

## Answers to Frequently Asked Questions

### General Program Information

**Q: Why should I participate in the pre-tax commuter program?**

**A:** By participating in this program, you may purchase transit and/or parking options (*parking at a facility used as part of your commute to work*) on a pre-tax basis via automatic payroll deduction. In 2020, the IRS pre-tax parking maximum is \$270/month **and** the pre-tax commuter/transit maximum is \$270/month. Any transit pass and/or parking election amount which exceeds \$270 will be paid for with after-tax deductions.

**Q: How do I place my order?**

**A:** It's easy to sign up for your commuter/transit pass and/or parking election online:

1. Log into myNortheastern
2. Select **Services and Links**
3. Under **HRM Benefits and Services**, select **Commuter Benefit** (you will be brought to the WageWorks website)
4. Confirm or edit your pre-populated "delivery" address; your commuter/transit pass and/or parking reimbursements will be sent to the delivery address. If you change your delivery address, it will not change your address in Employee Self-Service.
5. Follow the prompts to place your order

**Q: When can I place an order for a transit pass and/or parking election?**

**A:** The deadline to order a pass is the first of the month for the following month. For example, if you wish to begin using the commuter benefit for the month of January, you will need to make your election by December 1. Please note that any changes or termination of passes must also be done one month in advance.

**Q: How do I contact WageWorks if I have a question?**

**A:** You may contact WageWorks regarding questions about transit pass or parking ordering by calling 877-924-3967. Online resources are also available on the Commuter Benefit (WageWorks) website located on myNortheastern.

**Q: When do the deductions for my commuter order appear on my paycheck?**

**A:** Deductions are taken in the prior month for your pass. For example, deductions for a January pass are taken in December. Orders are placed and fulfilled in the prior month so that passes can be mailed to participants' addresses in time to be received for the upcoming month.

**Q: Do I have to remember to place my order for a commuter pass or parking reimbursement each month?**

**A:** No. You may set your order up as reoccurring, meaning it will automatically carry over from month to month until you change your order. You can also opt out of months as needed. Each month WageWorks will send you an email reminding you what commuter and/or parking options you have selected and prompt you to re-enter the site if you want to make a change.

## **Transit Pass/Commuter Information**

**Q: If I sign up for the MBTA's CharlieCard, will I get a new card in the mail each month?**

**A:** No. As long as your election is set up for reoccurring, CharlieCards are automatically reloaded.

**Q: What if I move or change my address?**

**A:** It is your responsibility to update your information in both Employee Self-Service in myNortheastern AND the Commuter Benefit system (*WageWorks*).

**Q: What happens if my commuter/transit pass doesn't arrive in the mail?**

**A:**

- For first time orders of a Charlie Card, please call WageWorks at 877-924-3967 to report your first Charlie Card as not received and request that a replacement card be mailed to you. You can purchase a replacement Charlie Card from the MBTA and submit for reimbursement of that one pass to WageWorks using the SHF (Special Handling Form). For first time orders of any other types of passes, please contact WageWorks at 877-924-3967 for questions related to reimbursement for replacement passes if applicable.
- For monthly orders of Commuter Rail passes, please call WageWorks at 877-924-3967 for questions related to reimbursement for a replacement pass that you purchase on your own.

**Q: What happens if I lose my transit/commuter pass after receiving it in the mail?**

**A:**

- For a CharlieCard please call WageWorks at 877-924-3967 and a replacement card will be mailed to you at a \$5 replacement fee. (please click ["here"](#) for instructions on how to order replacement card online)
- For most Commuter Rail line passes, a replacement pass will not be issued as a new pass is mailed to your home each month.
- For all other transit/commuter passes please call WageWorks at 877-924-3967 to learn about replacement options, if applicable.

**Q. What is a WageWorks Commuter Card/Parking Card?**

**A:** A *WageWorks Commuter Card* works like a credit card. This option allows you to make a monthly election which is then loaded on your commuter card. You may then use your commuter card to purchase transit options or parking options (there are two separate cards, one for parking and one for transit) as needed and works well for the occasional commute using public transportation. You must monitor your balance on the card.

