

TRANSIT BENEFIT PROGRAM APPLICATION SYSTEM <u>APPLICANT</u> USER GUIDE

Submitted by

TRANServe

A division of the

Office of Financial Management and Transit Benefit Programs

Office of the Secretary of Transportation

U.S. Department of Transportation

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1. **OVERVIEW**

1.1 Background

The Department of Transportation, Transportation Services Division (TRANServe), administers the Transit Benefit Program for DOT and as Service Provider to other federal agencies, nation-wide. The Office currently supports federal agencies and sub-agencies, providing timely and efficient transit benefit program services to customers who will use TRANServe's Transit Benefit Application System. Services include purchasing and distributing mass transit fare media.

TRANServe's Electronic Application System serves as the publicly accessible interface for managing Transit Benefit Program Applications. The current application system is available on-line through the internet and is optimized for desktop and mobile devices. Federal government employees can apply for the transit benefit, request information, withdraw from the program and recertify. Agency Program Offices and Approvers are able to view, update, approve, or disapprove applications using the System.

1.2 Purpose

•

The Transit Benefit Application System user guide is designed to provide written instruction on how to use the application effectively and efficiently. Screenshots serve as examples. Field labels may not be Agency specific.

1.3 Document Organization

The following typographical conventions are used in this user guide:

- Courier New Bold Indicates a button on a page
 - <u>Underline Italic in blue</u> Indicates a link within the system
- Title Case plus page Indicates a name of a page in the application
- *Italic text* Indicates a note on a page in the application

1.4 Points of Contact

The table below provides a list of contact for additional information regarding the Transit Benefit Application process.

Role	Name/Phone	Title	Email
Agency Program Office	Deborah Haynes	Management Analyst	d <u>haynes@eda.gov</u>
Local Program Coordinator	Same as above	INSERT	INSERT
Other Contact	Yvonne Neal Barfield	Administrative Officer	yNeal-Barfield@eda.gov

2. ACCESSING THE TRANSIT BENEFIT APPLICATION

2.1 Login Screen

Use the following steps to access the application:

a. Enter the URL: <u>https://transitapp.ost.dot.gov</u>. The Transit Benefit Application System home page is displayed.

Department of Transportation		TRANSERVE
* moleculars required here		
Login		
"User Nome	termination dates	
Passent:	(res person)	
	Log In	and the second se
	Not registment just	
	"MARMING" WARMIG " MARMING"	
	You are accessing a U.E. Government information ayalam, which includes the complete the complete the complete molecular or an analysis of the complete the complete molecular or an analysis of the complete the analysis of the entropy. The advantum systems is an advantum systems in an advantum system or advantum sys	·
	 You have no reasonable expectation of prices regarding any conversionations of data transition that between to stoop a true information system. 	4
	WARMING WARMING BLARNING	

Figure 1: Transit Benefit Application Log In page

First time users must register. Use the following steps:

b. Click the **Register** button. The Register Account Information page is displayed.

"User Name:	Sourcement Estan Addinio	
Test Nome:	-Peak Transe	
Widd's Name:	Mark Name	
"Last Norre:	Last future	
'Ageocy/Nodel	VK.	
Phone Number	Apercy options and show once your Scoversport Errad Address has been estimated	

Figure 2: Register Account Information page

Note: * indicates required field.

- c. Enter your official government email address in the User Name textbox.
- d. Complete the registration form.

"User Name	Herbards 3 (Presentional Epice Stars	
First harve	Vietberly	
Hickle Karne	9	
"Last Rank:	Grass	
'Agency/Mode	w	*
	Agency options will show enco your Coversivent School Addition has been without	
Phone Number:	(202) 315-4033	

Figure 3: Completed Registration page

Note: *The agency domain name used in the email for the username will determine the agency choices displayed in the Agency dropdown list.*

- e. Click the **Register** button.
- f. The Login page is displayed with the confirmation message at the top of the page.

kimberlyj.gravestest@va.gev is now Registered	
Thank you. The Login Pasaword has been sent to tamberly jigravestestigiva gov	

Figure 4: Registration Confirmation

After the user has registered, an email is sent containing a temporary password. Use the temporary password to log into the application using the following steps:

- g. Enter your official government email address in the User Name textbox.
- h. Enter the temporary password in the Password textbox.

gin.		
"Usar Name:	Memberly (gravesheet) give gov	
Pasawort:		
	Log In Peak In	FIDWARD?
	Not regulatered parts	
	"WARNING" WARNING "WARNING"	
	The are accessing a U.B. Doversment information system, which namines the computer, the indiputer induces on which is connected, all other computers connected to this network, and all incage motion connected to this computer or other computers connected to this network, and all incage trades of the second	
	 You have no researches expectation of privacy regarding any communications of data transiting this network of stored in this information system. 	~
	WARNING WARNING WARNING	

Figure 5: Log In page

- i. Click the Log In button.
- j. The Change Password page displays. Registered

2.2 Change Password

After logging into the application for the first time, you are required to change the password to something that you will easily remember.

