Use the PayFlex Commuter Benefit to Buy Metra Pass Using Ventra Card/App

The Ventra App is your companion for riding CTA, Metra, and Pace, linking how you pay fare throughout the Chicago area. The app lets you manage your Ventra account, add transit passes on your Ventra Card and buy and use Metra mobile tickets. You can use the pre-tax Commuter Benefit to add value to your Ventra Card and the app via the PayFlex web portal. This guide has three sections: PayFlex elections; Get Transit ID; Use app to purchase Metra.

Making Election With PayFlex

1. Login to PayFlex’s website at www.payflex.com
2. Click on “Commuter Benefits” under “My Dashboard” on the left side of your home page.

Payroll Deductions

Your transit deduction will be taken out of your monthly or second biweekly paycheck.

You must enroll in the program or make any changes to existing deductions by the 5th of the month in which the deduction is to be taken, for transit use beginning in the month following your deduction. Any new enrollments/changes entered after the 5th will take effect one month later.

3. Click on “Place An Order” from the menu at the top of the page
4. Scroll through the “Search Result” options for transit on the right side of the screen and then select “Ventra Direct Load (CTA/Pace). Note: This will allow you to load funds on to your Ventra card, and subsequently your Ventra app to use to purchase Metra passes and tickets as well as CTA and Pace passes.

5. When you select “Ventra Direct Load”, it will allow you to choose either a dollar amount you want loaded to your Ventra card. It is recommended to determine how much the pass you want to buy costs and to select that dollar value amount.

NOTE: The monthly pre-tax limit beginning in 2017 for transit and for parking is $255.
6. Once you select your dollar amount, you will need to enter your 12-digit Transit ID. This Transit ID is not the number on your actual Ventra card. In order to obtain your Transit ID, you will need to log into your Ventra account.

7. You can choose to do a one-time order or have the order recur over multiple months. If you would like to receive the order for multiple months, click “yes” and you will see the option to select which months you want the transit benefit.
8. Click either “check out”, or “continue shopping” if you want to purchase something else. If you are done with your order, check the box next to the “I agree” statement and then select “click to complete purchase.”

Ventra Transit ID

When placing a Ventra order through PayFlex, you will need to provide your Ventra Card’s 12-digit Transit ID. The following instructions outline where this is found. If you do not need to locate this number, skip to the next section for information on how to order Metra passes using the Ventra app.

1. To obtain your Transit ID, log into your Ventra account at www.ventrachicago.com.
NOTE: All questions regarding Ventra’s website must be directed to the CTA or Ventra. This is a personal account not administered by the University.

2. Select “my Ventra cards” in the left-hand menu under “manage accounts.”

3. The 12-digit Transit ID will be at the top of the screen. Note: If you have more than one Ventra card associated with your account ensure you are looking at the correct card and number.

Enter Transit ID in Payflex
Once obtained, enter the 12-digit Transit ID number in the payflex.com website where you are placing your order.
Using Ventra App to Buy Metra Pass

1. Once your transit amount has loaded to your Ventra card for use, you can use your Ventra app to purchase Metra passes, individual Metra tickets, rides on the CTA and rides on Pace. Open your Ventra app on your phone and you’ll see your transit value balance.

2. You can choose to do a one-time order or have the order recur over multiple months. If you would like to receive the order for multiple months, click “yes” and you will see the option to select which months you want the transit benefit.

3. Finally, select which type of Metra ticket or pass you want to purchase: one-way, ten-ride, monthly, or weekend pass.