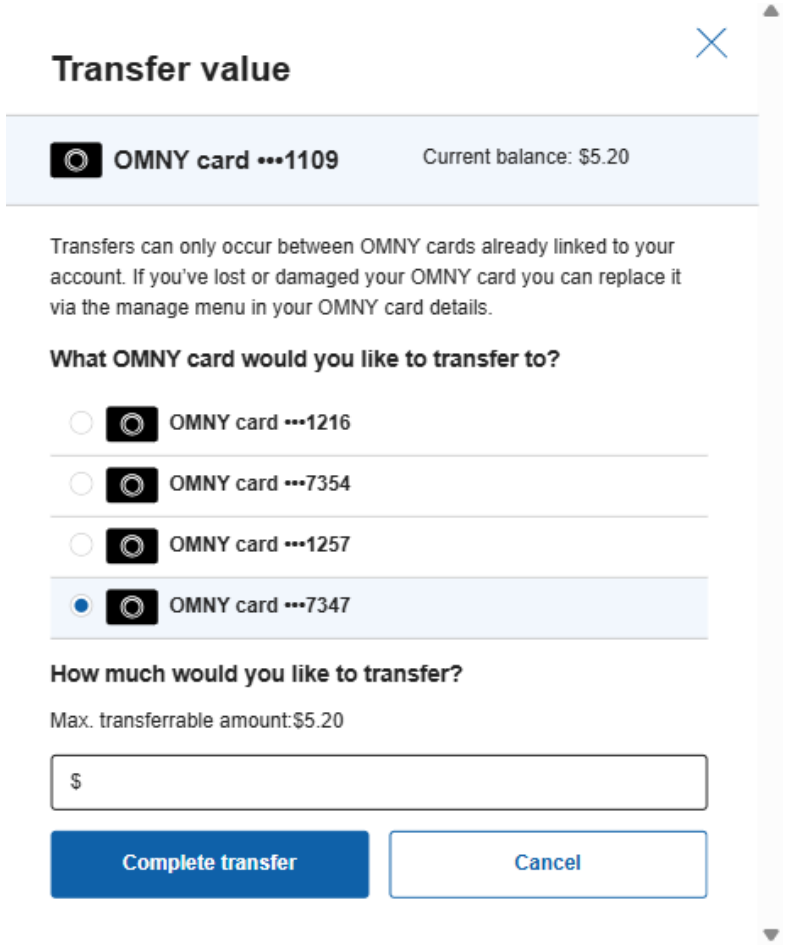
Answer to Q#2: Option 1 – Member to transfer balance

