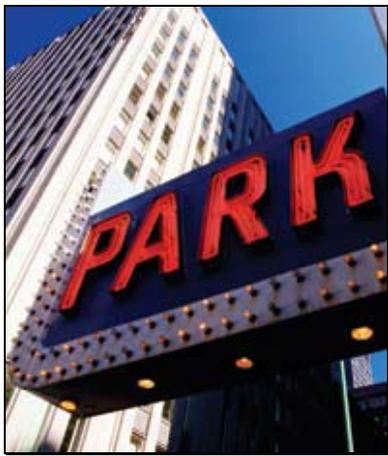


Online Commuter Benefits



Participant Guide





Online Commuter Benefits

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Table of Contents

ONLINE COMMUTER BENEFITS PARTICIPANT GUIDE.....	1
INTRODUCTION	1
ORDER CYCLE	1
PAPER CLAIMS.....	2
ORDERING PLATFORM	3
INTRODUCTION	3
TRANSIT ORDERS.....	4
NEW ORDER	4
NEW PROVIDER	8
VIEW CURRENT ORDERS	10
ORDER HISTORY.....	10
EDIT RECURRING ORDERS.....	11
DELETE/CHANGE ORDER.....	12
PARKING ORDERS.....	13
MONTHLY.....	13
DIRECT PAY.....	13
COMMUTER CHECKS	19
NEW PROVIDER	20
PERSONAL ACCOUNT INFORMATION.....	21
ADDRESS CHANGE.....	21
CHANGE E-MAIL ADDRESS	21
EDIT CREDIT CARD INFO	24
LOST PASS PROCEDURES	26
LOST PASS	26
LOST PASS STATUS.....	27
FAQS	29
FREQUENTLY ASKED QUESTIONS.....	30
HELP.....	30
CONTACT US	30
TRANSIT	30
PARKING.....	31
INCORRECT ADDRESSES	31
LOST PASS	31
WRONG PASS.....	32
ORDERED WRONG PASS	32
PROVIDER NOT FOUND.....	32

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:

1. You make your election through your employer.
2. 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.
3. 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.

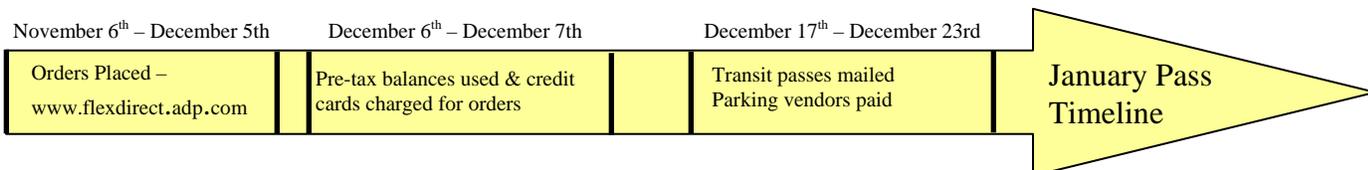
This guide gives step-by-step instructions for how to use the ordering platform as well as making edits after you have placed orders.

Order Cycle

You have until the 5th 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 cost of the pass, your credit card will be charged the difference.
Fulfillment	December 17 th – 23 rd



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.

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Online Commuter Benefits Participant Guide, Continued

Paper Claims



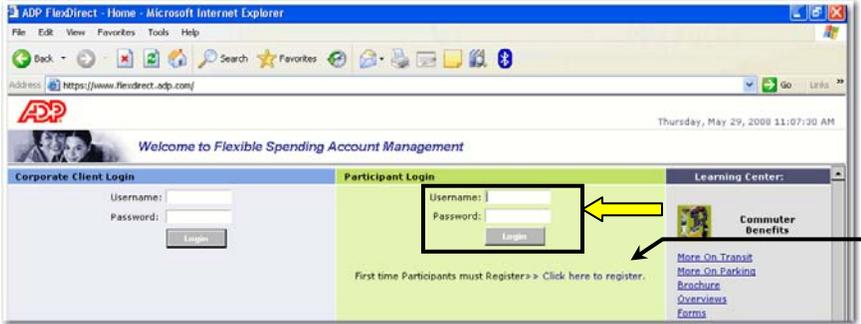
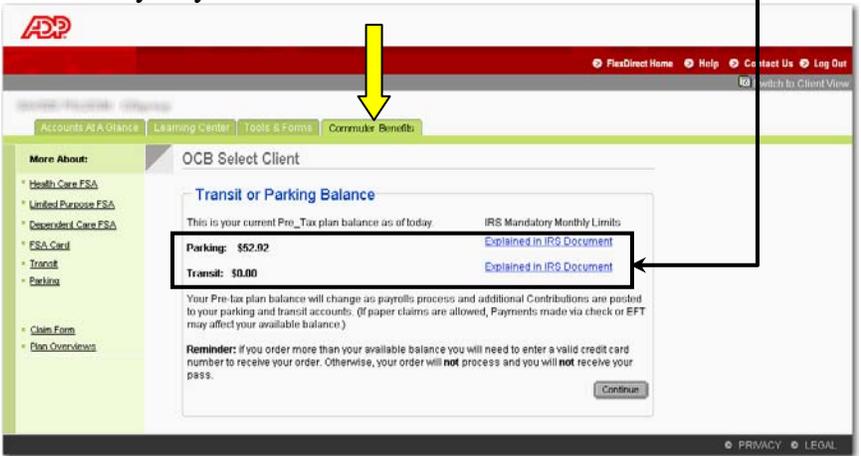
If your company allows you to submit paper claims, we will suspend processing paper claims between the 5th and the 11th of each month. This will prevent processing a paper claim and using pre-tax balances that are needed for purchasing Commuter Benefits products using the online platform. We will resume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

To access the ordering platform, follow these steps:

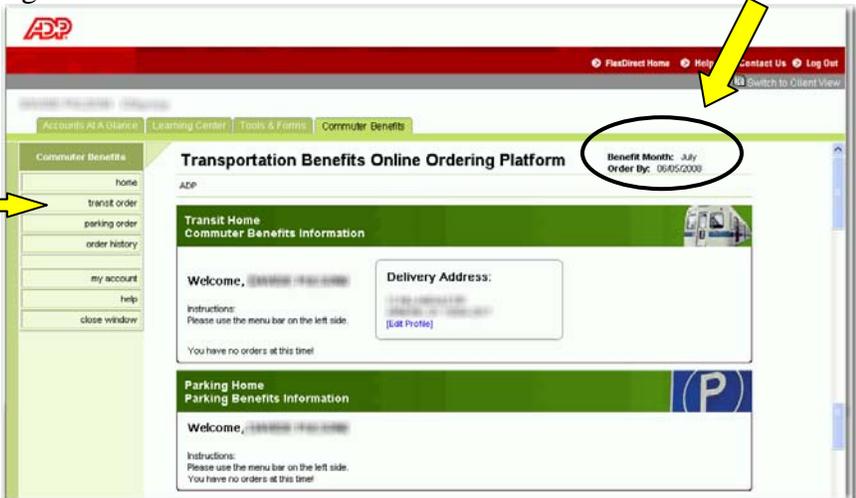
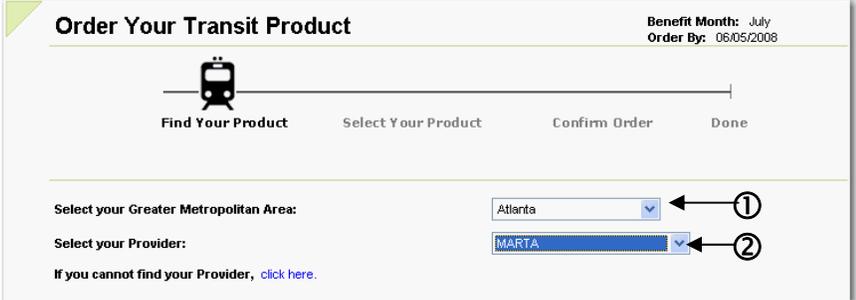
Step	Action
1	Go to www.flexdirect.adp.com .
2	<p>The first time you visit the website, you will need to register.</p> <ul style="list-style-type: none"> • Click <i>Click here to register</i>, and • Follow the steps to register. <p>Once you are registered,</p> <ul style="list-style-type: none"> • Type your username and password, and • Click Login. 
3	<p>Click the <i>Commuter Benefits</i> tab.</p> <p>A summary of your current balance is shown here.</p> 
4	<p>Click the Continue button.</p> <p>The main page of the ordering platform will be displayed.</p>

