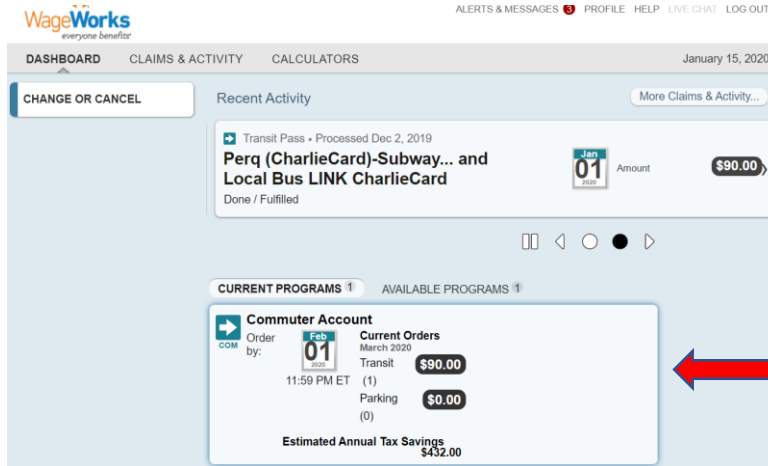


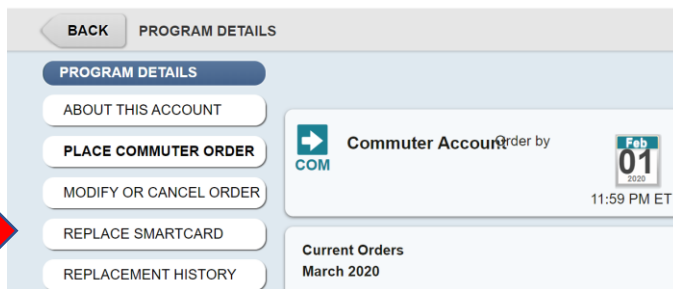
To Order Replacement Charlie Card online through the Commuter Benefits (WageWorks) Participant Portal

1. Login to myNortheastern
 - a. Go to HRM Benefits and Services
 - b. Click on Commuter Benefit
2. Once logged into WageWorks, click on the Commuter Account box:



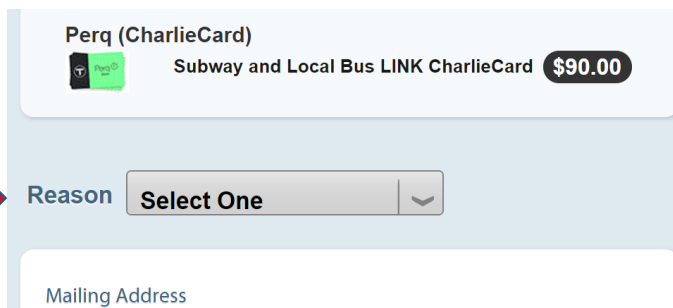
The screenshot shows the WageWorks participant portal dashboard. At the top, there are navigation tabs: DASHBOARD, CLAIMS & ACTIVITY, and CALCULATORS. The date is January 15, 2020. A 'Recent Activity' section shows a 'Transit Pass' processed on Dec 2, 2019, for 'Perq (CharlieCard)-Subway... and Local Bus LINK CharlieCard' with an amount of \$90.00. Below this, the 'CURRENT PROGRAMS' section is highlighted with a red arrow. It shows a 'Commuter Account' with a 'Current Order' for 'Transit' for March 2020, valued at \$90.00, and 'Parking' for \$0.00. The 'Estimated Annual Tax Savings' is \$432.00.

3. Click on REPLACE SMARTCARD on the left:



The screenshot shows the 'PROGRAM DETAILS' page for the 'Commuter Account'. On the left side, there is a list of actions: ABOUT THIS ACCOUNT, PLACE COMMUTER ORDER, MODIFY OR CANCEL ORDER, REPLACE SMARTCARD, and REPLACEMENT HISTORY. A red arrow points to the 'REPLACE SMARTCARD' button. On the right, the account details show the order by date as Feb 01, 2020, at 11:59 PM ET, and the current order for March 2020.

4. If existing card is malfunctioning, select reason from the Reason drop down box.



The screenshot shows the replacement form for the 'Perq (CharlieCard)'. It displays the card type as 'Subway and Local Bus LINK CharlieCard' with a value of \$90.00. Below this, there is a 'Reason' dropdown menu with 'Select One' as the current selection. A red arrow points to this dropdown menu. Below the reason field is a 'Mailing Address' input field.

5. Confirm and/or edit the mailing address under "Profile" where card is to be mailed.