1. Enter the temporary password in the Current Password textbox.

Current Password:	Correct parameters	
"Create New Password	The press	
Continu New Postword	Content tips passent.	
"Cisate a Hint	(100)	
	A part is a constantially former approximation provide the second set of the formation	
	Research must be at least 12 characters long No parameted character may be repeated even than 1 terrols, in sequence Research must contain characters from at least 4 of the following categories.	
	Upperclase-characteric (actionogh 2) Lowercase characteric (a through 2) Bisse th digm (2)moogh 2) Nos-algorithmic characteric (bit accumpts), 1; 5; %)	
	Passevort will expensive softer beeks set Passevorts cases to encode within the fails 24 changes	

Figure 6: Change Password page

- a. Enter your new password in the Create New Password textbox.
- b. Minimum 12 characters
- c. Complexity: minimum of 1 uppercase, 1 lowercase, 1 number, 1 special character
- d. Reenter your new password in the Reenter New Password textbox.
- e. Enter a hint to remind you of your password in the Create a Hint textbox.
- f. Click the **Submit** button.

Note: * indicates required field.

The confirmation message is displayed at the top of the Login page.

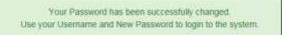


Figure 7: Change Password Confirmation

Note: Ensure that your password meets the system requirements when changing your login credentials. These requirements are displayed at the bottom of the Change Password page.

Note: The Password Expired label is only displayed when the password needs to be changed.

Note: You can change your password at any time by using the above steps after clicking the **Change Password** button on the Home page. The Change Password page can also be accessed from the Utilities dropdown menu located on the Menu bar at the top of the Home page.

Note: To access the additional Utilities menu options from a mobile device; click the additional menus button at the top of the page. Click the Utilities dropdown arrow to display the sub-menus.

Ноте	
Transit Application	
Approval Section +	
Utilities +	
My Account Change Password	

Figure 8: Utilities Menu Options

2.3 Password Recovery

Use the following steps to recover your password.

1. From the Login page; click the *Forgot Password?* link. The Forgot Password page displays.

Forgot Password		
Show Hell		
User Name	thereened ing Advis	
	Show Hitt	
Seed If by Ernal		
"User Name:	General Inst Alersa	
	A language parameter will be sent to your E-Mail Accesse.	
	Tended	
		Terturn to Login Po

Figure 9: Forgot Password page

- a. The Show Hint section allows the user to view the Hint entered when the password was last changed. Enter the username and click the **Show Hint** button.
- The Forgot Password page is redisplayed with the Hint and allows the user to log in from this page.

Forgot Password	
Login	
"User Name:	Mondowsky 2 gravovskie djije ka gov
Passwore	File parents
	veiet: Essettaymoure)
	Log In

Figure 10: Show Hint

b. Send It By Email allows the user to retrieve a temporary password through email. The password is sent to the email address entered when the account was created. Enter your username and click the **Submit** button.

Note: * indicates required field.

• The Login page displays. Enter the username and the retrieved password. Follow the instructions in **Section 2.2 Change Password** to change the password.

2.4 My Account

My Account allows the user to update personal information.

1. From the Home page; click the **My Account** button. The Update My Account Information page displays.

"Usar Northat:	Herdworky). (provision hand (d) vol. (prv .			
First Norte:	(mer)	Middle Name:	4	Last Name	Graven
'Agenty Mode	VA Agency subsite will show on Address has been yabilited	e 1 year Gaurrevot firm			
Phone Humber:	(200) 105-4640				
Rootel	Applicant				

Figure 11: Update My Account page

The information entered when the account was registered is pre-populated in the fields. Update the information as needed.

a. Click the **Update** button to save the changes. The account information is updated and the Home page is displayed with a confirmation message at the top of the page.

