

Important OMNY Upgrade This Weekend – Reload Your OMNY Cards by this Friday, October 3rd.

To Our Partners in Government:

MTA's Government and Community Relations wants to reinforce awareness of an [upcoming upgrade](#) to the OMNY system that will not allow customers to buy or load their OMNY card this weekend **beginning at 10:00 PM on Friday, October 3rd until 7:00 PM Sunday, October 5th**. Customers are being highly encouraged to pre-load their OMNY cards ahead of Friday evening or by using their contactless card or device to tap and ride throughout the weekend during the outage. Messaging about this outage are up on the MTA website, our customer and social channels. **Please help us get the word out to your constituents and community organizations to ensure that they plan ahead in preparation for the outage.**

Working to improve the OMNY experience:

During the weekend of October 3rd, OMNY will undergo a planned service upgrade that will improve performance and will prevent future trip and charge processing delays like those experienced over the summer.

How this impacts customers:

The upgrade is expected to take place between 10:00 PM on Friday, October 3rd and 7:00 PM on Sunday, October 5th. While you can still tap at all OMNY readers on subways and buses to pay the fare, during the upgrade window, certain features and services will not be available, so please be aware of the following.

For customers tapping with an OMNY card:

You will not be able to buy or reload OMNY cards during the upgrade window. This means there will be no sales or value loads through OMNY vending machines, at retail locations, online at OMNY.info, over the phone or in-person at Customer Service Centers in stations. Riders can plan ahead by loading their OMNY card for the weekend before 7:00 PM on Friday, October 3rd.

Note that while taps will still be accepted, the actual associated charges to your OMNY card will not be processed right away. Charges will be processed after the upgrade is completed. If a customer uses up their stored value prior to completion of the upgrade, they will need to load more value after the upgrade is completed to continue traveling with their card. Customers should allow an additional day or two for the charges to their OMNY card to settle. As an alternative, customers can tap and ride with their bank card in their mobile wallet or a physical credit or debit card.

For customers tapping with a mobile wallet or physical credit/debit card:

While taps will still be accepted during the upgrade window, customers will not see the actual associated charges for their fares right away, even if they appear in their mobile wallet app. Charges will be processed after the upgrade is completed and an additional day or two should be given for the charges to their bank card to settle.

For all customers:

Other services unavailable during the upgrade window include online trip and charge history information, access to your online OMNY account, and some in-person services for Reduced-Fare customers at MTA Customer Service Centers.

Customers will not be overcharged while the system catches up after the upgrade is completed. Free transfers will be free, along with any free rides earned during the 7-day fare cap period.

Please allow an additional day or two for all taps and fare payments from the upgrade window to be fully processed. If a customer wishes to review their taps or to ensure they have been charged correctly, they can check at omny.info/trip-history or by signing into their OMNY account. Additionally, customers can call the OMNY Call Center at 877-789-6669.