- The member can transfer balance through omny.info



Answer to Q#2: Option 1 – Member to transfer balance

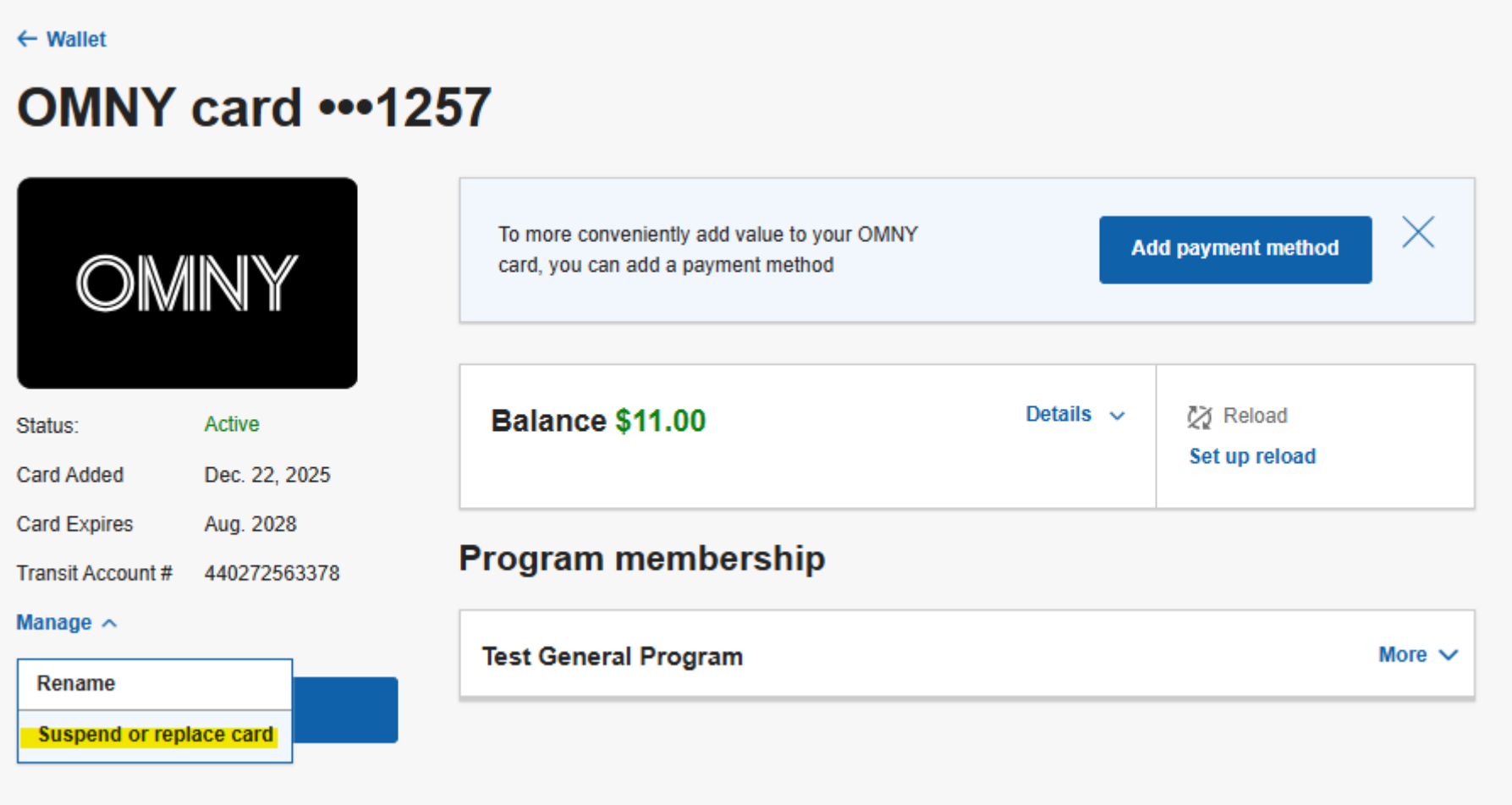
- The member can transfer balance through omny.info



Note: Both OMNY cards need to be linked to the customer account, in order to transfer funds between the two cards

