

# CX Key Milestones – April 2021

Key Milestones	Dates
Current eligible employee demographics loaded into new platform	February 10, 2021
Recommended communication begin with current members & eligible employees	Early February 2021
Commuter election period for members	Mid-February 2021 to March 10, 2021
Complete client website training	March 1, 2021
Order Form due date <i>(if applicable)</i>	March 1, 2021
Commuter ordering period begins via new member's account	March 10, 2021
First ongoing commuter payment report	March 4, 2021
Commuter ordering period ends via new member's account	March 10, 2021
Fulfillment of member's commuter order, vouchers or commuter debit card and QuickStart Guides <i>(as applicable)</i>	March 20 – 31, 2021
<b>Go Live Date!</b>	April 1, 2021
First monthly administration service fee invoice	April 23, 2021
Commuter pre-tax credits balances transferred	Early May 2021