

Token Transit Fare Payment Instructions

Token Transit allows riders to buy and use electronic fares right from their phone.

Step 1:

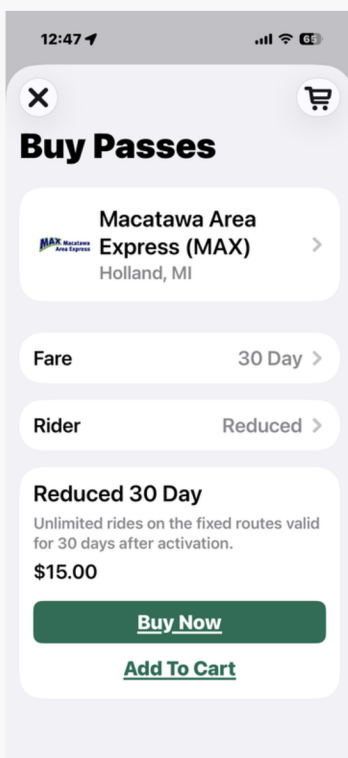
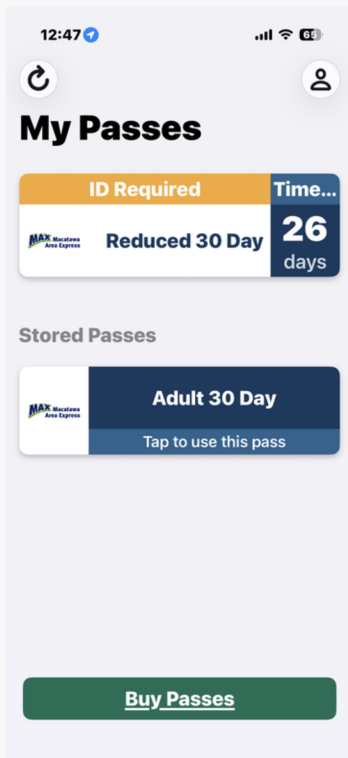
When you open the Token Transit app, you will be brought to the main screen.

From here you can see any active or stored passes waiting for activation.

To buy fares, click “Buy Passes”.

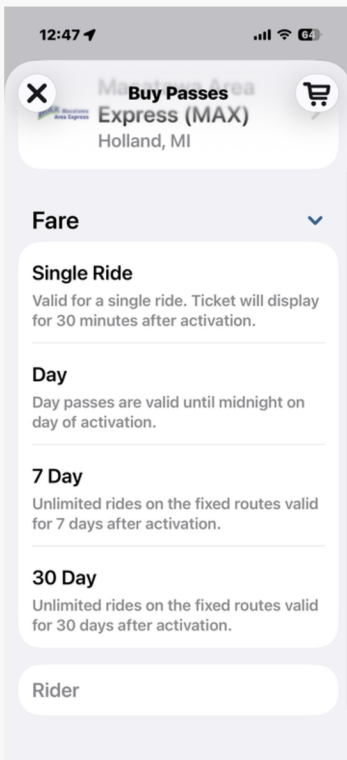
Step 2:

The Buy Passes screen will pop up. From here users will confirm their service (MAX Transit), select Fare type (pass type or individual fare), and select Rider type (Full Fare or Reduced Fare: ADA or Half Fare - Senior 65+, Youth 5-17, Individual with a Disability or Medicare Cardholder).



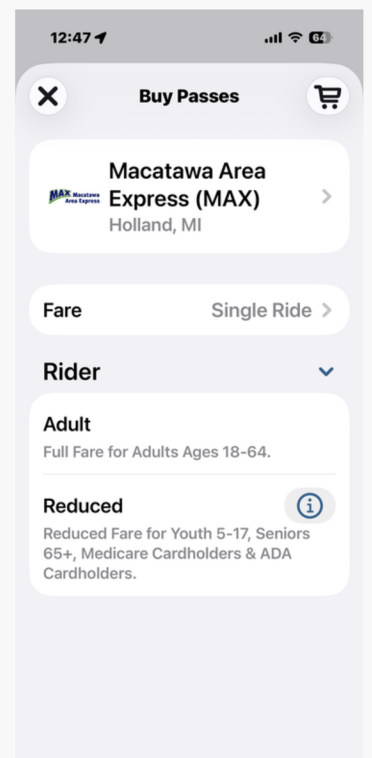
Step 3:

When selecting Fare type, users will click on the “Fare” drop down, then select from the available options.



