

Commuter Order Model (COM) Funding & Invoicing Overview

HealthEquity®

WageWorks^W

HealthEquity/WageWorks does not provide legal, tax or financial advice.



Agenda

- Invoicing at HealthEquity/WageWorks
- What is the Pre-Bill?
- Reconciling the Pre-Bill and Monthly Funding
- Report Tracking with Commuter Order Model (COM)
- Remittance Options

Invoicing at HealthEquity

- **Designate Contacts** - Invoice contacts for fees and funding can be setup or modified by emailing your HealthEquity team
- **Invoice Listing** - Invoices are made available on the employer site under *COMPANY*→*INVOICING* within 24 hours of creation
- **Notification** - Contacts associated with the invoice type will receive an email notification when the invoice is available for pickup
- **Reporting** - Ongoing monthly funding will tie back to the *REPORTS*→*COMMUTER*→*Invoice Bundle Report*
- **Additional Support** - The HealthEquity team is available to assist with reconciliation of one-off invoices including adjustments (i.e. credit memos) as needed

Invoice Listing on the Employer Site

DASHBOARD PARTICIPANTS REPORTS FILES BENEFITS **COMPANY** COMMUNICATIONS GATEWAY EMPLOYER PARKING ER

INVOICING

INVOICE FILE SEARCH

SEARCH CRITERIA

Enter search criteria to view or download an invoice copy. [?](#)

Document Type: Program: From Date: To Date: Document Number:

SEARCH RESULTS - Select the document File Name to view or download the document PDF. Document copies are available 1-2 days after the document d

Displaying 1-5 of 5 ◀ ◀ 1/1 ▶ ▶ Page: of 1 # of Rows:

FILE NAME	DOCUMENT NUMBER	DOCUMENT TYPE	PROGRAM	DOCUMENT DATE
INV1037802_Funding_Commuter_11132018.pdf	INV1037802	Funding	Commuter	11/13/2018
INV980514_Funding_Commuter_10132018.pdf	INV980514	Funding	Commuter	10/13/2018
CM18728_Funding_Commuter_09192018.pdf	CM18728	Funding	Commuter	09/19/2018
INV926257_Funding_Commuter_09132018.pdf	INV926257	Funding	Commuter	09/13/2018
INV878650_Funding_Commuter_08172018.pdf	INV878650	Funding	Commuter	08/17/2018

Displaying 1-5 of 5 ◀ ◀ 1/1 ▶ ▶ Page: of 1 # of Rows:

What is the Pre-bill?

The initial prepayment is an estimate of the participant count based on the last benefit month on the legacy platform.

The amount covers orders placed by HealthEquity following the initial monthly cutoff date that precedes the first benefit month.

All invoices are listed under the *INVOICING* tab on the employer site.



A man with grey hair and glasses, wearing a light blue shirt, is sitting at a desk and looking at a laptop. A woman with long brown hair, wearing a blue jacket, is sitting across from him, also looking at the laptop. They appear to be in a meeting or discussion. The background shows a window with some papers pinned to it.

Reconciling the Pre-bill and Monthly Funding

Funding and Invoicing timelines

Funding

- ❖ May orders – due by April 10
- ❖ Assumed June orders (pre-bill) - sent April 15 (due May 1)
- ❖ Credit memo process for prepayment approximately May 15
- ❖ Actual June orders invoiced by – May 15 (due June 5)

NOTE– All funding is due by the 5th day of the next month (or next business day if the 5th is a holiday)

Invoicing

- ❖ June admin fee – sent May 23 (due by June 22)

INVOICE

To: [Redacted]

WageWorks, Inc.
 1100 Park Place, 4th Floor
 San Mateo CA 94403
 650.577.5200

Remit: Funds will be collected via ACH Debit under WageWorks ACH Company Identification Number: 1943351864 -OR- N943351864.

Log on to our employer website to view detailed invoice reports: employer.wageworks.com

Account #	Invoice Date
[Redacted]	8/17/2018
PO #	DUE DATE
	9/5/2018
Invoice #	AMOUNT DUE
INV878650	\$650.00

Description	Reference	Amount
Miscellaneous Charges		
Prepayment		650.00
		\$650.00

NOTE – All funding is due by the 5th day of the month (or next business day is the 5th is a holiday)

Pre-bill Invoice

- Generated after the 14th of the month prior to the initial election month.
- Identified under ‘Description’ with a charge for prepayment
- In this example, for an October First Benefit Month (FBM), the pre-bill was generated on August 17.


