

SMARTER COMMUTER BENEFITS

The Mercer Marketplace SmartCommute™ program makes it easier for participants in the Washington, D.C., Chicago 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 or Clipper card from your transit authority or from a store/kiosk that sells them and register your card.



Step 3

By the 10th 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!

Mercer Marketplace SmartCommute™ Program

From your Mercer Marketplace consumer portal, follow the link to your commuter page to load funds onto your SmarTrip®, Ventra 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.

The screenshot shows the Mercer Marketplace 365+ SM interface. At the top, there is a 'NEW ORDER' button and a 'LOGOUT' button. Below this, a green banner displays a warning: 'Commuters - The current order deadline is 10/10/2017. Orders placed today will be available 11/1/2017.' The main content area is divided into two columns. The left column contains a vertical list of 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 contains a message: 'Please choose the Transit Authority Smart Card where you would like to load your transit or parking funds.' Below this is a dropdown menu labeled 'Transportation Authority*' with three options: Washington Metro Area Transit Authority, Washington Metro Area Transit Authority, and Chicago Transit Authority. The Chicago Transit Authority option is currently selected.

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 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.