Continued on next page

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:

Step	Action
1	<p>Click <i>transit order</i> on the left-hand side of the page. The benefit month and ordering deadline are shown in the upper right-hand corner of the window.</p> 
2	<p>To Find Your Product: ① Select your Greater Metropolitan Area, and ② Select your Provider from the drop-down.</p> 

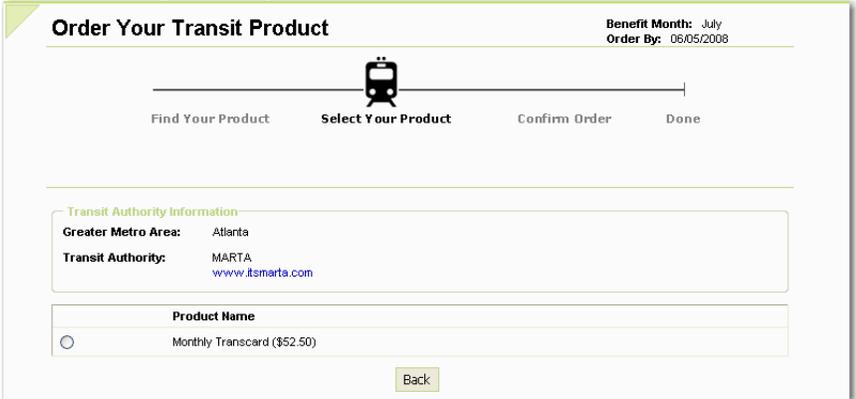
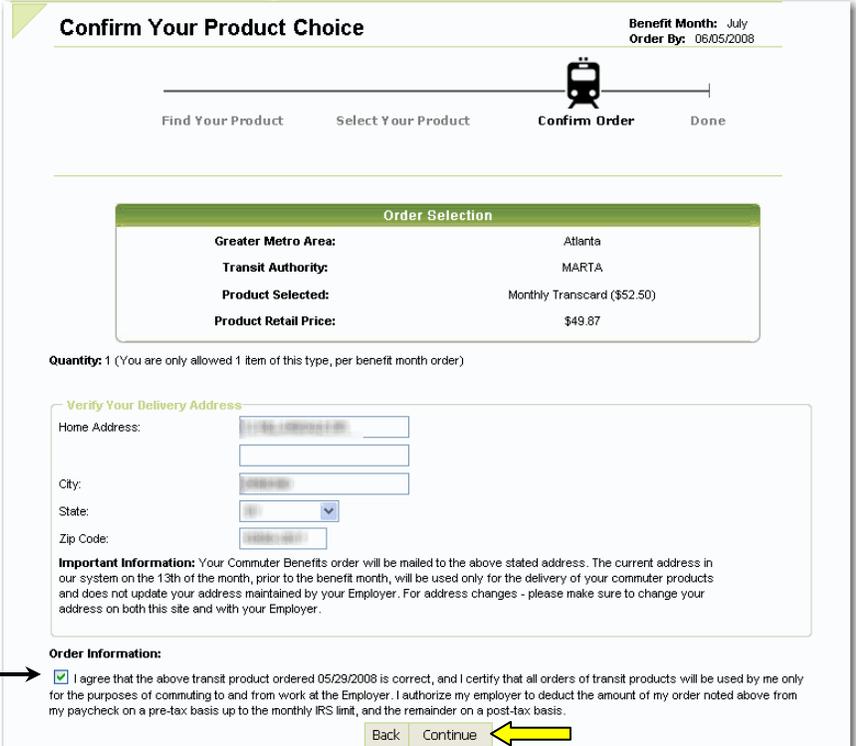


Note: If your provider is not listed, follow the steps for New Provider.

Continued on next page

Transit Orders, Continued

New Order (continued)

Step	Action
3	<p>The products available will be displayed.</p> <ul style="list-style-type: none"> Select the product you would like to order. 
4	<p>A summary of your order will be displayed.</p> <ul style="list-style-type: none"> Click the order certification, and Click Continue to place the order. 

Continued on next page

Transit Orders, Continued

New Order (continued)

Step	Action
5	<p>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.</p> <ul style="list-style-type: none"> • 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 7. <div data-bbox="548 640 1404 1260" style="border: 1px solid black; padding: 10px;"> <p>Backup Credit Card Request Benefit Month: July Order By: 06/05/2008</p> <hr/> <div style="text-align: center;">  </div> <p>Your order may require a post tax fulfillment source.</p> <div style="border: 1px solid green; padding: 5px; margin: 10px 0;"> <p style="text-align: center; background-color: #4CAF50; color: white; margin: 0;">Credit Card Backup:</p> <p>This order for will be submitted against the balance in your transit spending account.</p> <p>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.</p> <p>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.</p> <p>Options:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> I WANT 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. <input type="radio"/> I DO NOT 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. <p>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.</p> <p style="text-align: center; margin-top: 10px;">Back</p> </div> </div>

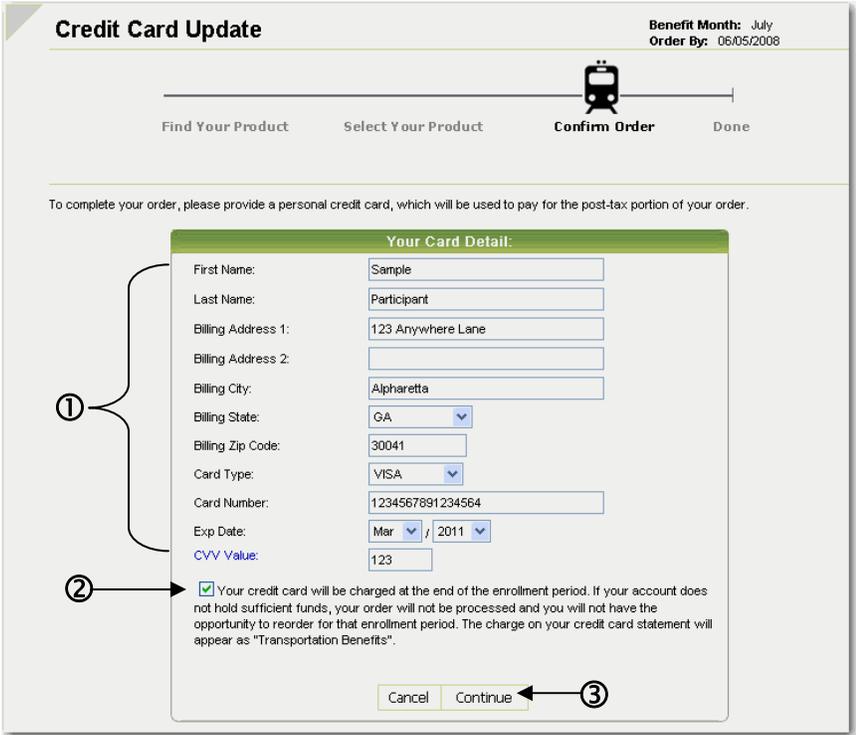
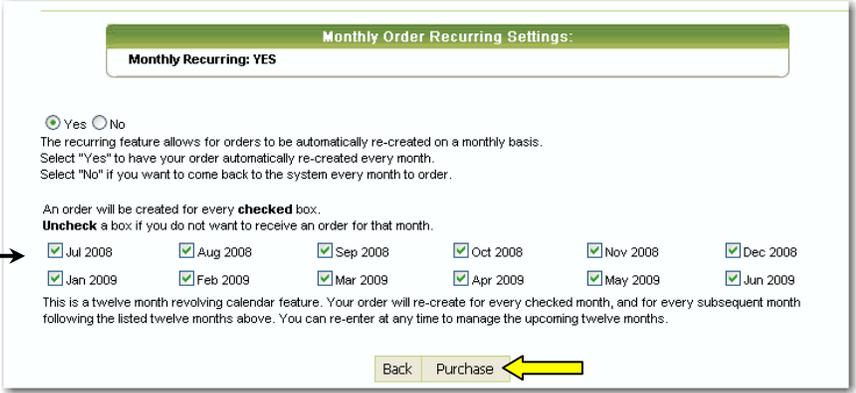


Note: If you do NOT provide credit card information and there is not enough money in your pre-tax account to cover the cost of the order, the order will NOT be processed.

