



Commuter Benefits Resource Guide

Information about the transition of your
commuter benefits account

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Where's My Money?

Your WageWorks Commuter Account closed on June 30, 2019.

- If you are enrolled in commuter benefits, any remaining WageWorks funds will be transferred to your Edenred Commuter Account by August 31, 2019.
- If you are no longer enrolled in commuter benefits but still had funds at WageWorks, an Edenred Commuter Account has been created for you, and funds will be transferred to your new account.

What Should I Do Next?

- You must register in order to access your new Commuter Account. Go to www.commuterbenefitsnyc.com/register.aspx
- Enter your name, zip code, and employee ID/reference number
- A verification link will be sent to your email address

What Can I Do With This Money?

- You can access your commuter benefits account online to place new transit pass and ticket orders and to view your transactions and account balance.

(Continued on next page)

Registration Tips:

- You must enter your name exactly as it appears in NYCAPS ESS.
- You will need your seven-digit employee ID/reference number to register. This number can be found in the "Employee Number" box on your e-stub in NYCAPS ESS.
- If you are no longer employed with the City, this number can be found in the "Reference Number" box on your paper pay stub or you may contact your former agency.

What Can I Do With This Money?

- Your ECBS Commuter Benefits Account allows you to use your transit and parking benefits at public transit providers in the New York tri-state area.
- If you have an Annual Transit Card or Transit Pass, or if you participate in Access-a-Ride or Park-n-Ride, your pre-tax funds will be loaded directly to your ECBS Commuter Benefits Account. Once loaded, these funds will apply towards future orders.
- Our monthly order deadline is the 10th or the 4th if your benefits are loaded into an MNR or LIRR Mail & Ride Account. Please register and login before then to confirm your order.
- In accordance with the Internal Revenue Code, these funds cannot be refunded directly to you.

If you no longer work for the City

If you are no longer employed with the City of New York, you must still register for your ECBS Commuter Benefits Account. You will have full access to the funds in your account for 90 days. These funds must be spent on qualified transit and parking purchases. In accordance with the Internal Revenue Code, upon termination of employment, unspent pre-tax funds remaining in your account after 90 days are forfeit and cannot be refunded to you.

If you leave City service, or have already left City service, these pre-tax funds are available for use in your ECBS account for 90 days. You will permanently lose these pre-tax funds if you do not use them for qualified transit or parking purchases within the 90-day period.

Your New NYC Commuter Prepaid Mastercard

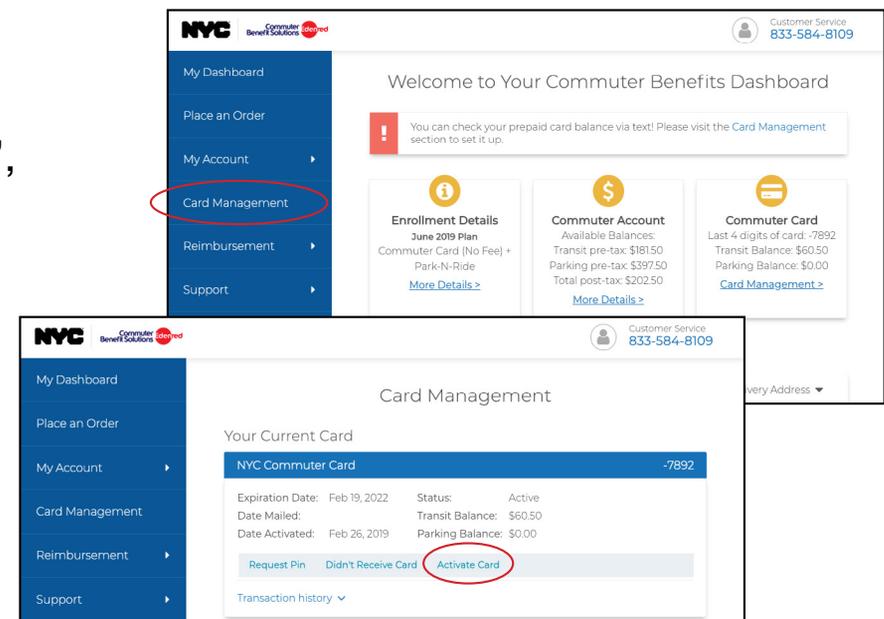
- Do not destroy your WageWorks Commuter Card. This card will work through June 30, 2019.
- After June 30, 2019, any remaining funds from your WageWorks card will be transferred to your new Commuter Account in late August.



