









Participant Guide













Online Commuter Benefits

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Table of Contents

ONLINE COMMUTER BENEFITS PARTICIPANT GUIDE	1
INTRODUCTION	1
Order Cycle	
PAPER CLAIMS	2
ORDERING PLATFORM	
ORDERING PLATFORM	
INTRODUCTION	
TRANSIT ORDERS	7
New Order	7
New Provider	
VIEW CURRENT ORDERS	
Order History	
EDIT RECURRING ORDERS	
DELETE/CHANGE ORDER	
PARKING ORDERS	
Monthly	
DIRECT PAY	
COMMUTER CHECKS	
NEW PROVIDER	
PERSONAL ACCOUNT INFORMATION	24
Address Change	
CHANGE E-MAIL ADDRESS	
EDIT CREDIT CARD INFO	
LOST PASS PROCEDURES	
LOST PASS	
LOST PASS STATUS	
FAQs	
FREQUENTLY ASKED QUESTIONS	
Help	
CONTACT US	
TRANSIT	
PARKING	
INCORRECT ADDRESSES	
WRONG PASS	
ORDERED WRONG PASS	
URDERING	
ORDERING Provider Not Found	
ORDERING PROVIDER NOT FOUND RATE INCREASE TRANSIT	

Table of Contents

SAMPLE PARTICIPANT E-MAILS	35
Overview	
Order Confirmation	
PARKING ORDER CONFIRMATION	
Order Approval	
Order Denial	
Recurring Order Reminder	
CREDIT CARD EXPIRATION NOTIFICATION	
FULFILLMENT	
E-mail	
Mailed Fulfillment Letter	40
Mailed Refund Letter	41
RATE CHANGE EMAIL PENDING ORDER	
RATE CHANGE EMAIL PENDING AND APPROVED ORDER	43
TRANSIT AUTHORITY DETAILS	44
Overview	44
METRO-NORTH RAIL ROAD (MNR) & LONG ISLAND RAIL ROAD (LIRR)	
CHARLIE CARD (MBTA)	
CHARLIE TICKET	45
SMARTRIP CARD (WMATA)	
SEPTA	47
CHICAGO CARD	47
Freedom Card	

Online Commuter Benefits Participant Guide

Introduction	 Online Commuter Benefits (OCB) is a convenient, easy-to-use online ordering platform that allows you to order your transit passes and set up your direct pay or commuter checks for parking through a single online source. The way the product works is simple: You make your election through your employer. Your employer sends the election information to ADP. Once we receive the election information, you will be able to access the Commuter Benefits portion of www.flexdirect.adp.com. You can now go to the website and place your order(s). You will need to provide your personal credit card information for orders that exceed your pre-tax balance. When the order(s) are placed, your pre-tax balance will be used first and any remaining balance will be charged to your personal credit card. 					
	This guide gives step-by-step instructions for how to use the ordering platform as well as making edits after you have placed orders.					
Order Cycle	You have until the 5 th of each month to place your orders for passes that will be effective the following month.					
	Here is a sample timeline for a January pass:					
	Ordering November 6 th – December 5 th					
	Balances December 6 th -7 th the system will check and use any pre-tax					
	balance available. If there isn't enough money to cover the					
	difference					
	Fulfillment December $17^{\text{th}} - 23^{\text{rd}}$					
November 6 th – December	r 5th December 6 th – December 7th December 17 th – December 23rd					

November o December 5th	December o December / m		December 17 December 251d	
Orders Placed – www.flexdirect.adp.com	Pre-tax balances used & credit cards charged for orders		Transit passes mailed Parking vendors paid	January Pass Timeline
		_		



Note: If you did not provide a credit card number when you placed your order and there is not enough money in your pre-tax account to cover the cost of the order, the order will NOT be processed.

Online Commuter Benefits Participant Guide, Continued

Paper Claims



If your company allows you to submit paper claims, we will suspend processing paper claims between the 5th and the 11th of each month. This will prevent processing a paper claim and using pre-tax balances that are needed for purchasing Commuter Benefits products using the online platform. We will resume processing paper claims after the online products ordering information has been received.

Ordering Platform

- **Introduction** All new transit and/or parking orders, order history, and changes to existing orders can be made from the main page of the transportation benefits ordering platform. If you are a new user to the ADP Spending Account website, you'll need to register your online account before you can gain access to your account information.
- First Time User Follow the steps below to register your account online.



Ordering Platform, Continued

First Time User (continued) Step Action Enter the required information and click Submit. A temporary 2 password will be e-mailed to you. Note: If our system is unable to automatically verify your identity or there is no e-mail address on file, you will need to contact your Participant Solution Center for assistance. Participant - First Time User Welcome to the ADP Spending Account website registration! Prior to accessing this site, you will need to verify your identity and receive a temporary password. When you receive your temporary password, please return to the login page for this site, www.flexdirect.adp.com, and click on the link for "Received Temporary Password To verify your identity and receive your temporary password, please complete the information below and click "Submit". Please be sure to provide the information exactly as provided by your employer. Additionally, be sure to format all numbers as indicated within the field. Required Information Please enter your information as provided by your employer below Last Name: Required First Name: Required Date of Birth: Zip Code: ##### Employer: Submit Reset Cancel 3 If our system has an e-mail address on file, you will receive the following e-mail with your temporary password. Back to messages 📋 🌷 🏠 Requested Information 10:17 AM 🌾 Customer_Service@adp.com Add to contacts Reply . Please find the requested information: WY43CbC3377 This temporary password will expire in 15 days. To use, click on the link for "Received Temporary Password" under the New Users section on the website home page. Follow the instructions provided to register. ***** THIS IS AN AUTOMATED EMAIL - PLEASE DO NOT REPLY *****

Ordering Platform, Continued

Registering
your AccountOnce you have received your temporary password, follow the steps below to
complete the registration process.

Step	Action							
1	Go to <u>www.flexdirect.adp.com</u> and select the link "Received							
	Temporary Password".							
	Participant Login User Name: Password: LOGIN New User Never Accessed This Site Received Temporary Password							
	Complete the fields below and elick Submit							
2	Complete the fields below and click Submit.							
	Participant - Authentication							
	Congratulations! You have taken the first steps to managing your spending accounts anywhere, anytime. Just enter your temporary password, last name and zip code below and you are on your way to making the most of your benefits!							
	NOTE: You must agree to the Terms and Conditions prior to submitting your registration							
	* = Required Information							
	Please enter your temporary password, last name and zip code.							
	Temporary Password: Case sensitive							
	Zip Code:							
	I Agree to the Terms and Conditions							
	Submit Reset Cancel							

Note: Temporary passwords expire 15 days from the date they are issued.

Ordering Platform, Continued

Registering your Account (continued)

Accessing

Commuter

Benefits

Step	Action
3	Complete the Participant Registration page:
	• Create a User Name and Password.
	• Select and answer 4 challenge questions. These questions will
	be randomly presented if you forget your username or
	password. You can change these at any time through the
	Participant Profile tab on the website.
	• Authenticate your user profile.
	• After completing all fields, click Register and you should now
	have full access to your Spending Account information.

