

# SmartBenefits®

## Customer Autoload Instructions

Metro's SmartBenefits® program has taken steps to comply with the IRS requirement to separate parking and transit benefits to restrict comingled use. (Internal Revenue bulletin Rev. Rul. 2006-57)

### Claiming your SmartBenefits®

With Autoload, your benefit will remain in an account. And like a debit card, your SmarTrip® card will access the account and deduct the fare or parking fee when you tap your card to a Metrorail faregate, bus farebox or Metro parking target.

### Preparing your card to access your account

To access your account, you must use your SmarTrip® card at least once in the last two weeks prior to your first benefit month. This action prepares your card to access the account. This is only important if you HAD NOT planned on using your card in the last two weeks of the month. If you're a regular commuter, it's not an issue. You must repeat this step if you replace your SmarTrip® card or make any changes to your benefits.

Autoload works on Metrorail, as well as Metrobus and these regional bus systems: ART, CUE, DASH, DC Circulator, Fairfax Connector, Loudoun County Transit, PRTC OmniRide, Ride On and TheBus. It does not work on the MTA bus and rail systems.

### SmartBenefits® funds

Your employer will determine what happens to any unused benefits. They may either be credited back to your employer's account or rolled over to your account for future use (maximum of \$4,045 for transit and \$4,045 for parking).

Also, transit funds will not be transferrable from one purse to another. Transit benefits will not pay for parking and parking benefits will not pay for transit. Nor will funds be able to transfer into your personal stored value purse.

Your personal stored value purse allows you to load additional amounts to cover either transit or parking. Transit and parking payments will be deducted from your transit and parking benefits purses first. If and when those funds are exhausted, payments will be deducted from your personal stored value purse.

Any funds on your card prior to starting in the program will remain in your personal stored value purse.

Transit benefits are limited for use on bus and rail, however, transit benefits may be reallocated for MetroAccess, MARC, VRE, MTA commuter buses, registered vanpools and independent bus services. To use your benefits on these services, establish a SmartBenefits® Passenger Allocation Account.

Immediately notify your program administrator if you replace your registered SmarTrip® card. Register your replacement card immediately at [smartrip.com](http://smartrip.com). Please allow at least 24 hours for registration to occur.

**SmartBenefits® cannot be assigned to unregistered cards.**

### You can view:

- Personal stored value balance at any Farecards and Passes machine.
  - Transit purse at any faregate or farebox.\*
  - Parking purse at any Metrorail parking target.\*
  - All balances — plus all transactions — by creating an online SmarTrip® account. Go to [smartrip.com](http://smartrip.com) and click on Manage your Account Online.
- \* If a portion of your fare or parking fee comes from your personal stored value purse (due to insufficient funds in your transit or parking purses), the amount displayed will be the balance from your personal stored value purse.

### Customer Service

Commuter Direct  
703-228-RIDE (7433)

MTA Commuter Bus  
410-539-5000

MetroAccess  
301-562-5360

SmarTrip®  
1-888-762-7874  
[smartrip@wmata.com](mailto:smartrip@wmata.com)

SmartBenefits®  
202-962-1326 (option 3)  
[wmata.com](http://wmata.com)