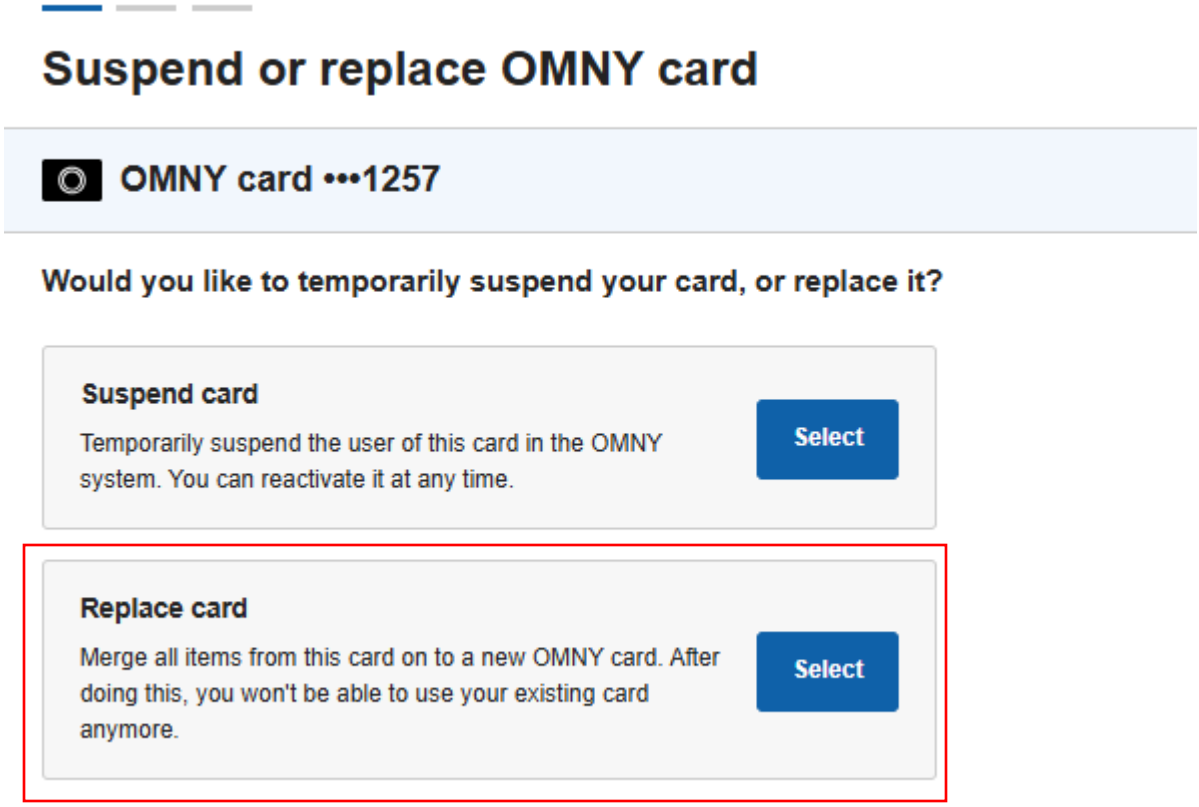
Answer to Q #2 Option 2: Card replacement via customer account

Step 1 – Member selects to replace card via omny.info



Answer to Q #2 Option 2: Card replacement via customer account

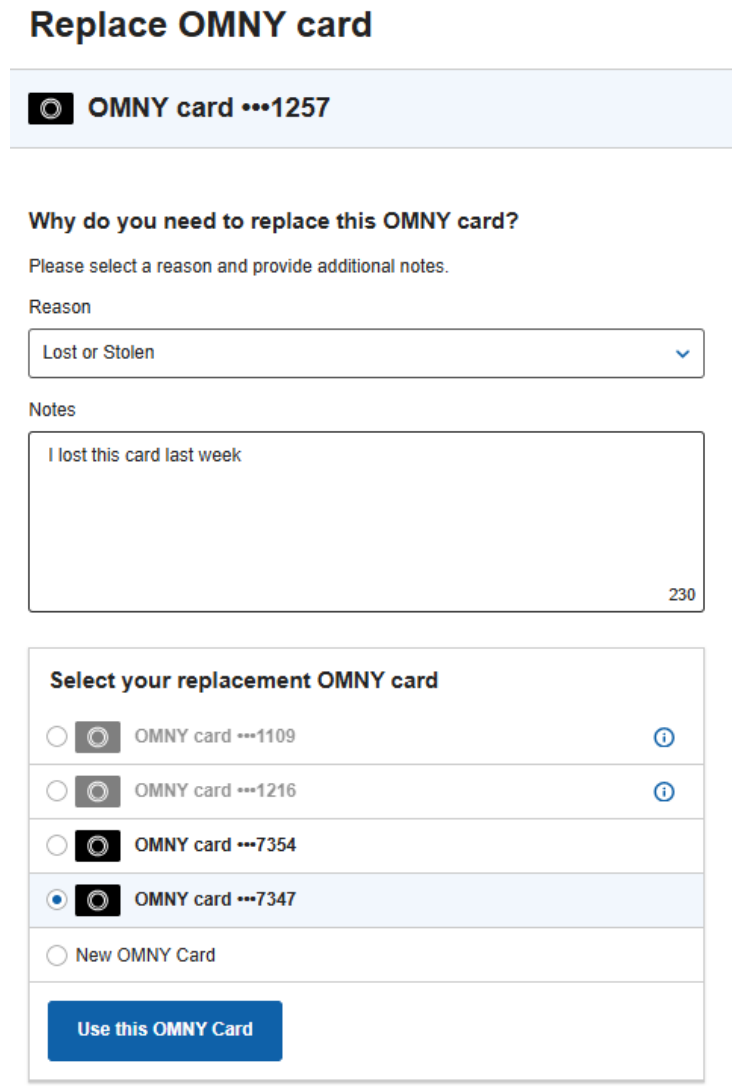
Step 1 – Member selects to replace card via omny.info



