



OMNY Programs portal FAQ

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Logging into the portal

I'm unable to login to the portal after I created an account

- Please double check that your username and password are correct.
- Your login screen will look like this

Sign in to your OMNY account

Enter email address

marion.m.mcallister@gmail.com

Enter password

.....

[Forgot password?](#)

Sign in

Don't have an OMNY Programs account? [Register](#)

Meant to sign into your personal OMNY account? [Go to OMNY sign in](#)

- The portal has an **additional security layer** that pops up when you first access programs.omny.info
 - Username: Programs_access
 - Password: OMNYTapAndRide
- These are universal credentials and **do not log you into your account**

Sign in

https://programs.omny.info

Username

Password

Sign in

Cancel



Payment methods

I'm unable to link my ACH details

- **In general, please call your bank to check that the ACH hold has been removed should you face any issues with adding ACH Pull**
- You will also need to **provide the MTA Bank Account Name and ACH Originator ID to your bank.** This is necessary to allow MTA to pull the payment from your bank account. Your bank may need to remove the debit block on your account. The details are as follows:
 - **ACH Originator ID:** 0000284343
 - **Bank Account Name:** New York City Transit Authority NYCTA OMNY Revenue Account

I get an error when adding my business name with my ACH

- Please ensure you input your **Business Name exactly as it appears on your bank statement.** The Business Name and Billing Address will be verified in an ACH Verification Database. If it does not match, you will see an error
 - Please note that the Business Name field has a **character limit of 30 characters**, inclusive of spaces. If your Business Name is greater than 30 characters, please only include the first 30 characters. The Business Name is not case sensitive
 - Some customer have found that this requirement can lead to errors even when using 30 characters but have found success when trying 15-20 characters instead. **Please try using fewer characters where possible.** We apologize for any inconvenience

I've exceeded the number of tries to add a bank account

- **You may only attempt to add a bank account three times** before you will exceed the maximum number of tries. Please email OMNYMerchantSales@nyct.com for assistance if you have received the following error:
 - "You've exceeded the maximum number of attempts to add a bank account. Please contact customer service or try again later."
- MTA will delete your failed attempts, so you can retry adding your account. If you still have an issue, please email us again at OMNYMerchantSales@nyct.com

I keep getting an error message when trying to finalize ACH

- There is a known error some customers face when trying to add their ACH details which causes the **Terms & Conditions checkbox to disappear**
- We apologize for the inconvenience as we work with our portal vendor to fix this defect
- Contact OMNYMerchantSales@nyct.com if this happens to you

Can I use other forms of payment instead of ACH?

- Check, debit/credit card, purchase order, and Net 30 payment options will no longer be accepted. **ACH Pull will be the required method of payment**
- Funds will be pulled from your agency's bank account via a secure transaction on the OMNY Programs portal. The **bank account must have sufficient funds** to cover the full cost at the time of order
- If your ACH Pull payment does not clear after you have placed your order (due to insufficient funds in your bank account, your bank not clearing the ACH hold for the MTA, or any other reason), you will **not be able to place additional orders until your first order has been paid for and fulfilled**



Placing your order

I'm trying to order paper tickets, but I don't see their cost added to my subtotal

- When placing orders for OMNY paper tickets, it is important to check off the fare media type box as displayed below
- Then, indicate the number of boxes needed in the field below your order summary

Must be checked to load the fare on the fare media

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

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 (optional)

1-Trip Pass - Extended Sales

Summary

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

Enter number of boxes

x 100 cards per box

+ Add

How do I add value to my reloadable OMNY Cards?

- You have the option to load value onto your reloadable OMNY Cards when placing an order

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
Total	\$200.00

Enter number of boxes

x 200 cards per box

[+ Add](#)

Can I bulk reload value onto OMNY Cards I already have?

- With an OMNY Programs account, **agency merchants can add value directly to plastic reloadable OMNY cards by uploading a spreadsheet** of members, their transit accounts and selected values and then placing their benefits order through the OMNY Programs portal
- Riders can also **reload their OMNY cards online and at in-station vending machines or retail providers** ([omny.info/retail](https://www.mta.info/retail)). Paper 1-Trip, 2-Trip, and 12-Trip OMNY tickets are not reloadable
- Please visit <https://www.mta.info/document/198491> for more information on bulk reloading through the OMNY Programs portal



Other common questions

How can I purchase cards for a group of students or tourists visiting NYC?

