

QUICK FACTS

DEPOSITS

One-Time Deposit:

We require a minimum \$16 deposit when making a One-Time Deposit to cover the maximum cost of one round trip.

Recurring Payments:

An initial amount of \$25 will be charged to your Credit/Debit card when you sign up to make a Recurring Deposit. You will be required to specify the recurring payment amount that will be charged to your credit/debit card whenever your balance falls below \$16.

When your balance falls below \$16, the amount you specify as the recurring payment amount will be charged to your Credit/Debit card, allowing for uninterrupted prepaid trips. A minimum amount of \$16 is required.

DISPUTES

Please call our Finance Department at (302) 576-6021 if you have a dispute with your account or have any concerns with charges to your account.

An order number is generated and will be listed in the email you receive from DTC Paratransit Prepay.

LOW BALANCE NOTIFICATION

If using the One-Time Deposit feature and your balance is lower than or equal to \$16, you will receive an automatic email notification from DTC Paratransit Prepay asking that you replenish your account.

For your convenience, you can check your balance anytime at <https://dartfirststate.com/app/dtcprepay>.

Your Privacy

The Paratransit Prepay website is Payment Card Industry (PCI) compliant with industry standards, which is required by credit card companies to make online transactions secure and to protect against identity theft.

CONNECT WITH DART

If you are interested
in signing up for
DART Prepay,
Contact DTC Reservations
1-800-553-DART (3278)



FOR MORE INFORMATION

DART Website:

Visit Paratransit Prepay under Paratransit Information at dartfirststate.com/RiderInfo/Paratransit/ or call 1-800-553-3278 (DART)

Email:

DOT_Paratransit_Prepay@delaware.gov

Reservations:

Monday – Friday
8:00 a.m. – 4:30 p.m.
1-800-553-DART (3278)

Finance:

Monday – Friday
8:00 a.m. – 4:30 p.m.
(302) 576-6021

Customer Service:

Monday- Friday
8:00 a.m. – 4:30 p.m.
1-800-652-DART (3278), Option 2

DART PREPAY

How to use Paratransit Prepay



1-800-553-DART (3278)

DartFirstState.com



ABOUT PREPAY

This brochure explains DART Paratransit Prepay, who is eligible to use Prepay, and how to sign up to pay for your DART Paratransit trips in advance.

Prepay is a web-based method of paying using a Credit card or Debit card; and is available to all paratransit clients, their caregivers, agencies, or anyone with a Client's ID and PIN number who schedules trips on DART's Paratransit Service.

Activate Your Account



To setup a Prepay Account, you must first call Reservations at 1-800-553-DART (3278) to let them know you would like to use Prepay.

You will need a Credit or Debit card and email address to participate in Prepay.

Reservations will activate your Prepay account, allowing you to login and enter your details at <https://dartfirststate.com/app/dtcprepay>. For more information, see the **Prepay FAQs** once you login.

This step must be completed first, for you to be able to login and set up an account.

Login to Your Account

Visit: dartfirststate.com/app/dtcprepay

Enter your Paratransit Client ID number and PIN to login.

Paratransit Prepay

Login to access your account.

Enter Client ID*

Enter PIN*

Login

If you have any questions, please contact us at 1-302-576-6021 Monday through Friday 8:00 a.m. to 4:30 p.m. or by email at DOT_Paratransit_Prepay@delaware.gov.

DEPOSIT METHOD

You have the option to either **Make a One-Time Deposit**; or **Setup Recurring Deposits** to automate fare payments. Have your Credit or Debit card information ready, and choose a deposit method on the dashboard and click **GO**.

DART
Moving Forward

DART First State

Welcome to the Paratransit Prepay Application

Client ID:

Name:

Current Balance:

Please Note: Current balance may not reflect all recent deposits made online.

Make a One-Time Deposit

To replenish your account when the balance is low, you can submit your credit card information to make a one-time deposit.

Your billing information will not be stored. You'll be required to enter your credit card information each time.

GO

Setup Recurring Deposits

Recurring deposits will keep your balance available for your next trip without having to login to make a deposit when its low.

After making the initial \$25 deposit for setup, you can set the amount to replenish your account when it goes below a \$16 balance. This amount must be a minimum of \$16. You can change this at anytime by logging back in.

GO

Review Deposit History

Listing of all deposits made to your account.

GO

Prepay FAQs

Logout

After you setup a deposit and complete your payment information including a valid email address, an order number is generated and will be listed in the email you receive from DTC Paratransit Prepay, confirming the transaction.

You will receive a second email from DTC Paratransit Prepay confirming the funds are available.

You decide how much to deposit.

You may deposit between \$16 to \$500 per transaction. You may want to make a deposit that would cover a week's worth of trips or deposit a different amount, based on your individual preference and how often you ride.

MAKING A DEPOSIT

How to make a One-Time Deposit

Make a One-Time Deposit

To replenish your account when the balance is low, you can submit your credit card information to make a one-time deposit.

Your billing information will not be stored. You'll be required to enter your credit card information each time.

GO

When making a One-Time Deposit, we require a minimum \$16 deposit to cover the maximum cost of one round trip; and allow up to \$500 per transaction.

Paratransit Prepay - One-Time Deposit

Please provide Payment and Billing Information along with deposit amount below. Deposits made will be reflected in your account normally within 24 hours. All fields are required. A minimum deposit of \$16 is also required.

Payment Information

Deposit Amount (Minimum of \$16, enter numbers only, no dollar sign or cents) *

How to Setup Recurring Deposits

Setup Recurring Deposits

Recurring deposits will keep your balance available for your next trip without having to login to make a deposit when its low.

After making the initial \$25 deposit for setup, you can set the amount to replenish your account when it goes below a \$16 balance. This amount must be a minimum of \$16. You can change this at anytime by logging back in.

GO

When setting up Recurring Deposits, a one time initial amount of \$25 will be charged to your Credit/Debit card. Thereafter, when your balance goes below \$16, the amount you enter as a Recurring payment will be charged.

Paratransit Prepay - Setup Recurring Deposits

Please provide the information below to setup recurring deposits. An initial deposit of \$25 will be charged to your credit card and added to your balance. Thereafter, when your balance goes below \$16, it will be replenished by the amount you enter below. All fields are required and a minimum recurring deposit amount of \$16 is also required.

Recurring Deposit Information

Recurring Amount (Minimum of \$16, enter numbers only, no dollar sign or cents) *

How to Update/Cancel Recurring Deposits

Login and select Modify Recurring Deposits. Choose Update, or Select Delete if you wish to discontinue recurring deposits.

Modify Recurring Deposits

Change your recurring deposit amount, modify billing information, or cancel recurring deposits.

GO

Paratransit Prepay - Modify Recurring Deposits

Below is your recurring deposit and billing information. Click "Update" to update your information. You can also click "Delete" if you no longer want to have recurring deposits made to your balance.

Deposits For:
First Name:
Address Line 1:
Zip Code:
Phone Number:
Partial Number:
Recurring Deposit Amount:

Last Name:
Address Line 2:
Email Address:
Expiration Date:

Update Delete Return to Dashboard