



**Employer / HR Administration Guide
for My Commuter Connect**

My Commuter Connect / Wired Commute

Initial Set-up

- Choose Cut-off date to place orders, latest day is the 10th (11:59pm EST) of the month
- Submit eligibility file so employees can create user account
- Post-tax deductions via payroll or employee personal credit card
- Employer / HR administration access – these administrators will receive automated emails

Basics

Commuter Transit and Parking Pre-tax limits are currently \$260 each

No cash reimbursements for Transit

Monthly Process

New Hires and/or Terminations - must be communicated promptly by completing the eligibility spreadsheet linked here [My Commuter Connect Eligibility Template](#). The completing spreadsheet should be sent to processing@amben.com in an encrypted manner – if you do not have a means for sending encrypted emails, you may always use our secure email portal at sendsecure.amben.com.

If you would like the ability to process your own termination in the My Commuter Connect / Wired Commute system, please contact us and we'll send you instructions on how to do so.

Employees Place Orders - by the 10th (or earlier depending on your set-up) of each month for the following month.

To place your order(s) for your commuter items you must log into the ordering website.

- Go to www.mycommuterconnect.com
- To set up your commuter orders for the first time please click on the link marked REGISTER HERE
 - o Enter the following information:
Your First Name, Your Last Name, The Month & Day of your Birth, The Last 4 Digits of your SSN
 - o Add the two numbers together in the CAPTCHA Box
 - o Create your username and password
 - o Login to proceed to the ordering site

Download Orders – Available two days after order deadline - Employers login to download the [Comprehensive Payroll Deduction Report](#)

You must use this report each month, even if you believe your employees did not make changes

This report is used to drive your monthly payroll deductions

If you have more than one pay period per month, you will need to divide the monthly order accordingly.

Order Funding Report – Emailed two days after the order deadline –

This report shows the total amount which ABG will draft from your bank account to fund your employees' orders

Typically this will match the total on your *Comprehensive Payroll Deduction Report*, however there are instances when it may not match due to Parking Cash Reimbursement orders.

Monthly Bank Draft – between the 16th – 20th of each month, in the total amount of all orders – NO ELECTIONS WILL BE SENT TO ABG.

Card Loading – by the 23rd of each month, typically on the 20th.

My Commuter Connect Automated Employee Email Communications

The Wired Commute system creates and sends automated email to participants who have placed orders in the system. The emails are used to keep participants informed about the status of their orders and account information.

Emails come from: **American Benefits Group - Transportation Benefits**

<no_reply@flexcommute.com>

Order Confirmation

Order Approval

Order Denial

Recurring Order Reminder

Credit Card Expiration Notification

Order Fulfillment

To run reports in the My Commuter Connect / Wired Commute system:

Please go to <https://admin.flexcommute.com>

Comprehensive Payroll Deduction Report is available for download by navigating to **Reports > Payroll Reports > Comprehensive Payroll Deduction Report > CPD Version > Choose V4.0 > Select the Benefit Month** for which employees have made their latest orders and use these figures as the employees' commuter benefit monthly payroll deductions.

Sample [Comprehensive Payroll Deduction Report](#)

Column I – Transaction Type

TRN = Transit

PRK = Parking

Column M – This is the monthly pre-tax amount to deduct from payroll

Column P – Change Code

CPRE= pre-tax amount changed since last month

CPOST= Post-tax amount changed since last month

CBOTH= Both pre and post-tax amounts have changed since last month

A= add new participant

~ = no change since last month

0 = A change to a zero value is equivalent to a stop.

Order Funding Report is available for download by navigating to **Reports > Funding Reports > Order funding Report**, the system will default to V.1 of the report, use this version. You should select the “Benefit Month” for which employees have made their latest orders.

Sample [Order Funding Report](#)

This is the amount ABG will draft from your bank account between the 16-20th of each month

Please note if your company has cash reimbursements for Parking and employees placed an order for cash reimbursement, than the Total Funding amount will not match the Comprehensive Payroll Deduction Report payroll deduction amount

Fulfillment Summary - To view orders in progress before your cut-off date. Navigate to **Reports > Management Reports > Fulfillment Summary** > Choose the Month. You will need to select Transit and Parking separately. Please note that the orders will not include the current day’s orders.

Terminate an Employee in My Commuter Connect / Wired Commute

Browse to <https://admin.flexcommute.com> and log in

Participant Lookup

Find the employee

Click on the **EmployeeID** to open their profile

In the left menu choose **Edit Profile**

Under **Active** change to **Inactive**

PIN enter your **PIN**

Click the Update button

Go back and look up the employee again, be sure the **Active** column now reads **False**

You must the termination in by your order deadline for the following benefit month or the order will go through.

Please note there is the possibility to retract an employees order 1-2 days after your deadline (depending on the product). Please contact ABG if you would like us to try to retract an order.