

## **Send A Pass**

**Host 1:** All right, let's dive in today. We're looking into something that. I think a lot of people could use help with.

**HOST 2:** Oh, yeah. What's that?

**Host 1:** How to send a bus pass to someone else.

**HOST 2:** Ah, very practical. I like it.

**Host 1:** Yeah. It's actually pretty cool how easy Space Coast Area Transit has made this.

**HOST 2:** Yeah, definitely. And it's all thanks to this send a pass feature.

Have you had a chance to look into it at all?

**Host 1:** I have, yeah. And you know what strikes me? Just how convenient it is.

**HOST 2:** Right. I mean, and think about it. Like you were saying, if you want to help someone out, maybe it's a friend or a family member. They don't have a credit card. Or maybe they just prefer not to use one, you know?

**Host 1:** You can imagine, like, employers. Right. Giving bus passes to employees or community groups, helping people get around.

**HOST 2:** Absolutely.

**Host 1:** It's a really neat feature.

**HOST 2:** So this is a way you can just send them a bus pass right to their phone.

**Host 1:** I know, right? It's almost like sending someone a gift card, but for public transit.

**HOST 2:** Exactly. It's like a gift of mobility. Which is amazing, when you think about it. It's making public transport accessible to people.

**Host 1:** That's such a good point. People who might not have traditional banking options can still use the bus system easily.

**HOST 2:** Totally. That's kind of the beauty of it, right? But of course the person getting the pass would need a smartphone.

**Host 1:** So, how does that work? Like, how does it all happen?

**HOST 2:** Well.

**Host 2A:** first you need to click on the link; "Token Transit Send-A-Pass"

**Host 1:** Okay.

**HOST 2:** you're going to enter the writer's email address on the form and you can add their name, too.

**Host 1:** Oh, okay.

**HOST 2:** And then you're going to go ahead and put in your billing information.

**Host 1:** Okay.

**HOST 2:** Just like any online purchase, you know?

**Host 1:** Securely.

**HOST 2:** Yep, securely. And that's pretty much it.

**Host 1:** Okay, so now the writer needs access to their email on their phone.

**HOST 2:** Yes, they have to be able to check their email on their smartphone. So that's how

**Host 1:** they actually get the pass. Right. So how does that part work then?

**HOST 2:** Well, they're going to get an email from orders at mail. TokenTransit.com. Okay. With the subject line, redeem your transit pass for Space Coast Area Transit.

And then they just tap redeem now in the email.

**Host 1:** Easy peasy.

**HOST 2:** Yeah, super easy.

**Host 1:** So I've already got the Token Transit app, so what happens then?

**HOST 2:** It'll open right up.

**Host 1:** That's convenient.

**HOST 2:** But if they don't have it

**Host 1:** Right.

**HOST 2:** Their phone's gonna kind of walk them through a quick little download.

**Host 1:** Okay, so it's pretty straightforward, even if you don't have the app already.

**HOST 2:** Yeah, it's pretty foolproof.

**Host 1:** Okay, so what if they have trouble though?

**HOST 2:** Well, there are some, uh, safeguards in place. The email itself has a help link.

**Host 1:** Right, right.

**HOST 2:** And they can also just enter the passcode into the app manually.

**Host 1:** So there are a couple of options.

**HOST 2:** Yeah.

**Host 1:** Okay, and what if they're still having trouble?

**HOST 2:** Well, then they can always contact customer support at support. TokenTransit.com.

**Host 1:** So there's always somebody they can reach out to if they need help.

**HOST 2:** Absolutely. That's

**Host 1:** good to know.

**HOST 2:** Yeah.

**Host 1:** So this is really great for situations where somebody needs to get somewhere, Quickly.

**HOST 2:** Yeah, for sure. Like,

**Host 1:** in a time crunch.

Mm

**HOST 2:** hmm.

**Host 1:** Imagine, uh, Uh, Somebody needs to get to work and you can just send them a pass right away.

**HOST 2:** Right, because a lot of people don't have credit cards or easy access to transportation and this helps eliminate some of those barriers.

Yeah,

**Host 1:** and it really can open up opportunities for people.

**HOST 2:** Absolutely. So

**Host 1:** you can buy multiple passes at once, right?

**HOST 2:** You can. You just repeat the process for each person you want to send it to.

**Host 1:** So it's designed to be very convenient.

**HOST 2:** Yep.

**Host 1:** Very easy and flexible.

**HOST 2:** So basically, send a pass is a really simple and thoughtful way to help people get around.

**Host 1:** It is.

**HOST 2:** So you're not just sending a pass, you're potentially helping someone get to work or visit their family.

**Host 1:** Yeah, you're opening up possibilities.

**HOST 2:** Yeah, or just navigate their community a little bit easier.

**Host 1:** Right, exactly.

**HOST 2:** And it's just a few clicks.

**Host 1:** That's all it takes.

**HOST 2:** Awesome. Well, thanks for explaining that.

**Host 1:** No problem. Glad to help.

**HOST 2:** Send a pass. It's pretty great.