

**COMMUTER CHECK DIRECT**

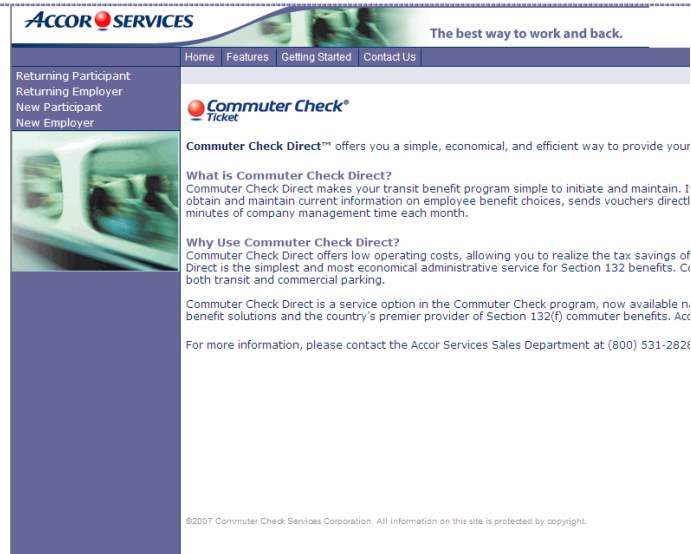
**EMPLOYEE USER GUIDE**

<b>HOME PAGE</b>	<b>4</b>
<b>LOG IN</b>	<b>5</b>
<b>CURRENT ORDER SNAPSHOT</b>	<b>6</b>
<b>HOW TO PLACE AND ORDER</b>	<b>7</b>
<b>PLACING A PARKING ORDER</b>	<b>11</b>
<b>SELECT YOUR PARKING PROVIDER</b>	<b>12</b>
<b>I DO NOT SEE MY PARKING PROVIDER LISTED</b>	<b>13</b>
<b>INDICATE THE LOCATION OF YOUR PARKING FACILITY</b>	<b>14</b>
<b>PARKING ORDER DETAILS</b>	<b>15</b>
<b>CONFIRM YOUR PARKING ORDER ORDER</b>	<b>16</b>
<b>YOUR ORDER IS CONFIRMED!</b>	<b>17</b>
<b>VIEW ORDER HISTORY</b>	<b>18</b>
<b>VIEW ORDER DETAIL</b>	<b>18</b>
<b>UPDATE MY DELIVERY ADDRESS OR EMAIL</b>	<b>19</b>



<b>VIEW HELP TOPICS</b>	<b>19</b>
<b>CHANGE YOUR PASSWORD</b>	<b>20</b>
<b>CONTACT COMMUTER CHECK DIRECT</b>	<b>20</b>

## Home Page



The screenshot shows the website's home page. At the top left is the ACCOR SERVICES logo with the tagline "The best way to work and back." Below this is a navigation menu with links for Home, Features, Getting Started, and Contact Us. On the left side, there is a vertical menu with links for Returning Participant, Returning Employer, New Participant, and New Employer. The main content area features the Commuter Check Ticket logo and a heading "Commuter Check Direct™ offers you a simple, economical, and efficient way to provide your". Below this, there are three sections: "What is Commuter Check Direct?" which describes the program's simplicity and efficiency; "Why Use Commuter Check Direct?" which highlights low operating costs and tax savings; and a final paragraph stating that Commuter Check Direct is a service option in the Commuter Check program, now available in benefit solutions and the country's premier provider of Section 132(f) commuter benefits. At the bottom, it provides contact information for the Accor Services Sales Department at (800) 531-2828. A small copyright notice at the very bottom reads "©2007 Commuter Check Services Corporation. All information on this site is protected by copyright."

When you navigate to the <https://direct.commutercheck.com> internet address provided by your employer, you will arrive at this landing page.

Using the menu on the left hand side, select **Returning Participant**.