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Transit Orders, Continued

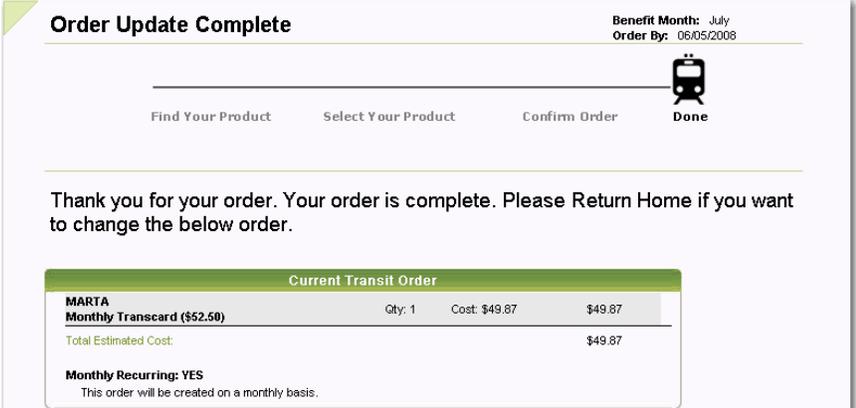
New Order (continued)

Step	Action
6	<p>① Enter your card information, ② Read and click the authorization below the credit card detail, and ③ Click Continue.</p> 
7	<ul style="list-style-type: none"> • Select Yes to have the order automatically re-created each month, and uncheck the months you do NOT want an order. • Select No if you want to come back and order each month, and • Click Purchase. 

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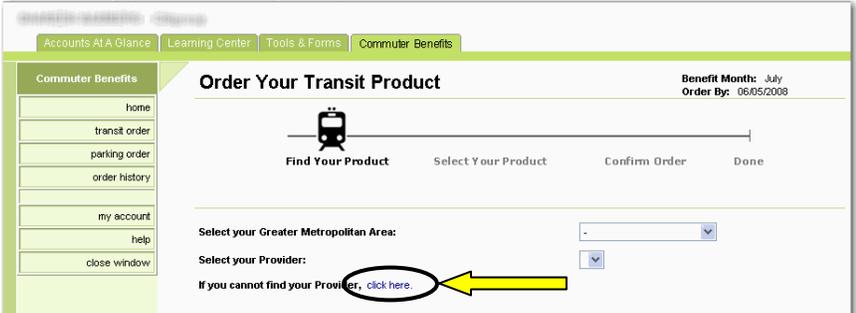
Transit Orders, Continued

New Order (continued)

Step	Action
8	<p>Your order is complete.</p> 

New Provider

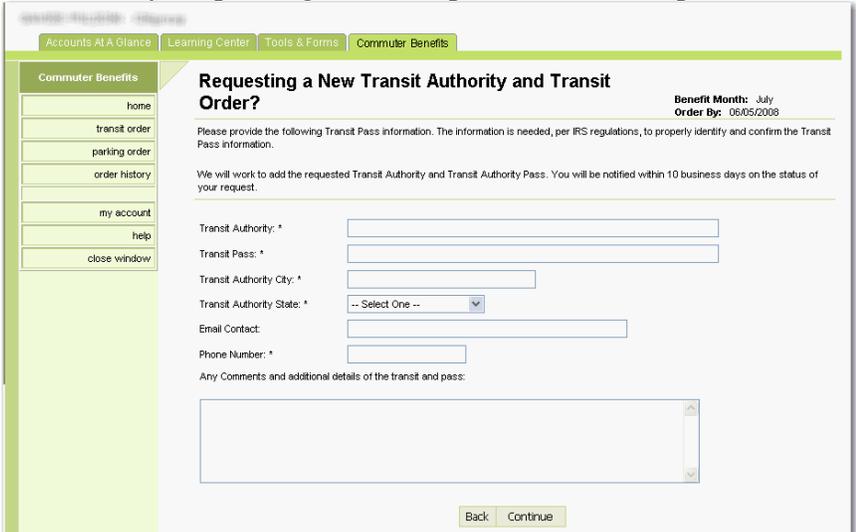
If you cannot find your provider on the site, follow the steps below:

Step	Action
1	<ul style="list-style-type: none"> • Click <i>transit order</i> from the left-hand side of the page, and • Click <i>If you cannot find your Provider, click here.</i> 

Continued on next page

Transit Orders, Continued

New Provider (continued)

Step	Action
2	<ul style="list-style-type: none"> • Type the requested information, and • Click Continue. <p>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.</p> 



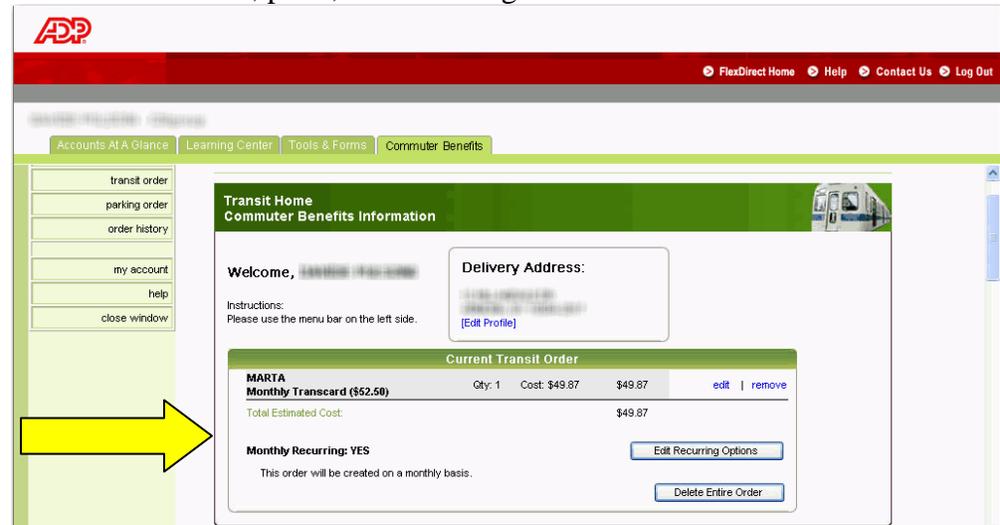
Note: It is up to the provider if they want to set up a relationship. This request does not constitute an order or guarantee a relationship will be established. Once you receive notice of the status of your request, you can return to the site to place your order.

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Transit Orders, Continued

View Current Orders

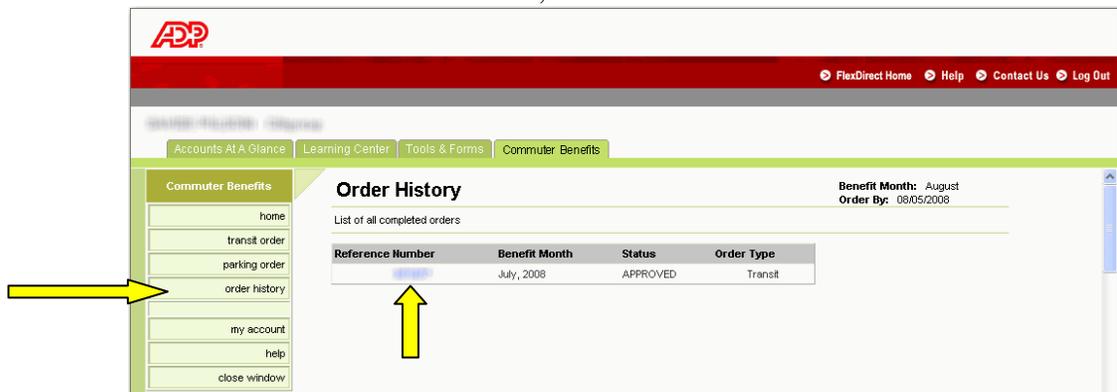
Current orders can be viewed on the main page of the ordering platform. The fare media ordered, price, and recurring status are shown.



