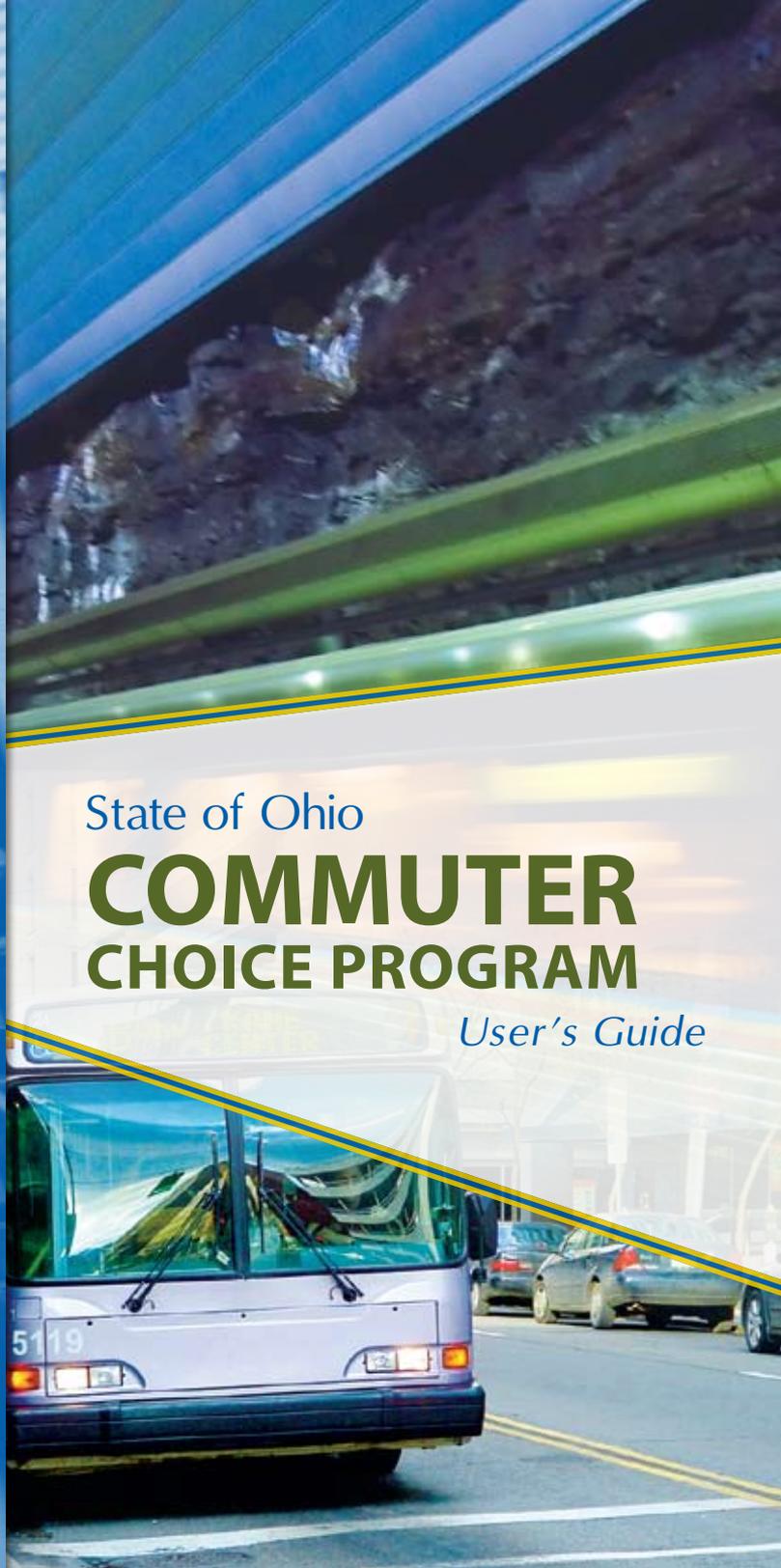


TRANSIT



State of Ohio

COMMUTER CHOICE PROGRAM

User's Guide



Welcome

to the Commuter Choice Program (CCP). The CCP is a qualified transportation benefit (QTB) that is approved by the Internal Revenue Service. As a CCP program participant, your estimated eligible monthly commuting costs (up to IRS limits) will be payroll deducted from your pre-tax salary to pay for eligible transit and parking expenses. Since these deductions are taken on a pre-tax basis, you save money because you are not paying income or Social Security taxes on the wages used to purchase transit or parking. Pre-tax deductions are made each month.

