Frequently Asked Questions

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 on a pre-tax basis via automatic payroll deduction. This means that the money you use to pay for this pass is not taxed, thereby reducing your taxable income. In 2016, the IRS pre-tax parking maximum is $255/month and the pre-tax commuter/transit maximum is $255/month. Any transit and/or parking pass amount which exceeds $255, will be paid for with after-tax earnings, not pre-tax.

Q: How do I place my order?
A: It’s easy to sign up for your commuter/transit pass and/or parking election online.
- Log on to myNEU.com
- Select the Services and Links tab
- In the box labeled HRM Services, select Commuter Benefit
- You will see “welcome to your new commuter benefits platform”
- 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.
- Follow the prompts to place your order

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 recurring, meaning that will automatically carry over from month to month until you change your order. You can also opt out of months as needed. Each month Crosby will send you an email reminding you what commuter and/or parking options you have selected and prompting you to re-enter the site if you want to make a change.

Q: If I sign up for the MBTA’s CharlieCard, will I get a new card in the mail each month?
A: No, CharlieCards are automatically renewed.

Q: When can I place an order for the transit and parking passes subsequent months?
A: The pass ordering deadline is the 20th of the month, approximately 40 days before the Pass Month. For example, to order a pass for the month of April and beyond, the ordering deadline will be February 20th at 11:59pm. Below is the annual schedule:

<table>
<thead>
<tr>
<th>Pass Month</th>
<th>Ordering deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>November 20, 11:59 PM, EST</td>
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</tbody>
</table>
Q: What if I move or change my address?
A: It is your responsibility to update your information in both Employee Self-Service in myNEU and Crosby Benefits Systems.

Q: What happens if my commuter/transit pass don’t arrive in the mail?
A: For a CharlieCard, please call Crosby at 800-462-2235 and a replacement card will be mailed to you. For all other passes, complete a Refund Claim Form, available on Crosby’s website, and fax to 617-904-1680. You can also request the refund for a transit pass online. Simply go to myNEU, select Services and Links, select Commuter Benefit, select Claims, and follow the prompts.

Q: What happens if I lose my transit/commuter pass after receiving it in the mail?
A: For a CharlieCard, please call Crosby, 1.800.462.2235, and a replacement card will be mailed to you. For all other transit/commuter passes, please call Crosby, 1.800.462.2235, to learn about replacement options.

Q: When do the deductions for my transit order appear on my paycheck?
A: Deductions are taken in the prior month of your pass. For example, deductions for a January Pass are taken in December.

Q: What is a Commuter Check Voucher?
A: A Commuter Check Voucher works like a debit card. This option allows you to purchase transit fare as needed and works better for the occasional commute using public transportation. A Commuter Check Voucher allows you to purchase transit passes, tickets, cards, or other fare media such as subway tokens and/or to pay vanpool fares. Treat the voucher as cash; it is not replaceable if lost, damaged, or stolen.

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.

Parking Options
Q: How will I be reimbursed for my qualified parking expenses?
A: There are four different ways you can be reimbursed, which enables you to select the option that works best for you. The four options are:
**Option 1: Monthly Direct Pay Parking Option:** With Direct Pay Parking, you provide your parking provider’s name and address, as well as your account number and Crosby will pay your parking provider directly each month.

**Option 2: Commuter Check for Parking Option:** With the commuter check for parking option, you will order a parking voucher that you can use to pay a parking provider. This allows you to use pre-tax dollars to pay for parking where monthly direct pay is not available. Please check with your parking provider to confirm Commuter Checks for Parking are accepted.

**Option 3: Cash Reimbursement Option:** With the cash reimbursement option, you will be reimbursed for out-of-pocket, work related 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 Crosby. Crosby then sends you a reimbursement check or makes a direct deposit to your bank account.

**Option 4: Parking Commuter Check Card:** The Parking Commuter Check Card can be used at Fare Vending Machines nationwide. The Commuter Check Card is valid for 36 months.

**Q:** In 2016, how much can I set aside for parking and how will it be deducted?

**A:** For cash reimbursement you can set aside up to $255/month. For all other parking options you can choose an amount based on your needs. Any amount up to $255/month will be deducted pre-tax. Any transit and/or parking pass amount which exceeds $255, will be paid for with after-tax earnings, not pre-tax.

**Parking Cash Reimbursement Specific Question and Answers**

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

**A:** To obtain reimbursement, you must submit a completed reimbursement request form with parking receipts. Reimbursement request forms may be obtained from the Crosby Benefit Systems website; simply log on through myNEU, select “reimbursement” and follow the prompts. You also have the option to request the claim directly online and upload your receipt.

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

**A:** Yes, in a situation where a receipt is not available (for example, when paying at an honor box) simply initial the reimbursement form stating a receipt was not available. If the facility does provide receipts, you must collect and submit them.

**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 as often as monthly during each plan year. 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 receipts?
A: Yes, receipts 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.

Q: How do I contact Crosby Benefit Systems if I have a question?
A: You may contact Crosby regarding questions about transit pass or parking ordering by calling 800-462-2235 or via email at servicecenter@crosbybenefits.com. Crosby’s business hours are Monday – Thursday, 8:00AM-6:00PM, EST and Friday, 8:00AM-5:00PM, EST.

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.