



SmarTrip[®] goes VIRTUAL



It's go time. Tap and go time.

SmarTrip® on iPhone and Apple Watch: The new way to pay on Metro.





Agenda

- The Virtual SmarTrip Card & SmartBenefits
- Virtual SmarTrip Eligibility Requirements
- What Your SmartBenefits Participants See
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- More Changes
 - New Combined Balance Display
 - Temporary Rollover Benefits Catch-up
- SmarTrip & SmartBenefits Customer Support



The Virtual SmarTrip Card & SmartBenefits

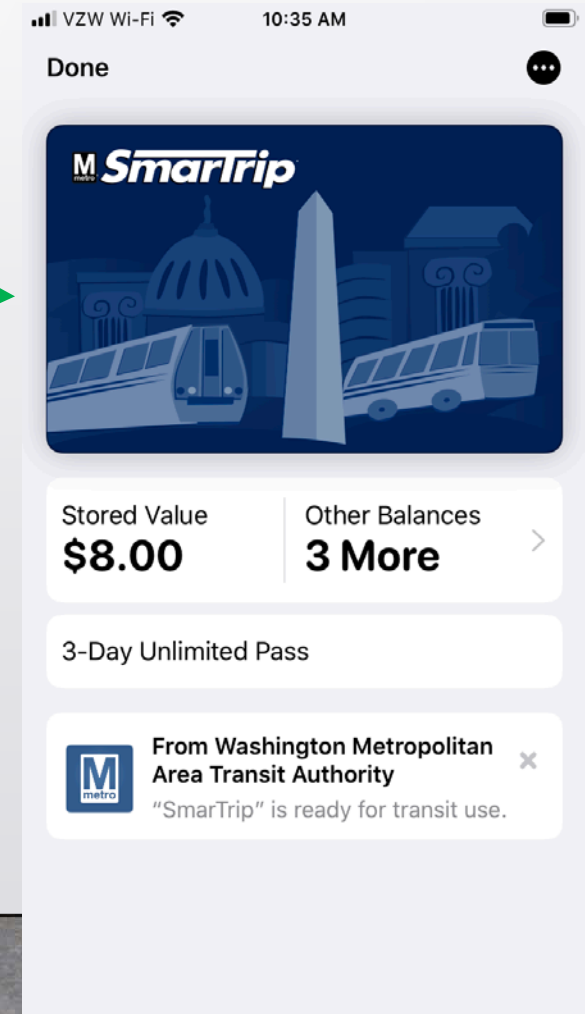
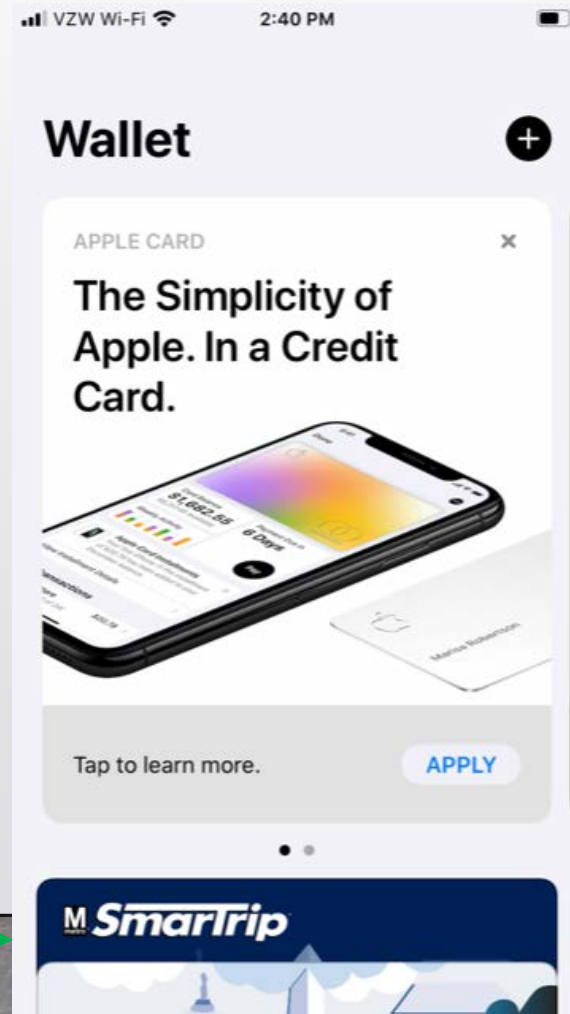
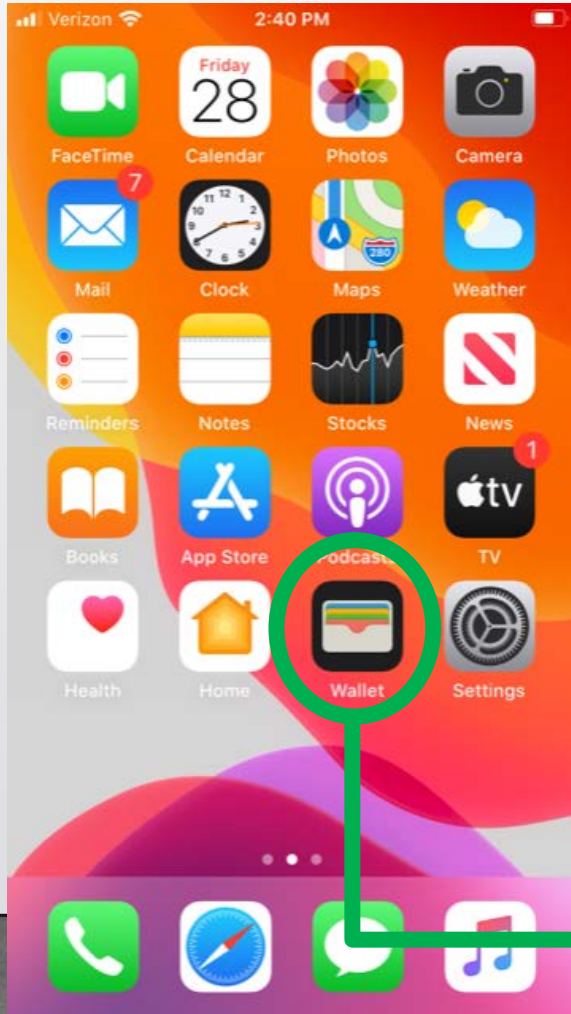
- For the most part, no action is required by SmartBenefits administrators to support virtual cards
- SmartBenefits Admins will see plastic-to-virtual card conversations for their participants on the Reassignment Report (virtual card #s start with 0176)
- From a rider's perspective:
 - Existing plastic cards are still sold and accepted
 - The virtual cards are stored in Apple Wallet and can be managed with the new SmarTrip app and/or the SmarTrip website account
 - Virtual cards work like existing plastic cards except they cannot be used with the MARC/VRE Transit Link product and they cannot be used on Baltimore MTA
 - This page provides an overview including explanatory videos
<https://www.wmata.com/fares/MobilePay/index.cfm>