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Account #	Invoice Date
	9/13/2018
PO #	DUE DATE
	10/5/2018
Invoice #	AMOUNT DUE
INV926257	\$227.00

Description	Reference	Amount
Purchases Made For Benefit Month October 2018		
Buy My Pass Orders	Elections Report	113.50
		\$113.50
Purchases to be Made For Benefit Month November 2018		
Buy My Pass Orders To Be Made	This Invoice	113.50
		\$113.50

NOTE – Adjustments related to prepayment will not display on this invoice.

Initial Invoice

- Ongoing monthly invoices will be sent two to three business days following the designated commuter cutoff date.
- The invoice will include both purchases made and purchases to be made for the benefit month.
- The estimate for purchases to be made is based on the actuals from the prior month.

CREDIT MEMO

To: [Redacted]

WageWorks, Inc.
1100 Park Place, 4th Floor
San Mateo CA 94403
650.577.5200

Remit:

Account #	Date
[Redacted]	9/19/2018
PO #	Credit #
	CM18728
AMOUNT	
\$650.00	

PLEASE NOTE, THIS IS A CREDIT MEMO, DO NOT PAY.

Description	Reference	Amount
Miscellaneous Charges		
Credit for Prepayment		650.00
		\$650.00

NOTE – The credit will display as a full adjustment of the initial pre-bill.

Credit for Prepayment

- Generated after the 14th of the initial election month.
- In this example, both the initial invoice (September 13) and credit memo (September 19) were generated in September.
- The credit memo signifies that the pre-bill has been adjusted.

What if the prepayment exceeds the initial orders?

- HealthEquity *will* return excess funding for prepayment that exceeds the initial invoice.
- In the prior examples, the total initial invoice was \$227, and the pre-bill was \$650. The excess of \$423 will be returned.
- Expect reconciliation and return to take place within the month following the due date of the initial invoice.
- For example, the initial invoice was due October 5, and the return of funding will be remitted by end of October.

NOTE- Past due balances, including those related to other benefits (i.e. healthcare), may affect the turnaround time for refunds.

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Account #	Invoice Date
	10/13/2018
PO #	DUE DATE
	11/5/2018
Invoice #	AMOUNT DUE
INV980514	\$466.00

Description	Reference	Amount
Purchases Made For Benefit Month November 2018		
Less Estimated Buy My Pass Orders	Previous Invoice	(113.50)
Buy My Pass Orders	Elections Report	289.75
		\$176.25
Purchases to be Made For Benefit Month December 2018		
Buy My Pass Orders To Be Made	This Invoice	289.75
		\$289.75

NOTE – Pay Me Back (PMB) elections are not included in the estimate for the next month.

Ongoing Funding


- The monthly funding invoice will continue to generate two to three business days after the cutoff date.
- The invoice will include a reconciliation of actual activity ‘less estimated’ orders (as pictured) plus another estimate based on actuals.
- This funding cycle of billing, estimated funding and reconciliation will continue each month.

Invoice Adjustments

Description	Reference	Amount
Purchases Made For Benefit Month December 2018		
Less Estimated Parking Commuter Card Orders	Previous Invoice	(1,197.00)
Less Estimated Buy My Pass Orders	Previous Invoice	(10,057.50)
Pay Me Back Orders	Elections Report	7.00
Parking Commuter Card Orders	Elections Report	1,307.00
Buy My Pass Orders	Elections Report	9,811.75
		(\$128.75)
Purchases to be Made For Benefit Month January 2019		
Parking Commuter Card Orders to be Made	This Invoice	1,307.00
Buy My Pass Orders To Be Made	This Invoice	9,811.75
		\$11,118.75
Adjustments For Benefit Month December 2018		
Pay Me Back Order Credit	Applied Credits Report	(45.35)
Post-Close Fare Discount	Adjustments Report	(8.00)
		(\$53.35)

NOTE – When an *unfunded credit* (from a commuter balance transfer) is applied to an election, an adjustment *will not* occur to the funding invoice; rather the Payroll Report *will reflect* adjustments to related deductions.