This booklet is designed to guide you through the process of enrolling in and maintaining your CCP account, which is administered by Fringe Benefits Management Company, a Division of WageWorks. They, in turn, contract with WiredCommute who purchases the transit passes and direct pays the parking providers for participant expenses. The booklet is divided into three sections that include a How to Enroll section, a Frequently Asked Questions section and a Helpful Reminders section. If you need additional assistance with the online enrollment process, please call Customer Care at 1-800-342-8017.



▶▶▶▶ HOW TO ENROLL

Important to Remember

Employees must have an e-mail address in order to register on www.myFBMC.com. The Commuter Choice Plan also uses e-mail to communicate. Please provide a valid e-mail address when ordering via telephone.

Getting Logged On

State of Ohio employees may enroll in CCP anytime throughout the year by visiting www.myFBMC.com. If you are enrolled in the Flexible Spending Account (FSA) program and have already registered on the website, you should log in using the same E-mail Address/Password combination. If you have not registered, you must log on as a first time user by following the link on the login page. You may use either your Employee ID or your Social Security Number to register.

Enrolling in the Commuter Benefits Program

Once logged in to the website, click on the "ACCOUNTS" tab, then select the "MyQTB" link from the pull-down menu. The "MyQTB" window allows you to order transit and parking benefits, check your claims, request reimbursement and review transactions. From the "MyQTB" page,

click on the "ORDERS" link and proceed to the page entitled, "Transportation Benefit Online Ordering Platform." At this page, you will see a set of menu options in the upper left hand corner. You may create an order by clicking on "transit order" or "parking order" and follow the screen prompts through the subsequent screens.

Before you start the process for electing a parking benefit, it is a good idea to get a copy of your parking invoice or contract to use as a reference. Information about available transit passes can be found on the transit order page. Once you finish filling out the necessary information you will be taken to the homepage where you will see your new order. After the order has been submitted, you will receive a confirmation e-mail verifying your order.

www.myFBMC.com

In order to...	Click the...
Access the Commuter Benefits Web page for benefit enrollments, changes and cancellations	"ACCOUNTS" Tab, then "MyQTB (Commuter Benefits)" – select "ORDERS" and the platform will open in a new browser window.
Request reimbursement for parking expenses through Online Claims Submission	Then "REIMBURSE ME". select "ORDERS" and the platform will open in a new browser window. Click on the benefit month and follow the prompts.
Request reimbursement for parking expenses through a Paper Claim Form	"RESOURCES" Tab in upper right corner – select "Commonly Used Forms" from the pull-down menu, then click on the link for the 'Commuter Choice Plan Claim Form'.

▶▶▶▶ FREQUENTLY ASKED QUESTIONS

General Questions

Q. Can I elect any amount for parking or transit?

A. Yes, but only the amount up to the IRS limit will be deducted from your paycheck on a pre-tax basis. Any amount over the IRS limit will be deducted on a post-tax basis. The IRS benefit limits for the 2011 calendar year are \$230 for parking and \$230 for transit. The IRS may decrease the pre-tax contribution limits effective the first of the calendar year. The current limits will be posted on the ordering platform.

Q. Where do I find information about my current elections?

A. After you have logged onto the site, click on "ACCOUNTS", followed by "MyQTB (Commuter Benefits)". Select the "ORDERS" link. You will see your current elections on this screen. Click the name of the order to view the details. You may also edit and delete future orders from this screen.

Q. How do I change my current transit or parking election?

A. Prior to changing an election, the current election must first be canceled. To do this, click on "ACCOUNTS", then "MyQTB", then "ORDERS" link. From here select the "DELETE ENTIRE ORDER" tab to delete the order or select the "REMOVE" tab to only delete specific items. To create a new order, click on "transit order" or "parking order" and follow the screen prompts.

Q. Can I receive my transit or parking order automatically each month?

A. Yes. When you create your order, on the page entitled, "Recurring Options" in the "confirm order" section of the order process, you must click on "yes" for recurring orders.

Q. I pay for parking at a transit station. Can I use pre-tax dollars for parking and transit?

A. Yes. You will need to elect two separate orders -- one for transit and one for parking. Click on the

transit order link and select your transit operator and the specific pass you will use. After you have completed that transaction, click on parking order link, fill in the necessary information for your parking benefit and complete the transaction.

