

# Commuter Benefit Program User Guide



***Your Benefits in Motion***

*Johnson & Johnson*

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## Introduction

Commuter benefits are authorized under Section 132(f) of the Internal Revenue Code. Since 1984, numerous changes in Federal tax law have continually expanded the scope and benefits of the tax code provisions. Initially the transit benefit was limited to \$15 per month and had to be provided as a company-paid subsidy.

Currently (as of 2016), employers allow employees to direct up to \$255 a month as a pre-tax payroll deduction for all public transportation (vanpool, bus, ferry, rail). Additionally, the law allows commute-related parking expenses of \$255 per month to be a pre-tax payroll deduction. The pre-tax option was authorized in 1998 and has proven to be extremely popular. In recent years, legislation was enacted allowing the transportation pre-tax limit to maintain parity with the parking pre-tax limit; however, the extension expired on 12/31/2013. Parity was later reinstated retroactively for the 2014 and 2015 tax years and has since been made permanent.

In 2001, the Internal Revenue Service issued detailed regulations on Section 132(f) to clarify and provide guidance on implementation of the law. Notable elements of these regulations are the requirements and conditions that must be met in order for employers to use cash reimbursement as a way to offer the transit benefit. Generally, the regulations strongly favor the use of fare instruments such as passes, tickets and vouchers. Further, they established strict procedures and record-keeping (substantiation) requirements for the use of cash reimbursement.

The Commuter Check Prepaid MasterCard® is a great complement to the other products that are available through the Commuter Benefit Program. This is a re-loadable card, available for both transit and parking that adds great flexibility to the employees' needs.

\*The Commuter Check Prepaid MasterCard® is issued by The Bancorp Bank pursuant to license by MasterCard International Incorporated. The Bancorp Bank; Member FDIC. MasterCard is a registered trademark of MasterCard International Incorporated.

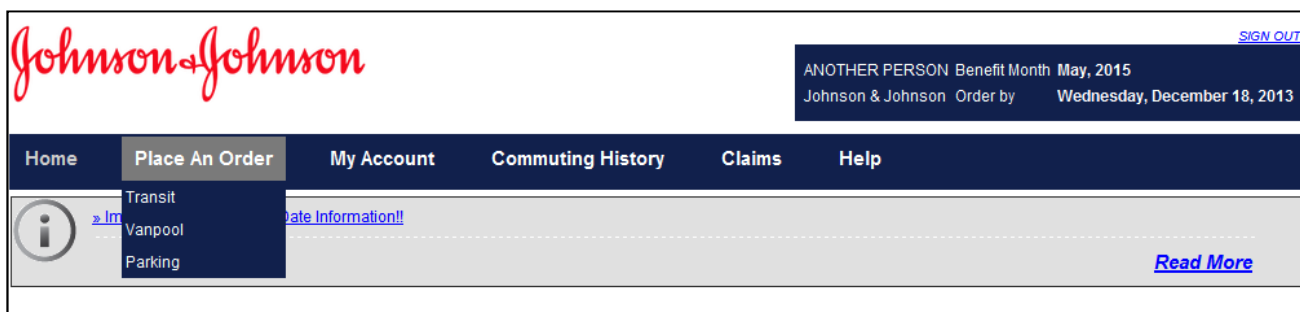
This User Guide has been modified for eligible employees of the Johnson & Johnson Family of Companies.

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## Transit Orders

To begin a new Transit or Parking order, you must first visit the Benefits in Motion website at [www.benefitsweb.com/jnj.html](http://www.benefitsweb.com/jnj.html). Use the 'Click here to login' link to get started and proceed to enter your WWID and Network Password to proceed. Once you log in, you will be directed to the Commuter Benefit Program home page. Select the “My Commuter Benefits” link and you will be directed to the online ordering platform.

After logging in through the Benefits in Motion website and clicking on My Commuter Benefits, you will see the screen below. Click on the “Place an Order” tab and select Transit from the drop down menu to begin your order.



There are several types of products available when placing a new Transit order:

- **Monthly Pass Fulfillment** – Allows you to have your monthly transit products delivered to your designated address each month. No more waiting in line!
- **Commuter Check Voucher** – Allows you to receive a bank check that can be redeemed at participating transit operators to purchase transit tickets, tokens, or passes.
- **Commuter Check Prepaid MasterCard®** - Allows you to elect a prepaid Commuter Check Card that can be used to pay for transit expenses at transit authorities nationwide.
- **Smart Cards** –Allows you to elect to receive smart card products from designated transit authorities; these products can typically be loaded electronically each month.

The site allows you to begin placing your transit order one of three ways:

1. **Quick Order** - Products you ordered the previous month will be displayed on the left, along with other commonly elected products, such as the Commuter Check Card.
2. **Search for Transit Provider** – You can search for your transit provider by name or zip code. Enter the Transit Provider Name or Zip Code and click on ‘search’ to continue.
3. **Search Result (Auto)** – The screen will automatically produce available transit providers based on your zip code. If you use the search feature, the results will also populate here.

Home Place An Order My Account Commuting History Claims Help

0 Product(s)

### SELECT A TRANSIT PRODUCT

**1 Quick Order**

Commuter Check Card  
 Commuter Check Voucher

**2 Search for transit provider**

Transit Provider Name





OR

Zip Code

Click [here](#) to look up a Zip Code.

Please [let us know](#) if your transit provider is not listed.  
To search for nearby providers that accept our products [click here](#).

**3 Search Result**

- AMTRAK 
- Bee-Line Bus 
- Community Coach 
- Commuter Check Card Prepaid MasterCard® 

**Tip:** The list of transit providers displayed on the right is based on your delivery address zip code, which is pre-populated in the zip code field. If you cannot find the provider you're looking for, you can enter the provider name in the "Transit Provider Name" field or enter in another zip code and press the "Search" button. This will refresh the list of providers.

*If you need additional information about a particular transit authority, a link to the individual transit authority website is made available by clicking on the icon present in the Search Result area.*

## Monthly Pass Fulfillment (Transit)

After locating your transit authority on the Select a Transit Product page, to place an order to receive your monthly pass/ticket, select the radio button next to your transit provider. You may select from all available passes for the selected transit authority. If your desired product is a Commuter Check Card, refer to the Transit Order (Commuter Check Prepaid MasterCard® for Transit) section for more information; or if your desired product is a Smart Card (e.g. Smart Trip- Washington DC or Charlie Card- Boston), refer to section Transit Order (Smart Card) for more information.

Home Place An Order My Account Commuting History Claims Help

0 Product(s)

### PROVIDER DETAILS

Select a transit product from the list below

[NJ Transit - Hudson-Bergen Light Rail](#)  
If you wish to purchase NJ Transit 10-ride tickets, or a NJ Transit weekly pass, please select the Commuter Check Voucher option. The Commuter Check is a product to be used to purchase any NJ Transit pass type directly at any NJ Transit station.

Select Product	Product Name	Price
<input type="checkbox"/>	Light Rail - Senior/Disabled One-Way	\$1.05
<input type="checkbox"/>	Light Rail Adult One-Way	\$2.10
<input type="checkbox"/>	Light Rail Monthly Pass	\$64.00

After selecting your Transit pass, you may be prompted to select the quantity of passes you would like to order; or you may be prompted to enter your travel starting point and ending point (where applicable). Your delivery address will be displayed and can be edited should you choose to change where your pass is being delivered.

