

# Welcome to SmartBenefits



## Getting your Metrochek transit benefit just got easier.

You gave your employer the serial number of the *SmartTrip* card that you registered with Metro at the time you bought it. (You filled out a form with your name, address and password.)

Now, instead of receiving your transit benefit as paper Metrochek cards, your employer will load the value of your benefit automatically into this registered *SmartTrip* account each month.

You'll use this registered *SmartTrip* card to claim your Metrochek SmartBenefits between the first and last day of each month at a *Passes/Farecards* machine at any Metro station. (Please review the detailed instructions on the back of this sheet.)

If you have questions about the registration of your *SmartTrip* card, please call the *SmartTrip* hotline: 202/962-5719 or e-mail [smartrip@wmata.com](mailto:smartrip@wmata.com).

## If this registered *SmartTrip* card is lost, stolen, damaged or defective, do the following immediately:

- 1 Call Metro's *SmartTrip* hotline at 202/962-5719. You also may use e-mail: [smartrip@wmata.com](mailto:smartrip@wmata.com). Metro will deactivate the card. The card's remaining value at the time of your call will be transferred to a new *SmartTrip* card and sent to you, minus a \$5 card replacement fee.
- 2 Notify your employer that you have replaced the *SmartTrip* card you used to claim your SmartBenefits. Then give your employer the serial number of the registered replacement

card. They'll remove the old card's serial number from their SmartBenefits file and enter your replacement card's serial number.

## Details about SmartBenefits.

### When you can claim it

You may claim your SmartBenefits beginning on the first day of the month through the last day of the month. Under IRS guidelines transit benefits are not retroactive. You cannot claim a previous month's or succeeding month's benefits. You also cannot combine unclaimed benefit value from one month with the benefit value for the next month.

### Maximum you can put on *SmartTrip*

A *SmartTrip* card holds up to \$180 in value. If the value of your SmartBenefits plus the value that's already on your *SmartTrip* card exceeds \$180 at the time you want to claim your SmartBenefits, you'll have to claim only part of your SmartBenefits so the total value on your *SmartTrip* card does not exceed \$180. For example, if your *SmartTrip* card already has \$150 value on it and you have a \$65 SmartBenefits available, you can claim only \$30 of your SmartBenefits (the \$150 balance plus \$30 equals \$180). You'll have until the last day of the benefit month to claim the balance of your SmartBenefits.

### Bonus value

SmartBenefits claims of \$20 or more earn the 10% Metrorail bonus value.

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# Here's how to claim your monthly Metrochek benefit using SmartBenefits:

Claim your monthly transit benefit at a Passes/Farecards machine at any Metro station, using the *SmarTrip* card whose serial number you've given your employer for SmartBenefits.



## Follow these steps:

1 Touch the card to the circular target. The screen will display your *SmarTrip* value.

<b>SMARTRIP VALUE \$00.00</b>	
<b>A</b>	<b>- SMARTBENEFITS</b>
<b>B</b>	<b>- ADD VALUE</b>
<b>C</b>	

2 Press the A-SmartBenefits button. The next screen will ask if you want a receipt. Press B or C (your choice).

<b>SMARTRIP VALUE \$00.00</b>	
<b>A</b>	<b>- WOULD YOU LIKE A RECEIPT?</b>
<b>B</b>	<b>- YES</b>
<b>C</b>	<b>- NO</b>

3 The next screen will show the current value of your *SmarTrip* card and the SmartBenefits value due you.

<b>SMARTRIP VALUE \$00.00</b>	
<b>A</b>	<b>- SMARTBENEFITS VALUE \$65.00</b>
<b>B</b>	<b>- ADD VALUE</b>
<b>C</b>	

4 Press the B-Add Value button. The screen will show you the total SmartBenefits value including bonus Metrorail value earned on benefits of \$20 or more.

<b>TOTAL COST IS: \$65.00</b>	
<b>A</b>	<b>- TOTAL SMARTRIP VALUE: \$71.50</b>
<b>B</b>	<b>- PRESS +\$,-\$,+¢,-¢ TO CHANGE VALUE</b>
<b>C</b>	<b>- PRESS WHEN DONE</b>

5 Claim your entire benefit by pressing the C button. If you only want part of your benefit, press the \$ and ¢ keys to change the value of your benefit. After changing the value, press the C button to complete your benefit claim.

6 This will bring you to the final step:

<b>SMARTRIP VALUE IS: \$71.50</b>	
<b>A</b>	<b>- RETOUCH SMARTRIP OR INSERT MONEY OR TRADE-FARECARD OR</b>
<b>B</b>	<b>- PRESS B TO PAY WITH CREDIT CARD</b>
<b>C</b>	<b>- PRESS C TO PAY WITH DEBIT CARD</b>

You may choose to:

- Finalize your benefit claim by retouching your *SmarTrip* card to the target. This will complete the transaction.

or:

- Add more value (your own money) to the card using cash, credit cards (Discover, MasterCard or VISA), debit cards, *unused* Metrocheks of any value or *used* Metrocheks or farecards valued at \$7 or less.

Refer to the *SmarTrip User Guide* for information about adding additional value to your card. Need a copy? Call 202/962-5719.

**For SmartBenefits or *SmarTrip* card questions or problems, call 202/962-5719 or e-mail [smartrip@wmata.com](mailto:smartrip@wmata.com).**