Edenred Admin Portal User Guide

A quick start guide for administrators

rev. 11/2023

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Welcome to Edenred Benefits

The Edenred Benefits Admin Portal was built with your business in mind. The portal offers employer self-guided sign up, secure employee ordering though our online platform, and product delivery straight to employees' homes. This guide will help you learn how to navigate the portal and become an ambassador of your company's commuter benefits program!

To get started, log in to your account at:
www.login.edenredbenefits.com/

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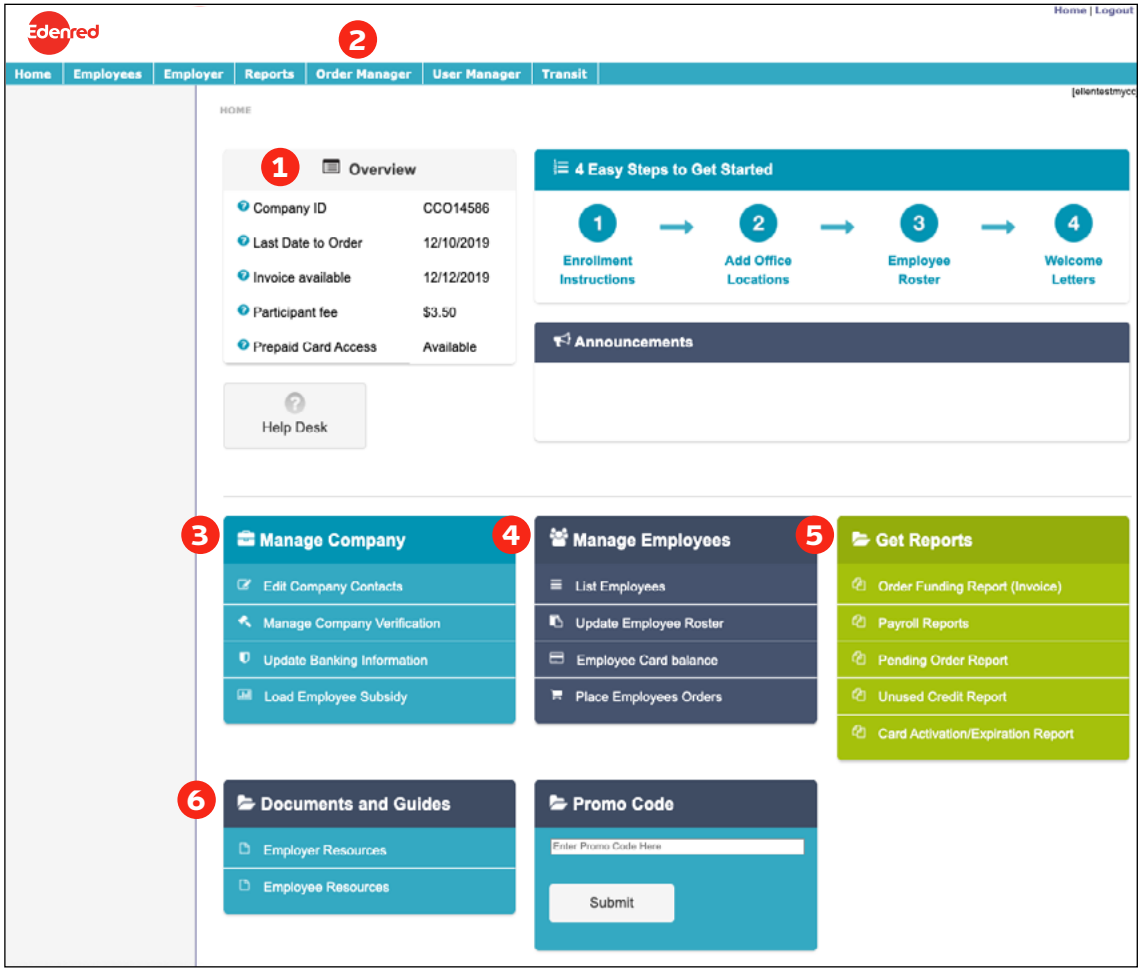
Dashboard Overview

Your user dashboard is your window into managing your commuter benefits.

1. Benefit Overview
2. Order Manager
3. Manage Your Company
4. Manage Your Employees
5. Reports
6. Documents and Guides



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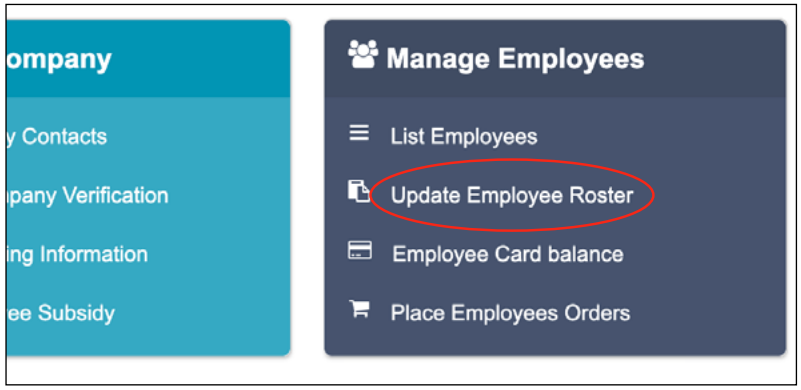
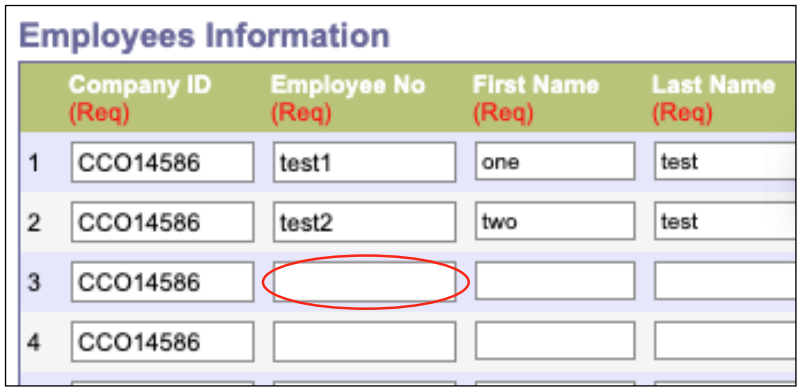
How to Add an Employee

