

## ► Use Your Clipper Card

### Tag On

1. When boarding the bus, locate the Clipper card reader.
2. Hold your card flat against the Clipper logo on the reader.
3. Wait for the beep and green light. Then continue to your seat.

### Protect Your Clipper Card and Its Value

- Register your card for free. Visit [clippercard.com](http://clippercard.com) or call 877.878.8883.
- With free registration, Clipper can replace lost or stolen cards and restore balances for a small fee.
- Don't punch a hole in your card, bend it or alter it in any way. Doing so can prevent your card from working properly.



**TIP:** When you tag your card, the card reader will show your balance or the expiration date of your pass.



**CLIPPER**

Clipper is the all-in-one transit card accepted on all major Bay Area transit systems.

### Contact Us

Need help or have a question?  
Get in touch with us.

Phone: 877.878.8883

Fax: 925.686.8221

TTY/TDD: 711 or 800.735.2929  
(and type "Clipper")

Web: [clippercard.com](http://clippercard.com)

Email: [custserv@clippercard.com](mailto:custserv@clippercard.com)

Mail: P.O. Box 318  
Concord, CA 94522-0318

Follow:



Bay Area Clipper

USING CLIPPER® ON SAMTRANS



**CLIPPER  
ON SAMTRANS**



## ► New to Clipper?

### Get a Clipper Card

You can get an adult Clipper card at:

- **Clippercard.com**
- Walgreens, Whole Foods and other retailers (full list at [clippercard.com](https://clippercard.com))
- SamTrans headquarters in San Carlos
- VTA Customer Service Centers
- San Francisco Muni ticket machines
- Your workplace transit benefit program

*Note: For information about Youth, Senior and RTC Clipper cards, visit [clippercard.com/discounts](https://clippercard.com/discounts) or call 877.878.8883*

### Add Value to Your Clipper Card

You have the flexibility to add:

- Local, Local/SF or Express Monthly passes for adult riders
- Eligible Discount and Youth Monthly passes—good for all routes
- Cash value—accepted on all major Bay Area transit systems

### Where to Add Value to Your Clipper Card

You can add value at the following outlets:

- Online at **clippercard.com** (takes up to 5 days to load to card)
- Walgreens, Whole Foods and other retailers (full list at [clippercard.com](https://clippercard.com))
- SamTrans headquarters in San Carlos
- BART ticket machines (cash value only)
- San Francisco Muni ticket machines
- Clipper Add Value machines at Caltrain's San Francisco, Palo Alto and San Jose Diridon stations
- VTA ticket machines
- VTA Customer Service Centers
- Your workplace transit benefit program

### Autoload Your Clipper Card

Never run out of value! Set up Autoload at **clippercard.com** to automatically add value to your Clipper card through your credit card or bank account when:

- Your cash balance falls below \$10
- Your monthly pass expires



## ► Frequently Asked Questions

### How do I pay my fare on SamTrans with Clipper?

When you board the bus, tag your Clipper card on the Clipper card reader at the front of the bus. Clipper will automatically calculate the correct fare and deduct it from your card or will show that you have a valid pass.

*Note: If you are riding Route KX, you must also tag your card when you exit the bus in San Francisco.*



### If I have a SamTrans Monthly Pass on my Clipper card, do I need to tag my card?

Yes. Whether you are paying your fare with cash value or a monthly pass on your Clipper card, you must tag your card on the card reader when you board the bus.

### Does Clipper keep track of transfers and fare credits?

Yes. With cash value, Clipper keeps track of rides and automatically grants transfers when appropriate.

SamTrans, AC Transit, Dumbarton Express, Caltrain and VTA monthly pass holders can receive fare credits when transferring between systems. Visit [samtrans.com/clipper](https://samtrans.com/clipper) for details on fare credits.

### Can I use my Local or Local/SF Monthly Pass to pay for trips on Express routes with Clipper?

Yes. Adult Local and Local/SF Monthly pass holders can upgrade to an Express route by paying the fare difference with cash value on their Clipper card. If you do not have enough cash value on your card to pay the difference, your pass will not be accepted and you will need to pay the full cash fare for the ride.

### Can I combine my Clipper card and another form of payment to pay for my ride?

No. When using Clipper, you must pay your entire fare with your Clipper card. You cannot combine cash, tickets, tokens or Change cards with your Clipper card.

For more specific information about Clipper, visit [clippercard.com](https://clippercard.com).