**Your Order**

Provider:	NJ Transit - Hudson-Bergen Light Rail
Product:	Light Rail Monthly Pass
Price:	\$64.00

Quantity: 1 (You are only allowed 1 item of this type, per benefit month order)

**Verify Your Delivery Address**

Address	999 Test Street
City	Brooklyn
State	NY
Zip Code	11217

Would you like to receive this order for multiple months? Yes  No

Before checking out, you may also set recurring options to repeat the order for future benefit months.

Would you like to receive this order for multiple months? Yes  No

An order will be created for every **checked** box. Please **uncheck** a box if you do not want to receive an order for that month. Your order will continue to recur for future months not displayed in the calendar below.

If you decide to return and edit your recurring options, please uncheck any months you do not wish to receive an order for. If you wish to **STOP** your order completely, please return to the homepage and delete your shopping cart.



(Current Benefit Month)

May 2015 <input checked="" type="checkbox"/>	Jun 2015 <input checked="" type="checkbox"/>	Jul 2015 <input checked="" type="checkbox"/>	Aug 2015 <input checked="" type="checkbox"/>	Sep 2015 <input checked="" type="checkbox"/>	Oct 2015 <input checked="" type="checkbox"/>
Nov 2015 <input checked="" type="checkbox"/>	Dec 2015 <input checked="" type="checkbox"/>	Jan 2016 <input checked="" type="checkbox"/>	Feb 2016 <input checked="" type="checkbox"/>	Mar 2016 <input checked="" type="checkbox"/>	Apr 2016 <input checked="" type="checkbox"/>

The recurring feature 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 each month and place your order by the cutoff date.

**Tip:** This is a twelve-month revolving calendar feature. Your order will re-create for every checked month, and for every subsequent month following the listed twelve months. So it's a good idea to elect "yes" to this option only if you commute on a regular basis. If you have a recurring order, but do not need your benefit to recur any time in the near future, it is recommended that you delete the order when you no longer need it and re-enroll at a later date when you're ready to again use the benefit; this will prevent the order from being resumed automatically in the future.

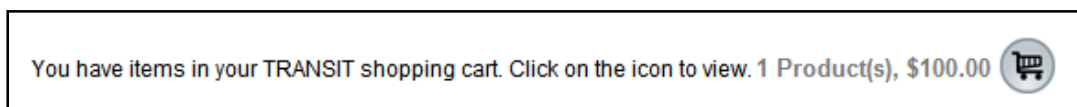
Click on the “Checkout” button when you are ready to complete your order. You will be sent to the “Order Summary” screen where you will finalize your order. You are required to check the “I agree.” box acknowledging that you are placing this order for work-related transportation expenses and that payroll deductions will occur to fund the order.

<a href="#">Home</a>	<a href="#">Place An Order</a>	<a href="#">My Account</a>	<a href="#">Commuting History</a>	<a href="#">Claims</a>	<a href="#">Help</a>
<b>ORDER SUMMARY</b> <span style="float: right;">?</span>					
Product Name	Quantity	Price	Action		
Light Rail Monthly Pass	1	\$64.00	 		
				Order Total	\$64.00
<input type="checkbox"/> I agree that the above transit product(s) ordered is correct, and that I certify that all orders of transit product(s) will be used by me only for the purposes of commuting to and from work at the Employer. As applicable, I authorize my Employer to deduct the amount of my order that I am responsible for paying as noted above from my paycheck up to the applicable monthly IRS pre-tax limit. I am also responsible for any remainder on a post-tax basis.					
<a href="#">Continue Shopping</a>			<a href="#">Purchase</a>		

Click on the “Purchase” button to complete your order. You will be taken back to the home screen where you will find a message indicating your order has been successfully created. Your order is now complete and will be processed on the next cutoff date.

Your order will appear in the Your Pending Order section of the page.

**Please note:** If you do not click on “Purchase” and elect to “Continue Shopping” for additional products, a shopping cart icon will appear on the home page alerting you to any orders that have not been completed.



## Unable to Locate Provider (Transit)

If after searching for your Transit Provider you are unable to locate the one you need, click on the link at the bottom of the Select a Transit Product page saying “Please [let us know](#) if your transit provider is not listed” and enter the details of the provider you would like to see added to the system. We will attempt to work with the provider in an effort to add them to our system.

Home | Place An Order | My Account | Commuting History | Claims | Help

0 Product(s)

### SELECT A TRANSIT PRODUCT

**Quick Order**

Commuter Check Card  
 Commuter Check Voucher

**Search for transit provider**

Transit Provider Name

OR

Zip Code

Click [here](#) to look up a Zip Code.

Please [let us know](#) if your transit provider is not listed.

To search for nearby providers that accept our products [click here](#).

**Search Result**

- AMTRAK
- Bee-Line Bus
- Community Coach
- Commuter Check Card Prepaid MasterCard®

**Tip:** The list of transit providers displayed on the right is based on your delivery address zip code, which is pre-populated in the zip code field. If you cannot find the provider you're looking for, you can enter the provider name in the "Transit Provider Name" field or enter in another zip code and press the "Search" button. This will refresh the list of providers.

Home | My Account | Commuting History | Help

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After entering the details regarding your provider, click on “Save” to complete your request. The timeframe for affiliation requests can vary; if 2-3 benefit months have passed, you may contact customer service to determine the status of your request. There may be cases where a provider is unwilling, non-responsive, or cannot be added to the system.

**Add a Transit Authority**

Thank you for submitting your request. We will attempt to affiliate this provider.

Provider Name:  \*

City:

State:  \*

Phone Number:

Notes/Comments:



## Smart Cards (Transit)

Smart Cards are available in certain locations where local transit agencies issue prepaid transit cards for electronic ticketing. They are reloadable cards or passes that can be funded electronically on a monthly basis.

See below for examples of Smart Cards that can be selected:

- SmarTrip Card – Washington DC
- VENTRA Card – Chicago
- CharlieCard – MBTA Boston
- TransLink Card – San Francisco Bay Area
- GoVentura Smartcard – Ventura County, CA
- Freedom Card (PATCO – NY/Philadelphia)
- Q Card – (Metro Houston – Houston)
- ORCA – (Metro Seattle and King County area)
- COMPASS Card (San Diego – MTS Sandag and NCTC the Coaster)
- TAP Card – (Los Angeles)
- Breeze Card (MARTA) Atlanta

You will follow the same steps as a regular transit order; however, after selecting your product you may be required to enter additional information specific to the Smart Card (such as your card number in cases where you must first procure the Smart Card directly from the transit authority).

The screenshot shows the Johnson & Johnson employee portal. At the top, it displays the user's name (JMA PERSON), benefit month (May, 2015), and the date (Wednesday, December 10, 2013). The navigation menu includes Home, Place An Order, My Account, Commuting History, Claims, and Help. The main content area is titled "PROVIDER DETAILS" and lists "0 Product(s)". Under "Select a transit product from the list below", the "Metro SmarTrip Card" is selected. An important notice states that as of September 1, 2012, the Metro SmarTrip Card only allows for whole dollar values. Instructions for card registration and activation are provided, including a link to the registration site and examples of the nine-digit serial number format (e.g., 0123456783).