User kimberly.j.gravestest@va.gov has been Updated

Figure 12: Update My Account Confirmation

Note: You can update your account information at any time by using the above steps after clicking the **My Account** button on the Home page. The My Account page can also be accessed from the Utilities dropdown menu located on the Menu bar at the top of the Home page.

Note: *To access the additional Utilities menu options from a mobile device; click the additional menus button at the top of the page. Click the Utilities dropdown arrow to display the sub-menus.*

Home	
Transit Application	
Approval Section +	
Unities +	
My Account Change Password	

Figure 13: Utilities Menu Options

2.5 Session Time Out

If your session is inactive (i.e., you have not typed data into an existing page, requested a new page, submitted data, etc.) for 45 minutes, you will be automatically logged out.

2.6 Exit

- To exit the system from a desktop, click the **Logout** button on the home page.
- To exit the system from a mobile device, click the additional menu button at the top of page. Click the Logout button. The Login page is displayed.

3. OVERVIEW OF THE HOME PAGE

The tabs and links available to you on the home page are determined by your assigned user role. User roles are assigned by TRANServe and the Agency Program Office.

The home page is divided into two sections:

- The menu bar displays at the top of the page and displays the following:
 - Home Click this tab to display the home page.
 - Transit Benefit Application Click this tab to display the Select An Action To Continue page.
 - Utilities Click this tab to display My Account and Change Password sub-menu options.
 - Admin This functionality is only available for administrators. Click this tab to display User Admin and/or Role Admin sub-menu options.
 - Logout Click this tab to logout of the application.
- The main section of the home page displays buttons representing functions you can execute within the application.
 - Transit Benefit Application Click this button to display the Select An Action To Continue page.
 - My Account Click this button to display the My Account page.
 - Change Password Click this button to display the Change Password page.
 - Log Out Click this link to log out of the application system.

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			O My Account		
			Change Perseverd		
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Figure 14: Website Home page

Note: To access the additional menu options from a mobile device; click the additional menus button at the top of the page. The additional menu options are displayed. Applicants do not see all sections

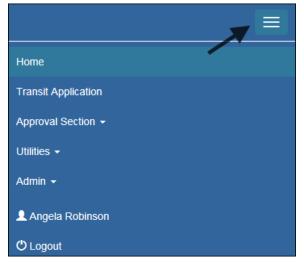


Figure 15: Additional Menu Options

3.1 Transit Benefit Application

The Transit Benefit Application option allows the applicant to request information, withdraw from the program, make address and SmarTrip[®] changes, and to certify/enroll in the transit benefit program.

1. From the Home page; click the **Transit Benefit Application** button. The Select An Action To Continue page displays.

Employee: Department of Teamped-Mon	
· Required Information O	
C Withhan from the Program O	
O Address/thrumop Charge D	
O Detty-Einst Ø	

Figure 16: Select An Action To Continue page

3.1.1 Request Information

The applicant can request information from the Office of Finance and Management Services (OFMS) by submitting questions regarding the transit benefit program or a submitted application through Deborah Haynes.

1. The Request Information radio button is selected by default when the page is displayed. Click the **Continue** button to display the Request Information page.

Name	Grayen	Konberty	.0000.0	
	31.403	174912	(194382)	
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Agency:	Department of Fromportation			
Point of Contaut O		death.		
	Click the liver I hadoo to select Pull	tat Carian		
'Question:				

Figure 17: Request Information page

- a. If a POC has been selected it will pre-populate in the Point of Contact textbox. To select a POC, click the **Select** button to display the available POCs in a separate window.
- b. Select a POC from the list.
- c. Enter the question or concern in the Question textbox and click the **Send Request** button.
- d. An email is sent to the selected POC. The Home page is displayed with a confirmation message at the top of the page.



3.1.2 Withdraw from the Program

The applicant can submit a request to withdraw from the program at any time.

- 1. Select the Withdraw from the Program radio button.
 - a. Click the **Continue** button. The Withdraw From The Program page is displayed.

Nithdraw from the Program			
identifier.	-		
Name	WILS	BHARPONDA	
	11.493	(First)	
Email Address:	Sharonda.Mille@sa.gov		
ApercytMode	Department of V.A. (VA)		
10045 O	(202) 555-4441		
"Withdrawai Date:			
	Class Rys Calendar In some	of a Webshawa Date	
Approving Official: O		lever.	
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WanagetFund Centiler: 0		less.	
	(Delt Pro Sales) batter to	select Manager Punk Carilles	
Comment for Agency Approvers			
	You have 1995 choose en	2 extend	
			Witcow Canol

Figure 19: Withdraw From The Program page

- b. Click the pop up calendar to select a withdrawal date.
- c. Click the **Select** button to display the list for your agency's EDA Immediate Supervisor

Approving Official			×
Name		Email	
Type to filter			
KIM LYONS		kim.lyonstest@va.gov	
	<< < 1 >	>>	
			Close

Figure 20: Approving Official (1st Approver)

- d. Select your Approving Official (Deborah Haynes).
- e. Click the **Select** button to display the list for your agency's 2nd Approvers.

