

Which smart card passes can I purchase with my Transit Pass Benefits?

To determine which passes are available for your smart card, log into your SmarTrip® account. Each pass description will indicate “Eligible for purchase using Transit Pass Benefits” if the pass can be purchased using Transit Pass Benefits. Stored value cannot be purchased using Transit Pass Benefits.

Can I use my Transit Pass Benefits to pay for Auto Reload?

Yes. If you have Transit Pass Benefits, and wish to subscribe to Auto Reload for a pass that is eligible for purchase using Transit Pass Benefits, log into your SmarTrip® Online account and sign up for Auto Reload for that pass. The payment for your initial Auto Reload purchase and all recurring loads will be automatically deducted from your Transit Pass Benefits, as long as there are funds remaining in your Transit Pass Benefits. You must provide a valid credit card, as a second payment method for Auto Reload, even if you intend to pay for the pass purchases using Transit Pass Benefits. Your credit card will be charged if your Transit Pass Benefits are not available.

How can I see the balance remaining in my Transit Pass Benefit?

Log into your SmarTrip® Online account and select the smart card number that receives Transit Pass Benefits. On the “Card Summary” page, under the “SmartBenefits®” section, you’ll see the detailed information on your Transit Pass benefits, including period end date and timing, initial value and remaining value.

How can I see a list of my online purchases using Transit Pass Benefits?

Log into your SmarTrip® Online Account, and click on “View Order History,” which will show you all online purchases along with the payment method (SmartBenefits® or credit card). Details of each order can be viewed by clicking on the order number.

What happens to my Transit Pass Benefit if my card is lost or stolen?

To protect your card’s value, including any passes on the card purchased with Transit Pass Benefits, report your smart card lost/stolen by logging into your SmarTrip® Online account, clicking on the smart card number and clicking on “Report Cards as Lost, Stolen, Damaged or Malfunctioning”. While in your SmarTrip® Online account, you can request that the stored value of your lost/stolen card be transferred to your replacement smart card. For passes purchased using Transit Pass Benefits, the full value of any unused passes, or the pro-rated value of partially-used passes, will be returned to your Transit Pass Benefits. You must then contact your Employer to transfer any SmartBenefits® to your replacement smart card.

How are online products delivered?

When a smart card is used at a bus farebox, faregate or fare vending machine, a product previously purchased online is “loaded” to the

card. At faregates and fare vending machines, product delivery is available within one business day of online purchase. Allow two business days for bus farebox product delivery. You have 30 days from the date of purchase to take advantage of your product delivery.

What if I’m unable to load my products within the 30-day period following my online purchase?

After 30 days, the product delivery transaction will expire and will no longer be available for loading at bus fareboxes, faregates or fare vending machines. If this happens, your product delivery status will show as “expired” on your SmarTrip® online account. Please contact SmarTrip® Customer Service at 1-888-762-7874 to request that the product be resent to your smart card.

What if I have problems loading my product purchases?

If you experience problems loading stored value or products through product delivery, contact SmarTrip® Customer Service at 1-888-762-7874 for assistance. However, please keep these key points in mind:

- Smart card stored value and products purchased online will typically be available for pickup within one business day for faregates and fare vending machines, and two business days for bus fareboxes.
- Smart card product purchases expire if they are not loaded to your smart card within 30 days of purchase.
- The system delivers your online purchases to the rail stations and buses that you’ve used in the last 21 days. If you have not used Metro or regional transit in that time frame, you will need to touch your card to a SmarTrip® target at a faregate, fare vending machine or bus farebox to let the system know where to deliver your products. You must then wait one business day if you touched a target at a faregate or fare vending machine or two business days if you touched a target at a bus farebox. If you try to pick up your product at a rail station or bus, and it’s not available for you yet, please try again at the same rail station or the same bus line the next business day. The system can store up to four product load instructions at a time for a single smart card. After those four products have been loaded to your card, the next group of up to four product load instructions will be issued and will be available to load to your smart card.
- A product cannot be loaded to your smart card if doing so will cause the card limits to be exceeded; the status will remain as “pending” until the value of your card is low enough to allow the product to be delivered or until it has expired after 30 days.

How many products can my smart card hold?

Smart cards can hold stored value, plus two unique products, such as time-based passes (e.g. 7-day pass) or ride-based passes (e.g. 10-trip ticket). The card can also hold two copies of each unique product. One is active and the other is inactive. Once a product has been used, it is erased from your card.