After you are logged on to the ADP Spending Account website, you can access the transportation benefits ordering platform within the site.



Transit Orders

New Order After you have accessed the main page of the ordering platform, follow the steps below to make a new transit order:





Note: If your provider is not listed, follow the steps for New Provider.

New Order (continued)

Step	Action							
3	The products available will be displayed.							
	• Select the product you would like to order.							
	Order Your Transit Product Benefit Month: July Order Benefit Month: July Order Benefit Month: July							
	<u> </u>							
	Find Your Product Select Your Product Confirm Order Done							
	Transit Authority Information Greater Metro Area: Atlanta							
	Transit Authority: MARTA www.itsmarta.com							
	Product Name							
	Back							
4	A summary of your order will be displayed.							
	• Click the order certification, and							
	• Click Continue to place the order.							
	Confirm Your Product Choice Benefit Month: July							
	Confirm Your Product Choice Order By: 06/05/2008							
	<u> </u>							
	Find Your Product Select Your Product Confirm Order Done							
	Order Selection							
	Greater Metro Area: Atlanta							
	Product Selected: Monthly Transcard (\$52.50)							
	Product Retail Price: \$49.87							
	Quantity: 1 (You are only allowed 1 item of this type, per benefit month order)							
	Verify Your Delivery Address							
	Home Address:							
	City.							
	State:							
	Zip Code:							
	Important Information: Your Commuter Benefits order will be mailed to the above stated address. The current address in our system on the 13th of the month, prior to the benefit month, will be used only for the delivery of your commuter products and does not update your address maintained by your Employer. For address changes - please make sure to change your address on both this site and with your Employer.							
	Order Information:							
	I agree that the above transit product ordered 05/29/2008 is correct, and I certify that all orders of transit products will be used by me only for the purposes of commuting to and from work at the Employer. I authorize my employer to deduct the amount of my order noted above from the transit of the transit be the deduct the second active to a box of the transit of the transi							
	Back Continue							

New Order (continued)





Note: If you do NOT provide credit card information and there is not enough money in your pre-tax account to cover the cost of the order, the order will NOT be processed.

New Order (continued)

Step	Act	ion						
6	①Enter your card information,							
	^② Read and click the authorization	n below the credit card detail,						
	and							
	③Click Continue.							
	Credit Card Update	Benefit Month: July Order By: 06/05/2008						
		Ö						
	Find Your Product Select Your F	Product Confirm Order Done						
	To complete your order, please provide a personal credit card, which	will be used to pay for the post-tax portion of your order.						
	First Name: Sample							
	Last Name: Participant							
	Billing Address 1: 123 Anywh	here Lane						
	Billing Address 2:							
	Billing City: Alpharetta							
	Billing State: GA	▼						
	Billing Zip Code: 30041							
	Card Type: VISA							
	Exp Date:	2011 •						
	CVV Value: 123							
	Your credit card will be charged at the not hold sufficient funds, your order will not opportunity to reorder for that enrollment pe appear as "Transportation Benefits".	end of the enrollment period. If your account does t be processed and you will not have the riod. The charge on your credit card statement will						
	Cancel	Continue - 3						
7	 Select Yes to have the order automonth, and uncheck the months Select No if you want to come b Click Purchase. 	omatically re-created each you do NOT want an order. back and order each month, and						
	Monthly Order I Monthly Recurring: YES	Recurring Settings:						
	The recurring teature allows for orders to be automatically re-created on a monthly basis. Select "Yes" to have your order automatically re-created every month. Select "No" if you want to come back to the system every month to order.							
	An order will be created for every checked box. Uncheck a box if you do not want to receive an order for that month.							
	→ 🗹 Jul 2008 🗹 Aug 2008 🔽 Sep 2008	♥ Oct 2008 ♥ Nov 2008 ♥ Dec 2008						
	✓ Jan 2009 ✓ Feb 2009 ✓ Mar 2009 This is a twelve month revolving calendar feature. Your order will re- following the listed twelve months above. You can re-enter at any tim	Apr 2009 May 2009 Jun 2009						
	-	e to manage the upcoming twelve months.						

New Order (continued)

Step	Action
8	Your order is complete.
	Order Update Complete
	Find Your Product Select Your Product Confirm Order Done
	Thank you for your order. Your order is complete. Please Return Home if you want to change the below order.
	MARTA Monthly Transcard (\$52.50) Gty: 1 Cost: \$49.87 \$49.87
	Total Estimated Cost: \$49.87
	Monthly Recurring: YES This order will be created on a monthly basis.

New Provider If you cannot find your provider on the site, follow the steps below:



New Provider (continued)

Step	Action							
2	• Type the requested information, and							
	• Click Continue.							
	We will contact the transit provider to establish a relationship or							
	set up your requested pass. This process takes approximately 10							
	business days depending on the response time of the provider.							
	Acounte 21 & Diane Learning Center Tools & Farms Commune Brandle							
	Commuter Benefits Commuter Benefits Drder? Benefit Month: July							
	Transforder Order By: OR/OS/2008 Transit order Please provide the following Transit Pass information. The information is needed, per IRS regulations, to properly identify and confirm the Transit							
	Pass information.							
	order nistory vive will work to ada the requested inansit Authomy and inansit Authomy Pass. You will be notified within 10 business days on the status of your request.							
	my account Transit Authority: *							
	close window Transit Pass: *							
	Transit Authority City: 1							
	Email Contact:							
	Phone Number: *							
	Any Comments and additional details of the transit and pass:							
	Back Continue							



Note: It is up to the provider if they want to set up a relationship. This request does not constitute an order or guarantee a relationship will be established. Once you receive notice of the status of your request, you can return to the site to place your order.

View CurrentCurrent orders can be viewed on the main page of the ordering platform. The
fare media ordered, price, and recurring status are shown.



Order History To view order history, click *order history* on the left-hand side of the page. For more details about the order, click the reference number.

AD?						
					S FlexDirect Home S Help	⊗ c
contraction of the local	170.0					
Accounts At A Glance	Learning Center Tools & Forms	Commuter Benefits				
Commuter Benefits	Order History				Benefit Month: August	
home	List of all completed orders				order by. 00/03/2000	
transit order	Deference Number	Benefit Month	Statue	Order Type		
parking order		July, 2008	APPROVED	Transit		
order history	\wedge					
my account						
close window						



Note: Only orders that have processed/cycled will be displayed here.

