

# CX Key Milestones – January 2021

Key Milestones	Dates
Current eligible employee demographics loaded into new platform	November 10, 2020
Recommended communication begin with current members & eligible employees	Early November 2020
Commuter election period for members	Mid-November 2020 to December 10, 2020
Complete client website training	December 1, 2020
Order Form due date <i>(if applicable)</i>	December 1, 2020
Commuter ordering period begins via new member's account	December 10, 2020
First ongoing commuter payment report	December 4, 2020
Commuter ordering period ends via new member's account	December 10, 2020
Fulfillment of member's commuter order, vouchers or commuter debit card and QuickStart Guides <i>(as applicable)</i>	December 20 – 31, 2020
<b>Go Live Date!</b>	January 1, 2021
First monthly administration service fee invoice	January 23, 2021
Commuter pre-tax credits balances transferred	Early February 2021