Select Product	Product Name	Price
<input type="checkbox"/>	Metro SmarTrip Card	

The screenshot shows the "Smart Card" order form. It includes fields for "Your Order" with the following information: Provider: Metro SmarTrip Card, Product: Metro SmarTrip Card, and Product Retail Price. The "Quantity" is set to 1, with a note: "Quantity: 1 (You are only allowed 1 item of this type, per benefit month order)". There are input fields for "Value to add", "Minimum Amount" (set to 1), "Maximum Amount" (set to 300), and "Account Number". Below this is the "Verify Your Delivery Address" section, which includes fields for Address (9999 LAGUNA COURT), City (JACKSONVILLE), State (FL), and Zip Code (32218). At the bottom, there is a question: "Would you like to receive this order for multiple months?" with "Yes" and "No" radio buttons. The form concludes with "Cancel", "Continue Shopping", and "Checkout" buttons.

Detailed information from your transit provider will be displayed prior to selecting the card option. You will need to read this information carefully to understand any special instructions applicable to your product. After you have read the instructions regarding your card, select your option and provide any required information, including the amount you want added to your card and your account number.

FAQS are now available on the site to address common questions related to Smart Card options. Click on the Help tab and then the Transit Authority Information tab to see a list of Transit Authorities having additional content available for review.

Home   Place An Order   My Account   Commuting History   Claims   Help

**HELP**

Search for:  Search

USING THE WEBSITE   FREQUENTLY ASKED QUESTIONS   **TRANSIT AUTHORITY INFORMATION**   FORMS & SUPPORT MATERIALS   CONTACT US

Menu   Results

**Specific Transit Authority Rules and Excepti**

- Clipper
- Long Island Rail Road Monthly
- MARTA BreezeCard
- MBTA Charlie Card
- METRA
- METRO Houston Q Card
- Metro North Railroad Monthly
- Metrolink Corporate Quick Card
- MTA New York City
- NJ Transit
- ORCA



**Transit Authority Or Product Name:** WMATA Smart Trip Card

**Additional Transit Authorities that use the above:** N/A

**How is the product obtained?** You must obtain your SmarTrip card from the transit authority.

**If required, how is the card registered?** SmarTrip must be registered before creating a pre-tax election. You can register your online or over the phone with WMATA Customer Service.

**If lost, where should I go to get a new card?** You will need to purchase a new SmarTrip card from the transit authority directly.

**Whom to contact with trouble-shooting and product use questions?** The transit authority should be contacted first with any SmarTrip use or balance issues.

Home | My Account | Commuting History | Help

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## Commuter Check Vouchers (Transit)

Commuter Check Vouchers are bank checks that can be redeemed at participating transit operators and retail outlets to purchase transit tickets, tokens or passes. The voucher is also accepted by participating vanpools.

To order a your Commuter Check Vouchers, begin the process of placing a Transit Order and from the Select a Transit Order screen you can either select the Commuter Check Voucher option from the Quick Order menu, or select the “Commuter Check Voucher” link if it is present in the Search Result field. Enter the dollar amount in which you want the vouchers to be in, enter the quantity amount (how many vouchers that you want to receive in the dollar mount that you entered).

Commuter Check Voucher			
<b>Your Order</b>			
Provider:	Commuter Check Voucher		
Product:	Commuter Check Voucher		
Min Value:	\$5.00		
Max Value:	\$245.00		
Max Quantity Per Denomination:	10		
Voucher Amount	Quantity	Subtotal	Clear
\$ <input type="text"/>	<input type="text"/>		<input type="button" value="Clear"/>
\$ <input type="text"/>	<input type="text"/>		<input type="button" value="Clear"/>
\$ <input type="text"/>	<input type="text"/>		<input type="button" value="Clear"/>
\$ <input type="text"/>	<input type="text"/>		<input type="button" value="Clear"/>
\$ <input type="text"/>	<input type="text"/>		<input type="button" value="Clear"/>
		Subtotal:	
Would you like to receive this order for multiple months? Yes <input type="radio"/> No <input checked="" type="radio"/>			
<input type="button" value="Cancel"/> <input type="button" value="Continue Shopping"/> <input type="button" value="Checkout"/>			

Commuter Checks Vouchers are valid for 15 months, and are a great option for frequent or infrequent riders. Note that vouchers must be redeemed at full value. Please verify your transit authority accepts the voucher before placing your order. Treat the voucher as cash — it is not replaceable if lost, damaged or stolen.

## Commuter Check Prepaid MasterCard® (Transit)

The Commuter Check Prepaid MasterCard® is a re-loadable, prepaid commuter benefit card you can use to pay for transit expenses at transit authorities nationwide. The card is accepted at any facility whose core business function is to "provide transit", meaning a retail center where *only* transit and vanpool passes, tickets, and fare cards are sold. When you place your first order, we will send you a card in your name pre-loaded with the amount you specified. For future orders, funds will be loaded electronically before the first day of the following benefit month.

To order your Commuter Check Card, begin the process of placing a Transit order and from the Select a Transit Order screen you can either select the 'Commuter Check Prepaid MasterCard' option from the Quick Order menu, or select the 'Commuter Check Prepaid MasterCard®' radial button if it is present in the Search Result area.

You will be asked to enter several pieces of information to complete the order:

- **Load Amount** - Enter the value you want on your card for the upcoming benefit month. (The minimum dollar amount is \$10.00 and the maximum dollar amount is \$1,000.00.)
- **Last 4 Digits of your Phone Number** - Enter the last four digits of your phone number as this will be needed for call support verification.
- **Notable Date** - Enter a date that you would like to use for call support verification in the future (i.e. if you need to report your card as lost/stolen). You may wish to write these entries down for future reference.

Your Order	
<b>Provider:</b>	Commuter Check Prepaid MasterCard®
<b>Product:</b>	Commuter Check Prepaid MasterCard A reloadable prepaid card that can only be used to purchase transit fare media from qualified transit authorities where Debit MasterCard®, Maestro® cards, or NYCE® cards are accepted.
<b>Quantity</b>	<b>Quantity:</b> 1 (You are only allowed 1 item of this type, per benefit month order)
<b>Load Amount</b>	<input type="text"/>
Minimum Total Amount	10
Maximum Total Amount	1000
<b>Last 4 digits of your Home Phone Number:</b> Required for product activation(s). Example: 1234	<input type="text"/>
<b>Notable Date</b> When you call Customer Support, you will be asked for this date to verify your identity. Choose a date that is memorable to you (e.g. your birthday). For example: 12/01/1985	<input type="text"/>
Would you like to receive this order for multiple months? Yes <input type="radio"/> No <input checked="" type="radio"/>	
<input type="button" value="Cancel"/> <input type="button" value="Checkout"/>	

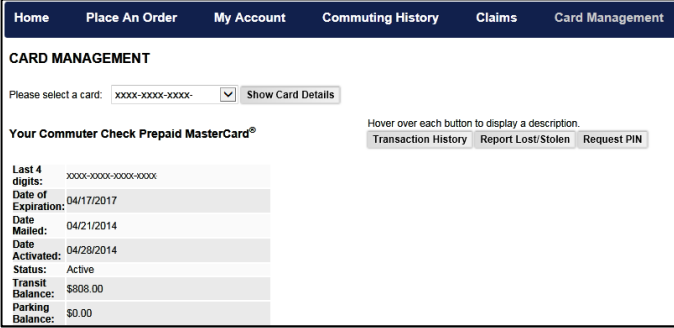
Once your initial card order has been completed and you select the recurring option, funds will automatically be loaded onto your card on a monthly basis. If you do not elect the recurring option, you will have to return to the site and place a new order to add additional funds in the future.

