Commuter Benefits Resource Guide

Information about the transition of your commuter benefits account

www.login.commuterbeneﬁts.com
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### Timeline for Transit Plans

<table>
<thead>
<tr>
<th>Product</th>
<th>Changes</th>
<th>Dates</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>WageWorks Commuter Card</td>
<td>New Name: CUNY Commuter Benefits Prepaid Mastercard</td>
<td>February 2020</td>
<td>Last month for your WageWorks payroll deductions</td>
</tr>
<tr>
<td></td>
<td>New Commuter Benefit Participation Fee: $1.25</td>
<td>February 2020</td>
<td>New Edenred card being mailed to you</td>
</tr>
<tr>
<td></td>
<td>This new card can be used for both transit and parking expenses</td>
<td>March 1</td>
<td>Edenred payroll deductions begin</td>
</tr>
<tr>
<td></td>
<td></td>
<td>March 1</td>
<td>Activate your CUNY Commuter Benefits Prepaid Mastercard</td>
</tr>
<tr>
<td></td>
<td></td>
<td>March 11</td>
<td>Update your MTA or other transit accounts with your CUNY Commuter Benefits Prepaid Mastercard (if applicable)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 30</td>
<td>Last day your WageWorks Commuter Card will work</td>
</tr>
<tr>
<td>Transit Pass</td>
<td>New Commuter Benefit Participation Fee: $2.05</td>
<td>February 2020</td>
<td>Last month for your WageWorks payroll deductions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>March 1</td>
<td>Edenred payroll deductions begin</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 4</td>
<td>Last day to place your order with Edenred for LIRR or MNRR May Commuter Passes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 10</td>
<td>Last day to place your order with Edenred for NJ Transit and other transit Providers for May Commuter Passes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 30</td>
<td>Last day to use your WageWorks passes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>May 1</td>
<td>Begin using Edenred transit passes for May</td>
</tr>
<tr>
<td>Access-A-Ride</td>
<td>New Commuter Benefit Participation Fee: $2.05</td>
<td>February 2020</td>
<td>Last month for your WageWorks payroll deductions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>March 1</td>
<td>Edenred payroll deductions begin</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 10</td>
<td>Last day to place an order with Edenred for your May Access-A-Ride coupons</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 22</td>
<td>Edenred will mail your Access-A-Ride coupons to you for immediate use</td>
</tr>
</tbody>
</table>

### Timeline for Parking Plans

<table>
<thead>
<tr>
<th>Product</th>
<th>Changes</th>
<th>Dates</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay My Parking</td>
<td>New Name: Direct Pay</td>
<td>February 2020</td>
<td>Last month for your WageWorks payroll deductions</td>
</tr>
<tr>
<td></td>
<td>New Commuter Benefit Participation Fee: $2.05</td>
<td>March 1</td>
<td>Edenred payroll deductions begin</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 10</td>
<td>Last day to place your order with Edenred for May Direct Pay parking benefit</td>
</tr>
<tr>
<td>Pay Me Back</td>
<td>New Name: Parking Cash Reimbursement</td>
<td>February 2020</td>
<td>Last month for your WageWorks payroll deductions</td>
</tr>
<tr>
<td></td>
<td>New Commuter Benefit Participation Fee: $2.05</td>
<td>March 1</td>
<td>Edenred payroll deductions begin</td>
</tr>
<tr>
<td></td>
<td></td>
<td>March 1</td>
<td>You may start submitting parking claims to Edenred as long as you have a sufficient balance of pre-tax benefits</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 30</td>
<td>Last day to file your Pay Me Back claim forms with WageWorks by mail</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 30</td>
<td>Last day to file your Pay Me Back claim forms with Wageworks online</td>
</tr>
<tr>
<td>Parking Card</td>
<td>New Name: CUNY Commuter Benefits Prepaid Mastercard</td>
<td>February 2020</td>
<td>Last month for your WageWorks payroll deductions</td>
</tr>
<tr>
<td></td>
<td>New Commuter Benefit Participation Fee: $2.05</td>
<td>March 1</td>
<td>Edenred payroll deductions begin</td>
</tr>
<tr>
<td></td>
<td>This new card can be used for both transit and parking expenses</td>
<td>April 10</td>
<td>Last day to place your order with Edenred for May parking benefit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>April 22</td>
<td>Edenred mails your CUNY Commuter Benefits Prepaid Mastercard</td>
</tr>
</tbody>
</table>
Your New CUNY Commuter Benefits Prepaid Mastercard

• Do not destroy your WageWorks Commuter Card. This card will work through April 30, 2020.

• After August 2020, any remaining funds from your WageWorks card will be transferred to Edenred.

