



QUICK GUIDE TO YOUR PARKING PLAN

Your tomorrow, today

It's So Easy to Use Your Parking Plan

The Parking Plan is designed to save you money on the costs of parking your vehicle while you are at work.

Save on These Parking Expenses...

Personal car	<i>In these locations:</i>
Personal van	Parking lots
Carpool vehicle	Parking garages
Vanpool vehicle	Street parking
Motorcycle or scooter	

Check Out Our Website

Use our website to check balances and see the status of your claims. In addition, you can find videos and frequently asked questions along with forms and resources.

How to Log In to Your Account

Desktop Login

1. **Go** to www.chard-snyder.com
2. **Click** the bright blue *Login* button in the upper right corner of the page
3. **Go** to *Employees* in the blue upper left area. **Click** *Access Your FSA, HRA, HSA Advantage, TRP Account(s)*
4. **Enter** your social security number (no dashes) or Username if already created (use Employee ID if directed to do so).
5. **Enter** your social security number (no dashes), Employee ID number or Username, if you have already created a unique username, on the left side **even if you are a 'New User'**

Mobile App Login

1. **Download** the Chard Snyder app from your app store
2. **Click** the icon for the app
3. **Enter** the Username and Password from your online account
4. **Create** a four-digit passcode to use each time you log in through your mobile device



Email - It's Confidential

Provide your email address to receive a confirmation when we enter your claim and again when your payment is sent. You will also receive an email to let you know your account statement is ready.

If you change your email address you may update it from your computer or mobile device:

- Log in to your account
- Click on *Profile*
- Click *Update Profile* and enter your new email

Your information is protected by Chard Snyder. We do not lend or sell your personal information (including your email address) to any other party.

Email questions to
askpenny@chard-snyder.com

Using your Chard Snyder Benefit Card



Use Your Benefit Card to Pay for Parking Expenses

Many parking facilities will allow you to use your Benefit Card to pay monthly parking fees for garages or parking lots. You may also use the Benefit Card in parking meters that accept cards.

When paying with the Benefit Card, if you are asked to choose between Debit and Credit, choose Credit.

You Will Receive Two Cards in the Mail

Both cards will show your name. You may sign one for your own use. Family members are not eligible to use the Parking Plan.

If you have a Flexible Spending Account, Health Reimbursement Arrangement or Health Savings Account through Chard Snyder, all your plans are available using the Benefit Card. Have your spouse or other family member sign the second card for use with those plans. The family member signing the card becomes the official user of that card.

Activating Your Card

Call the toll-free number on the activation sticker on the front of your card or visit our website to activate your cards. You can use both cards once the first card is activated – you do not need to activate each of them.

If Your Card is Lost or Stolen

Call Chard Snyder directly at 513.459.9997 or 800.982.7715 or log in to your account on your mobile or desktop device to report a card lost or stolen as soon as you realize it is missing. We will cancel your current cards and issue replacement cards.

If Your Benefit Card Doesn't Work...

There are several reasons why a card may be declined. The most common are:

- Your plan year has not started
- The card has not been activated
- The merchant is encountering problems (e.g. coding or swipe box issues)
- The merchant is not approved to accept the card

Check out our
Mobile App!
Access account
balance anywhere.
Sign up for text
alerts



Benny® is Retiring

As they expire, the Benny® prepaid benefit card will be replaced by the Chard Snyder Benefit Card. The new Benefit Card will work exactly the same as Benny. The only difference is a new look.



If you currently have Benny, your cards will be good until the expiration date shown on the front. You will receive your new Benefit Cards just before Benny expires.



800.982.7715 www.chard-snyder.com



Submit a Claim For Parking Expenses



Submit a Claim Using the Mobile App

Submit your parking claim using your phone or tablet and save time.

1. **Log in** as usual (see instructions)
2. **Choose** *Transportation and Parking Account*
3. **Click** *File a Claim*
4. **Provide** the information requested on the screen
5. **Click** the *Add Claim* button

Submit an Online Claim for Parking Expenses

Save postage and time by filing your parking claim online.

1. **Log in** as usual (see instructions)
2. **Choose** *File a Claim* in the *I Want To...* section
3. **Select** an account from the *Pay From* drop down. Click *Next*
4. **Enter** your claim information including the date range and amount. The date range must not extend over more than one calendar month. If your expenses occurred over more than one month, submit separate claims for each month
5. **Read** *Terms & Conditions* then click that you have done so
6. **Click** *Submit* or *Add Another*
7. **Keep your receipts** in a safe place

Submit a Paper Claim Form for Parking Expenses

If you are submitting a paper claim for parking expenses, follow the steps below.

1. **Complete** a TRP claim form
2. **Make** a copy of your completed claim form and send it with a copy of your receipt (if available). **If no receipt is available, you must sign the affidavit on the claim form certifying that you have incurred the expenses.**

FAX: 513.459.9947 or 888.245.8452

EMAIL: askpenny@chard-snyder.com

MAIL: Chard Snyder, 6867 Cintas Boulevard, Mason, OH 45040

Receive Your Repayment Directly Into Your Personal Bank Account

You may choose to have your reimbursement deposited directly into your account when you submit a claim for reimbursement. To do this you will need to enter your bank account information in the system. Follow the steps below:

1. **Log in** as usual (see instructions)
2. **Choose** *Profile*
3. **Click** *Banking/Cards*
4. **Click** *Add Bank Account*
5. **Provide** the information requested on the screen
6. **Click** the *Submit* button

What Happens When You Leave Your Job Or Become Ineligible for the Benefit?

If you leave your current place of employment or become ineligible for the plan, you may still have a certain period of time to submit parking claims from before you became ineligible. Call Chard Snyder or ask your human resources department for the period of time allowed for these claims under your plan's rules. Any money remaining in your account at the end of your grace period is lost.

You must submit your claim within 180 days. If no receipt is available, you must sign the affidavit on the claim form certifying that you have incurred the expenses.



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