TICKET UPGRADE/CHANGE FORM

Instructions:

1. Fill out this form completely and legibly. Incomplete forms will be **RETURNED;** prolonging the issuance of requested ticket(s) upgrade/change.
2. Attach and/or enclose all **ORIGINAL** paper tickets being upgraded/changed **(COPIES OF TICKETS ARE NOT ACCEPTED).**
3. Mail or drop off completed form to: **SJRRC, Attn: Ticketing Department, 949 E. Channel Street, Stockton, CA 95202**
4. If dropping off form at an ACE station (**Stockton, Lathrop/Manteca, Tracy, Pleasanton**); please submit in a **SEALED** envelope.
5. Upgraded Tickets will be mailed; **STATION PICKUP NOT AVAILABLE**

Passenger Information

Full Name: _____

Cell Phone/ Email: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Calculate Value of Old Ticket(s): *For 10 and 20 Trip Ticket(s) Refer to example on Page.2

Ticket Type	Qty	Origin	Destination	Ticket Value	Rides Remaining	Available Credit
One -Way						
Round trip						
10- Trip *						
20 - Trip *						
Monthly						
				Total Credit (A)		

Calculate Cost of New Ticket

Ticket Type	Qty	Origin	Destination	Ticket Value		Total Purchase
One -Way						
Round trip						
10 – Trip						
20 - Trip						
Monthly						
				Total of Purchase (B)		

Total of Purchase (B) $ _____ (-) MINUS Total Credit (A) $ _____ = Payment Balance Due $ _____

Payment Information - NO CASH OR PERSONAL CHECKS ACCEPTED

☐ Commuter Check $ _____ (back of check must be filled out completely to be accepted; overages must be applied towards another purchase or are FORFIETED)

☐ Credit/Debit Card (Visa or Mastercard ONLY)

Credit Card #: _____ Exp. Date: _____ *CVC _____

REQUIRED Signature of Cardholder _____

(My above signature authorizes SJRRC to charge my credit/debit card for the Payment Balance Due)

☐ Check box if Billing Information is same as Passenger Information above

Card Holder's Name: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Form Updated: 6/7/2022

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Example for Calculating Cost Per Ride (10 & 20 Trip)

Calculate Cost Per Ride 10 Trip		**Calculate Cost Per Ride 20 Trip**	
Ticket Value(located on ticket):	$73.00	Ticket Value(located on ticket):	$125.75
Divide by 10 Trips:	10	Divide by 20 Trips:	20
Cost Per Ride**	$7.3000	Cost Per Ride**	$6.2875
Rides Remaining	8	Rides Remaining	18
Calculated Cost Per Ride**	$7.3000	Calculated Cost Per Ride**	$6.2875
Available Credit	$58.40	Available Credit	$113.18
(Rides Remaining multiplied by Cost Per Ride)		(Rides Remaining multiplied by Cost Per Ride)	

Calculate Cost Per Ride 10 Trip		**Calculate Cost Per Ride 20 Trip**	
Ticket Value(located on ticket):		Ticket Value(located on ticket):	
Divide by 10 Trips:	10	Divide by 20 Trips:	20
Cost Per Ride**		Cost Per Ride**	
Rides Remaining		Rides Remaining	
Calculated Cost Per Ride**		Calculated Cost Per Ride**	
Available Credit		Available Credit	
(Rides Remaining multiplied by Cost Per Ride)		(Rides Remaining multiplied by Cost Per Ride)	

Calculate Cost Per Ride 10 Trip		**Calculate Cost Per Ride 20 Trip**	
Ticket Value(located on ticket):		Ticket Value(located on ticket):	
Divide by 10 Trips:	10	Divide by 20 Trips:	20
Cost Per Ride**		Cost Per Ride**	
Rides Remaining		Rides Remaining	
Calculated Cost Per Ride**		Calculated Cost Per Ride**	
Available Credit		Available Credit	
(Rides Remaining multiplied by Cost Per Ride)		(Rides Remaining multiplied by Cost Per Ride)	

**Cost Per Ride Calculation allows for 4 decimals.

For any questions regarding The Altamont Corridor Express (ACE) Ticket Upgrade/Change form; please contact: Ticketing at ticketing@acerail.com or 1-800-411-7245