

Delivering the Future Today

Terms and Conditions

- The deadline for ordering passes is set by your employer.
- Any retractions to an order must be reported to your employer.
- The maximum pre-tax parking and transit amounts are set by the IRS annually. Please consult the PayFlex website at www.mypayflex.com or your employer for current limits.
- You may purchase passes over the pre-tax limit, however the excess amount will be taken out of your paycheck on an after-tax basis.
- PayFlex is not responsible for passes that have expired.
- Passes lost by participants are non-refundable.
- PayFlex will replace up to one non-delivered pass per contract year per participant. The participant must contact PayFlex at **800.284.4885** and complete the Transit Non-Delivered Pass form by the monthly deadline (this form can be found on our website at www.mypayflex.com).
- Participants who use transit authorities that have a combined parking and transit stored value card should purchase separate cards for both accounts.
- The reference number must be included with all pass cancellation requests.
- The availability of discount programs such as senior citizen or disability with transit authorities is limited.
- PayFlex is not responsible for late distribution of passes where the delivery was delayed by local transportation authorities.
- Passes not delivered due to an invalid or wrong address are not the responsibility of PayFlex.

PayFlex Parking & Transit Reminders

- For questions on your Parking & Transit Commuter Benefit, go to www.mypayflex.com to view a listing of Frequently Asked Questions or call PayFlex at **800.284.4885**.
- For parking reimbursement, use Express Claims via www.mypayflex.com to submit a claim online or fax a completed claim form and your receipt to PayFlex at **402.231.4310**.
- Visit www.mypayflex.com for further information.



PayFlex invites you to... 

- Use public transportation to reduce the amount of carbon dioxide in the air.
- Order all your transportation and parking passes online.
- Use Express Claims to upload and submit your parking expenses for reimbursement.
- Encourage colleagues, friends and family to **go green!**

www.mypayflex.com



PayFlex invites you to... 

Parking & Transit Commuter Benefits





How do I get started?

Start saving money today by using pre-tax dollars for your commuting expenses. For all parking and transit services, simply enter www.mypayflex.com into a web browser and click on **Login** on the left navigation bar. Then click on **Register my account** and fill in the requested information. After registering your account you will be logged in. By clicking on the **Parking & Transit Orders** link you can purchase a transit pass, pay your monthly parking provider or request Commuter Checks for Parking to pay your parking fees.

How do I purchase a transit pass online?

- Go to www.mypayflex.com, click on **Login** on the left navigation bar and enter your username and password.
- Click on the **Parking & Transit Orders** link.
- Then click on **Transit Order** located on the left-hand side.
- Select the Greater Metropolitan Area in which you commute.
- Select the applicable transit provider.
- Select your transit product (depending on the transit authority, the system may require you to enter your station route first in order to identify the pass type).
- Enter your transit pass number (if applicable to your transit authority) and click **Continue**.
- Enter the value you wish to add to the pass, and transit pass number (if applicable).
- Enter the number of passes you wish to purchase and click **Continue** to confirm order.
- Identify if you would like to schedule this transaction as an automatic, recurring monthly purchase.
- Set your recurring options and click **Purchase**.
- Review your order for accuracy and click **Return Home**.

When will I receive my pass?

The transit authority will deliver your pass(es) to your home address. They will be mailed by the 25th of each month and should arrive by the end of the month.

Some passes may be electronically credited to a stored value card and therefore, not delivered. In this situation, the employee will be required to obtain a stored value card prior to using the online ordering platform.

Do I have to go online every month to purchase my transit pass?

When you make your purchase online you have the option to schedule it as an automatic **recurring** transaction. If you choose this option, your purchase will be automatically placed every month. The only time you would need to go back online is to make a change or cancel your recurring purchase for a particular month. See details below:

Using the Recurring Option:

- You have the option of de-selecting months that you will not need a pass. For example, if you plan on taking a vacation for the month of July, you can simply de-select the month of July and you would not receive a pass for the month of July.
- You can also change your recurring option for a particular month or set of months. Simply select **Edit Recurring Options** and de-select the months you would not like to receive a pass OR select the months that you would like to receive a pass.
- Recurring orders do not expire. Once you set your recurring option, you will receive passes for the months selected and continue to receive the same monthly passes for every succeeding 12 month period unless you select **Edit Recurring Options** or **Delete Entire Order**.
- To cancel your entire order for the current 12 month period and the succeeding 12 month periods, select **Delete Entire Order**.



How do I pay my parking provider online?

PayFlex's Monthly Direct Pay program allows you to set up direct payment to your parking provider for your recurring monthly parking expenses.

- Go to www.mypayflex.com, click on **Login** on the left navigation bar and enter your username and password, then select **Parking & Transit Orders**.
- To pay your parking provider directly, you must have an existing relationship with that provider.
- Select **Parking Order** on the left-hand side and then click on **Monthly Direct Pay**.
- Using the search option, enter the name of your parking provider.
- Select a parking provider from the list. You are selecting the payment address for your parking provider which may not be the same as your location.
- Enter your Parking Lot address information and click **Continue**.
- Enter the amount to be paid to your Parking Provider and your account number. Check the acknowledgment box and click **Continue**.
- Set your recurring options and click **Purchase**.

How do I obtain Commuter Checks for Parking?

Commuter Checks for Parking are bank checks, used to pay for your work-related parking expenses. After receiving a Commuter Check for Parking, simply provide the Commuter Check for Parking as a check payment for your parking expenses. Checks may be used to purchase one or more types of parking, and you may use more than one check at any time. In any case, change will not be given by the parking provider.

- Go to www.mypayflex.com, click on **Login** on the left navigation bar and enter your username and password, then select **Parking & Transit Orders**.
- Select **Parking Order** on the left-hand side and then select **Commuter Check for Parking**.
- Enter Parking Provider information.
- Enter the amount and quantity of Commuter Checks for Parking needed to pay your provider and click **Continue**.
- Review your order, set your recurring options and click **Purchase**.
- Click **Return Home**. Your order is now complete and will be processed on the next cut off date.
- Your Commuter Check for Parking order will be mailed to your home address on file.

How do I get cash reimbursements for my parking expenses?

To receive reimbursements for parking expenses you are required to have already paid your parking provider. You will need to elect a dollar amount to be set aside from your paycheck into a spending account.

- Go to www.mypayflex.com, click on **Login** on the left navigation bar and enter your username and password, then select **Parking & Transit Orders**.
- Select **Parking Order** on the left-hand side and then click on **Enroll in Cash Reimbursement**.
- Select the link next to **Step 1** to set your parking election.
- Enter election amount, parking provider name, location and address and select **Purchase**.
- Review your election and set your recurring options.
- Click **Purchase**. Your election is now complete.
- For reimbursement, use Express Claims via www.mypayflex.com to submit a claim online or fax a completed claim form and your receipt to PayFlex at **402.231.4310**.

