



BULK UPLOAD TIPS FOR SUCCESS

We are pleased to share this information on SunRail's bulk upload process.

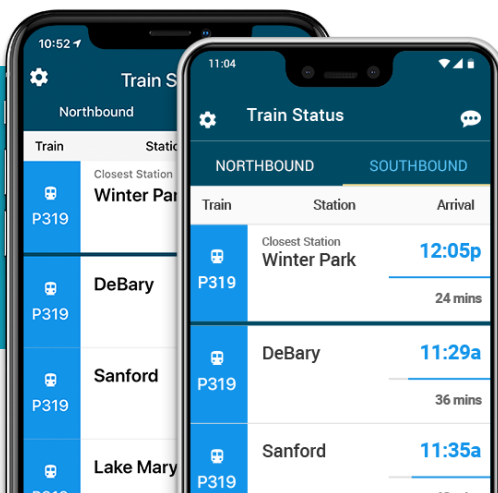
FOR THE SUNRAIL RIDER

- SunCards must be registered. Please register your SunCard at Account.SunRail.com.
- Bulk uploads take place between the 20th and the 25th of the month for the following 30 day period.
- The 30 day period begins once the pass is activated (tapped on at a station Ticket Validator).
- Monthly passes run for 30 consecutive calendar days. The 30 days begin when they are first activated (tapped on at a station Ticket Validator). Monthly passes will not start on the first of the month, unless the first is when the SunCard holder activates the pass by tapping on.
- SunCards may hold a monthly pass and prepaid value at the same time. We suggest all monthly pass holders load at least \$10.00 of prepaid value onto their SunCard as a backup if their pass expires before a new pass is loaded.
- When you tap on, the system will automatically recognize a valid monthly/annual pass first. If the pass has expired, the system will use prepaid value.
- SunCards must have a positive balance and active status, as SunCards that are hotlisted or carry a negative balance will NOT process the upload. (We have seen failed uploads for as little as a negative balance of 40 cents!)

Tips for Keeping Your SunCard Active:

- ▶ Check your SunCard balance between the 20th to 25th of each month at account.SunRail.com or at a station Ticket Vending Machine.
- ▶ When using Prepaid Value, please project the cost of your planned travel, and ensure your SunCard is loaded with enough value to complete your trip.
- ▶ Ambassadors are available at certain times on the platforms if you need assistance. There is also a Passenger Access Telephone (PAT) at every station. This is a free, direct call to our customer service center.

For assistance and complete information, please contact customer service at 855-RAIL-411 (724-5411), info@SunRail.com, or through the SunRail app. To download the app please visit SunRail.com/app.



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