

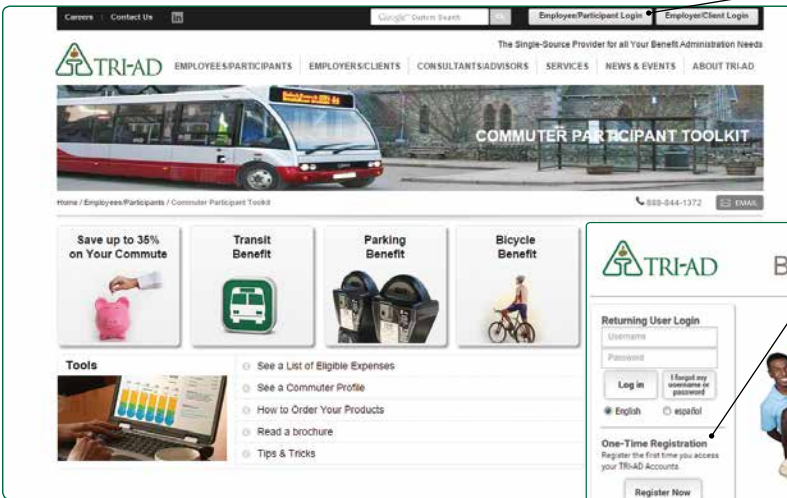
# Commuter Benefits A How-To Guide



Using the TRI-AD Commuter Participant Toolkit at [www.tri-ad.com/commute](http://www.tri-ad.com/commute), you will create an account and place orders for transit and parking products. TRI-AD sends your employer information about the products you've ordered as well as their cost. These dollar amounts will then be deducted from your paycheck.

## Let's Get Started!

Go to [www.tri-ad.com/commute](http://www.tri-ad.com/commute). Click Employee/Participant Login at the top right of the page. A one-time registration is required. After you have registered, login and select "Reimbursement Plan Accounts."



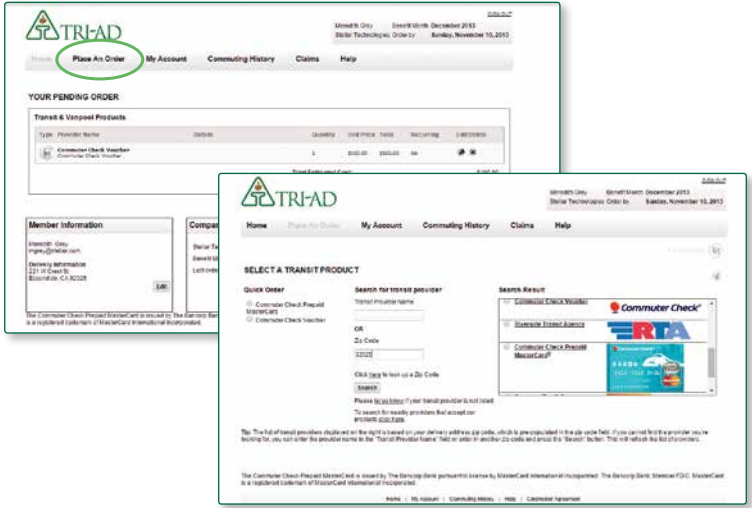
## Placing a Transit Order

Order your transit pass in a few easy steps!

1. Once you've logged into your reimbursement account, select the "Commuter Orders" tile.
2. Select "Place an Order" on the top bar and select **Transit** from the drop-down menu. The first time you login, you will be asked to provide your work location.
3. The system uses your zip code of record to display various transit products and providers. Select your transit product or provider from those displayed, or search for a provider by name or zip code.
4. Once you've selected your provider it by clicking the radio button next to it, you will be taken to an ordering screen for products available from that provider.



*In the event you use more than one provider, such as a bus for part of your commute and a train for the other part, you will need to order each pass separately. Use the "Continue Shopping" button.*



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For each product, you will have a “recurring order” option. Using this feature, you can set your order to recur automatically each month. This is a great option if you do not want to have to place an order each month. If you do not wish to receive an order for a certain month, uncheck the box for that month. Click **Checkout**. Review your order, agree to the terms and conditions, then click **Purchase**.

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)  
Dec 2013  Jan 2014  Feb 2014  Mar 2014  Apr 2014  May 2014   
Jun 2014  Jul 2014  Aug 2014  Sep 2014  Oct 2014  Nov 2014

Cancel Continue Shopping Checkout

## Placing a Card Order

The Commuter Check Card Prepaid MasterCard® is a reloadable commuter benefit card that can be used to purchase commuter products. The card is funded monthly with a specified amount.

