

WiredCommute FAQ for Employers

Why should our employees participate?

Your employees can save money on their commuting costs by having funds deducted from their pay check pre-tax. Section 132 (f) of federal tax law allows employees to reduce their commuting costs by up to 40%. Employees use pre-tax dollars (subject to monthly limits) to pay for their commuting expenses via online orders through our partner WiredCommute.

WiredCommute partners with over 500 transit and 9,000 parking operators across the country. To check and see if WiredCommute will work for your employees, go to <http://www.wiredcommute.com/partners/partnerlist.aspx>. If you do not see your employees' transit or parking operator listed, call WiredCommute at 1-800-531-2828.

What do employer's typically experience for tax savings by offering a Transportation Fringe Benefit?

7.65% times the pre-tax elections is the general rule of thumb for savings.

What is the maximum amount employees can have deducted pre-tax to put toward their mass transit and parking costs?

\$120 per month for transit and vanpools and \$230 per month for parking.

How does WiredCommute work?

With WiredCommute, there is no participant annual election. Instead, participants may order transit and parking products including fare cards, transit vouchers, direct pay parking and parking vouchers on a monthly basis via WiredCommute. All transactions include direct payment and no need for substantiation. Orders are shipped via first class mail directly to the participant's home (or address as listed within WiredCommute).

What is cut off date for ordering transit and parking passes?

Participants can submit a purchase request for transit or parking passes up to the 10th of each month by 11:59pm EST for the next month's use. Example: Passes ordered by June 10th are for July. *Please note that the transit and parking authorities may have deadlines that vary from WiredCommute, we advise that participants check with their provider early in the month. Examples include a deadline of the 4th of each month for Long Island Rail Road and Metro North Railroad.*

Once the order cutoff date has occurred, how is participant order information communicated to the employer?

On the 12th of every ordering month (for example June 12th per the above), the employer contacts will receive an email notification that the Comprehensive Payroll Deduction Report is available on the Employer WiredCommute Portal.

***What will the Comprehensive Payroll Deduction Report illustrate?**

This monthly report provides information to the employer such as: participant name, type of pass ordered, pre and post-tax deduction amounts based on the dollar amount of the pass and a "Change" column that will show if the participant changed their order from the previous month.

***How are the Transportation Fringe Benefits orders funded? How is the employer notified?**

On the 12th of every ordering month (for example June 12th per the above), the employer contacts will receive an email notification with a report included, "Order Funding Report". This report will illustrate what Discovery Benefits will ACH from the employer's bank account (equal to the dollar amount of the passes ordered). The ACH will occur on the 13th of every ordering month. If participants utilize Parking Cash Reimbursement, an email notification will be sent on the 13th (with details of those orders) and an ACH will occur on the 14th of the ordering month.

When are mass transit and parking orders mailed?

Orders are processed monthly and mailed USPS first class to the participant's home (or address listed in WiredCommute) on the 23rd of each month.

***What happens if a participant order is over the IRS max of \$230?**

Once an order has been placed on WiredCommute, the shopping cart is converted and balances due are split into two buckets: pre-tax and post-tax. The employer will be notified of the participants' orders so the appropriate pre-tax

deductions can be taken from participants' pay checks. The remaining amount will be taken post-tax from the participants' pay checks as well. Example: a pass is \$150, \$120 will be pulled pre-tax and the remaining \$30 will be a post-tax deduction.

What type of products can participants purchase through WiredCommute?

With WiredCommute a variety of products are available for public transportation, vanpooling, and parking. The products included are Commuter Check Vouchers, Commuter Check Card Personalized MasterCard, and Fare Media (transit tickets and passes).

What are Commuter Check Vouchers for Mass Transit?

Commuter Check Vouchers are redeemable for transit passes, tickets, cards, tokens and other fare media. Available in any denominations, they are redeemable anywhere transit vouchers are accepted.

How do participants redeem Commuter Check Vouchers?

For Public Transportation: In addition to transit agency operated ticket windows, most other outlets that sell local transit tickets accept Commuter Check. Participants should contact their local transit operator for a complete list of locations as these are updated frequently. Keep in mind that Commuter Checks cannot be used to pay fare directly; they are used to buy monthly passes, ticket books, and tokens.

How do participants use the Commuter Check Card Personalized MasterCard?

These personalized, re-loadable cards are available for both Mass Transit and Parking, adds great flexibility to commuting needs, and is ideal in markets where voucher acceptance is limited. Participants can add funds to their account through deduction, as well as view their balance and transaction history. This product can be used to buy passes for public transportation and parking just like cash.

How do participants order a Smart Card in WiredCommute for mass transit expenses?

WiredCommute has relationships with Chicago Card Plus, Patco Freedom Card, Charlie Card, Smartrip Card, Translink Card, Go Ventura Card and the Metro Card. Participants follow the same steps to place a mass transit order in WiredCommute but will be required to include the amount they want added to their card and their account number.

***What happens if a participant's pass does not arrive in the mail?**

If a participant does not have their pass in hand to use as of the first day of the month, they will need to purchase the pass they need and submit a refund form so they can be refunded for that expense. This form must be submitted by the 10th of the benefit month (Note: the Refund Process is a one-time WiredCommute allowance).

How are refunds handled? How is money applied?

If a participant returns a pass to WiredCommute a credit is applied to their shopping cart. If they submit an Order Not Received Form (Refund Claim Form) with a valid receipt by the 10th of the benefit month, a refund check is issued to them. Refund checks are processed once a week on Fridays. *Participants are allowed one refund per calendar year.

