

UCOP PRE-TAX COMMUTER BENEFITS PROGRAM
iCommute: <http://www.ucop.edu/busops/icommuteinfo.html>

This pre-tax commuter benefits program allows eligible employees to set aside up to the limit set by IRS on a pre-tax basis for commuter transportation and parking expenses. The following are the limits for the 2012 tax year:

\$125 per employee per month for all public transportation
\$240 per employee per month for qualified parking

The program is a monthly program which is administered by an outside vendor, **Commuter Check Direct (CCD)**; log in to Commuter Check Direct website and place an order to be fulfilled on a monthly basis. **Orders must be entered by the 5th of the month for the following benefit period.** For example, to receive an order for use in January, you must place your order on or before December 5th. Changes must be made online before the cut-off date of the 5th of the month for the following benefit month. After the cut-off date, **CCD** will send **UCOP** information about the products you've ordered as well as the cost of the products. These dollar amounts will then be deducted from your paycheck.

I. NEW PARTICIPANT – MUST ENROLL WITH UCOP FIRST

If you are a **permanent/career UCOP employee**, you are eligible to participate in the program. You must contact UCOP Parking and Transportation at commuterserviceshelp@ucop.edu or Debbie Santiago at (510) 987-9818 to be added to the eligibility list **BEFORE** registering with Commuter Check Direct (CCD). Please provide her with the following information:

1. **NAME (FIRST NAME, LAST NAME)**
2. **EMPLOYEE ID NUMBER**
3. **EMAIL ADDRESS**
4. **HOME ADDRESS**

Once added, you may begin to register and place your order at Commuter Check Direct website.

Go to: <https://www.commutercheckdirect.com>

From the main landing page, select **New Participant** from the menu on the left of the page. To register, you will need the following information:

Company ID: 1259
First Name:
Last Name:
Zip Code:

All information must match UCOP payroll records at the time of eligibility; this information is used to authenticate you as a user in the system.

Once you have entered this data, you will advance to another page where you are asked to enter your personal demographic information, set your password, and set your user name. Note that this is the information CCD will use to contact you and mail your orders if you are selecting transit passes. The system will send email reminders about your orders as well, so make sure to enter a valid email address.

Important Registration Tips:

Username: **Must consist of at least 6 characters (symbols are okay, spaces are not)**

Password: **Must consist of at least 6 characters**

Once registration is completed, **you are ready to place your transit/parking order(s).**

Go to Section II for information on how to place a transit/parking order.

II. RETURNING PARTICIPANT

From the main landing page, select ***Returning Participant*** from the menu on the left of the page.

Username: *Your registered username*

Password: *Your registered password*

Contact CCD customer service at (888) 235-9223 or ccdcustomerservice@edenredusa.com if you have problems retrieving your account.

A. Transit Order

The following guide explains the various transit pass options for users along with step-by-step presentation (skip to page 27 for the transit order presentation):

http://www.ucop.edu/busops/documents/ccd_presentation.pdf.

Contact CCD customer service at (888) 235-9223 if you have any problems with your transit order.

B. Parking Order

There are two options for parking as follows:

- **Monthly Direct Pay:** Allows you to enter your parking provider and other information about your monthly parking arrangement and CCD will pay your parking expenses directly each month.
- **Commuter Check for Parking Vouchers:** You will order these vouchers and specify the denomination you desire, make your vouchers payable to the parking provider of your choice and CCD will then send the vouchers to you and you can use these to pay for parking expenses.

Most of you will use the **Monthly Direct Pay** option. Please follow the instruction below carefully. Depending on where you park, you must follow the appropriate instruction below for either (1) UC-managed parking lots or (2) Other parking lots.

(1) **UC-Managed Parking Lots** – The following parking lots are managed by UCOP Building Services.

THE PARKING PROVIDER (PAYEE) IS UC REGENTS AND ACCOUNT NUMBER IS YOUR LAST NAME. It's your responsibility to establish a parking account with the appropriate contact below **prior** to ordering online to ensure space availability. Instruction for placing a UC-managed parking order can be found here: http://www.ucop.edu/busops/documents/ccd_prkng_intrs.pdf

Name of Parking Lot	Parking Lot Address <i>(not billing address which is automatically filled in for you after you select the parking lot)</i>	Contact	Cost
Franklin Building	1111 Franklin Street, Oakland, CA 94607	commuterserviceshelp@ucop.edu	\$128 or \$50 (motorcycle)
Frank Mar	1200 Harrison Street, Oakland, CA 94607	commuterserviceshelp@ucop.edu	\$76.50
415-20 th Street Building	415-20 th Street Oakland, CA 94607	commuterserviceshelp@ucop.edu	\$105 or \$50 (motorcycle)

UC Berkeley-Standard – C	Berkeley, CA 94704	Judy Fivecoat, (510) 643-1914, j5coat@berkeley.edu or prktrans@berkeley.edu Note: Mention you are UCOP employee and will be paying via payroll deduction.	\$124
UC Berkeley-Standard – F	Berkeley, CA 94704	Judy Fivecoat, (510) 643-1914, j5coat@berkeley.edu or prktrans@berkeley.edu Note: Mention you are UCOP employee and will be paying via payroll deduction.	\$90
UCDC - Academic Initiatives	1608 Rhode Island Ave, NW, Washington DC 20036	Mac Hamlett, (202) 974-6365, mac.hamlett@ucdc.edu	\$75
UCDC - Academic Initiatives-Standard	1608 Rhode Island Ave, NW, Washington DC 20036	Mac Hamlett, (202) 974-6365, mac.hamlett@ucdc.edu	\$150

Tip for Entering the Amount for Parking Fee: NO DOLLAR SIGN.

