

QuickStart Guide

Your Commuter Express Program

Includes:

- ▶ Your Commuter Express: The Essentials
- ▶ Managing Your Account
- ▶ Frequently Asked Questions

Welcome to saving smart. Welcome to WageWorks.

Your Commuter Express program is sponsored by your employer and brought to you by WageWorks — a leading provider of consumer-directed benefits solutions.

Register for an online account now!

If you haven't registered online yet, please do so today — To register, just visit www.wageworks.com and click "Log in / Register" and select "Employee Registration". You'll need to answer a few simple questions and create a username and password.

Questions? Ask us.

If you have any questions or concerns, you can talk to a trained expert to learn more about the program. Just call 877-WageWorks (877-924-3967) Monday through Friday, from 8 a.m. to 8 p.m. Eastern Time.

www.wageworks.com

Welcome to WageWorks. Keep your savings rolling.

Congratulations on enrolling in the Commuter Express Program sponsored by your employer and brought to you by WageWorks. No matter where you park on the way to work, you'll park smart. The program makes it easy to save on taxes and enjoy convenient automatic payment features.

Ready to get started? This quick-reference guide will give you the information you need to order your parking payment, get reimbursed for your parking expenses, get help and more.

Your Commuter Express: The Essentials

- ▶ **Enrolling for Your Benefits.** There are two key steps to participate in the WageWorks program:
 1. Elect your monthly contribution with your employer.
 2. Place your commuter order online at www.wageworks.com.
- ▶ **Deadlines.** The cutoff for placing, changing or canceling a commuter order at www.wageworks.com is always the 10th of the month prior to benefit month. For example, October 10 is the deadline for November orders. Your employer will notify you of the deadline for making updates to your payroll deduction.
- ▶ **Order Confirmation.** WageWorks will send you an email each month to confirm your commuter order for the upcoming benefit month.
- ▶ **Direct Pay My Parking.** If you order Pay My Parking, WageWorks will send your payment to your parking facility before the first day of each month. We will send the same payment to the same parking facility every month unless you change or cancel your order.
- ▶ **WageWorks Commuter Card.** The WageWorks Commuter Card works just like a credit card and can be used to pay for your parking costs at parking operators who accept them.
- ▶ **Pay Me Back.** If you don't pay on a monthly basis, or your parking garage doesn't accept credit or debit cards, select this option, then use a Pay Me Back form to get reimbursed.
- ▶ **Changing or Canceling Your Order.** You can change or cancel your commuter order for any month. The change or cancellation must be done by the 10th of the month prior to the benefit month. Log into your account at www.wageworks.com to change or cancel your order. All changes to your election (payroll deduction) must be done through your employer or employer's benefit administrator.
- ▶ **Contribution Limits.** There is a limit to how much you can save with this program. The IRS rules that govern the program have monthly tax-free maximums. Please visit your online account for more information.

Managing Your Account

Register to use the WageWorks website

Register at the WageWorks website to access account information or to change or cancel your commuter order.

1. Go to www.wageworks.com and click "Log in / Register" and select "Employee Registration".
2. Enter the information requested so we can identify you.
3. Review the User Agreement and confirm your acceptance.
4. Select your Commuter program to get started.

Order your parking option

Tell us how you would like to receive your parking benefit.

1. Click on "Place Commuter Order."
2. Choose your Parking option.
3. Tell us how you pay for parking.
4. Select "Every Month" to repeat this order automatically each month unless you change or cancel your order.
5. Select "Manage Calendar" to select benefit months you wish to receive your order.
6. Select "One Time" if you prefer to log in again whenever you'd like to order more. Then complete your order.
7. Confirm or update contact information.
8. Place your order.

Frequently Asked Questions

Does canceling my commuter order at www.wageworks.com stop my payroll deductions?

No, canceling your order at www.wageworks.com only stops your parking selection. To make a change or to stop payroll deductions, you must notify your employer or employer's benefits administrator.

What happens if I cancel my commuter order but not my payroll deduction?

Your WageWorks account will be funded as usual and the unused funds will remain in your account until you use them to purchase a commuter option at a future date.

What if I want to buy a parking option that costs more than the balance in my WageWorks account?

You may pay the balance by personal credit card or debit card.

What if I want to buy a parking option that costs less than the value on my WageWorks account?

The difference will remain in your WageWorks account until you use it to purchase a commuter option at a future date.

Can I use funds from my Parking Account to buy a transit pass or use funds from my Transit Account to pay a parking facility?

No, once you have elected the funds to be used for parking, they must be used for parking. Parking and Transit Accounts cannot be mixed.

If you park and ride

If you ride public transportation AND pay to park your car at or near a transit station, look for a parking facility under the transit agency in the Public Transportation catalog. There is a limit how much you can save with this program. The IRS rules that govern the program have monthly tax-free maximums. Please visit your online account for more information.

Changing or canceling your order online

1. Choose "Change or Cancel" from the menu, or select the listing for the order itself.
2. To cancel, just click the "Cancel This Order" button.
3. To change details such as amount, frequency or mailing address, follow the instructions and update your order.
4. To change to a different parking provider, cancel your order and start over with a new one.
5. Remember that the deadline to change/cancel is the 10th of the month prior to the commuting month.

If I have a balance in my WageWorks account can I receive a refund?

Once funds have been designated as pretax dollars, they must be used for commuting. Your election is not refundable. The funds will remain in your WageWorks account for you to use at a future date.

Will the funds in my account expire at the end of the calendar year?

Commuter benefits are not tied to a benefit year, so the funds will remain in your account until exhausted.

What happens to the balance in my Parking Account if I stop working for my employer?

You will no longer have access to the funds in your account after your separation date. Pretax parking deductions must be used for work related parking.

Need more information or assistance?

You may go to www.wageworks.com, send us an email at expresshelp@wageworks.com, or call us at 877-924-3967 (877-WageWorks). Our customer service representatives are here to assist you before, during and after you register.