- Invoice adjustments are common and may occur for various reasons, including:
 - Lost Card/Pass Reimbursements
 - Post-Close Fare Changes
 - Pay Me Back Order Credits
 - Returned Elections (i.e. Pay My Parking, Transit Passes)
- The next section will introduce reporting tools that will help to reconcile adjustment activity.

A photograph of three business professionals in an office setting. A man in a light blue shirt and dark tie is leaning over a woman in a pink shirt who is looking at a tablet. A third person's head is visible in the foreground, looking towards the woman. The background is bright and out of focus.

**Report Tracking with
COM**

COM Funding Reports

- The Invoice Bundle Report includes five reports in one to help reconcile ongoing funding. The following information is included:
 - Elections Report
 - Adjustments
 - Forfeiture
 - Pay Me Back
 - Payroll
 - Other Checks
- Reports may be downloaded individually as needed.

The screenshot shows a web application interface for 'COMMUTER PROGRAMS'. The main heading is 'Select a Report'. Below this, there is a table with three columns: 'Commuter Programs Reports', 'Data Availability', and 'Details'. The 'Invoice Reports Bundle' row is highlighted with a red box, and a mouse cursor is hovering over it. A red arrow points from the 'COMMUTER PROGRAMS' tab in the top navigation bar to the 'Invoice Reports Bundle' row.

Commuter Programs Reports	Data Availability	Details
Adjustments	Monthly	Invoice adjustments made for a prior benefit month.
Applied Credits	Monthly	Participant credit activity during the past month.
Election	On Demand & Monthly	Participant commuter election details for the benefit month.
Forfeiture	Monthly	Terminated participant funds returned to Program Sponsor.
Invoice Reports Bundle	Monthly	Contains reports used for reconciling the commuter invoice.
Lost Pass Count	On Demand	Count of lost passes reported by participants.
Other Checks (Invoice Detail)	Monthly	Participant detail for Other Checks on the commuter invoice.
Pay Me Back	Monthly	Activity for participants with Pay Me Back elections.

Election Report

- Shows commuter elections for the benefit month selected.
- This report can be limited to display elections related to a particular benefit type or elections made by members in a specific location code or company code.
- This report can be generated on demand & monthly.

Summary					
Elections	Pub Trans	Vanpool	Parking	Employer Parking	Total
Buy My Pass	\$82,502.20	\$200.00	\$0.00	\$0.00	\$82,702.20
Pay Me Back	\$0.00	\$0.00	\$120.00	\$0.00	\$120.00
Pay My Provider	\$0.00	\$0.00	\$1,517.00	\$0.00	\$1,517.00
Employer Parking	\$0.00	\$0.00	\$0.00	\$356,781.00	\$356,781.00
Parking Commuter Card	\$0.00	\$0.00	\$89.00	\$0.00	\$89.00
Total	\$82,502.20	\$200.00	\$1,726.00	\$356,781.00	\$441,209.20
Participation	9.39%	0.01%	0.11%	22.72%	31.78%

Details						
Total						
5699 Employees						
Last Name	First Name	ID Code	PT/EE ID	Location Code	Company Code	Commuter Status
Last Name	First Name	0017	010000017	Y 1.00		99 Active
Last Name	First Name	0017	010000017	Y 1.00		99 Active
Last Name	First Name	0284	010002384	Y 1.00		99 Active
Last Name	First Name	6695	011956695	Y 1.00		99 Active
Last Name	First Name	2562	011202562	Y 1.00		99 Active

5936 Elections						
Election Date	First Benefit Month	Frequency	Benefit	Type	Description	Unit Price
12-Dec-07	Feb-08	Every Month	ERPK	Employer Parking	Annual Satellite Parking	\$5.00
5-Dec-07	Jan-08	Every Month	PT	BMP	Employer Pass Program	\$40.00
30-Nov-07	Jan-08	Every Month	PT	BMP	BART - Adult BART Blue High	\$45.00

Adjustments Report

- Displays credits and payroll adjustments made in the previous month.
- This report can be generated monthly.

