

Guide to the Smart Commute Program



ON YOUR WAY TO A SMARTER COMMUTE

The Mercer Marketplace Smart Commute program allows commuters in the Washington, D.C., Chicago and San Francisco areas to easily load funds onto a SmarTrip®, Ventra or Clipper card directly from their consumer portal. Refer to the steps in this guide to start using your commuter benefits in these areas.

Commuter orders need to be placed before 11:59 PM ET on the 10th of the month prior to when you want to use your commuter benefits. To place an order:

Step 1: Log in to your Mercer Marketplace participant online account.

Step 2: Under the “I Want To...” section underneath the banner on your homepage, click the “Place Commuter Order” button.

I Want To:

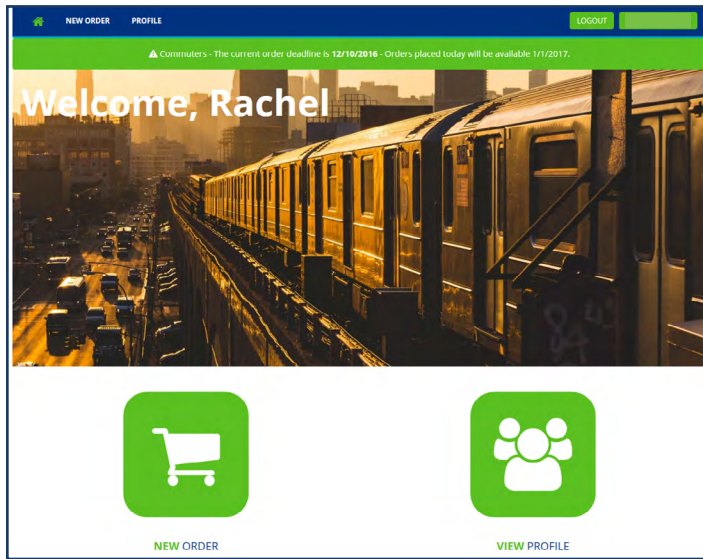
[File A Claim](#)

[Manage My Expenses](#)

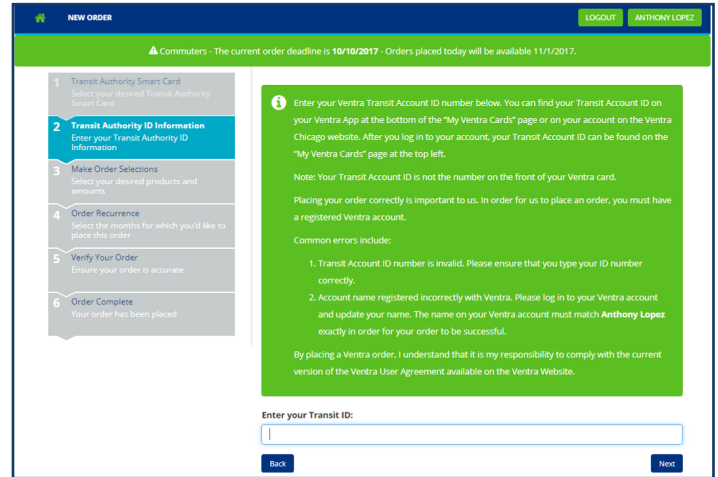
[Place Commuter Order](#)

Guide to the Smart Commute Program, continued

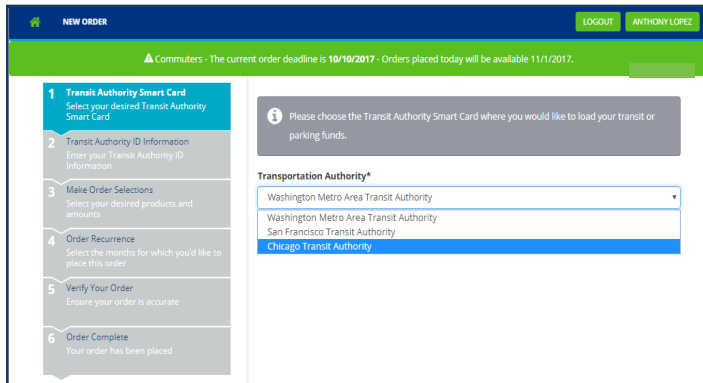
Step 3: From the Smart Commute page, click the “New Order” button to place a parking, transit pass or transit fare order.



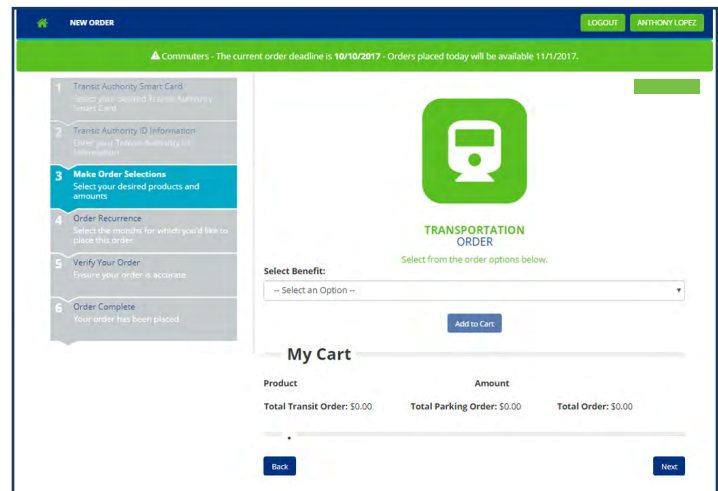
Step 5: You'll be asked to enter your SmarTrip®, Ventra or CTA card number. After entering, click “Next.”



