

# Edenred Commuter Benefits: COVID-19 Updates

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## How to Update Your Upcoming Order

### Transit Pass, Access-a-Ride and Park-n-Ride

- Update your order by the deadline:
  - 4th of the Month: MTA Long Island Rail Road and Metro-North Railroad tickets.
  - 10th of the Month: All other transit products.
- Log into your [Edenred account](#).
- Upcoming orders will appear on the main page of your dashboard.
- To temporarily stop orders go to "Options" and select "Opt Out Options" from the drop-down menu.

### MTA Long Island Railroad & Metro-North Railroad

To suspend your upcoming orders successfully, please follow each step outlined below.

#### 1. **Suspend Commuter Benefits payroll deductions with your employer.**

- Go [here](#) to log into your agency's payroll portal to suspend future deductions.
- For assistance contact your transit benefit coordinator.

#### 2. **Suspend your LIRR/MNR orders with Edenred Commuter Benefits.**

- Log into your [Edenred account](#).
- From your account dashboard, go to the "Options" drop-down menu:
  1. Select "Opt Out Options".
  2. Then select the months you want Edenred to suspend.
- The order deadline is the 4th. For example, changes made after June 4th will apply to your August order.
- For assistance contact the Edenred Customer Service Center at 1-833-584-8109, Monday - Friday, 8:00AM - 8:00PM.

#### 3. **If you are enrolled in the MTA Mail&Ride program, suspend your LIRR/MNR ticket order with the MTA Mail&Ride Program.**

- If you already have an MTA LIRR/MNR online account, log into your MTA Mail&Ride Account for [LIRR](#) or for [MNR](#). From the "Welcome" page select the option to skip future orders.
- If you do not have an MTA LIRR/MNR online account, you must call the MTA LIRR/MNR to request a suspension of your account or you can email the request to [MRInquiries@lirr.org](mailto:MRInquiries@lirr.org) or [mailride@mnr.org](mailto:mailride@mnr.org), respectively.

##### **Who to contact for help?**

- Questions on your LIRR order: LIRR customer service (718) 217-5477
- Questions on your MNR order: MNR customer service (212) 532-4900
- For help with account access or log-in issues: contact Mail&Ride customer service:
  - LIRR Mail&Ride Customer Service: [MRInquiries@lirr.org](mailto:MRInquiries@lirr.org) or (718) 217-5477
  - MNR Mail&Ride Customer Service: [mailride@mnr.org](mailto:mailride@mnr.org) or (212) 532-4900

#### 4. **Ticket Return and Refund**

Mail your unused and sealed monthly ticket directly to LIRR/MNR by the 1st day of the month for which the ticket is valid. Refunds will be credited back to your Mail&Ride account unless you contact LIRR/MNR to request the credit be returned to your Edenred account. It takes 6-8 weeks for refunds to be posted in your Edenred account after LIRR/MNR receives your ticket.

**5. Use the yellow return envelope to mail the unopened ticket back to LIRR/ MNR at the below address.**

	<b>MTA Long Island Rail Road (LIRR)</b>	<b>Metro North Railroad (MNR)</b>
<b>Return Address</b>	LIRR Ticket Refunds Department Jamaica Station – MC 1410 Jamaica, NY 11435-4380	MTA Metro-North Railroad P.O. Box 4117 New York, NY 10163
<b>Customer Service</b>	(718) 217-5477	(212) 532-4900
<b>Email Contact</b>	<a href="mailto:MRinquiries@lirr.org">MRinquiries@lirr.org</a>	<a href="mailto:mailride@mnr.org">mailride@mnr.org</a>
<b>Website</b>	<a href="https://new.mta.info/fares-and-tolls/long-island-rail-road/long-island-railroad/refunds">https://new.mta.info/fares-and-tolls/long-island-rail-road/long-island-railroad/refunds</a>	<a href="http://web.mta.info/mnr/html/ticketrefund.htm">http://web.mta.info/mnr/html/ticketrefund.htm</a>

**Annual Transit Card (ATC) Users**

- You have until the 8th of the month to lock in enrollment changes for the upcoming order.
- [Log into](#) your agency’s payroll portal to switch your enrollment to a new plan or to cancel your enrollment altogether.

**NYC Commuter Card Users**

- [Log into](#) your agency’s payroll portal to switch your enrollment to a new plan or to cancel your enrollment altogether.
- If your NYC Commuter Card is linked to a transit or parking provider, please remember to update your order with the provider directly and in accordance with their deadlines.

**Temporarily Suspend Payroll deductions (option not available to Annual Transit Card users)**

- [Log into](#) your agency’s payroll portal to suspend payroll deductions temporarily.
- Payroll deductions will stop on the following 1st or 2nd pay date occurring after the change is processed.

**Returns and Refund Credits**

Due to the current COVID-19 situation, we are processing high volumes of returns resulting in delays. Here is what you can expect during the return process:

- You will receive an email confirmation within 1-2 weeks of us receiving your returned pass in the mail.
- A credit for the returned pass will be added to your Commuter Account within 60-90 days from the date we received your pass in the mail.

