



# COMMUTER BENEFIT PROGRAM PROCEDURE OVERVIEW

**WELCOME - THANK YOU FOR BEING A PART OF THE SUNRAIL COMMUTER BENEFIT PROGRAM!**

▶ **Your company will need to submit the provided Excel spreadsheet via email with the following columns:**

- |  |                                 |
|--|---------------------------------|
| 1) Company Name  | 4) Rider Type                   |
| 2) SunCard Number (located on the back of the card)            | 5) Product Rate                 |
| 3) Product Type (Prepaid Value Amount; Monthly or Annual Pass) | 6) Customer Name & Phone Number |

- ▶ Spreadsheet needs to be received by the 18th of the month.
- ▶ Once the spreadsheet is received, if requested, an invoice will be furnished within 3 business days. The invoice will be sent via email directly to the indicated contact person for your company.
- ▶ Funds need to be received by SunRail on or before the 20th of the month by ACH or check.
- ▶ This process will continue with the company providing an updated spreadsheet with each monthly submission. SunCards can be added and deleted with each submission. Replacement cards can be processed at any time throughout the month.
- ▶ **Send spreadsheets via email to [Janice.Wagner@dot.state.fl.us](mailto:Janice.Wagner@dot.state.fl.us)**

## Example - Monthly Pass\* or Prepaid Value

**SCENARIO – SunCards need to be available to customer by March 1.**

- The spreadsheet needs to be received by SunRail via email by February 18.
- Payment by ACH or check would need to be received by February 20.
- SunCards loaded by SunRail by February 23.
- Process resumes the following month.

## Example - Annual Pass\*

**SCENARIO – SunCards need to be available to customer by March 1.**

- The spreadsheet needs to be received by SunRail via email by February 18.
- Payment by ACH or check would need to be received by February 20.
- SunCards loaded by SunRail by February 23.
- Process resumes the following year.

### NOTE:

- SunRail Commuter Benefit Programs can include different types of load products (or load values), including: Prepaid Value, Monthly Passes or Annual Passes. (No weekly passes).
- All products will be loaded on or before the 23rd of each month.
- SunCards must have positive value (\$0.00 or more) in order to process. It is the responsibility of the cardholder to keep the SunCard in good standing / does not fall into a negative value.
- SunCards may not exceed \$300 in Prepaid Value at any time and SunCards may only have one unused Monthly or Annual Pass at a time. Additional product will not be loaded.
- Prepaid Value does not expire.
- Monthly and Annual Passes do expire. (30 days or 365 consecutive days after the first tap on).
- Seniors 65 years of age or over, those with disabilities certified by LYNX or Votran and youth ages 7–18 receive 1/2 off regular Product prices. (See “product key” on official spreadsheet for special product codes).

**\* It is advised that the cardholder check to ensure the proper fare media has been uploaded. We also recommend that the cardholder add some prepaid value to the SunCard to ensure funds never fall below \$0.00 prior to a new upload.**