Step 4: From this page, select your transit authority from the drop-down menu and click “Next.”

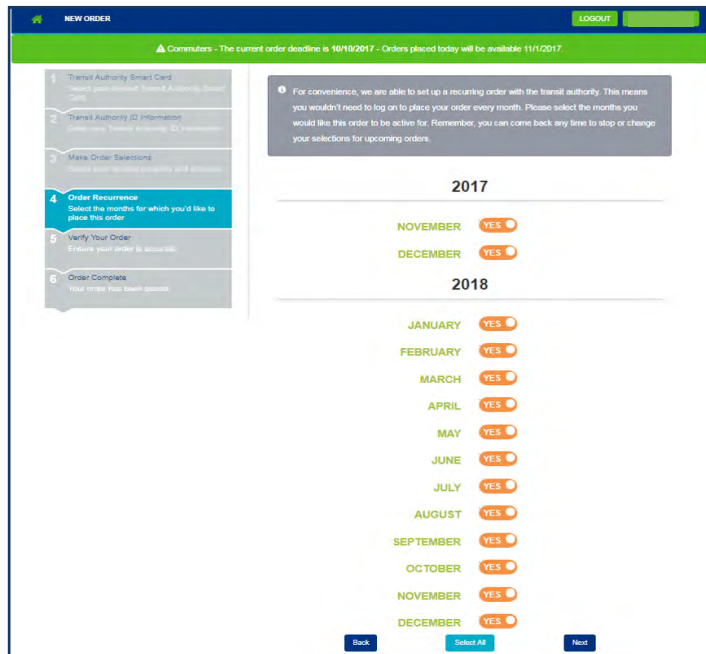


Step 6: From here, select your desired products and order amounts. After entering, click “Next.”

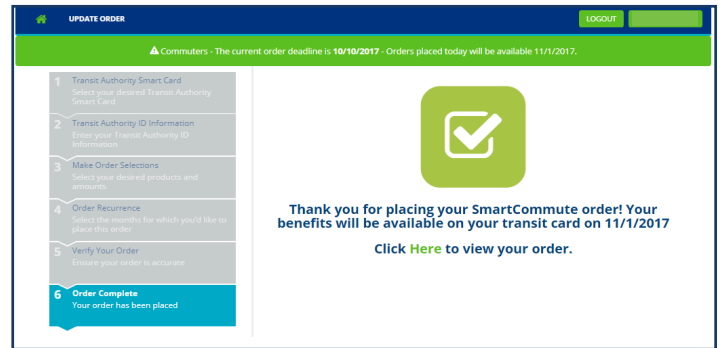


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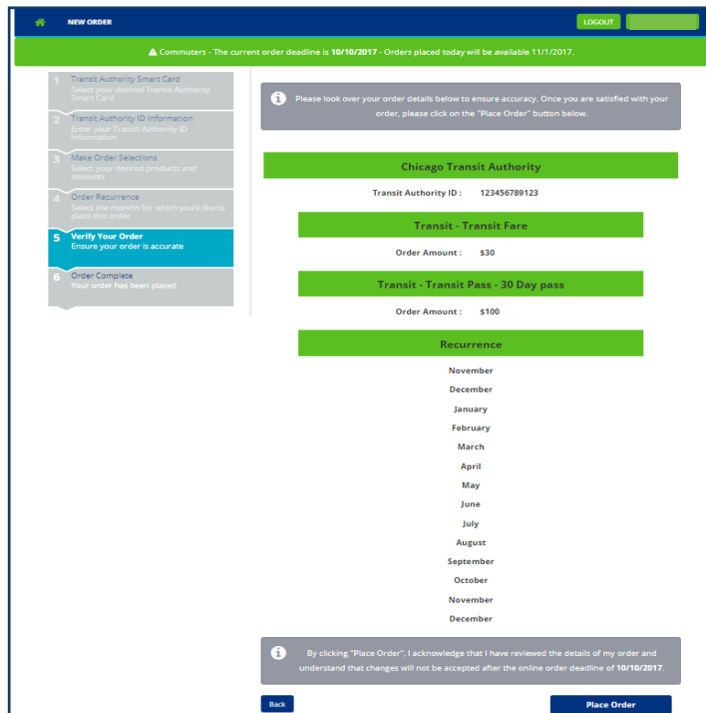
Step 7: Enter the months for which you'd like to place this order and click "Next."



Step 9: The last page will indicate that your order was successfully placed and tell you when the benefits will be available on your card. Please note that if you placed a transit pass order, you'll have one final step after leaving the Smart Commute page. Simply follow the link to transit authority's website to purchase a transit pass.



Step 8: You're almost done! Next, verify your order to make sure the information you entered is accurate. Once you've confirmed all information is correct, click "Place Order." Please note that by placing your order, you acknowledge your understanding that changes won't be accepted after that month's order close date (the 10th of the month prior to using the benefits).





A NOTE ABOUT USING YOUR CARD

If you're not a regular commuter, you'll need to use your SmarTrip[®], Ventra or Clipper card at least once in the last two weeks before your first benefit month to prepare your card for accessing your account.

If you're a regular commuter, you'll need to do this whenever you replace your card or make a change to your benefits.