Edit Recurring If you need to edit a recurring order, follow the steps below: **Orders**

Step	Action					
1	From the Home page, o	lick Edit Recu	rring Options.			
	Transit Home Commuter Benefits Information					
	Welcome, Instructions: Please use the menu bar on the left side.	Delivery Address: [Edit Profile]				
		Current Transit Order				
	MARTA Monthly Transcard (\$52.50)	Qty: 1 Cost: \$49.87	\$49.87 edit remove			
	Total Estimated Cost:		\$49.87			
	Monthly Recurring: YES This order will be created on a monthly b	pasis.	Edit Recurring Options			
			Delete Entire Order			
		2				
	Uncheck the months Click Update.	you do not want	to receive a pass	, and		
		Recurring Done	Order By: 08/05/2008			
	Monthly Recurring: YES This order will be created on a r	Monthly Order Recurring Setting	IS:			
		natically re-created on a monthly basis. eated every month. nevery month to order.				
	An order will be created for every checked box. Uncheck a box if you do not want to receive an o	rder for that month.				
Uncheck months you	Aug 2008 Sep 2008	Oct 2008	V Dec 2008 Jan 2009			
do not want a pass	Feb 2009 War 2009 This is a twelve month revolving calendar feature. following the listed twelve months above. You can	Apr 2009 May 2009 Your order will re-create for every check re-enter at any time to manage the upcom	U Jun 2009 U Jul 2009 and month, and for every subsequent month ning twelve months.			
		Back Update				

Delete/Change To delete an order, follow the steps below. **Order**

Step	Action
1	From the Home page, click Delete Entire Order .
	AD2
	O FlexDirect Home O Help O Contact Us O Log Out
	and the second second
	Acquint: Als Glance Learning Center Tools & Form: Commuter Benefits transmission
	Parking order Commuter Benefits Information
	my account Welcome, Delivery Address:
	hotputchers doge window Pesser use the new bar on the left side The transfer
	Current Transit Order
	MARTA Monthly Transcard (\$52.58) Oly. 1 Cost. 348.87 349.87 est remove
	Total Estimated Cost. \$4987
	Monthly Decurring VES East Recurring Options This order will be created on a monthly basis.
2	Click Delete Order to confirm.
	Delete Order Confirmation Benefit Month: August Order Br: 08/05/2008
	Please confirm you want to delete the following order
	Current Transit Order
	MARTA Monthly Transcard (\$52.50) Gity: 1 Cost: \$49.87 \$49.87
	Total Estimated Cost: \$49.87
	Monthly Recurring: YES This order will be created on a monthly basis.
	Skip Delete Order

Parking Orders

Monthly If you need to set up monthly direct pay, follow the steps below: Direct Pay

Step		Action
1	Click parking order from the l	eft-hand side of the page.
2	Select Monthly Direct Pay.	
	Order Your Parking Product	Benefit Month: August Order By: 08/05/2008
	Select Parking Type Setup Pa	irking Order Confirm Order Done
	Select a Parking Type	
	Monthly Direct Pay – Pay my monthly parking expenses to th Commuter Check for Parking - Daily, weekly or monthly ches Hotice: For the Commuter Check for Parking option, your Parking Provider Provider before continuing, if you pay on a daily basis and your	ie Parking Provider .ks payable to a Parking Provider and mailed to my home address er must be able to handle check payments. Please verify with your Parking Parking Provider only accepts cash or credit card then you cannot continue.
3	Type your parking provider,Click Search to find the prov	vider, and
	• Select the correct parking pro	ovider.
	Pay My Parking Provider	Benefit Month: August Order By: 08/05/2008
	To setup a direct-payment to your Parking Provider, please search	th for your Parking Provider's monthly parking payment address.
	Note: All stored Parking records are Payment addresses for mo	onthiv parking payments, not the actual Parking Location address.
	Page Number:	e] [Last Page] Display Rows: 20 🗸
	Parking Provider Name	Payment Address Location
	Ace Parking Management	2425 E Camelback Road #B-1 Phoenix, AZ 85016 1111 7th AVENUE
	Ace Parking System Ace Parking System	San Diego, CA 92101 1365 6th Ave
	Ace Parking System	San Diego, CA 92101 2185 N. California Blvd.
	Ace Parking System	Walnut Creek, CA 94595 4680 MacArthur Ct., Suite A Newnord Beach, CA 92550
	Ace Parking System	645 Ash Street San Diego, CA 92101
	Ace Parking System	800 Bagby St. Suite 300 Houston, TX 77002
	Ace Parking System	One Market Street San Francisco, CA 94105
	Pa	ige 1 of 1



Note: Choose the location based on billing or payment address. This may be different than the physical location of where you park.

Direct Pay (continued)

4	A	ction			
4	 Type your parking provider's information into the fields, a Click Continue. 				
	Pay My Parking Provider	Benefit Month: August Order Bv: 08/05/2008			
	Select Parking Type Setup Parking I	J rder Confirm Order Done			
	*required fields below, are needed to send accurate payment information below, please refer to your parking invoice or contact your parking prov	n to your parking provider. If you do not have any of the required fields der			
	Please Complete				
	Parking Lot Address information *required				
	Location Name of Parking Lot: * Wainut Creek Ace Parking Lot: * UVainut Creek Ace Parking Lot: # Biological action of the California Block	¹⁹ Lot Logation			
	Parking Lot Aduress. 2105 N. California Diva.				
	Parking Lot State: * CA Parking Lot Zip Code: 94596				
	Parking Payment Information *required				
	Parking Payment / Payee Ace Parking System				
	Parking Payment Address: * 2185 N. California Blvd.				
	Parking Payment City: * Walnut Creek				
	Parking Payment State: * CA				
	Parking Payment Zip Code: * 94596				
	Parking Payment Phone 925-295-3283				
	Back Co	ontinue			
5	Type your monthly parking cCheck the Monthly Parking R	ost and account number, Relationship certification, and			
	Click Continue. Monthly Parking Setup	Benefit Month: August			
	Click Continue. Monthly Parking Setup	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Setup Parking (Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Setup Parking (Please enter in the amount of your parking below.	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Setup Parking C Please enter in the emount of your parking below. Order Details 'required	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Setup Parking C Please enter in the emount of your parking below. Order Details 'required My Monthly Parking Cost is:* ty Indicine Assume Numberal	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Setup Parking of Please enter in the amount of your parking below. Order Details 'required My Monthly Parking Cost is:' My Parking Account Number:' Please locate your parking account number on your last invoice or co	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Please enter in the amount of your parking below. Please enter in the amount of your parking below. Order Details 'required My Monthly Parking Cost is:* My Parking Account Number:* Please locate your parking account number on your last invoice or co I have an existing Monthly Parking Relationship with my Parking Proceeding Procee	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Please enter in the amount of your parking below. Please enter in the amount of your parking below. Order Details 'required My Monthly Parking Cost is:* My Parking Account Number:* Please locate your parking account number on your last invoice or co I have an existing Monthly Parking Relationship with my Parking Proc	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Please enter in the amount of your parking below. Please enter in the amount of your parking below. Order Details 'required My Monthly Parking Cost is:* My Parking Account Number:* Prease locate your parking account number on your last invoice or co I have an existing Monthly Parking Relationship with my Parking Pro My Parking Order Details Parking Payment /Payee Name: Acce Parking Parking Payment Address: 2155 M Collifs	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Setup Parking C Please enter in the amount of your parking below. Please enter in the amount of your parking below. Order Details 'required My Monthly Parking Cost is:* My Parking Account Number:* Prease locate your parking account number on your last invoice or co I have an existing Monthly Parking Relationship with my Parking Pro- My Parking Order Details Parking Payment Address: 2185 N. Califo Payment City, State, Zip Code: Viand Creek,	Benefit Month: August Order By: 08/05/2008			
	Click Continue. Monthly Parking Setup Select Parking Type Setup Parking O Please enter in the amount of your parking below. Please enter in the amount of your parking below. Order Details 'required My Monthly Parking Cost is:* My Parking Account Number:* Prease locate your parking account number on your last invoice or co I have an existing Monthly Parking Relationship with my Parking Pro My Parking Order Details Parking Payment Address: 2185 N. Califo Payment City, State, Zip Code: Vianut Creek, Parking Location Name: Vialnut Creek	Benefit Month: August Order By: 08/05/2009			
	Click Continue. Monthly Parking Setup Select Parking Type Select Parking Type Please enter in the amount of your parking below. Please enter in the amount of your parking below. Please enter in the amount of your parking below. Order Details 'required My Monthly Parking Cost is.* My Parking Account Number: Please locate your parking account number on your last invoice or co Please locate your parking account number: Please locate your parking account number on your last invoice or co Pleaking Parking Powent Address: Parking Payment Address: Parking Location Name: Parking Location Na	Benefit Month: August Order By: 08/05/2008			
	• Click Continue. Monthly Parking Setup Select Parking Type Setup Parking of Select Parking Type Setup Parking of Please enter in the amount of your parking below. Please enter in the amount of your parking below. Order Details 'required My Monthly Parking Cost is:' My Parking Account Number: Please incate your parking account number on your last invoice or co Ny Parking Account Number: Please incate your parking account number on your last invoice or co Ny Parking Payment / Payee Name: Parking Payment / Payee Name: Parking Payment Address: Parking Payment Address: Parking Dodden Shate. Z165 N. Califo Parking Lot Address: 2165 N. Califo Parking Lot Address: 2165 N. Califo Parking Lot Address: 2165 N. Califo Parking Lot City, State Zip Code: Vielnuk Creek,	Benefit Month: August Order By: 08/05/2008			

