

SmartBenefits® Reference Guide for MARC & VRE Passengers, CommuterDirect.com and Arlington Commuter Stores

To establish a SmartBenefits® account, you *must*:

- 1) Have a SmarTrip® card that you registered with your name and address.
- 2) Be enrolled in your employer's SmartBenefits® program prior to the 15th day of the month prior to the month you wish to allocate your SmartBenefits®.
- 3) Before the 16th of the month, establish a SmartBenefits® account at:
http://www.wmata.com/business/employer_fare_program/vanpool_transit.cfm to allocate monthly benefit to CommuterDirect.com for mail delivery or to Arlington Commuter Stores (Crystal City, Rosslyn, Ballston, Shirlington or Mobile Commuter Store) to pick up fare media. If purchasing fares at an Arlington Commuter Store, you may purchase fares after the first business day after the 21st of the month. Be sure to take your SmarTrip® card and a photo ID.
- 4) For *mail delivery*, you must set up an account online at CommuterDirect.com by the 16th of the month to receive your order before the beginning of the upcoming month.
- 5) No need to do this monthly. Your allocation will be automatically generated.

For Example: To allocate your SmartBenefits® October 1, your employer must enroll you in their SmartBenefits® program no later than September 15. You have until September 16th to allocate your SmartBenefits® to CommuterDirect.com or the Arlington Commuter Stores, for October 1 benefits.

1. Log onto the Van Pool & Transit Services website:
http://www.wmata.com/business/employer_fare_program/vanpool_transit.cfm
2. In the MARC & VRE Passenger section, click "**Step 2**" to set-up an account.
3. Click **Set-up My New Account** beneath **I'm a New SmartBenefits® User**.
4. Enter your SmarTrip® card number and click **Continue**.
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.
6. Click on **Bill Payment**.
7. Click on **Make Payment**.
8. Choose employer/administrator name from the drop-down menu and click **Add Payment**.
9. Select CommuterDirect.com or Arlington Commuter Stores from the van pool company drop-down menu and click **Continue**.
10. Select your Service Provider number from the drop-down menu and click **Continue**.
11. Enter \$ amount into the payment amount line, and fill in the percentage line (review the examples) and click **Continue**. **Note:** If you are directing funds to a single transit service provider, the percentage amount must be 100 percent of the value.
12. Click **Save**.
13. Click **Finish**.
14. Click **Logoff**.

Your allocation will now be generated automatically on the 16th day of each month. You do not have to repeat the above process monthly.

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Review, Modify, Discontinue Your Allocation

If you already have a SmartBenefits® passenger account, you can review your current SmartBenefits® allocation, or you can modify or delete the allocation.

Examples: If you are switching from CommuterDirect.com or changing transit services, you must DELETE your current allocation, and then do a new allocation. If you are changing the amount of money

you are allocating, you must **MODIFY** your current allocation to the new amount.

VERY IMPORTANT: You can modify or delete your SmartBenefits® allocation no later than the 16th of the month, prior to the month you wish that change to be effective.

For Example: To modify or delete your SmartBenefits® allocation effective October 1, you have from September 1st until September 16th to make the change.

To Review, Modify or Delete your Allocation

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

http://www.wmata.com/business/employer_fare_program/vanpool_transit.cfm

2. In the MARC & VRE Passenger section, click “**Step 2**” to access the logon page for your existing account.

3. Beneath **I Already have an Account**, enter your SmarTrip® card number, User ID and Password, and then click “**Login**”.

4. Click **Bill Payment**.

5. Click **Make Payment**.

You can now Review, Modify, or Delete your allocation.

To modify your allocation:

1. To **MODIFY** your allocation, click **Modify**.

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

3. Click **Update**. When transaction is confirmed, click **Close**.

4. Review your Modification. Click **Logoff** if you’re done.

To delete your allocation:

1. Click **Delete**. You will see a message confirming the transaction.

2. If you want to do a new allocation to a new service provider, click on **Bill Payment**, and then click **Make Payment** and do a new allocation to another Transit Service.

3. If you are not doing a new allocation, click **Logoff**.

Questions? Call Metro’s Office of Marketing: 202/962-1326 (choose Option 3).

<p>NOTICE: Do NOT download SmartBenefits® to your SmarTrip® card if you plan to use: a van pool, MARC, VRE, MTA, MetroAccess, D&B Bus/Quick’s Commuter Service, National Coach Works/Martz, CommuterDirect.com or Arlington County Commuter Stores.</p>
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