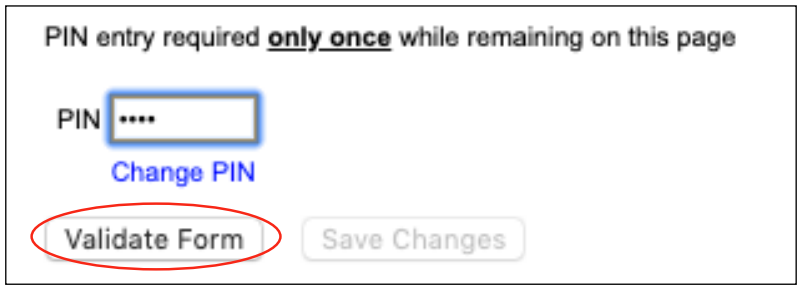
1. From the 'Manage Employees' block, click **'Update Employee Roster'**.



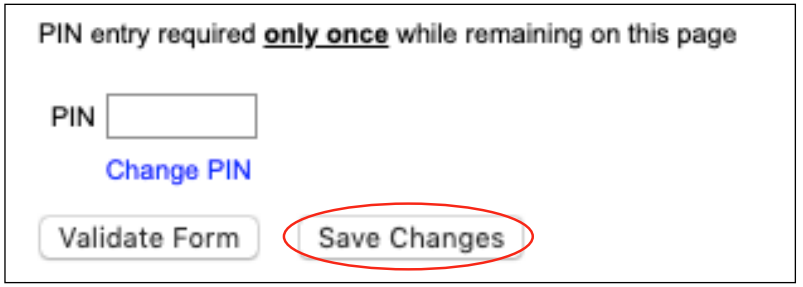
2. A list of all employees under your company will be displayed. Fill in all required fields in the form.



3. Once completed, enter your PIN (if you do not have a pin, click on 'Change PIN' to create one). Click **'Validate Form'.**



4. Click **'Save Changes'** to complete the request.



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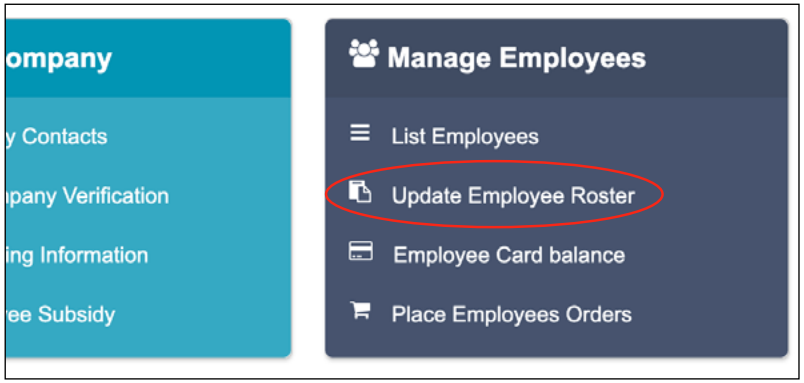
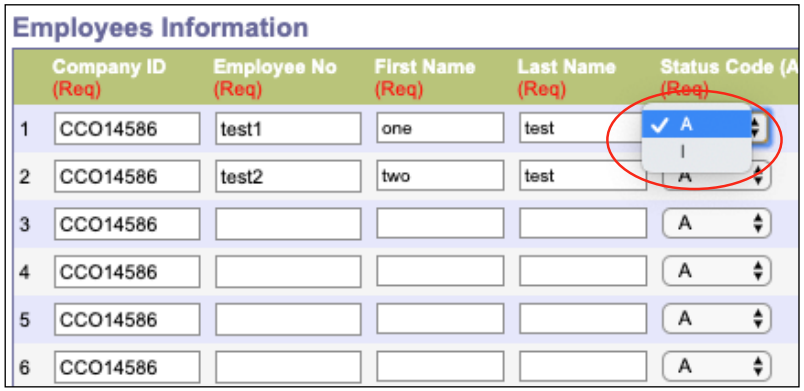
How to Inactivate an Employee

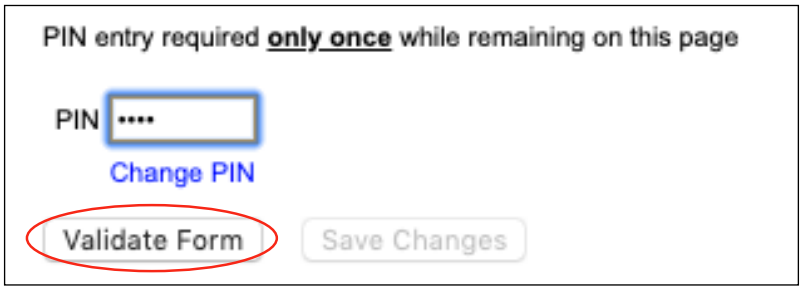
1. From the 'Manage Employees' section, click **'Update Employee Roster'**.



