SmarTrip® goes VIRTUAL

WHAT SMARTBENEFITS® ADMINS NEED TO KNOW
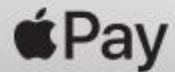
09/10/2020

Agenda

- The Virtual SmarTrip Card & SmartBenefits

- Virtual SmarTrip Eligibility Requirements

- What Your SmartBenefits Participants See
    - Apple Wallet
    - The New SmarTrip App
    - SmarTrip App: Using the Transit Pass Benefit

- How Do Riders Create A Virtual Card?

- Notifying Your SmartBenefits Participants

- More Changes
    - New Combined Balance Display
    - Temporary Rollover Benefits Catch-up

- SmarTrip & SmartBenefits Customer Support
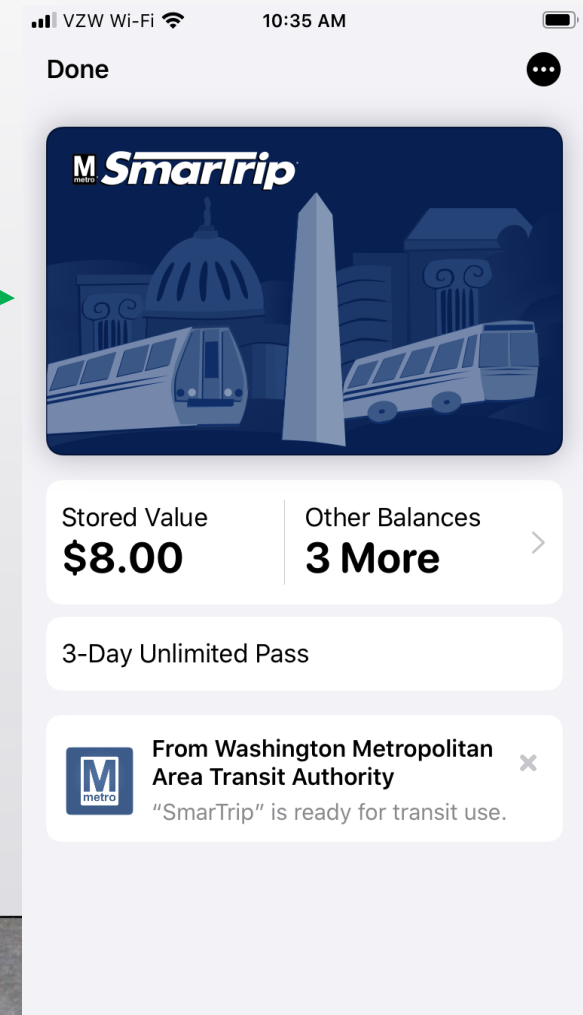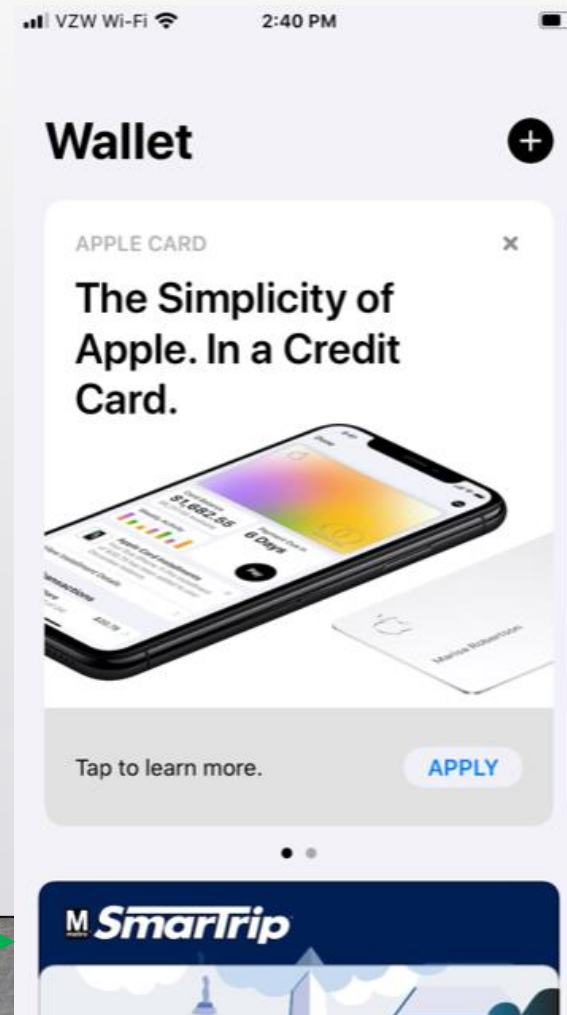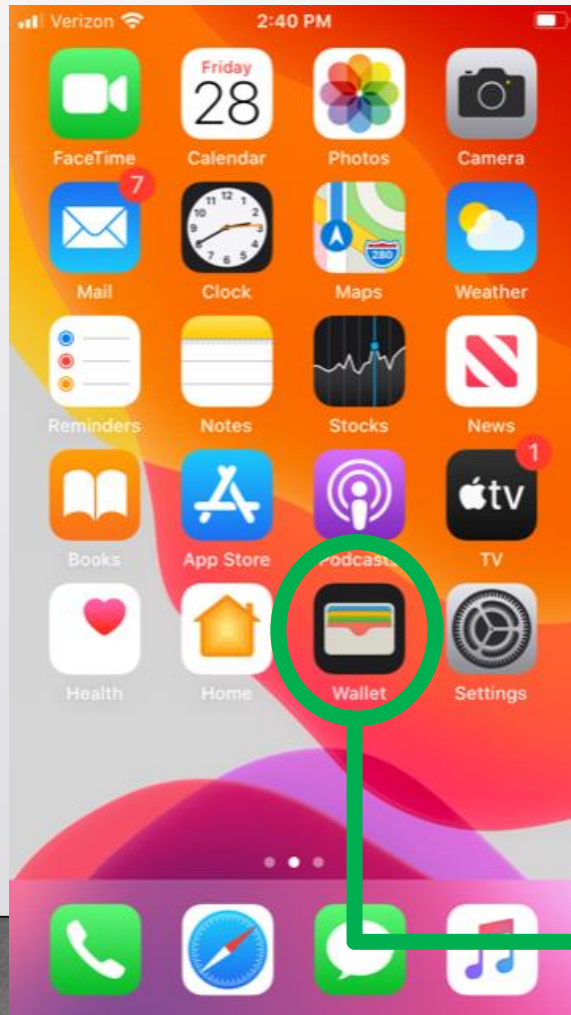
The Virtual SmarTrip Card & SmartBenefits

