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 2017 tax year:

- $255 per employee per month for all public transportation
- $255 per employee per month for qualified parking

UCOP Parking & Transportation has contracted with Edenred Commuter Benefit Solutions, a commuter benefit management company, to administer the program through their Commuter Check Direct (CCD) website at: https://www.commutercheckdirect.com.

How It Works

Using the Commuter Check Direct website (see New Partipant below for registration instructions), you place orders for your transit and parking expenses. You can have your monthly tickets and passes delivered to your home or loaded onto your transit smart card such as Clipper. You can also have your monthly payment sent directly to your parking provider or order a Commuter Check Prepaid MasterCard with the fund loaded for use at parking facilities.

The orders must be entered before 9 p.m. on the 1st of the month for the following benefit month. For example, to receive an order for use in February, you must place your order on or before January 1st. Changes must be made online before the cutoff date of the 1st of the month for the following benefit month. After the cutoff date, CCD provides UCOP information about your order and the cost of the product. UCOP pays CCD for the cost of your order. After receiving payment, CCD processes and fulfills your order. In the meantime, UCOP collects the cost of your order from your paycheck via payroll deduction; the deduction is before tax for up to the IRS limit and after tax for the remaining balance.

CCD Monthly Schedule:

- **1st of month X (this month)** - Enrollment/order ends. This is the cutoff date for placing a new order or changing existing order for benefit month Y (next month).
- **18th - 23rd of month X** - Orders are processed and shipped/loaded. If you have a monthly direct pay parking provider, a check will be sent to your parking provider to pay for month Y. If you have a Commuter Check Card order, you will receive your card (for 1st time order) and the money will be loaded on your card on the 23rd.
- **21st - 25th of month X** - You receive your order for month Y or your parking provider receives payment for month Y. If receiving vouchers, your order will arrive in time for easy redemption for use in month Y.

See also CCD ordering timeline for the exact ordering periods for all twelve benefit months.
UCOP PRE-TAX COMMUTER BENEFITS PROGRAM

UCOP Payroll Deduction Monthly Schedule:

The following schedule for parking and transit payroll deduction is dependent on the UCPath Payroll Production Calendar. You can access the calendar by logging into your UCPath account and the calendar is listed on the right under Quick Links. Or you can click on this link and provide the login credentials when prompted.

- **1st of month X (this month)** - Enrollment/order ends. This is the cutoff date for placing a new order or changing existing order for benefit month Y (next month).
- **3rd of month X** – CCD sends UCPath payroll deduction information for benefit month Y for all UCOP participants
- **B1 Check Date in month X** – bi-weekly deduction (half of the amount submitted by CCD)
- **B2 Check Date in month X** – bi-weekly deduction (half of the amount submitted by CCD)
- **MO Check Date in month Y** – monthly deduction (full amount submitted by CCD)

**Bi-weekly employees:** When the “Pay Confirm” deadline for B1 processing is before the 3rd of the month, we will not be able to affect the deduction on B1 paycheck and thus will make adjustment to B2 deduction as follows:

- If it is a new deduction, i.e., you do not have a current deduction, we will collect the full amount on B2 paycheck.
- If it is a cancellation of the current deduction, we will issue a refund on B2 paycheck.
- If the new deduction amount is higher than the current deduction, we will deduct an additional amount for the difference on B2 paycheck.
- If the new deduction amount is lower than the current deduction, we will issue a refund for the difference on B2 paycheck.

If you have any questions about your payroll deduction, please send us an email at commuterserviceshelp@ucop.edu.

**New Participant**

If you are a **permanent or contract UCOP employee**, you are eligible to participate in the program. You may begin to register and place your order at Commuter Check Direct website.

**If you are a new employee**, your information may not be in the CCD system until a few days after your start date so please wait a few days before you sign up.

**Go to:** [https://www.commutercheckdirect.com](https://www.commutercheckdirect.com) (May not work correctly with Safari browser)

Click on **NEW USER SIGNUP** in the **Employee Login** area. You will need the following information:

- **Company ID:** **1259**
- **First Name:**
- **Last Name:**
- **Zip Code:**
UCOP PRE-TAX COMMUTER BENEFITS PROGRAM

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. If you have any problem, please contact UCOP Parking & Transportation at commutersonlinehelp@ucop.edu.

**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).

**Returning Participant**

**Go to:**  [https://www.commutercheckdirect.com](https://www.commutercheckdirect.com) (May not work correctly with Safari browser)

Enter your username and password in the **Employee Login** area. Contact CCD customer service at (888) 235-9223 or [CCDcustomerservice@edenredusa.com](mailto:CCDcustomerservice@edenredusa.com) if you have problems retrieving your account.

**How to Place a Parking/Transit Order**

See [Employee Quick Guide](#) for assistance with placing an order for different type of products.

For tips on which products to choose, please review the [Frequently Asked Questions](#). Additional instructions can be found in the **For Assistance** section on the last page.

For ordering issues, you can contact CCD customer service in three ways:

1. live chat while online
2. phone at (888) 235-9223
3. e-mail at [CCDcustomerservice@edenredusa.com](mailto:CCDcustomerservice@edenredusa.com).

**Important Information about Recurring Orders and Leave of Absence:** UCP provides Commuter Check Direct (CCD) daily update of employee information along with changes in payroll status. When you go on leave, CCD will temporarily suspend your account. Your recurring order still remains in your account, but if you are still on leave by the cutoff date for the next benefit month, then that month order will not be fulfilled by CCD and no payroll deduction will take place. 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 for the following month. You can then log in to edit your recurring orders and/or place new ones.

It is thus important before you go on leave to contact UCOP Parking & Transportation at commutersonlinehelp@ucop.edu for advice on next steps.
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How to Edit Your Order to Change the Amount or the Recurring Months

From your CCD home page, under Action, click on the pencil symbol to edit product. Be sure to check Yes to the question “Would you like to receive this order for multiple months?”

How to Cancel an Order

From your CCD home page, under Action, click on the x symbol to delete the product.

Cancellation Due to Leave or Separation

Should you decide to suspend or terminate your participation in this program due to leave or separation, you must (1) opt out/cancel your orders on CCD website as soon as possible and (2) submit a suspension/termination request to UCOP Parking & Transportation at commuterserviceshelp@ucop.edu. If a request is not received before or on the 1st of the month for next month cancellation, your payroll will be deducted for your transit passes and/or your parking for the following month. No refunds will be available.

Parkers: It is your responsibility to contact your parking provider to suspend or cancel parking. If you park at any of the UC-managed lots, please contact UCOP Parking & Transportation at commuterserviceshelp@ucop.edu.

Clipper card users: If you use Commuter Check Card Prepaid MasterCard as the fund source, please update your Clipper account to link to your own personal card or bank account. Your CCD account will be deactivated on your separation date while your Commuter Check Card Prepaid Mastercard remains active only until the end of the separation month. Any remaining balance on the MasterCard will be refunded to you via payroll. The refund process for separated employees is slow so please expect 2 to 3 months delay in getting the refund.

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. The refund policy only applies to items that are mailed to you and cannot be replaced.
Examples of products that are mailed are disposable monthly tickets, per-use or daily-limited passes, and voucher products.

Examples of products that CCD does not mail are transit Smart cards that are electronically loaded, Commuter Check Cards (they are mailed in the first month, then electronically loaded thereafter), and direct pay benefits (where Commuter Check Direct funds the transit or parking company).

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 at CCDcustomerservice@edenredusa.com.

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.
## UCOP PRE-TAX COMMUTER BENEFITS PROGRAM

### For Assistance

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