

FREQUENTLY ASKED QUESTIONS

Pre-Tax Commuter Benefits Program

I drive to work. Where do I park and how do I pay for my parking using pre-tax dollars?

Learn more about parking at UC-managed lots [here](#). Once your parking space is confirmed, you can follow these [instructions](#) to place a parking order [online](#) to have Commuter Check (CCD) pay directly for your monthly parking. CCD will invoice UCOP Parking & Transportation for your parking fee and we in turn collect it from your payroll. (Note: If space is unavailable, you can be placed on a wait list. In the meantime, you can park at nearby public parking lots. You can find them by using either [Parkopedia](#) or [BestParking](#).)

If you work in or near Kaiser building, Kaiser Center offers discounts to UCOP employees. For information about Kaiser parking discounts, please visit BASC website [here](#). Once your parking space is confirmed and account number provided, you then can place a parking order online for monthly direct pay to Impark which manages Kaiser Center (300 Lakeside Dr). (In the Parking Provider Name field, search for “Kaiser” and select “Kaiser Center” with the 300 Lakeside address.)

I commute to work by BART and/or bus. What should I order on Commuter Check website?

If your commute involves multiple transit systems, we recommend that you order the Commuter Check Card Prepaid MasterCard because it is flexible and is accepted at most, if not all, ticket machines and participating transit agencies. You can also use it to load BART discount tickets and bus passes onto your Clipper card. Learn more about Clipper card from [Clipper website](#).

How come I haven't received my order?

Check your order to confirm the month of use, often referred to as the benefit month. You are supposed to receive your order in the last week of the month preceding your benefit month and not sooner. Visit [UCOP Pre-Tax Commuter Benefits Program site](#) to learn more about Commuter Check (CCD) monthly schedule for order processing and fulfillment. See also [CCD ordering timeline](#) for the exact ordering periods for all twelve benefit months.

If your benefit month has started and you still don't have your order, contact Commuter Check customer service at (888) 235-9223 or CCDcustomerservice@edenredusa.com.

How do I get a Clipper card?

UCOP Parking & Transportation (P&T) and Commuter Check (CCD), the company which administers the program for UCOP, do not issue Clipper cards. Visit [Clipper website](#) to learn about different ways to obtain your Clipper card.

Can I use my Clipper card to pay for BART parking?

Yes, you can, but only for daily parking. You must first create a parking account with EZ Rider (<https://ezrider.bart.gov/ezrider/>) and then link your Clipper card to that account. Learn more about using pre-tax dollars to pay for BART monthly or daily parking [here](#).

What do I do if my Clipper card stops working?

UCOP Parking & Transportation and Commuter Check (CCD) do not manage your Clipper account and cannot provide assistance in this regard. Log in to your Clipper account to view your Clipper card balance and status. Contact

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Clipper customer service at (877) 878-8883 and press 0 to talk to a customer service representative. Your card may be defective or blocked due to fraudulent use or if Clipper has problems charging your Autoload account. Only Clipper customer service can unblock your Clipper card, and it can take up to 3-5 days to resolve the issue and enable your Clipper card again.

The most likely problem is failure to autoload due to insufficient fund. If you use Commuter Check Card Prepaid Mastercard to fund your Clipper card account, this means you do not have enough balance left on your Mastercard for your Clipper autoload. You can view your Mastercard balance in your [Commuter Check](#) account by clicking on Card Management. Clipper may advise you to use either your personal credit card or bank account to fund your Clipper card while waiting for the next time Commuter Check loads the monthly fund onto your Mastercard. You may also need to increase the monthly amount to ensure it doesn't happen again. Log in to your [Commuter Check](#) account to update your order. Under Action, click on the pencil symbol to edit product. Change the load amount and check Yes to the question "Would you like to receive this order for multiple months?" Click on Update when you're done.

If you do have fund in your MasterCard and the Autoload charge was still rejected, a possible cause is that at the time of your Autoload, Commuter Check was updating its system and thus unavailable to accept the MasterCard authorization charge. In such case, you will need to contact Clipper for assistance.

What do I do if my Clipper card is lost or stolen?