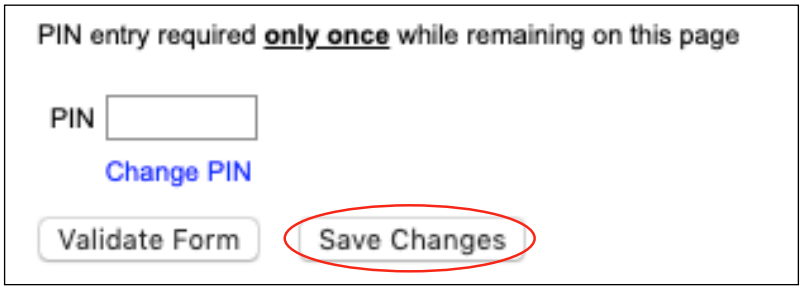
2. A list of all employees under your company will be displayed. Simply adjust an employee's status code from "A" (for active) to "I" (for inactive.)



3. Once completed, enter your PIN (if you do not have a pin, click on 'Change PIN' to create one). Click **'Validate Form'**



4. Click **'Save Changes'** to complete the request.



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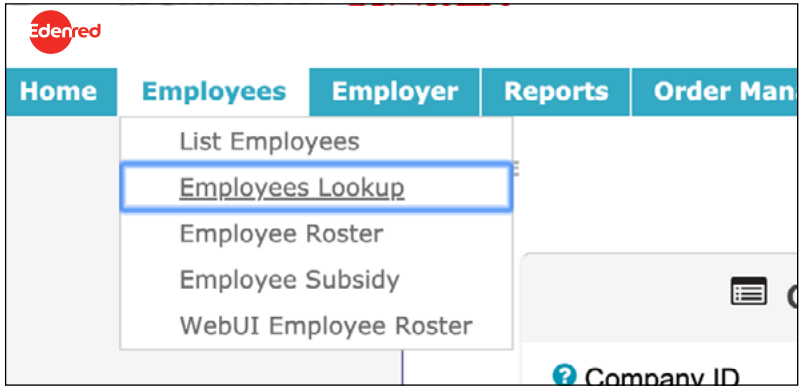
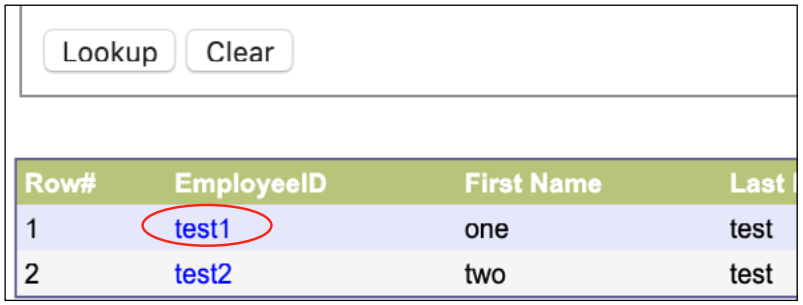
How to Update an Employees Profile

You can update an employees username, password, name, email or mailing address here.

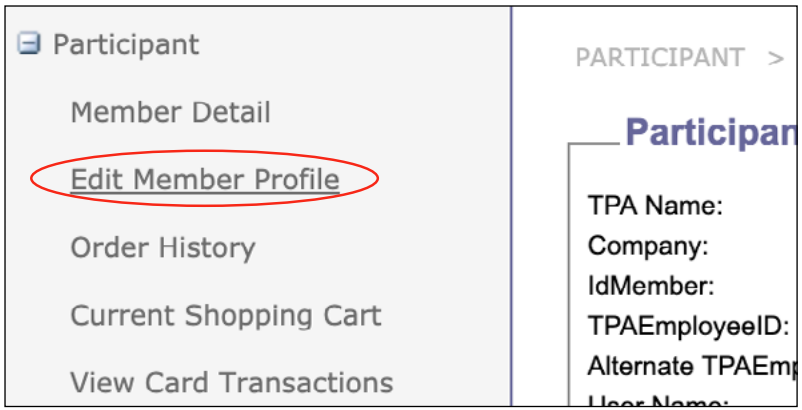
1. Hover on 'Employees' in the menu, then click **'Employees Lookup'**.



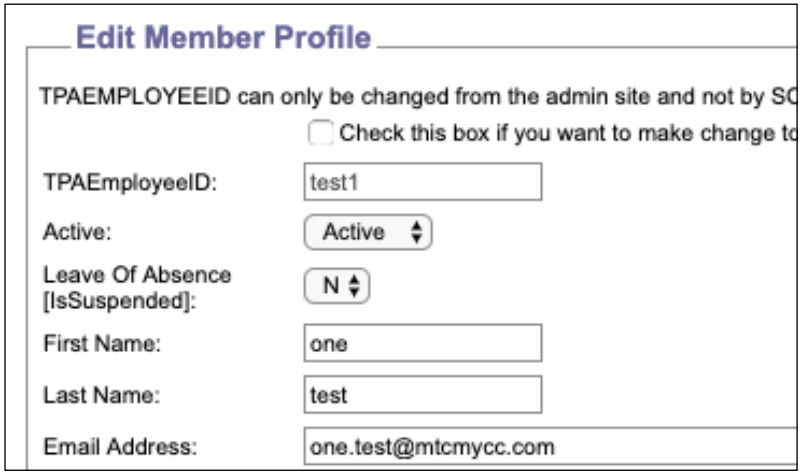
2. Enter the employee's information, and click **'Lookup'**, then select the correct employee from the list.