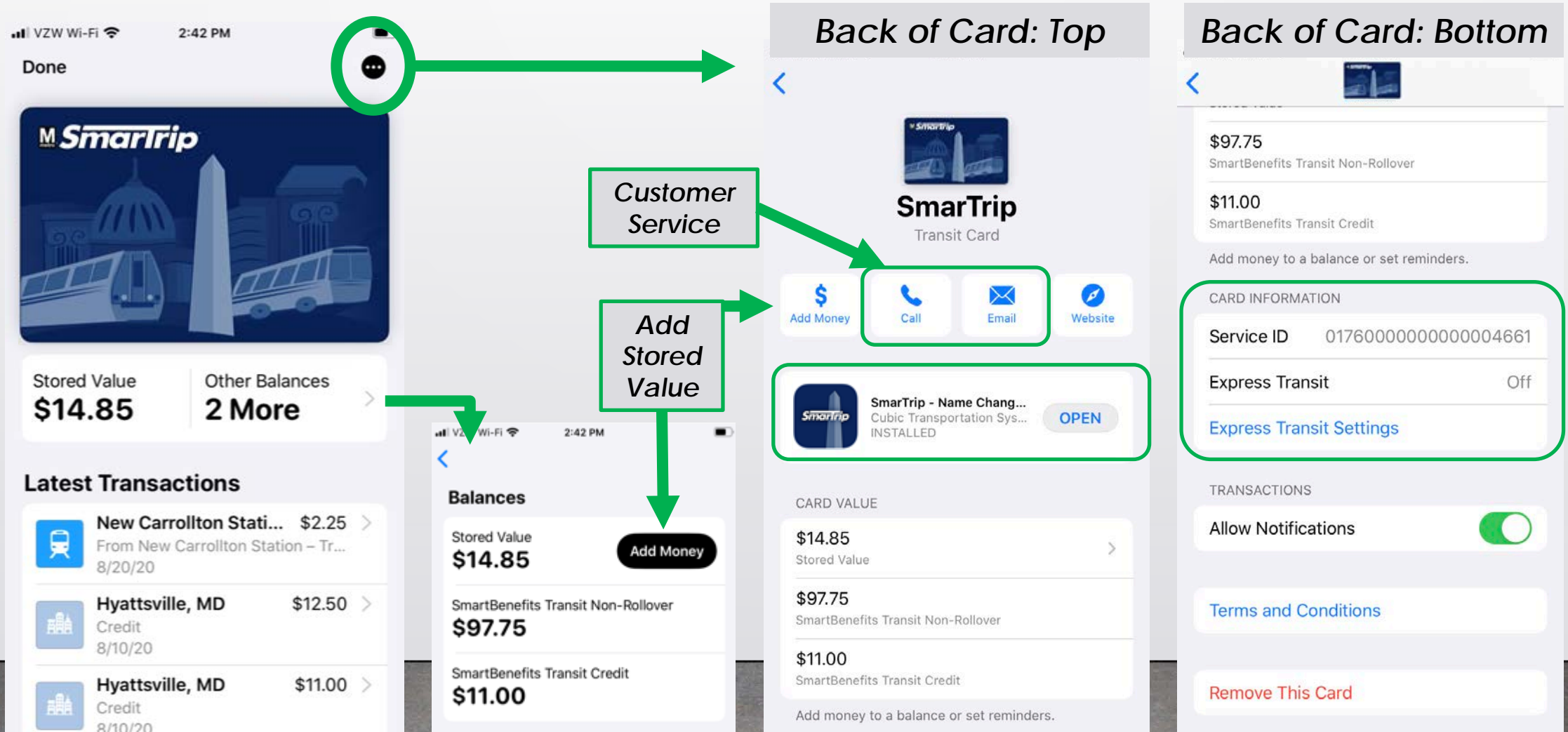
Virtual SmarTrip[®] Eligibility Requirements