You must immediately log in to your Clipper account and report it lost. At the same time, you also order a replacement card to be mailed to you. Your balance and Autoload setup will be transferred automatically to the replacement card. The only information not transferred is your linked BART EZ Rider daily parking account, if any. The serial number of your replacement card will be available on your Clipper account within a day or two after you place the replacement card order. Log in to Clipper website to get the new number and go to your BART EZ Rider parking account to link it to the new Clipper card. It takes a day for the completion of the linking process; this way, when you receive the new Clipper card, you can begin to use it right away.

What do I do if I have too much money on my Commuter Check Card Prepaid Mastercard and want to stop the monthly load for a while?

Log in to your [Commuter Check](#) account to update your order. Under Action, click on the pencil symbol to edit product. Select Yes to the question "Would you like to receive this order for multiple months?" You will see the next twelve months already checked. Uncheck the month(s) you want to stop and click on Update when you're done. Note that you also have the option to reduce the monthly load amount.

I am going on an extended leave and need to suspend my participation for a few months. What should I do?

We recommend that you cancel your order for now, and when you return from your leave, you can place a new order. Log in to your [Commuter Check](#) account and under Action, select the x symbol to delete your order. If your order was a Commuter Check Card Prepaid Mastercard, deleting the order does not cancel or deactivate your Mastercard. You may continue to use the Mastercard until the fund is exhausted. When you return from your leave, you can log in and place the order again to add more funds.

Note: Commuter Check receives daily update of employee information along with your leave status and will suspend your account on the start date of your leave and remove the suspension upon your return. While your account remains suspended, any pending orders will not be fulfilled by CCD and new deductions will not be processed.

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You still can log in your CCD account; a message will be displayed on your homepage, but the place order option is removed. Rest assured that if you have a Commuter Check Card Prepaid MasterCard, your card remains active. When you return from leave, CCD will lift the suspension and begin to fulfill any pending orders.

Clipper card users: Commuter Check is not responsible for your Clipper card account. You may need to disable your BART/Bus autoloan or switch to your personal credit card to avoid having your Clipper card blocked due to insufficient fund.

Monthly parkers: Notify the parking authority about your cancellation, and upon your return, make arrangement to restart your parking account or open a new one. Once the account is established, you can place a new monthly direct pay parking order on Commuter Check website. Be aware that some parking lots have a wait list and may not allow you to suspend your parking.

Something is wrong because there has been no change to my CCD transit/parking orders and yet I didn't get my transit order and/or my parking provider didn't receive payment. I also didn't see any transit/parking deduction on my paycheck.

The most likely cause is that your CCD account was suspended while you were on leave. Because your account was still suspended on the 1st of the month, which was the cutoff date for confirming the order for next month, CCD cancelled your order for that benefit month. When you returned from leave, CCD lifted the suspension; if you have recurring orders for future months, they will be processed accordingly.

What do I do if I missed the cutoff date for making changes/cancelling my Commuter Check orders?

Contact UCOP Parking & Transportation immediately at commuterserviceshelp@ucop.edu for advice on next steps.

I am separating soon and need to cancel my participation in the program. What should I do?

First, notify UCOP Parking & Transportation at commuterserviceshelp@ucop.edu. Second, log in to your CCD account and, under Action, click on the x symbol to delete all pending orders.

I am separating soon and have already cancelled my participation in the program. However, I still have a balance on my Commuter Check Card Prepaid MasterCard. How do I get that money back?

Commuter Check will deactivate your account on your separation date, and thus you will not be able to log in to your account. However, your MasterCard will remain active until the end of that month. Any balance left on your MasterCard will be returned to UCOP Parking & Transportation on their monthly invoice to us. We will then submit a request to UCPATH for your refund. Please be patient as this process can take up to 3 months.

TIP: For Clipper users, before your separation date, log in to your CCD account to view the balance by clicking on Card Management. You can then reduce the balance or eliminate it all together by transferring the fund to your Clipper card. Log in to your Clipper account and add value in the form of Clipper e-cash (up to the maximum allowed by Clipper) using the MasterCard.