



**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
- Balances from previous administrator where applicable
 - Will be loaded as credits toward future orders
 - Credits Can't be used for Parking Cash Reimbursement

Basics

Commuter Transit and Parking Pre-tax limits are currently \$270 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 completed 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 to process your own terminations in the My Commuter Connect / Wired Commute system, please see page 4 of this guide for instructions.

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

How employees place order(s) for commuter products:

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

Bank Draft Information - ID: 9165530001
American Benefits Group WC Funding

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

Parking Cash Reimbursements – If employees are not able to order a product which fits their parking needs they can order Parking Cash Reimbursement. Their order is their claim.

IMPORTANT: Parking Cash Reimbursements are processed in the WealthCare system.

How this works:

- In My Commuter Connect employees will place an order for Parking Cash Reimbursement for the upcoming benefit month.
- When placing their order employees attest that the funds will be used for Parking.
- Two days after the order deadline, HR Administrators will receive their prompt to download the Comprehensive Payroll Deduction report. This report will show the Parking Cash Reimbursement orders (PRK-CR) and indicate a payroll deduction.
- Two days after the order deadline, HR Administrator will receive their order funding report (monthly invoice) this will not include the Parking Cash Reimbursement orders.
- Between the 12th-16th of each month ABG will import Cash Reimbursement orders into the WealthCare system.
- Employees will receive an email once their Parking Cash Reimbursement claim is entered in the WealthCare system, alerting them that their order is their claim.
- If reimbursements for your company are via direct deposit only, employees will need to provide their authorization prior to being reimbursed, the email will direct them to the WealthCare portal to set-up their direct deposit.
- Parking Cash Reimbursement claims are typically processed the third Tuesday of the month (preceding the benefit month).
- You will see the funds drafted from your bank account the next day (Wednesday).
- Credits in My Commuter Connect cannot be used for Parking Cash Reimbursement.

My Commuter Connect Automated Employee Email Communications

The Wired Commute system creates and sends automated emails 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, then 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.

Spend-Down Credits

If you are coming from a previous TPA and your employees have commuter balances, those balance can be brought over to ABG and loaded in the My Commuter Connect system as spend-down credits.

Please note that in most cases these credits will not be available for the first benefit month with ABG, this is due to the availability of balances from your previous TPA. For instance:

12/10 . . .	Janauary benefit month order deadline
12/31 . . .	Cards deactivated with previous TPA
12/31 . . .	Deadline for employees to submit manual Parking claims (where applicable) with previous TPA
1/10 . . .	February benefit monthly order deadline
1/15 . . .	Balances received from previous TPA, which can be applied to March orders
2/10 . . .	March benefit monthly order deadline

Spend-Down Credit – how they are applied

- An employee must make an active order for the credits to apply
- Credits will only ally to the pre-tax portion of an order
- Spend-Down Credits can't be used for Parking Cash Reimbursement
- When using Spend-Down credits, no payroll deduction will be initiated
- If an employee balance is due to an employer subsidy it it best practice not to make those credits available

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 enter the termination by your order deadline (between the 1-10th of the month) for the following benefit month or the order will go through.

Please note there is the possibility to retract an employee's 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.

Terminated Employees

Once employees terminate in the My Commuter Connect system, they will not have the ability to place future orders

- If the termination was previous to the 10th (or earlier if you chose an earlier cut off). Any order for the next benefit month will not fulfill.
- If the termination was after the 10th, but prior to the 1st of the benefit month, the order will fulfill.
- If an employee has a Commuter Check Card, they can continue to use the card until the last day of their last benefit month.
 - For example: An employee's last fulfilled order was for June 2019.
 - Employee terminates on June 15, 2019.
 - Employee has access to the funds on their card until June 30, 2019.
 - Any remaining funds (credits) after June 30, 2019 will be returned to the employer, this will occur on the August Funding Report which will be received by July 12th.
- Upon termination, any unused credits will be returned to the employer.
- Employees who terminate forfeit any credits.
- There are some products such as funds loaded to Smart Cards which employees will be able to use until the balance is gone or the cards expire.