3. From the side menu, click on **'Edit Member Profile'**.



4. From this page you will be able to edit the employee's profile information.



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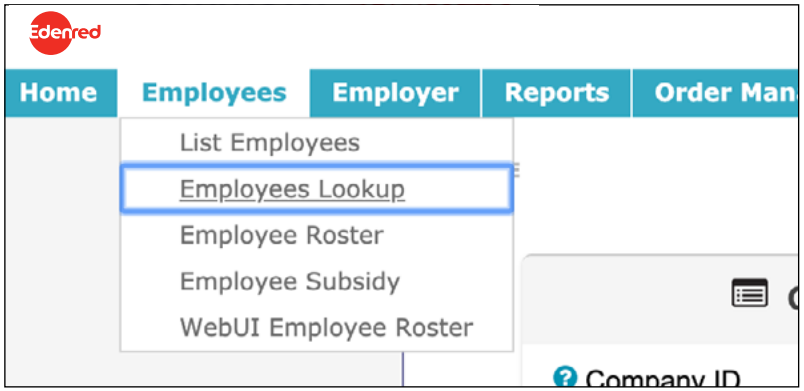
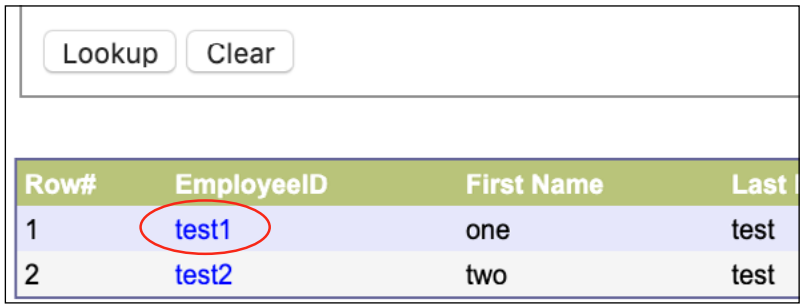
How to Check an Employees Order History

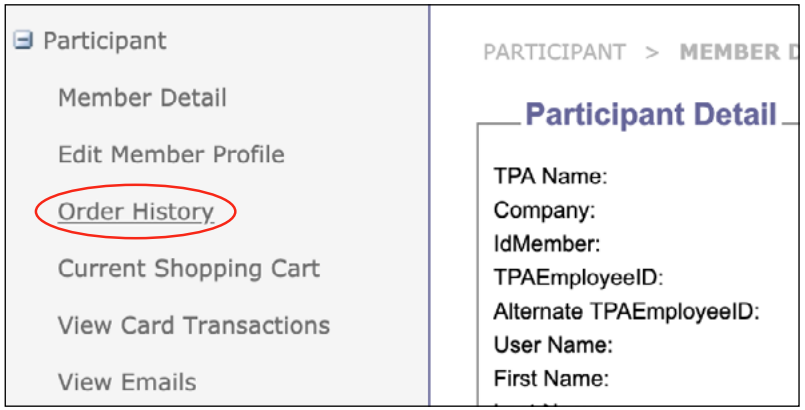
1. Hover on 'Employees' in the menu, then click **'Employees Lookup'**.



2. Enter the employee's information, and click **'Lookup'**, then select the correct employee from the list.



3. From the left side menu, click on **'Order History'**, and the employee's order history will display.



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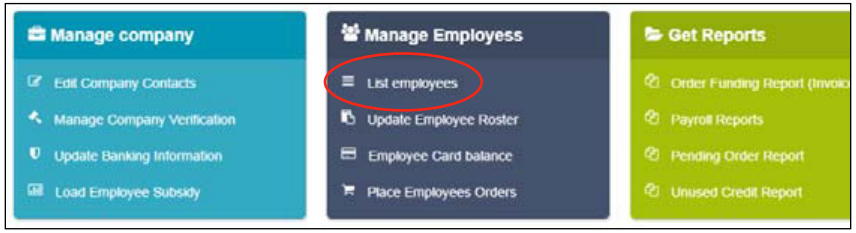
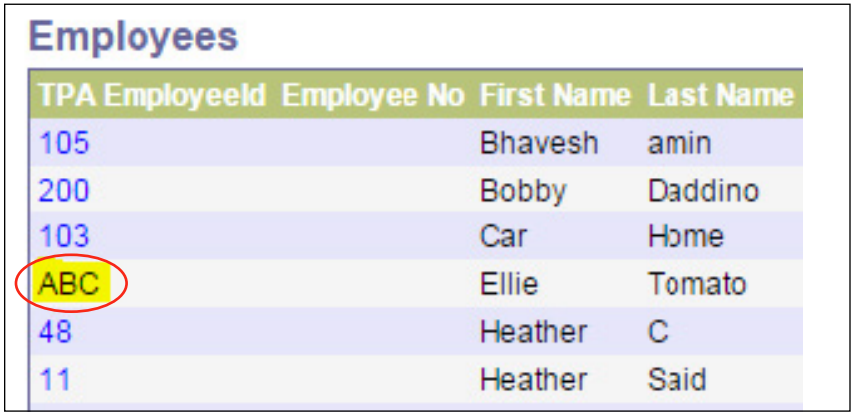
How to Delete an Employees Order

1. From the **'Manage Employees'** section, click on **'List Employees'**.

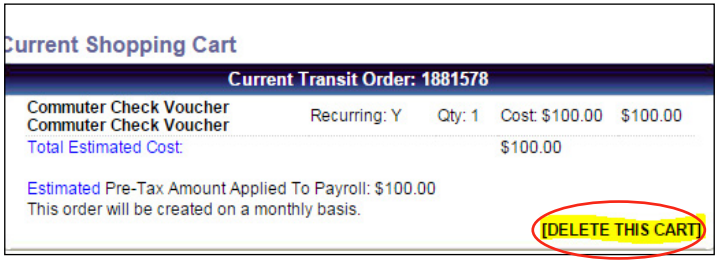


2. From the **'TPA Employee ID'**, click the ID number of the employee who's account you would like access to.



3. Under the **'Participant Menu'**, click on **'Current Shopping Cart'**.

4. Click on **'Delete This Cart'** to remove the order from the shopping cart. Keep in mind you'll be asked to provide your Pin Number (see User Manager). You can also delete an order by impersonating their account (see Impersonation).