Direct Pay (continued)

Step	Action		
6	 If there are not enough funds in your pre-tax account to cover the cost of your purchase, you must enter your credit card information to ensure fulfillment of your product. Select the <i>I WANT to provide</i> to provide credit card info, or Select the <i>I DO NOT want to provide</i> if you do not want to provide credit card information. Skip to Step 8. See Note below. 		
	Backup Credit Card Request Benefit Month: August Order By: 0805/2008		
	Find Your Product Select Your Product Confirm Order Done Your order may require a post tax fulfillment source.		
	Credit Card Backup:		
	This order for will be submitted against the balance in your transit spending account. Please provide a Credit Card to cover any amount not available in your pre-tax balance on the 9th day of every month. This will ensure that your order will be fulfilled if your available pre- tax balance is less than your order.		
	For Example: If you place a transit order of \$80.00 for May, and you only have \$75.00 in your pre-tax balance on April 11th, unless you provide a valid Credit Card, your order cannot be fulfilled.		
	Options:		
	IWANT to provide a Credit Card to ensure proper fulfillment of my transit order every month. By providing a Credit Card, any amount not covered by my pre-tax balance will be charged to my Credit Card. If I stop participation in this plan, I will need to cancel any recurring orders.		
	 ID0 H0T want to provide a credit card to cover any amount over my pre-tax balance. By selecting this option, I understand that my order may not be fulfilled. 		
	If your recurring order is not fulfilled due to lack of funds, credit card rejection or ending of plan participation, your pending recurring orders will be cancelled. You will need to re-enter and place a new order to reinstate future recurring orders.		
	Back		

Direct Pay (continued)

Step	Action			
7	DEnter you	r card inform	nation,	
	②Read and	click the aut	horization belo	w the credit card detail,
	and			
	3Click Co	ntinue.		
	Credit Ca	rd Update		Benefit Month: August Order By: 08/05/2008
		Select Parking Type	Setup Parking Order	Confirm Order Done
	To complete your o	rder, please provide a personal	credit card, which will be used to r	ay for the post-tax portion of your order.
		<u>é</u>	Your Card Detail:	
		 First Name: 	Test	
		Last Name:	User	
		Billing Address 1:	123 Anywhere Lane	
		Billing Address 2:		
		Billing City:	Cumming	
		Billing State:	GA 💙	
		Billing Zip Code:	30041	
		Card Type:	VISA 🗸	
		Card Number:	123456789999	
		CVV Value:	Jan 💟 / 2008 💟	
		-	he charged at the end of the enroll	ment neriod. If your account does
		not hold sufficient funds, opportunity to reorder fo appear as "Transportatio	, your order will not be processed a r that enrollment period. The charge n Benefits".	and a period: in you account account account ⇒ on your credit card statement will
			Cancel Continue	3
L	27			

Direct Pay (continued)

tep			Ac	tion			
8	• Select Yes	to have th	e order au	tomaticall	y re-create	ed each	
	month or						
	monun, or						
	• Select No	if you wan	t to come	back and o	order each	month.	
	• If recurring	r unchack	the month	ne vou do l	NOT want	t an arder	
		g, uncheck		is you do i	NOT wall		
	• Check the	order certi	fication, a	nd			
	• Click Pure	chase.					
	Review an	d Confirm th	e Product A	ddition to Ye	our		
	Order		lo i i oudot /		Benef	fit Month: August	
						by. 00/03/2000	
		Select Parking Typ	e. Setun Parki	ing Order	Confirm Order	Done	
	Please confirm the a	addition of product to yo	ur cart. Check to see if t	he all information is valid	and in order.		
	- My Parking Info	rmation					
	Parking Payment /	^p ayee Name:	Ace Parl	king System			
	Parking Payment A	ddress:	4680 Mac	Arthur Ct., Suite A			
	Payment City, State	e, Zip Code:	Newport	Beach, CA 92660			
	Parking Location N	ame:	Ace				
	Parking Lot Addres	35:	123 Anys	where			
	Parkiing Lot City, S	tate Zip Code:	Alpharett	a, GA 30041			
	Parking Order Info:						
	Benefit Month:		August 2	008			
	Parking Amount:		\$150.00				
	Quantity:		1				
	Totak		\$150.00				
	Total.		\$150.00				
		Mont	hly Order Recurri	ng Settings:			
	Monthly Recur	ring: YES					
	💽 Yes 🔘 No						
	The recurring feature	e allows for orders to be	automatically re-create	ed on a monthly basis.			
	Select "Yes" to have Select "No", if you w	your order automatically	/ re-created every month system every month to	th order			
			system every morarite				
	An order will be cre	ated for every checked	l box.	h			
	Aug 2008	Sep 2008	e an order for that morn	Nov 2008	Dec 2008	V lap 2009	
	Aug 2000	Sep 2000	CCI 2000	• NOV 2000	Dec 2000	Jan 2008	
	Feb 2009	Mar 2009	Apr 2009	May 2009	⊻ Jun 2009	⊻ Jul 2009	
	This is a twelve mor following the listed t	nth revolving calendar fe welve months above. Yi	ature. Your order will re ou can re-enter at any t	e-create for every check ime to manage the upcor	ked month, and for ever ming twelve months.	y subsequent month	
	✓ I agree that the for the purposes of paycheck on a pre-t	above parking product o commuting to and from v ax basis up to the month	rdered 06/18/2008 is co /ork at the Employer. I a ly IRS limit, and the rema	orrect, and I certify that a uthorize my employer to ainder on a post-tax bas	all orders of parking pro deduct the amount of m is.	ducts will be used by ny order noted above :	
			Back	Purchase			
		1 /					

Note: If you do not provide credit card information and there are not enough funds in your pre-tax account to cover the cost to your parking provider, your order will not be fulfilled.