Answer to Q #2 Option 2: Card replacement via customer account

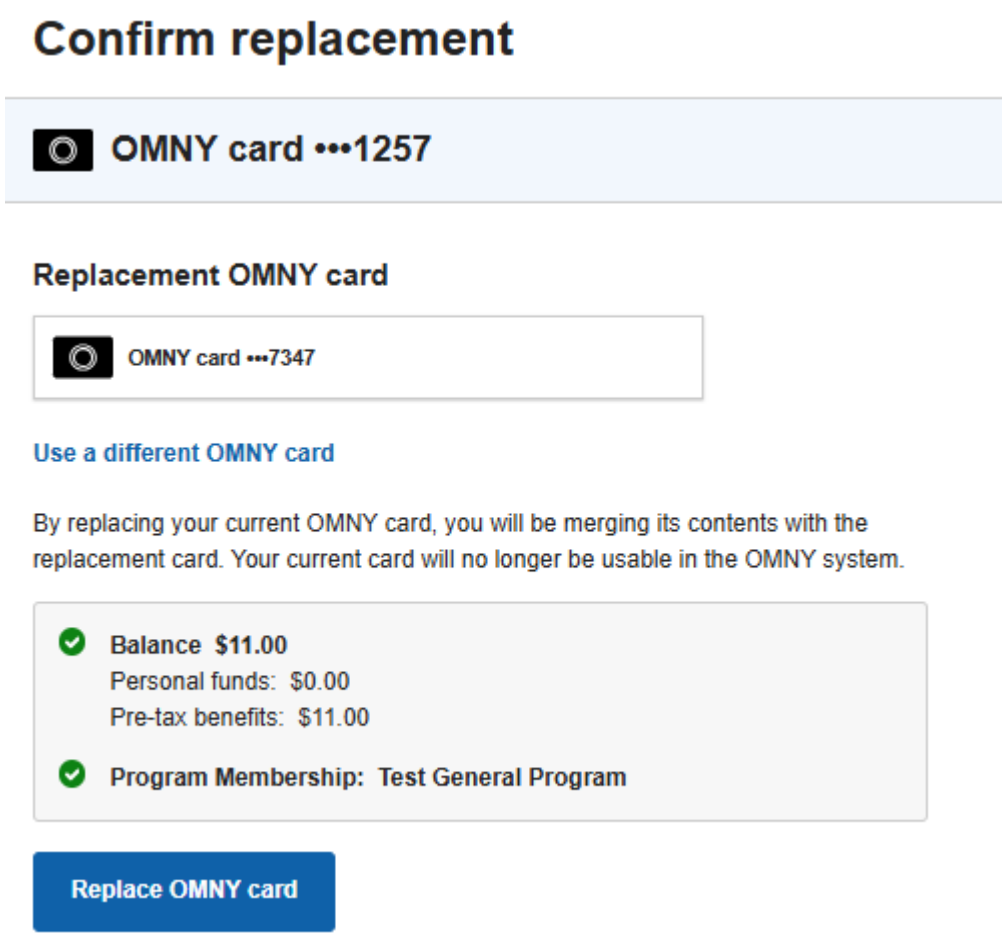
Step 1 – Member selects to replace card via omny.info