## **Parking Information**

**Q: What are qualified parking expenses?**

**A:** Qualified parking expenses are the costs for parking your vehicle in a facility at or near the location from which you commute by public transportation to work, such as a parking lot at a train station, subway station, or bus stop.

**Q: How will I be reimbursed for my qualified parking expenses?**

**A:** There are three different ways you can be reimbursed, which enables you to select the option that works best for you. The three options are:

**Option 1: Monthly Pay My Provider Option:** With Pay My Provider, you provide your parking provider's name and address, as well as your account number, and WageWorks will pay your parking provider directly each month.

**Option 2: Pay Me Back Option:** With the Pay Me Back (also known as the cash reimbursement option) you will be reimbursed for out-of-pocket, parking expenses with pre-tax dollars. You elect to have money deducted from your paycheck on a pre-tax basis. You then submit a claim form with copies of the parking receipts to WageWorks. WageWorks then sends you a reimbursement check or makes a direct deposit to your bank account.

**Option 3: Parking Commuter Card:** The Parking Commuter Card can be used to pay for parking where debit or credit cards are accepted. You provide the facility name and address and determine the monthly parking election. This amount will be loaded on the commuter card for you to use to pay for parking at this facility. You must monitor your balance on the card.

**Q: In 2020, how much can I set aside for parking and how will it be deducted?**

**A:** For cash reimbursement you can set aside up to \$270/month pre-tax. For all other parking options, you can choose an amount based on your needs. Any amount up to \$270/month will be deducted pre-tax. Any transit pass and/or parking election amount which exceeds \$270, will be paid for with after-tax deductions.

**Parking Cash Reimbursement Specific Question and Answers:**

**Q: How do I submit for parking cash reimbursement?**

**A:** To obtain reimbursement, log into the Commuter Benefits website (WageWorks), click on commuter, pay me back activity, and claim or you can submit a completed WageWorks Pay Me Back Claim Form. No receipts are required for this benefit.. Pay Me Back Claim forms may be obtained from the Commuter Benefit site (WageWorks); simply log on through myNortheastern, select *Services and Links*, and under the *HRM Benefits and Services* section select *Commuter Benefit*.

**Q: The parking facility I use doesn't give receipts. Can I still use this program?**

**A:** Yes. Per the IRS, no receipts are needed to submit for parking reimbursement. In a situation where a receipt is not available (for example, when paying at an honor box) simply check the box, "No Receipt Provided", sign, date and submit the form.

**Q: When will I receive my parking reimbursement?**

**A:** Reimbursement requests are processed monthly. Reimbursements will be made by paper check or you may sign up for Direct Deposit.

**Q: What happens if my parking account contributions are less than the amount of a month's expenses?**

**A:** You will be reimbursed up to the amount of your contributions for that month.

**Q: Can I change contributions each month to my parking account?**

**A:** Yes. You may change the amounts on a monthly basis. For example, you may wish to adjust your contribution for a month that you will be on vacation or will be commuting to a different location for work.

**Q: Is there a deadline for submitting my parking reimbursement claims?**

**A:** Yes. Parking reimbursement claims must be submitted for reimbursement within six months from the date of the parking expense. For example, June receipts must be submitted for reimbursement by December.

### **Leaving the University**

#### **Q: What happens if I leave Northeastern University?**

**A:** When you leave Northeastern, you will need to stop your elections one month in advance of your departure. If you leave Northeastern and have a balance in excess of expenses incurred during active employment, the balance will be forfeited. You have six months from the date of the qualified parking expense to submit a claim to be reimbursed.

#### **Q. What happens to the funds on my WageWorks Commuter Card when I leave Northeastern University?**

**A:** If you are enrolled in a WageWorks Commuter Transit Card, you have ninety (90) days from the date of termination of your employment to use the funds on your card for eligible transit expenses. If you are enrolled in a WageWorks Commuter Parking Card, your card will be closed upon termination of employment. All unused pre-tax funds will be forfeited to your employer and any post-tax funds will be refunded to you. Per the IRS, funds set aside via pre-tax payroll deduction to use towards eligible commuter expenses cannot be refunded.

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