CommuterIf you pay for your monthly parking with a commuter check, follow the steps
below:



New Provider If you cannot find your parking provider on the site, follow the steps below:

Step	Action
1	 Click parking order from the left-hand side of the page, and Select Monthly Direct Pay.
2	Click If you cannot find your parking provider's payment address listed above, click here. Pay My Parking Provider Select Parking Type Select Parking Type Setup Parking Order To setup a direct-payment to your Parking Provider, please search for your Parking Provider's monthly parking payment address. Billing Search Details Parking Provider Name (Payee): Note: All stored Parking provider's payment addresses for monthly parking payments, not the actual Parking Location address. If you cannot find your parking provider's payment address listed above click here
3	 Type the requested information, and Click Continue. After the information is received: We will work to verify the accuracy of your submitted information by contacting the Parking Provider using the contact information you provided. If the Parking Provider's payment details are confirmed as accurate, your payment will be sent directly to the Parking Provider. If we cannot find your Parking Provider or if the information you provide is inaccurate, then your Parking Payment (A Commuter Check for Parking is made payable to the Parking Provider) will be mailed to your home address on file, and you will be responsible to then provider.

Personal Account Information

Address Change If you change your address with your employer, it will NOT be changed on the online ordering site. Follow the steps below to update your address:

Step	Action				
1	 Click <i>my account</i> from the left-hand side of the page, and Click <i>Click here to change your delivery address</i>. 				
	Accounts At A Glance	earning Center Tools & I	Forms Commuter Benefits		
	Commuter Benefits	Personal Acc	count Info		
	home	Contact us, or update the	information below.		
	transit order	First Name:	0000		
	order bistory	Last Name:	(SALES)		
		Email Address:	(Update Email)		
	my account	PPT Address on File:			
	help		[Click here to change your delivery address]		
	Personal Account Information:				
		Monthly Direct Pay [edit]			
2	• Type your new add	ress,			
	• Check the disclaimer, and				
	• Click Update .				
	Update Your Delive	ery Address			
	Please update your address informat	ion. The address you provide here v	will be used as the delivery address for all future orders.		
	Home Address: 12	23 New Address			
	City: A	lpharetta	\succ		
	State: G	A 🗸			
	Zip Code: 12345				
	system on the 13th of the month, prior to the benefit month, will be used only for the delivery of your commuter products and does not update your address maintained by your Employer. For address changes - please make sure to change your address on both this site and with your Employer.				
	have read and understand the above instructions.				

Continued on next page

Personal Account Information, Continued

Change e-mail Follow the steps below to change your e-mail address: address

Step	Action
1	Click my account from the left-hand side of the page.
2	Click Update Email.
3	Type your new e-mail address, and Click Update Email. Email Update To update your email, enter your new email address below and click Update Email. To return to the previous page click Cancel. Email Address: Skip Update Email

Personal Account Information, Continued



Edit Credit Card Info Follow the steps below to edit your credit card information:

Lost Pass Procedures

Lost Pass If you never received your pass by the beginning of the benefit month or you received an incorrect pass from the Transit Authority, you must follow these steps to resolve the issue.

Employees will only be reimbursed for one lost pass per calendar year.

These steps can also be found on the website if you:

- Click *help* on the left-hand side of Ordering Platform page, and
- Click Lost / Missing Passes or Vouchers.



Step	Action			
1	First, verify your delivery address:			
	• Logon to <u>www.flexdirect.adp.com</u> ,			
	• Click the <i>Commuter Benefits</i> tab, and			
	• Click Continue .			
	• Click <i>Edit Profile</i> if you need to change your address.			
	Transportation Benefits Online Ordering Platform			
	ADP			
	Transit Home Commuter Benefits Information			
	Welcome, Instructions: Please use the menu bar on the left side.			

Lost Pass Procedures, Continued

Lost Pass (continued)

C4 and	A _4 ¹				
Step	Action				
2	Contact the ADP Solution Center by the 3 rd business day of the				
	benefit month to report the pass as lost.				
	Fsa webcare@adp.com or 1-800-654-6695				
	The Solution Center will ask you to complete the Lost Pass Form				
	which can be downloaded from the Help area of the website.				
3	You must purchase a replacement pass for the exact amount as				
5	the lost pass				
	You must provide the following 2 pieces of documentation by the				
	10 th of the month for which the missing on late negatives inter ded				
	10 of the month for which the missing of fate pass was intended				
	to be used.				
	• A receipt of your purchased replacement pass, and				
	• A completed Affidavit for Lost Pass Form.				
	Mail the this documentation to the following address:				
	Attn: Customer Service – Lost Pass				
	c/o Fulfillment Department (Express)				
	P.O. Box 620672				
	Newton Lower Falls, MA 02462-1440				
	Or Fax to 617-904-1680				
	ADP will determine if the pass is eligible for reimbursement after				
	receiving the above documentation. If eligible, you will receive a				
	check for the cost of the lost pass				

Action
• Logon to <u>www.flexdirect.adp.com</u> ,
• Click Commuter Benefits tab, and
• Click Continue .
Click order history from left-hand side of the page.

Lost Pass Procedures, Continued

Lost Pass Status (continued)

step			A	Action			
3	• Click	the referen	ce number o	f the pass	that wa	as los	st, and
	• Scrol	ll to the bott	om of the wi	ndow to	see the	Lost	Pass I
	status	5.					
	Ord	ler Detail					
	The be	low contains details about y	your previously made order.				
			Referen	ce Number: 671	077		
		Benefit Month: Order Type:	July, 2008 TRN	Company: Full Name: PPT Address	ADP	101 1 - 102	
		Order Status: Order Date: PO #:	APPROVED 06/06/2008	on File: Recurring:	Y	10001-007	
		Product ID Descrip	otion		Unit Price	Qty	Amount
		1004 MARTA Parking	: Monthly Transcard (\$52.50) g Account Number: 123456		\$49.87	1	\$49.87
		- Order Status Log					
		Time	Orde	er Status	Payment	Status	
		6/6/2008 12:12:24 A	MPST	APPF	ROVED		
		Note: Order A	ito Approved.	ODDEDED BY		40000	D (11010581
		6/6/2008 12:12:24 A	M PSI	OKDEKED BI	USER	APPROVE	ED [1131250]
		6/6/2008 12:12:02 4	M PST	ORDERED BY	USER		
		Note: Add Ord	er to Member:5561398				
		- Lost Pass Issue:					
		Description					
		Comments/Questi	ons				
		Issue Information					
		Issue ID	Created On				
		Issue Type	Issue Priority		Issue Status		

Lost Pass Procedures, Continued

FAQs

What should I do if my original pass arrives after I purchase a replacement pass?