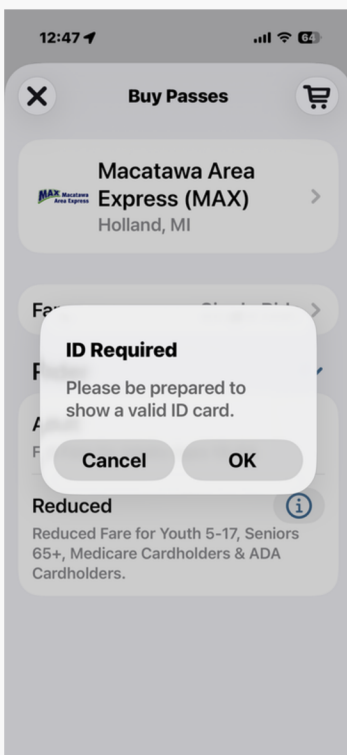
Step 4:

When selecting Rider type, users will click on the “Rider” drop down, then select from the available options.



Please Note:

Reduced fare options will require users to show identification to the drivers to confirm qualification for the reduced rates.

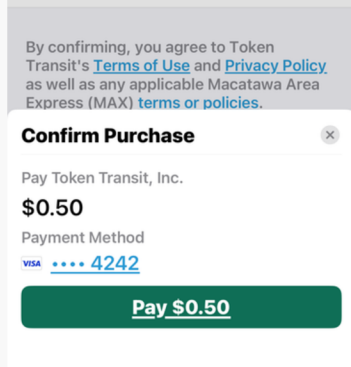
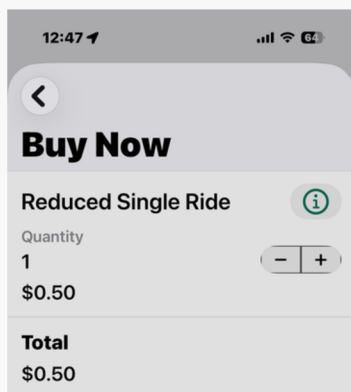
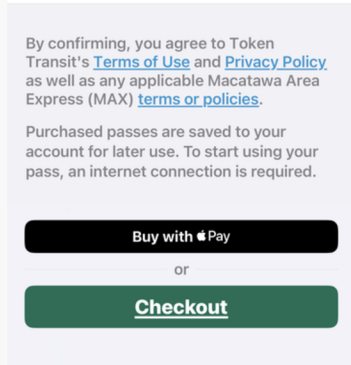
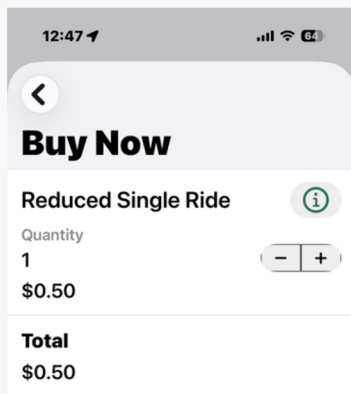


Step 5:

Once confirming the pass type, users can click add to cart if they wish to continue shopping.

