Northwestern Polytechnic University (NPU) and AC Transit are pleased to offer you the EasyPass on the Clipper® regional fare card. Please read this User Guide carefully and write your new card’s serial number and your name on the front. Keep this guide handy for future reference.

You can find a copy of this Guide online at www.actransit.org/easypass under “Client Information.”

EasyPass provides you with unlimited travel on all AC Transit service, both local and transbay. Clipper cards are convenient, secure, and do not have to be replaced each year. You keep the card long-term—treat it like your driver’s license. Do not bend or puncture your Clipper card. Your card is already loaded with your EasyPass each semester that you are enrolled and meet the program requirements. If you take a break between semesters (or return as a new graduate student), you will continue to use the same Clipper card issued to you now upon your return. A new Clipper card will not be issued free.

How to Use Your EasyPass
Each time you board the bus, simply “tag” (do not swipe) your card by holding it flat against the Clipper logo on the card reader just inside the door. Wait until you hear one “beep.” The smart chip in the card will verify that you have an active pass. If the card reader beeps three times instead of one, your pass has been misread by the reader, is defective, or has been damaged or deactivated.

Try tagging your card again.1
If your card does not appear to be working, please refer to the section “For Help with Your Card” in this guide. You can add cash value, or other passes, to your Clipper card to pay other transit agency fares. To learn about using your Clipper card on other transit services, visit www.clippercard.com.

EasyPass Validity
Refer to the introductory letter that came with your Clipper card for your pass validity dates. To be eligible for an EasyPass, you must be enrolled full time at Northwestern Polytechnic University.

Your Northwestern Polytechnic University EasyPass begins working one week before the semester and is valid through the first week of the following semester. If you are eligible for an EasyPass during the following semester, you will not experience a lapse in service. If you are not eligible for an EasyPass renewal, your pass will stop working one week after the first day of the next semester. The EasyPass will be valid all year for full-time students enrolled in all three semesters.

If you are no longer eligible for an NPU EasyPass, you can continue to use your Clipper card by adding cash value or other fare media to your card; however, your EasyPass will be deactivated. Keep your Clipper card for reactivation in case you qualify for EasyPass in a future semester.

For Help with Your Card
The first step you should always take is to call the Clipper Customer Service Center toll-free at (877) 878-8883, and have your card number in hand. Always identify that you are a Northwestern Polytechnic University EasyPass user.

1 To see an animation about tagging the card, go to www.clippercard.com and click on “How to use Clipper.”
Lost or Stolen EasyPass Cards
If your card has been lost or stolen, Clipper will deactivate your card to prevent misuse and protect any value on the card at the time of your call. You can ask Clipper for a replacement card to restore your EasyPass, any cash value, or other fare products. There is a Balance Restoration Fee of $5, payable by credit card or money order directly to “Cubic Transportation”2 for all replacements.

Damaged or Defective Cards
If your card just doesn’t work, call Clipper to check your card’s status and request a replacement. Clipper will charge the Balance Restoration Fee and ask you to mail your card to Clipper. If it’s determined that the card has been damaged while under your care, the Balance Restoration Fee will apply. If Clipper determines your card to be defective through no fault of yours, Cubic Transportation will refund the Balance Restoration Fee by crediting your Clipper card, credit card, or by mailing you a check. You must mail in your defective card to be checked by Clipper first before receiving a refund.

AC Transit will mail your replacement card to NPU within seven business days after you first contact the Clipper Customer Service Center. To speed up delivery, you can request to have the card mailed directly to you. Simply give Clipper your current mailing address. Until you have your new card, you will need to pay the regular cash fare on the bus. There are no refunds on the EasyPass or the cash fare you paid on the bus while waiting for your new card.

Timeline for EasyPass Card Delivery and Activations
Requests for new EasyPass cards take about seven business days to fulfill after the request is received and processed by Clipper Customer Service. Requests for replacement cards (lost, stolen, damaged, or defective cards) take seven business days to fulfill and require payment of the $5 Balance Restoration Fee to Cubic Transportation Systems before the card will be produced. If your EasyPass has been deactivated from your existing Clipper card, it will take about ten to fourteen business days to reactivate the EasyPass on your card.

Northwestern Polytechnic University EasyPass Rules
Your EasyPass allows you to ride on any AC Transit service—local or transbay.3 However, there are a few rules:

- The Northwestern Polytechnic University EasyPass is valid only for the person identified on the card.
- The EasyPass is not transferable or refundable, and will be revoked if used by anyone else.
- The EasyPass must be validated for each trip by tagging the card on the card reader as you board the bus.
- Your card must be presented to AC Transit personnel for inspection upon request. AC Transit personnel have the right to confiscate your Clipper card if they feel the EasyPass is being used fraudulently.
- A fine of up to $250 (and/or 48 hours of community service) can be imposed for the misuse of your Pass with the intent to evade the payment of fares (California Penal Code 640). Northwestern Polytechnic University may impose additional penalties.

Lost or Stolen AC Transit EasyPass Cards
If your EasyPass has been lost or stolen, you can contact AC Transit to deactivate it. The EasyPass is not valid on the Dumbarton Express. Take the Line U instead.

2 Clipper Customer Service Center is managed by Cubic Transportation Systems, Inc.

3 The EasyPass is not valid on the Dumbarton Express. Take the Line U instead.