**NOTE:** You must complete the registration process before selecting this option. If you have not already registered, please see the **How To Register Flyer** provided by your employer.

## Log In

**ACCOR SERVICES**  
The best way to work and back.

Home Features Getting Started Contact Us

Returning Participant  
Returning Employer  
New Participant  
New Employer

**Commuter Check**  
Ticket

Log In

User Name:

Password:

Remember me next time.

[Forgot password?](#)

Enter your **Username** and **Password** in the appropriate fields and click **Log In**.

Other options and tools available on this page are:

### **Remember Me Next Time:**

Your Commuter Check Direct user interface can remember you, select the check box here. It is not recommended that users select this check box if they are using a public computer.

### **Forgot Password:**

Select this link if you have forgotten your password. Commutercheckdirect.com will send you a new one to the email address on file with us. We use this email address to ensure that you and only you will receive your new password.

### **Forgot User Name:**

Select this link if you have forgotten your user name. The Commutercheckdirect.com system will send your username to the email address on file with us. We use this email address to ensure that you and only you will receive this username.

**NOTE:** Please be advised that keeping your data secure is a priority for us. To ensure this, your employer and our customer support team do not have access to your **username or password**.

### Current Order Snapshot

**ACCOR SERVICES** The best way to work and back.

Online Order | My Account | Contact Us | Logout

**Transportation Benefits Online Ordering Platform** Benefit Month: August  
Order By: 07/10/2007

FlexCommute.com

**Transit Home**  
Commuter Benefits Information

Welcome, Jazzie Roach

Instructions:  
Please use the menu bar on the left side.

**Delivery Address:**  
16 School Street  
Dorchester, MA 02124  
[\[Edit Profile\]](#)

**Current Transit Order**

RTA Transit Check Transit Check Voucher	Qty: 1	Cost: \$110.00	\$110.00	<a href="#">edit</a>   <a href="#">remove</a>
Total Estimated Cost:			\$110.00	

Estimated Pre-Tax Amount Applied To Payroll: \$110.00

Monthly Recurring: NO [Edit Recurring Options](#)

A Non-Recurring order will be created this benefit month: August [Delete Entire Order](#)

Once you have successfully logged in to your account, the image on the left is a sample of what you will see.

There are many key tools to managing your commuter benefits; here is an overview:

**Delivery Address:** This is an employee maintained address. As such, it may be different than the address on file with your employer. If you update your address with your employer you need to update it here separately. If you are moving, or need to have your order shipped to another address, you must update the address on file by **Order By** date shown on this page. To update this address, click on **Edit Profile**.

**Benefit Month:** The Benefit Month indicates what month current order will be valid. Orders are placed anywhere from one to two months in advance of the Benefit Month.

**Order By:** This is the last day you can place an order for the Benefit Month shown.

**Current Transit Order:** This area displays your current cart. You may edit a line item by selecting edit or you may remove any item from your cart by selecting remove. The Edit and Remove options are available for each item you have ordered. To delete an entire order (all items in the cart) select Delete Entire Order at the bottom right of this area. To edit recurring options select Edit Recurring Options.

For more information about recurring order settings see page 7 below.

## How to Place and Order

ACCOR SERVICES The best way to work and back.

Online Order My Account Contact Us Logout

Commuter Benefits

- home
- transit order
- order history
- my account
- help
- close window

Order Your Transit Product Benefit Month: August  
Order By: 07/10/2007

Find Your Product Select Your Product Confirm Order Done

Select your Greater Metropolitan Area:

Select your Provider:

If you cannot find your Provider, [click here](#).

From the home page:

Click on **Transit Order** in the menu on the left.

Select your **Greater Metropolitan Area**: this area will be filtered per your employer's specifications. If your employer has multiple locations, you will see all of the available areas for your entire company. Select the area where you commute.

