



Vanpool Rewards: How to Claim Your Reward

Thank you for your commitment to the Commute.org Vanpool Rewards Program. Commuters can unlock up to \$100 in rewards when they vanpool to or from San Mateo County. Commuters must provide proof of current vanpool ridership to receive a vanpool 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 the Vanpool Rewards program by clicking on “Programs” on the navigation bar, clicking “Rewards”, and finding the program under “Available”

Step 3: [Log](#) your vanpool trips on STAR. After 10 vanpool days, redeem your \$25 reward by clicking “claim”. Repeat 3 more times until you receive the maximum \$100 reward.

Step 4: When you claim your first \$25 reward, a link is provided to your Vanpool Questionnaire where you will be prompted to provide your vanpool information and upload proof of current vanpool ridership.

Step 5: Once you have submitted your Vanpool Questionnaire, email proof of current vanpool ridership to incentives@commute.org if proof was not uploaded on the Vanpool Questionnaire.

Step 6: Commute.org will review your request and, if approved, will send your reward within 7 business days.

If you have additional questions, please contact incentives@commute.org