

# SEPTA Key Travel Wallet For Regional Rail



## Beginning July 13

### Travel Wallet for Regional Rail

The SEPTA Key Card is a reloadable contactless chip card that can be customized to suit your travel needs. With the launch of Travel Wallet on Regional Rail, your Key Card becomes a convenient replacement for paper tickets. Due to COVID-19, SEPTA is not accepting cash on the train right now so a Key Card with Travel Wallet is the answer.

- Put money on your Key Card Travel Wallet and it becomes your "ticket" (at the advanced sale price)
- Today, tickets are only good for 180 days. With Key, the money in your Travel Wallet is always available to pay a fare.
- Travel Wallet can be loaded/reloaded online or in person. The best part might just be the value. With Travel Wallet you will always be charged the lowest discounted price available

### Tap On/Tap Off

The fare for travel on Regional Rail is based on the zone you are riding to/from.

- This means that you need to **Open** and **Close** your trip by tapping a Key Card at the Validator
- Platform validators are located at outlying stations
- Center City stations have turnstile Validators for entry/exit
- With the turnstiles at Center City Stations being set to require Tap/Swipe to exit it is important that you **TAP•RIDE•TAP** to ensure that you receive the proper and most discounted fare when using Travel Wallet
- Tap your Key Card at the turnstile or platform Validator to **OPEN** your trip

• Key Cards do not have to physically touch the Validator to be read – just hover your Card over the screen and wait for the green check

- Tap your Key Card at the turnstile or platform Validator to **CLOSE** your trip before exiting the station

- Reduced Fare Key Card – tap on/tap off - must have money in the Travel Wallet



### A Different Way to Use Cash

- Customers who board a train without a fare who want to pay cash will now have to pay in Center City Before Exiting the Station
  - New Center City Station EXIT ONLY Fare Kiosks located INSIDE the paid fare area
  - Purchase an Exit Quick Trip then Swipe at the turnstiles to exit the station
  - Exit Kiosks can also be used to load Travel Wallet funds before tapping out

More New Fares on a Key Card Weekly and Monthly Cross County Passes become available in July

### Managing Your Key Card

As soon as you get your Key Card, go to

[www.septakey.org](http://www.septakey.org)

or contact the SEPTA Key Call Center, set up an account, and **register** your Key Card. This will protect your Travel Wallet funds/Pass Products in the event the Card is ever lost or stolen, and set you up for the Tap Forgiveness benefit

- Register to protect your Card and Fare Products
  - \$4.95 purchase price credited to Card Travel Wallet if registered within 30 days of purchase



### Load/Reload Your Key Card

The SEPTA Key program offers a range of options to load/reload Passes & Travel Wallet:

**Contactless** – Save Time/Contact Free

- SEPTAKey.org
- SEPTA Key app
- SEPTA Key Customer Call Center (1.855.567.3782) – agent or automated system

If you select the online or Call Center option you can set up an auto-load account and your Travel Wallet funds will be automatically reloaded without having to wait in line

**In-Person**

- Regional Rail - Center City/Outlying Station Sales Offices & Fare Kiosks
- Transit Sales Offices & Station Fare Kiosks
- External (non-SEPTA) neighborhood/community Retailers

### What Else You Need to Know

- Employer/Transit Benefit Programs
  - Paper Passes and 10 strip Tickets are going away and ALL Programs will be converting to SEPTA Key. If you haven't already received information from your Travel Benefits provider about how to transition to SEPTA Key, keep an eye out, details will be send shortly
- Outlying Regional Rail Ticket Offices started reopening June 29 for Key Card and Ticket Sales ONLY
  - Waiting and Restroom Facilities will remain closed
  - All other Ticket Office facilities will reopen by the end of July – check back for details
- Daily Parking/Permit Parking fees remain suspended – information will be posted on [septa.org](http://septa.org) and at stations when parking fee payment resumes



### Key & Travel Wallet FAQ's

#### Why Do I Need to Tap On & Off?

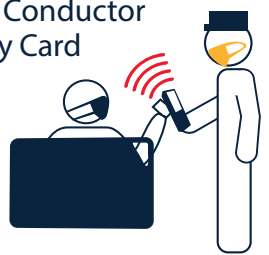
The fare you pay on Regional Rail is based on the zone you are riding to/from. To ensure that the correct Zone fare is deducted from your Travel Wallet you have to Open and Close each trip by tapping on and off. If you do not tap on at the start of your trip you will be charged the highest fare when you tap out because the system will have no way of knowing the Zone where you boarded the train

#### Instead of Tapping at the Validator can I have the Conductor open my trip?

Yes, the Conductor can open a Travel Wallet trip using their handheld device but we really encourage you to develop your own tap on and tap off habit.

#### Do I Still Need to Show My Key Card to the Conductor if I Tap On?

Yes. On board the train, the Conductor may ask to validate your Key Card and they will tap it on their handheld device. All this does is confirm that you opened your trip – it will not deduct any additional money from your Travel Wallet.



#### What do I do if my Key Card is lost or stolen?

If your Card is registered, just contact the SEPTA Key Call Center at 855-567-3782 to report a lost or stolen Key Card. Purchase a New Key Card and add it to your account, and the funds and Pass Products from your lost Card can then be easily transferred online to the new Key Card. If the Card is not registered there is nothing that can be done so please take the time to protect your fare.

### COVID-19 Travel Reminders

- Customers **MUST** wear a mask/face covering when riding
- Practice Social distancing – observe platform decals/seat barrier decals
- Outlying Ticket Offices reopening with Social Distancing restrictions