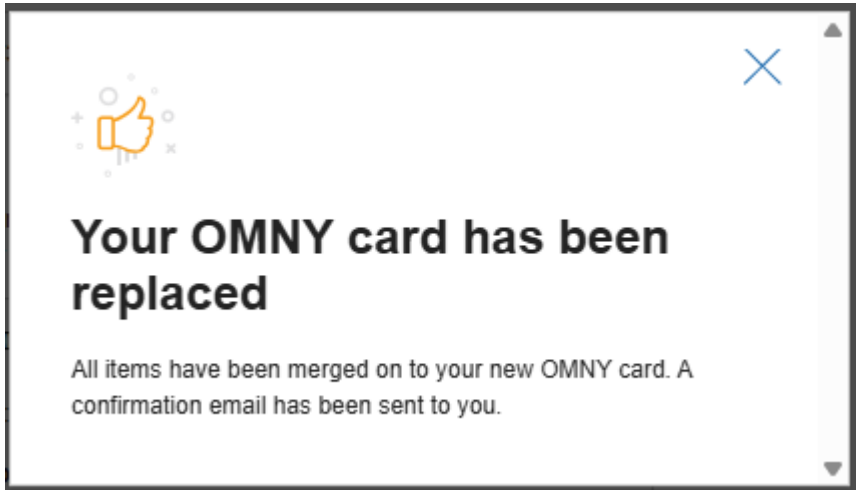
Note: Both OMNY cards need to be linked to the customer account, in order to replace one card with another



Answer to Q #2 Option 2: Card replacement via customer account

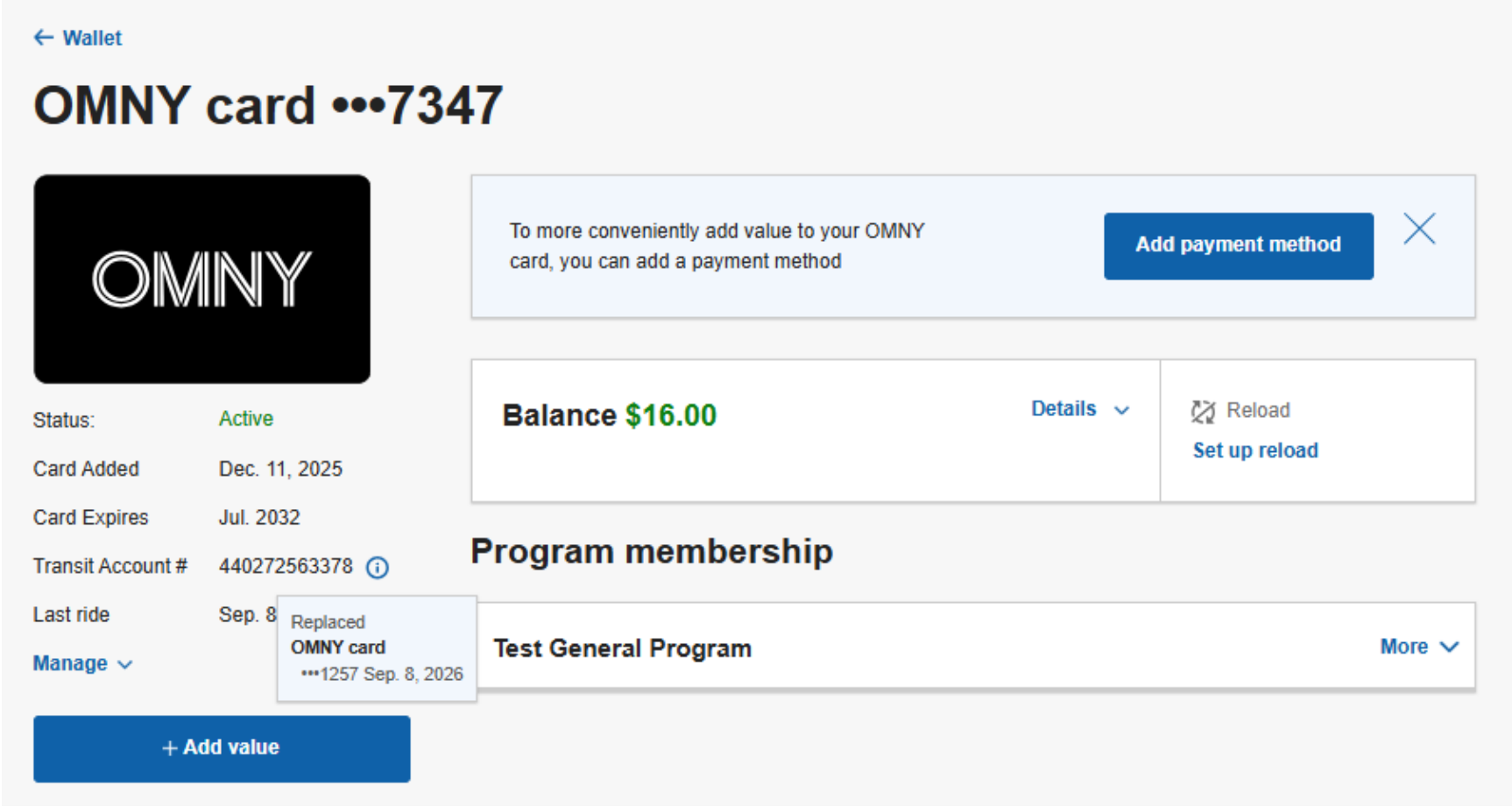
Step 1 – Member selects to replace card via omny.info