Select your **Provider**: Most regions have numerous transit authorities and products for commuters. Options listed here will be based on the **Greater Metropolitan Area** (also known as GMA) you selected above.

ACCOR SERVICES The best way to work and back.

Online Order My Account Contact Us Logout

Commuter Benefits

- home
- transit order
- order history
- my account
- help
- close window

Order Your Transit Product Benefit Month: August  
Order By: 07/10/2007

Find Your Product **Select Your Product** Confirm Order Done

Transit Authority Information

Greater Metro Area: Boston

Transit Authority: Commuter Check Voucher

The most flexible way to pay for your transit expense. A transit voucher can be used to purchase transit passes, tickets, cards, or other fare media from transit providers and retail merchants, or to pay vanpool fares. You can order multiple Commuter Checks with denominations that meet your transit needs, while fully taking advantage of the \$110 pre-tax limit. Commuter Checks are valid for 13 months, and are a great option for frequent or infrequent riders.

Product Name

Commuter Check Voucher

Once you have selected your GMA and Provider, Commutercheckdirect.com will advance you to the next step in the ordering process: **Select Your Product**.

Products available on this screen are dependent on the GMA and Provider you have selected on the previous screen.

**ACCOR SERVICES** The best way to work and back.

Online Order | My Account | Contact Us | Logout

**Commuter Benefits**

- home
- transit order
- order history
- my account
- help
- close window

### Confirm Your Product Choice

Benefit Month: August  
Order By: 07/10/2007

Find Your Product | Select Your Product | **Confirm Order** | Done

**Order Selection**

Greater Metro Area: Boston

Transit Authority: Commuter Check Voucher

Product Selected: Commuter Check Voucher

Min Value: \$10.00

Max Value: \$110.00

Max Quantity Per Denomination: 5

Voucher Amount	Quantity	Subtotal	Clear
\$ <input type="text"/>	<input type="text"/>		<a href="#">Clear</a>
\$ <input type="text"/>	<input type="text"/>		<a href="#">Clear</a>
\$ <input type="text"/>	<input type="text"/>		<a href="#">Clear</a>

When selected, some products will present specific options for you to select such as denomination, quantity, account number and any other information required for the particular product you have selected.

The screen that follows your product selection will allow you to enter specific data associated with that product.

Once you have completed all the required information, you will have an option to continue at the bottom of the screen.

**ACCOR SERVICES** The best way to work and back.

Online Order | My Account | Contact Us | Logout

**Commuter Benefits**

- home
- transit order
- order history
- my account
- help
- close window

### Recurring Options

Benefit Month: August  
Order By: 07/10/2007

Find Your Product | Select Your Product | **Confirm Order**

**Monthly Order Recurring Settings:**

Yes  No

The recurring feature allows for orders to be automatically re-created on a monthly basis. Select "Yes" to have your order automatically re-created every month. Select "No" if you want to come back to the system every month to order.

[Back](#) [Purchase](#)

Next, you will have an opportunity to tell us if you want your order to Recur. Setting an item to recur monthly means that you do not have to re-enter the system to place your order each month.

You can edit the Recurring Settings at any time from the home page by clicking [Edit Recurring Options](#).

**ACCOR SERVICES** The best way to work and back.

Online Order | My Account | Contact Us | Logout

**Commuter Benefits**

- home
- transit order
- order history
- my account
- help
- close window

### Recurring Options

Benefit Month: August  
Order By: 07/10/2007

Find Your Product | Select Your Product | **Confirm Order** | Done

**Monthly Order Recurring Settings:**

Monthly Recurring: YES

Yes  No

The recurring feature allows for orders to be automatically re-created on a monthly basis. Select "Yes" to have your order automatically re-created every month. Select "No" if you want to come back to the system every month to order.

An order will be created for every **checked** box. **Uncheck** a box if you do not want to receive an order for that month.

