SMARTBENEFITS® GUIDE FOR VANPOOLS & TRANSIT SERVICES OPERATORS

1. Apply for a SmartBenefits® Vanpool and Transit Services Operator Account:
   https://smartrip.com/sbftp/vplcom_enroll.mecustfm

2. Once Metro has accepted your application, you will be provided with a Customer ID, User ID and Password. Log on to the SmartBenefits Vanpools and Transit Service Operator system:
   https://smartrip.com/sbftp/vplcom.login

   These **functions** are available:
   Operator Number Maintenance - Add/maintain operator numbers and descriptions.
   Administration - Create new account sub-users (drivers and administrators); reset sub-user passwords; delete sub-users; change account user manager's password.
   Accounts Receivable - Query the upcoming month and prior months' revenue.

   > **IMPORTANT:** You **must** complete the Steps #3 and #4 to activate your account and enable your passengers to allocate SmartBenefits® to it.

3. **Operator Number Maintenance**
   a. Click "**Add Operator Number**".
   b. In the "Operator Number" box, enter a number for a vehicle or location.
   c. In the "Description" box, describe the service being provided.
   d. Click "**Add**". The system will acknowledge your transaction.
   e. Click "**Close**". You can review your entry on the "*Operator Number List*" page.
   f. To add additional vehicles or locations, click "**Add Operator Number**" and repeat the process.

4. **Administration**
   a. Click "**Administration**". You **MUST** appoint a driver or administrator for each vehicle or location to enable your passengers to allocate their SmartBenefits® to a specific service.
   b. Click "**Add New User**" to create a User ID and temporary password for each driver. Use letters, numbers or a combination of both. Only the password is case sensitive. Enter the first and last name of the driver; all of the other data fields are optional.
   c. Set the "System Usage" button to "Driver/Transit Service".
   d. Select the Operator Number from the drop-down list.
   e. Click "Submit" and then click return to the *Administration* page
   f. To add additional drivers and administrators, click "**Admin**" and repeat the process.
   g. To view your list of users, select the down-arrow next to "type", select "Driver/Transit Service" and click "**Search**".

5. **Accounts Receivable**
   a. Click **"Forecasting"** to review passenger and revenue information for the upcoming month.
   b. Click **"Report"** and enter the operator number and month to review up to 12 prior months of revenue information.

6. When you've finished working with your account, click "Logoff".

Questions? Call SmartBenefits Support: 202-962-1326.