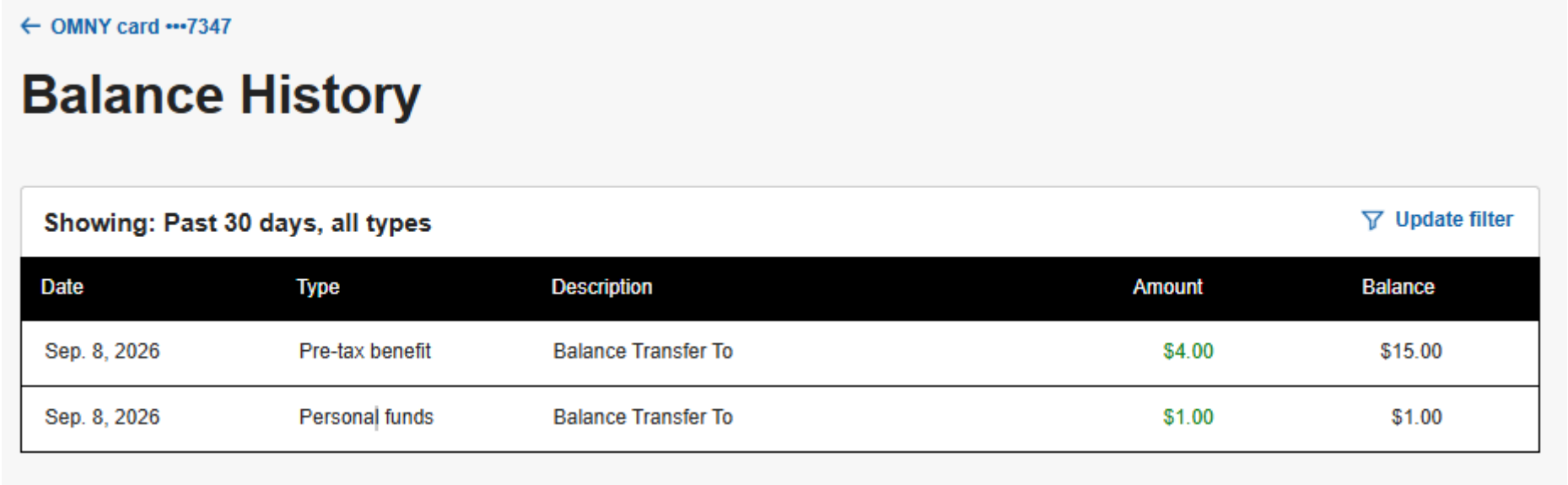
Answer to Q #2 Option 2: Card replacement via customer account

Example: Card holder replaced card ***1257 with card ***7347 – $11.00 stored value moved to new card, which previously had $5.00 balance. Transit Account Number remains the same.



