

# How To Place Your Smart Commute Order

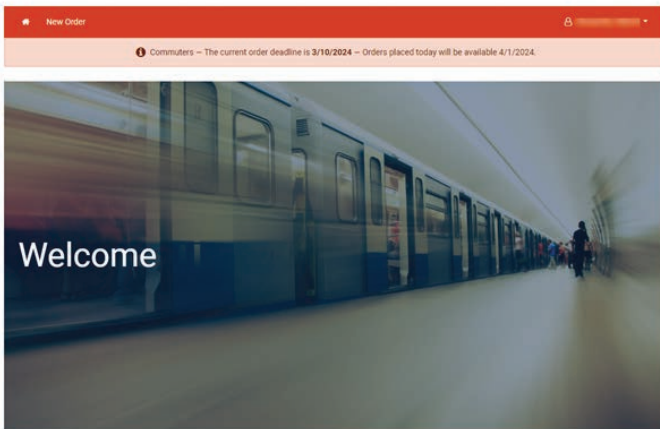
Integrated through the Voya Health Account Solutions Consumer Portal, Smart Commute gives you the ability to use smartcard or account-based technology provided by the Transit Authority to directly load your Commuter Benefit funds for specific pass and fare media value.

Available in 3 cities:

- Chicago
- San Francisco
- Washington, D.C.

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 Transit Order**.
3. In the pop-up window, select **New Order**.
  - If you have made a previous Smart Commute order, you can select **Update Order**.



Contact Voya Financial Health Account Solutions at (833) 232-4673 for account or claims processing information.

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4. Select your transit authority from the drop-down list and provide the necessary account information.

New Order

Commuters — The current order deadline is 12/10/2024 — Orders placed today will be available 1/1/2025.

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
6. Order Complete  
Your order has been placed

Please choose the Transit Authority Smart Card where you would like to load your transit or parking funds.

Transportation Authority\*

- Select an Option
- Select an Option
- Chicago - Ventra Account
- San Francisco - Clipper Card
- Washington D.C. - SmartTrip Card

Next

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

## 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, or SmarTrip® card.



Commuter Benefits offered by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC).

This highlights some of the benefits of Commuter Benefits. If there is a discrepancy between this material and the plan documents, the plan documents will govern. Subject to any applicable agreements, Voya and its subcontractors reserve the right to amend or modify the services at any time.

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