Mana	ager/Fund Certifier				×
	Name			Email	
	Type to filter				
C	GLEN HARPERTEST			glen.harpertest@va.go	V
C	JESSICA MARTIN			jessica.martins@va.go	v
		<< <	1 >	>>	
					Close

Figure 21: Manager Fund/Certifier (2nd Approver)

- f. Select your 2nd Approver.
- g. Enter any information that will assist your Agency Approver with processing your application in the Comment for Agency Approvers textbox.
- h. Click the **Withdraw** button. The request is sent to TRANServe and a confirmation message is displayed at the top of the page.

Thank you, your application to Withdraw from the Program has been submitted.

Figure 22: Withdraw Confirmation

Note: *The applicant must be enrolled in the Transit Benefit Program to withdraw. Registering a username does not mean that the applicant has enrolled in the program.*

3.1.3 Address/SmarTrip® Change

The applicant can submit a request to update an address or SmarTrip® number.

- 1. Select the Address/ SmarTrip® radio button.
 - a. Click the **Continue** button. The Change Address/ SmarTrip® page is displayed.

Address/Smartrip Change					
General Information					
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	p.anti	Peak			
Email Address:	Jensica matemiĝitean gov				
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Figure 23: Change Address/ SmarTrip[®] page

- b. Update the applicable information. Only update the section that needs to be changed. You are not required to complete an entirely new application.
- c. Click the **Submit** button. The request is sent to TRANServe and a confirmation message is displayed at the top of the page.



Figure 24: Address/ SmarTrip® Confirmation

Note: The applicant must be enrolled in the Transit Benefit Program to change address/ SmarTrip® information. Registering a username does not mean that the applicant has enrolled in the program.

3.1.4 Certify/Enroll

The Certify/Enroll allows the applicant to enroll in the transit benefit program by submitting an application.

- 1. Select the Certify/Enroll radio button.
 - a. Click the **Continue** button. The Warning page is displayed.



Figure 25: Warning page

b. After reading the message; click the **I** Agree button. The Transit Benefit Application Worksheet is displayed.

Note: If the applicant does not agree, click the **I Do Not Agree** button to display the Select An *Action To Continue page.*

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Figure 26: Transit Benefit Application Worksheet

Note: * indicates required field.

- c. Select the reason for certification.
- Address or SmarTrip® Card Number Change This selection is only used to make updates to the address or SmarTrip® card number. Do not select this reason if changing transportation amounts. This feature routes the application directly to TRANServe for faster processing.
- Agency Change
- Annual Certification/Recertification This selection requires the applicant to certify to completion of the Transit Benefit Integrity Awareness training.
- New Transit Benefit Participant This selection requires the applicant to certify to completion of the Transit Benefit Integrity training.
- Rate Change
- SmarTrip and Rate Change
- Select Employment Type. (This feature default to Civilian)
- Select your work status. (This feature defaults to Full Time)
- Full Time
- Part time
- Intern
 - d. Select your transportation method(s).
- Bus

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Figure 27: Bus Method

Other Bus

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Figure 28: Other Bus Method

Rail

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Figure 29: Rail Method

Other Method

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Figure 30: Other Method

Vanpool

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Figure 31: Vanpool Method

Note: If all of the methods of transportation are selected, all of the methods will display in one table. **Note:** When filling out the method of transportation table, be sure to follow your Agency's work schedule policies.

rege follow your Agency, week scheduler policy for specific guarance on the Days per Month entry
thed work schedule examples:
If you work a Basic schedule of 8-boars per day. The average annual of 20 Gays can be entered into the Days per Mouth column + 0 you work a Pair Schedule of 8-boars per day, the writing annuals of 10 Gays can be interestimate the Days per Mouth column + 0 you work a Compressed United for Moute Cay. The writing annuals of 10 Gays can be entered into the Days per Mouth column + 0 you also compressed United for Moute Cay. The entering annuals of 10 Gays can be entered into the Days per Mouth column + 0 you also commute to work per time, when the number of Jays you actually commain inform work.