Answer to Q #2 Option 2: Card replacement via customer account

Balance history shows change of $11.00



← OMNY card •••7347

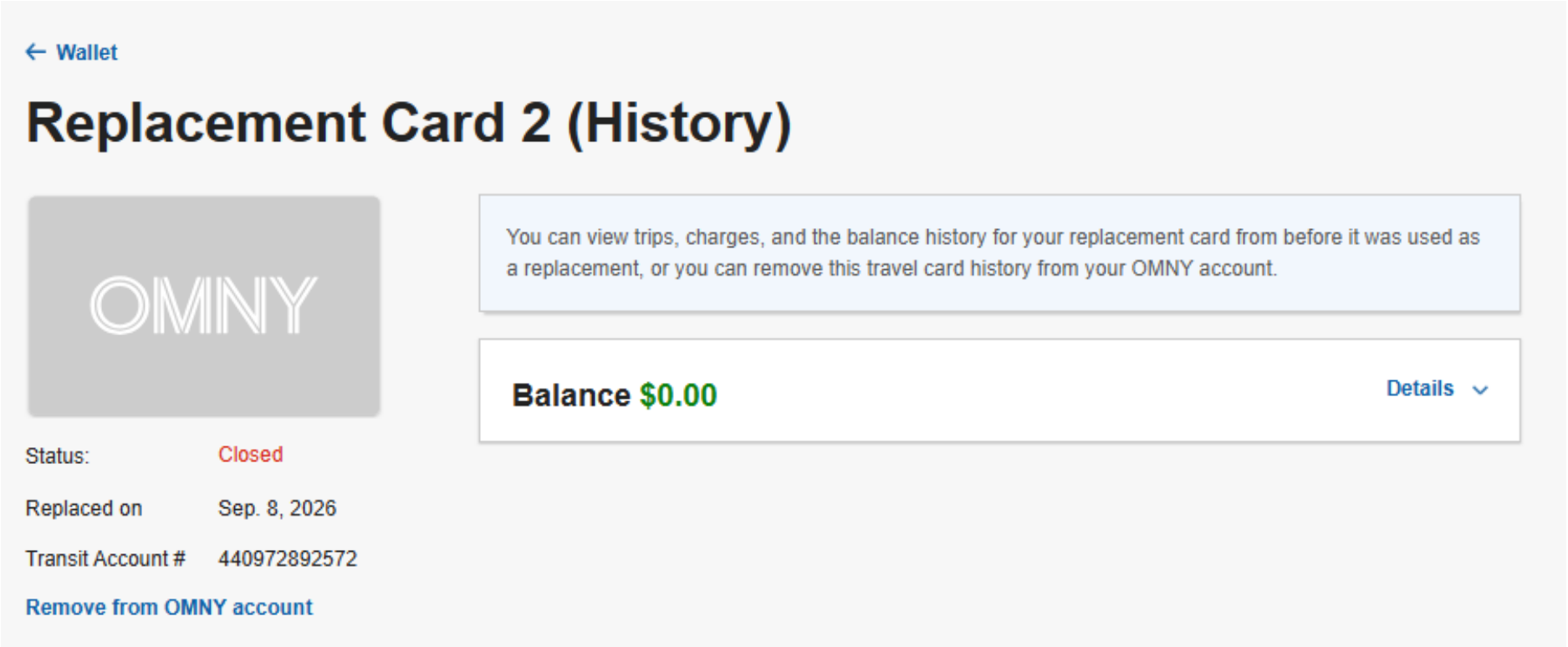
Balance History

Showing: Past 30 days, all types Update filter

Date	Type	Description	Amount	Balance
Sep. 8, 2026	Pre-tax benefit	Balance Transfer To	$4.00	$15.00
Sep. 8, 2026	Personal funds	Balance Transfer To	$1.00	$1.00

