



Smart *Benefits*



TRANSERVE



What is **Smart *Benefits*** ?

Smart *Benefits* is an automated method for claiming your benefits through your **SmarTrip** card



Smart *Benefits*

Advantages

Security of a **SmarTrip** card

Convenience of the **SmarTrip** card

No more lost, damaged, or demagnetized paper farecards



Smart *Benefits*

**No more
distribution lines!!**



Smart *Benefits*

Who can use the Program?

Federal employees who use all of their transit benefits for **Metrorail, Metrobus, DC Circulator, Ride On, and authorized Van Pools**



How does **Smart Benefits** work?

You must claim your transit benefits between the first and last day of each month

Metrorail and Metrobus riders: Each month, your transit benefits will be reserved to be claimed at any Metrorail station from the **SmarTrip** passes/farecard machines

Vanpool Riders will make an initial one time authorization on <http://wmata.com/> that will go directly to your van pool each month



Enrolling in **Smart *Benefits***

“How do I Enroll?”

Enrollment periods coincide with your agency's distribution period

Purchase and register a **SmarTrip** card from METRO, or any Commuter Direct Store

Complete an application for **Smart *Benefits*** from your transit coordinator

Return your application on or before the 15th of the month prior to your agency's start date



Rules of Participation

Smart *Benefits* are available on a **MONTHLY** basis

You must be an employee who uses **all** of your transit benefits on authorized modes of transportation

You must have your **SmarTrip** card **REGISTERED** with METRO.

To register your card, go Online to **<http://www.smartrip.com>**



SmarTrip Card Online Registration Form

SmarTrip Card Registration Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://www.smartrip.com/streg/streg.entryfm>

If you want to register your SmarTrip card, please fill out the following form. If your SmarTrip card has been registered and need to make any change to it, please contact the SmarTrip Regional Customer Service Center at 1-888/762-7874.

First Name:

Middle Initial:

Last Name:

Address:

City:


State:

Zip: - (e.g. 20001-0001)

Daytime Phone: (e.g. 555-555-1212)

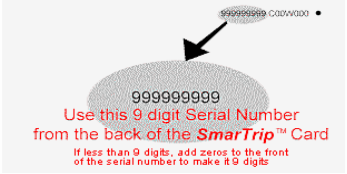
E-mail Address:

Password: (4 to 6 letters or numbers)



- * Each passenger must have a card.
- * Use the same card for both entry and/or exit.
- * Low farecard value may be increased at designed fare vendors in Metrorail Rail stations and onboard Metrobus.
- * This card can be returned and replaced with a regular farecard, but cannot be exchanged for cash.
- * This card must remain in the possession of the passenger and be produced on demand by WMATA Employee or Police.

If found, please return to:
WMATA
600 Fifth Street, N.W.
Washington D.C. 20001



999999999
Use this 9 digit Serial Number from the back of the SmarTrip™ Card
If less than 9 digits, add zeros to the front of the serial number to make it 9 digits

Serial Number:

If your card is lost or stolen, you will need to provide WMATA with this password and the serial number printed on the back of your card. Write them both down and keep them in a safe place.

Done

Start SmarTrip Card Regist...

Internet

4:26 PM



Rules of Participation

Participants may not claim a previous or future month's benefit

Employees must authorize DOT to verify and modify required certification information associated with your **SmarTrip** card



Rules of Participation

Once the funds have been transferred to your **SmarTrip** card, they may not be removed. However, you are responsible for returning any unused benefit to your agency if you leave service or change agencies



Important Tips

Follow the procedures for claiming your benefits from the **SmarTrip** passes/farecard machine

When you have a lost card...

1. Call the **SmarTrip** hotline
2. As soon as you get a new card you must call your transit coordinator and give them the new #.

If you have a problem with your card, call the METRO **SmarTrip** Helpline ASAP at

1-(888) 762-7874



Frequently Asked Questions

“Can **Smart Benefits** be used for parking?”

No, your benefit is not authorized for parking, but your **SmarTrip** card can be used at Metrorail station lots with your own funds added for parking expenses

“Can I transfer Metrochek and Metrorail fares to my **SmarTrip** card?”

Yes, Metrocheks and Metrorail farecards can be added to your smart trip card.



Frequently Asked Questions

“Can my personal money be taken from my **SmarTrip** card account?”

No, your personal money or claimed benefit can not be taken from your **SmarTrip** card account

“Will Metro track where I go on Metrorail?”

No, Metrorail does not use it's system to track their customer's usage



Claiming your **Smart Benefits**

How to claim your benefits from the **SmarTrip** passes/farecard machine

Locate the **SmarTrip** passes/farecard machine within all Metrorail stations





Claiming your **Smart Benefits**

Once you've located the **SmarTrip** passes/farecard machine, touch your **SmarTrip** card to the target and follow the on-screen prompts





Claiming your **Smart Benefits**

On-Screen Prompts

SMARTTRIP VALUE \$??.??

(Existing value on your **SmartTrip** card)

A - SMARTBENEFITS

B - ADD VALUE

C

Press the A-SmartBenefits button



Claiming your **Smart *Benefits***

On-Screen Prompts

- A - WOULD YOU LIKE A RECEIPT?
- B - YES
- C - NO



Claiming your **Smart Benefits**

On-Screen Prompts

SMARTTRIP VALUE \$??.??

(Existing value on your **SmarTrip** card)

A - SMARTBENEFITS VALUE \$110.00

B - ADD VALUE

C

Press the B-Add Value button



Claiming your **Smart Benefits**

On-Screen Prompts

TOTAL COST IS: \$110.00

- A** - TOTAL SMARTTRIP VALUE \$110.00
- B** - PRESS +\$, -\$, +¢, -¢, TO CHANGE VALUE
- C** - PRESS WHEN DONE

To claim part of you benefit press the \$ and ¢ keys to change value and press C when done



Claiming your **Smart Benefits**

On-Screen Prompts

TOTAL COST IS: \$110.00

- A** - RETOUCH SMARTRIP OR INSERT MONEY OR TRADE-FARECARD OR
- B** - PRESS B TO PAY WITH CREDIT CARD
- C** - PRESS C TO PAY WITH DEBIT CARD

When finished retouch your **SmarTrip** card



“Don’t forget”

Please remember that your transaction begins and ends with the touch of your **SmarTrip** card



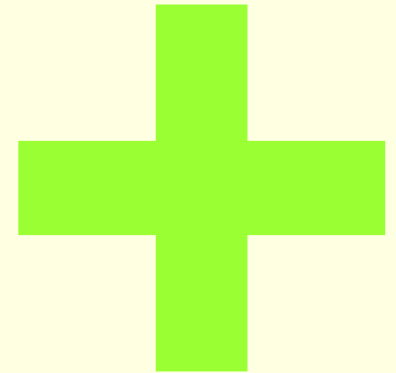
Claiming your **Smart *Benefits***

If you need additional assistance with the download process please see the on site Metro station Manager

Smart *Benefits*



<http://www.smartrip.com>



Smart *Benefits*