Figure 32: Sample Agency Work Schedule Policies

e. Fill out the selected method of transportation table for every method routinely used (i.e. Bus and Rail)



Figure 33: Method of Transportation Table

Note: The Monthly Expense and the Total Monthly Expense is automatically calculated when you enter the Daily Expense and the Days per Month.

- f. Enter the Identifier. This may be the last four digits of your social security number, your employee identification number or another indicator specified by your Agency. If not sure, you may check the help menu.
- g. Enter the Common Identifier. This is information used to activate the TRANServe Card. The card activation key may be a word phrase or number. If not sure, you may check the help menu.
- h. Select the Region closest to your physical work location
- i. Select the Admin.

j. Depending on the Agency three optional fields may be displayed (i.e. Accounting Code, Routing Symbol, and Location/Building). For <u>EDA employee immediate supervisor</u> immediate supervisor Click the **Select** link to display the list for your agency.

Accounting Code: O		Select.
	Click the Select button to select Accounting-Code	1
Routing Symbol: O		Senect
	Click the Select button to select Routing Bymbol	
Location thailting: 0		benet
	Click the Select button to select Location/Building	

- k. Enter your Work Information.
- 1. Enter your Residence Information. (The address from which you routinely commute)
- m. Click the Select button to display the list for your agency's Deborah Haynes

	Name			E	mail			
	Type is titler							
1	HARRY CAREY			5		y@reas	90v	
		-			0			
		100	an a					

Figure 34: 1st Approver

- n. Select your immediate supervisor (Check the help menu to clarify)
- o. Click the **Select** button to display the list for your agency's (Check the help menu to clarify)

	Name	Email
	Type to Mer	
	DARREN CHANG	darren: chang@ed.gov
-	HARRY CAREY	harry cavey@freas.gov
	** *	1

Figure 35: Deborah Haynes

- p. Select your Deborah Haynes
- q. Click the Select button to display the list for your agency's Points of Contact.

	Name			Re	gion		Email	
	Type to Minr					۲		
5	TREASURY POC			DO			POCIB/Agency gov	
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		~	18	11	0			

Figure 36: Points of Contact

- r. Select your Point of Contact.
- s. Enter your Smart rip® card information. If you have not purchased a Smart rip®, enter NA. See <u>Appendix A Smart rip® Card Instructions</u>.
- t. Enter any information that will assist your Agency Approvers with processing your application in the Comment for Agency Approvers textbox.

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Figure 37: Completed Transit Benefit Application

u. Click the **Continue** button. The Smart Benefits_® Program page is displayed.

Smart Benefits Program	
If you want two to second with these Takenda Programs or are annuals a trianal transformation particular, present due to the You Takenda Programs and the second to easily the programs and transmission of the second to be the programs and transmission of the second to be the programs and transmission of the second to be the programs and transmission of the second to be the programs and transmission of the second to be the programs and transmission of the second to be the programs and the second to be second to b	
YEB1 separation to enroll	NO THEN YOU

Figure 38: SmartBenefits • Program page

- v. Click the **YES I would like to enroll** button to join the SmartBenefits[®] program. By clicking yes, you agree to have your transit benefit downloaded to your SmarTrip[®] card the first of every month. (Mandatory for methods that accept SmarTrip[®])
- w. Click the **NO Thank You** button if you do not want to join the SmartBenefits® program.

Note: Your Name, Email Address, Work Phone, and Agency/Mode are pre-populated with the information you entered when you registered. Verify that the information is correct.

x. After clicking the **YES** or **NO** button, a confirmation message is displayed.



Figure 39: Transit Benefit Program Confirmation

Note: The SmartBenefits_® program confirmation message is only displayed when the applicant enrolls in the SmartBenefits_® program.

3.1.5 Disapproved Applications

Disapproved Applications are sent back to the applicant. The applicant must make corrections and resubmit the application to continue the application approval process.

1. From the Home page; click the **Transit Benefit Application** button. The Select An Action To Continue page displays. The reason the application was disapproved is displayed at the top of the page.

	The Deter Approprint Rates Settimates Despersion Research 2017 Occupation
Select an Action to Co	
	Employee: Enderal Deposit Insurance Corporation
	* Request Monutation O
	🗇 Updare Unapproved Centrication 🥹
	2010-00

Figure 40: Select An Action To Continue page

- a. Select the Update Disapproved Application radio button.
- b. Click the **Continue** button. The Warning page is displayed.