**Please note:** When ordering the Commuter Check Card for Transit, you are not able to place another transit order for the same month.

## Commuter Check Card Management

After ordering the Commuter Check Prepaid MasterCard®, any future orders will be funded to the original card you receive so it is important to keep the card even if you do not create your order as recurring. If you do set your order as recurring, the card will be reloaded each month, prior to the 1<sup>st</sup> day of the benefit month. After your initial order has been fulfilled, a Card Management tab will appear on the ordering platform allowing you to view additional details.

Below is an example of what will be displayed on the Card Management tab. If you have previous cards on file, you can also view details specific to each previous card used.



The screenshot shows a web interface with a dark blue navigation bar containing links for Home, Place An Order, My Account, Commuting History, Claims, and Card Management. Below the navigation bar is a section titled 'CARD MANAGEMENT'. It features a dropdown menu labeled 'Please select a card:' with a placeholder 'xxxx-xxxx-xxxx' and a 'Show Card Details' button. Below this, there is a section for 'Your Commuter Check Prepaid MasterCard®' with three buttons: 'Transaction History', 'Report Lost/Stolen', and 'Request PIN'. A tooltip above the buttons says 'Hover over each button to display a description.' Below the buttons is a table of card details:

Last 4 digits:	xxxx-xxxx-xxxx-xxxx
Date of Expiration:	04/17/2017
Date Mailed:	04/21/2014
Date Activated:	04/28/2014
Status:	Active
Transit Balance:	\$808.00
Parking Balance:	\$0.00

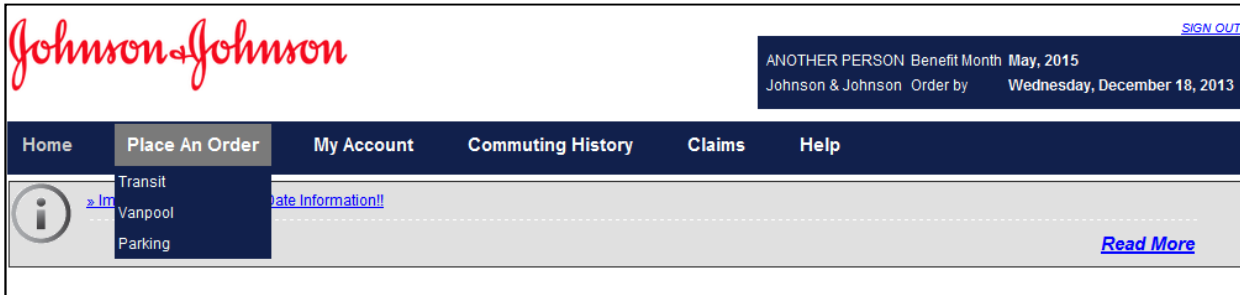
See below for detailed explanations regarding the features available on the Card Management screen:

- **Activate** - The first thing you should do upon receiving your card is activate it. You can do that from the Card Management page by clicking on the “Activate” button. You can also call the number on the back of your card.
- **Transaction History** - Click on the “History” button to view all transactions you made with your card. When viewing your transaction history, an “export” button will appear which allows you to export transaction details.
- **Report Lost/Stolen** - Notify the Commuter Check Card Customer Service team immediately if your card is lost or stolen by selecting Card Management from the main menu and clicking the “Report lost” button. Your card will be closed immediately. You can also call Commuter Check Card customer support at 855-518-3746. (Note: This number is exclusive for inquiries concerning your Commuter Check Card).
- **Request PIN** – If you would like to use your Commuter Check Card as a DEBIT card, you can request your PIN by clicking on the “Request PIN” button.

**Note:** If you elected to receive both a Commuter Check Prepaid Mastercard® for Transit AND Parking, you will receive one card that can be used for both; however, funds are kept separate (as required by law). This means you cannot use Transit funds to pay for Parking expenses, or vice versa.

# Parking Orders

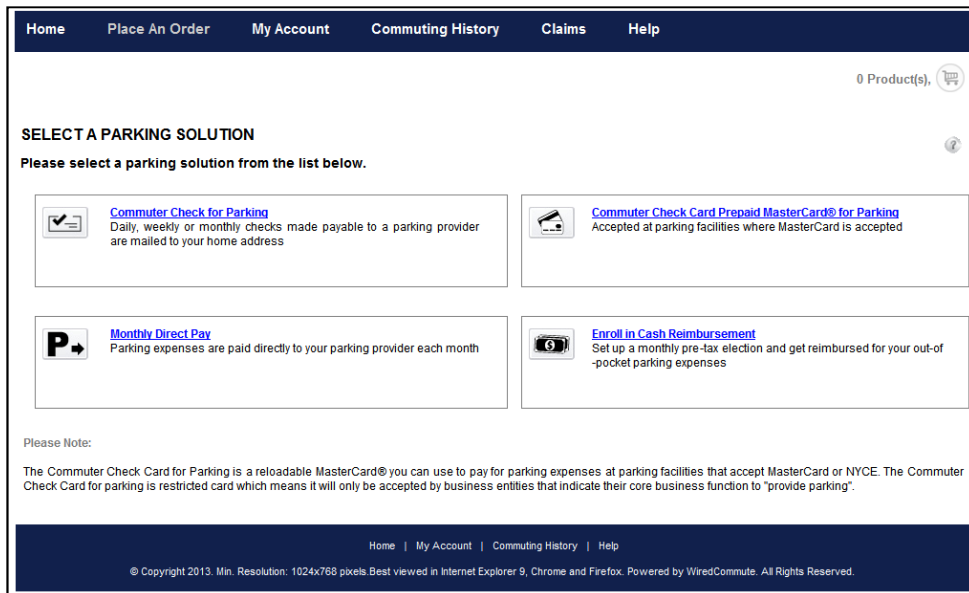
After logging in through the Benefits in Motion website and clicking on My Commuter Benefits, you will see the screen below. Click on the “Place an Order” tab and select Parking from the drop down menu to begin your order.



Each time you begin a Parking Order, you will first need to select what kind of Parking Solution you would like to enroll in from the available options:

- **Commuter Check for Parking (Voucher)** – Allows you to receive a bank check made out to your parking provider each month.
- **Commuter Check Prepaid MasterCard®** - Allows you to elect a prepaid commuter benefit card that can be used to pay for parking expenses at parking facilities nationwide.
- **Monthly Direct Pay** – Allows your parking expenses to be paid directly to your parking provider each month.
- **Cash Reimbursement** – Allows you to establish an account from which you can request reimbursement of your eligible out of pocket parking expenses.

To select your desired parking product, begin by simply clicking on the appropriate option from the ‘Select a Parking Solution’ menu:



## Monthly Direct Pay (Parking)

**IMPORTANT- YOU MUST HAVE AN EXISTING RELATIONSHIP WITH A PARKING PROVIDER IN ORDER TO USE THIS OPTION.**

After clicking on the “Monthly Direct Pay” link from the Select a Parking Solution page, you will be prompted to search for your parking provider. You may enter the name of the parking provider, or a general area to search for nearby providers.