Details						
Total						5 Employee(s)
Last Name	First Name	ID Code	PT/EE ID	Location Code	Company Code	Commuter Status
Last Name	First Name	9177	011809177	Y 1.00	CX	Active
Last Name	First Name	6312	010476312	Y 1.00	RX	Active
Total						5 Employee(s)
5 Adjustments(s)				\$30.00	\$0.00	\$0.00
				Adjustment to Payroll		
					Pre-Tax	Post-Tax
Adjustment Type	Benefit Month	Benefit	Type	New Credits		
Returned Funds (Not Used/Wanted)	1-Jan-08	PT	BMP	\$30.00	\$0.00	\$0.00
Lost Pass (EE Reimbursement)	1-Feb-08	PT	BMP	\$0.00	\$0.00	\$0.00
5 Adjustments(s)				\$30.00	\$0.00	\$0.00
		\$0.00	\$420.00	(\$110.00)		
	Post-Tax Reimburse via Payroll	Post-Tax Reimburse via Check	Adjustment to Invoice			
	\$0.00	\$70.00	(\$100.00)			
	\$0.00	\$40.00	\$0.00			
	\$0.00	\$420.00	(\$110.00)			

Adjustments Reports (ancillary)

Two additional reports are available to tie back to the Adjustments Report if necessary:

- The **Applied Credits Report** displays all credit activity during the past month including credits earned, applied and balance for each member. This report can be generated monthly.
- The **Lost Pass Count Report** lists a count of reported lost passes for orders placed in the past 24 benefit months. This report can be generated monthly.

Forfeiture Report

- Displays terminated members whose remaining account funds have been forfeited and returned to the Program Sponsor.
- This report can be generated monthly.

SUMMARY						
Employee Count	Pay Me Back	Adjustments	Miscellaneous	Invoice Credit		
0						
Last Name	First Name	ID Code	PT/EE ID	Location Code	Company Code	Termination Date
Source				Invoice Credit		
Pay Me Back	Adjustments	Miscellaneous				

Pay Me Back Report

- Displays balance and activity for members with Transit, Vanpool, or Parking Pay Me Back elections.
- This report can be generated monthly.

Details							
5 Employee(s)				5 Accounts			
Last Name	First Name	ID Code	PT/EE ID	Location Code	Company Code	Commuter Status	Benefit
Last Name	First Name	5933	010825933	Y 1.00	A1	Active	PK
Last Name	First Name	6014	011980014	Y 1.00	FX	Active	PK
Last Name	First Name	4310	011744310	Y 0.80		99Active	PK
Last Name	First Name	4457	011444457	Y 1.00		99Active	PK
Last Name	First Name	9266	011999266	Y 1.00		99Active	PK
Total				5 Accounts			

\$133.00		\$120.00		\$0.00		\$0.00		\$60.00		\$193.00	
Previous Balance	Election This Month	Convert to Credits	Parking Card Converted to PMB	Reimburse This Month via Payroll	Reimburse This Month via Check	Remaining Balance	Email				
\$60.00	\$0.00	\$0.00	\$0.00	\$0.00	\$60.00	\$0.00					
\$9.00	\$78.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00					
\$16.00	\$16.00	\$0.00	\$0.00	\$0.00	\$0.00	\$32.00					
\$15.00	\$5.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20.00					
\$42.00	\$21.00	\$0.00	\$0.00	\$0.00	\$0.00	\$63.00					
\$133.00	\$120.00	\$0.00		\$0.00	\$60.00	\$193.00					

Payroll Report

- This report is available approximately three (3) business days after the order cut-off
- Provides member level detail regarding those electing benefits for the month and the amount that needs to be deducted from payroll.