- Mobile Requirements
 - iPhone8 or higher
 - Apple Watch Series 3 or newer
 - The latest iOS (13.6 or higher)
- Full fare and senior cards with card with 0167 can be converted by riders to virtual cards by following a brief set-up process and tapping the phone to the card. It takes just a few moments to complete the transfer.
- Once the transfer is done, the new virtual card will have the same passes with the correct number of remaining days, SmartBenefits balances, and stored value as the old card. The old card can no longer be used.

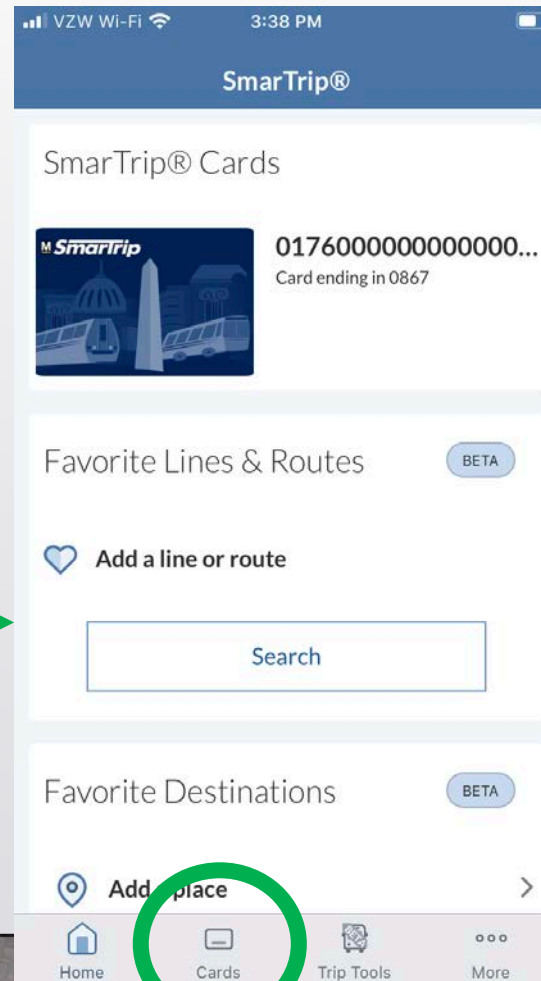
Apple Wallet: What your participants see (part 1)



