

**National Capital Region**  
**SmartBenefits®/Commuter Direct**  
**Fact Sheet**

**Participate in the Transit Benefit Program**

If you are a federal employee committed to using mass transportation for your home to work to home commute you may be eligible to receive the federal transit benefit.

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

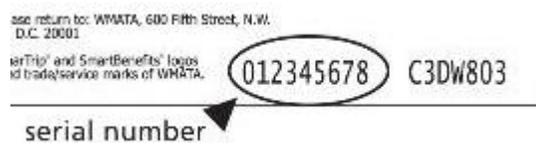
Look here for more information on locations:  
<http://www.wmata.com/fares/purchase/where.cfm>

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

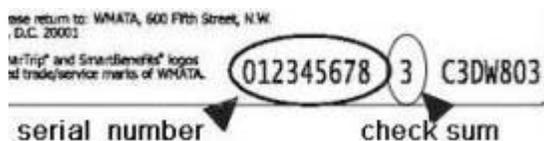
An online order will require you to provide a shipping address which must match the billing address on line with your credit card provider.

2. **Apply for the Transit Benefit** - Using your Agency’s established practice, apply for the Transit Benefit. Information about how to apply for the transit benefit program is generally available through your Agency’s intranet, program coordinator, and/or Human Resources Office.
3. **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.
  - a. Register your SmarTrip® card here: <https://smartrip.wmata.com/Registration/Register.aspx>
  - b. You must indicate the type of card by matching the serial number on the back with the pattern that is circled below:

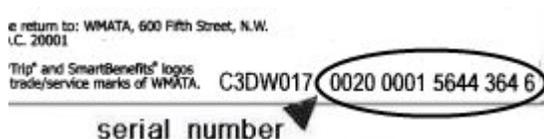
Card Type #1: 



Card Type #2: 



Card Type #3: 



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 zeros to the front to make it nine (9) digits.

#### 4. Choose SmartBenefits® -

- Van Pool and Transit Services such as MARC & VRE can allocate SmartBenefits® here:  
[www.wmata.com/business/employer\\_fare\\_program/vanpool\\_transit.cfm](http://www.wmata.com/business/employer_fare_program/vanpool_transit.cfm)
- Read the SmartBenefits® MARC & VRE Passenger Reference Guide .

Still have Questions? To Contact WMATA Call: 202-637-7000, Email: [smartrip@wmata.com](mailto:smartrip@wmata.com)

Web Inquiry: [http://www.wmata.com/about\\_metro/contact\\_us/ridercomment.cfm](http://www.wmata.com/about_metro/contact_us/ridercomment.cfm)

**Do you ride more than one transit system in your regular home to work to home commute?** Allot some of your benefit to your SmarTrip® card and the rest to another transit system using Commuter Direct.

#### WHAT IS COMMUTER DIRECT?

Commuter Direct is a commuter service that enables you to use SmartBenefits®, even when using a SmarTrip® card is not an option for your mode of transportation. Allocate some or all of your transit benefit to your Commuter Direct account using the SmartBenefits® allocation process detailed here:

<https://www.commuterpage.com/smartbenefits.cfm>

**Remember, a transit benefit downloaded directly to your SmarTrip® card cannot be used on transportation not equipped with White SmarTrip® Target.**

## HOW DOES COMMUTER DIRECT WORK?

By creating a SmartBenefits® Personal Account, your benefit is placed in a personal Commuter Store or CommuterDirect.com mail order account so your SmartBenefits® are applied to your purchase of fare media. (Sign up for a SmartBenefits® personal Account here: <https://www.commuterpage.com/smartbenefits.cfm> )

5. **Create Commuter Direct Account:** Visit a Commuter Store or go on line to <https://www.commuterpage.com/smartbenefits.cfm>

For location information: <http://www.commuterpage.com/stores.htm>

### How do I sign up for Commuter Direct Mail Delivery Service?

Go to: <https://www.commuterpage.com/smartbenefits.cfm>

- A. Read and Check the box stating that you have read the information.

To use the Commuter Direct Mail Delivery Service choose "Use SmartBenefits® at Commuter.Direct.com"

Follow these Steps:

1. "Click here to create an account and get started" Next to the CommuterDirect.com Logo
2. Fill in all required Account Information
3. Click "I Understand and Accept" the Terms and Conditions
4. Click on "Create Account"
5. Add your SmarTrip® Card number to your account
6. Select the type of card (9, 10 or 16 digit )
7. Enter your SmarTrip® Card number
8. Choose to create a new ID or use your existing METRO User ID (Your ID should match the exact name you used to sign up for the transit benefit at your Agency.)
9. Click "Validate SmarTrip® Card"
10. Select Starting period (first pass delivery)
11. Enter your phone number
12. Verify that the "Registration Zip Code" is the same zip code used when you registered your SmarTrip® card with METRO. (If you do not know, call METRO @ 888-762-7874)
13. Enter your Employer
14. Enter the cost of your ticket
15. Click "Verify my Passenger Allocation Account Information"
16. Click "Submit"
17. Click "Enter Your Credit Card Information"
18. Enter your Credit Card information

19. Click " Add Payment Method"
20. Click "Continue" under "Payment was successfully added".
21. Click "Add new" (Next to "Renewable Orders").
22. Select your Transit System (For example: MARC or VRE)
23. Select the pass you use
24. Choose the start date. (Month you will first need the pass)
25. Choose Origin and Destination stops
26. Select "Shipping Methods" ( TIP: US mail is Free)
27. Select your SmarTrip® Card from "Promise Type"
28. Enter the cost of your pass in the Promise Value
29. Click on "Create Renewable Order"
30. **Congratulations!** Your Order Has Been Created

**Your Pass will arrive in the mail in advance of each new month**

To pick up your pass at the Commuter Store choose "Use my SmartBenefits® at the Commuter Store"

Follow these Steps:

1. Click on "click here" next to Commuter Store Logo.
2. Select the type of card you have 9, 10 or 16 digit card numbers. If you are unsure click the "?" button for examples.
3. Enter your SmarTrip® Card #.
4. Enter your WMATA User ID and Password.
5. Click on Validate SmarTrip® Card before Continuing.
6. Select your Starting period. (the month you will need your first pass for)
7. Fill out the Name and Address information that you provided when you registered your SmarTrip® Card.
8. Enter your Employer Name
9. Enter the cost of your ticket in the box "Contribution Amount".
10. Click "Verify my Passenger Allocation Account Information"
11. Click "Submit"
12. **Now you can pick up your pass at one of the Commuter Stores** starting the 22<sup>nd</sup> day of the previous month.(May 22 for June) You must bring your SmarTrip® card and a valid photo ID

Still have Questions? Contact Commuter Direct by calling: 703-228-RIDE (703-228-7433)

TDD for deaf and hard of hearing only: 711 or Email: [CommuterDirect@arlingtontransit.com](mailto:CommuterDirect@arlingtontransit.com)

Finally:

6. **Use your Transit Benefit** Remember it is only for your Home-to-Work-to-Home commute.
7. **Protect Your Transit Benefit**

**Anytime the Amount you receive exceeds the amount you need you must adjust!**