Transit Questions

Q. When will I receive my transit pass?

A. Your transit pass should arrive prior to the end of the month before the benefit month it will be used for. Passes are mailed to the delivery address listed on the platform as of the 13th of the month prior to the benefit month.

Q. What is a vanpool?

A. A vanpool is generally a group of 8 to 15 people who commute together in a passenger van. It is considered an eligible expense as long as the vanpool meets certain requirements, including that **80% of the mileage must be for the transport of commuters to and from a place of work, the seating capacity must be for at least six employees plus the driver and at least half of the seats must be used.** Employees who participate in qualified vanpools can use Commuter Check to pay their monthly fares by giving vouchers to the driver or vanpool provider.

Q. What is a Commuter Check?

A. Commuter Checks are bank-issued checks used to pay for work-related transit expenses (daily, weekly or monthly). These checks can be ordered on the website in a quantity which you select based on your parking needs. For example, if you use various transit options throughout the month, you can order a Commuter Check for each agency. The checks will be put in the mail by the 23rd of the month prior to the benefit month. Simply provide the Commuter Checks to your transit agency as payment for your pass. **Providers will not give change to participants if the check is more than the expense.**

▶▶▶▶ FREQUENTLY ASKED QUESTIONS

Q. On some days I take the bus and other days I vanpool to get to work. Can I sign up for both transit providers?

A. Yes. You will need to add two separate orders — one for the bus and one for the van-pool. Simply select the specific transit operator and your particular pass and follow the enrollment instructions. After you have completed that transaction, return to the order screen, click on the transit order link and enroll for your second provider.

Q. What if my Transit Authority is not listed?

A. From the transit order screen, select “If you cannot find your provider, click here”, then enter the requested information. When the Transit Authority/ Transit Pass is verified, it will be added to the database and you will be notified via e-mail or letter within 10 business days of the addition. You will then be able to setup your transit order. Transit passes cannot be ordered until WiredCommuter establishes an account with your desired provider.

Parking Questions

Q. Can I select any parking location in the database for monthly parking?

A. Yes, but you must already have a current monthly parking agreement and account number with the parking provider at the location you select. **Enrolling in the Commuter Benefits program does not establish a parking contract between you and your parking provider.**

Q. I park and pay on a daily basis. Can I participate in the parking benefit?

A. Yes. If you pay for parking on a daily basis you can elect to be reimbursed directly for your expenses.

Q. How do I get reimbursed for my daily/weekly parking expenses (i.e. meter or self-pay lot)?

A. Reimbursements are processed and paid by FBMC. Reimbursement can be requested either by submitting an online claim electronically through www.myFBMC.com or by printing and submitting a paper form with receipts via fax or mail.

Q. How do I submit a request for reimbursement online?

A. To submit an online claim for reimbursement, log on to www.myFBMC.com, then click on the “ACCOUNTS” tab, then “MyQTB”, then “REIMBURSE ME.” Locate the benefit month for which you would like reimbursement and click on the “REIMBURSE ME” link to the right of that benefit month information and follow the prompts. You do not need to submit paper receipts with online claims.

Q. How do I submit a paper claim form for reimbursement?

A. To obtain a paper form, log on to www.myFBMC.com, click on the “RESOURCES” link then select “FORMS and INSTRUCTIONS”. Complete the Commuter Choice Plan Claim Form and submit via fax or mail with receipts showing payment for parking during the benefit month.

Q. When is my parking payment sent to my parking provider?

A. Parking payments are sent to the provider so that it arrives prior to the 1st of the month. For example, if on June 4th you order \$200 for Broadway Plaza Parking, Broadway Plaza Parking will receive payment in time to post it to your account before July 1st for your parking in July.

Q. What if my parking provider and/or location is not listed on the website?

A. Select “CLICK HERE” next to “is your parking provider not listed” and you will be transferred to a screen to enter the Parking Provider/Location information. The system will attempt to affiliate the parking garage order with a specific parking garage. If the system is unable to do this, it will then process the order as an “unverified parking

▶▶▶▶ FREQUENTLY ASKED QUESTIONS

order” and send the payment directly to you until such time that the new parking garage is added. When the Parking Provider/Location is verified you will be notified via e-mail or letter within 10 business days of the addition. At that time you will be able to setup your parking order by logging into the website and selecting your Parking Provider/Location.

Q. What if I don't know the name of my parking provider or the name of the parking location?

A. Refer to your parking invoice or contact your parking provider.

Q. What if I change parking locations?

A. If you have a recurring payment set up at a location at which you no longer park, you will need to cancel the current location and set up a new order.