<input checked="" type="checkbox"/> Aug 2007	<input checked="" type="checkbox"/> Sep 2007	<input checked="" type="checkbox"/> Oct 2007	<input checked="" type="checkbox"/> Nov 2007	<input checked="" type="checkbox"/> Dec 2007	<input checked="" type="checkbox"/> Jan 2008
<input checked="" type="checkbox"/> Feb 2008	<input checked="" type="checkbox"/> Mar 2008	<input checked="" type="checkbox"/> Apr 2008	<input checked="" type="checkbox"/> May 2008	<input checked="" type="checkbox"/> Jun 2008	<input checked="" type="checkbox"/> Jul 2008

This is a twelve month revolving calendar feature. Your order will re-create for every checked month, and for every subsequent month following the listed twelve months above. You can re-enter at any time to manage the upcoming twelve months.

If you opt to have an order recur the Commuter Check Direct system will advance you to the settings screen. Here you can deselect any month that you do NOT wish to receive your order (on leave, or vacation, etc.).

These options are also editable from the home page by clicking [Edit Recurring Options](#).

This 'calendar' will start with the current benefit month and display the next 12 months.

Your order is confirmed!

**Commuter Benefits**

- [home](#)
- [transit order](#)
- [order history](#)
- [my account](#)
- [help](#)
- [close window](#)

## Order Update Complete

Benefit M  
Order By:

[Find Your Product](#)   [Select Your Product](#)   [Confirm Order](#)

Thank you for your order. Your order is complete. Please Return Home to change the below order.

### Current Transit Order

Commuter Check Voucher	Qty: 1	Cost: \$20.00	\$20.00
Commuter Check Voucher			
Total Estimated Cost:			\$20.00
Estimated Pre-Tax Amount Applied To Payroll: \$20.00			
<b>Monthly Recurring: YES</b>			
<u>No Orders will be processed for the following months:</u>			
<ul style="list-style-type: none"> <li>• September 2007</li> </ul>			

[Return Home](#)

## Placing a Parking Order

Select **Parking Order** from the left hand navigation.

You will have two options available to you:

**Direct Pay** – Commuter Check Direct will send a payment for your monthly parking directly to your parking provider. If you select a provider that is not currently affiliated with Commuter Check Direct, we will attempt to establish a relationship with this provider for you. You may still place your order. (see below).

**ParkCheck** – This is a voucher solution. If selected, we will send a ParkCheck or Commuter Check for Parking voucher to you and you may use this to pay for your parking benefit.

**Notice:** For the ParkCheck option, your Parking Provider must be able to handle check payments. Please verify with your Parking Provider before continuing. If you pay on a daily basis and your Parking Provider only accepts cash or credit card then you cannot select this option.

In order to place a parking order, you must first know which provider you will be using.

Enter the name of your provider in the search box and select **Search**. Your search will be more complete if you search by the first word of your Provider's name rather than the whole name as some Providers' names vary.

More than one page of Parking Provider choices may come up as a result of your search. Be sure to look at all the pages for your Parking Provider and choose the one with the correct billing address.

## Select Your Parking Provider

**ACCOR SERVICES**
The best way to work and back.


Online Order
My Account
Contact Us
Logout

Commuter Benefits

- home
- transit order
- parking order
- order history
- my account
- help
- close window

### Pay My Parking Provider

Benefit Month: September  
Order By: 08/10/2007



Select Parking Type    **Setup Parking Order**    Confirm Order    Done

To setup a direct-payment to your Parking Provider, please search for your Parking Provider's monthly parking payment address.

**Billing Search Details**

Parking Provider Name (Payee):

Note: All stored Parking records are Payment addresses for monthly parking payments, not the actual Parking Location address.