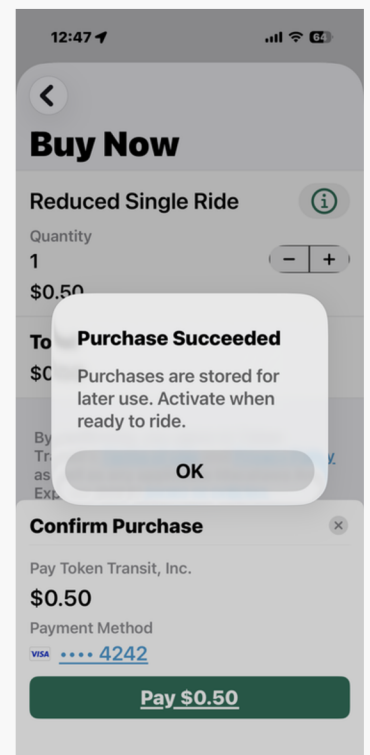
When ready to purchase, users will select “Buy Now” or “Checkout”. The app will confirm the fare(s) in the cart. Users can either pay with Apply Pay, Google Pay or a credit card on the account (credit cards do not need to be saved to the account).

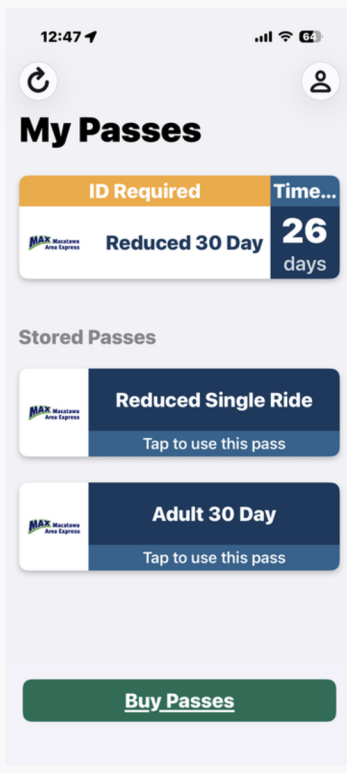
A pop up window confirming purchase and payment option. Click the “Pay” button to complete the purchase.



After the purchase is processed the app will present a pop up stating if the sale was successful.

From here the user will be brought back to the main screen.



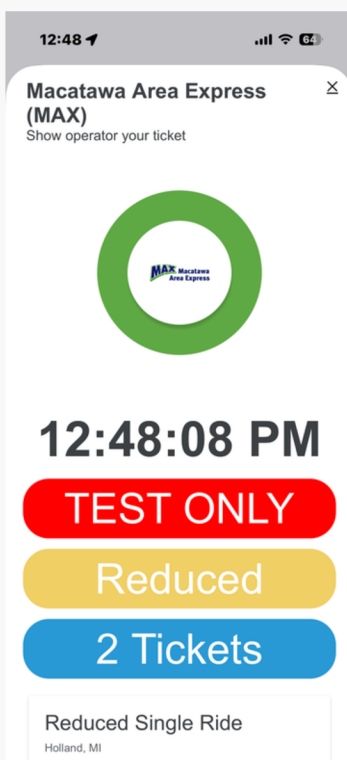
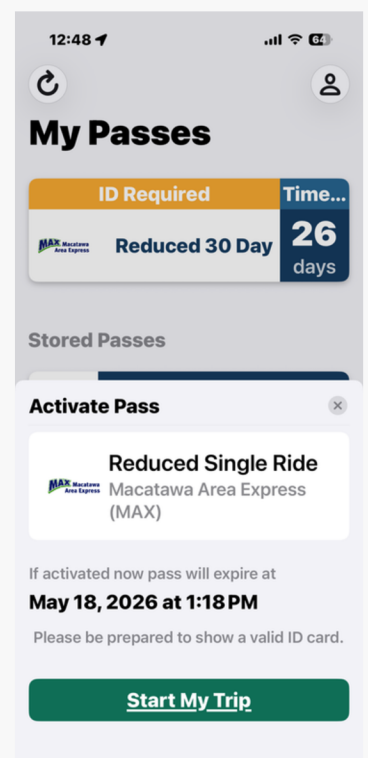


Step 6:

Active passes will show at the top with stored passes below.

To activate a pass, tap the pass you would like to activate. After tapping the pass, a pop up will appear with the expiration information, asking

users to confirm if they would like to activate the pass. Tap “Start My Trip” to activate the fare. **Please note:** If a pass expires before you board the bus, that fare will not be refunded or replaced. Be mindful of when passes are activated.