The screenshot shows the ADP Transit Home page. The left-hand navigation menu includes options like 'transit order', 'parking order', 'order history', 'my account', 'help', and 'close window'. A yellow arrow points to the 'transit order' link. The main content area displays 'Transit Home Commuter Benefits Information' with a welcome message and a delivery address. Below this, a 'Current Transit Order' section shows a 'MARTA Monthly Transcard (\$62.50)' with a quantity of 1 and a cost of \$49.87. The total estimated cost is \$49.87. The order is marked as 'Monthly Recurring: YES' and will be created on a monthly basis. Buttons for 'Edit Recurring Options' and 'Delete Entire Order' are visible.

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.



The screenshot shows the ADP Order History page. The left-hand navigation menu includes 'order history', which is highlighted with a yellow arrow. The main content area displays 'Order History' with a list of completed orders. The table below shows one order with the following details:

Reference Number	Benefit Month	Status	Order Type
12345678	July, 2008	APPROVED	Transit

A yellow arrow points to the reference number '12345678' in the table. The page also shows 'Benefit Month: August' and 'Order By: 08/05/2008'.



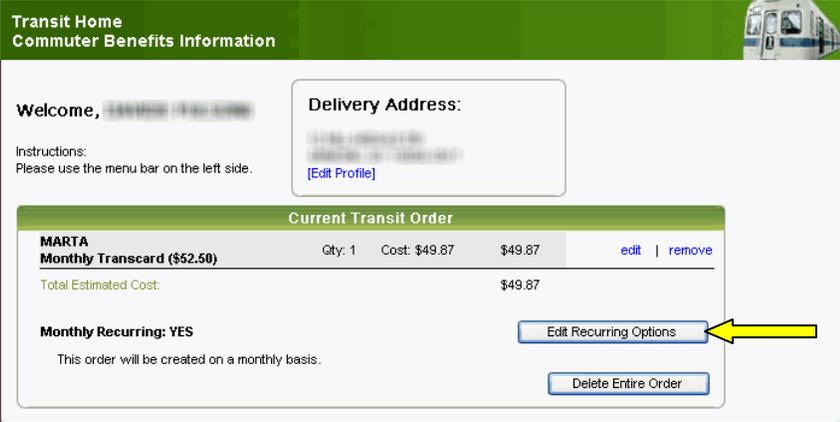
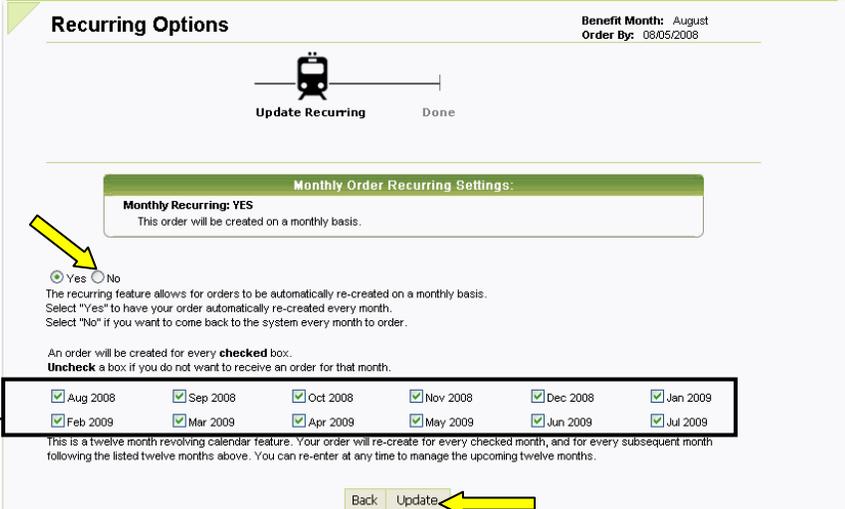
Note: Only orders that have processed/cycled will be displayed here.

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Transit Orders, Continued

Edit Recurring Orders

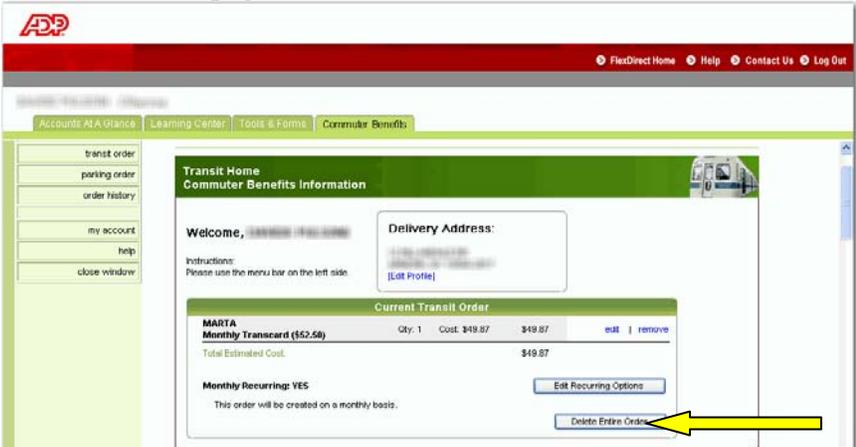
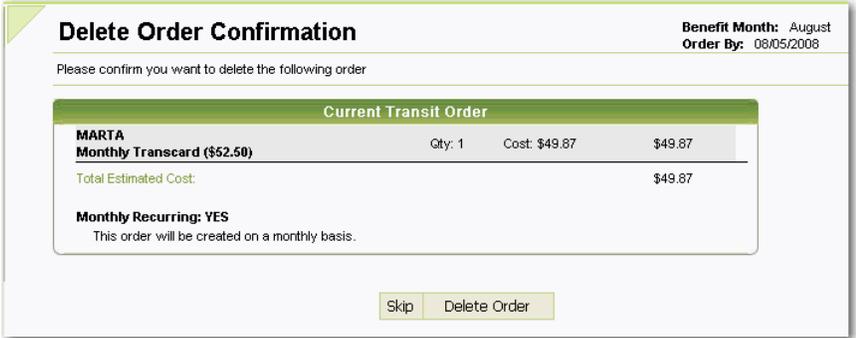
If you need to edit a recurring order, follow the steps below:

Step	Action
1	<p data-bbox="548 457 1235 489">From the Home page, click Edit Recurring Options.</p>  <p>The screenshot shows the 'Transit Home' page with 'Commuter Benefits Information'. Under 'Current Transit Order', there is a table for 'MARTA Monthly Transcard (\$52.50)' with columns for Qty, Cost, and Total. Below the table, there is a 'Monthly Recurring: YES' section with an 'Edit Recurring Options' button highlighted by a yellow arrow.</p>
2	<ul data-bbox="548 930 1333 1041" style="list-style-type: none"> • If you want to stop your passes from recurring, click <i>No</i>, or • Uncheck the months you do not want to receive a pass, and • Click Update.  <p>The screenshot shows the 'Recurring Options' page. It includes a 'Monthly Order Recurring Settings' section with 'Monthly Recurring: YES' and radio buttons for 'Yes' and 'No'. Below this is a grid of months from August 2008 to July 2009, all of which are checked. A callout box with the text 'Uncheck months you do not want a pass' points to this grid. At the bottom, there are 'Back' and 'Update' buttons, with a yellow arrow pointing to the 'Update' button.</p>