What should a participant do if their pass arrives after they have purchased a replacement pass?

If their pass arrives after they have purchased a replacement pass, they MUST return the pass to WiredCommute. Include the unused pass in an envelope marked "Customer Service – Lost Pass" (*Mail to: Customer Service – Lost Pass PO Box 70, New Town, MA 02456 or Refunds Fax to: 617-904-1680*). The participant can access this form and many answers to their questions, help topics and claim forms by accessing their WiredCommute Portal account and selecting the help menu item from the left hand navigation.

How does Direct Pay for parking work?

Direct Pay is a great option if your participants who pay their parking provider on a monthly basis. Participants must have an existing relationship with a parking provider to use Direct Pay. Once they've logged into WiredCommute, they'll select their parking provider then enter the amount paid to their provider and account number.

What are Commuter Checks for Parking?

Commuter Checks for Parking are bank checks, used to pay work related expenses (daily, weekly, monthly, etc). After receiving a Commuter Check, the participant simply provides the Commuter Check as their check payment for their parking expenses. Checks may be used to purchase one or more types of parking, and they may use more than one Check at a time. In any case, change will not be given by the parking provider.

What happens if a participant can't find their transit authority in WiredCommute?

If the provider (or Transit Authority) is not located under the appropriate *Greater Metropolitan Area* the participant will need to locate the area which reads "If you cannot find your provider, click here" and click on the link to be directed to the page to add the missing provider. Most providers are updated within one to two weeks of submitting the request; an email notification is issued to the employee to update on the status of the request.

What happens if a participant can't find their parking provider in WiredCommute?

If the parking provider cannot be located under the search field, the employee will need to locate the area which reads "If you cannot find your parking provider, click here" and click on the link to be directed to the page to add the missing provider. Most providers are updated within one to two weeks of submitting the request, an email notification is issued to the employee to update the status of the request. While WiredCommute is working with this parking provider, WiredCommute will send a check directly to the employee with it made payable to the parking provider. If the parking provider refuses to accept the check, the employee can send the check back to WiredCommute and WiredCommute will credit their account.

What are other alternatives if a parking provider does not join WiredCommute?

The WiredCommute Commuter Check Card (MasterCard) is available. This is a reloadable card that the employee would swipe at the parking provider to pay their fees. If the parking provider does not accept MasterCard, the employee also has the option of electing cash reimbursement. With this option, the participant selects "Cash Reimbursement" within WiredCommute and indicates the dollar amount of the parking pass. The participant then purchases the pass out of pocket and is reimbursed via a check from Discovery Benefits. Note this option (cash reimbursement for parking) would not deplete a spend down balance if utilized. Additional options include parking vouchers and DirectPay as noted previously.

***What if the employer chooses to contribute to the benefit?**

The employer will provide the designated amount or percentage to be contributed via file to Discovery Benefits. The provided amount will be available each month for the participants to use towards the purchase of a parking (non cash reimbursement) or transit order. The employer contribution amount resets each month, unused amounts do not rollover from month to month. For example, your employer contributes \$30, and your transit pass amount is \$40. The employer funds will cover the first \$30 and you will be responsible for the remaining \$10 via a pre-tax deduction taken from your paycheck.

*Note: if cash reimbursement is utilized for parking, the employer contribution will not be applied.

What if the employer provides Discovery Benefits with pre-tax dollars remaining from their prior Transportation Benefits administrator?

If the employer provides Discovery with Spend Down File (illustrating pre-tax remaining dollars), Discovery will submit those pre-tax balances to WiredCommute. WiredCommute will load the balance within 7 days due to each employee into their shopping cart for spend down towards a Transportation or Parking (non cash reimbursement) product.

*Note: if cash reimbursement is utilized for parking, this does not deplete the spend down balance.

How can participants make changes to their order information?

Participants will be able to make changes to their current order in WiredCommute by logging into their account. Once they login into their account, a summary of their current orders will appear on the homepage. They'll select "edit recurring order" to make a change to their order or select "delete entire order". 97% of all orders are indicated as recurring by participants.

***How can participants make changes to their personal account information?**

Participants will be able to make changes to their personal account information in WiredCommute by logging into their account. Once they login into their account, they can select "my account" on the left hand side, they'll be able to update

their email address or change your delivery address within this page. Note: reminder notifications will be sent from **no_reply@flexcommute.com**, participants will want to apply this to their email Safe List.

What can an employer do with TSA forfeiture dollars (if applicable)?

IRS regulations state unclaimed amounts cannot be refunded to the participant, various alternatives are available. For example, the money could be forfeited to the employer, used to pay plan expenses, or contributed tax-free to the accounts of other participants in the plan on a fair basis (subject to the monthly statutory limits). *Because deductions are based on ordered passes, forfeited funds are not typical for this benefit design.*

***How does an employer communicate that a participant has terminated?**

The employer communicates terminations via the WiredCommute Eligibility File. The employer will note "Y" for any active eligible participants or "N" for any terminated participants. The files are processed within 24-48 hours.

***How can an employer view participant information?**

The employer will have access to their own Employer WiredCommute Portal. The portal is available 24 hours a day, 7 days a week. In addition to storing monthly reports, the employer will be able to view real time specific participant detail, order history, current shopping carts, and emails.

*Denotes most commonly asked employer questions.