



CLIPPER AUTOLOAD ORDER FORM

AUTOLOAD ORDER INSTRUCTIONS FOR TRANSIT VALUE

You can use this form to (1) order a new adult card and set up Autoload for transit value (cash value, passes or a combination) at the same time or (2) change your Autoload settings, including payment information, on an existing card. Simply complete, sign and submit this form. You can also change Autoload settings online at clippercard.com.

Step 1: CARDHOLDER CONTACT INFORMATION

If you are making changes to Autoload settings for an existing card, the answers you provide below must match the information you previously provided on your account, including the answer to your selected security question.

First Name _____ Middle Initial _____ Last Name _____

Billing Address _____ Apt # _____ City _____ State _____ Zip Code _____

Mailing Address _____ Apt # _____ City _____ State _____ Zip Code _____
(if different from billing address)

Primary Phone _____ Secondary Phone _____ Email Address _____

Security Question (select one): Mother's Maiden Name Your City of Birth _____

Step 2: AUTOLOAD ORDER TYPE Please select one of the actions below.

New Card: Order new adult card and set up Autoload

Existing Card: Manage Autoload settings Update payment information Disable Autoload

Enter the 10-digit serial number (including zeros) printed on back of card: _____

Step 3: AUTOLOAD TRANSIT VALUE Please select cash value, passes or both below.

Add cash value for transit \$_____ The minimum Autoload cash value that can be applied is \$20; maximum cash value is \$250.
The amount you select will be added to your Clipper card each time your cash balance falls below \$10.

Add transit passes and tickets. Please specify passes and tickets in Step 5

Step 4: PRIMARY PAYMENT AND AUTHORIZATION Please select one of the following payment options below.

Please do not enclose checks or cash.

When setting up Autoload, Clipper will verify the credit card or bank account information. This can take up to 10 days if you use a bank account.

Note: The payment authorization provided here will be updated and applied to all Clipper cards associated with your account.

Option 1: Credit Card (Signature and date required below.)

Card Type (check one): Discover MasterCard
 Visa American Express

Credit Card Number _____

Expiration Date (MM/YY) _____ Security Code _____

Option 2: Bank Account (Signature and date required below.)

Bank Name _____

Bank Routing Number _____

Bank Account Number _____

Note: Please make sure that the billing address you provided above matches the billing address for this credit card or bank account

By signing, I indicate my agreement with the terms and conditions stated on this form and authorize the Metropolitan Transportation Commission or its agent, Cubic Transportation Systems, to transfer funds from my credit card or bank account to pay fees as designated.

Signature _____ **Date** _____

FOR OFFICE USE ONLY: CSN _____ Date _____ CSR _____ Ref# _____



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Step 5: AUTOLOAD PASSES Please select transit passes and tickets for your Autoload order.

Note: To purchase discount passes, you must have a corresponding Clipper card—Youth, Senior or RTC Clipper card.

AC Transit Adult Local 31-Day Pass Adult Transbay 31-Day Pass Youth Local 31-Day Pass Senior/Disabled Monthly Pass

BART Select one only. High Value Discount ticket 45/48 High Value Discount ticket 60/64

Caltrain Check the desired zone combination—start and end zones. Note: You must have a minimum of \$1.25 in cash value on your adult Clipper card to use a Caltrain pass.

Start Zone: Zone 1 Zone 2 Zone 3 Zone 4 Zone 5 Zone 6

End Zone: Zone 1 Zone 2 Zone 3 Zone 4 Zone 5 Zone 6

Adult Monthly Pass Eligible Discount Monthly Pass

City Coach Adult 31-Day Pass Youth 31-Day Pass Senior/Disabled 31-Day Pass

County Connection East Bay Regional Local 31-Day Pass East Bay Regional Express 31-Day Pass

FAST Local 31-Day Pass SolanoExpress Route 20 31-Day Pass SolanoExpress Route 30 31-Day Pass
 SolanoExpress Route 40 31-Day Pass SolanoExpress Route 90 31-Day Pass

Muni "A" Adult Fast Pass (includes BART within San Francisco) "M" Adult Monthly Pass (Muni only)
 Senior Monthly Pass RTC Monthly Pass Youth Monthly Pass

Petaluma Transit Adult 31-Day Pass Youth 31-Day Pass Senior/Disabled 31-Day Pass

SamTrans Local Monthly Pass Local/SF Monthly Pass Youth Monthly Pass Eligible Discount Monthly Pass

Santa Rosa CityBus Adult 31-Day Pass Youth 31-Day Pass Senior/Disabled 31-Day Pass

SMART Adult 31-Day Pass Youth 31-Day Pass Senior/Disabled 31-Day Pass

SolTrans Local 31-Day Pass Express 31-Day Pass

Sonoma County Transit Adult 31-Day Pass Youth 31-Day Pass Senior/Disabled 31-Day Pass

Tri Delta Transit Adult/Youth 31-Day Pass East Bay Regional Express 31-Day Pass
 East Bay Regional Local 31-Day Pass

Union City Transit Adult 31-Day Pass Youth 31-Day Pass Senior/Disabled 31-Day Pass

VINE Local 31-Day Pass BART 31-Day Pass

VTA Adult Monthly Pass Adult Express Monthly Pass Youth Monthly Pass Senior/Disabled Monthly Pass

WestCAT Adult/Youth 31-Day Pass Senior/Disabled 31-Day Pass
 East Bay Regional Local 31-Day Pass East Bay Regional Express 31-Day Pass
 Adult/Youth Lynx 31-Day Pass Senior/Disabled Lynx 31-Day Pass

Wheels Adult/Youth 31-Day Pass Senior/Disabled 31-Day Pass
 East Bay Regional Local 31-Day Pass East Bay Regional Express 31-Day Pass

Other Transit Operators Golden Gate Transit and Ferry, Marin Transit and San Francisco Bay Ferry do not offer passes on Clipper. To Autoload cash value, please indicate amount in Step 3.

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Step 6: BACKUP PAYMENT AND AUTHORIZATION (optional)

Add a credit card to your Clipper account as a backup payment source. It will only be charged if we are unable to charge your primary payment source.

Backup Credit Card (Signature and date required below.)

Card Type (check one): Discover MasterCard
 Visa American Express

Credit Card Number _____ Expiration Date (MM/YY) _____ Security Code _____

Billing Address _____ Apt # _____ City _____ State _____ Zip Code _____

By signing, I indicate my agreement with the terms and conditions stated on this form and authorize the Metropolitan Transportation Commission or its agent, Cubic Transportation Systems, to transfer funds from my credit card to pay fees as designated.

Signature _____ **Date** _____

Step 7: SUBMIT FORM

MAIL to: Clipper Customer Service, PO Box 318, Concord, CA 94522-0318 **Or FAX to:** 925.686.8221

If you have any questions about your request, call Clipper Customer Service at 877.878.8883. (TTY/TDD 711 or 800.735.2929)

Please view the Clipper Privacy Policy at clippercard.com/privacy

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