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Transit Orders, Continued

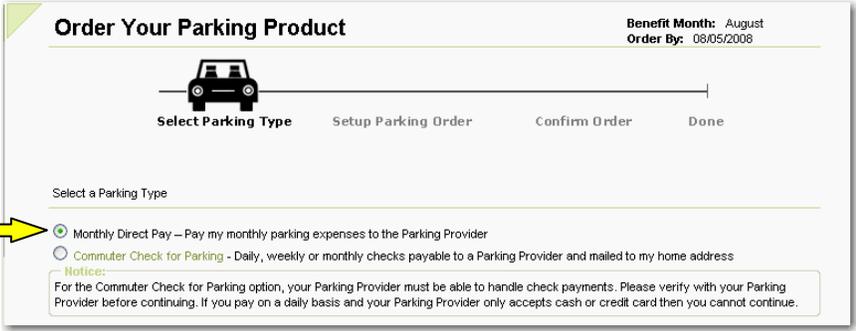
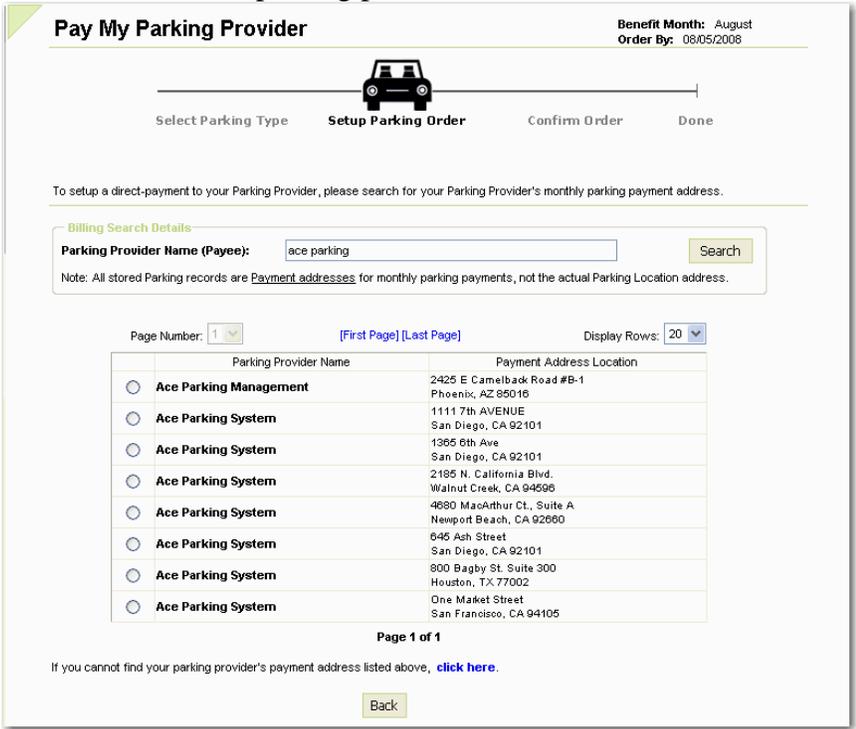
Delete/Change Order To delete an order, follow the steps below.

Step	Action
1	<p>From the Home page, click Delete Entire Order.</p> 
2	<p>Click Delete Order to confirm.</p> 

Parking Orders

Monthly Direct Pay

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

Step	Action
1	Click <i>parking order</i> from the left-hand side of the page.
2	<p>Select <i>Monthly Direct Pay</i>.</p> 
3	<ul style="list-style-type: none"> • Type your parking provider, • Click Search to find the provider, and • Select the correct parking provider. 

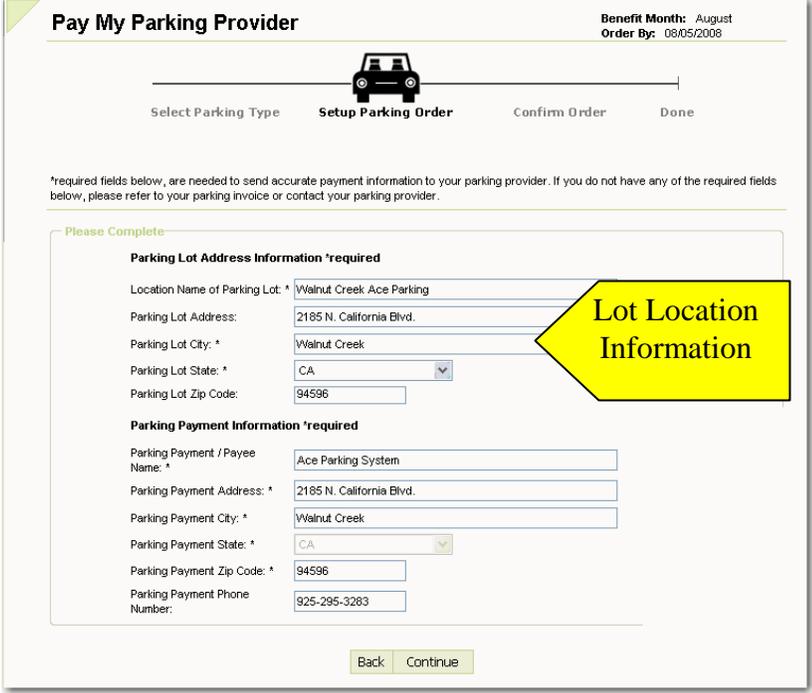
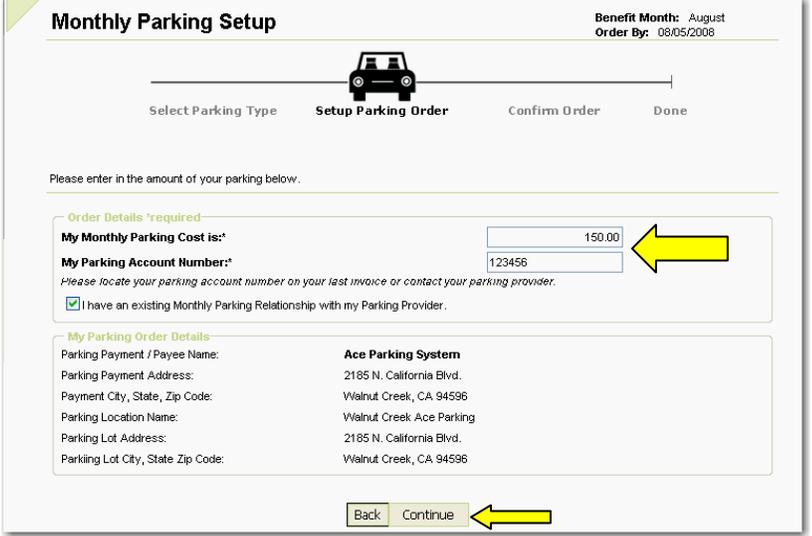


Note: Choose the location based on billing or payment address. This may be different than the physical location of where you park.

Continued on next page

Parking Orders, Continued

Direct Pay (continued)

Step	Action
4	<ul style="list-style-type: none"> Type your parking provider's information into the fields, and Click Continue. 
5	<ul style="list-style-type: none"> Type your monthly parking cost and account number, Check the Monthly Parking Relationship certification, and Click Continue. 

Continued on next page

Parking Orders, Continued

Direct Pay (continued)

Step	Action
6	<p>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.</p> <ul style="list-style-type: none"> • 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. <div data-bbox="548 640 1398 1262" style="border: 1px solid black; padding: 10px;"> <p>Backup Credit Card Request Benefit Month: August Order By: 08/05/2008</p> <hr/> <div style="text-align: center;">  </div> <p>Your order may require a post tax fulfillment source.</p> <div style="border: 1px solid green; padding: 5px; margin: 10px 0;"> <p style="text-align: center; background-color: #4CAF50; color: white; margin: 0;">Credit Card Backup:</p> <p>This order for will be submitted against the balance in your transit spending account.</p> <p>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.</p> <p>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.</p> <p>Options:</p> <p><input checked="" type="radio"/> I WANT 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.</p> <p><input type="radio"/> I DO NOT 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.</p> <p>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.</p> <p style="text-align: center; margin-top: 10px;">Back</p> </div> </div>