- If you are an **NYC or NY State school, college, or university**, you can register on the OMNY Programs portal under the respective program type and are **eligible to purchase disposable paper tickets and reloadable OMNY Cards**
- If you are an **agency facilitating student/tourist visits from outside NY**, you can register on the OMNY Programs portal under the **General program type and are eligible to bulk reload OMNY Cards only**
 - You may purchase these OMNY Cards at in-station vending machines or through retail providers (omny.info/retail)
- Please note that **US bank account** is required to make payment

When will the Westchester Bee-Line and NICE Bus accept OMNY?

- Westchester Bee-Line and NICE Bus are expected to begin accepting OMNY in January 2026. Please check Westchester Bee-Line and Nassau County websites and social media for updates.

How does OMNY work for pre-tax benefits?

- Customers enrolled in pre-tax programs can use a debit card issued by their pre-tax benefit provider to either tap directly at OMNY readers or buy an OMNY card and load value online at omny.info, at retailers or at vending machines. Please contact your pre-tax benefit provider for more information.

What happens when an OMNY card with a balance is lost? Is there a process to stop usage and recover the balance somehow?

- Customers with reloadable plastic OMNY cards can create a customer account (<https://omny.info/register>) to suspend lost cards, protect their balance, transfer funds from one card to another, and more.
- If a customer loses an OMNY card, MTA cannot provide a refund to the issuing agency.
- Contact OMNY customer service (877-789-6669) or visit a Customer Service Center (<https://www.mta.info/contact-us/customer-service-centers>) for more information.

Can I exchange my MetroCards for OMNY Cards?

- **Value remaining on Pay-Per-Ride MetroCards can be transferred to OMNY cards** at our Customer Service Centers in select subway stations (<https://www.mta.info/contact-us/customer-service-centers>), at 3 Stone Street, or at Mobile Sales vehicles (<https://www.mta.info/fares-tolls/subway-bus/mobile-sales>)
- **Unexpired unlimited 7-day or 30-day MetroCards can still be used** until the MTA ends MetroCard acceptance later this year (date TBD)
 - We encourage you to use up your unlimited MetroCards before their expiration date

Can I get a refund on bulk orders?

- Generally, OMNY cards and tickets that are **unused and expired can be returned for a refund** on the fare value
 - The media fee (\$1 for each reloadable card, \$0.18 for each ticket) is not refundable
- On a case-by-case basis, if bulk ordered OMNY cards are confirmed to be lost, stolen, or damaged, and they have not been tapped, agencies can contact OMNYMerchantSales@nyct.com to determine the best course of action

At what times am I able to use the OMNY Programs portal?

- The OMNY Programs portal can be **accessed 24/7**
- You can place an order at any time, but please note that **orders will only be approved during regular business hours** (i.e., Mon-Fri, 9am-4pm, excluding holidays)
- Please allow **14 or more business days** for your order to be fulfilled. Please plan accordingly and place your orders early

How far back can I see my order and invoice history on the OMNY Programs portal?

- All histories are currently available for 6 months on the portal. Please regularly save your orders and invoices for your own tracking.



Phasing out MetroCards

When will MetroCard be phased out?

- For existing MetroCard agency merchants, the **final day to place bulk MetroCard orders will be December 31, 2025.**
- **MetroCard swipes will still be accepted into 2026,** with the last day of MetroCard acceptance to be announced at a later date.

Can we expect the expiration dates on the current MetroCards to hold true?

- The last day MTA accepts MetroCard swipes may precede the MetroCard's expiration date. However, agencies will still have two years from the MetroCard's expiration date to request a refund.

A person wearing a black jacket and blue headphones is seen from behind, standing at a subway turnstile. The turnstile has a screen that says "OMNY" and "TAP HERE" with a glowing blue light. The person's hand is near the turnstile. To the right, another turnstile has a screen that says "GO" with a glowing green light. In the background, other people are walking through the turnstiles in a subway station. The MTA logo is in the top left corner, and there are colorful diagonal lines in the top right corner.

