

SunCard Frequently Asked Questions

TripsOrlando.com

I purchased a SunCard at a TVM. How do I register it online?

If you already have a SunRail login, simply log into your account and register your new card for Balance Protection. You can register as many cards as you'd like to a single SunRail login, so all of the cards for your business or family can be managed in a single location.

If you don't yet have a SunRail login, just click the "or register" link from the SunRail home page and follow the steps to create a login. Once you have created your login, you'll be able to register your card for Balance Protection.

What is a SunCard Number?

A SunCard Number is the 16-Digit number beginning with "637426" printed on your SunCard.

What is Balance Protection?

When you register your SunCard, you are automatically enrolled in balance protection. Once enrolled, if your card is ever lost or stolen, simply contact the customer service center or log into your account at SunRail.com to report the loss. You will not be responsible for any use of the card after you've reported it lost or stolen. We will send you a replacement card; the cost is \$5.00.

I lost my card. What do I do now?

When you report your card lost, stolen, damaged or otherwise unusable, it can't be used by you or anyone else. Once your card has been reported lost or stolen, you can order a replacement. To report your card lost or stolen, log into your account at SunRail.com, click "My Account" at the top of the screen, then select "My SunCards" on the left of the screen. Select the SunCard which you want to report lost or stolen by clicking the arrow button to the left of the SunCard Number and then click "Report Lost/Stolen." Be sure to order a replacement card in order to continue using the remaining value on your SunCard; after reporting your card lost/stolen, simply click the "replace" button to order a replacement SunCard.

I moved/have a new phone number/have a new e-mail address. How do I update my info?

Once you've logged into your account at SunRail.com, click on "My Account" and then "My Profile" to make any changes to your user information.

I want to automatically renew my pass. How do I do that? What is Autoload?

Autoload is used to automatically renew your pass when it expires and to automatically replenish your prepaid fares when the balance is low. To set up autoload you'll first have to register a credit or debit card to your account. If you haven't done that yet, simply log into your account, click on "My Account" and then "My Payment Methods" and follow the steps to create a new payment profile. Once you have done that, click on "My SunCards." Select the SunCard you'd like to autoload, then select the product you'd like to autoload from the bottom of the screen and follow the steps.

When I set up Autoload, when will I be charged?

When you set up Autoload on your account, you agree to have your credit or debit card on file automatically charged either before your pass expires or before you run out of pre-paid fares. If you sign up for Autoload of your pre-paid fares, you will automatically be charged when your pre-paid balance falls below \$10.00. If you sign up to Autoload a weekly pass, you will be charged 3 days before your current pass expires; for monthly passes, you will be charged 5 days before your current pass expires. Please note that any negative pre-paid value will be automatically charged to your credit or debit card before your pass is renewed.

I want to cancel the automatic renewal on my pass. How do I do that?

Once you're logged into your account, to cancel Autoload, click on "My Account" and then "My SunCards." Select the card you want to work with, and then select the fare media product for which you want to cancel Autoload from the bottom of the screen. Click "Cancel Autoload."

I won't be using my SunCard anymore. Can I get a refund?

Most of SunRail's products are non-refundable, however SunRail does offer refunds on unused pre-paid value. To obtain a refund, contact the Customer Service Center by calling 1-855-RAIL-411 (1-855-724-5411). The customer service representative will deactivate your card so it can no longer be used. Your refund will be processed within 30 days. Please note that the 10% bonus received on your pre-paid value purchase is not refundable. Your refund will be made to the original form of payment (cash payments will be refunded by check).

I was overcharged for a trip. What do I do now?

Once logged into your account, you can submit a question by clicking "Customer Service" at the top of the screen. Please provide details about the overcharge and a customer service representative will respond to your request within two business days. You can also call the customer service center at 1-855-RAIL-411 (1-855-724-5411).

I was charged for a trip but I have a weekly/monthly/annual pass. Why was that and what do I do now?

Chances are, you missed tapping off the train. Our system calculates your fare amount based on where you enter and where you exit the train. If we didn't capture where you exited, we assume you exited at the last stop. We will be happy to adjust your charge for the occasional missed tap. Once logged into your account, you can submit a question by clicking "Customer Service" at the top of the screen. Please provide details about the overcharge and a customer service representative will respond to your request within two business days. You can also call the customer service center at 1-855-RAIL-411 (1-855-724-5411).

I have a 1 or 2-zone weekly/monthly/annual pass but need to travel more zones once in a while. Is that OK?

Yes. You can have both a pass and a pre-paid value on your card. If you travel to additional zones not included in your pass, \$1 will be deducted from your pre-paid value for each additional zone.

How do I store my credit card for future use? What is a payment profile?

You can register a credit card which can be used for autoloading. Simply log into your account, click on "My Account" and then "My Payment Methods" and follow the steps to create a new payment profile.

How do I add value to my SunCard?

