DATE: **September 20, 2011**

TO: **All Greyhound Terminal Managers and Employees**

FROM: **Myron Watkins, Vice President, Operations**

SUBJECT: **New 7-Eleven Travel Pass**

We are excited to announce that we have partnered with 7-Eleven convenience stores to sell Greyhound travel passes. Starting October 1, Greyhound will introduce a new ticketing program across the US.

With the introduction of this program, our employees will encounter a new looking travel document. 7-Eleven will issue a travel pass on standard thermal register receipt paper. Each pass will clearly indicate the pass was issued by 7-Eleven. Below is a mock-up of the new *7-Eleven Pass* and *Driver Pass Verification Slip*, please familiarize yourself with these documents.

Ticket agents assisting customers who present the 7-Eleven pass at the ticket counter are required to reissue the pass for a TRIPS ticket. Each 7-Eleven pass includes a TRIPS confirmation number; enter the confirmation number in TRIPS to recall the transaction and reissue.

Pass Validation Process for Drivers

Customer will show the pass to the driver. The pass should not be taken from the customer. The driver will check the valid travel date and schedule to ensure the date of travel has not passed and the customer is boarding the correct schedule. The driver will record the ticket number on his/her Pass *Verification Slip* and allow the customer to board the bus. A completed *Pass Verification Slip* should be put into the drivers envelop to complete the process.

This is a major milestone for our company as we continue to find ways to offer customers a higher level of service. With 50 percent of all Americans living within three miles of a 7-Eleven store, we believe our customers will value the added convenience.

Passenger Presents

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     7ELEVEN PASS       BOARD # 01
  GREYHOUND LINES, INC    NBTA 0043

 TKT ORIG: DALLAS              TX
 TKT DEST: PHOENIX             AZ
    OW  ADULT          PASSENGER 01

 VALID:SCHD 1409 GLI:30Apr11 07:05AM
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 RESTRICTIONS LINE 1
 RESTRICTIONS LINE 2
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 CONF NO 00142914          00142914
           CONF NO 00142914

****************************************
DRIVER: RECORD TKT NO: 00124478 9
        ON PASS VERIFICATION SLIP
****************************************
 FARE    $146.00  AGCY 3473 PNM 7ELEVEN
 TAX       $0.00  BUFFY
 TOTAL   $146.00  SUMMERS
          #0.99#  INTERLINE RECLAIM
001 01 29 00124478 9
****************************************
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Slip is part of a pocket booklet that drivers are required to carry with them at all times

1. **Schedule Number**
2. **Travel Date**
3. **Departure Time**

Ticket Confirmation Number

Driver should write ticket number from 7-Eleven pass in boxes provided on Pass Verification Slip

Driver Completes

Greyhound

Pass Verification Slip

When a passenger presents a Discovery Pass or 7-Eleven Pass the driver will:

1. Check the Discovery Pass Expiration Date or 7-Eleven Valid Travel Date.
2. Check passenger photo ID to ensure it matches the name on the Pass.
3. Complete the Pass Verification information below, and place in the driver envelope instead of a coupon.

The Pass Verification slip is **NOT VALID** for travel. Passengers **MUST** present a valid Discovery or 7-Eleven Pass to board the bus.

Ticket number