

MetroCard Practices and Procedures For Non Public Schools using NPSIS

Managing MetroCard distribution and inventory at individual schools requires attention to detail and focusing on key deadlines at specific times of the school year. This MetroCard overview will cover these main topics:

1. Three tasks critical to managing your MetroCard inventory
2. How OPT determines quantities for initial fall and spring shipments
3. How to request additional or replacement MetroCards
4. Steps for managing the transition from fall to spring MetroCards
5. Selecting MetroCards for students and deactivating MetroCards in NPSIS

Three tasks critical to managing your MetroCard inventory

To effectively manage the distribution and inventory of student MetroCards, schools must manage three key tasks, each of which directly affects MetroCard inventory tracked using NPSIS:

1. Distribute MetroCards based on a student's current eligibility, viewed using the **Transportation Requests for Multiple Students** screens in NPSIS. This critical step will reduce the possibility of providing the wrong type of MetroCard to a student, which will affect inventory.
2. Record the serial number of the MetroCard provided to each student on a paper log (many schools use a printed copy of the **Ridership Report** in NPSIS for this). The serial number is critical if the card is lost and needs to be deactivated.
3. Deactivate and replace lost, stolen, or non-working MetroCards quickly. Deactivated MetroCards are tracked in inventory data.

Review the information included in your initial shipment for step-by-step instructions and additional information for handling MetroCard distribution and inventory.

How OPT determines quantities for initial fall and spring shipments

OPT ships a MetroCard for each student that has a request for one on the **Transportation Requests for Multiple Students** screens in NPSIS. Cards are shipped to schools in late August for the fall term and in mid-January for the spring term. Initial shipments include an additional amount to cover replacements and newly enrolled students. Most important in the fall, incoming students that request MetroCards must have their records updated in order to receive an accurate shipment for the spring term.

How to request additional or replacement cards

Prior to requesting additional cards, check your MetroCard inventory by looking at the following screens in NPSIS:

1. MetroCard Shipment Report shows the total number of MetroCards, by type, that have been sent to you for the school term
2. Deactivated MetroCard Report shows the serial numbers of MetroCards deactivated by school staff

3. Ridership Summary Report is displayed at the bottom of the Ridership Report and identifies the total number of MetroCards, by type, you have requested by updating student data.

When you request additional cards, OPT staff will review the total number shipped, less cards required and deactivated. OPT will not ship additional cards unless supported by your inventory data. Follow these troubleshooting tips:

- Make sure all students requesting cards have MetroCard 3-trip selected on the Transportation Requests for Multiple Students screen
- Maintain a cushion of 10-15% for each type of card to be able to manage replacements quickly
- Deactivate lost MetroCards when students report this issue to you

Example: E1 MetroCards

Shipped	250	(from MetroCard Shipment report)
Required	195	(from Ridership Summary)
Deactivated	45	(from Deactivated MetroCard report)

250 cards less 195+45 (240) = 10 cards on hand

OK to Request 20 cards

Request additional MetroCards directly through the OPT MetroCard unit using the following email address: non-publicschoolmetrocards@schools.nyc.gov

- Include your school's OPT code in the subject line
- List the type of card and the quantity needed
- Include contact information

Managing the transition from fall to spring MetroCards

Spring shipment data will display on the MetroCard shipment report when spring cards are shipped. Have a clear copy of your MetroCard distribution log to record serial numbers of cards assigned to students. When distributing your spring cards, remind students that the cards will not work in turnstiles or on the bus until the activation date. Fall cards will expire on the date printed on the back: Discard all expired cards once the date has passed.

Selecting MetroCards for students and deactivating MetroCards in NPSIS

Request a MetroCard for a student

From the NPSIS home page

1. Click the **Transportation** link on the menu to the left
2. When the menu expands, click **Transportation Requests for Multiple Students**. The initial view will be students that have no transportation requested.
3. Find the student on the list and select **MetroCard 3-trip** from the drop-down menu
4. Click the **Save** button
5. The next day, find the student on the Students Assigned Transportation filter. The type of card the student may receive will displayed in the transportation assigned column

Deactivate a MetroCard

From the NPSIS home page

1. Click the **Transportation** link on the menu to the left
2. When the menu expands, click **Negative List/Deactivate MetroCards**
3. Complete the contact information fields
4. Enter the serial number of the card in the field on the right. *(You may enter multiple serial numbers by entering one number, clicking add to list, and entering the next, etc.)*
5. Click **Confirm Negative Listing/Deactivation**