Page Number:  [First Page] [Next Page] [Last Page]    Display Rows:

	Parking Provider Name	Payment Address Location
<input type="radio"/>	Central Parking System	1-15 West End Avenue New York, NY 10023
<input type="radio"/>	Central Parking System	100 E. Wisconsin Ave. Milwaukee, WI 53202
<input type="radio"/>	Central Parking System	101 1st Ave S. St. Petersburg, FL 33701
<input type="radio"/>	Central Parking System	135 Greene St. Jersey City, NJ 07302
<input type="radio"/>	Central Parking System	1360 East 9th St, Suite 320 Cleveland, OH 44114
<input type="radio"/>	Central Parking System	200 Church Street Hartford, CT 06103
<input type="radio"/>	Central Parking System	2000 Elm St., 3th Floor Dallas, TX 75201
<input type="radio"/>	Central Parking System	215 Hudson St. Hoboken, NJ 07030
<input type="radio"/>	Central Parking System	222 Berkeley Street, Suite 1420 Boston, MA 02116
<input type="radio"/>	Central Parking System	255 Warren St. Jersey City, NJ 07302-3722

A list of available parking providers will be displayed.

There may be more than one address associated with your Parking Provider. Be sure to choose the address where you currently send your monthly payments when you choose your provider from the list.

Again the primary address for your order is the Parking Provider's billing address rather than your lot address as these can be different. We need your Provider's correct billing address to send payment.

If you do not see your provider listed, click [HERE](#)

## I Do Not See My Parking Provider Listed

**ACCOR SERVICES** The best way to work and back.

Online Order My Account Contact Us Logout

**Commuter Benefits**

- home
- transit order
- parking order
- order history
- my account
- help
- close window

**Pay My Parking Provider** Benefit Month: September  
Order By: 08/10/2007

Select Parking Type **Setup Parking Order** Confirm Order Done

Request a new Parking record to be added to the system.

Since you did not find your Parking Provider's payment address in our system, you can create a NEW payment record. ([Click here](#) to search again)

What happens after I complete my order?

- We will work to verify the accuracy of your submitted information by contacting the Parking Provider by using the contact information you provide below.
- If the Parking Provider's payment details are confirmed as accurate, your payment will be sent directly to the Parking Provider.
- If we cannot find your Parking Provider or if the information you provide is inaccurate, then your Parking Payment (A ParkChek made payable to the Parking Provider) will be mailed to your home address on file, and you will be responsible to then provide this ParkChek to your Parking Provider.

You will be notified via email regarding the status of your order at the time of fulfillment, around the 23rd of the month. Please verify your email address in the "My Account" section after you complete your order.

Please Complete

**Parking Lot Address Information \*required**

Location Name of Parking Lot: \*

Parking Lot Address:

Parking Lot City: \*

Parking Lot State: \* -- Select One --

Parking Lot Zip Code:

Request a new Parking record to be added to the system.


Since you did not find your Parking Provider's payment address in our system, you can create a NEW payment record. Be sure to provide the correct physical and billing addresses (these may be different). Your Parking Provider's phone number is especially important as we will need this to contact your Parking Provider and establish a relationship with them.

What happens after I complete my order?

- Based on the information you provide regarding your Parking Provider we will contact the Parking Provider to verify the accuracy of the account information you submitted.
- If we can affiliate your Parking Provider and confirm your account information, then your payment will be sent directly to the Parking Provider.
- If we cannot contact your Parking Provider or if the information you provide is inaccurate, then your Parking Payment (A ParkChek made payable to the Parking Provider) will be mailed to your home address on file, and you will be responsible to then provide this ParkChek to your Parking Provider. With this payment, you will receive a request for further information about your Parking Provider. Either return to the benefits website or return this form by US Mail as quickly as you can so that we can establish a relationship with your Parking Provider and confirm your account details.

You will be notified via email regarding the status of your order at the time of fulfillment, around the 23rd of the month. Please verify your email address in the "My Account" section after you complete your order.

### Indicate the Location of Your Parking Facility



The best way to work and back.

