

Uber Commute Funds FAQ

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Summary:

We are excited to introduce an Uber Commute Funds pilot program starting February 1, 2025, to enhance commute support for all benefit-eligible employees and encourage public transit usage. This new program provides a set number of *taxable* Uber rides monthly for transportation between the two nearest Caltrain stations and the Hewlett Foundation office to make the last leg connection from our local public transit hubs easier.

Eligible Uber rides and gratuity taken through this program up to the allotted amount are automatically billed to Hewlett Foundation's corporate account and reported as taxable income. Active, benefit-eligible employees must sign up for this benefit before usage and may not submit reimbursement requests through Concur or charge rides to their Hewlett Foundation company credit card.

Detailed Information:

Eligible Caltrain Stations:

You can use your Uber funds from the two Caltrain stations below to the Hewlett Foundation office.

- Menlo Park Caltrain Station: 1120 Merrill Street in Menlo Park
- Palo Alto Caltrain Station: 95 University Ave in Palo Alto

Uber's app will require you to be within a 1-mile radius to use these funds from the mentioned Caltrain addresses and Hewlett Foundation's office.

How many Uber rides per month do I get and what is the daily value?

We have two different Uber programs based on your home address in ADP:

Benefit-eligible employees who do not live along the East Bay Shuttle route:

Each benefit-eligible employee who does not reside along the East Bay Shuttle route can use Uber funds for ten weekdays per month to cover trips between the Palo Alto or Menlo Park Caltrain stations and the Hewlett Foundation office. These standard Uber rides are valued at \$20 per ride (for a daily round-trip value of \$40), and this allowance covers both the ride and gratuity. To help maintain the daily allowance—which is taxable—a general guideline for gratuity is 15-20%. If the \$20 per ride allowance is exceeded, the tip or remaining balance will be charged to your personal payment method on file with Uber. Please ensure your secondary payment method is up to date or select a ride and tip that is within the spending allowance.

Benefit-eligible employees who live along the East Bay Shuttle route:

The East Bay Shuttle operates on in-office common days only (Tuesdays and Wednesdays). Uber funds are available for employees who reside along the East Bay Shuttle route to take Uber trips between the Palo Alto or Menlo Park Caltrain stations and the Hewlett Foundation office for two weekdays per month. These funds are an alternative for the days when the shuttle is unavailable (Monday, Thursday, or Friday), though employees must arrange their own transit to the necessary Caltrain station and sign up for the Uber funds.

Each benefit-eligible employee living along the East Bay Shuttle route can take standard Uber rides valued at \$20 per ride (for a daily round-trip allowance of \$40), for two weekdays a month. This allowance covers both the ride and driver gratuity. To help maintain the daily allowance—which is taxable—a general guideline for gratuity is 15-20%. If the \$20 per ride allowance is exceeded, the tip or remaining balance will be charged to your personal payment method on file with Uber. Please ensure your secondary payment method is up to date or select a ride and tip that is within the spending allowance.

Do my Uber Commute Funds roll over each month?

Uber funds are available for use only within the month they are allocated. At the end of each month, any unused funds do not carry over to the following month. If you are still enrolled, a new set of Uber funds becomes available on the first of each month, and the usage period ends on the last day of the month.

Can I use this commuter benefit any day of the week?

Benefit-eligible employees who do not live along the East Bay Shuttle route:

Uber funds can be used any weekdays with no hour restrictions.

Benefit-eligible employees who live along the East Bay Shuttle route:

Uber Commute Funds are an alternative for the days when the East Bay Shuttle is unavailable (Monday, Thursday, or Friday). There are no hour restrictions on when the Uber funds can be used.

Ride Selection:

Please remember when selecting your ride, if the \$20 per ride allowance is exceeded, the tip or remaining balance will be charged to your personal payment method on file with Uber. For example, if you are trying to stay within budget, you may want to consider choosing the economy “Green” ride, which can often be more affordable than the other environmentally friendly options.

Why is this a taxable benefit?

Due to IRS guidelines, Uber rides do not qualify as a pre-tax transportation benefit. As a result, any Uber rides used within this program and gratuity for those rides charged to the Hewlett Foundation corporate account will be included as taxable income on employees' Form W-2. If the \$20 per ride allowance is exceeded, the tip or remaining balance will be charged to your personal payment method on file with Uber and therefore the amounts charged to personal payment methods are not taxable income.

How do I sign up?

Signing up is a **two-step process**. The first step is to make your selection in ADP, and the second step is within Uber.

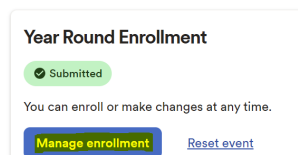
Step 1 in ADP:

To have Uber funds available by the 1st of the following month, enrollment requests must be submitted by the 15th of the previous month. For example, to access Uber funds on February 1st, Uber funds need to be elected in ADP by the end of the day on January 15th.

ADP enrollment steps:

- Log on to [ADP Workforce Now](#)
- Go to enrollments: “Myself” > “Benefits” > “Enrollments.”
- Select “Manage enrollment” under “Year Round Enrollment.”