- For the most part, no action is required by SmartBenefits administrators to support virtual cards

- SmartBenefits Admins will see plastic-to-virtual card conversations for their participants on the Reassignment Report (virtual card #s start with 0176)

- From a rider's perspective:
  - Existing plastic cards are still sold and accepted
  - The virtual cards are stored in Apple Wallet and can be managed with the new SmarTrip app and/or the SmarTrip website account
  - Virtual cards work like existing plastic cards except they cannot be used with the MARC/VRE Transit Link product and they cannot be used on Baltimore MTA
  - This page provides an overview including explanatory videos https://www.wmata.com/fares/MobilePay/index.cfm

Virtual SmarTrip® Eligibility Requirements

- Mobile Requirements
  - iPhone8 or higher
  - Apple Watch Series 3 or newer
  - The latest iOS (13.6 or higher)
- Full fare and senior cards with card with 0167 can be converted by riders to virtual cards by following a brief set-up process and tapping the phone to the card. It takes just a few moments to complete the transfer.
- Once the transfer is done, the new virtual card will have the same passes with the correct number of remaining days, SmartBenefits balances, and stored value as the old card. The old card can no longer be used.

Apple Wallet: What your participants see (part 1)

Apple Wallet: What your participants see (part 2)

Back of Card: Top

Back of Card: Bottom

Done

Stored Value **$14.85**   Other Balances **2 More**
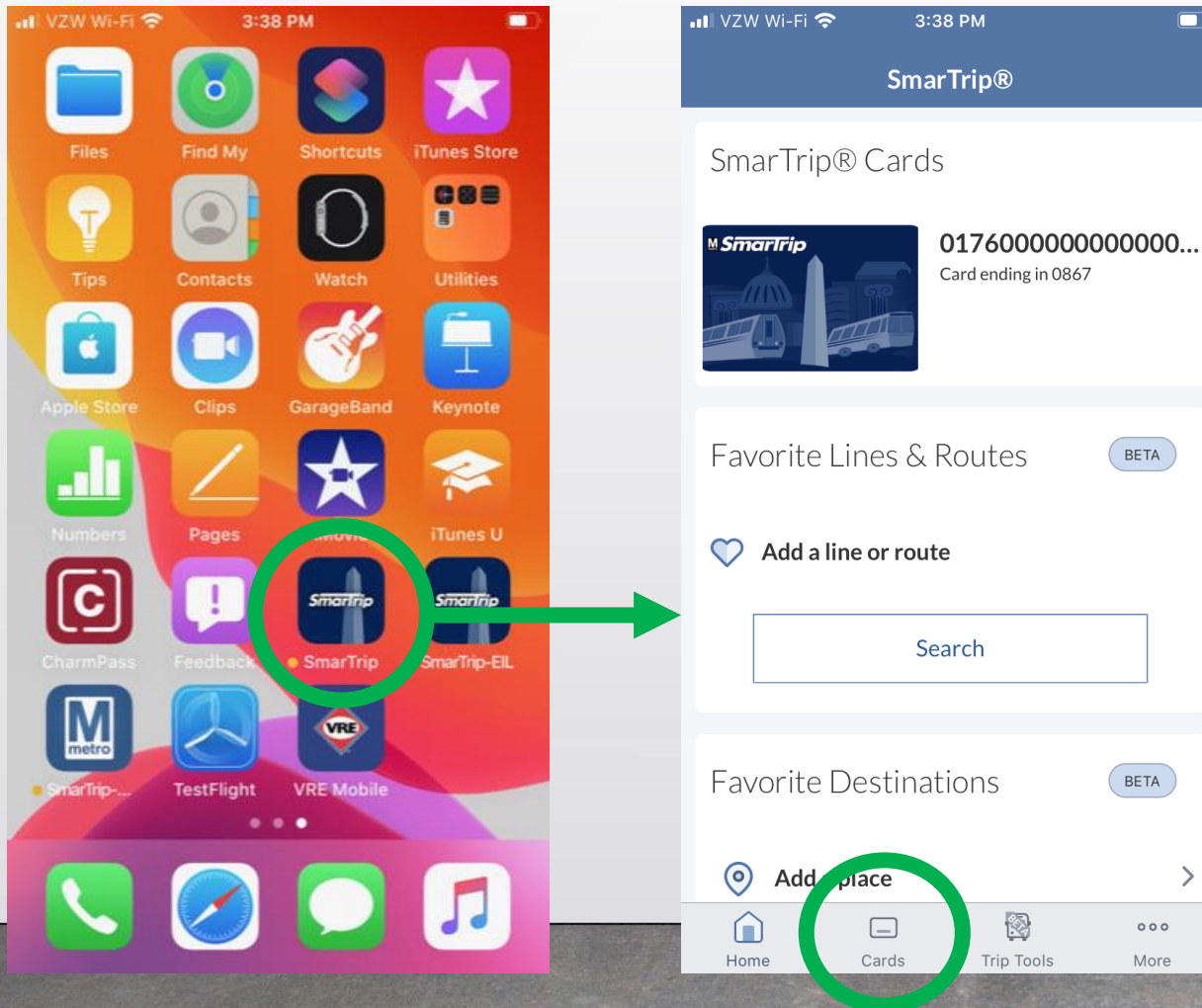
Latest Transactions

New Carrollton Stati... **$2.25**
From New Carrollton Station – Tr...
8/20/20

Hyattsville, MD **$12.50**
Credit
8/10/20

Hyattsville, MD **$11.00**
Credit
8/10/20

Customer Service

Add Stored Value

Balances

Stored Value
$14.85   Add Money

SmartBenefits Transit Non-Rollover
$97.75

SmartBenefits Transit Credit
$11.00

SmarTrip
Transit Card

Add Money   Call   Email   Website

SmarTrip - Name Chang...   OPEN
Cubic Transportation Sys...
INSTALLED

CARD VALUE

$14.85
Stored Value

$97.75
SmartBenefits Transit Non-Rollover

$11.00
SmartBenefits Transit Credit

Add money to a balance or set reminders.

