

FREQUENTLY ASKED QUESTIONS 3/26/20

PRE-TAX COMMUTER BENEFITS DURING SHELTER-IN-PLACE AND LIMITED ON-SITE OPERATIONS

During the current Shelter-in-Place while UCOP staff are working remotely, it is important to remember that your parking and transit deductions continue to be a self-managed process. Whether you are parking on a UC-controlled parking property, with a third-party parking company or using Pre-Paid transit and debit cards, it remains the responsibility of the employee to opt-out through Commuter Check Direct (CCD) or contact your third party parking vendor to discuss options. Below is additional information based on questions we have received about the March 25 Commuter Benefits email.

FOR ALL COMMUTER BENEFITS USERS:

1. I could not log-in to the CCD website due to technical difficulties what should I do?

In many cases you should reset both your login and password in the CCD system ([Commuter Check \(CCD\) website](#)). When changing your username and password consider any zip code or name changes when answering the questions and you will need **UCOP's company ID #1259** to reset. If you are experiencing technical difficulties due to your internet connection, and cannot reach the CCD website, please contact commuterserviceshelp@Ucop.edu .

2. Can I use my Single Sign-On (SSO) for CCD?

No. This system is not connected to the UC SSO.

3. What if the Shelter-in Place and Limited Onsite Operations continues ?

If these work arrangements continue, you will be notified of further instructions by late April.

4. Can I get a refund for my March Pre-Tax Transportation payment since the Shelter-in-Place started on March 12th?

No. UCOP Operations is only authorizing a *one month* opt-out at this time. CCD processes payments one month in advance, and March payments were processed Feb 1, there will not be any refunds for March.

5. I am transitioning out of UCOP. How can I get a refund for April parking?

Please contact commuterserviceshelp@ucop.edu directly for assistance if you are leaving UCOP.

FOR UC-CONTROLLED PARKING LOTS - OAKLAND, RIVERSIDE AND UCDC

(1111 Franklin St., 145 20th St., Frank Mar, 14350 Meridian Parkway, 1608 Rhode Island Ave)

6. Will Opting Out for a month impact my ability to return to UC controlled parking where I am now?

No, you will retain your space and will not be put back on a waiting list.

7. I missed the March 31, 2020 deadline to opt-out of May parking deductions can I opt-out of June instead?.

Not at this time, please wait for further instructions before opting out of further months.

8. Can I get a refund for my April Pre-Tax Transportation payment since I already paid it in March?

No. Parking payments are made in advance and April parking has already been processed.

KAISER CENTER PARKING - OAKLAND

9. Will Opting Out for a month impact my ability to return to parking where I am now?

No, you will retain your space and will not be put back on a waiting list.

10. I park at Kaiser, can I still opt-out for April?

You should still opt out for May on CCD but you **must** contact Reef Parking (877-909-6199) BY MARCH 31st to cancel April. Reef Parking will have already received payment for April from the University and will hold that payment for up to 3 months to be applied when you reactivate your account.

11. I missed the March 31, 2020 deadline to opt-out of May parking deductions can I opt-out of June instead?.

Contact Reef Parking (877-909-6199) to request to cancel the remainder of April. Reef Parking will have already received payment for April from the University. REEF parking will instruct you on subsequent payments.

NON-UC MANAGED PARKING LOTS

It is important that employees who park in Non-UC controlled parking lots remain in direct contact and regular communications with their parking garage operator. As an independent operator, UCOP does not control operational decisions for these third party vendors. Third party parking vendors may include:

BART Parking Lots	SPPLUSPARKING	1100 Wilshire Garage LLC
ACE parking YMCA Oakland	Parking Concepts-Location566	ABM Parking Services Sac.
City of Oakland Parking Part	Central Parking System – Sac.	WMATA Washington Metro SmarTrip

12. Will Opting Out for a month impact my ability to return to parking where I am now?

Maybe, You should contact your parking vendor to ensure they will allow a temporary pause in payments without affecting your current enrollment and ability to return. If they will not allow an opt-out period please contact commuterserviceshelp@Ucop.edu for information on how to receive a reimbursement from UCOP.

13. Can BASC cancel my parking with the third party vendor?

No. If you want to cancel or request a pause in payment with your non-UC controlled parking operator, you should contact your parking vendor directly.

14. Can I get a refund for my April Pre-Tax Transportation payment since I already paid it in March?

No. Parking payments are made in advance and April parking has already been processed.

PRE-PAID COMMUTER BENEFIT MASTER CARD, CLIPPER CARDS AND OTHER TRANSIT BENEFITS

1. I could not log-in to the CCD website due to technical difficulties what should I do?

In many cases you should reset both your login and password in the CCD system ([Commuter Check \(CCD\) website](#)). When changing your username and password consider any zip code or name changes when answering the questions and you will need **UCOP's company ID #1259** to reset. If you are experiencing technical difficulties due to your internet connection, and cannot reach the CCD website, please contact commuterserviceshelp@Ucop.edu .

2. Can I use my Single Sign-On (SSO) for CCD?

No. This system is not connected to the UC SSO.

3. Will Opting Out for a month impact my ability to restart?

No, opting out will simply reduce the amount on your card.

4. What if the Shelter-in Place and Limited Onsite Operations continues ?

If these work arrangements continue, you will be notified of further instructions by late April.

5. I missed the March 31, 2020 deadline to opt-out of May deductions can I opt-out of June instead?.

Yes you can opt out of any pre-paid transit benefit card at any time.

6. Can I get a refund for my March Pre-Tax Transportation payment since the Shelter-in-Place started on March 12th?

No. CCD processes payments one month in advance, and March payments were processed Feb 1, there will not be any refunds for March.

7. I am transitioning out of UCOP. How can I get a refund for April parking?

Please contact commuterserviceshelp@ucop.edu directly for assistance if you are leaving UCOP.