Q. What if my parking location changes ownership?

A. WiredCommute will update the parking provider information in the database. You will not need to cancel or change your current settings unless you are assigned a new account number. If you feel that the parking database does not have the correct parking provider and location information, please contact Customer Care at 1-800-342-8017.

Q. How do I use a Commuter Check for parking?

A. Commuter Checks are bank-issued checks used to pay for work-related parking expenses (daily, weekly or monthly). These checks can be ordered on the website in a quantity which you select based on your parking needs. For example, if you park in various parking locations throughout the month, you can order a Commuter Check for each work day. The checks will be placed in the mail by the 23rd of the month prior to the benefit month. Simply provide the Commuter Check to your parking provider as payment for your parking expenses. Checks must be made payable to a certified parking provider.

Providers will not give change to participants if the check is more than the expense.

Deadlines / Cut-off dates

Q. What are the deadlines to order, change or cancel my benefit election?

A. The deadline for ordering, changing or canceling your transit and/or parking benefit is **midnight on the 5th of each month** for the next month's benefit.

Q. If I order now can I make changes later?

A. Yes. You can change or cancel your order at any time; however, the cutoff for the following month's benefit is midnight on the 5th of the month.

Lost / Missing Passes or Vouchers

Q. What should I do if my Transit Pass has not arrived by the 28th day of the month prior to the benefit month?

A. First, check the accuracy of the delivery address shown either in your confirmation e-mail or on the “My Information” tab of the WiredCommute Web page. Only one refund per year is allowed.

Instructions for receiving reimbursement for the purchase of a replacement pass:

1. Call Customer Care at 1-866-836-9914 to report the loss no later than the 3rd workday of the month for which the pass is effective, and
2. Purchase the replacement pass; and
3. Send the following two pieces of documentation to WiredCommute (documentation MUST be received by WiredCommute by the 10th of the month for which the missing or late pass was intended to be used):
 - a) A receipt of your purchased replacement pass, AND
 - b) A completed “Refund Claim Form” form. Click the “HELP” link on the order platform to access the form.

▶▶▶▶ FREQUENTLY ASKED QUESTIONS

Your receipt and Refund Claim Form must be mailed or faxed to:

Attn: Customer Service - Refunds

PO Box 70

New Town, MA 02456

Fax: (617) 904-1680

Q. What if I receive the wrong pass in the mail?

A. Call Customer Care at 1-866-836-9914 as soon as you receive the incorrect pass. You will need to purchase a replacement pass, then send a copy of your receipt and the incorrect pass to WiredCommute so you can be reimbursed. Please take care not to use the incorrect pass in any manner.

Q. What if I receive my pass, then lose it?

A. You will be responsible for purchasing a replacement pass. You will not be reimbursed.

Q. Can I send my product back if I can not use it and did not cancel the order in time?

A. Some products can be returned for a credit to your shopping cart. The credit will be available to offset a payroll deduction on the following ordering cycle. You must contact Customer Care as soon as possible to determine if the product you ordered can be returned. **Do not send a pass back without contacting Customer Care at 1-800-342-8017.** If you do not place an order to use an available credit after the one month it will be forfeit and returned to your employer.

▶▶▶▶ HELPFUL REMINDERS

Deadlines are Important!

The deadline to order, change or cancel your elections for transit passes, direct pay parking payments and parking reimbursement elections is important. Remember that the deadline is midnight on the 5th of each month for your changes to be effective by the 1st of the following month.

Manage Your Benefit Election

Reviewing, revising or cancelling your benefit election is easy. Just log on to www.myFBMC.com before the 5th of the preceding month, click on the "Accounts" tab, then select "MyQTB (Commuter Benefits)". From the "Orders" link you can review or change your elections. Your benefit election will not occur automatically each month unless you designate it as "recurring." Your recurring order will continue until you "delete entire order."

If you have questions

Customer Care Specialists are available to answer your questions before, during and after you enroll. They can also walk you through the online process. Call 1-800-342-8017 to speak with a specialist.



Fringe Benefits Management Company

A Division of WageWorks

Contract Administrator

Fringe Benefits Management Company,
a Division of WageWorks

P.O. Box 1878 • Tallahassee, Florida 32302-1878

Customer Care 1-800-342-8017 • 1-800-955-8771 (TDD)

www.myFBMC.com



This document provides a description of available benefits for easy reference purposes.