



SmarTrip and Your Transit Benefits

Details about your SmarTrip Card

Your employer will load the value of your transit benefit automatically into your registered *SmarTrip* account each month through CommuterDirect.com Corporate Services.

You must **claim your transit benefit beginning the first day of the month through the last day of the month** at a Passes/Farecards machine at any Metrorail station. (Please review the detailed instructions on the back of this sheet.)

You will have until the last day of the benefit month to claim the balance of your benefits. **If you do not claim it by the end of the month, you will lose that month's benefit.**

Under IRS guidelines transit benefits are not retroactive, therefore you **cannot claim a previous month's or succeeding month's benefits**. As a result, you also cannot combine the unclaimed benefit value from one month with the benefit value for the next month.

Adding your transit benefit to your *SmarTrip* card is known as "SmartBenefits" on the Passes/Farecards machines in the Metrorail stations.

A *SmarTrip* card holds up to \$300 in value. If the value of your transit benefits (SmartBenefits) plus the value that is already on your *SmarTrip* card exceeds \$300 at the time you want to claim your transit benefits, you can claim only part of your SmartBenefits so that the total value on your *SmarTrip* card does not exceed \$300. For example, if your *SmarTrip* card already has \$250 value on it and you have \$65 of SmartBenefits available, you can claim only \$50 of your SmartBenefits (the \$250 balance plus \$50 equals \$300). Later in the month when the balance on your *SmarTrip* card is lower due to use, you can claim the rest of your transit benefit (SmartBenefits), but you must do so by the last day of the month.



After your transit benefit has been loaded onto your *SmarTrip* card at the Passes/Farecards machine, it will not expire and it is not time sensitive.

If you have a problem claiming your benefits at the Passes/Farecards machine, please notify your employer immediately and provide to them as much information as possible about your card and the transaction you were trying to make. Your employer will contact their CommuterDirect.com Corporate Services representative to investigate the problem.

If your registered *SmarTrip* card is lost, stolen, damaged, or defective, please call Metro at 202.962.5719. The card's remaining value at the time of your call will be transferred to a new *SmarTrip* card and sent to you minus a \$5 card replacement fee.

If you have replaced your *SmarTrip* card, you will need to notify your employer and provide the serial number of the registered replacement card before the fifteenth of the month for your transit benefits to be loaded into your new *SmarTrip* card's account for the next month's benefits.

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*

SMARTTRIP VALUE \$00.00	
A	- SMARTBENEFITS
B	- ADD VALUE
C	

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

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

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

SMARTTRIP VALUE \$00.00	
A	- SMARTBENEFITS VALUE \$65.00
B	- ADD VALUE
C	

- 4 Press the B-Add Value button. The screen will show you the total SmartBenefits value.

TOTAL COST IS: \$65.00	
A	- TOTAL SMARTTRIP VALUE: \$65.00
B	- PRESS +\$, -\$, +¢, -¢ TO CHANGE VALUE
C	- PRESS WHEN DONE

- 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:

SMARTTRIP VALUE IS: \$65.00	
A	- RETOUCH SMARTTRIP OR INSERT MONEY OR TRADE FARECARD OR
B	- PRESS B TO PAY WITH CREDIT CARD
C	- PRESS C TO PAY WITH DEBIT CARD

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.