

# How To Place Your Smart Commute Order

Smart Commute is available for Chicago, San Francisco, Atlanta, and Washington D.C. commuters and allows you to load commuter benefits funds directly to your Ventra, Clipper, Breeze or SmarTrip® card. Place your order each month or make a recurring order directly from your online account.

## To place your Smart Commute order, complete the following steps:

1. Log into your online account.
2. Under the **I Want To** section, select the option to place your Smart Commute order.
3. In the pop-up window, select **New Order**.
  - a. If you have made a previous Smart Commute order, you can select **Update Order**.
4. Select your transit authority from the drop-down list and provide the necessary account information.

The screenshot shows a web interface for placing a Smart Commute order. At the top, there is a dark header with 'New Order' on the left and 'Kadeem Austin' with a dropdown arrow on the right. Below the header is a grey bar with the text: 'Commuters — The current order deadline is 12/10/2020 — Orders placed today will be available 1/1/2021.' The main content area is divided into two columns. The left column contains a vertical list of six steps: 1. Transit Authority Smart Card (Select your desired Transit Authority Smart Card), 2. Transit Authority ID Information (Enter your Transit Authority ID Information), 3. Make Order Selections (Select your desired products and amounts), 4. Order Recurrence (Select the months for which you'd like to place this order), 5. Verify Your Order (Ensure your order is accurate), and 6. Order Complete (Your order has been placed). The right column features a green callout box with the text: 'Please choose the Transit Authority Smart Card where you would like to load your transit or parking funds.' Below this is a 'Transportation Authority\*' dropdown menu with a 'Next' button. The dropdown menu is open, showing the following options: 'Atlanta - Breeze Card', 'Chicago - Ventra Account', 'San Francisco - Clipper Card', and 'Washington D.C. - SmarTrip Card'.

5. Select **Make Order Selections**. The appropriate order options will appear for the transit authority you selected.
6. Select the amount or pass you want automatically placed on your local transit card, then select **Add to Cart** and click **Next**.

7. Choose which months you'd like to place the order for then click **Next**. Place a recurring order by selecting multiple months.

The screenshot shows the 'New Order' page for a user named Kadeem Austin. The page header includes the user name and a dropdown arrow. Below the header, a grey bar displays the text: 'Commuters — The current order deadline is 12/10/2020 — Orders placed today will be available 1/1/2021.' The main content area is divided into two columns. The left column contains a vertical list of six steps: 1. Transit Authority Smart Card, 2. Transit Authority ID Information, 3. Make Order Selections, 4. Order Recurrence (highlighted in blue), 5. Verify Your Order, and 6. Order Complete. The right column features a green informational box with text about recurring orders and a 'Please select the months...' instruction. Below this is a calendar for the year 2021 with checkboxes for each month, all of which are checked. At the bottom of the right column are 'Back' and 'Next' buttons.

8. Verify your order and select **Place Order** to complete your Smart Commute order.

The screenshot shows the 'Update Order' page for the same user, Kadeem Austin. The header and deadline bar are identical to the previous screenshot. The left column of steps is the same, but step 4, 'Order Recurrence', is no longer highlighted. The right column now displays a confirmation message: 'Thank you for placing your order!' followed by 'Your benefits will be available on your transit card on 1/1/2021' and a 'View your order' button.

### Place Orders by the 10th.

All orders should be placed by the 10th of the month (by 11:59 pm Central time) prior to when you will need them on your local commuter account. Funds will then be available on the first day of the following month. For example, if you place your order on November 10, funds will be available by December 1.

You can also place a recurring order to ensure you have funds in your local account transit/commuter account each month.

### Success!

Your order will be processed, and funds loaded directly to your Ventra, Clipper, Breeze or SmarTrip® card.