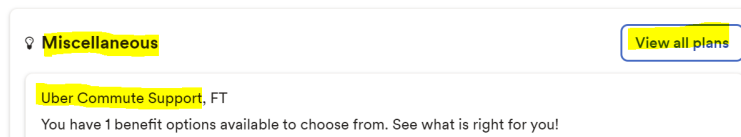
Enrollments



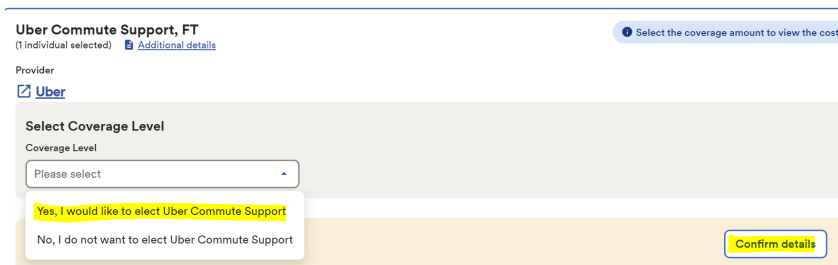
- Scroll down to “Eligible Plans” and select the first “Miscellaneous” option (labeled “Uber Commute Support, FT”) and select “View all plans.”

Eligible Plans

You're eligible to enroll in the following plans.



- In the “Coverage Level” dropdown menu select, “Yes, I would like to elect Uber Commute Support” and then select “Confirm details.”



- Select “Confirm”

Confirm Details

Uber: Uber Commute Support

FT

Covered Individual
You

Coverage
Coverage Level
Yes, I would like to elect Uber Commute Support

Per Paycheck Costs
Total Cost Per Paycheck
\$0.00

Back Confirm

- Select “Next” at the bottom right.

Finish later

← Back

Next →

- Complete your enrollment by clicking on “Submit Enrollment.” You will also receive an email confirmation of the change, and your election will roll over monthly unless you change it. You also must complete Step 2 instructions with Uber as explained below.

Step 2 with Uber:

- Invitation Email & Accepting:

On the first day of the month when you become eligible to use your Uber funds, you will receive an invitation email from Uber for Business to your Hewlett email address (from noreply@uber.com).

- When accepting the invitation, you have the option to sign up with a work email that is not linked to your personal Uber account or to connect your work account to your personal account. If you choose to link your accounts, it is easiest to click the invitation link from your mobile device, as it will automatically open the Uber app and link your accounts.
- The app will require you to have a secondary payment method on file. If the \$20 per ride allowance is exceeded, the tip or remaining balance will be charged to your personal payment method on file with Uber.

You can choose to sign up with a work email that is not associated with your personal Uber account.

Sign up with work email

Or you can link to your organization using the email associated with your personal Uber account.

Link your personal account>

- Follow the prompts, such as entering your first and last name, and accept Uber's Terms & Review Privacy Notice by selecting "I agree."

What's your name?
Let us know how to properly address you

First name
[Text input field]

Last name
[Text input field]

Accept Uber's Terms & Review Privacy Notice

By selecting "I Agree" below, I have reviewed and agree to the [Terms of Use](#) and acknowledge the [Privacy Notice](#). I am at least 18 years of age.

I Agree ☐

Navigation: Back, Next →

- Open the Uber app on your phone to access your new business profile. At this time, please ensure that multi-factor authentication is set up in the "Security Center." Please note that our Uber account is not integrated with Okta, so this step must be completed separately within the Uber app.

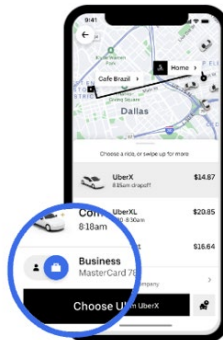
Enable multi-factor authentication

For added security, add at least one more authentication factor to your Uber account.

Enable

[Learn more about MFA](#)

- When ready to ride, toggle to the Hewlett Foundation business profile (via the briefcase icon) and then select your assigned Uber program.



- Taking your first eligible Uber trip:
 - When you are ready to ride, enter your pick-up and drop-off location, toggle to your business profile via the briefcase icon, and confirm your ride. Before confirming your ride, make sure you see Hewlett Foundation as the business profile and your Hewlett Foundation assigned Uber program [either Caltrain to the Office (East Bay Shuttle route) or Caltrain to the Office (other)].
 - Your ride is automatically charged to our corporate account up to the \$20 per ride allowance, so you do not need to keep the receipt.
 - Your Uber funds will reset on the first of each month if you do not change your ADP election.

Caltrain Go Pass & GoNavia:

Details on how benefit-eligible employees can obtain an annual Caltrain Go Pass are available [here](#).

Through our GoNavia Program, the Foundation will also subsidize up to the monthly IRS limit for your GoNavia Parking and/or Transit account(s) for eligible commuting work-related costs for all benefit-eligible employees. More information can be found [here](#).

Questions for HR?

Please contact Megan Olmsted (molmsted@hewlett.org) or Christine Nishimura (cnishimura@hewlett.org) for questions.

Do you need additional assistance from Uber?

Watch this [1-minute video guide](#) or reference the [user guide](#).

- 24/7 Email support (recommended) - business-support@uber.com
- Employees can contact [Uber Support](#) to access Online Help Center - FAQs, Guides, & More!
- Urgent Support Requests (on-trip and post-trip) - Riders can submit help requests in-app (employee travel only) or visit help.uber.com