Online Order
My Account
Contact Us
Logout

**Commuter Benefits**

home

transit order

parking order

order history

---


my account

help

close window

## Pay My Parking Provider

Benefit Month: September  
Order By: 08/10/2007



Select Parking Type
**Setup Parking Order**
Confirm Order
Done

\*required fields below, are needed to send accurate payment information to your parking provider. If you do not have any of the required fields below, please refer to your parking invoice or contact your parking provider.

**Please Complete**

**Parking Lot Address Information \*required**

Location Name of Parking Lot: \*

Parking Lot Address:

Parking Lot City: \*

Parking Lot State: \*

Parking Lot Zip Code:

**Parking Payment Information \*required**

Parking Payment / Payee Name: \*

Parking Payment Address: \*

Parking Payment City: \*

Parking Payment State: \*

Parking Payment Zip Code: \*


Parking Payment Phone Number:

Complete the fields shaded in yellow. This is where you tell us exactly where you park. Often, there is one payment address for a parking provider that has several different lots available for parking. Our records are listed by the payment address not the location of the facility. In some cases, this is the same address; in others it is a different address.

Here is where you will tell us where your parking lot is located.

If you do not see your provider listed, click [HERE](#)

## Parking Order Details



The best way to work and back.

Online Order
My Account
Contact Us
Logout

**Commuter Benefits**

home

transit order

parking order

order history

---


my account

help

close window

### Monthly Parking Setup

Benefit Month: September  
 Order By: 08/10/2007



Select Parking Type
**Setup Parking Order**
Confirm Order
Done

Please enter in the amount of your parking below.

**Order Details \*required**

My Monthly Parking Cost is:

My Parking Account Number:

*Please locate your parking account number on your last invoice or contact your parking provider.*

I have an existing Monthly Parking Relationship with my Parking Provider.

**My Parking Order Details**

Parking Payment / Payee Name:	Central Parking System
Parking Payment Address:	1-15 West End Avenue
Payment City, State, Zip Code:	New York, NY 10023
Parking Location Name:	Central Parking System
Parking Lot Address:	1-15 West End Avenue
Parking Lot City, State Zip Code:	New York, NY 10023

Tell us about your order:

**My Monthly Parking Cost is:** Please indicate the cost of your monthly parking.

**My Parking Account Number is:** this is required so that we can identify you when submitting payment on your behalf. If you do not have an account number, enter your last name.

## Confirm Your Parking Order

**ACCOR SERVICES**
The best way to work and back.

[Online Order](#) | [My Account](#) | [Contact Us](#) | [Logout](#)

**Commuter Benefits**

[home](#)

[transit order](#)

[parking order](#)

[order history](#)


[my account](#)

[help](#)

[close window](#)

### Review and Confirm the Product Addition to Your Order

Benefit Month: September  
Order By: 08/10/2007



Select Parking Type    Setup Parking Order    **Confirm Order**    Done

Please confirm the addition of product to your cart. Check to see if the all information is valid and in order.

**My Parking Information**

Parking Payment / Payee Name:	Central Parking System
Parking Payment Address:	1-15 West End Avenue
Payment City, State, Zip Code:	New York, NY 10023
Parking Location Name:	Central Parking System
Parking Lot Address:	1-15 West End Avenue
Parking Lot City, State Zip Code:	New York, NY 10023

<b>Parking Order Info:</b>	
Benefit Month:	September 2007
Parking Amount:	\$300.00
Quantity:	1
Total:	\$300.00

**Monthly Order Recurring Settings:**

Yes  No  
The recurring feature allows for orders to be automatically re-created on a monthly basis.  
 Select "Yes" to have your order automatically re-created every month  
 Select "No", if you want to come back to the system every month to order

Review the information provided on this page for accuracy.

At the bottom, you can indicate the recurring status of this order. . If you select 'yes' indicating that you would like this order to recur each month, you will then be prompted to deselect any month that you do NOT want to receive this order.