You can add prepaid value to your SunCard, add a new pass, or renew your pass online. After logging into your account, click "My Account" then "My SunCards." Select the card you want to work with and then click the "Add Product" button at the bottom of the screen.

Please note, you can have one pass product and prepaid value on your SunCard. If you don't see the orange "Add Product" button at the bottom of the screen, check to see that you're not working with a card that has been reported lost or stolen, or already has both a pass product and prepaid value.

How do I check my SunCard's value?

You can add prepaid value to your SunCard, add a new pass, or renew your pass online. After logging into your account, click "My Account" then "My SunCards." Select the card you want to work with. All of the products on the card will be reflected under "Fare Products" at the bottom of the screen. If you have a prepaid balance, the value will be reflected just above the "Fare Products" section.

SunCard General FAQ's

What is a SunCard/ticket?

A SunCard is a credit card size device that allows the use of passes, stored value and transfers for trips on SunRail. Tickets are one time purchase for occasional riders for a one-way or round trip ride.

Can a SunCard be used on other transit systems?

Yes, you can use your SunCard on LYNX and we are working with Votran for future compatibility.

What is the difference between a SunCard and Tickets?

SunCards are plastic and are similar to a bank card, and can be used multiple times. SunCards are intended for use by frequent riders of SunRail and hold weekly, monthly and annual passes, as well as pre-paid value. SunRail tickets are best used by occasional riders of SunRail for single trips and round trips. The tickets are paper and may be discarded after use.

Where can I buy a SunRail card or ticket?

You can purchase a SunCard or ticket from the Ticket Vending Machines (TVMs) located in each station, from our website www.SunRail.com, or from employers that offer SunCards. If you are interested, please ask your employer about the availability of the Federal pre-tax assistance program. We are working to have retail stores that would sell SunCards in the near future.

How do I use my SunRail card?

To tap your card, find one of three SunRail ticket validators located on each platform. If you get a green check you are good to go! A red X, your ticket or SunCard is not accepted. Please go to a Ticket Vending Machine (TVM) to purchase a product or add value to your card.

How do I pay for my ride?

You need to purchase a ticket, have at least \$4.00 pre-paid value on your SunCard for the ride or have a weekly, monthly or annual pass. Go to one of

the three validator units located on each platform and tap on. When you get off the train, be sure to tap off at one of the validator units so that the proper fare is calculated. If you fail to tap off, you will be charged the maximum fare, which is \$4.00.

How do I tap on and tap off?

To tap on, once you have a ticket, locate one of the three validator units available at each platform and tap your ticket on the screen, wait for the beep and a green check mark, and you are ready to board the train. This process is called "tapping on". Be sure to save your ticket so you can tap off at the end of your trip.

To tap off, when you arrive at your destination, locate a validator unit on the platform and tap your ticket again before exiting the station. This is called "tapping off".

Why do customers have to tap on and tap off the system?

Fares on SunRail are based on the distance travelled. SunRail uses a "tap on, tap off" system to calculate the exact fare for your trip.

What are ticket vending machines?

Ticket vending machines (TVMs) dispense fare cards and tickets and allow customers to add value to cards. Customers can add value using cash, credit cards and debit cards. SunRail has 48 ticket vending machines – four machines at each of the 12 stations. Only one TVM will accept cash at each station.

How much does it cost to ride SunRail?

There is a base fare of \$2.00 and an additional \$1.00 charge for each County you cross. For example, if you are traveling from Sanford to Downtown Orlando, the one way fare would be \$3.00.

Does SunRail have discounted fare products?

SunRail has discounted fare products for Seniors, Youths, and Persons with Disabilities:

Seniors, age 65 and above, can qualify for a discounted fare. Upon request by a SunRail Fare Inspector, Seniors must show proof of age such as a drivers' license, passport, State ID card, or Medicare card. A LYNX AdvantAge ID or a Voltran Reduced Fare ID may also be used.

Youths between the ages of 7-18 can also pay a discounted fare. Upon request by a SunRail Fare Inspector, youths must show proof of age such

as a school issued ID, drivers' license, passport, or State ID card. A LYNX AdvantAge ID or a Votran Reduced Fare ID may also be used.

Persons with Disabilities, regardless of age, can pay a discounted fare but must first qualify by applying for the Lynx AdvantAge ID Card at www.golynx.com (click on Fares and Passes) or for the Votran Gold ID at www.votran.org (click on Special Services). As proof of eligibility, either the Lynx AdvantAge ID or the Votran Gold ID may be presented to the SunRail Fare Inspector.

Can I get a refund for my SunCard?

Refunds are not available for weekly, monthly or annual passes, but you may request a refund if you have pre-paid value on your SunCard. The \$5.00 cost for a SunCard is not refundable.

If a Vending Machine fails, please call the SunRail Customer Service Center at 1-855-RAIL-411 (1-855-724-5411) and file a claim, which will be investigated and any appropriate refund made.

Source: www.SunRail.com