

# Commuter Benefits Resource Guide

Information about the transition of your  
commuter benefits account

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## Timeline for Transit Plans

Product	Changes	Dates	Event
WageWorks Commuter Card	New Name: CUNY Commuter Benefits Prepaid Mastercard	February 2020	Last month for your WageWorks payroll deductions
		February 2020	New Edenred card being mailed to you
	New Commuter Benefit Participation Fee: \$1.25	March 1	Edenred payroll deductions begin
		March 1	Activate your CUNY Commuter Benefits Prepaid Mastercard
	This new card can be used for both transit and parking expenses	March 11	Update your MTA or other transit accounts with your CUNY Commuter Benefits Prepaid Mastercard (if applicable)
		April 30	Last day your WageWorks Commuter Card will work
Transit Pass	New Commuter Benefit Participation Fee: \$2.05	February 2020	Last month for your WageWorks payroll deductions
		March 1	Edenred payroll deductions begin
	April 4	Last day to place your order with Edenred for LIRR or MNRR May Commuter Passes	
	April 10	Last day to place your order with Edenred for NJ Transit and other transit Providers for May Commuter Passes	
	April 30	Last day to use your WageWorks passes	
	May 1	Begin using Edenred transit passes for May	
Access-A-Ride	New Commuter Benefit Participation Fee: \$2.05	February 2020	Last month for your WageWorks payroll deductions
		March 1	Edenred payroll deductions begin
	April 10	Last day to place an order with Edenred for your May Access-A-Ride coupons	
	April 22	Edenred will mail your Access-A-Ride coupons to you for immediate use	

## Timeline for Parking Plans

Product	Changes	Dates	Event
Pay My Parking	New Name: Direct Pay	February 2020	Last month for your WageWorks payroll deductions
		March 1	Edenred payroll deductions begin
	New Commuter Benefit Participation Fee: \$2.05	April 10	Last day to place your order with Edenred for May Direct Pay parking benefit
Pay Me Back	New Name: Parking Cash Reimbursement	February 2020	Last month for your WageWorks payroll deductions
		March 1	Edenred payroll deductions begin
	New Commuter Benefit Participation Fee: \$2.05	March 1	You may start submitting parking claims to Edenred as long as you have a sufficient balance of pre-tax benefits
		April 30	Last day to file your Pay Me Back claim forms with WageWorks by mail
		April 30	Last day to file your Pay Me Back claim forms with Wageworks online
Parking Card	New Name: CUNY Commuter Benefits Prepaid Mastercard	February 2020	Last month for your WageWorks payroll deductions
		March 1	Edenred payroll deductions begin
	New Commuter Benefit Participation Fee: \$2.05	April 10	Last day to place your order with Edenred for May parking benefit
		April 22	Edenred mails your CUNY Commuter Benefits Prepaid Mastercard
	This new card can be used for both transit and parking expenses		

## Your New CUNY Commuter Benefits Prepaid Mastercard

- Do not destroy your WageWorks Commuter Card. This card will work through April 30, 2020.
- After August 2020, any remaining funds from your WageWorks card will be transferred to Edenred.

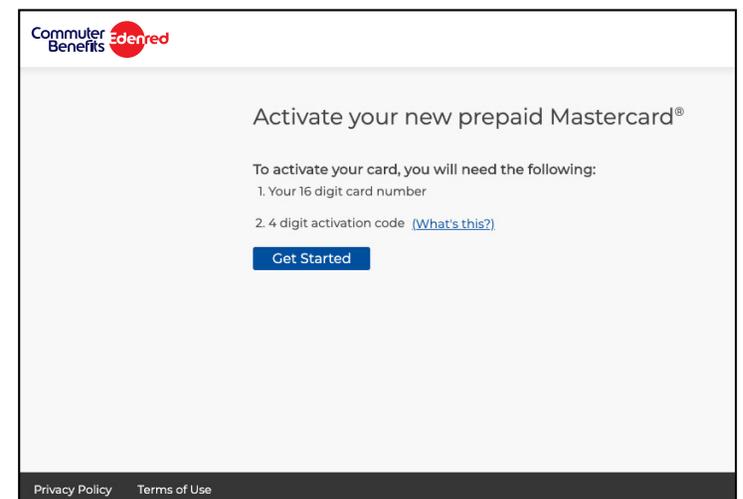


## Activating your CUNY Commuter Benefits Prepaid Mastercard either:

1. Online: <https://card.commuterbenefits.com/activate>
2. Or, call: 866-996-0242, and choose option 1

### To activate your card, you will need:

1. The 16-digit card number
2. Your activation code, which is the last 4 digits of your 'N' Number, or in your email with the subject line 'Your Activation Code + Shipping Information'. Please note, your activation code is not the same as your PIN.

