



## Vanpool Rewards: How to Claim Your Reward

Thank you for your commitment to the Commute.org Vanpool Rewards Program. Vanpool drivers can unlock a \$500 reward and vanpool riders can receive up to \$300 when they vanpool to or from San Mateo County. If a vanpooler is both a driver and a rider, they will need to choose *one* reward. Here are the steps to follow:

**Step 1:** Create or open your [STAR \(my.commute.org\) account](https://my.commute.org)

**Step 2:** Join either the Vanpool Driver Reward program *or* the Vanpool Rider Reimbursement program by clicking on “Programs” on the navigation bar, clicking “Rewards”, and finding the program under “Available”

**Step 3:** [Log](#) your vanpool trips. Vanpool riders can redeem their reward after 40 days of vanpooling. Vanpool drivers can redeem their reward after 100 days of vanpooling. *Vanpoolers are eligible for only one incentive.*

**Step 4:** Upon redemption, a link is provided to your Vanpool Rewards Form where you will be prompted for the information needed to complete your request.

**Step 5:** Once you have submitted your Vanpool Rewards Form, email a copy of your receipt(s) to [incentives@commute.org](mailto:incentives@commute.org)

- a. Drivers must submit proof of the last six months of van operation. Proof must include a list of passengers with contact information and a copy of a vanpool leasing, finance or ownership document.
- b. Riders must submit proof of payment for three months of vanpool seat fare (i.e. signed receipt from driver, payroll stub, cleared check). Employer subsidy is excluded from reimbursement.

**Step 6:** Commute.org will review your request and, if approved, will send your reward within 30 business days.

If you have additional questions, please contact [incentives@commute.org](mailto:incentives@commute.org)