$97.75
SmartBenefits Transit Non-Rollover

$11.00
SmartBenefits Transit Credit

Add money to a balance or set reminders.

CARD INFORMATION

Service ID   0176000000000004661

Express Transit   Off

Express Transit Settings

TRANSACTIONS

Allow Notifications

Terms and Conditions

Remove This Card

The "SmarTrip App" Manages All Cards

Tips

- Learn more about the SmarTrip App here https://www.wmata.com/fares/MobilePay/SmarTrip-App.cfm

- SmarTrip App not required for virtual cards

- The wallet is real-time, the SmarTrip App is not

- The "Home" card is not necessarily your Express Transit Card

- Click "Cards" to see info on each registered card (virtual & plastic)

- You can nickname your card (last four digits of card # displayed)

- For Transit Pass Benefit purchases use the SmarTrip App or the SmarTrip Website Account

- The SmartBenefits Dashboard is only accessible via the SmarTrip Website Account

Connecting the Dots: Wallet-to-SmarTrip App
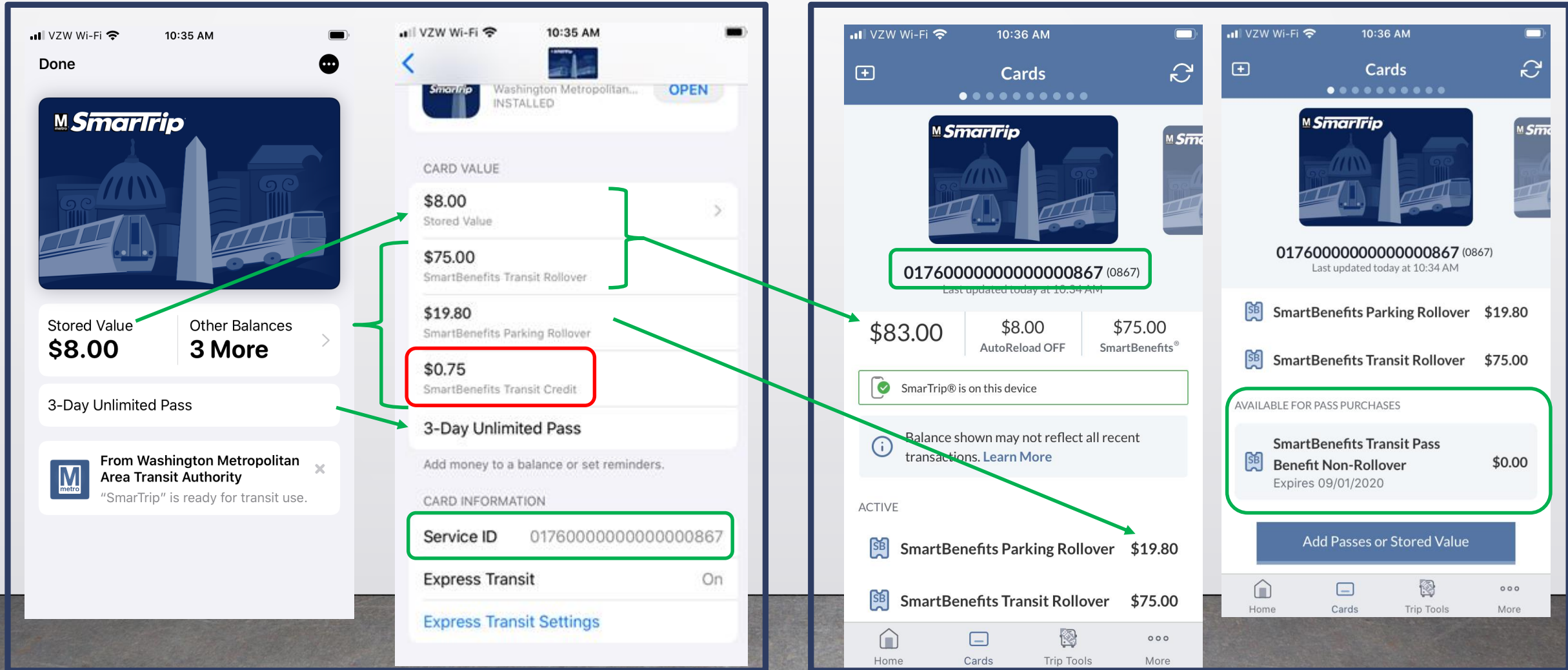
SmarTrip App: Using the Transit Pass Benefit