Answer to Q #2 Option 2: Card replacement via customer account

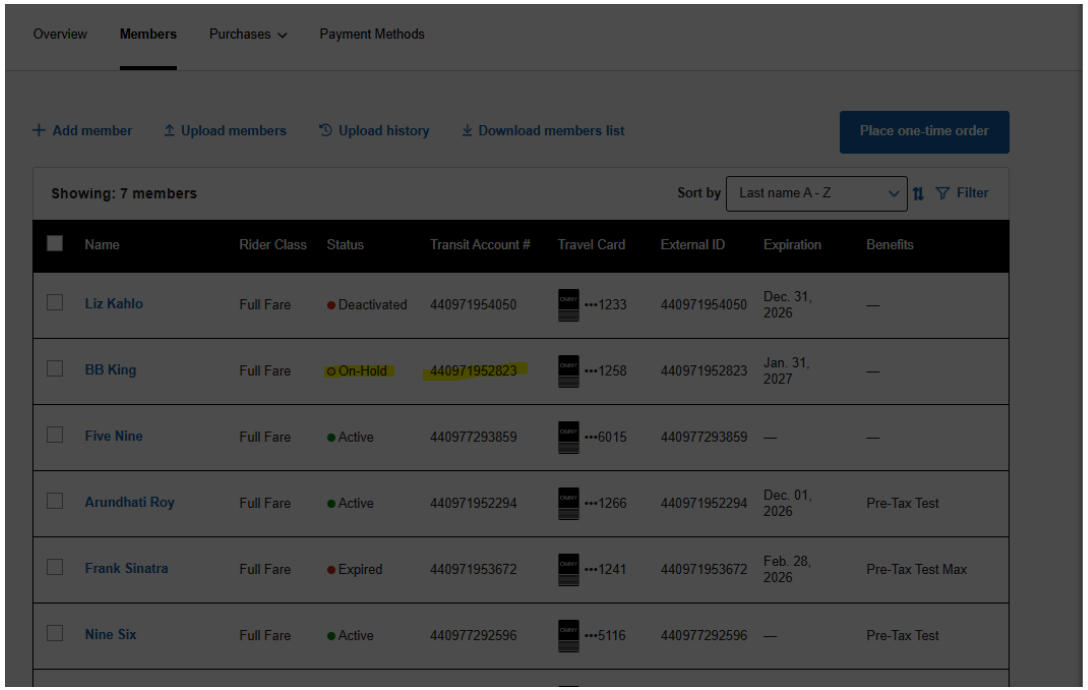
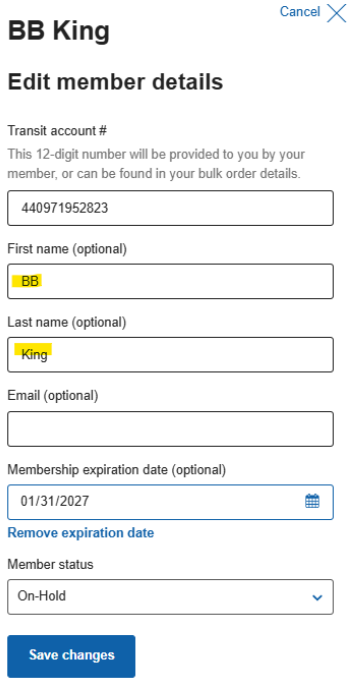
Old card is closed



Answer to Q #3: View Card Balances and Usage

- The OMNY Programs portal is an ordering platform. It is not designed to provide balances or usage of previously ordered cards.
- An individual customer/rider with a reloadable OMNY card (age 18+) can link it to a registered online customer account at omny.info, to view their balance and usage.
- The administrator who purchases the cards or value does not have access to view card balances or usage, for customer/rider privacy reasons.
- As an administrator, you can set up a process where your members let you know when their balance is low, so you can reload money to their cards.
- Please encourage the members of your program to create customer accounts at omny.info, where they can view their balance and usage, suspend their cards and take other self-service actions.

Answer to Q #4: Is it possible to reuse cards?

To re-use and assign an OMNY card to another program member, you can change the name on record for the program member in your B2B account.

- Click on the person's name.
- Right side panel will appear, change first and last name, and save changes.
- If the prior person registered their card on omny.info, please ask them to delink the card.
- If you deactivate a member from your program, you won't be able to reuse their card.