Activating your NYC Commuter Prepaid Mastercard

- Login to your account, go to 'Card Management', and click 'Activate Card'
- Or call (833) 584-8109, and choose option 1*

* When calling, you will need your Employee ID or reference # to activate your card. Look for "Employee Number" on your e-stub in NYCAPS ESS or the "Reference #" if you receive a paper pay statement.

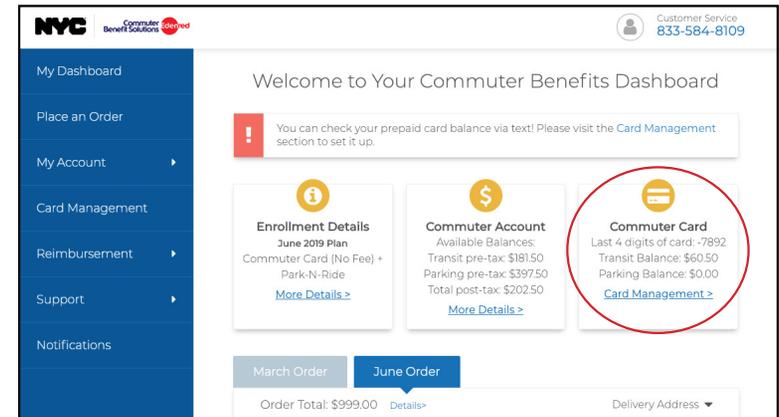


The NYC Commuter Prepaid Mastercard may only be used for qualified commuter benefit purchases in accordance with IRS Tax Code 132(f). NO CASH OR ATM ACCESS. This card may not be used everywhere Debit Mastercard is accepted.

The NYC Commuter 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 1-833-584-8109.

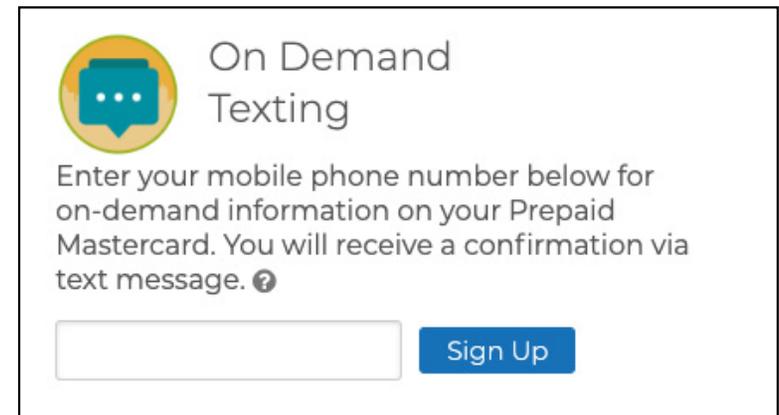
How to check the balance on your NYC Commuter Prepaid Mastercard

After logging into your account, your balance can be found on the Dashboard under the 'Commuter Card' section.



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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The New Annual Transit Card will be active on July 1, 2019

- Your new Annual Transit Card (pictured right) should arrive in the mail by June 26, 2019.
- Do not destroy your WageWorks Premium TransitChek Metrocard. This card will work through June 30, 2019.



Replacement Cards

In the event that you do not receive your new Annual Transit Card by June 26, 2019, please log into your account at www.commuterbenefitsnyc.com, and go to My Account > Order History and click on Lost/Stolen/Damaged Card.

Walk-in Center Opening June 24, 2019

You must bring one of the following:

- Driver's license or state non-driver's ID card
- U.S. Passport or U.S. Passport Card
- Employee ID card issued by the participant's City agency, provided it contains the agency name and a photograph.