Activating your CUNY Commuter Benefits Prepaid Mastercard either:
1. Online: https://card.commuterbenefits.com/activate
2. Or, call: 866-996-0242, and choose option 1

To activate your card, you will need:
1. The 16-digit card number
2. Your activation code, which is the last 4 digits of your ‘N’ Number, or in your email with the subject line ‘Your Activation Code + Shipping Information’.
   Please note, your activation code is not the same as your PIN.
How to check the balance on your CUNY Commuter Benefits Prepaid Mastercard

After logging into your account, your balance can be found on the Card Management page.

Did You Know?

You can get your balance via text. Just sign up for On Demand texting on the Card Management page.
Updating Your Address

Please verify your mailing address with CUNY. All new commuter cards and passes will be mailed to the address on file with CUNY.

To verify your address connect to https://home.cunyfirst.cuny.edu/ and update your address if necessary.
How to Sign Up

Follow the steps below to get started:

1. Head to www.login.commuterbenefits.com and click on ‘Sign Up Now’

2. Enter your Company ID: CUNY

3. Enter your First Name, Last Name and Zip Code

4. Confirm your username, create a password and click ‘Next’
Transit Pass Orders

1. From the side menu select ‘Place an Order’.

2. Select your preferred mode of transportation from the list of options.

3. Enter your zip codes, then click ‘Next’.

4. Select your product from the list of options.

5. Enter your order details, select your recurring options and click ‘Next’.

6. View your cart, and click ‘Proceed to Checkout’.

7. Review your order. If everything is correct, click ‘Place Order’.

8. A confirmation will display that your order has been placed.

Helpful Tips

**Recurring Orders**

When you set your order to recur monthly, your order will be placed automatically each month. You won’t have to log back into your account unless you want to make changes to your order.

If there are any months that you do not need your order, simply select ‘Yes’, and select the months you do not need from the calendar.

**Editing or Deleting Your Order**

You can make changes to your order from your dashboard. Under the ‘Options’ button, select ‘Edit Order’ or ‘Delete Order’.

Changes to your order can be made up until the last date to place an order. Your company’s last date to order is displayed on the dashboard.
How to Place an Order for Access-a-Ride

1. From the side menu select ‘Place an Order’.

2. Select either option for your commute method to proceed.

3. Enter your zip codes, then click ‘Next’.

4. Verify your product and click ‘Select’.

5. Enter your order details and select your recurring options. When finished click ‘Next’.

6. View your cart, and click ‘Proceed to Checkout’.

7. Confirm your delivery address, then click ‘Next’.

8. Review your order. If everything is correct, click ‘Place Order’.

9. A confirmation will display that your order has been placed.

Helpful Tips

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How to Place an Order for Parking CUNY Commuter Benefits Prepaid Mastercard®

1. From the side menu select ‘Place an Order’.

2. Select ‘CUNY Commuter Benefits Prepaid Mastercard’ from the list of options.

3. Enter your order details and select your recurring options. When finished click ‘Next’.

4. View your cart, and click ‘Proceed to Checkout’.

5. Confirm your delivery address, then click ‘Next’.

6. Review your order. If everything is correct, click ‘Place Order’.

7. A confirmation will display that your order has been placed.

Helpful Tips

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Managing Your Card
You can activate, request a replacement or report a problem with your card right from your dashboard. More details about your CUNY Commuter Benefits Prepaid Mastercard such as transaction history can be found under My Account > Card Management.
How to Place an Order for Parking Monthly Direct Pay

1. From the side menu select ‘Place an Order’.
2. Select ‘Park’ from the list of options.
3. Enter your zip codes, then click ‘Next’.
4. Select ‘I Have an Account With a Provider’ from the list of parking habits.
5. Select ‘Monthly Direct Pay’ from the list of options.
6. Enter your parking provider’s information, then click ‘Find Your Provider’.
7. Choose your parking provider from the list of options.
8. Enter your order details, select your recurring options and click ‘Next’.
9. View your cart, and click ‘Proceed to Checkout’.
10. Review your order. If everything is correct, click ‘Place Order’.
11. A confirmation will display that your order has been placed.

Helpful Tips

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Changes to your order can be made up until the last date to place an order. Your company’s last date to order is displayed on the dashboard.

Don’t See Your Provider?
If your parking provider is not in our database, follow the link at the bottom of the page to add your provider. You may still continue with your order, and we will reach out to the parking provider to affiliate them as a payee in our system.
How to Get Support

Online at www.login.commuterbeneﬁts.com
• Place and manage your orders
• Manage your CUNY Commuter Beneﬁts Prepaid Mastercard
• Get important news and alerts

Edenred Commuter Beneﬁts Call Center
• Email: cuny@commuterbeneﬁts.com
• (866) 246-8714
• Call Center Hours: Monday - Friday 8:00 am - 8:00 pm