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Parking Orders, Continued

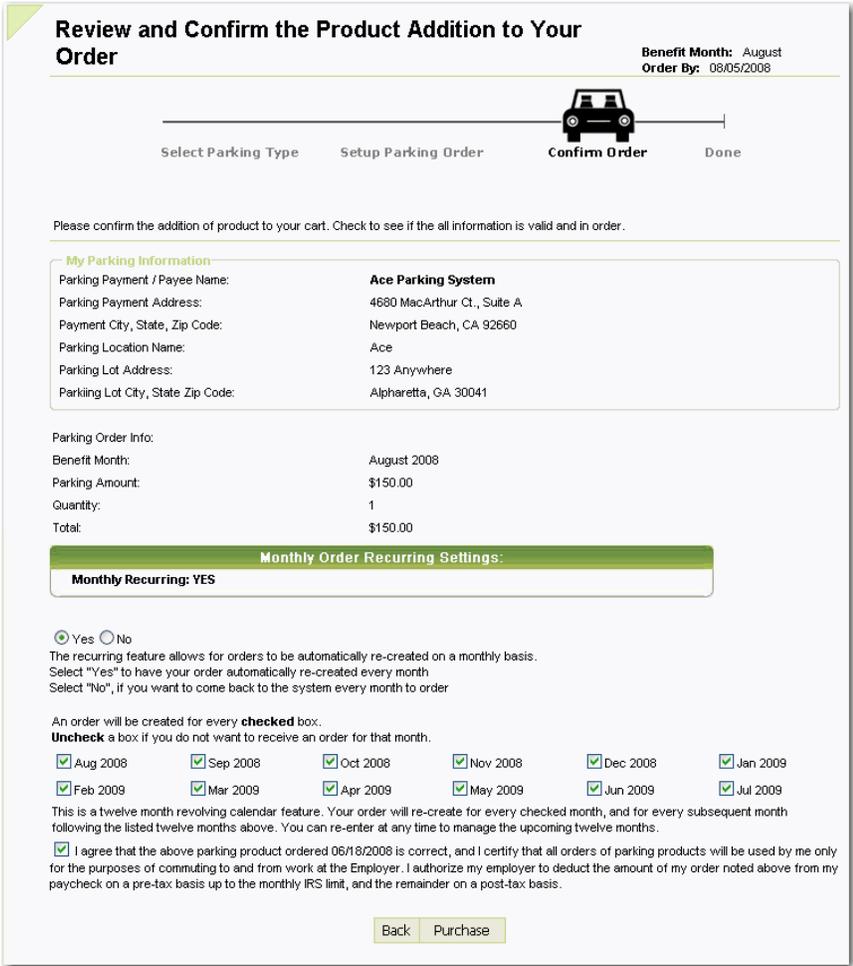
Direct Pay (continued)

Step	Action
7	<p data-bbox="548 422 1356 562"> ① Enter your card information, ② Read and click the authorization below the credit card detail, and ③ Click Continue. </p> <div data-bbox="548 562 1404 1331"> </div>

Continued on next page

Parking Orders, Continued

Direct Pay (continued)

Step	Action
8	<ul style="list-style-type: none"> • Select Yes to have the order automatically re-created each month, or • Select No if you want to come back and order each month. • If recurring, uncheck the months you do NOT want an order, • Check the order certification, and • Click Purchase. 
9	Your order is complete.

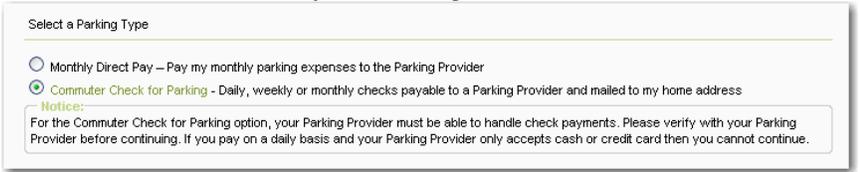
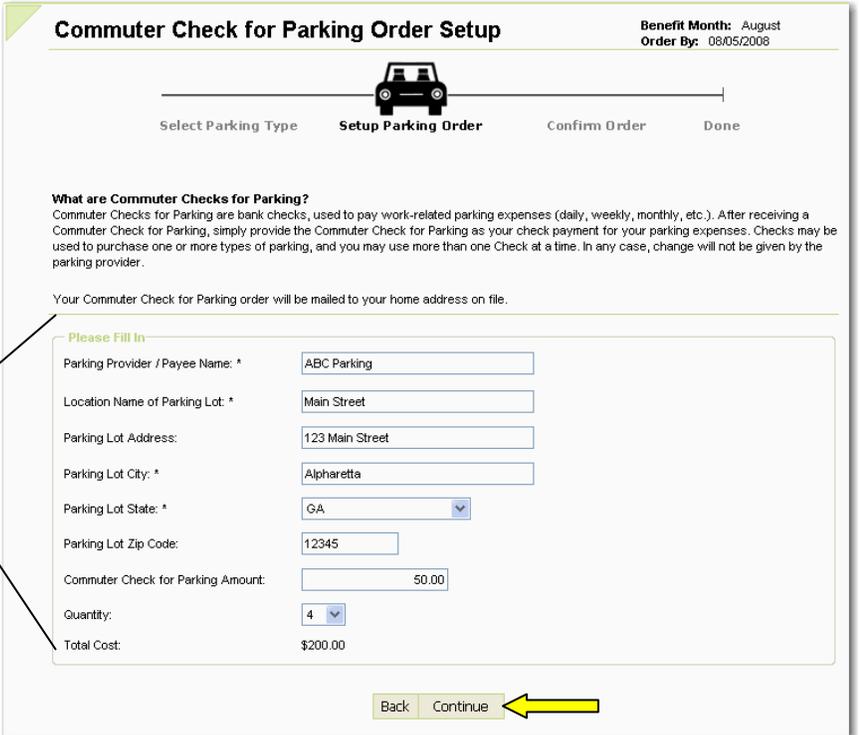
Note: If you do not provide credit card information and there are not enough funds in your pre-tax account to cover the cost to your parking provider, your order will not be fulfilled.

Continued on next page

Parking Orders, Continued

Commuter Checks

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

Step	Action
1	Click <i>parking order</i> from the left-hand side of the page.
2	Select <i>Commuter Check for Parking</i> . 
3	<ul style="list-style-type: none"> Type the parking provider's information in the fields below, and Click Continue. 
4	The remaining steps are the same as for Direct Pay Parking steps 6 - 9. You will need to decide if you want to provide your credit card information and then follow the prompts to complete the order.

IMPORTANT: Your Parking Provider must be able to handle check payments.

*Required fields

Continued on next page

Parking Orders, Continued

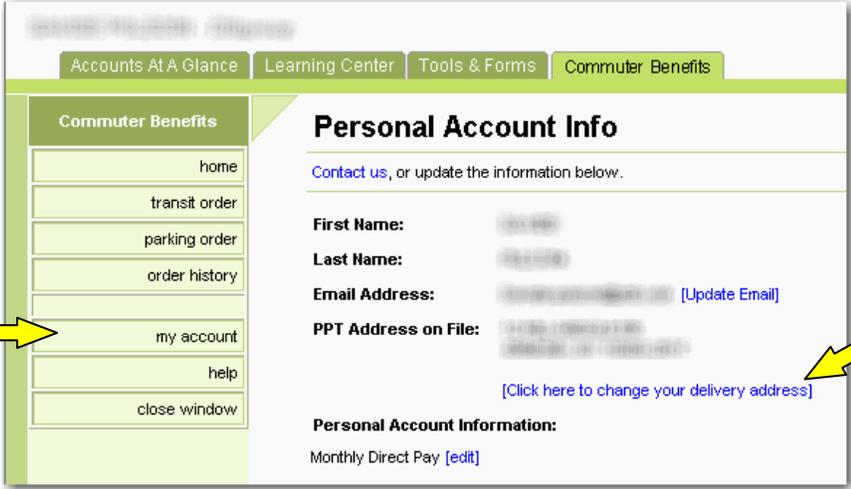
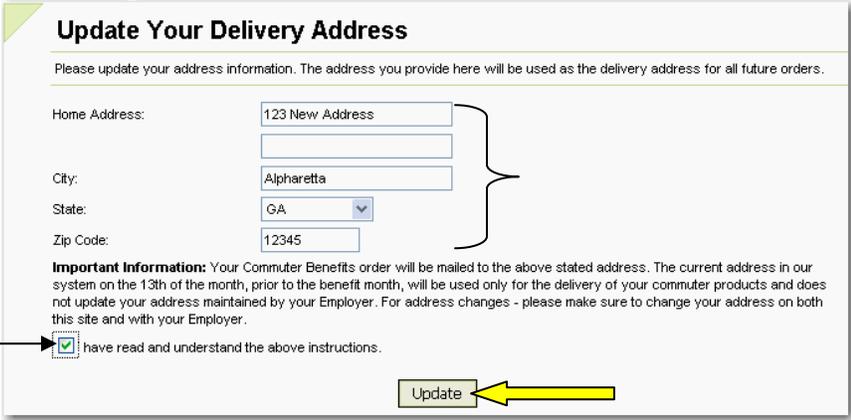
New Provider If you cannot find your parking provider on the site, follow the steps below:

Step	Action
1	<ul style="list-style-type: none"> • Click parking order from the left-hand side of the page, and • Select Monthly Direct Pay.
2	<p>Click <i>If you cannot find your parking provider's payment address listed above, click here.</i></p> click here.' A yellow arrow points to this link." data-bbox="338 274 863 474"/>
3	<ul style="list-style-type: none"> • Type the requested information, and • Click Continue. <p>After the information is received:</p> <ul style="list-style-type: none"> • 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 provide this Commuter Check for Parking to your Parking 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	<ul style="list-style-type: none"> Click <i>my account</i> from the left-hand side of the page, and Click <i>Click here to change your delivery address</i>. 
2	<ul style="list-style-type: none"> Type your new address, Check the disclaimer, and Click Update. 

Change e-mail address

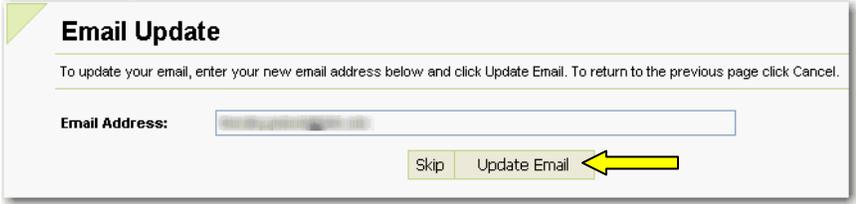
Follow the steps below to change your e-mail address:

Step	Action
1	Click <i>my account</i> from the left-hand side of the page.
2	Click <i>Update Email</i> .

Continued on next page

Personal Account Information, Continued

Change e-mail address (continued)

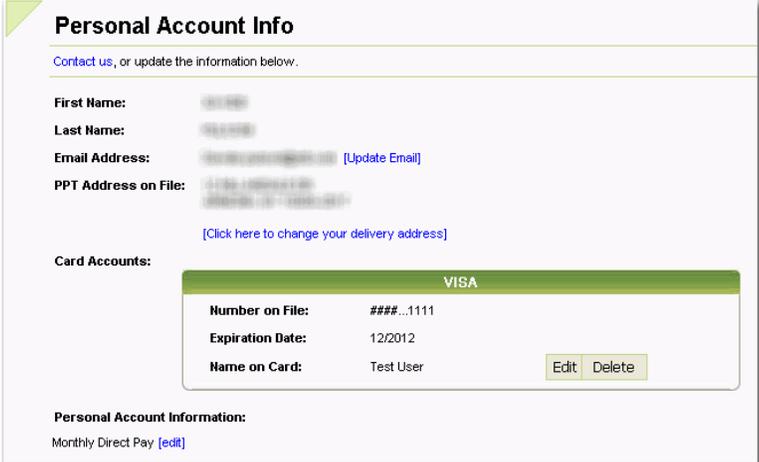
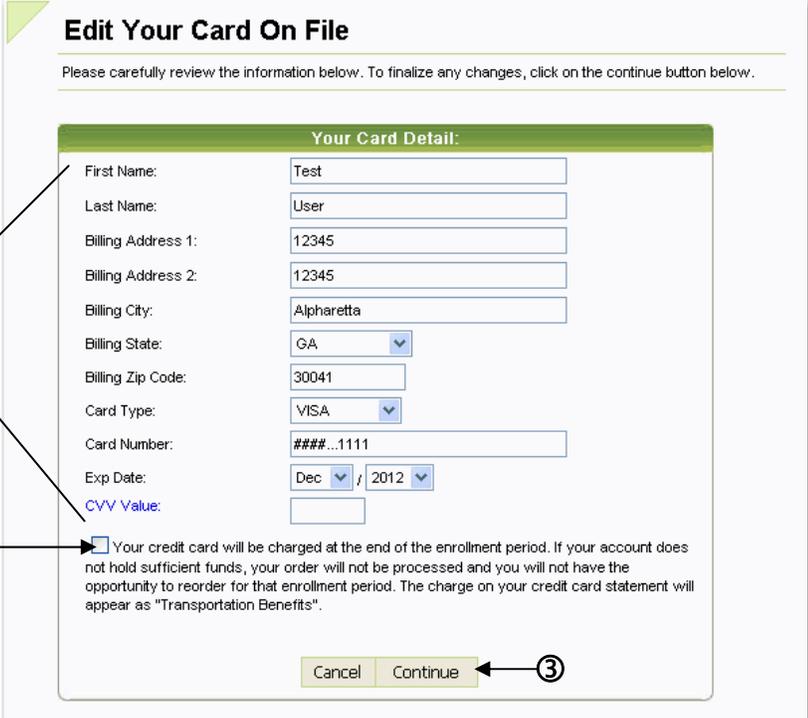
Step	Action
3	<ul style="list-style-type: none">• Type your new e-mail address, and• Click Update Email. 

Continued on next page

Personal Account Information, Continued

Edit Credit Card Info

Follow the steps below to edit your credit card information:

Step	Action
1	<ul style="list-style-type: none"> • Click <i>my account</i> from the left-hand side of the page, and • Click Edit from the Card Accounts section. 
2	<ol style="list-style-type: none"> ① Enter updated credit card information ② Check the confirmation box, and ③ Click Continue. 

Lost Pass Procedures

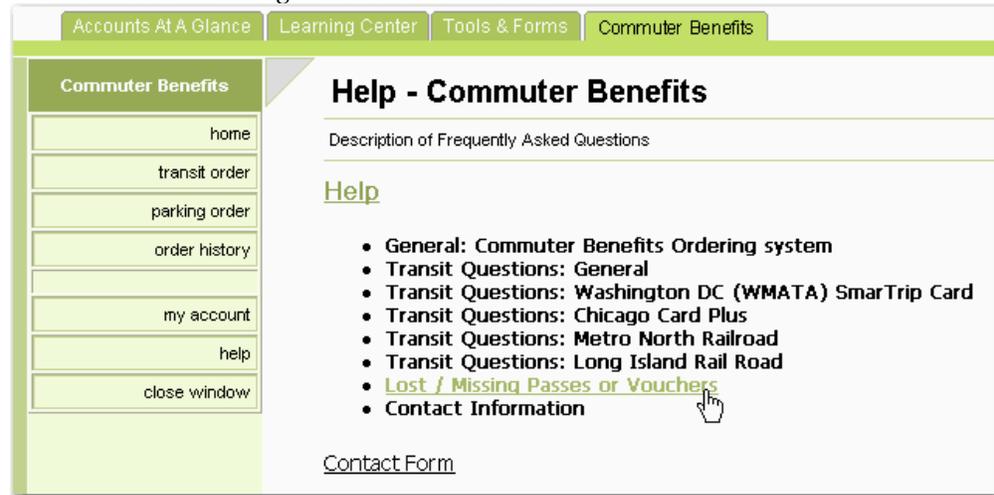
Lost Pass

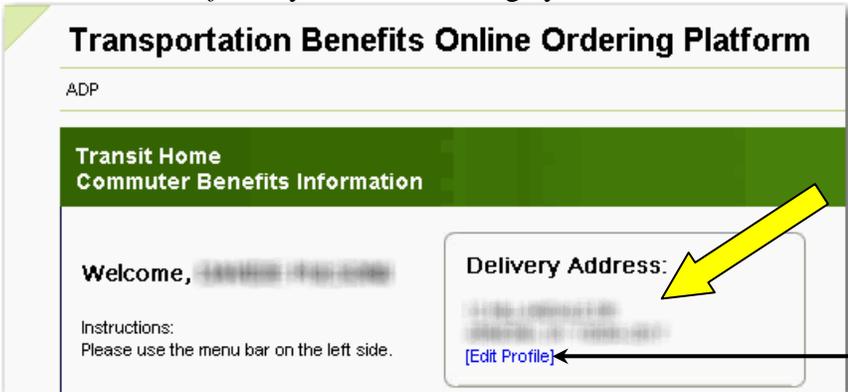
If you never received your pass by the beginning of the benefit month or you received an incorrect pass from the Transit Authority, you must follow these steps to resolve the issue.