Address:

450 Seventh Avenue
Floor 19, Room 1906
New York, NY 10123

Hours:

Monday - Friday
8:00 AM - 4:00 PM
(excluding holidays)

Updating Your Address

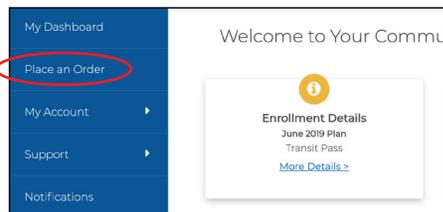
If you need to update your address, you must do this through your employer.

- **City Employees:** [Go to NYCAPS ESS >>](#)
- **DOE Employees:** [Go to the Payroll Portal >>](#)
- **CUNY Employees:** [Download Enrollment Form >>](#)

How to Place an Order for a Transit Pass

Below is an example of placing an order for a Long Island Rail Road pass. Ordering other types of transit passes will be similar to the steps below.

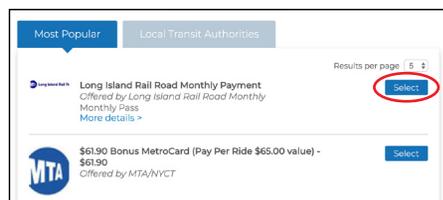
1. From the side menu select 'Place an Order'.



2. Select 'Train' 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 monthly amount, order details and select your recurring options. When finished click 'Next'.

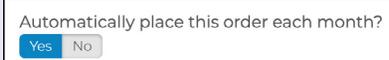
 A screenshot of the 'Your Order Details' form. It shows the product 'Long Island Rail Road Monthly Pass', an 'Amount to Add' field, and a 'Long Island Rail Road Monthly Account Number' field. There are two recurring options: 'Automatically place my order each month?' (Yes/No) and 'Are there any months you do not need this order?' (Yes/No). At the bottom, there is a 'Next' button circled in red.

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

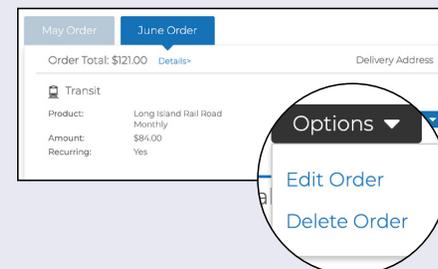
When you set your order to recur monthly, your order will be placed automatically each month. You won't have to log back into your account unless you want to make changes to your order.



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.

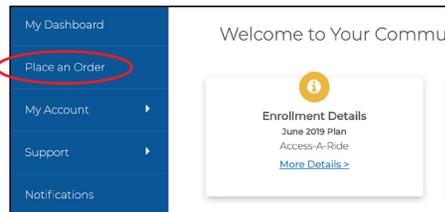
Editing or Deleting Your Order

After your order has been placed, you may edit or delete your order up to the 10th of the month, or the 4th of the month for Long Island Rail Road and Metro North Rail Road products. You can make changes to your order right from your dashboard. Under the 'Options' button, select 'Edit Order' or 'Delete Order'.



How to Place an Order for Access-a-Ride

1. From the side menu select 'Place an Order'.



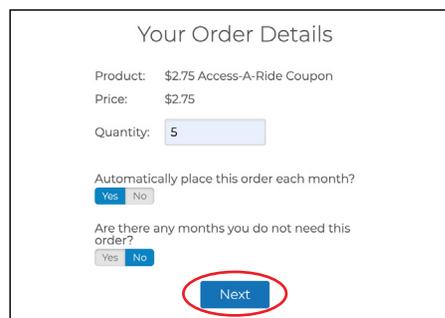
2. Select either option for your commute method to proceed.



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'.

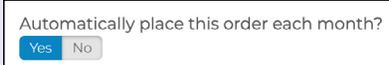


6. View your cart, and click 'Proceed to Checkout'.
7. Confirm your delivery address, then click 'Next'.
8. Review your order. If everything is correct, click 'Place Order'.
9. A confirmation will display that your order has been placed.

