

VanillaDirect is a retail network that allows you to reload your RTS Go account at stores across Monroe County. You can add funds to RTS Go at stores like Walmart, Family Dollar, 7Eleven and more. [View a map of all the locations near you.](#)

Note: The retailer may charge a fee for this service. RTS does not set or control retailer fees.

Important: You need an RTS Go card with a VanillaDirect barcode on it to add funds to your RTS Go account. RTS Go cards without the VanillaDirect barcode cannot be refilled at a retail location.

There are two ways to get VanillaDirect-powered RTS Go card:

1. Purchase from an RTS ticket vending machine.
  - There are four machines at the RTS Transit Center located at 60 St. Paul Street, Rochester NY 14604. The RTS Transit Center is open seven days a week.
  - There is one machine at RTS Administration front lobby at 1372 East Main Street Rochester NY 14609. The building is open Monday – Friday from 8am to 5pm.
2. Bring your current RTS Go card to the front desk at the RGRTA Administration building at 1372 East Main Street, Rochester 14609. The building is open Monday – Friday from 8am to 5pm.
  - Registered RTS Go card customers: We will swap your current card for a new RTS Go card with the VanillaDirect barcode.
  - Unregistered RTS Go card customers: We will take your current card to be replaced with a RTS Go card with the VanillaDirect barcode. This transfer process may take up to 10 business days. We will contact you when the VanillaDirect-powered RTS Go card is ready to be picked up.

To refill a VanillaDirect-powered RTS Go card at a store:

1. Bring your RTS Go card to the cashier at a [VanillaDirect retailer.](#)
2. Ask the cashier to load your RTS Go card. Show the cashier the barcode on the back of the card.
3. Tell the cashier the amount that you want to add to your RTS Go card.
4. Pay with cash or other payment options accepted by the retailer.
5. Remember to keep your receipt. If there is an issue with your RTS Go card balance, you will need your receipt to show RTS Customer Service how much was added to your card.

If you have an RTS Go card without a VanillaDirect barcode, you must reload it at an RTS ticket vending machine or online at [passes.myRTS.com](https://passes.myRTS.com).

If you have questions about this or any issue, please contact us at [myRTS.com/contact-us](https://myRTS.com/contact-us), 585-288-1700 or visit an information desk at the RTS Transit Center.