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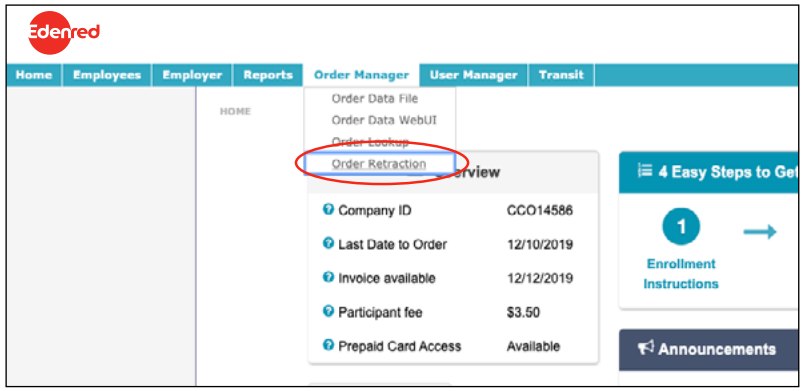
How to Retract an Order

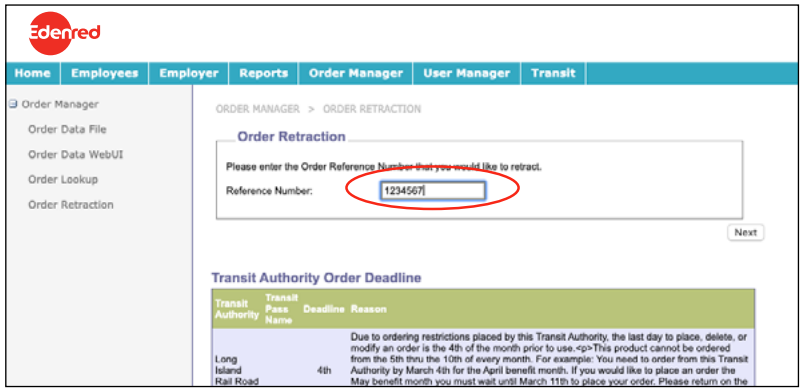
Please note: You can only retract orders on the 12th of each month.

1. First, you must find the order reference number under order history: Employees -> Employee Lookup -> Lookup, Select Employee -> Order History. Select the reference number and copy it (you can paste it into step 3 later).

2. Go to Order Manager in the menu and click **'Order Retraction'.**



3. Type in or paste the order reference number you wish to retract and click **'Next'**. Note: Be sure you have the correct order, as a retraction cannot be reversed.



4. Click the checkbox next to the correct order, select a reason, enter your comment, PIN and click **'Finish'**.

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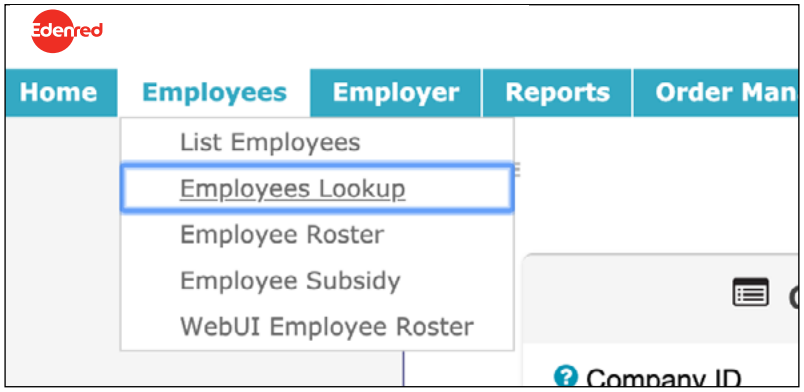
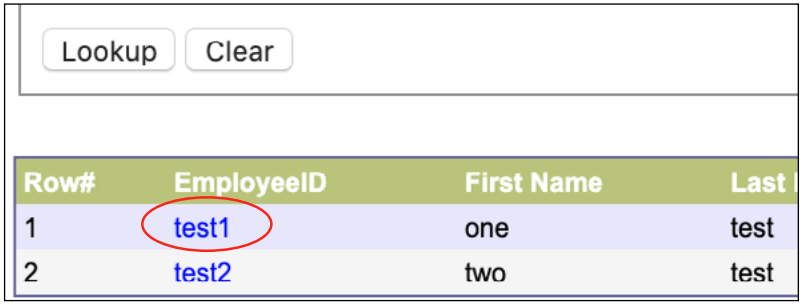
How to Access Your Employee's Accounts (impersonating)

Impersonating allows you to access your employee's accounts directly to adjust their orders, see transaction history, or check card balances.