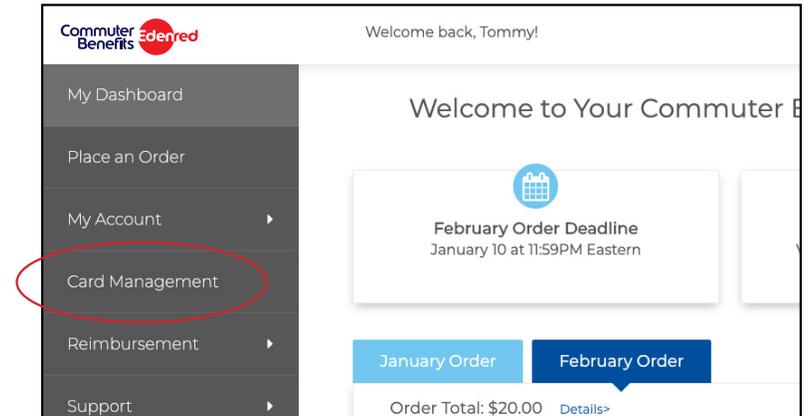


The CUNY Commuter Benefits Prepaid Mastercard may only be used for qualified commuter benefit purchases in accordance with IRS Tax Code 132(f). NO CASH OR ATM ACCESS. This card may not be used everywhere Debit Mastercard is accepted.

The CUNY Commuter Benefits Prepaid Mastercard is issued by Central Bank of Kansas City, Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. By accepting, signing or using this Card, you agree to the terms of the Cardholder Agreement. For customer service, call 866-996-0242.

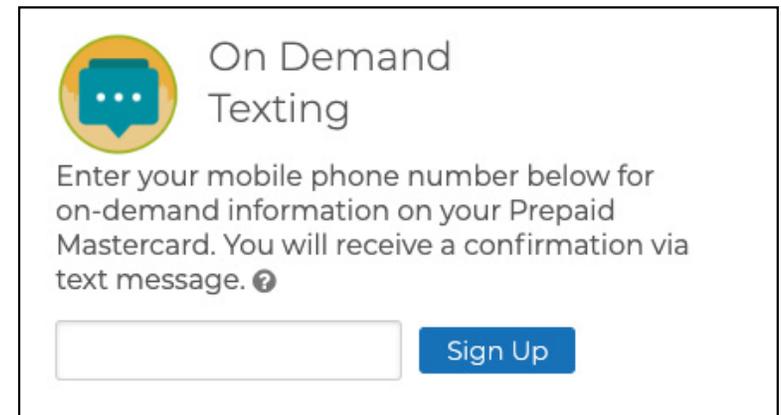
## How to check the balance on your CUNY Commuter Benefits Prepaid Mastercard

After logging into your account, your balance can be found on the Card Management page.



### Did You Know?

You can get your balance via text. Just sign up for On Demand texting on the Card Management page.



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## Updating Your Address

Please verify your mailing address with CUNY. All new commuter cards and passes will be mailed to the address on file with CUNY.

To verify your address connect to <https://home.cunyfirst.cuny.edu/> and update your address if necessary.

## How to Sign Up

**Follow the steps below to get started:**

1. Head to [www.login.commuterbenefits.com](http://www.login.commuterbenefits.com) and click on 'Sign Up Now'
2. Enter your Company ID: CUNY
3. Enter your First Name, Last Name and Zip Code
4. Confirm your username, create a password and click 'Next'

## Transit Pass Orders

1. From the side menu select 'Place an Order'.
2. Select your preferred mode of transportation from the list of options.
3. Enter your zip codes, then click 'Next'.
4. Select your product from the list of options.
5. Enter your order details, select your recurring options and click 'Next'.
6. View your cart, and click 'Proceed to Checkout'.
7. Review your order. If everything is correct, click 'Place Order'.
8. A confirmation will display that your order has been placed.