Verizon LTE 8:03 PM

< **Order Summary** Cancel

ITEMS

01760000000000000867 (0867)

3-Day Unlimited Pass $28.00

PAYMENT METHOD

⊕ **Enter Payment Method**

The total charged to your credit card may be less than the total shown above.

You have $28.00 available for Transit Pass Benefits. Your charge will be adjusted when Transit Pass Benefits are applied.

Total **$28.00**

Purchase

Verizon LTE 8:03 PM

< **Order Summary** Cancel

ITEMS

01760000000000000867 (0867)

3-Day Unlimited Pass $28.00

PAYMENT METHOD

VISA Visa (4194) **Change**

The total charged to your credit card may be less than the total shown above.

You have $28.00 available for Transit Pass Benefits. Your charge will be adjusted when Transit Pass Benefits are applied.

Credit card must be on file with SmarTrip website account

Total **$28.00**

Purchase

Verizon LTE 8:04 PM

✕

Thank You!

Your transaction was successful

Date/Time: Jun 13, 2020 at 08:04 pm

Order Number: 1822

SmarTrip® Card: 01760000000000000867 (0867)

Payment Method: VISA (4194)

3-Day Unlimited Pass $28.00

Total **$28.00**

The total charged to your credit card may be less than the total shown above.

You have $28.00 available for Transit Pass Benefits. Your charge will be adjusted when Transit Pass Benefits are applied.

How do riders create a virtual card?

Options

1. Use the wallet to create a virtual card from scratch
   https://youtu.be/7lkK1Qi7kts

2. Transfer everything from an existing card to a virtual card

   a. Tap Your Phone to An *Eligible* Existing Card (card # starts with 0167)
      https://youtu.be/0S9OrABaTt4 << The video does not show an Apple Pay ad. Click the continue button at the bottom of the ad to proceed.

   b. All other cards: Use Option #1, add the virtual card to your SmarTrip website account and follow the existing "Report a Lost or Damaged Card" process
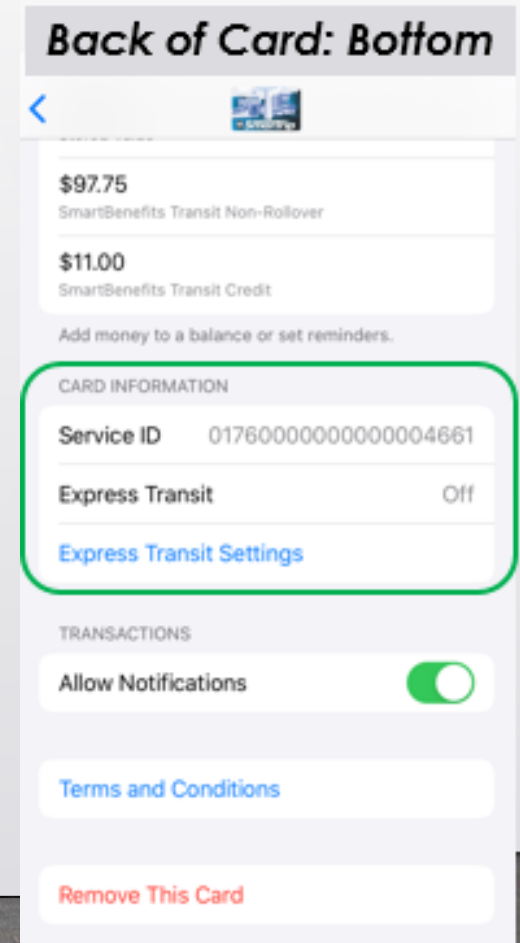   https://www.wmata.com/fares/replacements-refunds.cfm