Transitioning to an OMNY Card

When will the bulk ordering system for organizations go live?

- The OMNY Programs portal is live. You can create your account and begin placing orders once your account has been activated.

Does OMNY Programs accept purchase orders?

- Your agency can continue creating purchase orders for internal use, but you will not be able to upload them to the OMNY Programs portal. The OMNY Programs portal is a self-service portal and will not integrate with agency-specific procurement portals (e.g., Polaris).
- You should not send your purchase orders to MTA for processing.

Will our current MetroCard payment method carry over to the OMNY Programs portal?

- Check, debit/credit card, purchase order, and Net 30 payment options will no longer be accepted.
- ACH Pull will be the required method of payment. Funds will be pulled from your agency's bank account via a secure transaction on the OMNY Programs portal. The bank account must have sufficient funds to cover the full cost at the time of order.

What types of OMNY fare products will be available to agencies?

- Agencies will have the ability to purchase plastic reloadable OMNY cards and durable paper tickets.
- Plastic reloadable OMNY cards can hold up to \$315 in stored value.
- Paper tickets are available as 1-Trip, 2-Trip, and 12-Trip tickets. The paper tickets are non-reloadable.

What are the costs for OMNY fare products?

- Plastic reloadable OMNY cards are currently offered at a \$1 promotional price, but this may increase in the future. This media option is more durable and has increased reload management functionality and therefore costs more to produce.
- Paper 1-Trip, 2-Trip, and 12-Trip OMNY tickets cost \$0.18 each. For example, a 100-count batch of 1-trip OMNY tickets will cost \$300 (to cover the \$3.00 cost of fare for your customers) plus \$18 in card fees.

Do OMNY fare products have expiration dates?

- Yes, plastic reloadable OMNY cards have a printed expiration date. They have a lifespan of several years.
- Fare productions on paper OMNY tickets have a six-month validity period. You should not order paper OMNY tickets many months in advance – please only distribute OMNY tickets to your clients for use within 1 to 3 months of ordering.

How do you add value to an OMNY card? Does it work the same as MetroCards?

- With an OMNY Programs account, agency merchants can add value directly to plastic reloadable OMNY cards by uploading a spreadsheet of members, their transit accounts, and selected values and then placing their benefits order through the OMNY Programs portal.
- Please visit <https://www.mta.info/document/198491> for more information on bulk reloading through the OMNY Programs portal
- Riders can also reload their OMNY cards online and at in-station vending machines or retail providers ([omny.info/retail](https://www.mta.info/retail)). Paper 1-Trip, 2-Trip, and 12-Trip OMNY tickets are not reloadable.

Can the value on OMNY fare products be spent for purposes other than travel?

- No, the value on OMNY fare products is for travel purposes only where OMNY fare products are accepted.

Does OMNY have a weekly or monthly unlimited card?

- OMNY does not have time-restricted passes. Instead, for OMNY card users, OMNY's fare capping feature offers unlimited rides automatically, without the need to pay upfront.
- When a customer pays for 12 rides in 7 days, any additional rides are free – they'll never pay more than \$35 for one person.
- Customers can keep any rides remaining on the card at the end of the 7 days.
- For paper tickets, customers will need to use the remaining value before the six-month validity period expires. Paper tickets are not reloadable.

Do the pay-as-you-go weekly fare cap options apply to express buses as well?

- Starting in January 2026, Express Bus riders will also have their Express Bus trips count towards an automatic fare cap – they'll never pay more than \$67 for rides on subway, local, and express bus in 7 days.
- Reloadable OMNY cards can be used on Express Bus, but usage may lead to your client's OMNY card balance being spent down faster than expected.
- OMNY paper tickets are pre-loaded with specified trip counts based on subway and local buses only. 12-trip tickets can achieve the local fare cap and fare capped trips if only local trips are taken. Otherwise, use on Express Bus or AirTrain, which both have higher fares than local service, will lead to tickets being eligible for fewer trips than printed.
- Please be aware of this when messaging to your clients.

Still have questions?

Visit <https://omny.info/bulk-sales>