Apple Wallet: What your participants see (part 2)



The "SmarTrip App" Manages All Cards



Tips

- Learn more about the SmarTrip App here <https://www.wmata.com/fares/MobilePay/SmarTrip-App.cfm>
- SmarTrip App not required for virtual cards
- **The wallet is real-time, the SmarTrip App is not**
- The "Home" card is not necessarily your Express Transit Card
- Click "Cards" to see info on each registered card (virtual & plastic)
- You can nickname your card (last four digits of card # displayed)
- For Transit Pass Benefit purchases use the SmarTrip App or the SmarTrip Website Account
- The SmartBenefits Dashboard is only accessible via the SmarTrip Website Account

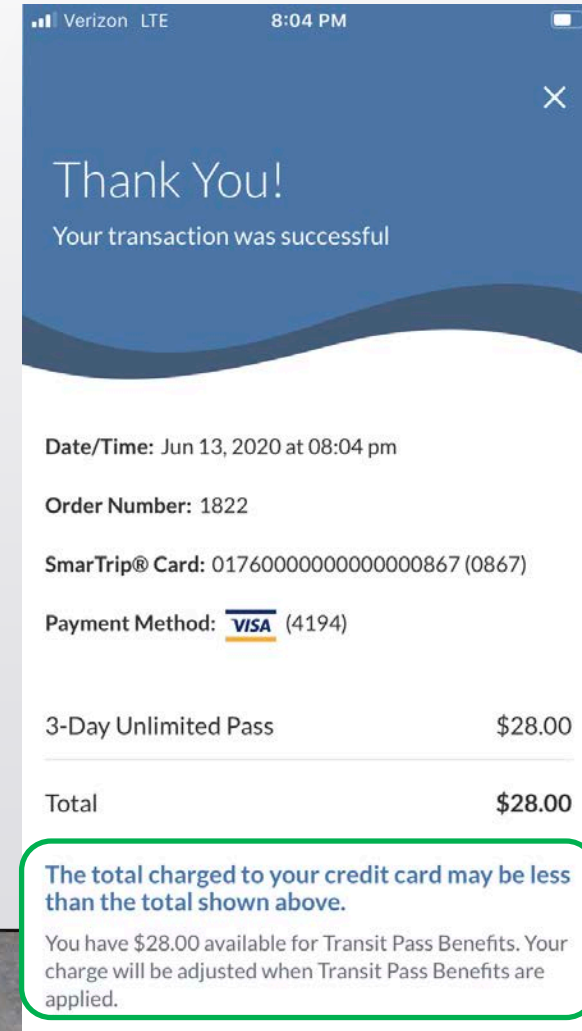
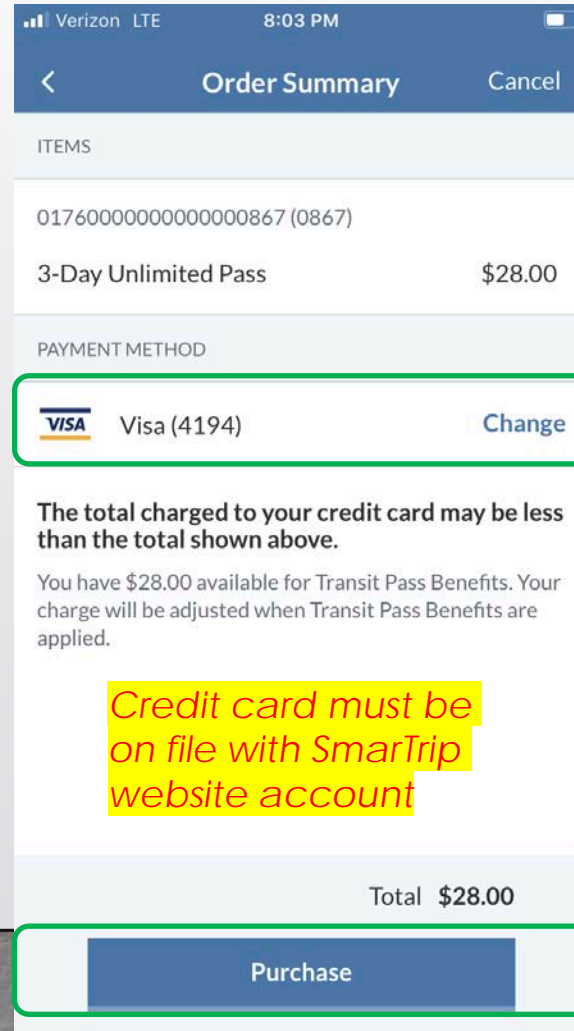
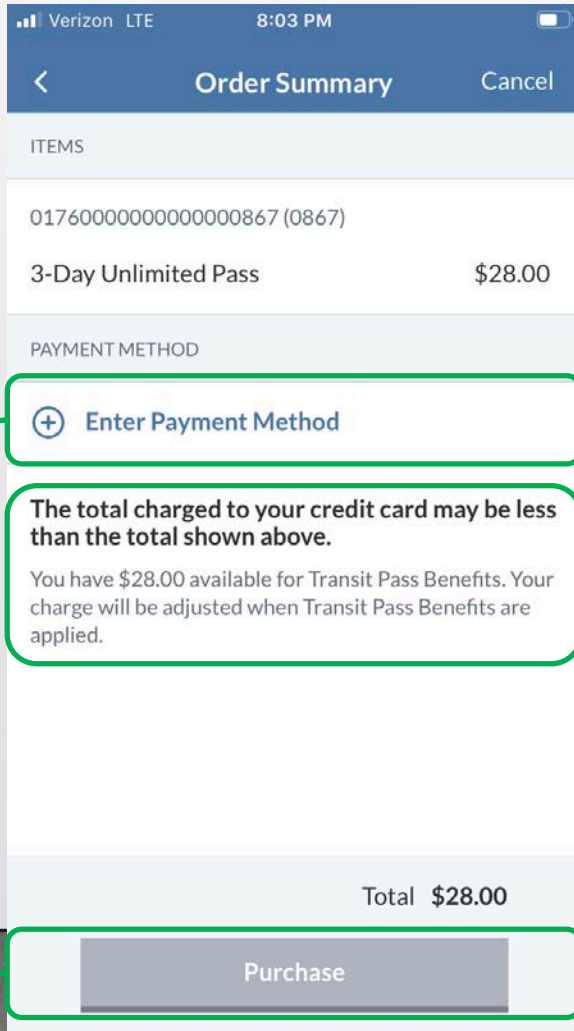
Connecting the Dots: Wallet-to-SmarTrip App

