If you are changing the amount of money you are allocating, deleting or switching providers or employer/administrator, you must log on and delete or modify your current allocation by the 21st monthly deadline. The change will become effective the next month. Review your account profile to update contact information.

**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 Local Bus) 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.** To MODIFY your allocation, click MOD.

**Step 2.** Make change(s) in payment and/or percentage amount(s).

**Step 3.** Click Update. When 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 do a new allocation to a new service provider, click on Bill Payment, and then click Make Payments and do a new allocation to another service provider. If you do not, click Logoff.

**FOR MetroAccess:**

**Note about SmartBenefits® funds, subscription trips and scheduling:**

The first time a subscription trip can be booked using SmartBenefits® funds is the ninth 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.

**Helpful phone numbers:**

SmarTrip® Customer Service 1-888-762-7874

MetroAccess 301-562-5360

select option 4 for EZ-Pay account.

Commuter Direct 703-228-RIDE (7433)

Password reset assistance? Use online tool or call 202-962-1326, option 1.
Allocation Instructions:

**Step 1.** Log onto the SmartBenefits® Van Pools & Transit Services Web site at http://www.wmata.com/business/employer_fare_program/vanpool_transit.cfm

**Step 2.** In the Van Pool and Transit Services Passenger section, click Step 2 of your service provider section (Van Pool & Transit Services, MetroAccess, MARC & VRE or MTA Local Bus) to set up for the a new Passenger Allocation Account.

**Step 3.** Click on Set-up My New Account!

**Step 4.** Enter the 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 * must match the information on your SmarTrip® card registration in order to proceed to the next step), click the Submit This Form button. This will take you to Welcome to the SmartBenefits® Passenger Allocation System page. Click the Continue to SmartBenefits® Passenger Allocation System button.

**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 transit provider from the drop down menu (Van Pool, Commuter Direct.com, MetroAccess, VRE or MTA Local 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 for your SmartBenefits® into the payment amount line and fill in the percentage (review examples) click Continue.

**Step 12.** (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:

- You do not have to repeat the above process from month to month.
- MTA Local Bus customers will need to order tickets with MTA monthly.