

PayFlex[®] Commuter Benefits Online Solution

The commuter benefits online solution helps you save money on certain work-related transportation and parking expenses.

Get started

- Go to **payflex.com**.*
- Click **Sign In**, located at the top right corner.
- If you're a new user, click **Create Your Profile** and complete the required fields.

How to order a transit pass or reload a fare card

- From the PayFlex member website, click **Commuter Benefits** on the left side.
- Click **Place An Order**.
- Select **Transit** from the drop-down menu. Enter the name of your transit provider or ZIP code. Click **Search**.

If you're ordering a transit pass:

- Select your product and the number of passes you want to buy.
- If you would like to place the same order for multiple months, select **Yes**. Then check the months you want to receive the order.
- Otherwise, select **No**.

If you're adding money to a fare card:

- Select your fare card and enter the amount to add to your card.
- Enter your card number.
- If you want to place the same order for multiple months, select **Yes**. Then check the months you want to receive the order.
- Review your order under the *Action* column.
- Check the box to confirm your order is correct. Then click **Purchase**.

Sign up to receive your passes automatically each month

You can schedule your purchase(s) to take place automatically each month with the recurring option. You can do this during the ordering process or after you place your order.

- The only time you need to go back online is to make a change.
- You can cancel or change a recurring purchase for a particular month. You must do this before the cutoff date.
- View your monthly cutoff date in the top right corner of the commuter member website.

How to pay your parking provider online

You can schedule your parking payment to take place automatically each month with the Monthly Direct Pay program. To use this option, you must have an account number with the provider.

- Click **Commuter Benefits** on the left side of the PayFlex member website.
- Click **Place An Order** and select **Parking** from the drop-down menu.
- Click **Monthly Direct Pay**. Enter your parking provider name, city, state or ZIP code. Then click **Search**.
- Select your parking provider.
- Review the parking provider details and payment information. Then enter your monthly parking cost and your account number.
- Check the box to confirm you have an existing parking relationship with your provider.
- If you would like to place the same order for multiple months, select **Yes** and check the months you want to receive the order. Otherwise, select **No**.
- Review your order. Under the *Action* column you can edit or delete your order.
- If your order is complete, check the box to confirm your order is correct. Then click **Purchase**.

*If you're an Aetna member, log in at **www.aetna.com**. Click **Access Your Account** to get to your PayFlex member website.

Order Commuter Check® vouchers for parking

You can also pay for your work-related parking expenses with Commuter Check vouchers. You may use more than one check at a time.

- Click on **Place An Order** and select **Parking** from the drop-down menu. Then click **Commuter Check for Parking**.
- Enter your parking provider name, city, state or ZIP code. Click **Search**.
- Select your parking lot location. Review the parking provider details. Then enter the amount and number of Commuter Check vouchers you need.
- If you would like to place the same order for multiple months, select **Yes**. Then check the months you want to receive the order. Otherwise, select **No**.
- To complete your order, click **Checkout**.
- Review your order. Under the *Action* column you can edit or delete your order.
- Check the box to confirm your order is correct. Then click **Purchase**.

Important notes:

- Be sure to spend the checks as you need them.
- You won't receive change if the check amount is more than what you're buying.
- The checks are only valid for one year.

Sign up for the parking reimbursement option

If you pay for a parking expense with a personal credit card, cash or check, you can get reimbursed. First, enroll in the Cash Reimbursement option online.

- Click on **Place An Order** and select **Parking** from the drop-down menu. Then click on **Enroll in Cash Reimbursement**.
- Enter the monthly amount you want to contribute to your parking account.
- If you would like the same amount deposited into a parking account for multiple months, select **Yes** and check the months you want to contribute. Otherwise, select **No**.
- If your order is complete, select **Enroll**.
- Review your order. Under the *Action* column you can edit or delete your order.
- If your order is complete, check the box to confirm your order is correct. Then click **Purchase**.

Once you enroll and incur parking expenses, you can submit a claim for reimbursement

- Log in to the PayFlex member website and click **File a Claim**. Follow the instructions and upload or fax your documentation.
- You can also fill out a paper claims form and fax or mail it to PayFlex.

Things to keep in mind

- The Internal Revenue Service (IRS) sets the monthly pretax parking and transit limits. View the current limits on the PayFlex member website.
- You can buy more than the pretax limit. If you do, you'll need to pay the excess amount on an after-tax basis.
- PayFlex will replace up to one non-delivered pass per plan year. However, we aren't responsible for:
 - Expired passes
 - Lost passes
 - Passes that you receive late because of delays with local transportation authorities
 - Passes that you do not receive due to an invalid or incorrect address
- When using a transit authority that offers a combined parking and transit-stored value card and plan to pay for both parking and transit expenses, you'll need to buy more than one card. You can load funds onto each card separately for parking and transit.

Questions?

Log in to your PayFlex member website and click **Contact Us**. We're here to help Monday – Friday, 7 a.m. – 7 p.m. CT, and Saturday, 9 a.m. – 2 p.m. CT.

PayFlex Systems USA, Inc.

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