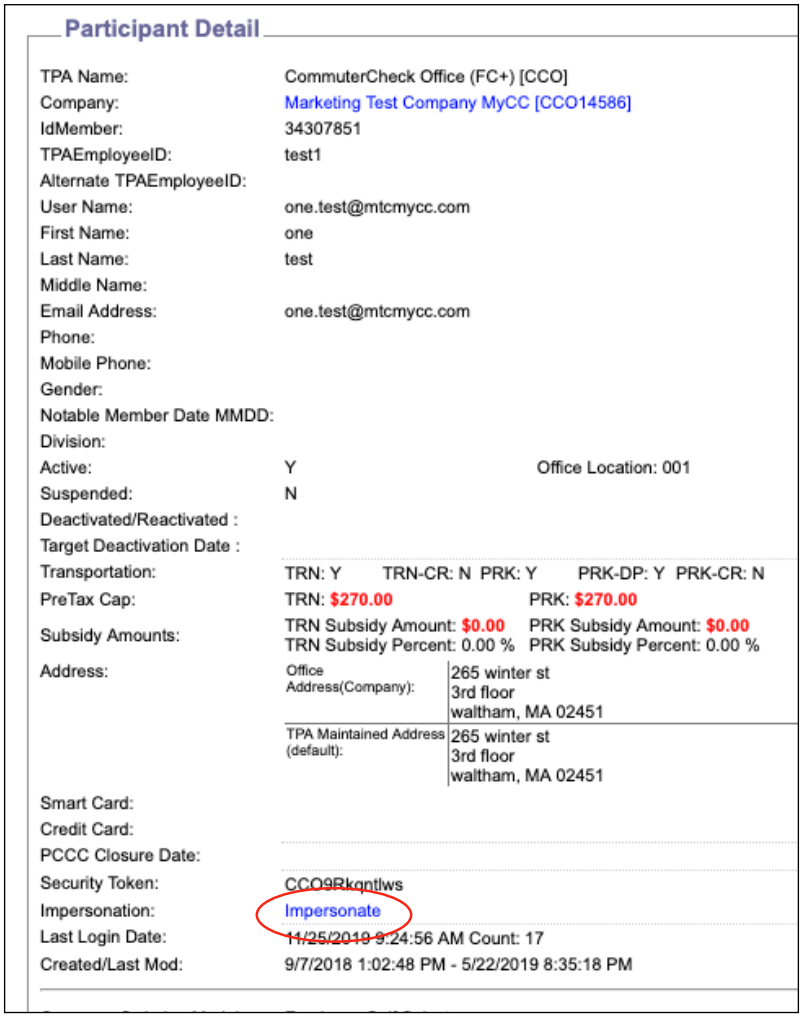
1. Hover on 'Employees' in the menu, then click **'Employees Lookup'**.



2. Enter the employee's information, and click **'Lookup'**, then select the correct employee from the list.



3. Under Participant Detail, click **'Impersonate'**, and you will be brought into the employee's account.



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Getting Reports

Order Funding Report (Invoice)
Monthly billing/invoice with details

Payroll Reports
Monthly payroll report displays all employee deduction amounts for transit and parking (where applicable) separated by pre and post tax.

Pending Order Report
Displays each employee's current shopping cart for that specific benefit month. This report updates everyday, therefore today's results will display what was in the employee's cart yesterday.

Unused Credit Report
Displays current outstanding, unused credits (if any) on all employees account.

Card Activation/Expiration Report
Displays a list of employees with active Edenred Benefits Debit Cards; when the card were activated and when they expire.

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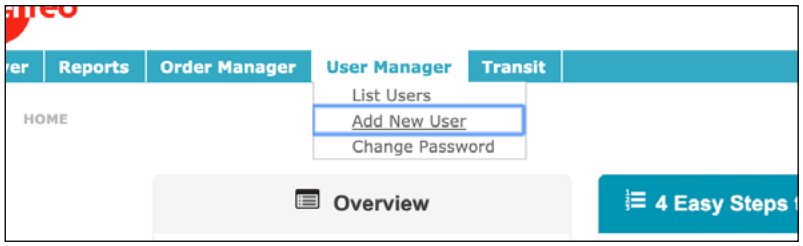
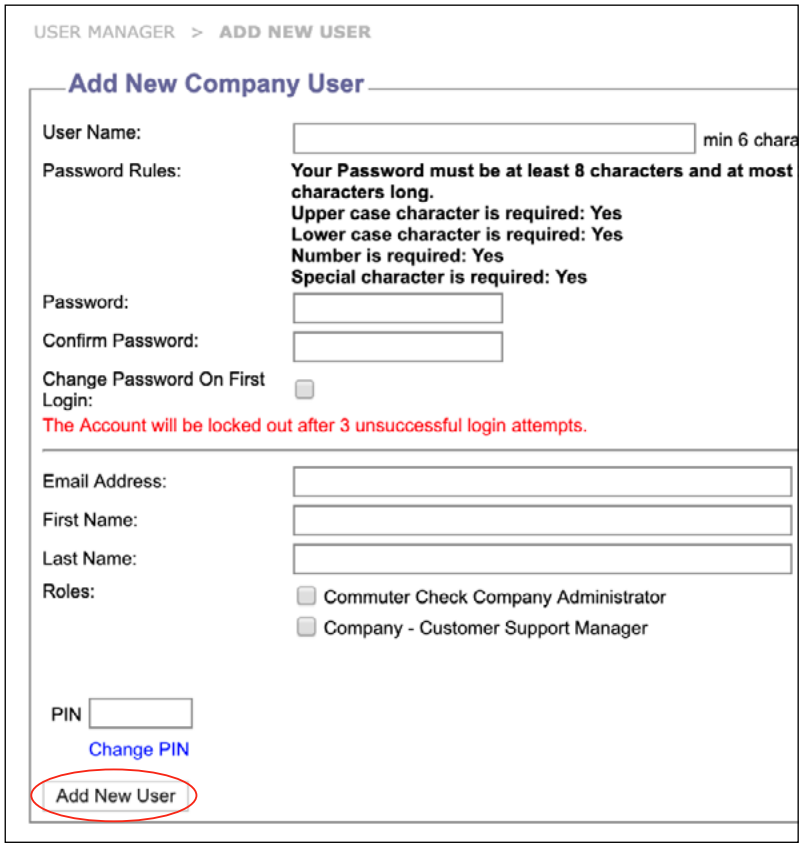
How to Add an Additional Admin User