Last Name	First Name	Commuter Status	Disable Participant	Change Indicator	Total Ections	Program Sponsor Contribution (Subsidy)	Credits Applied	Pre-Tax Adjustments	Pre-Tax Deductions	Post-Tax Adjustments	Post-Tax Deductions	Pay Me Back Adjustments	Reimbursements	Payroll	Transit Program Sponsor Contribution (Subsidy)	Transit Credit	Transit Pre-Tax Payroll Deduction Amount	Transit Post-Tax Payroll Deduction Amount	Parking Program Sponsor Contribution (Subsidy)	Parking Pre-Tax Payroll Deduction Amount	Parking Post-Tax Payroll Deduction Amount	
Last Name	First Name	Active	Yes		\$200.00	\$0.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$189.58	\$0.00	\$0.00	\$0.00	\$18.42	\$0.00	\$0.00
Last Name	First Name	Active	Yes	Change	\$15.00	\$0.00	\$40.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$40.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Last Name	First Name	Active	Yes		\$42.00	\$0.00	\$42.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$42.00	\$0.00	\$0.00
Last Name	First Name	Active	Yes	Add	\$270.00	\$0.00	\$270.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$270.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Last Name	First Name	Active	Yes		\$50.00	\$0.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Last Name	First Name	Active	Yes	Add	\$50.00	\$0.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Last Name	First Name	Active	Yes		\$105.00	\$0.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$105.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Last Name	First Name	Active	Yes	Change	\$127.00	\$0.00	\$0.00	\$0.00	\$127.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$127.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Last Name	First Name	Active	Yes	Add	\$200.00	\$0.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Last Name	First Name	Active	Yes	Change	\$150.00	\$0.00	\$40.05	\$0.00	\$108.95	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$40.05	\$108.95	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Other Checks Report

- Also referred to as the Invoice Detail Report, this report provides member level detail regarding the Other Checks line item on the Commuter invoice.
- This report can be generated monthly.

Report Date:	20-May-08						
Benefit Month:	1-Apr-08						
Location Code:	All						
Company Code:	All						
Primary Sort:	Last Name						
Secondary Sort:	Last Name						
SUMMARY							
Employee Count	Total Amount						
5	\$420.00						
Details							
Last Name	First Name	PT/EE ID	Location Code	Company Code	Amount	Invoice Period	Description
Last Name	First Name	011809177	Y 1.00	CX	\$70.00	Apr, 2008	Returned Funds (Not Used/Wanted)
Last Name	First Name	010476312	Y 1.00	RX	\$40.00	Apr, 2008	Lost Pass (EE Reimbursement)
Last Name	First Name	012022540	Y 1.00	99	\$180.00	Apr, 2008	Lost Pass (EE Reimbursement)
Last Name	First Name	012006011	Y 0.72	99	\$120.00	Apr, 2008	Lost Pass (EE Reimbursement)
Last Name	First Name	010237294	Y 1.00	99	\$10.00	Apr, 2008	Lost Commuter Card (EE Reimbursement)

A man with glasses is focused on his work, sitting at a desk with a laptop. He has his hand to his chin, suggesting deep thought or concentration. The office environment is dimly lit, with a warm, orange glow from a window in the background. Another person is visible in the background, also working. The overall atmosphere is professional and busy.

Remittance Options

Remittance Options



ACH Debit

- IMPORTANT! Add HealthEquity as an accepted vendor with your bank and apply appropriate filters to permit withdrawal of funds.
- Provide HealthEquity ACH Originator Identification Numbers to your bank in order for debits to process. They are as follows:
 - 1943351864 AND N94335186C
- ACH Debit Clients will be subject to our pre-note process which allows HealthEquity to validate the account that will be debited.

Remittance Options



Wire/ACH Credit

- Provide the below bank remittance instructions to your Accounts Payable Department to prepare for remitting funds to HealthEquity.
- Late fees may be assessed for delayed remittance (Refer to your Order Form and Funding Agreement for details).
- **Payment via ACH Credit:** Please include Invoice number in your payment addenda and Employer ID number in Remitter Identifier 2 field.
- **Payment via Wire:** Please reference the invoice number in your OBI AND your Employer ID number in Remitter Identifier 2 field.

Remittance Options



Wire/ACH Credit

For payment via Wire Transfer or ACH Credit:

Bank Name: MUFG Union Bank, N.A.

Bank Address: 350 California St, 10th Floor
San Francisco, CA 94104

ABA Routing Number: 122000496

Monthly Fees Remittance

Account Number: 3120004386

Commuter Funding Remittance

Account Number: 3120006834

HealthEquity®



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