



DoD National Capital Region



## Mass Transportation Benefit Program

# Welcome to the National Capital Region (NCR) Mass Transportation Benefit Program (MTBP) Tutorial

*This tutorial will introduce you to the process developed for the MTBP.*

What you should know before you begin.....

- You must obtain and register a Washington Metropolitan Area Transportation Authority (WMATA) (Metro) SmarTrip® card prior to starting this process. The card must be registered with the same first and last name as your Department of Defense (DoD) Common Access Card (CAC).





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An overview of the new MTBP process for users not currently enrolled....

*Note: any steps that are already completed can be skipped.*

- **Step One:** Acquire a WMATA (Metro) SmarTrip® card.
- **Step Two:** Register your SmarTrip® card with WMATA, ensuring the first and last name matches the name on your DoD CAC. ([click here to verify your CAC name](#))
- **Step Three:** Enroll in the MTBP.
- **Step Four:** Wait for your enrollment confirmation.
- **Step Five:** Submit a monthly claim in MTBP for SmartBenefits®.





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### Step One – Purchase a SmarTrip® Card

- You **must** have a SmarTrip® card in order to receive SmartBenefits®. If you need to purchase a SmarTrip® card, you can find sales locations online using the following URL:

<http://www.wmata.com/fares/purchase/where.cfm>

- If you have an existing SmarTrip® card that you wish to use, continue on to step two.





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# Step Two – Register a SmarTrip® Card with WMATA

- You **must** register your SmarTrip® card with WMATA (Metro) before you can use it with MTBP.
- If your SmarTrip® card has never been registered, you may do so online at the following URL:

<https://smartrip.wmata.com/Registration/Register.aspx>

- If you need assistance registering or updating information on your SmarTrip® card please email WMATA at [smartrip@wmata.com](mailto:smartrip@wmata.com) or call WMATA at (888)-762-7874. The WMATA call center is open Monday – Friday, 7a.m. – 8p.m.





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# Important SmarTrip® Card Registration Notes

**Important Note:** If you have an existing SmarTrip® card, it must be registered in your name and must match exactly with the first and last name on your DoD CAC in order to enroll in this program. ([click here to verify your CAC name](#))

**Important Note:** If your last name is longer than 15 characters, you must register your SmarTrip® card using only the first 15 characters of the last name on your DoD CAC.

**Important Note:** After you register your SmarTrip® card with WMATA, it is highly recommended that you create an account with WMATA that will allow you to easily access your SmarTrip® card registration data and update it at any time. ([click here to create a WMATA account](#))





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### Step Three – Enroll in the MTBP

- Once you have obtained and registered your SmarTrip® card with WMATA, you can enroll in the MTBP using the URL below.

<https://mtbp.whs.mil/>

**Important Note:** You must be logged in with your DoD CAC to access the MTBP application.

**Important Note:** If you are already enrolled in MTBP, you do not need to re-enroll until your annual recertification date.





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### Step Four – Application Approval

Once you have successfully submitted your application, it begins a multi-stage approval process. You will receive email notifications regarding the approval of your application as it passes each stage. To check your enrollment status navigate to MTBP using the URL below and click on the “**Sign in to MTBP**” button to check your enrollment status.

<https://mtbp.whs.mil/>

**Important Note:** This approval process can take up to 30 days. If your application should experience a delay past the usual processing time, please contact the MTBP program office at [transitpass@whs.mil](mailto:transitpass@whs.mil)







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### Step Five – Submit a Claim for SmartBenefits®

By the 15<sup>th</sup> of each month, you must submit a claim in MTBP in order to receive your SmartBenefits® for the following month. To submit a claim, navigate to MTBP using the link below.

<https://mtbp.whs.mil/claim>

**Important Note:** Before you can submit a claim, you must be enrolled in MTBP.

**Important Note:** If you do not submit your claim by the 15<sup>th</sup> of the month, you will **Skip** a month of benefits.







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### Highlights of the MTBP Tutorial

- You must return to the MTBP by the **15<sup>th</sup>** of **every** month to submit a claim to receive your SmartBenefits® for the following month.
- Your SmartBenefits® funds **cannot** be used for parking at WMATA parking facilities. You must use personal funds to pay for parking with the SmarTrip® card.
- To learn more about using your SmartBenefits® to pay for other Mass Transportation options outside of WMATA, [click here](#).
- See the MTBP [Frequently Asked Questions \(FAQ\)](#) for other tips.
- See the MTBP [User Guide](#) for more assistance with the six steps in this tutorial.

