

PayFlex® Commuter Benefits Online Solution

You can save money on certain work-related transit and parking expenses with our commuter benefits online solution.

Get started

- Go to **payflex.com**.
- Click **Sign In**, located at the top right corner.
- If you're a new user, click **Create Your Profile** and complete the required fields.

How to get to your Commuter Benefits Dashboard

- From the PayFlex member website, go to **Online Commuter** on the dashboard.
- Click **Manage my commuter account**.
- This will take you to your Commuter Benefits Dashboard.
- Here you can:
 - Place an order
 - View your monthly ordering deadline
 - View your current orders and any recurring orders
 - Edit or delete any current orders
 - Calculate your potential savings

Edit or delete an active order

You have two options:

- Click **Edit** on the product you want to change. Your order details will display. Make any edits and click **Save Changes**. (OR)
- Click **Delete** on the product you want to remove. You'll see a message asking if you want to delete the order. To confirm, click **Delete**.

Sign up to receive your orders automatically each month

You can schedule your order(s) to take place automatically each month with the recurring option. You can do this during the ordering process or after you place an order. You can even deselect the months that you don't need an order.

How to place a transit order

- From your Commuter Benefits Dashboard, click on **Place an Order**. Then select **Train, Bus, Ferry or Vanpool** and click **Next**.
- Enter your home and work zip code and click **Next**.
- Choose your transit option and click **Select**.
- Enter your order details.
 - If you would like to place the same order for multiple months, select **Yes** for "Automatically place this order each month?" If not, select **No**.
 - If you want to opt out of any month, select **Yes** for "Are there any months you do not need this order?" If not, select **No**. Then click **Next**.
- View your cart. You can add other products or simply click **Proceed to Checkout**.
- Confirm your delivery information and click **Next**.
- Review your order and the terms of service. Check the box and click **Place Order**.
- Success! You've completed your order.

How to place a parking order

- From the Commuter Benefits Dashboard, click on **Place an Order**. Select **Park** and click **Next**.
- Enter your home and work zip code and click **Next**.
- Select how you generally pay for parking.
- Choose your parking product and click **Select**.
- Enter your order details.
 - If you would like to place the same order for multiple months, select **Yes** for "Automatically place this order each month?" If not, select **No**.
 - If you want to opt out of any month, select **Yes** for "Are there any months you do not need this order?" If not, select **No**. Then click **Next**.
- View your cart. You can add other products or simply click **Proceed to Checkout**.
- Confirm your delivery information and click **Next**.
- Review your order and the terms of service. Check the box and click **Place Order**.
- Success! You've completed your order.

Sign up for the Parking Cash Reimbursement option

If you pay for a parking expense with a personal credit card, cash or check, you can get reimbursed. First, enroll in the Cash Reimbursement option online.

- From the Commuter Benefits Dashboard, click on **Place an Order**. Select **Park** and click **Next**.
- Enter your home and work zip code and click **Next**.
- Select how you generally pay for parking: "Cash" or "Parking meter".
- Click **Select** next to "Enroll in Cash Reimbursement".
- Enter your order details.
 - If you would like to place the same order for multiple months, select **Yes** for "Automatically place this order each month?" If not, select **No**.
 - If you want to opt out of any month, select **Yes** for "Are there any months you do not need this order?" If not, select **No**. Then click **Next**.
- View your cart. You can add other products or simply click **Proceed to Checkout**.
- Confirm your delivery information and click **Next**.
- Review your order and the terms of service. Check the box and click **Place Order**.
- Success! You've completed your order.

Cash Reimbursement Option: Once you incur a parking expense, you can submit a claim for reimbursement

- Log in to the PayFlex member website and click **File a claim**. Follow the instructions and upload or fax your supporting documents, if available.
- OR, you can complete a paper claim form and fax or mail it with your documents.

Things to keep in mind

- The Internal Revenue Service (IRS) sets the monthly pretax parking and transit limits. View the current limits on the PayFlex member website.
- Unused funds rollover into the next month.
- If you spend more than the monthly limit, that additional amount is paid for out of pocket (on an after-tax basis).
- PayFlex will replace up to one non-delivered pass per plan year. But, we aren't responsible for:
 - Expired passes
 - Lost passes
 - Passes that you receive late because of delays with local transportation authorities
 - Passes that you do not receive due to an invalid or incorrect address
- The voucher checks are only valid for one year.

Questions?

Log in to your PayFlex member website and click **Contact Us**. We're here to help Monday – Friday, 7 a.m. – 7 p.m. CT, and Saturday, 9 a.m. – 2 p.m. CT.

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