***No more waiting in line, stop tracking receipts, and don't worry about your pass being lost in the mail!***

The Commuter Check Card is accepted at transit agencies, fare vending machines, and designated transit retail centers where **only transit products are sold**. Use it like a credit card for eligible commuter products as defined by the tax code that governs these benefit plans.



### ***Order your Commuter Check Card in a few easy steps!***

1. Once you have logged in to your reimbursement account and clicked the “Commuter Orders” tile, select “Plan an Order on the top bar and choose Transit from the drop-down menu.
2. Select **Commuter Check Prepaid MasterCard** from the list of available options or from **Quick Order** on the left side of the screen.
3. Enter the value you would like loaded onto your card and answer two security questions.
4. Click **Checkout**.
5. Review your order and agree to the terms and conditions. Click **Purchase**.

A card is issued with your first order and all future orders are loaded onto that card. You must use your card at least once before additional funds can be loaded.

## Helpful Tips

### **Recurring Order Options:**

The recurring feature allows for orders to be automatically re-created on a monthly basis.

Select “Yes” to have your order automatically recreated every month. Select “No” if you want to come back to the system every month to order.

### **Changing or Deleting your Order:**

Once you place an order, your Order Summary provides the option to change or delete before the transaction is completed.

### **Didn't Receive Your Product?**

If you don't receive your product by the end of the month, file a claim online no later than the 3rd of the next benefit month using “Commuter History” on the ordering platform. Not all products are eligible for refund or reissue.

### **Can't Locate your Transit Provider?**

If you are unable to locate your provider, follow the instructions on the page to request a new provider. We will work to add that Transit Authority and Transit Authority Pass. You will be notified within 10 business days on the status of the request.



# Placing a Parking Order

Whether you're an infrequent parker, rent a monthly parking spot or park at a different garage every day, TRI-AD has a solution to meet your parking needs!

Ordering your parking product is easy. Log into your account from the TRI-AD Commuter Participant Toolkit, click the "Reimbursement Plan Accounts" tile and click "Commuter Orders." Select **Parking** from the **Place an Order** menu near the top of the screen. Select the parking option that works for you and follow the prompts.

## Monthly Direct Pay

This convenient solution allows us to send payment directly to your parking provider each month, so you don't have to worry about writing checks and mailing payments. Simply give us some information about your existing parking arrangement, and we will take care of the rest!

*This solution is great for monthly parkers or those that pay on a monthly or quarterly basis!*

### How to Order:

1. From the Parking menu select Monthly Direct Pay.
2. Search for your provider by name, address or city.
3. View participating providers on the map, then scroll down to select your provider.
4. Enter your monthly parking amount, your parking account number, confirm you have an existing relationship with the parking provider, and set up recurring orders if desired.



## Helpful Tips

### When selecting your parking provider...

Please note that this is the actual location of your parking spot.

You must have an existing relationship with a parking provider in order to use the Monthly Direct Pay option.

### Don't see your parking provider listed?

If you cannot locate your parking provider, follow the instructions on the page to request a new provider. We will contact the parking provider to register them as a payee in our system.

## Commuter Check for Parking Vouchers

These vouchers are made payable to the parking provider of your choice and can be used to pay for parking expenses. Simply submit the voucher to the parking attendant as payment instead of cash or a personal check.

*Perfect for daily parkers!*

### How to Order

1. From the Parking menu select **Commuter Check for Parking**
2. Search for your provider by name, address or city.
3. View participating providers on the map, then scroll down to select your provider.
4. Enter your voucher amount and quantity, and set up recurring orders if desired.

**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:	22nd & Sixth Parking LLC
Parking Lot Name:	51 West 22nd St Between 6th and 5th Ave
Street Address:	51 West 22nd Street
City:	New York
State:	NY
Zip Code:	10010

**Commuter Check Amount**

Commuter Check for Parking Amount*	\$125.00
Quantity:	1
Total Cost:	\$125

**Recurring Options**

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

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



## Helpful Tips

**Make sure that your parking provider accepts Commuter Checks before placing your order.**

**Commuter Checks come in flexible denominations, including cents.**

**There is no cash back for Commuter Checks, so order the exact amount that you will need.**

## Still don't see an option that fits your needs? Try the Commuter Check Card!

**Commuter Check Card** offers the functionality and convenience of a reloadable, personalized debit card for use at parking facilities nationwide. No receipts are necessary with this solution, just swipe and go.

*Perfect for infrequent parkers and for use at automated parking facilities!*



## Contact Information



If you have any questions or problems with placing an order, please contact TRI-AD Participant Services

Phone: 888-844-1372 Monday – Friday 5:00 a.m. – 6:00 p.m. Pacific Time

Fax: 866-233-4741

Website: [www.tri-ad.com/commute](http://www.tri-ad.com/commute)

Email: [commute@tri-ad.com](mailto:commute@tri-ad.com)