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	<p>First, verify your delivery address:</p> <ul style="list-style-type: none"> • Logon to www.flexdirect.adp.com, • Click the <i>Commuter Benefits</i> tab, and • Click Continue. • Click <i>Edit Profile</i> if you need to change your address. 

Continued on next page

Lost Pass Procedures, Continued

Lost Pass (continued)

Step	Action
2	<p>Contact the ADP Solution Center by the 3rd business day of the benefit month to report the pass as lost. Fsa_webcare@adp.com or 1-800-654-6695</p> <p>The Solution Center will ask you to complete the Lost Pass Form which can be downloaded from the Help area of the website.</p>
3	<p>You must purchase a replacement pass for the exact amount as the lost pass.</p> <p>You must provide the following 2 pieces of documentation by the 10th of the month for which the missing or late pass was intended to be used.</p> <ul style="list-style-type: none"> • A receipt of your purchased replacement pass, and • A completed Affidavit for Lost Pass Form. <p>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</p> <p>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.</p>

Lost Pass Status

If you have reported a pass as lost, you can track the status of your lost pass on the website by following the steps below.

Step	Action
1	<ul style="list-style-type: none"> • Logon to www.flexdirect.adp.com, • Click <i>Commuter Benefits</i> tab, and • Click Continue.
2	Click <i>order history</i> from left-hand side of the page.

Continued on next page

Lost Pass Procedures, Continued

Lost Pass Status (continued)

Step	Action																																															
3	<ul style="list-style-type: none"> Click the reference number of the pass that was lost, and Scroll to the bottom of the window to see the Lost Pass Issue status. <div data-bbox="548 531 1396 1302" style="border: 1px solid black; padding: 10px;"> <p>Order Detail</p> <p>The below contains details about your previously made order.</p> <p style="text-align: center; background-color: #4CAF50; color: white; padding: 5px;">Reference Number: 671077</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Benefit Month: July, 2008</td> <td style="width: 50%;">Company: ADP</td> </tr> <tr> <td>Order Type: TRN</td> <td>Full Name: [REDACTED]</td> </tr> <tr> <td>Order Status: APPROVED</td> <td>PPT Address on File: [REDACTED]</td> </tr> <tr> <td>Order Date: 06/06/2008</td> <td>Recurring: Y</td> </tr> <tr> <td>PO #:</td> <td></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Product ID</th> <th>Description</th> <th>Unit Price</th> <th>Qty</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>1004</td> <td>MARTA : Monthly Transcard (\$52.50)</td> <td>\$49.87</td> <td>1</td> <td>\$49.87</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 5px;">Parking Account Number: 123456</p> <p>Order Status Log</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Time</th> <th>Order Status</th> <th>Payment Status</th> </tr> </thead> <tbody> <tr> <td>6/6/2008 12:12:24 AM PST</td> <td></td> <td>APPROVED</td> </tr> <tr> <td colspan="3">Note: Order Auto Approved.</td> </tr> <tr> <td>6/6/2008 12:12:24 AM PST</td> <td>ORDERED BY USER</td> <td>APPROVED [1131256]</td> </tr> <tr> <td colspan="3">Note: Payment Auto Approved.</td> </tr> <tr> <td>6/6/2008 12:12:02 AM PST</td> <td>ORDERED BY USER</td> <td></td> </tr> <tr> <td colspan="3">Note: Add Order to Member:5561398</td> </tr> </tbody> </table> <p>Lost Pass Issue:</p> <p>Description</p> <p>Comments/Questions</p> <p>Issue Information</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Issue ID</th> <th>Created On</th> <th>Issue Status</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table> </div>	Benefit Month: July, 2008	Company: ADP	Order Type: TRN	Full Name: [REDACTED]	Order Status: APPROVED	PPT Address on File: [REDACTED]	Order Date: 06/06/2008	Recurring: Y	PO #:		Product ID	Description	Unit Price	Qty	Amount	1004	MARTA : Monthly Transcard (\$52.50)	\$49.87	1	\$49.87	Time	Order Status	Payment Status	6/6/2008 12:12:24 AM PST		APPROVED	Note: Order Auto Approved.			6/6/2008 12:12:24 AM PST	ORDERED BY USER	APPROVED [1131256]	Note: Payment Auto Approved.			6/6/2008 12:12:02 AM PST	ORDERED BY USER		Note: Add Order to Member:5561398			Issue ID	Created On	Issue Status			
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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.

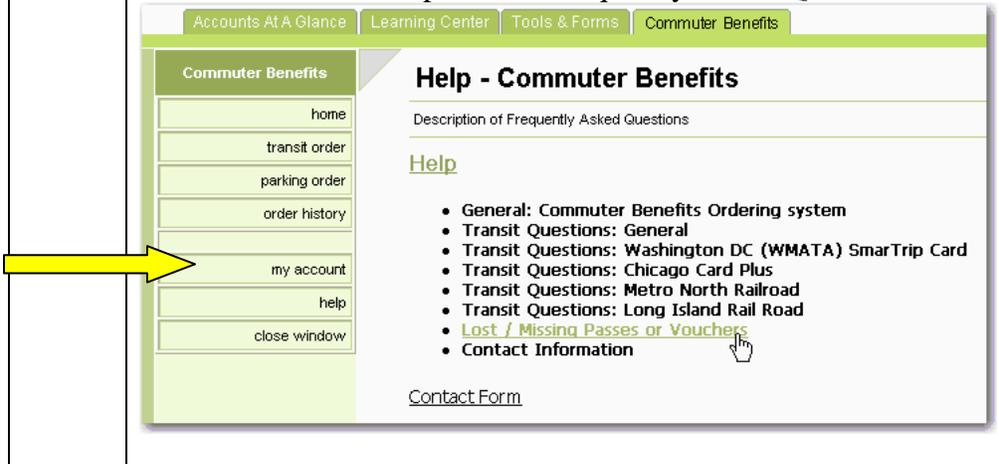


Note: Employees are allowed only one replacement pass reimbursement per year. If you lose more than one pass, it will have to be reviewed for reimbursement eligibility by your employer.

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	<ul style="list-style-type: none">• Logon to www.flexdirect.adp.com,• Select <i>Commuter Benefits</i> tab, and• Click Continue.
2	<p>Click <i>help</i> on the left-hand side of the page, and Click a link under Help to view Frequently Asked Questions</p>  <p>The screenshot shows a web page with a navigation bar at the top containing 'Accounts At A Glance', 'Learning Center', 'Tools & Forms', and 'Commuter Benefits'. Below this is a 'Commuter Benefits' sidebar with links for 'home', 'transit order', 'parking order', 'order history', 'my account', 'help', and 'close window'. A yellow arrow points to the 'help' link. The main content area is titled 'Help - Commuter Benefits' and contains a 'Description of Frequently Asked Questions' section. Under the 'Help' heading, there is a list of links: 'General: Commuter Benefits Ordering system', 'Transit Questions: General', 'Transit Questions: Washington DC (WMATA) SmarTrip Card', 'Transit Questions: Chicago Card Plus', 'Transit Questions: Metro North Railroad', 'Transit Questions: Long Island Rail Road', 'Lost / Missing Passes or Vouchers', and 'Contact Information'. A 'Contact Form' link is visible at the bottom of the page.</p>

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.

Continued on next page

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.



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.

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.
