

## Mass Transportation Benefit Program – Electronic Fare Media Distribution Process

The Electronic Benefits is here... are you ready?

Detailed instructions for MTBP regarding Commuter Buses, Trains, and Vanpools.

**Riders of MTA Commuter Buses:** Dillon Bus, Keller Bus, EYRE Bus 1. Submit a claim - <https://mtbp.whs.mil/claim> this makes benefits available to your SmarTrip card (you do this each month) 2. Establish a passenger allocation account with Metro to move your benefit, or a portion of your benefit from your card to the MTA web store each month (you only do this step once) Instructions are available at : [http://mta.maryland.gov/sites/default/files/SmartBenefits\\_Ref\\_Guide\\_MTA\\_Commuter\\_Buses.pdf](http://mta.maryland.gov/sites/default/files/SmartBenefits_Ref_Guide_MTA_Commuter_Buses.pdf)

3. Buy a pass using your benefits on MTA web store (you do this by the 25th of each month) <https://mta.maryland.gov/pass-store>

- Find your Pass in the listing and add your pass to the cart
- Under “Add SmartBenefits to your Order” Provide your 9 digit SmarTrip card number, your benefit amount allocated and click add to order
- If the price of the pass equals the amount you allocated, you should see a zero balance in the subtotal. If you are allocating less than the full ticket price, you should see the difference in cost listed in the subtotal. Click “Checkout”

- Free shipping. Must be done by the 25th of each month.

Contact: MTA Web Store at 410-454-7973 or [transitstore@mta.maryland.gov](mailto:transitstore@mta.maryland.gov)

### **Riders of VRE and MARC**

1. Submit a claim - <https://mtbp.whs.mil/claim> this makes benefits available to your SmarTrip card (you do this each month) 2. Create an account with CommuterDirect.com to move your benefit, or a portion of your benefit from your card to Commuter Direct each month. (you only do this step once) • Select the light bulb icon “SmartBenefits” and follow the on screen instructions.

3. Receive your pass in the mail each month or arrange to pick it up at a commuter store location.

Contact: CommuterDirect.com 703-228-7433 or [questions@CommuterDirect.com](mailto:questions@CommuterDirect.com)

### **Riders of Vanpools**

1. Submit a claim - <https://mtbp.whs.mil/claim> this makes benefits available to your SmarTrip card (you do this each month)

2. Establish a passenger allocation account with Metro to move your benefit from your card to your vanpool provider each month (you only do this step once) [http://www.wmata.com/business/employer\\_fare\\_program/vanpool\\_transit.cfm](http://www.wmata.com/business/employer_fare_program/vanpool_transit.cfm)

- Ask your Vanpool provider for specific information to identify your Vanpool in the allocation.

3. Benefits will be delivered directly to the Vanpool’s account on the first of the month.

Contact: SmarTrip Customer Service 888-762-7874 or [smartrip@wmata.com](mailto:smartrip@wmata.com)

### **Riders of Martz Group/National Coach**

1. Submit a claim - <https://mtbp.whs.mil/claim> this makes benefits available to your SmarTrip card (you do this each month)

2. Establish a passenger allocation account with Metro to move your benefit, or a portion of your benefit from your card to Martz Group/National Coach each month (you only do this step once)

•Instructions available at <http://www.martzgroupva.com/smartbenefitmemo.doc>  
3.Pick up your pass from the conductor on the first of every month  
Contact: Martz Group 866-466-2789

**Riders of Quicks Bus**

1.Submit a claim - <https://mtbp.whs.mil/claim> this makes benefits available to your SmarTrip card (you do this each month)  
2.Establish a passenger allocation account with Metro to move your benefit, or a portion of your benefit from your card to D&B Bus Inc./Quick's Commuter each month (you only do this step once)  
[http://www.wmata.com/business/employer\\_fare\\_program/vanpool\\_transit.cfm](http://www.wmata.com/business/employer_fare_program/vanpool_transit.cfm)  
•Listed as D&B Bus Inc./Quick's Commuter 3.Pick up your pass from the conductor every month  
Contact: Quicks Bus 800-786-4192

**Riders of AMTRAK**

1.Submit a claim - <https://mtbp.whs.mil/claim> this makes benefits available to your SmarTrip card (you do this each month) 2.Contact the MTBP program office at 571-256-0962 or [Transitpass@whs.mil](mailto:Transitpass@whs.mil)

**Riders of Metro Rail, Metro Bus, DC Circulator, PTRC - OMNI, ART, DASH, CUE Bus System, FAIRFAX Connector, The Bus, Loudoun Commuter Bus, Montgomery County Ride On and REX.** (Transit Authorities with SmarTrip targets/readers installed)

1.Submit a claim - <https://mtbp.whs.mil/claim> this makes benefits available to your SmarTrip card (you do this each month) 2.Benefit will load to the SmartBenefits “purse” on your card the first time you tap your card on the Metro Fare Gate or Bus target each month.  
<http://www.whs.mil/DFD/Info/Instructionsforreceivingelectronicfaremedia.cfm>

Contact the DoD NCR Mass Transportation Benefit Program office:  
<http://www.whs.mil/DFD/Info/SmartBen.cfm>  
571-256-0962  
[transitpass@whs.mil](mailto:transitpass@whs.mil)