### Helpful Tips

#### Recurring Orders

When you set your order to recur monthly, your order will be placed automatically each month. You won't have to log back into your account unless you want to make changes to your order.

If there are any months that you do not need your order, simply select 'Yes', and select the months you do not need from the calendar.

#### Editing or Deleting Your Order

You can make changes to your order from your dashboard. Under the 'Options' button, select 'Edit Order' or 'Delete Order'.

Changes to your order can be made up until the last date to place an order. Your company's last date to order is displayed on the dashboard.

## How to Place an Order for Access-a-Ride

1. From the side menu select 'Place an Order'.
2. Select either option for your commute method to proceed.
3. Enter your zip codes, then click 'Next'.
4. Verify your product and click 'Select'.
5. Enter your order details and select your recurring options.  
When finished click 'Next'.
6. View your cart, and click 'Proceed to Checkout'.
7. Confirm your delivery address, then click 'Next'.
8. Review your order. If everything is correct, click 'Place Order'.
9. A confirmation will display that your order has been placed.

### Helpful Tips

#### Recurring Orders

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## How to Place an Order for Parking CUNY Commuter Benefits Prepaid Mastercard®

1. From the side menu select 'Place an Order'.
2. Select 'CUNY Commuter Benefits Prepaid Mastercard' from the list of options.
3. Enter your order details and select your recurring options. When finished click 'Next'.
4. View your cart, and click 'Proceed to Checkout'.
5. Confirm your delivery address, then click 'Next'.
6. Review your order. If everything is correct, click 'Place Order'.
7. A confirmation will display that your order has been placed.

### Helpful Tips

#### Recurring Orders

When you set your order to recur monthly, your order will be placed automatically each month. You won't have to log back into your account unless you want to make changes to your order.

If there are any months that you do not need your order, simply select 'Yes', and select the months you do not need from the calendar.

#### Editing or Deleting Your Order

You can make changes to your order from your dashboard. Under the 'Options' button, select 'Edit Order' or 'Delete Order'.

Changes to your order can be made up until the last date to place an order. Your company's last date to order is displayed on the dashboard.

#### Managing Your Card

You can activate, request a replacement or report a problem with your card right from your dashboard. More details about your CUNY Commuter Benefits Prepaid Mastercard such as transaction history can be found under My Account > Card Management.

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## How to Place an Order for Parking Monthly Direct Pay

1. From the side menu select 'Place an Order'.
2. Select 'Park' from the list of options.
3. Enter your zip codes, then click 'Next'.
4. Select 'I Have an Account With a Provider' from the list of parking habits.
5. Select 'Monthly Direct Pay' from the list of options.
6. Enter your parking provider's information, then click 'Find Your Provider'.
7. Choose your parking provider from the list of options.
8. Enter your order details, select your recurring options and click 'Next'.
9. View your cart, and click 'Proceed to Checkout'.
10. Review your order. If everything is correct, click 'Place Order'.
11. A confirmation will display that your order has been placed.

### Helpful Tips

#### Recurring Orders

When you set your order to recur monthly, your order will be placed automatically each month. You won't have to log back into your account unless you want to make changes to your order.

If there are any months that you do not need your order, simply select 'Yes', and select the months you do not need from the calendar.

#### Editing or Deleting Your Order

You can make changes to your order from your dashboard. Under the 'Options' button, select 'Edit Order' or 'Delete Order'.

Changes to your order can be made up until the last date to place an order. Your company's last date to order is displayed on the dashboard.

#### Don't See Your Provider?

If your parking provider is not in our database, follow the link at the bottom of the page to add your provider. You may still continue with your order, and we will reach out to the parking provider to affiliate them as a payee in our system.

## How to Get Support

- ▶ [Online at www.login.commuterbenefits.com](http://www.login.commuterbenefits.com)
  - Place and manage your orders
  - Manage your CUNY Commuter Benefits Prepaid Mastercard
  - Get important news and alerts
  
- ▶ [Edenred Commuter Benefits Call Center](#)
  - Email: [cuny@commuterbenefits.com](mailto:cuny@commuterbenefits.com)
  - (866) 246-8714
  - Call Center Hours: Monday - Friday 8:00 am - 8:00 pm