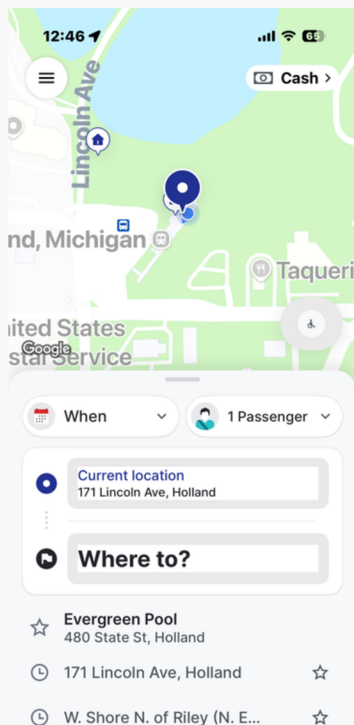


Once a pass is active you can click into it and the green circle will pulse to show the driver it is an active fare.

As riders board, they would show this screen to drivers to pay for their fares.

Macatawa Area Express App Fare Payment Instructions

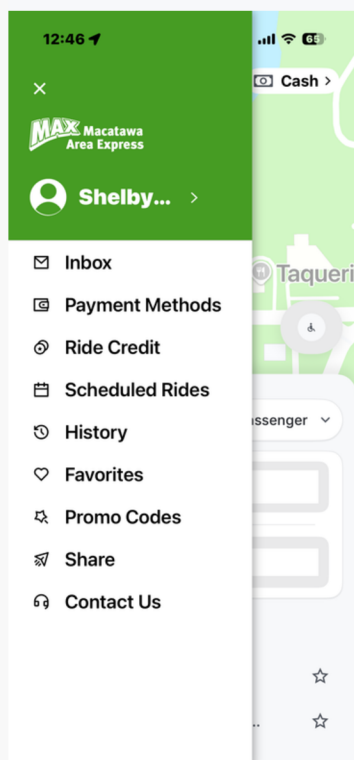
The Macatawa Area Express app can schedule and edit trip schedules as well as purchase and monitor fare bundles.



Step 1:

When you open the Macatawa Area Express app, you will be brought to the main scheduling page.

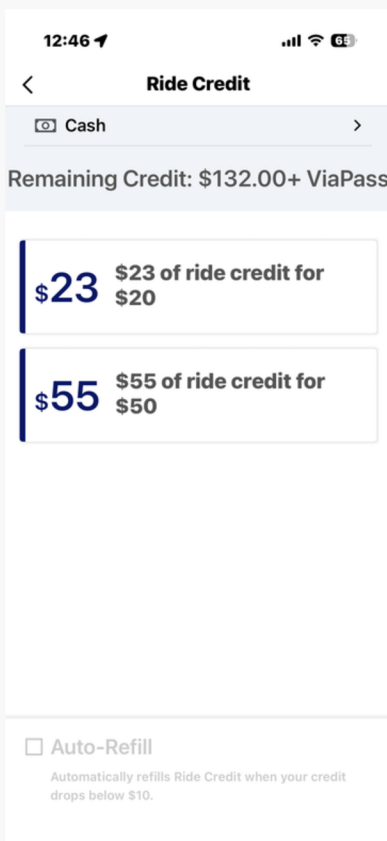
From here you will select the three lines icon in the top left of the screen to open up the menu.



Step 2:

From this menu, you select “Ride Credit” to both review current credit balance and purchase new ride credit bundles.

Macatawa Area Express App Fare Payment Instructions Continued...



Step 3:

Once in the “Ride Credit” tab, you will be able to see your remaining credit balance listed at the top.

Below that will be the credit bundle options.

\$20 Reduced 10-Ride bundle will load \$23 in credits to a riders account, covering exactly 10 rides for reduced fare riders (ADA, Seniors 65+, and Youth 5-17).

Users can also select the box “Auto-Refill” if they would like the app to automatically purchase the preferred bundle when their credit balance goes below \$10.