



THE WAVE TRANSIT CARD - FACT SHEET

When customers have questions, you'll have answers.

We're excited to announce that the Wave Transit Card is now available in stores. To help you answer customer questions and activate cards, we're offering you this fact sheet. Read it over now and keep it nearby in case you need quick info.

What is Wave?

- A reloadable prepaid transit card
- Offers riders a simple and fast way to reload their transit accounts
- No value until activated at checkout
- Initial activation fee applies
- Variable load amounts are available

What else should you know?

- Reloads are free
- To reload, customer must present same Wave card in store along with load amount
- Funds are automatically loaded to the customer's Wave account and are non-refundable
- Funds on the card will never expire

What does a new customer need to do?

- Pick up card in store then present it at checkout along with load amount (any method of payment is acceptable).

How do you activate the card?



Either scan UPC and swipe mag-stripe
-Or- scan bar code



Customer pays convenience
fee plus load amount



Card is activated and ready for
customer use immediately



Thanks for taking the time to learn about the Wave. **For more information, visit Wave.ridetherapid.org.**