

Smart Commute Program FAQ — Participants



USING YOUR COMMUTER BENEFITS

What is the Smart Commute program?

It's a commuter benefits program available to commuters in Washington, D.C., Chicago, Atlanta and San Francisco that allows participants to load funds onto their SmarTrip®, Ventra, Breeze or Clipper cards directly through a commuter page on their Aptia consumer portal each month.

Where do I get a SmarTrip®, Ventra, Breeze or Clipper card?

You'll need to purchase your transit card, either from your transit authority's website or at a store or kiosk that sells them.

How do I access the page where I load funds onto my SmarTrip®, Ventra, Breeze or Clipper card?

Simply log in to your Aptia consumer web portal that you normally use, and if your employer participates in the Smart Commute 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®, Ventra, Breeze or Clipper card.

If I have a SmarTrip®, Ventra, Breeze or Clipper card, what is my Aptia debit card for?

Your Aptia debit card can still be used for transactions at non-participating transportation authorities but will no longer be accepted at Smart Commute locations.

How do I know if I'm eligible to participate in the Smart Commute program?

If you've elected mass transit and/or parking through the Aptia enrollment platform, your employer participates in the Smart Commute program and you plan to use a SmarTrip®, Ventra or Clipper card, you're eligible to participate.

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 won't need to enter new login credentials because you'll be accessing it directly from your Aptia consumer portal homepage.

How do I place a transit or parking order through the Smart Commute program?

Click on the "Place Commuter Order" button to access Smart Commute. Click the "New Order" button to place a transit or parking order. Then, select your transit authority from the dropdown 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®, Ventra, Breeze or Clipper 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®, Ventra, Breeze or Clipper card.

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 Smart Commute program, you'll need to cancel those future orders on your Consumer Portal via the "Place Commuter Order" button.

Smart Commute Program FAQ – Participants, continued






What if my SmarTrip®, Ventra or Clipper card was lost or stolen?

If your card was misplaced or stolen, you should purchase a new card and register it online at the transit authority's website. You should then inform your transit authority that your old card was lost or stolen. They will be able to transfer your stored value funds onto your replacement card. Once you receive the replacement card, you'll need to enter the new card number on the commuter page of your Aptia consumer portal before you'll be able to load funds onto the new card. For assistance with this, call Aptia at 877-248-0510. **Please note:** Funds will be available on your new card within approximately five days.

Do I need to register my SmarTrip®, Ventra or Clipper card?

While registration isn't required for using your SmarTrip®, Ventra or Clipper card on your own, it's required for participation in the Smart Commute program.

TIMELINE

-  **45 days before plan effective date/ASAP:** Participant should purchase a SmarTrip®, Ventra, Breeze or Clipper card.
-  **35 days before plan effective date:** Participant should register their SmarTrip®, Ventra, Breeze or Clipper account with their card.
-  **14 days before plan effective date:** Participant should use SmarTrip®, Ventra, Breeze or Clipper card to prepare their card for loading funds.
-  **On effective date:** Participant will be able to access the commuter page of their consumer portal for orders.
-  **10th of the first plan effective month:** Last day participant can place an order for the first month of the plan.

Who should I contact if...

I don't see my latest payroll deduction in my online account?	Contact Aptia at 877-248-0510.
I'm receiving an error message when trying to access the commuter page of my Mercer Marketplace consumer portal?	Contact Aptia at 877-248-0510.
There is a discrepancy between the amount I ordered and the amount available on my card?	Contact Aptia at 877-248-0510.
I have a question about my order?	Contact Aptia at 877-248-0510.
My SmarTrip® card was lost or stolen?	After purchasing and registering your replacement card, contact your transit authority at 888-762-7874 to inform them your card was lost or stolen. After receiving your replacement card, contact Aptia at 877-248-0510 for help getting your new card number updated on the commuter page of your consumer portal.
I haven't received my card order?	Visit your transit authority's website for information on the card ordering process.
I want to see my current or previous SmarTrip®, Ventra, Breeze or Clipper card balance?	Visit your transit authority's website for information on viewing your current balance.
My SmarTrip®, Ventra, Breeze or Clipper card was declined?	Visit your transit authority's website for information on card declines.
My order failed when adding funds to my personal stored value purse?	Visit your transit authority's website for information on order failures.

Atlanta - Breeze

<https://www.breezecard.com>
404-848-5000
8 a.m. - 5 p.m. ET, Monday-Friday

Washington, D.C. – SmarTrip®

<http://wmata.com/smartrip@wmata.com>
888-762-7874
7 a.m. - 8 p.m. ET, Monday-Friday

Chicago – Ventra

www.ventrachicago.com
877-669-8368
6 a.m. - 8 p.m. CT, Monday-Friday;
8:30 a.m. - 5 p.m. CT, Saturday

San Francisco – Clipper

www.clippercard.com
custserv@clippercard.com
877-878-8883
6 a.m. - 8 p.m. PT, Monday-Friday;
8 a.m.-5 p.m. PT, Saturday-Sunday