	WARNING !
	whites of an approxy of the Limited Status Manny a false. National, or handword cartherine may construct interval violation client 1021; by improvement up to New years and false of the \$10,000 for each otherway, and/or approxy disciplinary actions up to an
- I certify that I am employed by the U	S. Federal Government
- I certify that I am not named on a fed	dentity subsidized particing permit with any other federal agency.
- I certify that I am eligible for a public vanpcol, and will not give, sell, or tran	transportation fare benefit, will use it for my dely commute to and from work by public transit or ster it to anyone else.
per month on public transit exceed the	I not use the Government-provided transit banefit in excess of the statutory limit. If my commuting costs emonth statutory limit, then I will supplement those additional costs with my own funds rather than use designated for use in a future month.
	I benefit in excess of my actual monthly commuting expanse. If at anytime during a given month 1 am or any other reason, on official travel, or use a private vehicle for commuting, I will claim liess and adjust Atowing month if appropriate.
- I certify that my parking fees are not	included in the computation of the daily, weekly or monthly commuting costs for my transit benefit.
	1-former 1:00 1446 Agrice

Figure 41: Warning page

c. After reading the message; click the **I** Agree button. The disapproved Transit Benefit Application Worksheet is displayed.

Note: If the applicant does not agree, click the **I Do Not Agree** button to return to the Select An Action To Continue page.

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Figure 42: Disapproved Transit Benefit Application Worksheet

- The reason the application was disapproved is displayed at the top of the Transit Benefit Application Worksheet and the Transit Benefit Program Application.
- The information the applicant entered when the application was submitted is displayed. Make the required corrections and resubmit the application by clicking the **Continue** button.

Click the **Delete Application and Start Over** button to delete the existing application. Doing this will revert the application back to the last submitted application. If this is your first application using this system, only the Profile information will display.

APPENDIX A: SMARTRIP CARD INSTRUCTIONS

For SmartBenefit Participants: Purchase and Register a SmarTrip® card

SmarTrip® card usage is mandatory for all participants in the National Capital Region.

- 1. Purchase a SmarTrip® Card This is a reloadable electronic fare card. Using a reloadable card supports government initiatives to support and improve the environment through more sustainable practices.
 - a. You can purchase at a Metro Sales Store, Station Kiosk (these are located in Stations where parking is available, a Commuter Store and many retail establishments.

Note: Look here for more information on locations: http://www.wmata.com/fares/purchase/where.cfm

• You can also purchase a SmarTrip® Card on line: <u>http://www.wmata.com/fares/purchase/</u>

Note: An online order requires you to provide a shipping address which must match the billing address on line with your credit card provider.

- a. Create a Personal Account to register your SmarTrip® Card. You must register your SmarTrip® card with WMATA in order to receive your transit benefit electronically. Registration may take up to 48 hours to be reflected in the WMATA system. An additional benefit of registering your card is to protect the funds on the card. If lost or stolen you may cancel the card. After you replace your SmarTrip® card, you can transfer the funds to the new card.
- Register your SmarTrip® card here: https://SmarTrip.wmata.com/Registration/Register.aspx
- You must indicate the type of card by matching the serial number on the back with the pattern that is circled below:

Card Type #1: 🔘	esc roturn to: WMATA, 600 FMb Street, N.W. D.C. 20001 erTho: and SmartBereftS Jopps St Instance/Reveals of WMATA. 012345678 C3DW803
	serial number
Card Type #2: 🔘	tose return to: WNATA, 600 PRb Street, N.W.
	arthrift and Smandheneter's coord of tradeviser inversion werking. 012345678 3 C3DW803
	serial number check sum
Card Type #3: 🔘	e retum to: WMATA, 600 Fifth Szeet, N.W. UC. 20001
	Trig" and SmartBenefits' logos trade/service marks of WHATA. C3DW017 0020 0001 5644 364 6
	serial number
Card Type #4: 🔘	return to: WMATA, 600 Fifth Street, N.W. - 20001
	ip" and SmartBeneffis" logos sele/service marks of WMATA. GD1137 0167 0693 4564 7992 9601)
	serial number

TIP 1: Enlarge the number on a Xerox machine and attach to your application

TIP 2: If your SmarTrip® (or CharmCard) serial number is fewer than nine (9) digits, you need to add zero(s) to the front to make it nine (9) digits.