The image displays four sequential screenshots of the SmarTrip app interface, illustrating the connection between wallet balances and app features. Green arrows indicate the flow of information from the wallet to the app.

- Screenshot 1 (Left):** Shows the app's main screen with a summary of balances: **Stored Value \$8.00** and **Other Balances 3 More**. A **3-Day Unlimited Pass** is also visible. A notification from the Washington Metropolitan Area Transit Authority states, "SmarTrip" is ready for transit use.
- Screenshot 2 (Second from Left):** Shows the **Wallet** screen with a list of balances: **\$8.00 Stored Value**, **\$75.00 SmartBenefits Transit Rollover**, **\$19.80 SmartBenefits Parking Rollover**, and **\$0.75 SmartBenefits Transit Credit** (highlighted with a red box). Below this is the **3-Day Unlimited Pass** section. The **Service ID** **01760000000000000867** is highlighted with a green box.
- Screenshot 3 (Second from Right):** Shows the **Cards** screen with the **SmartTrip** card image and the **Service ID** **01760000000000000867** (highlighted with a green box). The total balance is **\$83.00**, with **AutoReload OFF** and **SmartBenefits®** options. A green box highlights the status: **SmartTrip® is on this device**.
- Screenshot 4 (Right):** Shows the **Cards** screen with a list of balances: **SmartBenefits Parking Rollover \$19.80**, **SmartBenefits Transit Rollover \$75.00**, and **SmartBenefits Transit Pass Benefit Non-Rollover \$0.00** (highlighted with a green box). A green box also highlights the text: **AVAILABLE FOR PASS PURCHASES**. A blue button at the bottom says **Add Passes or Stored Value**.

Green arrows connect the **\$8.00 Stored Value** from the main screen to the **\$8.00 Stored Value** in the wallet, the **\$0.75 SmartBenefits Transit Credit** to the **3-Day Unlimited Pass** section, and the **Service ID** to the **SmartTrip** card and the **SmartBenefits Transit Pass** in the final screenshot.

SmarTrip App: Using the Transit Pass Benefit





How do riders create a virtual card?