If your pass arrives after you have purchased a replacement pass, you MUST return the pass to us. Include the unused pass in an envelope marked "Customer Service – Lost Pass" and mail it to:

Attn: Customer Service – Lost Pass c/o Fulfillment Department (Express) P.O Box 620672 Newton Lower Falls, MA 02462-1440

What if I receive the wrong pass in the mail?

Call Customer Service 1-800-654-6695 at as soon as you receive the incorrect pass. Please make sure not to use the pass in any manner.



Note: Employees are allowed only one replacement pass reimbursement per year. If you lose more than one pass, it will have to be reviewed for reimbursement eligibility by your employer.

Frequently Asked Questions

Help

On the website ordering platform, there are many frequently asked questions found in Help. Follow the steps below to access Help online:

Step	Action
1	• Logon to www.flexdirect.adp.com,
	• Select Commuter Benefits tab. and
	• Click Continue
2	Click help on the left hand side of the page and
2	Click a link under Help to view Frequently Asked Questions
	Click a link under Help to view Frequently Asked Questions
	Accounts At A Glance Learning Center Tools & Forms Commuter Benefits
	Commuter Benefits Help - Commuter Benefits
	home Description of Frequently Asked Questions
	transit order
	parking order
	order history General: Commuter Benefits Ordering system Target August Augus
	Transit Questions: General Transit Questions: General Transit Questions: Washington DC (WMATA) SmarTrip Card
	my account Transit Questions: Chicago Card Plus Transit Questions: Metro North Bailroad
	help Transit Questions: Long Island Rail Road
	Close window Close window Close window Contact Information
	Contect Form
	<u> </u>

Contact Us If you need to contact us for any reason, you can reach us by: Email: fsa_webcare@adp.com Phone: 1-800-654-6695

Transit I didn't receive my pass, what do I do?

- Logon to FlexDirect, select Commuter Benefits tab, and click Continue.
- Confirm the order is in the system and has been processed for the benefit month in question. If the order is in the system but not processed then it could be because there were not enough funds available and no credit card information was provided.
- If fully processed, confirm **delivery address** and make corrections if necessary.
- If address is correct, contact us either by Email or phone.

Frequently Asked Questions, Continued

Parking

I didn't receive my commuter check, what do I do?

- Logon to FlexDirect, select Commuter Benefits tab, and click Continue.
- Confirm the order is in the system and has been processed.
- If fully processed, confirm **delivery address** and make corrections if necessary.
- If address is correct, contact us either by Email or phone.

My parking garage says they haven't been paid, what do I do?

- From the Commuter Benefits Home page, verify the billing address of the parking garage.
- If the billing address is correct, please contact us for further assistance.

Parking Home Parking Benefits Information
Welcome, while the state
Instructions: Please use the menu bar on the left side.
Current Parking Order
Direct Pay to Parking Operator Qty: 1 Cost: \$150.00 \$150.00 edit remove Product Details of Your Direct Pay to Parking Operator 0.00 0.00 0.00 0.00 Billing Information: Acce Parking System 2185 N. California Blvd. 0.00 0.00 0.00 Walnut Creek CA 94596 Parking Account Number: 123456 (Monthly: [1723]) 0.00 0.00
Close



Note: The billing address is not always the same as the physical address of the parking garage. It is common for the check to be received but not yet applied to the participant's parking account.

Incorrect Addresses	My pass or commuter check was sent to the wrong address, what do I do?
	If the address in the system was incorrect, ADP is not responsible. It is your responsibility to update the website with any address changes to ensure your passes and commuter checks are mailed to the correct address. When you placed your order, you certified the order was correct.
Lost Pass	I lost my pass, what do I do? See section on Lost Pass Procedures for step-by-step instructions.
	Continued on next page

Frequently Asked Questions, Continued

Wrong Pass	 I received a different pass from what I ordered, what do I do? Verify online you ordered a different pass than what you received. If you did receive something different, contact us for further assistance.
Ordered Wrong Pass	I received what I ordered, but it isn't what I meant to order, what do I do?
	Contact us for further assistance.
Ordering	What if I don't place my order by the ordering deadline? You would not be able to order a pass for that benefit month. There are no exceptions made to this rule.
Provider Not Found	I don't see the transit authority, parking garage, pass, frequency, etc. that I need, what do I do? See the Transit Orders or Parking Orders section of this guide for instructions on adding a New Provider.

Frequently Asked Questions, Continued

Rate Increase Transit	What do I do if the cost of my transit pass increases? If the cost of the transit pass increases, with the exception of Metro North Railroad (MNR) monthly pass or Long Island Rail Road (LIRR) monthly pass increases, there is nothing that participants need to do to update their election. The transit authority will advise ADP of the new price and the pass will be automatically updated to the new cost. For the month in which the price increase takes effect, ADP will cover the additional cost and the participants' payroll deduction will remain the same. In the month following the price increase, the payroll deduction will reflect the new pass cost plus the additional amount covered by ADP in the prior month. Each month thereafter, the payroll deduction will reflect only the new cost of the pass.				
	For example	e:			
	Month	Pass Cost	Sent to employer on payroll file		
	Jan	\$20	\$20		
	Feb	\$25	\$20 (ADP covers \$5 increase)		
	March	\$25	\$25 + \$5 that ADP covered in Feb		
	For LIRR or MNR monthly passes in NY, you will have to increase your deduction amount in accordance with the increased rate on the LIRR or MNR websites.				
Rate Increase Parking	What do I If your park amount on t need to incr parking pro	do if the cost ing rate is ind he ordering v ease your par vider.	of my parking increases? creasing, you will need to update your contribution vebsite by editing your current order. You will king election to the new amount indicated by your	ı r	

Sample Participant E-mails

Overview	ADP's ordering system creates and sends e-mails to you after you have ordered transit and/or parking products. The e-mails are necessary to inform you of the status of your order(s) as well as account information. ADP's platform uses the e-mail address maintained by you in the "My Account" section of the ordering platform as the designated e-mail address.
Order Confirmation	Delivery : At the time the original order is placed, and when every recurring order is created. Subject: Thank you for your transit order – Reference #: Email Content:
	PPI NAME,
	Reference Number: 01111
	Thank you for your Transit order.
	Transit Authority: MTA/NYCT Transit Pass: 30-Day Unlimited Ride MetroCard Pass Amount: \$76.00 Quantity: 1 Total Price: \$76.00 Recurring Payments: YES Month of Use: JANUARY
	Delivery Address: Address 1 Address 2 City, ST Zip
	Thank you,
	Customer Support TPA Name TPA Phone Number