Contact UCOP Parking and Transportation at COMMUTERSERVICESHLP@UCOP.EDU if you have any problems placing a parking order with UC-managed parking lots.

(2) **Other Parking Lots** – First and foremost, please contact your parking provider to confirm (1) **the parking provider’s name (different from parking lot name)**, (2) **the parking lot name**, (3) **the billing address**, and (4) **your account number** before placing a parking order. **It is your responsibility to ensure that the information is correct.** Search for the name of the parking lot provider (payee) first, then on the next screen, enter the name and address of your parking lot. Notable parking providers are as follows:

- Douglas Parking - 1721 Webster Street, CA 94612 (Kaiser Center Parking Garage)
- Douglas Parking - 100 Grand, Oakland, CA 94612
- AMPCO System Parking - 525 14th Street, Oakland, CA 94612
- AMPCO System Parking - 1111 Broadway, Oakland, CA 94608
- Central Parking System - Hyatt - 1209 L Street, Sacramento, CA 95814
- Capitol Garage - (10th and L Streets), Sacramento, CA 95814
- Old Sacramento Garage - 2nd and I, Sacramento, CA 95814

The following guide is for UC-managed parking lots, but you may use it as well; just replace UC Regents with the name of your parking provider, such as **Douglas** (for Kaiser Center Parking Garage):
http://www.ucop.edu/busops/documents/ccd_prkng_intrs.pdf.

Tip for Entering the Amount for Parking Fee: NO DOLLAR SIGN.

Contact CCD customer service at (888) 235-9223 if you have any problems placing a parking order with all other parking lots not managed by UC.

III. CANCELLATION

Should you decide to terminate your participation in this program, you must cancel your participation at CCD website **immediately**. If a termination request is not received before or on the 5th of the month, your payroll will be deducted for your transit passes and/or your parking for the following month. ***No refunds will be available.*** If you have any questions, contact UCOP Parking and Transportation at COMMUTERSERVICESHLP@UCOP.EDU.

NOTE: For parker, it is your responsibility to contact your parking provider to cancel/return your permit/parking access card.

IV: REFUND POLICY FOR LOST/STOLEN PASS

The following policy is strictly enforced by Commuter Check Direct (CCD).

Some items are physically mailed to you, other products are not.

Examples of products that are mailed:

- Disposable Monthly Tickets
- Per-use or daily-limited passes
- Voucher products

Examples of products that CCD does not mail:

- Transit Smart cards that are electronically loaded
- Commuter Check Cards (they are mailed in the first month, then electronically loaded thereafter)
- Direct pay benefits (where Commuter Check Direct funds the transit or parking company)

The refund policy only applies to items that are mailed to you and cannot be replaced.

Whenever CCD mails an item, CCD system automatically sends you an e-mail letting you know that your order has been shipped from their facility in Massachusetts. This is to help you estimate exactly when you will receive your order.

All orders should be received at least one day before the 1st of the benefit month. If you did not receive your order by the 1st of the month, call the Commuter Check Direct customer service line at 888-235-9223 or e-mail CCD customer service immediately.

The IRS does not allow the program to refund you for your order directly if it was not received. Instead, the IRS allows them to reimburse you for a replacement. In that sense, it is more like a replacement-reimbursement policy. **The refund policy is limited to one refund per calendar year.**

In order to receive a refund, you must:

- Complete the Refund Claim Form
- Save your receipts as proof of purchase when you purchase the replacement passes
- Fax your completed form and receipt(s) to the number specified on the Refund Claim Form
- Submit your claim no later than the 10th of the month. **Refund requests submitted after the 10th will not be eligible for a refund.**

The refund policy only applies to items that were sent and did not arrive. You will not be eligible for a refund under the following circumstances:

- If you lose your pass after receiving it.
- If your pass was returned to us because your address was undeliverable. If this happens, your returned order will be credited to your account to pay for a future order. We will only resend the pass if it cannot be credited by the transit authority (such as with a monthly/time-limited pass)

Orders from Commuter Check Direct are sent in a very plain-looking, non-descript envelope. This is to prevent any unwanted third-parties from knowing what is inside the mailing. However, it is important to monitor your mail closely around the time that you expect your order to arrive to avoid overlooking the envelope. In cases where you think you may not have received your order, we always recommend that you double-check your mail.