Home Place An Order My Account Commuting History Claims Help

0 Product(s)

### SEARCH FOR A PARKING PROVIDER

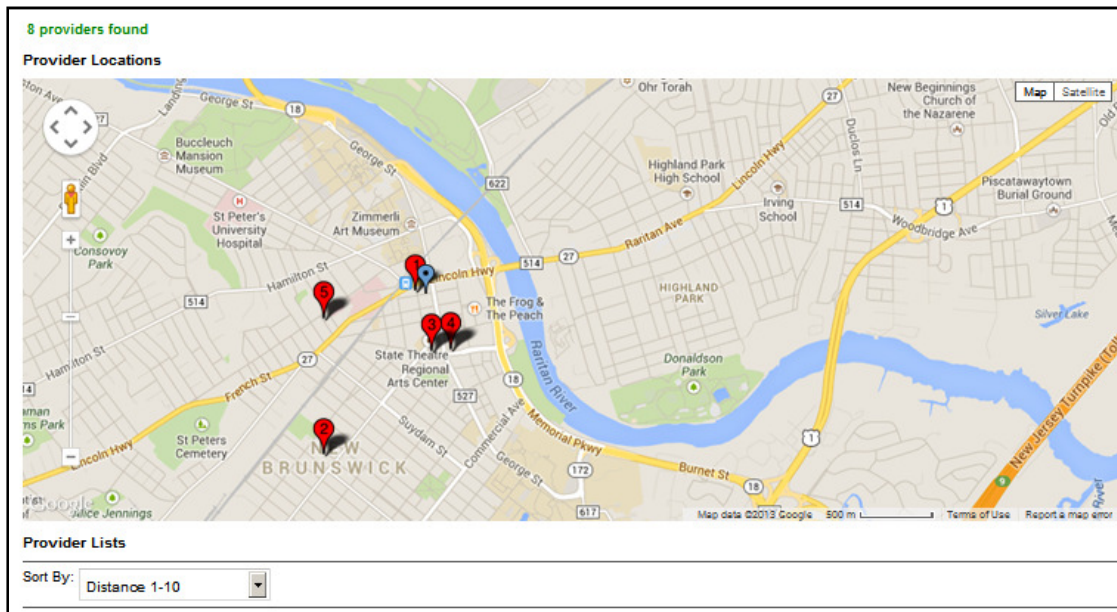
The first step in setting up your order is to choose a parking provider. Please enter your search criteria below and scroll down to see a list of parking providers displayed on the map.




Parking Provider Name	<input type="text"/>
City	New Brunswick
State	NJ
Zip Code	08933 <a href="#">Click here to look up a Zip Code.</a>
Search Radius:	20 Miles

Back Search

To search for nearby providers that accept our products [click here.](#)

After you click on “Search” the page will refresh; you will be able to see a Google Maps view of the designated area. Immediately below the map, you will see the details for each provider located (pinned) in the search area.



 <p><b>FERREN DECK MALL</b> 112 Church Street New Brunswick, NJ 08901 N/A</p> <p>Distance: 0.81 Miles</p> <p><a href="#">+MORE INFO</a></p>	 <p><b>FERREN MALL PARKING DECK</b> One Penn Plaza Ferren Mall New Brunswick, NJ 08901 N/A</p> <p>Distance: 0.81 Miles</p> <p><a href="#">+MORE INFO</a></p>	 <p><b>MORRIS ST PARKING DECK</b> 105 New St New Brunswick, NJ 08901 N/A</p> <p>Distance: 0.81 Miles</p> <p><a href="#">+MORE INFO</a></p>
--	---	---

You can click on +More Info to get additional details regarding each provider; otherwise, once you have identified the parking provider of choice, simply click on the linked name of your provider to continue. This will open the Parking Order Details Screen where you can review and enter payment information for the selected provider.

**PARKING ORDER DETAILS**

You've selected Parking Direct Pay, so your payments will be sent directly to the parking provider each month. If you found your parking provider in the list displayed, please verify for accuracy the information under Parking Provider Details. Enter your monthly payment amount and your parking account number in the Order Detail section. You can proceed to check out.  
Please Note: You must have an existing relationship with this parking provider to order this product. If you do not have an existing relationship, you should instead order another product (e.g. parking voucher).  
You will be notified via email regarding the status of your order at the time of fulfillment, around the 23rd of the month. Please verify your email address in the 'My Account' section after you complete your order.

**Parking Provider Details**

**Parking Provider Details (all fields required)**

Parking Lot Name: \_\_\_\_\_

Street Address: 112 Church Street

City: New Brunswick

State: NJ

Zip Code: 08901

**Parking Payment Information (all fields required)**

Payee Name: New Brunswick Parking Authority

Street Address: 105 Somerset Street

City: New Brunswick

State: NJ

Zip Code: 08901

Phone Number: 7325453118 0000

After reviewing the Parking Order details to confirm you have selected the correct provider, scroll down to the Order Details section to enter the amount to be paid to your parking provider and your account number. Parking orders can also be set as recurring each month from this screen. You are required to check the acknowledgement box before you can complete the order.

**Order Details (all fields required)**

Your Monthly Parking Cost:\*

Your Parking Account Number:\*

\* You can find your parking account number on your last invoice or by contacting your parking provider.  
\* If you do not have your parking account number, please enter your last name instead.

I have an existing monthly parking relationship with my Parking Provider. Please note, this service is only a payment mechanism and does not guarantee you a parking spot in the parking facility. You must have an existing account set up with your parking provider prior to using this feature. If you do not have an existing account, please establish one before using this service or order a different parking product.



**Recurring Options**

Would you like to receive this order for multiple months? Yes  No

[Back](#) [Continue Shopping](#) [Checkout](#)



Click on the “Checkout” button when you are ready to complete your order. You will be sent to the “Order Summary” screen where you will finalize your order. You are required to check the “I agree.” box acknowledging that you are placing this order for work-related parking expenses and that payroll deductions will occur to fund the order.

Home	Place An Order	My Account	Commuting History	Claims	Help
<b>ORDER SUMMARY</b>					
Product Name	Quantity	Price	Action		
Direct Pay to Parking Operator	1	\$50.00	 		
			Order Total	<b>\$50.00</b>	
<input type="checkbox"/> I agree that the above parking product(s) ordered is correct, and that I certify that all orders of parking product(s) will be used by me only for the purposes of commuting to and from work at the Employer. As applicable, I authorize my Employer to deduct the amount of my order that I am responsible for paying as noted above from my paycheck up to the applicable monthly IRS pre-tax limit. I am also responsible for any remainder on a post-tax basis.					
<a href="#">Continue Shopping</a>		<a href="#">Purchase</a>			

Click on the “Purchase” button to complete your order. You will be taken back to the home screen where you will find a message indicating your order has been successfully created. Your order is now complete and will be processed on the next cutoff date.

Your order will appear in the Your Pending Order section of the page.

**Please note:** If you do not click on “Purchase” and elect to “Continue Shopping” for additional products, a shopping cart icon will appear on the home page alerting you to any orders that have not been completed.

## Unable to locate Provider (Parking)

If after searching for your Parking Provider you are unable to locate the one you need, click on the link located below the search results, “Create Order with New Provider.”

You will be prompted to enter the parking provider’s billing and location information to proceed. We will attempt to establish a relationship with the parking provider so a direct pay order can be made in the future; otherwise, your order will be created as a Commuter Check Voucher order and you will be sent a Parking voucher made payable to the Provider. (The voucher will be made payable to the “Payee Name” you enter on the site if a Direct Pay relationship cannot be established.)

