

► Use Your Clipper Card

Tag Your Card

1. Locate the Clipper card reader on the vehicle or fare gate.*
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.

*When boarding a cable car, hand your Clipper card to the conductor, who will use a handheld card reader to either confirm that you have a valid pass or Passport or deduct the cash value fare from your card.

Protect Your Clipper Card and Its Value

- Register your card for free. Visit 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 the remaining balance and transfer time 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

Email: custserv@clippercard.com

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

Follow:



Bay Area Clipper

USING CLIPPER® ON MUNI



**CLIPPER
ON MUNI**



► New to Clipper?

Get a Clipper Card

You can get an adult Clipper card at:

- **Clippercard.com**
- Walgreens, Whole Foods and other retailers
- SFMTA's Customer Service Center and sales kiosks
- Clipper Customer Service Centers at the Embarcadero BART/Muni station and Bay Crossings in the San Francisco Ferry Building
- San Francisco Muni ticket machines located in all nine Muni Metro stations and Balboa Park BART station and Golden Gate Ferry ticket machines
- Your workplace transit benefit program

Note: For information about Youth, Senior and RTC Clipper cards, visit clippercard.com/discounts or call 877.878.8883

Add Value to Your Clipper Card

You have the flexibility to add:

- Cash value—accepted on all major Bay Area transit systems
- Muni Only “M” Pass—monthly pass good for unlimited rides on Muni vehicles only
- Muni + BART “A” Fastpass—monthly pass good for unlimited rides on Muni vehicles and accepted on BART for travel between San Francisco stations only
- Muni Passports—for unlimited rides on Muni vehicles (including cable cars) for one, three or seven consecutive days

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
- Muni, BART and Golden Gate Ferry ticket machines (cash value only at BART machines)
- Clipper Add Value machines at participating transit systems
- Clipper Customer Service Centers at the Embarcadero BART/Muni station and Bay Crossings in the San Francisco Ferry Building
- Your workplace transit benefit program

Visit **clippercard.com** for a full list of retail, customer service center, ticket machine and Add Value machine locations.



► Frequently Asked Questions

If I have a monthly pass, do I need to tag my card?

Yes, you must tag your Clipper card to the card reader on a Muni vehicle or at a station fare gate every time you board. Your tag is your proof of payment.

Do I need to ask for a paper transfer when I board a Muni vehicle?

Clipper automatically calculates the 90-minute transfer period on Muni, so you do not need a paper transfer. Instead, just tag your Clipper card each time you transfer. The card reader will confirm your valid transfer with a beep and green light and display the transfer time remaining along with the balance or expiration date of your pass.

Transit fare inspectors do conduct random checks to ensure that Clipper customers have tagged their cards properly. The inspectors' handheld card readers only confirm your proper payment; they do not affect your card balance.



I use the elevator to enter the station platform. Where do I tag my Clipper card?

Shared BART/Muni stations (Embarcadero, Montgomery, Powell and Civic Center) have Clipper card readers located on poles within the path of travel from the elevators to the platforms. Tag your card on the Clipper card reader on the pole as proof of payment when entering the Muni platform.

For more specific information about Clipper, visit **clippercard.com**.

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 or your pass expires.