Plastic Cards cost $2.00
Virtual Cards are Free

ST Website: Convert GoCards to Virtual Cards

- GoCard numbers do <u>not</u> start with "0167"

- Steps
  1. Create a virtual card using the Wallet and add it to your SmarTrip account
  2. Login to your SmarTrip account and go to the Card Summary page
  3. Click "Report a Lost or Damaged Card"
  4. Follow the prompts using the virtual card as the replacement card

- A SmartBenefits Twist: GoCards with remaining benefits at multiple employers require each SB Admin to perform a manual reassign

Using a Virtual Card with Express Transit

- Express Transit allows the rider to use their virtual card without:
  - Performing an identification step (e.g., facial recognition)
  - Having to open the Apple Wallet
- Works on Low Power
- Express Transit FAQ
  - How do I enable express transit?

    https://www.wmata.com/fares/MobilePay/SmarTrip-in-Apple-Wallet-FAQs.cfm#FAQ25
  - How do I switch between virtual cards?

    https://www.wmata.com/fares/MobilePay/SmarTrip-in-Apple-Wallet-FAQs.cfm#FAQ26

Back of Card: Bottom

$97.75
SmartBenefits Transit Non-Rollover

$11.00
SmartBenefits Transit Credit

Add money to a balance or set reminders.

CARD INFORMATION

Service ID   01760000000000004661

Express Transit   Off

Express Transit Settings

TRANSACTIONS

Allow Notifications

Terms and Conditions

Remove This Card

Notifying your SmartBenefits participants

Here's an email template to let your participants know about the virtual SmarTrip card:

Subject: New Metro Feature - SmarTrip on iPhone & Apple Watch

SmarTrip® in your Apple Wallet gives you new and unparalleled convenience to use your iPhone or Apple Watch anywhere SmarTrip is accepted - for the train, on a bus or at a Metro-owned parking lot. It works just like a traditional SmarTrip card, only better.

When paired with the new SmarTrip app, you'll have access to a fare machine right from your phone! This new, touch-free SmarTrip experience allows you to add funds quickly to your SmarTrip card, purchase money saving passes, set up Auto Reload and check your SmartBenefits®.

It's easy to move most existing SmarTrip cards to Apple Wallet. To learn more and to see a brief, step-by-step video, click here.

More SmartBenefits® Changes

New Combined Balance Display

- Rail faregates & vending machines now display entire transit eligible balance

- Parking gates now display entire parking eligible balance

- Bus fareboxes will display entire transit eligible balance in October

- No more "missing benefit" calls when a participant only sees their SmartBenefits grace period credit

- Example
    - Card has $20 in stored value, $5 SB Credit; $200 SB Transit; $50 SB Parking
    - Fare Vending Machine Displays $225 (excludes SB Parking)
    - Parking Gate Displays $64.80 ($20 SV + $50 SB Parking less $5.20 Parking Fee)

- Balances and transaction details are visible in the rider's Apple Wallet, the SmarTrip App and the SmarTrip website account

Temporary Rollover Benefits Catch-up

- If a rollover participant does not tap their card in a calendar month, then their benefits will not update

- We are temporarily issuing non-refresh benefits* to catch-up rollover participants who have not been riding due to the Covid-19 lockdown

- Non-refresh benefits are used before normal monthly benefits

- Cards can only hold one non-refresh benefit at a time. Workaround:
  - We'll keep sending the catch-up benefit until ridership levels return to normal.
  - Plan to notify rollover participants with multiple non-refresh benefits

* Non-Refresh Benefits: SB Anytime and benefit transfers due to lost card or employer change

SmarTrip & SmartBenefits Support

- Virtual Card FAQs https://www.wmata.com/fares/MobilePay/SmarTrip-in-Apple-Wallet-FAQs.cfm

- Call or Email SmarTrip & SmartBenefits Customer Support

  - Use the links in the wallet or SmarTrip App

  - 1-888-SMARTRIP

  - smartrip@wmata.com

- Work with your SmartBenefits Account Executive