

CX Key Milestones – March 2021

Key Milestones	Dates
Current eligible employee demographics loaded into new platform	January 10, 2021
Recommended communication begin with current members & eligible employees	Early January 2021
Commuter election period for members	Mid-January 2021 to February 10, 2021
Complete client website training	February 1, 2021
Order Form due date <i>(if applicable)</i>	February 1, 2021
Commuter ordering period begins via new member's account	February 10, 2021
First ongoing commuter payment report	February 4, 2021
Commuter ordering period ends via new member's account	February 10, 2021
Fulfillment of member's commuter order, vouchers or commuter debit card and QuickStart Guides <i>(as applicable)</i>	February 20 – 28, 2021
Go Live Date!	March 1, 2021
First monthly administration service fee invoice	March 23, 2021
Commuter pre-tax credits balances transferred	Early April 2021