Helpful Tips

Recurring Orders

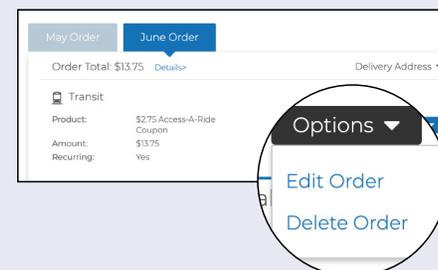
When you set your order to recur monthly, your order will be placed automatically each month. You won't have to log back into your account unless you want to make changes to your order.



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.

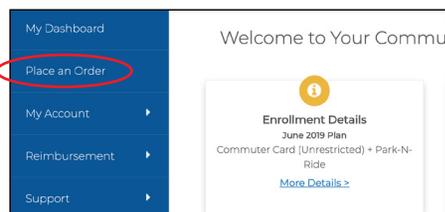
Editing or Deleting Your Order

After your order has been placed, you may edit or delete your order up to the 10th of the month. You can make changes to your order right from your dashboard. Under the 'Options' button, select 'Edit Order' or 'Delete Order'.

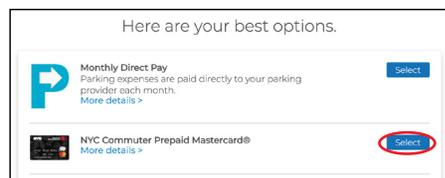


How to Place an Order for Parking NYC Commuter Prepaid Mastercard®

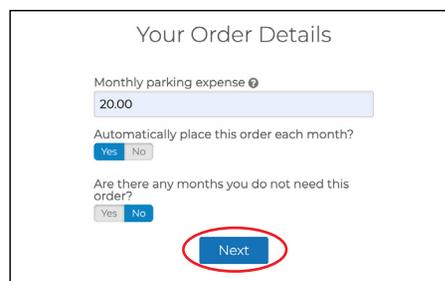
1. From the side menu select 'Place an Order'.



2. Select 'NYC Commuter Prepaid Mastercard' from the list of options.



3. Enter your order details and select your recurring options. When finished click 'Next'.

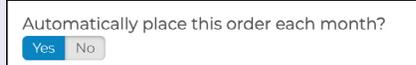


4. View your cart, and click 'Proceed to Checkout'.
5. Confirm your delivery address, then click 'Next'.
6. Review your order. If everything is correct, click 'Place Order'.
7. A confirmation will display that your order has been placed.

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.



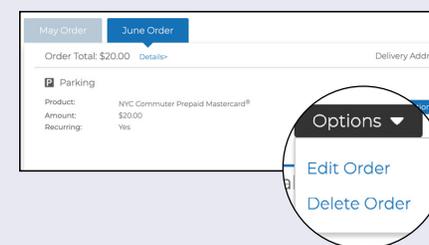
If there are any months that you do not need your order, simply select 'Yes', and select the months you do not need from the calendar.

About Your Card

Parking benefits will be loaded automatically on the 19th of the month. Your card will contain both transit and parking funds. Funds are maintained in separate purses on the card. Transit funds cannot be used for parking services and parking funds cannot be used for transit purchases.

Editing or Deleting Your Order

After your order has been placed, you may edit or delete your order up to the 10th of the month. You can make changes to your order right from your dashboard. Under the 'Options' button, select 'Edit Order' or 'Delete Order'.

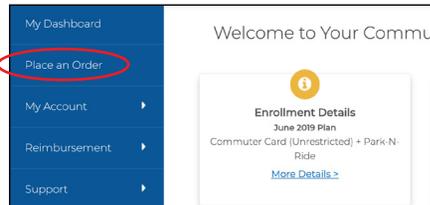


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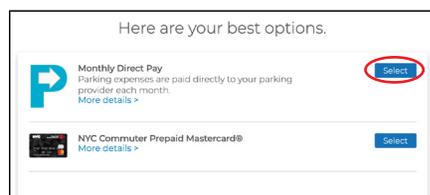
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How to Place an Order for Parking Monthly Direct Pay

1. From the side menu select 'Place an Order'.



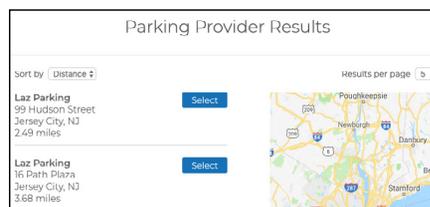
2. Select 'Monthly Direct Pay' from the list of options.