1. Go to **'User Manager'**, and click **'Add New User'**.



2. Enter the new company user information, then click **'Add New User'.**



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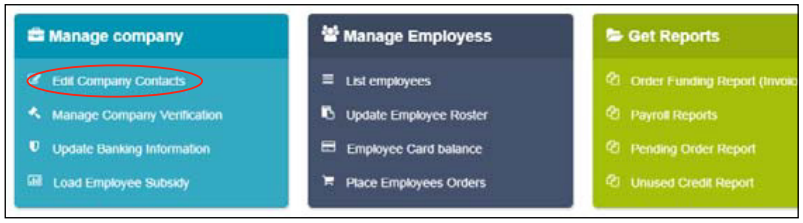
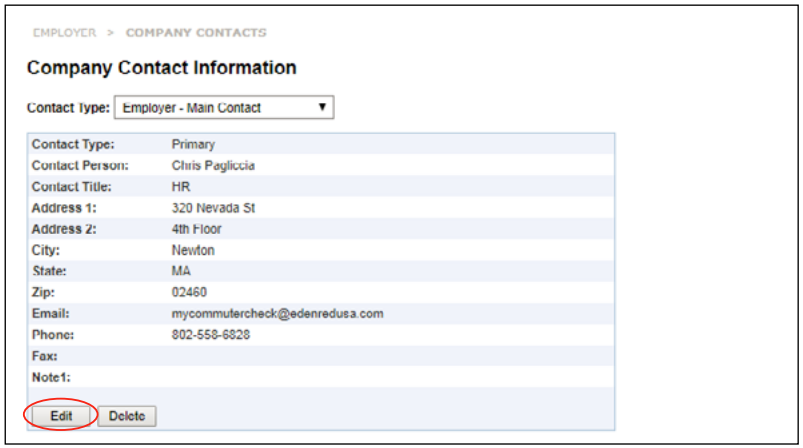
How to Update Company Contacts

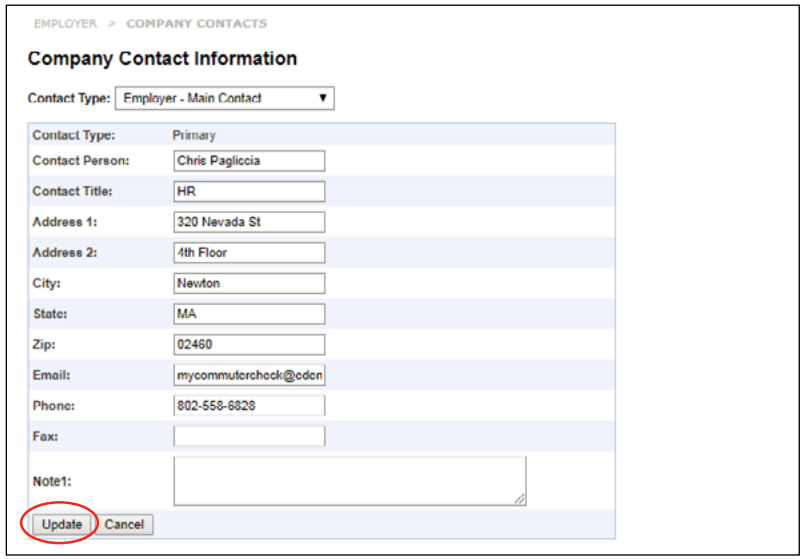
1. Go to the **'Manage Company'** section, and click **'Edit Company Contacts'**.



2. Click **'Edit'.**



3. Edit your information, then click **'Update'**.



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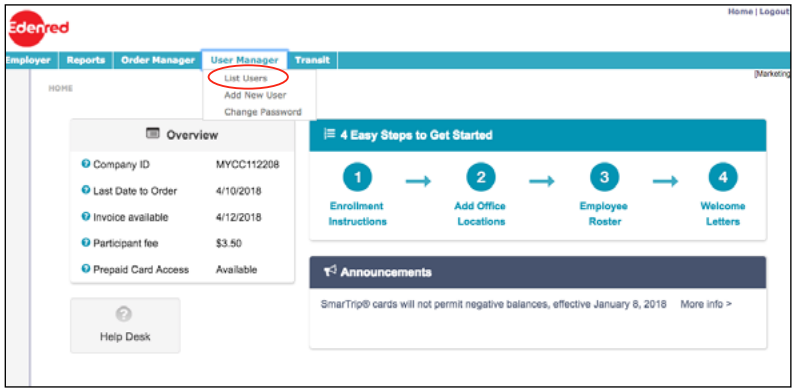
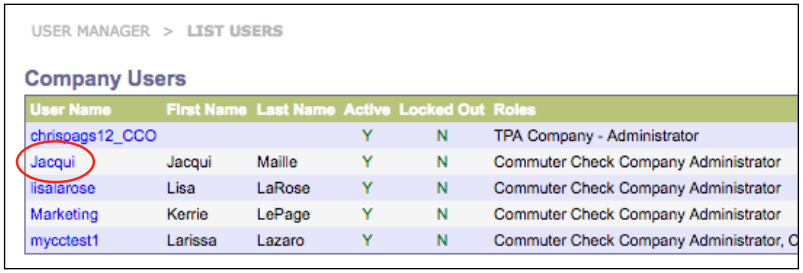
How to Create a PIN

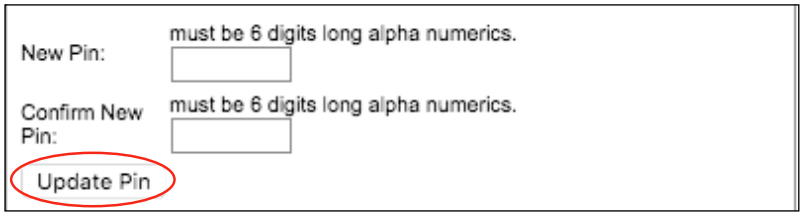
1. Go to the top menu and hover over **'User Manager'**, then click **'List Users'.**



