

## PROVIDER INSTRUCTIONS

1. Obtain and maintain public vehicle and operator licensing through the City of Green Bay.
2. Read the Voucher Program Policy & Procedures handbook.
3. Complete the Transportation Provider Voucher Agreement and return it with photocopies of your city license and rate sheets to:  
**Mobility Coordinator/Green Bay Metro**  
**901 University Ave.**  
**Green Bay, WI 54302**
4. After the Transportation Provider Voucher Agreement is on file, your business name and contact information will be listed on the back of vouchers. You will begin to receive requests for rides from people paying by voucher.
5. Treat the voucher as if it were cash.
6. **PINK VOUCHERS: can be used anytime, day or night.**
7. **White VOUCHERS: can only be used nights and weekends when other accessible services are not operational.**
8. **Fill out the driver portion on the voucher. Have customer sign it. Do not alter the voucher in any other way. Circle your company on the back of the voucher.**
9. If the voucher is more than the cost of the ride, do not give change.
10. If the voucher is less than the cost of the ride, charge the rider the difference.
11. Keep vouchers safe until you are ready to submit them for reimbursement.
12. Vouchers can be submitted monthly or weekly to the Mobility Coordinator at the above address. Once received and processed, it can take between 2-3 weeks for a check to be mailed.
13. You can send in your vouchers by mail or drop off; just ensure that you are identified as the provider submitting them.
14. Keep your own records of any vouchers submitted for reimbursement.

**DO NOT ACCEPT 2020 VOUCHERS AFTER MIDNIGHT, DECEMBER 31, 2020.  
THEY WILL NOT BE REIMBURSED.**

**2020 Reimbursement requests/vouchers MUST be received on or before  
Wednesday, January 6, 2021. No exceptions.**

**REQUESTS RECEIVED AFTER JANUARY 6, 2021 WILL NOT BE REIMBURSED.**

On January 1, 2021 new vouchers can be used. 2021 vouchers will be a different color.