3. Enter your parking provider's information, then click 'Find Your Provider'.

 A screenshot of a form titled 'Find your parking provider.' It includes input fields for 'Parking Provider Name', 'Street Address', 'City', 'State', 'Zip Code', and a 'Within' dropdown menu set to '1 Miles'. A red circle highlights the 'Find Your Provider' button at the bottom.

4. Choose your parking provider from the list of options.



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

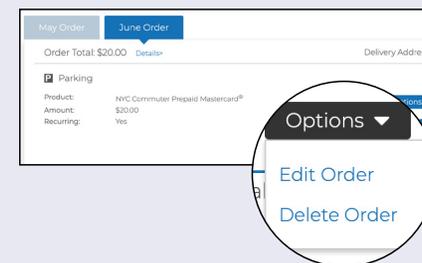
When you set your order to recur monthly, your order will be placed automatically each month. You won't have to log back into your account unless you want to make changes to your order.

 A screenshot of a toggle switch for the question 'Automatically place this order each month?'. The 'Yes' option is selected and highlighted in blue.

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

After your order has been placed, you may edit or delete your order up to the 10th of the month. You can make changes to your order right from your dashboard. Under the 'Options' button, select 'Edit Order' or 'Delete Order'.



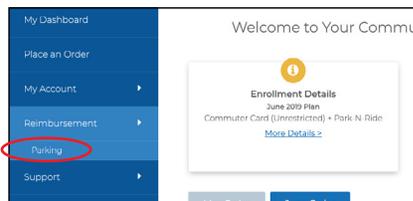
About Monthly Direct Pay

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

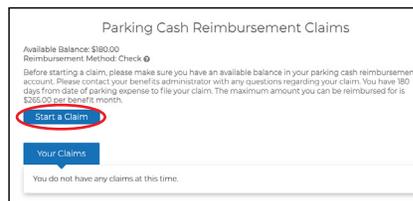
How to File a Claim for Parking Cash Reimbursement

Formerly referred to as “Pay Me Back”.

1. From the side menu select ‘Reimbursement > Parking’.



2. Review your available balance and click ‘Start a Claim’.



3. Fill out the form and click ‘Submit Claim’.

 A screenshot of the 'Submit a Claim' form. It includes a note about reimbursement limits, a list of required fields (Start Claim Date, End Claim Date, Expense Date, Claim Amount, Garage Name, Street Address 1, Street Address 2, City, State, Zip code), a checkbox for 'Have a receipt?', a section for 'Reimbursement Method' with fields for Bank name, Account Holder Name, Routing number, Account Number, and Account type, and a 'Submit Claim' button circled in red at the bottom.

4. A confirmation will display that your claim has been submitted.

Helpful Tips

Reimbursement Options

You can choose to be reimbursed by direct deposit or check.

About Cash Reimbursement

You will pay for your parking expenses out of pocket, so be sure to save your receipts. Go to the Parking Cash Reimbursement page on our site and file a claim. Once your claim is approved, we will send you a reimbursement check.

Before Starting Your Claim

Please make sure you have an available balance in your parking cash reimbursement account. Please contact us at 833-584-8109 with any questions regarding your claim. You have 180 days from date of parking expense to file your claim. The maximum amount you can be reimbursed for is \$265.00 per benefit month.

How to Get Support

- ▶ [Online at www.commuterbenefitsnyc.com](http://www.commuterbenefitsnyc.com)
 - Place and manage your orders
 - Manage your NYC Commuter Prepaid Mastercard
 - Get important news and alerts

- ▶ [Edenred Commuter Benefits Call Center](#)
 - (833) 584-8109
 - Hours: Monday - Friday 8:00 am - 8:00 pm