# Corporate ValuPass
# Frequently Asked Questions

**Q: What is the Corporate ValuPass Program?**
**A:** The Corporate ValuPass Program allows qualified organizations to provide their employees with a discounted bus pass. With the launch of Umo, employees can receive their discounted pass on a reloadable Umo card or use the Umo Mobility app. The first visit needs to take place at the Windsor International Transit Terminal (WITT).

**Q: Who can sign up?**
**A:** Any employer can register for the program if they agree to the terms outlined in the Employer Agreement (see Terms and Conditions). In addition, a minimum number of employees must be willing to commit to the program for at least six months. Once an employer signs up with the minimum enrolment, new employees in the organization may enroll during any calendar month. The minimum number of employees must be maintained through a six-month period.

**Q: Which Transit Windsor routes can I use my pass on?**
**A:** This pass is valid on all conventional city services. The two-hour transfer window is automatically applied to the Umo app or card. Corporate ValuPass sales are final and are not transferable or refundable.

**Q: What are the costs and savings of this program?**
**A:** Employees receive a 15% discount over the cost of purchasing an adult 30-day bus pass. To receive this discount, the pass holder must commit to the program for a minimum of six (6) consecutive months.

**Q: If my co-worker doesn't use their Umo card or Umo Mobility app one day, may I use it?**
**A:** No. All Umo accounts are personalized with an identification number of the pass holder and are not transferable. If you use another person's Umo account, your account will be frozen due to sharing and will be subject to the Umo Misuse and Fraud Policy.

**Q: Do I have to return to the WITT to reload my Umo app or Umo card?**
**A:** No. You are only required to visit the WITT or your initial set up. Once your account has been set up with the Corporate ValuPass fare, you can reload your discounted fare online or through the Umo app without visiting the WITT again.

**Q: Can I get a discounted senior or student pass with this program?**
**A:** No. Senior and student Umo accounts are already discounted and cannot be further discounted.

**Q: What does my employer need to do to sign up?**
**A:** To sign up and participate, the employer must ensure that a minimum number of employees are committed to the program for six (6) consecutive months. Print the application form, complete and email to tw@citywindsor.ca or fax to 519.256.6279.

**Q: Are spouses and dependents eligible for a Corporate ValuPass?**
**A:** No. Spouses and dependents are not eligible unless they work for the same employer.

**Q: What does the employee need to do to sign up?**
**A:** You must complete the employee enrolment contract. Print form, complete and submit it to your employer.

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