Parking Order	Delivery: At the time the original order is placed, and when every recurring order is created.
Confirmation	Subject: Thank you for your parking order – Reference #:
	Email Content: PPT NAME,
	Reference Number: 01111
	Thank you for your following Parking order.
	Parking Provider: Central Parking Corporation Parking Location: 123 Main Street Parking Amount: \$230.00 Recurring Payments: YES Month of Use: JANUARY
	Thank you,
	Customer Support TPA Name TPA Phone Number
Order Approval	Delivery: At the time the order is approved. Approvals take place at the end of the processing cycle. Subject: Your transit order has been approved – Reference #:
	Email Content: PPT NAME,
	Your following Order has been approved.
	Reference Number: 01111 Transit Authority: MTA/NYCT Transit Pass: 30-Day Unlimited Ride MetroCard Pass Amount: \$76.00 Quantity: 1 Total Price: \$76.00 Recurring Payments: YES Month of Use: JANUARY
	Delivery Address: Address 1 Address 2 City, ST Zip
	Thank you for ordering the above Transit Pass. You will be receiving the Transit Pass in the mail by the 1st of the month of use.
	Thank you,
	Customer Support TPA Name

Continued on next page

TPA Phone Number

Order Denial Delivery: At the time the order is denied.

Email Subject: Your transit order has been denied – Reference Number:

Email Content: PPT NAME,

Reference Number: 01111

You recently placed an order for the transit pass detailed below. Unfortunately, your Transit Order has been denied for the following reason:

#REASON# Post-tax credit card denial Termination

Transit Authority MTA/NYCT Transit Pass 30-Day Unlimited Ride MetroCard Pass Amount \$76.00 Quantity 1 Total Price \$76.00 Month of Use JANUARY

Because the enrollment cycle has closed, you will be unable to procure a pass for this enrollment period. However, you may enroll for subsequent months at this time.

Also, if your order was set as recurring, the recurring status is now turned off.

If you have any additional questions, please do not hesitate to contact us.

Thank you,

Customer Support TPA Name TPA Phone Number

Recurring	Delivery: Ten days before the last order date
Reminder	Email Subject: Recurring transit order reminder
	Email Content: PPT NAME,
	Reference Number: 01111
	The following Transit Order is currently set to a status of "Recurring". Your Transit Order will be processed every month until you change the status.
	If there are any changes, or if you wish to edit or cancel this Order please do so immediately.
	Transit Authority: MTA/NYCT Transit Pass: 30-Day Unlimited Ride MetroCard Pass Amount: \$76.00 Quantity: 1 Total Price: \$76.00 Recurring Payments: YES Month of Use: JANUARY
	Delivery Address: Address 1 Address 2 City, ST Zip
	Thank you,
	Customer Support TPA Name TPA Phone Number
Credit Card Expiration	Delivery: Email is sent 30-days prior to expiration of credit card
Notification	Subject: Transit Order – Credit Card Expiration
	Email Content: PPT NAME,
	Please be advised that your Credit Card information on file is set to expire.
	You must re-enter the ordering platform and update your credit card information before the end of the enrollment period. Go to "my information", update your credit card details, and click on "update".
	Please contact us if you have any questions.
	Thank you,
	Customer Support TPA Name TPA Phone Number

Fulfillment	Delivery: when transit pass is mailed to the participant
E-mail	Subject: Your transit pass has been mailed
	Email Content: PPT NAME,
	Reference Number: 01111
	Thank you for your Transit order.
	The below Transit Pass has been Mailed to the following address:
	#STREET1# #STREET2# #CITY# #STATE#, #ZIP#
	Transit Authority: MTA/NYCT Transit Pass: 30-Day Unlimited Ride MetroCard Pass Amount: \$76.00 Quantity: 1 Total Price: \$76.00 Recurring Payments: YES Month of Use: JANUARY
	You should receive your pass by the last day of the month.
	Thank you,
	Customer Support TPA Name TPA Phone Number

Mailed Fulfillment Letter ADP P.O Box 12345 City, ST 12345

DATE

PPT NAME, #MEMBERADDRESS# #MEMBERCITY,STATE,ZIP#

PPT NAME,

Reference Number: 01111

Transit Authority: MTA?NYCT Transit Pass: 30-Day Unlimited Ride MetroCard Pass Amount: \$76.00 Quantity: 1 Total Price: \$76.00 Recurring Payments: YES Month of Use: JANUARY

If you have any questions regarding this order please contact us immediately.

Thank you,

Customer Support TPA Name TPA Phone Number

Mailed Refund ADP Letter P.O Box City, ST

P.O Box 12345 City, ST 12345

November 7, 2008

PPT NAME PPT Address 1, Address 2«Address_on_LPF» City, ST ZIP

PPT NAME,

Please see the enclosed bank check for:

Refund for a transit pass never received. This refund is in reference to your purchase of a replacement pass and completing the lost pass procedures.

Reference Number: 01111

Transit Authority: MTA/NYCT Transit Pass: 30-Day Unlimited Ride MetroCard Pass Amount: \$76.00 Quantity: 1 Total Price: \$76.00 Recurring Payments: YES Month of Use: JANUARY

If you have any questions regarding this refund please contact us immediately.

We apologize for the inconvenience.

Thank you,

Customer Support TPA

Rate Change Email Pending Order TPA PO Box 620672 Newton Lower Falls, MA 02462-1440

November 7, 2008

PPT NAME PPT Address 1, Address 2 City, ST ZIP

PPT NAME,

The following Transit Authority, #TRANSIT_TRANSITNAME#, has changed the price of the #TRANSIT_TRANSITPASSNAME# from #OLDPASSAMOUNT# to #FORMATCURRENCY(PASSAMOUNT)#.

This price change will be reflected automatically in your current pending order and all subsequent orders of this specific transit product.

Should you wish to cancel your pending order, you must re-enter the ordering platform and cancel the appropriate pending order.

Thank you,

Customer Support TPA

Rate Change Email Pending and Approved Order ADP P.O Box 12345 City, ST 12345 November 7, 2008

PPT NAME PPT Address 1, Address 2 City, ST ZIP

PPT NAME,

The following Transit Authority, #TRANSIT_TRANSITNAME#, has changed the price of the #TRANSIT_TRANSITPASSNAME# from #OLDPASSAMOUNT# to #FORMATCURRENCY(PASSAMOUNT)#.

This price change, instituted by the Transit Authority, applies retroactively to one or more of your previously approved orders and all pending and future orders.

The price change necessitates that the retroactive price increase and continuing post-tax portions of your orders be charged to you.

The retroactive portion of previous orders will be reflected as an adjustment fee line item (noted as "Transit Rate Increase Funds Due") on your pending order, while the new price change will be reflected automatically in your current pending order and all subsequent orders of this specific transit product.

Should you wish to cancel your pending order, you must re-enter the ordering platform and cancel the appropriate pending order.

