Commuter Benefits – Frequently Asked Questions

What is a commuter/transit benefits plan?
A commuter benefits plan is an employee benefit provided by an employer. Enrolling in a commuter benefits plan saves you money by allowing you to use pre-tax dollars to pay for qualified work-related transit and parking expenses. Your participation is voluntary.

How do I order commuter passes or vouchers each month?
You can place your order through your Conexis account at http://go.depaul.edu/conexis by following these steps:
- Log in to your account
- Click “Enroll/Update Commuter Plan”
- Find your metropolitan area and transit or parking vendor
- Select from the available products

Order your transportation passes or vouchers one month at a time or schedule a recurring order. Either way, you will receive monthly emails to keep you up-to-date on your transit selections and your account balance.

What information will I need to complete my order online?
You will need to identify the metropolitan area you are commuting to, the specific transit authority or parking operator you need a pass from and the amount of the pass. The online transaction is easy to complete using the step-by-step ordering process.

What happens after I submit my order?
You will receive an email with a reference number confirming your order was received. This does not mean your order was approved. When your order is approved, your funds are applied to your Ventra card or the transit media is mailed directly to your home if applicable.

Can I elect any amount for transit passes?
Yes. However, amounts that exceed the IRS statutory maximum allowed will need to be paid with post-tax dollars through payroll deduction.

What if the cost of my transit pass is greater than IRS pre-tax maximum limits?
Amounts that are more than the IRS pre-tax maximums will be taken as after-tax payroll deductions.

Can I sign up to have my commuter order recur automatically each month?
Yes. When you set up your first order, you can schedule a recurring order. Conexis will automatically issue your monthly passes for up to 13 months for most passes. You may also skip months or go back and edit recurring orders. Any changes to recurring orders must be completed prior to the cut-off for each order period.
How do I cancel an order?
From your online account, you have the option to edit or delete current orders by clicking on the appropriate button. After the order deadline, any changes made will apply to your next order.

If I pay for parking at a transit station, can I use my pre-tax dollars for both parking and transit?
Yes. You may use pre-tax dollars up to the monthly maximum limit for parking and transit by electing each benefit separately.

What are the deadlines to place, change, or cancel my order?
In most cases, your order must be placed by the 10th of the month prior to the month you’re ordering for. For example, if you need a Metra pass for February, your deadline for ordering the pass is January 10th. The same deadlines also apply to order cancellations and other changes.

I missed the deadline for next month, what do I do?
The deadline for ordering, changing, or canceling existing orders cannot be changed after the cut-off date. You can avoid missing a deadline by setting up a recurring order.

If I order now, can I make changes or cancel my pass later?
Yes. You can change or discontinue your orders at any time as long as you do so before the monthly cut-off date.

What if my pass is lost or stolen?
Transit and parking passes and vouchers are generally considered financial instruments with a cash value, and refunds and replacement passes or cards cannot be provided if missing or lost.

If you use a registered Ventra card, a replacement card may be obtained with your balance. Contact Conexis for instructions on how to obtain a replacement card.