



Moore County Transportation Services
 Mailing Address: P.O. Box 905
 Physical Address: 302 Monroe Street
 Carthage, NC 28327
 (910) 947-3389 FAX: (910) 947-4702

MCTS Token Telephone Order Instructions

You may order tokens by telephone by dialing 1-833-299-6594. Please listen carefully before making your selections:

NO.	SYSTEM PROMPT	ACTION
1	If you would like to make a payment using our automated system:	Press 1
2	If you would like to make a payment to purchase tokens for Moore County Transportation and staff have provided you with a total amount:	Press 1
3	This system will allow you to purchase tokens for Moore County Transportation over the telephone for the amount provided to you by Moore County staff. To purchase tokens:	Press 1
	<i>If you need to confirm the amount, you can either use the Token Order Form below to assist in calculating the amount, or you can Press 0 to be transferred to the MCTS Office to speak with a staff member.</i>	
5	Please enter the amount you wish to pay in dollars and cents followed by the pound (#) sign. For example, to pay \$50.00, enter 5-0-0-0 followed by the pound (#) sign.	Enter Amount, Press #
6	You have selected to purchase tokens in the amount of _____ dollars and _____ cents. If this is correct:	Press 1
7	Please enter your ten-digit contact number follow by the pound (#) sign.	Enter Number, Press #
8	The number you entered is _____. If this is the desired entry:	Press 1
9	You are selecting to make a payment for the purchase of transportation tokens in the amount of _____ dollars and _____ cents for contact number _____. If this is correct:	Press 1
10	Please enter your credit card number followed by the pound (#) sign.	Enter Number, Press #
11	You entered _____. If this is correct:	Press 1

12	Please enter the four-digit expiration date of your credit card followed by the pound (#) sign. For example, if your card expires March 2019 enter 0319.	Enter Number, Press #
13	You entered _____. If this is correct, press 1.	Press 1
14	Please enter the five-digit zip code of the billing address associated with your credit card followed by the pound (#) sign.	Enter Number, Press #
15	You entered _____. If this is correct, press 1.	Press 1
16	If this is a credit card:	Press 1
	If this is a debit card:	Press 2
17	The amount due is ____ dollars and ____ cents. The convenience will be ____ dollars and ____ cents (please note this fee is collected by a third-party processor, Moore County does not receive any part of this fee) for a total amount of \$_____. To pay this amount:	Press 1

Once you have completed your transaction, please contact the MCTS Office to confirm the transaction. The system will only identify you by your phone number, so your call will assist our office in getting your tokens to you sooner.

TOKEN ORDER FORM			
Token Type*	Fee	No. to Order	Line Total
In County (Green/Orange): Within Moore County Only	\$4.00		
Out of County (Yellow): Biscoe, Fayetteville, Raeford, Sanford, Troy	\$7.00		
Out of County (Blue): Chapel Hill, Durham, Raleigh	\$10.00		
Mailing Fee			
Certified Mailing Fee**	\$10.45		
Order Total			

NOTES:

*Each token is for a single one-way trip only. If you need transportation for a round-trip, then you must purchase two (2) tokens - one token for each leg of the trip.

To have tokens mailed, you must purchase a minimum of ten (10) tokens and the token package **MUST be signed for, unless mailed to a PO Box.