SmartCommute Program FAQ — Participants

What is Discovery Benefits' SmartCommute Program?
It's a commuter benefits program, currently only available to Metro commuters, that allows participants to load funds onto their WMATA SmarTrip® cards directly through a commuter page on their Discovery Benefits consumer portal each month.

Where do I get a SmarTrip® Card?
You'll need to purchase your SmarTrip® card, either from the WMATA website or at a store or kiosk that sells them.

How do I access the page where I load funds onto my SmarTrip® card?
Simply log in to your Discovery Benefits consumer web portal that you normally use, and if your employer participates in the SmartCommute Program, you'll see a button under the "I Want to" menu named "Place Commute Order." Click this button and you'll be directed to the page where you can place transit and parking orders and load funds onto your SmarTrip® card.

Do I need to enter login information to access the commuter page of my consumer portal?
Nope! While your commuter page will open in a new window, you'll not need to enter new login credentials because you'll be accessing it directly from your Discovery Benefits consumer portal homepage.

How do I place a transit or parking order through the SmartCommute Program?
Click on the "Place Commuter Order" button to access SmartCommute. Click the "New Order" button to place a transit or parking order. Then, select "WMATA" from the transit authority drop-down and complete the remaining steps to place and verify your order.

When do I need to place my order on the commuter page of my portal?
You'll need to place your order by 11:59 p.m. ET the 10th of the month prior to the balance being used.

What if I load funds onto my card after the 10th of the month prior to wanting to use that balance?
If you miss the cut-off time for placing your order, the funds won't be loaded onto your SmarTrip® card until the following month.

What if I typed in the wrong card number when I was trying to load funds onto my card?
If you type in an invalid card number, your order will error out and funds won't be loaded onto your SmarTrip® card.

What if my card was lost or stolen?
If your card was misplaced or stolen, you should purchase a new card and register it online at www.smartrip.com. You should then inform WMATA that your old card was lost or stolen by calling 888-762-7874. WMATA will be able to transfer your personal stored value funds onto your replacement card, but you'll need to contact Discovery Benefits to transfer any benefit funds onto your replacement card. Once you receive your new card, you'll need to enter your new card number on the commuter page of your Discovery Benefits consumer portal before you'll be able to load funds onto the new card. Call Discovery Benefits at 866-451-3399 for assistance with this process. **Please note:** Funds will be available on your new card within approximately five days.

What happens if I choose to no longer participate in the Commuter plan but am not terminating employment?
You can still continue participation in the other flexible spending plans (if applicable), and your transit and/or parking plans will be updated accordingly. You can continue to submit claims for a predetermined number of days set by your employer's plan design. Your debit card will no longer work for transit or parking transactions. If you have recurring orders through our SmartCommute program, you'll need to cancel those future orders on your Consumer Portal via the "Place Commuter Order" button.

SmartCommute Program FAQ — Participants, continued

Do I need to register my SmarTrip® card?
While registration isn't required for using your SmarTrip® card on your own, it's required for participation in the SmartCommute Program.

Who should I contact if...	
I don't see my latest payroll deduction in my online account?	Contact Discovery Benefits at 866-451-3399, option 1, option 1.
I'm receiving an error message when trying to access the commuter page of my Discovery Benefits consumer portal?	Contact Discovery Benefits at 866-451-3399, option 1, option 1.
There is a discrepancy between the amount I ordered and the amount available on my card?	Contact Discovery Benefits at 866-451-3399, option 1, option 1.
I have a question about my order.	Contact Discovery Benefits at 866-451-3399, option 1, option 1.
My SmarTrip® card was lost or stolen?	After purchasing and registering your replacement card, contact WMATA at 888-762-7874 to inform them your card was lost or stolen. After receiving your replacement card, contact Discovery Benefits at 866-451-3399 for help getting your new card number updated on the commuter page of your consumer portal.
I haven't received my card order?	Refer to WMATA's website at www.wmata.com/fares/smartrip/faq.cfm for information on the card ordering process.
I want to see my current or previous SmarTrip® card balance?	Refer to WMATA's website at www.wmata.com/fares/smartrip/faq.cfm for information on viewing your current balance. For previous balance inquiries, contact WMATA Customer Service at 888-762-7874.
My SmarTrip® card was declined?	Refer to WMATA's website at www.wmata.com/fares/smartrip/faq.cfm for information on card declines.
My order failed when adding funds to my personal stored value purse?	Refer to WMATA's website at www.wmata.com/fares/smartrip/faq.cfm for information on order failures.

Discovery Benefits	WMATA
www.discoverybenefits.com customerservice@discoverybenefits.com 866-451-3399, Option 1, Option 1 6 a.m. - 9 p.m. CT, Monday-Friday	http://wmata.com/ smartrip@wmata.com 888-762-7874 7 a.m. - 8 p.m. ET, Monday-Friday