Options

Plastic Cards cost \$2.00
Virtual Cards are Free

1. Use the wallet to create a virtual card from scratch
<https://youtu.be/7lkK1Qi7kts>
2. Transfer everything from an existing card to a virtual card
 - a. Tap Your Phone to An *Eligible* Existing Card (card # starts with 0167)
<https://youtu.be/0S9OrABaTt4> << The video does not show an Apple Pay ad. Click the continue button at the bottom of the ad to proceed.
 - b. All other cards: Use Option #1, add the virtual card to your SmarTrip website account and follow the existing "Report a Lost or Damaged Card" process
<https://www.wmata.com/fares/replacements-refunds.cfm>



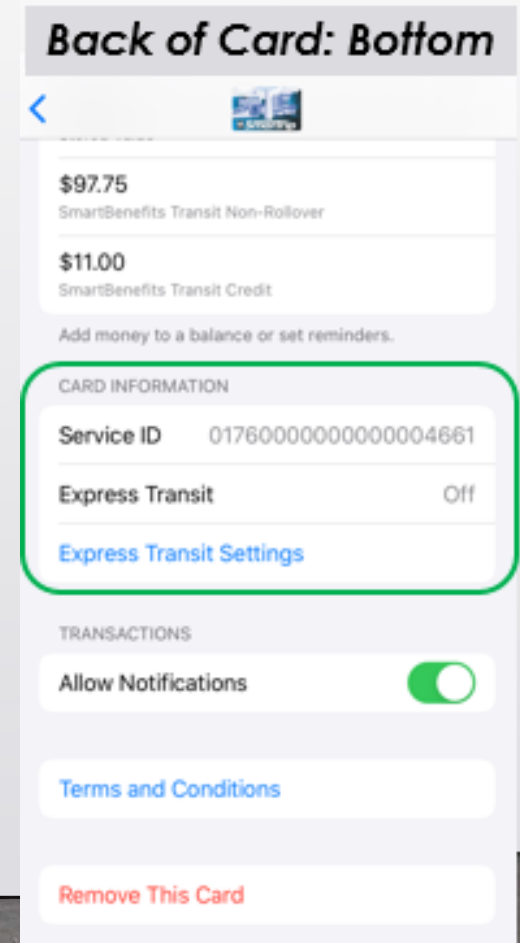
ST Website: Convert GoCards to Virtual Cards

- GoCard numbers do not start with "0167"
- Steps
 1. Create a virtual card using the Wallet and add it to your SmarTrip account
 2. Login to your SmarTrip account and go to the Card Summary page
 3. Click "Report a Lost or Damaged Card"
 4. Follow the prompts using the virtual card as the replacement card

- A SmartBenefits Twist: GoCards with remaining benefits at multiple employers require each SB Admin to perform a manual reassign

Using a Virtual Card with Express Transit

- Express Transit allows the rider to use their virtual card without:
 - Performing an identification step (e.g., facial recognition)
 - Having to open the Apple Wallet
- Works on Low Power
- Express Transit FAQ
 - How do I enable express transit?
<https://www.wmata.com/fares/MobilePay/SmarTrip-in-Apple-Wallet-FAQs.cfm#FAQ25>
 - How do I switch between virtual cards?
<https://www.wmata.com/fares/MobilePay/SmarTrip-in-Apple-Wallet-FAQs.cfm#FAQ26>





More SmartBenefits[®] Changes



New Combined Balance Display

- Rail faregates & vending machines now display entire transit eligible balance
- Parking gates now display entire parking eligible balance
- Bus fareboxes will display entire transit eligible balance in October
- No more “missing benefit” calls when a participant only sees their SmartBenefits grace period credit
- Example
 - Card has \$20 in stored value, \$5 SB Credit; \$200 SB Transit; \$50 SB Parking
 - Fare Vending Machine Displays \$225 (excludes SB Parking)
 - Parking Gate Displays \$64.80 (\$20 SV + \$50 SB Parking less \$5.20 Parking Fee)
- Balances and transaction details are visible in the rider’s Apple Wallet, the SmarTrip App and the SmarTrip website account



SmarTrip & SmartBenefits Support

- Virtual Card FAQs <https://www.wmata.com/fares/MobilePay/SmarTrip-in-Apple-Wallet-FAQs.cfm>
- Call or Email SmarTrip & SmartBenefits Customer Support
 - Use the links in the wallet or SmarTrip App
 - 1-888-SMARTRIP
 - smartrip@wmata.com
- Work with your SmartBenefits Account Executive