Thank you,

Customer Support TPA

Transit Authority Details

Overview	This section of the guide details passes and regulations that are specific to individual transit authorities and may be out of the ordinary functions of your transit program.
Metro-North Rail Road (MNR) & Long Island Rail Road (LIRR)	The Metro Transit Authority (MTA) in New York, the governing body of the Metro North Railroad (MNR) and Long Island Rail Road (LIRR) Transit Authorities (TA), has delivered an agreement for the management of pre-tax monthly transit orders.
	Need to Know Facts.
	 On the OCB website, participants will enter an amount they would like applied to their Mail & Ride account, which is managed by the participant directly with MNR and/or LIRR.
	• ADP will send the ordered amount to MNR and/or LIRR on a monthly basis.
	• Payroll Deductions – participants will continue to make their full pre-tax and any post-tax elections via the OCB website. The exact pass amount will be transferred to MNR and/or LIRR. For example, if a participant has a pass order for \$268.00, then the order for the product will be \$268.00.
	• Credit Card – participants will be limited to making pre-tax elections only via the OCB website. The pre-tax limit will be transferred to MNR and/or LIRR. The participant will need to order any additional amount directly from MNR and/or LIRR. For example, if the participant wants a \$268.00 pass, they can elect \$110.00 on the ADP ordering website and will pay the remainder directly to MNR and/or LIRR.
	• The participant will then be personally responsible to pay any additional amount between the monthly pass managed by MNR and/or LIRR, and the amount selected and paid for on the pay the remainder directly to MNR and/or LIRR ADP ordering website. (For credit card post-tax elections)
	• MNR and/or LIRR will apply this amount to the following months transit pass
	• MNR and/or LIRR will mail the transit pass along with an invoice
	showing the amount naid by ADP and any amount owed by the
	participant (for credit card post-tax elections) directly to the participant.
	Continued on next page

Charlie Card (MBTA)	MBTA (Massachusetts Bay Transportation Authority) CharlieCard is a reusable and durable plastic card with a computer chip embedded, that employees can recharge automatically every month until the monthly order is cancelled. The "smart" CharlieCard will last for up to five years.
	 Need to Know Facts: MBTA only offers monthly products for the CharlieCard. – You can order either a CharlieCard Monthly Link Pass, or a CharlieCard Monthly Bus Pass.
	 The commuter rail system does not yet have the capability to process CharlieCards. Card is issued by ADP. This means that the initial card can be ordered on the OCP website
	 Monetary values are not stored on the card. The card has been loaded with a monthly time based pass.
	• Once participant receives the card they should take it to a kiosk at a station and hold the card to the card reader/target which will give them approval to get on the train or bus.
	• Each monthly pass card is equipped with a security feature that prevents use of the card twice in a row at the same terminal.
	• If a participant loses their Charlie Card, and the notification is received by ADP after the 14 th of the month participants may receive a paper Charlie Ticket until the Charlie Card request can be fulfilled.
Charlie Ticket	The CharlieTicket is a disposable, magnetic stripe pass that may be used on the Commuter Boat, Commuter Rail and Express Buses within the MBTA.
	Need to Know Facts:
	• Magnetically encoded paper ticket that contains a stored value.
	• Unlimited travel for a pre-set period of time.
	 Distributed to participants every month. Stores single or multiple rides or a T pass on a paper ticket
	 Stores single of multiple fides of a 1 pass of a paper ficket. Once you receive your ticket with the preloaded value, you "insert" your paper ticket at fare gates and on-board fareboxes and the system deducts value from your ticket accordingly.
	 Additional values could be added to the paper ticket at MBTA stations which would be outside the ordering platform of OCB.
	Continued on next page

SmarTrip Card (WMATA)	The SmarTrip Card is a reusable transit and parking card that allows a new value to be placed on the card as needed for those in the Washington, DC greater metropolitan area.
	• The participant will need to purchase and register the SmarTrip Card directly from the WMATA.
	• Once the card is received, the participant must register their account information on the ADP site under My Accounts and then submit his/her transit and/or parking order.
	• ADP will send the order details to WMATA, who in turn will add the order value to the participant's SmarTrip card.
	• On a monthly basis, the participant will be required to activate the new value at a fare machine in the WMATA before it becomes available.
	Need to Know Facts:
	• The maximum value of the SmarTrip card is \$300.00.
	• Unused balances on the card will be returned by the WMATA to ADP. ADP will place the funds in the participant's transit or parking shopping cart for future use.
	• The SmarTrip card can be used for both transit and parking, but it <u>does</u> <u>not</u> differentiate between a transit purchase and a parking purchase.
	• The WMATA's maximum value on the SmarTrip card does not
	accommodate both pre-tax limits, much less post-tax amounts above pre- tax limits (if both parking and transit were be loaded to the \$300.00 card
	max). – The only way around this issue if the participant wanted the full
	benefit would be to order the full amount for Parking to the card and then
	\$95 to Transit. The participant could then order a \$10 Washington Metrocheck. This Metrocheck could be loaded to the SmarTrip card after
	\$10 has been used from the SmarTrip card.
	• The SmarTrip Card can be used for both <i>daily and monthly</i> parking.
	• Daily parking costs \$4.00 per day or the participant can purchase an actual space for the entire month.
	Continued on next page

SEPTA	SEPTA offers a weekly pass on location. This pass is only valid for specific weeks and is only available a few days prior to the valid week.
	 Participants must order a Delaware Valley TransitChek to purchase the SEPTA weekly pass for use each month. – The lowest available Delaware Valley TransitChek voucher amount is \$15.00 – not the \$13.00 some participants may expect. ADP cannot purchase SEPTA Single Trip tickets. Instead, the participant can purchase a 10 Trip ticket. – A 10 Trip ticket is good for 6 months, so there should be adequate time to use all the tickets.
Chicago Card	The Chicago Card Plus is a reusable transit card that allows monthly funding to be placed on the card for participants who use the Chicago Transit Authority (CTA).
	 Participants using the Chicago Card Plus must register their card account information on the ADP site under My Accounts. The ADP site includes a real time interface with the CTA, thus enabling the participant's registration information to be transferred to the CTA and the ability to immediately place their order. Participants who do not have the Chicago Card Plus and would like to order it online may do so using our online platform. The CTA will send the reusable card directly to the participant after the enrollment period closes. When participants place orders with ADP for their Chicago Card Plus, they need to provide a PIN which is obtained from CTA. ADP does not have access to reset or create this PIN.
	 Need to Know Facts: There is a \$5.00 fee for the initial card or a replacement card. The fee is passed back to the participant via their payroll deduction amount. The participant's initial deduction will be \$5.00 more than their election amount.
	Continued on next page

Freedom Card The Freedom Card is offered by PATCO in the Philadelphia metro area. It is a refillable card that is replacing the current magnetic stripe card offering. PATCO is currently upgrading all of their terminals to accept only the Freedom Card.

- Participants using the Freedom Card must purchase the card from PATCO and must register their card account information on the ADP site under My Accounts.
- During the conversion period, it is recommended that participants maintain both the Freedom Card and a magnetic stripe card until all utilized terminals have converted exclusively to the Freedom Card.

Need to Know Facts:

- There is a \$5.00 fee for the initial card or a replacement card.
- The fee is passed back to the participant via their payroll deduction amount.
- The participant's initial deduction will be \$5.00 more than their election amount.