**PARKING ORDER DETAILS**

1. If you couldn't find your parking provider, you can create a new payment record. Please enter your provider's information under Parking Provider Details.

- We'll contact the parking provider to verify the accuracy of your submitted information.
- If we can verify the accuracy, your payments will be sent directly to the provider.
- If we can't find your provider or you provide inaccurate information, then a parking voucher made payable to the parking provider will be mailed to your home address. In this case, you will be responsible for submitting the voucher to your provider.

You will be notified via email regarding the status of your order at the time of fulfillment, around the 23rd of the month. Please verify your email address in the "My Account" section after you complete your order.

**Parking Provider Details**

**Parking Provider Details (all fields required)\***

Parking Lot Name:\*

Street Address:\*

City:\*

State:\*

Zip Code:\*

**Parking Payment Information (all fields required)\***

Payee Name:\*

Street Address:\*

City:\*

State:\*

Zip Code:\*

Phone Number:\*

**Order Details (all fields required)**

After entering the details concerning your provider, complete the Order Details section to confirm your Monthly Parking Cost and Parking Account Number. Indicate your recurring options and click on “Checkout” when you are ready to complete your order.

## What happens after I complete my order? (Parking)

The vendor will work to verify the accuracy of your submitted information by contacting the parking provider by using the contact information you provide. If the parking provider's payment details are confirmed as accurate, your payment will be sent directly to the parking provider. If the vendor cannot find your parking provider or if the information you provide is inaccurate, then your parking payment (a Commuter Check for Parking made payable to the parking provider that you provided) will be mailed to your home address on file, and you will be responsible to then provide this check to your parking provider. You will be notified via e-mail regarding the status of your order at the time of fulfillment, around the 23rd of the month.

## Commuter Check Vouchers (Parking)

Commuter Check Vouchers are bank checks, used to pay work-related parking expenses (daily, weekly, monthly, etc.). After receiving a voucher, simply provide the voucher as your check payment for your parking expenses. Checks may be used to purchase one or more types of parking, and you may use more than one check at a time. In any case, change will not be given by the parking provider. Please make sure that you check with your parking provider and make sure they accept checks as payment for parking.

Select the “Commuter Check for Parking” link from the Select Your Parking Product screen to create a Commuter Check Voucher order. Please reference the Parking Direct Pay order section above for the ordering process. You will be prompted to enter desired amount and quantity of vouchers.

Home Place An Order My Account Commuting History Claims Help

0 Product(s)

### SELECT A PARKING SOLUTION

Please select a parking solution from the list below.

- Commuter Check for Parking**  
Daily, weekly or monthly checks made payable to a parking provider are mailed to your home address.
- Commuter Check Card Prepaid MasterCard® for Parking**  
Accepted at parking facilities where MasterCard is accepted.
- Monthly Direct Pay**  
Parking expenses are paid directly to your parking provider each month.
- Enroll in Cash Reimbursement**  
Set up a monthly pre-tax election and get reimbursed for your out-of-pocket parking expenses.

Please Note:  
The Commuter Check Card for Parking is a reloadable MasterCard® you can use to pay for parking expenses at parking facilities that accept MasterCard or NYCE. The Commuter Check Card for parking is a restricted card which means it will only be accepted by business entities that indicate their core business function to "provide parking".

Home | My Account | Commuting History | Help

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### PARKING ORDER DETAILS

Commuter Checks for Parking are bank checks that you can use to pay for work-related parking expenses. These daily, weekly or monthly checks are made payable to a parking provider and mailed to your delivery address. You may use one or more Commuter Checks for Parking at a time to pay for one or more types of parking. The parking provider will not give change under any circumstances.

#### Parking Provider Details

Payee Name: New Brunswick Parking Authority  
Parking Lot Name:  
Street Address: 105 New St  
City: New Brunswick  
State: NJ  
Zip Code: 08901

#### Commuter Check Amount

Commuter Check for Parking Amount\*  
Quantity: 1  
Total Cost

#### Recurring Options

Would you like to receive this order for multiple months? Yes  No

Back Continue Shopping Checkout

**Tip** – when entering the dollar amount, there is no need to enter the dollar sign \$. Just enter the dollar amount.

If you park in several different locations and the parking provider payee is different, you must go back in the system and do this process again. Vouchers are payable to the parking provider payee.

## Parking Cash Reimbursement

The Parking Cash Reimbursement option may be a good choice if you are parking daily or your parking provider will not accept checks or third party payments. You simply keep all of your receipts for parking during the benefit month and submit them for reimbursement out of your pre-tax withholdings. If your provider accepts checks, you can avoid the reimbursement process by placing a Direct Pay or Parking Voucher order instead.

From the Select Your Parking Product screen, select the “Enroll in Cash Reimbursement” link to begin your order.

**PARKING ORDER DETAILS**  
**Reimbursement Information**  
Pre-tax amount available: \$245.00  
Election amount to set aside in your parking account:\*   
\*These funds will be used to reimburse you, after qualifying Parking expenses have been paid.  
**Recurring Options**  
Would you like to receive this order for multiple months? Yes  No

Simply enter the dollar amount that you want withheld from your paycheck for reimbursable parking expenses (up to the current pre-tax limit) and enter any desired recurring settings.

Click on the “Checkout” button when you are ready to complete your order. You will be sent to the “Order Summary” screen where you will finalize your order. You are required to check the “I agree.” box acknowledging that you are placing this order for work-related parking expenses and that payroll deductions will occur to fund the order.

Your Parking Reimbursement election will be funded prior to the 1<sup>st</sup> of the benefit month, at which point you may file your reimbursement request(s) at your convenience.

# Parking Reimbursement Claims

When you are ready to file for reimbursement, return to the ordering platform and select the “Parking Claims” link located in the ‘Claims’ tab.

**Home** Place An Order My Account Commuting History **Claims** Help

Never Received Pass History  
Parking Claims

**PARKING CASH REIMBURSEMENT CLAIMS**

**Helpful tips before you file your claim:**  
Before starting a claim, please make sure you have an available balance in your parking cash reimbursement account. Please contact your benefits administrator with any questions regarding your claim.  
You have **360 days** from date of parking expense to file your claim.  
The maximum amount you can be reimbursed for is **\$260.00** per benefit month.

Available Balance \$196.00  
Reimbursement Method Check

Start a Claim

Claim History Balance History Balance Transfer

Claim #	Claim Date	Claim Period Start	Claim Period End	Claim Amount	Paid Amount	Decision Date	Processing Status	Submission Status
<a href="#">11049</a>	12/19/2013	12/1/2013	12/15/2013	\$25.00	\$0.00		Received	Submission Complete
<a href="#">11047</a>	12/18/2013	3/1/2013	3/31/2013	\$10.00	\$0.00		Received	Submission Complete

From the Parking Cash Reimbursement Claims page, you can:

- View your available balance
- Edit your reimbursement method (check/direct deposit)
- Start a claim
- View your claim history
- View your balance history
- Transfer parking cash reimbursement funds to a direct pay parking credit

To start a claim via the website, simply fill out the required information about your parking expenses and click on the “Submit Claim” button when you have entered all required information. You must click on the box to indicate you are not submitting receipts, but you acknowledge it is your obligation to retain proof of purchase. The submit button is not active until this box is checked and all required fields are completed.