©2007 Commuter Check Services Corporation. All information on this site is protected by copyright.  
Employee User Guide.TRN.PRK

Page - 16 -

**Your Order is Confirmed!**

The screenshot shows the ACCOR SERVICES website interface. At the top, there's a navigation bar with links for Online Order, My Account, Contact Us, and Logout. A sidebar on the left lists various services like home, transit order, parking order, order history, my account, help, and close window. The main content area features a confirmation message: "Order Update Complete" with a car icon and a progress bar showing "Done" for the "Confirm Order" step. Below this, a table titled "Current Parking Order" displays the order details, including a quantity of 1, a cost of \$200.00, and a total estimated cost of \$200.00. It also notes that the order is monthly recurring and will be created on a monthly basis. A "Return Home" button is located at the bottom of the order summary.

**Order Update Complete** Benefit Month: September  
Order By: 08/10/2007

Select Parking Type   Setup Parking Order   Confirm Order   **Done**

Thank you for your order. Your order is complete. Please Return Home if you want to change the below order.

Current Parking Order			
Direct Pay to Parking Operator	Qty: 1	Cost: \$200.00	\$200.00
Total Estimated Cost:			\$200.00
Estimated Pre-Tax Amount Applied To Payroll: \$200.00			
<b>Monthly Recurring: YES</b>			
This order will be created on a monthly basis.			

[Return Home](#)

Your parking order is confirmed!

### View Order History

The screenshot shows the 'Order History' page. The left sidebar contains a 'Commuter Benefits' menu with options: home, transit order, order history (selected), my account, help, and close window. The main content area has a header 'Order History' and a sub-header 'List of all completed orders'. Below this is a table with the following data:

Reference Number	Benefit Month	Status	Order Type
633939	June, 2007	SENT IN FOR FULLFILLMENT	Transit

To check the status of an order or review order history, select **Order History** from the menu on the left hand side of the screen.

### View Order Detail

The screenshot shows the 'Order Detail' page for reference number 633939. The left sidebar is the same as in the previous screenshot. The main content area has a header 'Order Detail' and a sub-header 'The below contains details about your previously made order.' Below this is a detailed view for Reference Number: 633939.

Benefit Month:	June, 2007	Company:	FlexCommute.com
Order Type:	TRN	Full Name:	Jazzie Roach
Order Status:	SENT IN FOR FULLFILLMENT	PPT Address on File:	16 School Street Dorchester, MA 02124
Order Date:	05/01/2007	Recurring:	Y
PO #:			

Product ID	Description	Unit Price	Qty	Amount
\$239	MTA/NYCT : \$50 Bonus MetroCard (Pay Per Ride)	\$50.00	1	\$50.00

Payments				
Id	Tax Type	Destination	Amount Paid	Status
1069604	PRE-TAX	SEND TO TPA	\$50.00	APPROVED

Subtotal:	\$50.00
Total Items:	1
Total Adjustments:	\$0.00
Total Subsidies:	\$0.00
Order Total:	\$50.00

Order Status Log		
Time	Order Status	Payment Status
5/14/2007 12:16:14 AM PST	SENT IN FOR FULLFILLMENT	

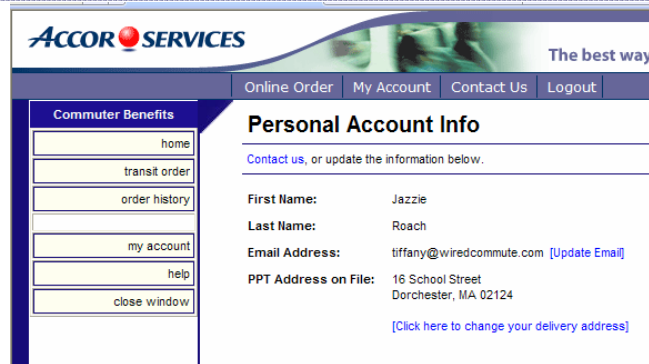
Note: Sent in for Fulfillment.

