What is the Commuter Benefits online program?

This program provides you with an online ordering system for parking and transit expenses. By using this benefit, you can save on your income and Social Security (FICA) taxes by paying for your commuting expenses with pre-tax dollars up to the IRS limit ($265 each month for transit expenses and $265 for parking expenses). Orders are made online, the monthly pre-tax amount (up to the maximum) is deducted from your paycheck the following month and your passes are mailed directly to your home. Passes can be ordered for any amount. Any orders above the pre-tax limit will need to be charged to your own personal credit card.

How do I get started?

To get started, go to www.payflex.com. If you have not registered previously, you will first need to register by selecting Register Now. To register you’ll need to enter your ID number, which is your Benefits ID Number. Once you have registered, after you log onto www.payflex.com, click on Commuter Benefits on the left side. Once, you have an account, download the Commuter Benefits Online Solution Quick Reference Guide for an overview on how to navigate the system.

What are the monthly pre-tax limits?

For 2019, the monthly pre-tax limit for parking expenses is $265 and the combined limit for transit and vanpool is $265. These limits are set by the Federal government and are generally adjusted annually.

What expenses are eligible for this pre-tax benefit?

Public transportation, vanpools, carpools or commuter highway vehicles, as well as parking at or near your place of employment are all eligible pre-tax expenses. In addition, parking at a location from where you commute to work by public transit, vanpool or carpool, is also a qualified expense.

- If you carpool, only one member of the carpool can claim the parking expense on a pre-tax basis. It does not include parking at or near your residence.
- If you vanpool, the van must be primarily used for commuting (at least 80% of the time), with a seating capacity of at least six adults excluding the driver and must be half full. A Van that you or one of the other riders owns or operates as your personal vehicle is not a vanpool.
- Ineligible expenses include mileage, tolls and fuel, business travel and other reimbursed travel expenses.

How do I submit a parking order online?

There are three parking options available to you online. You may choose Monthly Direct Pay, Commuter Checks for Parking or Cash Reimbursement. The IRS allows for cash reimbursement for parking expenses. Cash reimbursement is not an option for transit expenses per IRS regulations.

What is the monthly cutoff date for making parking and/or transit selections?

The monthly cutoff is the 10th of the month at midnight. Any change made after the 10th of the month will not be accepted for the following month.
How will I receive my Transit pass, voucher or debit card?

Your transit pass, voucher or debit card will arrive at your home address before the 1st of the benefit month. If you order a debit card, funds will be loaded and available on the Commuter Check Prepaid Mastercard by the 1st of the benefit month.

Do I have to go online every month to purchase my transit pass?

When you make your online purchase you have the option to schedule it as an automatically recurring transaction. If you choose this option, your purchase will be automatically placed monthly so you do not need to go back online unless you need to make a change or cancel your recurring purchase for a particular month.

What happens if I lose my pass?

Passes are non-refundable. You are allowed one non-delivered pass refund per calendar year assuming the pass was mailed to the correct address, but did not arrive. Instructions are located under Help at www.payflex.com.

What happens if my pass doesn’t arrive in the mail?

If your pass does not arrive in the mail and you have provided the correct mailing address, login to your PayFlex account at www.payflex.com and click on Commuter Benefits on the left-hand navigation bar. Then follow the non-delivered pass refund instructions under Help.

Can I cancel my pass at any time during the month?

Ordered passes and recurring order passes may be canceled before the monthly cutoff date, which is the 10th of each month.

What do I do if my address changes?

If you have a change of address, please contact the Benefits Team immediately at (609) 258-3302 or benefits@princeton.edu. PayFlex only accepts address changes from Princeton. Your home address is where your pass will be mailed.