

SmartBenefits Reference Guide for MARC & VRE Passengers, CommuterDirect.com and Arlington Commuter Stores

To establish a SmartBenefits account, you must:

- 1) Have a SmarTrip card that is registered with your name and address.
- 2) Be enrolled in your employer's SmartBenefits program prior to the 15th day of the month, prior to the month you wish to allocate your SmartBenefits.
- 3) Before the 21st of the month, establish a SmartBenefits account at <https://www.smartrip.com/sbftp/vplpat.login> to allocate monthly benefit to CommuterDirect.com for mail delivery or to Arlington Commuter Stores (Crystal City, Rosslyn or Ballston) to pick up fare media. If purchasing fares at an Arlington Commuter Store, you may purchase fares after the first business day after the 21st of the month. Be sure to take your SmarTrip card and a photo ID.
- 4) For mail delivery, you must set up an account online at CommuterDirect.com by the 21st of the month to receive your order before the beginning of the upcoming month. The normal \$6.50 mailing fee will be waived for those ordering VRE tickets using SmartBenefits until September 2008.
- 5) No need to do this monthly, your allocation will be automatically generated.

FOR EXAMPLE:

To allocate your SmartBenefits October 1, your employer must enroll you in their SmartBenefits program no later than September 15. You then have until September 21st to allocate your SmartBenefits to CommuterDirect.com or the Arlington Commuter Stores, for October 1 benefits.

1. Log onto the Van Pool & Transit Services website: <http://www.wmata.com/smartbenefits>
2. In the MARC & VRE Passenger section, click "**Step 2**" to apply for an account.
3. Click **Set- up My New Account** beneath **I'm a New Vanpool Passenger**.
4. Enter your SmarTrip card number and click **Continue**.
5. Create a user ID and Password. When you have filled in all required information (information with * must match the information on your SmarTrip card registration in order to proceed to next step), click the "**Submit This Form**" button. This will take you to "Welcome to WMATA Van Pool System" page. Click the "**Continue to SmartBenefits System**" button.
6. Click on **Bill Payment**.
7. Click on **Make Payment**.
8. Select employer name from the drop down menu and click **Add Payment**.
9. Select CommuterDirect.com or Arlington Commuter Stores from the van pool company drop down menu and click **Continue**.
10. Select your Service Provider number from the drop down menu and click **Continue**.
11. Enter \$ amount into the payment amount line, and fill in the percentage line. (review the examples) click **Continue**.
12. Click **Save**.
13. Click **Finish**.
14. Click **Logoff**. **Your allocation will now be generated automatically on the 22nd day of each month. You do not have to repeat the above process monthly.**

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MARC & VRE Passengers, CommuterDirect.com and Arlington Commuter Stores SmartBenefits Account Review, Modify, Discontinue Your Allocation

If you already have a SmartBenefits passenger account, you can review your current SmartBenefits allocation, or you can modify or delete the allocation. **Examples:** If you are switching from CommuterDirect.com or changing transit services, you must DELETE your current allocation, and then do a new allocation. If you are changing the amount of money you are allocating, you must MODIFY your current allocation to the new amount.

VERY IMPORTANT:

You can modify or delete your SmartBenefits allocation no later than the 21st of the month, prior to the month you wish that change to be effective.

FOR EXAMPLE:

To modify or delete your SmartBenefits allocation effective October 1, you have from September 1 until September 20 to make the change.

To review, modify or delete your allocation

1. Log onto the Van Pool & Transit Services website:
<http://www.wmata.com/smartbenefits>
2. In the MARC & VRE Passenger section click "**Step 3**" to access the logon page for your existing account.
3. Beneath **I Already have an Account**, enter your SmarTrip card number, User ID and Password, and then click "**Login**"
4. Click **Bill Payment**
5. Click **Make Payment** You can now Review, Modify, or Delete your allocation

To modify your allocation:

1. To MODIFY your allocation, click **Mod**.
2. Make change(s) in payment and/or percentage amount(s)
3. Click **Update**. When transaction is confirmed, click **Close**
4. Review your Modification. Click **Logoff** if you're done.

To delete your allocation:

1. Click **Del**. You will see a message confirming the transaction.
2. If you want to do a new allocation to a new van pool, click on **Bill Payment**, and then click **Make Payment** and do a new allocation to another Transit Service.
3. If you are not doing a new allocation, click **Logoff**.

Questions? Call Metro's Office of Marketing: 202/962-1326 (choose Option 3)