#### Employee Website:

If you select the **reference number** you will see a detailed view of the order you have selected.

This detailed view will display all the information about a particular order including an order status log which indicates the date an order status has changed

## Update My Delivery Address or Email



**ACCOR SERVICES** The best way

Online Order My Account Contact Us Logout

**Commuter Benefits**

- home
- transit order
- order history
- my account
- help
- close window

### Personal Account Info

Contact us, or update the information below.

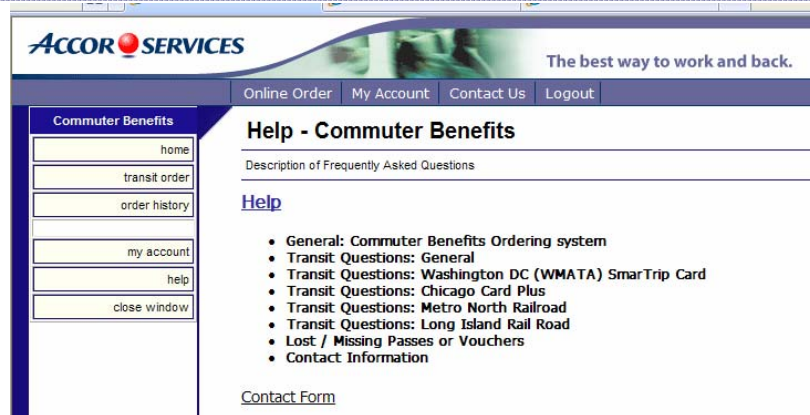
**First Name:** Jazzie  
**Last Name:** Roach  
**Email Address:** tiffany@wiredcommute.com [\[Update Email\]](#)  
**PPT Address on File:** 16 School Street  
 Dorchester, MA 02124

[\[Click here to change your delivery address\]](#)

To view the details of your account with Commuter Check Direct, select **My Account** from the menu on the left.

Update your email address or mailing address on this screen.

## View Help Topics



**ACCOR SERVICES** The best way to work and back.

Online Order My Account Contact Us Logout

**Commuter Benefits**

- home
- transit order
- order history
- my account
- help
- close window

### Help - Commuter Benefits

Description of Frequently Asked Questions

**Help**

- General: Commuter Benefits Ordering system
- Transit Questions: General
- Transit Questions: Washington DC (WMATA) SmarTrip Card
- Transit Questions: Chicago Card Plus
- Transit Questions: Metro North Railroad
- Transit Questions: Long Island Rail Road
- Lost / Missing Passes or Vouchers
- Contact Information

[Contact Form](#)

To view answers to frequently asked questions or other help topics, select **Help** from the left hand menu.

### Change Your Password

ACCOR SERVICES The best way to work and b

Online Order My Account Contact Us Logout

Commuter Check Ticket

**Change Password**

Password:

New Password:

Confirm New Password:

To update your password, select **My Account** from the Top Menu

### Contact Commuter Check Direct

ACCOR SERVICES The best way to work and back.

Online Order My Account Contact Us Logout

Default Employee

Commuter Check Ticket

For more information, please contact us:

**By Phone:**  
Commuter Check Direct Sales Department  
(800) 531-2828  
(617) 924-0777 (fax)

**By Mail:**  
Accor Services  
51 Water Street  
Watertown, MA 02472

**By E-mail:**  
[info@commutercheck.com](mailto:info@commutercheck.com)

To view contact information for customer service, select **Contact Us** from the menu at the top of the screen.

Customer service is available between the hours of 8:00 AM to 8:00 PM Eastern.

To Contact Us:

**By Phone:** (888)-235-9223  
**By Email:** [info@commutercheckdirect.com](mailto:info@commutercheckdirect.com)  
**By Mail:** Commuter Check Services Corporation  
 Accor Services  
 51 Water Street  
 Watertown, MA 02472