

THE TRANSIT PASS BENEFITS PROCESS.

You can purchase passes using SmartBenefits® via your SmarTrip® Online account. But first, your employer must assign all or a portion of your funds as a Transit Pass Benefit type in their monthly order. Beginning on the first day of the benefit month, your Transit Pass Benefit will be available for use in your SmarTrip® Online account to purchase passes.

STEP 1: Log on to your SmarTrip® Online account and select the card to which your employer assigned your SmartBenefits®. Your Transit Pass Benefit amount will be displayed on the "View Card Summary" page.

STEP 2: Select "Add Pass/Set Up Auto Reload," which will take you to the page where you can choose the pass you wish to purchase.

STEP 3: For a one-time purchase, select the quantity of passes you want. SmarTrip® cards can hold up to two unique products, such as time-based passes (e.g., a 7-day pass) or ride-based passes (e.g., a 10-trip ticket). They can also hold up to two of any one kind of pass (e.g., two 7-day passes). One is active and the other is inactive. Once a product has been used, it is erased from your card.

If you would like instead to sign up for Auto Reload, choose "Add and Set Up Auto Reload." The first pass will be loaded to your card, and Auto Reload will automatically load another pass to your SmarTrip® card when there are only a few days remaining on your active pass. The cost of each reloaded pass will be charged to your "Transit Pass Benefits." A credit card is required as a back-up payment method, and will be charged only if your "Transit Pass Benefits" have been exhausted.

STEP 4: As you proceed to view your shopping cart and check out, your Transit Pass Benefits will be charged for the purchase of the pass. If your purchase exceeds the value available in your Transit Pass Benefits, the remainder can be paid by credit card.

STEP 5: The products you purchase online will be added to your SmarTrip® card when you use it at a bus farebox, a faregate, or a fare vending machine. At faregates and fare vending machines, passes will be available within one business day of online purchase. Allow at least two business days for bus farebox availability. You have 30 days from the date of purchase to add your pass.

HELPFUL PHONE NUMBERS

SmarTrip® and SmartBenefits®
1-888-SMARTRIP (762-7874)

MetroAccess
301-562-5360 (select Option 4 for EZ-Pay account)

Commuter Direct
703-228-RIDE (7433)

SPECIAL NOTE FOR METROACCESS CUSTOMERS.

The first time a MetroAccess subscription trip can be booked using SmartBenefits® funds is the 9th of each month. This is due to the seven-day advance booking process. MetroAccess customers who schedule trips from one to seven days in advance of travel can reserve trips with SmartBenefits® funds beginning the second day of each month.



SmartBenefits®

RIDE WITH US.
STEP-BY-STEP SMARTBENEFITS®
ALLOCATION AND TRANSIT PASS GUIDE



wmata.com

MORE SMART WAYS TO GET AROUND TOWN.

Public transportation is good for our region. It preserves the environment, eases traffic on our roads and helps make the D.C. metro region a great place to visit and live. Metro wants to provide as many options as possible to enable people to use public transportation. Allocation and Transit Pass benefits are two options that are available to users of the SmartBenefits® program.

Allocation can help you take advantage of SmartBenefits® on MetroAccess or on registered van pools, commuter buses, and train systems throughout our region.

Transit Pass Benefits can help daily Metro, DASH, Ride On, and MTA local riders save money while using their SmartBenefits®.

THE ALLOCATION PROCESS.

To allocate SmartBenefits® to a registered van pool, MetroAccess, commuter bus or service provider, you must have a registered SmarTrip® card enrolled in your employer's SmartBenefits® program. You have until the 21st of the month (the 16th for users of CommuteDirect.com or Arlington Commuter Stores for MARC, VRE or MTA Commuter Bus tickets) to establish a SmartBenefits® Passenger Allocation Account or make changes for the upcoming month's benefits.

Once you set up your allocation, you do not have to access it again unless you want to make changes, but please remember to keep your account User ID and Password in a safe place where you can access them if needed.

STEP 1: Go to the Van Pools and other Transit Providers web page at www.wmata.com/about/business/smartbenefits/transit-services.cfm

STEP 2: Follow the instructions on that page to access the Passenger Allocation System and set up your SmartBenefits® Passenger Allocation Account.

STEP 3: Click on Set-up My New Account.

STEP 4: Enter your SmarTrip® card serial number and click Continue.

STEP 5: Create a User ID and Password. When you have filled in all required information (information with an asterisk must match the information on your SmarTrip® card registration), click the Submit This Form button. This will take you to the Welcome page. Click on Continue to SmartBenefits® Passenger Allocation System.

STEP 6: Click on Bill Payment.

STEP 7: Click on Make Payments.

STEP 8: Choose your employer/administrator name from the drop down menu and click Add Payment.

STEP 9: Choose your transit provider from the drop down menu (Van Pool, CommuterDirect.com, MetroAccess, VRE or MTA Commuter Bus) and click Continue.

STEP 10: Choose your transit provider number from the drop down menu and click Continue.

STEP 11: Enter the monthly dollar amount that you want to allocate into the Payment Amount box. Enter the percentage of the allocated amount that you would like to have paid to the transit provider in the Payment Percentage box. In most cases, this will be 100%; however, if you want to allocate to more than one provider, you'll need to calculate and enter the percentage of the allocated amount for this provider. Click Continue.

STEP 12: (For MetroAccess ONLY) Enter your MetroAccess ID and date of birth at the bottom of the screen.

STEP 13: Click Continue.

STEP 14: Click Save.

STEP 15: Click Finish.

STEP 16: Click Logoff.

Your monthly benefit will now be generated automatically on the first day of each month. Please note: MTA Commuter Bus customers will need to order tickets with MTA monthly.

MAKING CHANGES TO YOUR ALLOCATION.

If you are changing the amount of money you are allocating when replacing your SmarTrip® card, or deleting or switching providers or employers/administrators, you must log on and delete or modify your current allocation by the 21st of the month. The change will become effective the following month. You can update contact information under your account profile.

REVIEW, MODIFY OR DELETE YOUR ALLOCATION.

STEP 1: Log onto the Van Pool & Transit Services website.

STEP 2: Click Step 2 of your service provider section (Van Pool & Transit Services, MetroAccess, MARC & VRE or MTA Commuter Buses) to access the logon page for your existing account. Beneath "I Already Have an Account," enter your SmarTrip® card number, User ID and Password, and then click Login.

STEP 3: Click Bill Payment

STEP 4: Click Make Payments

To modify your allocation:

STEP 1: Click MOD.

STEP 2: Make change(s) in payment and/or percentage amount(s).

STEP 3: Click Update. When the transaction is confirmed, click Close.

STEP 4: Review your modification. Click Logoff if you're done.

To delete your allocation:

STEP 1: Click DEL. You will see a message confirming the transaction. Click DELETE, then close.

STEP 2: If you want to create a new allocation to a new service provider, click on Bill Payment and follow the allocation process from Step 7 on. If you do not wish to create a new allocation, click Logoff.

