



Commuter Benefits Summary of Services

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Implementation Services	<ul style="list-style-type: none"> • Kick-Off Meeting • Weekly Status Calls • Business Requirements Documentation • Welcome Materials • File Development
Process Overview	<p>The Commuter Benefit program is a monthly program. Each month participants will access the online benefit portal and will place an order. Orders are fulfilled on a monthly basis.</p> <p>Orders must be placed by the 10th of the month for the following benefit month.</p>
Commuter Benefit Options	<p>The following commuter benefit options are available to participants:</p> <ul style="list-style-type: none"> • Public Transportation and Vanpools <ul style="list-style-type: none"> • Commuter Check Vouchers • Commuter Check Card for Transit • Fare Media • Parking <ul style="list-style-type: none"> • Monthly Direct Pay • Commuter Check for Parking Vouchers • Commuter Check Card for Parking • Parking Cash Reimbursement • Bicycle <ul style="list-style-type: none"> • Commuter Check for Bicycling Vouchers
Reporting	<ul style="list-style-type: none"> • Comprehensive Payroll Deduction Reports • Invoice/Order Funding Report
Web Portal	<ul style="list-style-type: none"> • Participant Self-service Order Portal
Customer Service	<ul style="list-style-type: none"> • Welcome Letter • Call Center Hours 8:30 AM to 9:30 PM (M-F) Eastern Time • Interactive Voice Response 24/7 • Email Support