

# Smart Commute Program Employee Handout

## SMARTER COMMUTER BENEFITS

**The Smart Commute program makes it easier for participants in the Washington, D.C., Chicago, Atlanta and San Francisco areas to use their commuter benefits.**



### Step 1

Make your transit/parking elections on the Mercer Marketplace enrollment platform.



### Step 2

Purchase a SmarTrip®, Ventra, Breeze or Clipper card from your transit authority or from a store/kiosk that sells them and register your card.



### Step 3

By the 10<sup>th</sup> of the month prior to using your commuter benefits, log in to the commuter page of your Mercer Marketplace consumer portal and load pre-tax dollars onto your transit card.



### Step 4

Mercer Marketplace will send your order information to your transit authority so you can begin using your commuter benefits!

### Smart Commute program

From your Mercer Marketplace consumer portal, follow the link to your commuter page to load funds onto your SmarTrip®, Ventra, Breeze or Clipper card. First, click the “New Order” button. Then, select your transit authority drop-down and complete the remaining steps to place and verify your order.

#### Contact your transit authority if you:

- Need to report replacing a lost or stolen card\*
- Want information about a previous/current balance or a summary of transaction history
- Want to know where to purchase or how to register a card
- Experience issues with your SmarTrip®, Ventra, Breeze or Clipper card

#### Contact Mercer Marketplace if you:

- Are missing payroll deductions
- Experience issues logging in to the commuter page of your consumer portal
- Notice discrepancies between funds elected and available funds

\*After purchasing and registering a replacement card, you'll need to update the card information on your transit account before you'll be able to load funds onto that card from the commuter page of your Mercer Marketplace consumer portal.