**CREATE A PARKING CASH REIMBURSEMENT CLAIM**

Available Balance \$196.00  
Reimbursement Method Check

**Claim Details**

Claim Amount: \$10.00  
Start of Claim Period: 11/1/2012  
End of Claim Period: 12/31/2013  
Garage Name: Test Garage  
City: Test City  
State: NJ  
Zip Code: 08933

Notes: Test Claim, \$10

I don't have receipt but certify that the above parking expense was used by me.  
Your employer allows you to submit claims without a receipt. However if asked it is your obligation to provide proof of purchase to the IRS.

**\*Required Fields**

\* Your current grace period is 90 days to submit the claim after your termination from current employer. Once you are terminated you will have no access to online system and you must submit the claim via efile within 90 days.  
\* Your claim will be processed within 4 days after the claim submission status is complete. Please make sure to provide all the information along with claim submission to process your claim in a timely manner.

Submit Claim

**Home** Place An Order My Account Commuting History **Claims** Help

Thank you. Your claim has been submitted.

Submit New Claim

After clicking on the “Submit Claim” button, a confirmation message will appear. A “Submit New Claim” button will appear in case you need to file additional claims. Claims can also be submitted via mail or fax; claim forms are available on the Benefits in Motion website.

## Commuter Check Prepaid MasterCard® (Parking)

The Commuter Check Prepaid MasterCard® for Parking is accepted at any parking provider that only provides parking services and accepts MasterCard® for payment. When you place your first order, we will send you a card in your name pre-loaded with the amount you specified. For future orders, funds will be loaded electronically before the first day of the following benefit month. Note that if you also order the Commuter Check Card for Transit expenses, you will receive one card that can be used for both.

From the Select Your Parking Product screen, select the “Commuter Check Prepaid MasterCard®” link to place your order.

Review the Card Information presented at the top of the page to become; you will be asked to enter several pieces of information to complete the order:

- **Load Amount** - Enter the value you want on your card for the upcoming benefit month. (The minimum dollar amount is \$10.00 and the maximum dollar amount is \$700.00.)
- **Last 4 Digits of your Phone Number** - Enter the last four digits of your phone number as this will be needed for call support verification.
- **Notable Date** - Enter a date that you would like to use for call support verification in the future (i.e. if you need to report your card as lost/stolen). You may wish to write these entries down for future reference.

Order Detail	
Load Amount:	<input type="text"/>
Minimum Amount:	\$10.00
Maximum Amount:	\$700.00
Last 4 Digits of your Phone Number:	<input type="text"/>
When you call Customer Support, these digits will serve as identification.	
Notable Date:	<input type="text" value="12/19/2013"/>
When you call Customer Support, you will be asked for this date to verify your identity. Choose a date that is memorable to you (e.g. child's birthday). For example: 12/01/2010	
You will use this date to authenticate your identity with the Card support team. This can be any date that is memorable to you (date of hire, anniversary, child's birthdate, etc.) For example: 12/01/2010	

After entering your order details, select your recurring settings and click on the “Checkout” button to advance to the Order Summary screen where you will finalize your order. You are required to check the “I agree.” box acknowledging that you are placing this order for work-related parking expenses and that payroll deductions will occur to fund the order. Click on “Purchase” to complete the order.

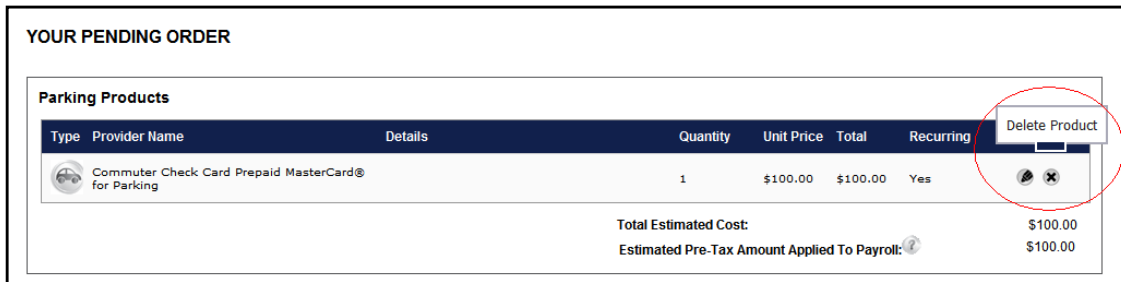
Once your initial card order has been completed and you select the recurring option, funds will automatically be loaded onto your card on a monthly basis. If you do not elect the recurring option, you will have to return to the site and place a new order to add additional funds to your card in the future.

Refer to the **Card Management** section further above for more information concerning how to manage your card ongoing.

**Please note:** When ordering the Commuter Check Card for Parking, you are not able to place another parking order for the same month.

## Delete an Order

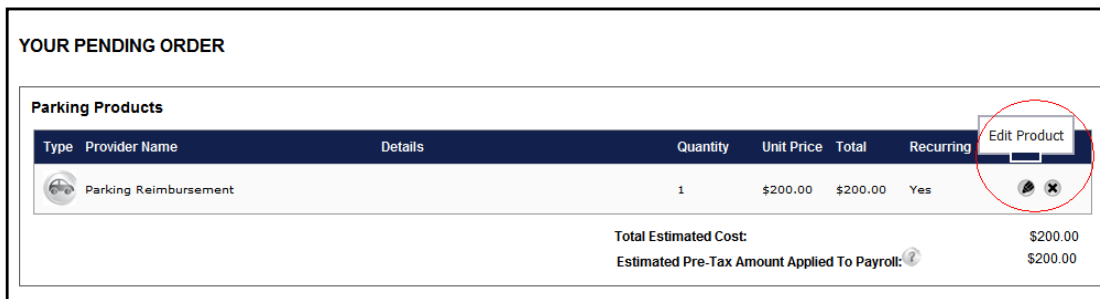
You have the option to delete your entire order (if done so prior to the cutoff date). From your ordering home page you can view pending orders and take action using the available icons presented. Simply click on the “X” button associated with the product you wish to delete. A pop-up message will appear asking “Are you sure?” to re-affirm your desire to delete this product. Click “OK” to continue, or “Cancel” if you do not wish to remove this product.



**Please Note:** Deleting a product is a product-specific action, so if you will need to repeat the process for any other Parking or Transit products that you wish to remove.

## Edit Recurring Options

You have the option to edit your recurring options. From your ordering home page you can view pending orders and take action using the available icons presented. Start by clicking on the “pencil” icon associated with the product you wish to update recurring settings for.



After clicking on the edit product icon, you will be taken to the ordering page where you can change which months you would like they order to recur, or turn off recurring settings altogether.

**Please note:** Turning your recurring settings to “No” does NOT delete the order currently in your shopping cart for the next benefit month. It is recommended that you delete your order if you do not need the product for the next several months. If setting your recurring election to “No” – please return to your home page and view your pending order(s).

## My Account

At any time you may access the “My Account” tab if you would like to update your email address, delivery address, or direct deposit information (for parking reimbursement). Note that you will maintain control over the delivery address in the system, so you will be responsible for updating your address with your employer; this site allows you to manage the delivery address for your Transit and Parking products only.

## Commuting History

On the Commuting History page, a record is kept of all the orders you have placed. You can sort by benefit type, or search for a specific time period. You can even report non-receipt of an elected benefit from this page.