2. Click on the username



3. Enter your PIN in the **'New Pin'** and **'Confirm New Pin'** form fields, then click **'Update Pin'**.



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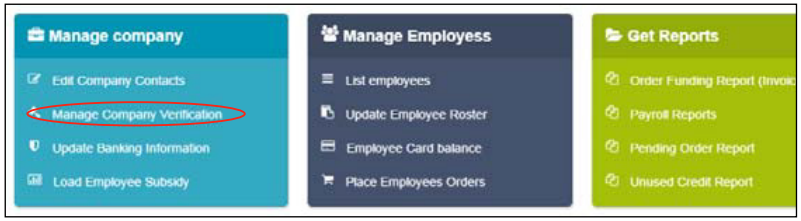
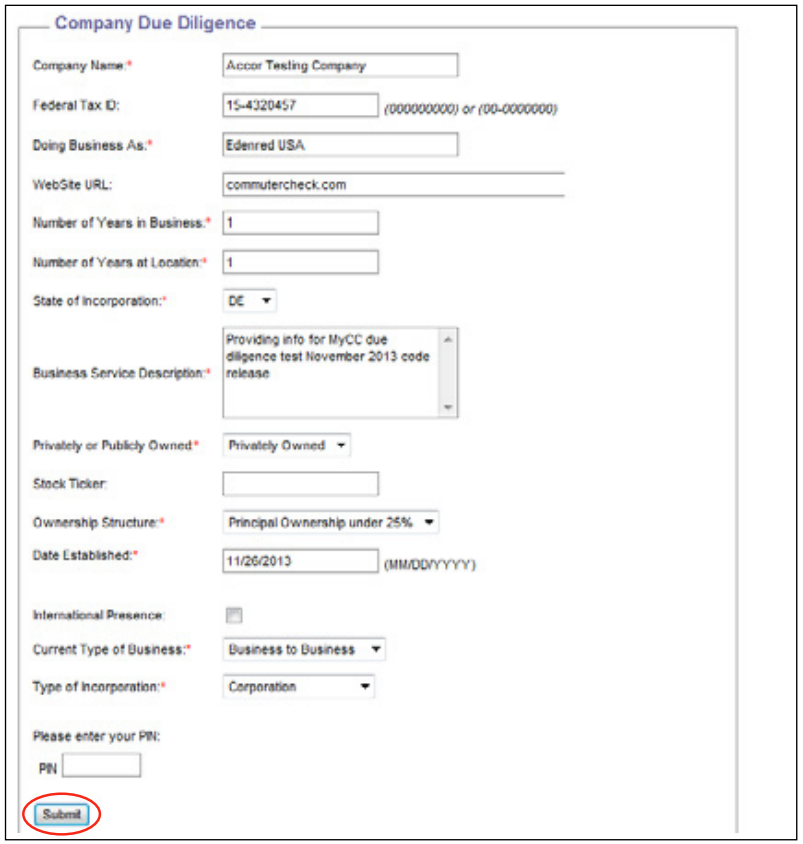
How to Update Company Verification

1. Go to the **'Manage Company'** section, and click **'Manage Company Verification'**.



2. Edit your information. Once completed, enter your PIN, then click **'Submit'**.



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Frequently Asked Questions

How do I login to my account?
Go to: www.login.edenredbenefits.com, select Administrator, and enter your login credentials.

What is my cut-off date?
Your company's cut off date is on the dashboard in the 'Overview' section.

When are reports available?
Reports are available 2 days after your cutoff date (typically the 12th of each month).

When will my employees receive their benefits?
Employees will receive their benefits by the first of the month.

What are the current monthly tax-free allowable limits?
The monthly tax-free allowable limits are updated yearly. For the most up to date information and our savings calculator, please visit:

www.edenredbenefits.com/tax-limits

Frequently Asked Questions

What are the different types of commuting expenses covered?

- Bus, ferry, train, trolley tickets and passes
- Parking expenses (meters, garages and lots)
- Vanpool fees
- A biking benefit that allows commuters to spend up to $20 a month for equipment and repairs. (There are no tax benefits to employers who offer biking.)

What's not covered?

- Tolls
- Taxis
- Gas/fuel
- Mileage
- Business trip costs
- Airport parking fees
- Residential parking fees

How will my employees get their commuter benefits?

We will ship vouchers, passes and prepaid cards directly to your employees via USPS.

Can employees redeem commuter benefits for cash?

No, employees can only redeem them for transit passes or use them to pay monthly parking fees.

Can my employees get their benefits automatically each month?

Yes, employees can set up their order to recur at the time they place on order on our platform.

What's the difference between a subsidy and a pre-tax deduction?

A subsidy is an employer paid benefit, whereas, a pre-tax deduction is an employee paid payroll deduction. Commuter benefits can be offered as either a subsidy, pretax payroll deduction or a combination of both.

Do products come in set dollar amounts or can my employees choose any value?

We offer pretty much any product in any dollar value you or your employees need. Commuter products are available from $10 and up.

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Frequently Asked Questions

How do employees use their commuter benefits?

- **The Edenred Benefits Debit Card:** Our prepaid card is perfect for those that park and ride or take public transportation. Accepted at qualified agencies and parking facilities nationwide where Debit Mastercard is accepted.
- **Vouchers:** Vouchers are redeemable for passes, tickets, or cards anywhere transit, parking, or vanpool vouchers are accepted. Vouchers are also redeemable at hundreds of bike shops nationwide for qualified purchases.
- **Smart Cards:** If your employees use Smart Cards for their daily commute, we offer several transit agency-specific Smart Cards across the nation.
- **Parking Monthly Direct Pay:** We can directly pay parking and vanpool providers on behalf of your employees. This is a great option for commuters who pay for parking on a monthly or quarterly basis.

How do I view emails we've sent to your eligible population?

- Login to your administrative account at: www.login.commutebenefits.com
- Go to the tab "Employees" and click on "Employees Lookup"
- Enter the employees name and click on the blue Employee ID number
- On the left hand side click on View Emails

How do vanpools work?

In order for a vanpool to be qualified as a vanpool, 80% of the mileage must be for the transport of employees to and from the place of work; seating capacity must be for 6 employees plus the driver, in which at least half of the seats are used.

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Customer Support

Phone:
888.235.9223
Monday - Friday, 8 am - 8 pm (Eastern)