Outlined on the following page is a list of transit agencies and their return policy for May 2020 (and beyond). Be sure to check back as this list will be updated often as we receive new information from transit agencies. If you are required to return your pass to Edenred, please follow the below instructions.

**Information to include in your return envelope to Edenred:**

- Physical pass that you are returning
- Full legal name
- Employer name: City of New York

**Edenred mailing address for returns:**

Edenred Commuter Benefits  
P.O. Box 540515  
Waltham, MA 02454

## Transit

## Return Policy (effective May 2020 and beyond)

### Academy Bus

Passes must to be returned by mail to and received by Edenred by no later than the 1st of the month. We will add a credit back into your Commuter Account within 60 - 90 days.

### Access-A-Ride

**Returns are not accepted.** For more information, please reach out to Edenred by calling (833) 584-8109.

### Commuter Check Transit Voucher

Transit Vouchers are valid for 13 months before expiring. Mail your Voucher to Edenred prior to the Voucher expiration date for a credit. Expired Vouchers will not be accepted. A credit will be applied to your Commuter Account within 60-90 days after receiving your return.

### DeCamp Bus Lines

**Returns not accepted at this time.** Decamp Bus Line has temporarily suspended Service. Visit [their website](#) for more information.

### Lakeland Bus Lines

**Returns are not accepted.** Reach out to Lakeland Bus for more information on returns, 973-366-0600.

Lakeland Bus has suspended all service to NYC until further notice. You can check their website for [updates](#).

### MTA Long Island Rail Road Monthly

Mail your monthly ticket directly to LIRR by the **1st day of the month** for which the ticket is valid. Use the yellow return envelope to mail the unopened ticket back to LIRR at the below address. Returns are usually credited to your Mail&Ride account within 6-8 weeks. For additional information regarding your return, please reach out to LIRR's customer service line at (718) 217-5477, or visit [their website](#).

**LIRR Ticket Refunds Department**  
**Jamaica Station – MC 1410**  
**Jamaica, NY 11435-4380**

### MTA Metro North Rail Road Monthly

For a full credit, unused tickets, sealed in the ticket pouch, must be returned to MNRR **within the month for which the ticket is valid**. Use the yellow return envelope to return the sealed ticket to MNRR. Returns typically result in a credit applied to your Mail&Ride account within 6-8 weeks. For additional information regarding your return, please reach out to MNRR's customer service line at (212) 532-4900, or visit [their website](#).

**MTA Metro-North Railroad**  
**P.O. Box 4117**  
**New York, NY 10163**

### MTA Pay-Per-Ride MetroCard

Return your Pay-Per-Ride MetroCard to Edenred by mail. There is **no return deadline**. Your pass needs to be returned in the same condition as it was received - sealed in the original wrapper and unopened. A credit will be applied to your Commuter Account within 60 - 90 days from the date the return was received.

### MTA Unlimited Ride MetroCards

Mail your Unlimited MetroCard to Edenred. There is **no return deadline**. Your pass needs to be returned to Edenred in the same condition as it was received - sealed in the original wrapper and unopened. A credit will be applied to your Commuter Account within 60 - 90 days from the date the return was received.

### Annual Transit Card (ATC)

ATC card returns need to be mailed to Edenred (and received) by no later than the **1st of the month** (May 1st is the deadline to return your May ATC order). We will apply a credit for \$127 will be applied to your Commuter Account within 60 - 90 days from the date the return was received. A new Annual Transit Card will be mailed to you once your next order is processed.

<b>NJ Transit</b>	Monthly Rail and Bus passes must be returned to Edenred by <b>the 5th of the month</b> . A credit will be applied to your Commuter Account within 60-90 days from the date the return was received.
<b>NY Waterway</b>	<b>No returns accepted.</b> For more information, please reach out to NY Waterway's customer service line at 800-533-3779.  All NY Waterway Bus Service (in NYC & in NJ) is suspended until further notice, check <a href="#">their website</a> for updates.
<b>ShortLine Bus</b>	<b>No returns accepted.</b> ShortLine bus 40 trip tickets are extended for at least 40 days from expiration, and 10 trip tickets are extended 20 days of right now. This is subject to change.
<b>SmartLink</b>	<b>Not eligible for returns.</b> Trip Tickets do not expire and can be used any time. The 30- Day Pass is activated only when the SmartLink Card is tagged at a terminal or station. If you don't use your card, the pass will roll over to the next benefit month.
<b>UberPOOL/Lyft Share</b>	All carpooling options are temporarily suspended.

<b>Parking</b>	<b>Return Policy</b>
<b>Direct Pay</b>	Return policies differ. Participants need to contact their parking provider directly to have funds returned.
<b>Parking Cash Reimbursement Option</b>	No returns. Your Parking Reimbursement balance will remain in your account until you're ready to use it.