- **Order History Letter** - In some states, insurance companies offer a discount on your premium if you can demonstrate frequent use of public transportation. An "order history" letter — which details all orders processed for your account — can serve this purpose. To create your letter, simply select the benefit type, enter start and end dates, and click "Run Report." You can then print the letter to share with your insurance company.

The screenshot shows the 'COMMUTING HISTORY' section of a web application. It includes a navigation bar with links for Home, Place An Order, My Account, Commuting History, Claims, and Help. Below the navigation bar, there is a heading 'COMMUTING HISTORY' followed by explanatory text. A form is provided with fields for 'Benefit Type' (set to 'Parking Reimbursements'), 'Start Date', and 'End Date'. A 'Run Report' button is located below the form. Further down, there is an 'Order History' section with a table of past orders.

Reference Number	Benefit Month	Amount	Type	Order Status
<a href="#">3452739</a>	December 2013	\$7.00	Parking Reimbursements	ELECTION PROCESSED
<a href="#">3372761</a>	November 2013	\$7.00	Parking Reimbursements	ELECTION PROCESSED

- **Never Received Pass Claim** – If you did not receive your elected pass in the mail, you may have an opportunity to file for reimbursement if you were required to purchase your pass out of pocket. From the Commuting History tab, click on the reference number link and a menu will appear for “Help & Support.” Click on the second icon to initiate a refund claim form request.

The screenshot shows the 'Order History' section of a web application. It includes a heading 'Order History' followed by explanatory text. Below the text is a table of past orders. The first row is expanded to show a detailed view of the order, including a 'Help & Support' link circled in red.

Reference Number	Benefit Month	Amount	Type	Order Status										
<a href="#">3452008</a>	December 2013	\$54.00	Transit	FULFILLED										
<table border="1"><thead><tr><th>Product</th><th>Quantity</th><th>Unit Price</th><th>Date Fulfilled</th><th>Help &amp; Support</th></tr></thead><tbody><tr><td>10-Ride Pass</td><td>3</td><td>\$18.00</td><td></td><td></td></tr></tbody></table>					Product	Quantity	Unit Price	Date Fulfilled	Help & Support	10-Ride Pass	3	\$18.00		
Product	Quantity	Unit Price	Date Fulfilled	Help & Support										
10-Ride Pass	3	\$18.00												
<a href="#">3372442</a>	November 2013	\$54.00	Transit	APPROVED										
<a href="#">3294393</a>	October 2013	\$54.00	Transit	APPROVED										



After clicking on the link to start an online request, review all information presented on the screen to confirm the required actions to be eligible for a refund claim. After reviewing the information, proceed to confirm the following:

- **Never Received Pass Claim Description** – Provide any relevant details as to why you are requesting reimbursement (i.e. address change, mail delivery issues, etc...)
- **Upload Receipts** – Upload receipts reflecting proof of purchase for your replacement pass. Receipts are required. Browse for the file on your PC and click on “Add File” to upload the receipt.
- **Certification Box** – Click on the “I have read...” box acknowledging the requirements that must be met to be eligible for a refund.

Reference Number	Order Status	Benefit Month	Product Name	Quantity	Unit Price	Total
3452008	FULFILLED	Dec 2013	Transit Authority: The JO Product Name: 10-Ride Pass	3	\$18.00	\$54.00

**Never Received Pass Claim Description**

If you are unable to submit your never received pass claim to us online, please follow the instructions located in our Help section under "Forms" to submit your claim to us via fax.

**Upload Receipts**

| [Add File](#)

You may upload .PDF, .TIF and .JPG files. Each file may not exceed 1 MB, and the total size of all files associated with your claim may not exceed 4 MB. All files will be scanned for viruses and will not be uploaded to the system if infected.

I have read and agree to the below stated requirements to receive a refund.

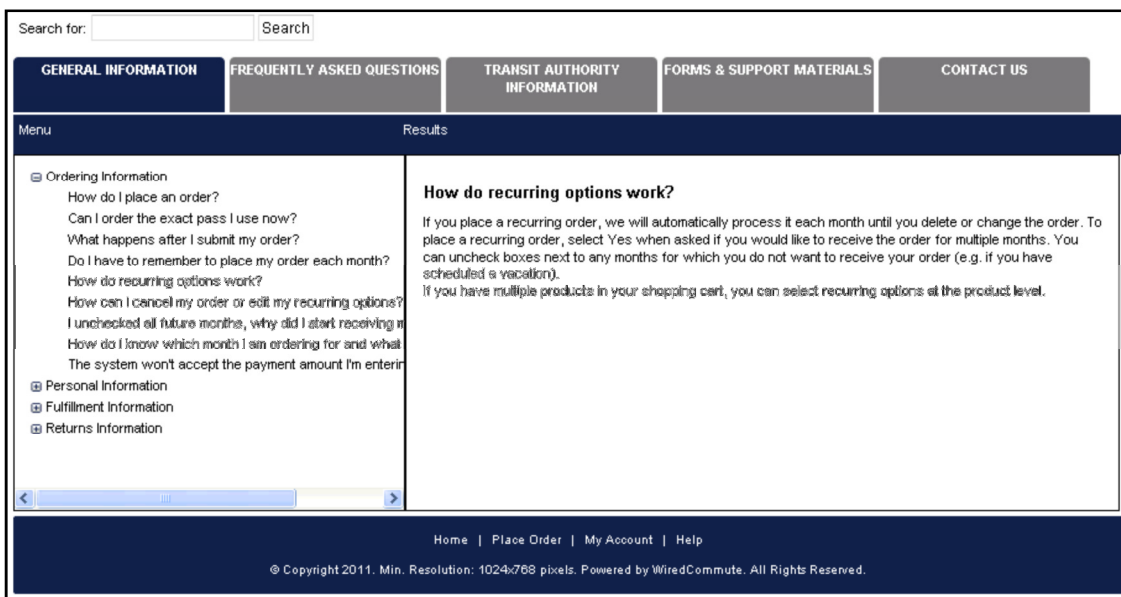
If you received your pass and then lost it, you are not eligible for a refund. Also, your employer requires that you submit backup documentation (e.g. receipts) to validate your claim. We will not process your claim until we receive the required documentation.

**Please note:** You are only eligible to receive reimbursement for a pass not received once per calendar year. Also, if you are not able to scan your receipts, you may alternatively print out a Refund Claim Form to mail or fax in your claim. Please read the “Never received Pass Claims” section available in the “Help” tab for more information on the process.

# Help

This section provides answers to several questions; just click and additional information will follow. The Help section has been expanded to help you get quick answers based on five main categories, highlighted below. You can even search for specific words using the new search feature.

- **General Information** - Displays information related to your commuter benefit, your account and the fulfillment process
- **Frequently Asked Questions** - Explains how to place an order for the product of your choice and gives additional detailed information
- **Transit Authority Information** - Find out more about your transit authority by reviewing our transit authority specific information sheets
- **Forms and Support Materials** - Based on your company settings, you can find the required forms for filing a claim, the participant user guide, and any other forms that your employer will make available
- **Contact Us** - Here you can find contact information for Customer Support



If you have further questions, please see the FAQs posted on the Benefits in Motion Web site or call the Commuter Benefits Service Center (877) 313-2706 Monday through Friday, 8:00 a.m. to 8:00 p.m. (Eastern Time).