



WELCOME TO PSC's Smart Benefits featuring WMATA Smartrip

The U.S Department of Health and Human Services (HHS) participates in the Washington Metropolitan Area Transit Authority (WMATA) SmartBenefits®* Commuter Benefits Program which automatically loads transit benefits onto participating federal employees' WMATA SmartTrip® card.

A SmartTrip card is a permanent, reloadable farecard issued by WMATA and used to pay for work commute costs at various mass transit vendors in the National Capital Region. SmartTrip cards are accepted at all D.C., Maryland, and Virginia Metrorail stations Metrobus, and most partnering regional bus vendors**.

SmartTrip Card Purchase Options

1. In person at fare vending machines, commuter stores, and retail outlets.
2. Online via your WMATA SmartTrip account***.
3. Mobile pay via your SmartTrip mobile app.

Visit WMATA's Buy SmartTrip webpage**** for purchase details.

SmartTrip Card Registration Methods

1. In-person purchases must be registered with WMATA by logging into or creating a WMATA SmartTrip account***.
2. SmartTrip mobile app purchases or via your WMATA SmartTrip account will be automatically registered with WMATA.

Unregistered SmartTrip cards may result in benefits delays.

Check SmartTrip Card Balance

1. Log into your WMATA SmartTrip account***.
2. Tap your card at a Metrorail station fare vending machine.
3. Look at the fare gate at any Metrorail station.
4. Log into Apple Wallet or Google Pay on your mobile device.

Transit Benefits on Your SmartTrip Card

- Benefits are automatically loaded on the first of each month.
- Unused benefits do not roll over to the next month.
- Benefits must be used ONLY for commuting to/from your residence and your work site.
- Used at SmartTrip accepting vendors**.

How to Use Your SmartTrip Card

Benefits are loaded onto your SmartTrip card on the first of each month and available through the last day of the month.

Do not use your SmartTrip card to pay for non-SmartTrip accepting vendors*****.

If you use SmartTrip accepting vendor(s)** AND non-SmartTrip accepting vendor(s)*****:

- Use your SmartTrip card to pay for SmartTrip vendors.
- Use your GO!cardSM to pay for non-SmartTrip vendors.
- Your approved transit benefit application will display the benefit amount loaded on your GO!card and SmartTrip card.

Do not use your GO!card to pay for SmartTrip vendors. The funds on your GO!card will be reduced, and your card may decline due to insufficient funds. Any missed benefits will not be reimbursed.

If Your Commute Costs Exceeds Benefits

If your commute costs exceed the amount of your transit benefit, you are responsible for paying the difference using your personal funds.

Benefits Didn't Load Onto Your SmartTrip Card

If funds did not load onto your SmartTrip card, it's generally because:

- The card was not registered with WMATA.
- A new plastic or digital SmartTrip card was purchased and was not successfully reassigned on your SmartTrip account.
- The card needs a "refresh" due to infrequent use. Contact WMATA SmartTrip Customer Support. Card refreshes are typically delivered to Metrorail SmartTrip targets within four hours and to Metrobus SmartTrip targets the next day. Tap your SmartTrip card within 30 days of the adjustment date to load the adjustment to your card. In the meantime, add personal funds to your card's stored value purse to commute.

SmartTrip Card Personal Funds Separated From Transit Benefits

Transit Benefit Purse is loaded on the first of the month with your approved monthly transit benefits. Funds from this purse are spent first, before personal funds, until the entire transit benefit allowed amount has been depleted. Funds cannot be used for parking expenses, nor can it be transferred into the personal purse.

Personal Stored Value Purse contains your own funds which can be used for parking or transit and holds up \$300 at a time. Funds may be added at Metrorail station kiosks or via

Contact

Notes

the SmartTrip mobile app. Funds in this purse do roll over from month to month.

Lost, Damaged, or Stolen SmartTrip Cards and Balance Transfers

Log in to your WMATA SmartTrip account*** click the Report Card as Lost/Stolen/Damaged link or contact WMATA SmartTrip Customer Support.

If you did not register your SmartTrip card, it is lost, stolen, or damaged, then balance transfers will not be available.

WMATA SmartTrip Customer Support

Contact WMATA SmartTrip Customer Support Monday through Friday from 7 a.m. to 8 p.m. E.T. at smartrip@wmata.com or 1-888-762-7874



WHAT ARE THE DO'S AND DON'TS

DO's

- Do lower your monthly purchase amount during months you take leave
- Do update your transit benefits account if your name, address, and/or commuting costs change
- Do recertify on an annual basis

DON'TS

- Don't use your transit benefits for anything other than commuting to/from your residence and your work site
- Don't allow anyone else to use your transit benefits
- Don't apply for parking benefits (if your employer provides this benefit option) in addition to transit benefits
- Don't use your commuter benefits to pay for parking at public transportation locations

For more information about the program including FAQs and Job Aids visit the Program Support Center Transportation Services website at <https://www.hhs.gov/about/agencies/asa/psc/transportation-services/transit-benefit-program-management>

* WMATA SmartBenefits Commuter Benefits Program website is <https://www.wmata.com/business/smartbenefits/>

**WMATA affiliated vendors include WMATA Metrorail and Metrobus, ART, DASH, Fairfax Connector, FLASH Bus, Cue, RideON, TheBus, DC Circulator, Loudon County Transit, as well as Potomac and Rappahannock Transit/PRTC.

WMATA SmartTrip account website is <https://www.wmata.com/fares/Register-SmartTrip.cfm>. * WMATA Buy SmartTrip webpage is <https://www.wmata.com/fares/Buy-SmartTrip.cfm>. *****Amtrak, MARC, Metro Access, MTA Commuter Bus, VRE,

Verano