



Vanpool Rewards Frequently Asked Questions

1. Who is eligible for the Vanpool Rewards Program?

To qualify for the Vanpool Rewards Program, your vanpool must have a San Mateo County origin or destination with at least five participants. If your vanpool trips comply with our definition of vanpooling (below), you are eligible for Vanpool Rewards given that you meet the previously mentioned eligibility requirements.

Definition: A vanpool is any vehicle designed for carrying more than 7 but not more than 15 persons including the driver which is maintained and used primarily for work-related transportation of adults for the purpose of rideshare. Vanpools may be employer owned, leased from a vendor, or be privately owned.

2. How do I start earning my Vanpool Reward?

Commuters can unlock up to \$100 in e-gift card rewards when they vanpool to or from San Mateo County. Here are the steps to follow:

- a) Create or log in to your STAR account at my.commute.org; make sure you enter your complete home and work address on your profile (zip coded included)
- b) Join the Vanpool Rewards Program by clicking on “Programs” on the navigation bar and clicking “Rewards”
- c) Track and confirm your vanpool trips on the STAR website or Commute Tracker app
- d) Revisit the “Rewards” page on STAR (my.commute.org) to claim your \$25 e-gift card reward after 10 days of vanpooling (up to 4 times for a total of \$100).
- e) Submit your Vanpool Questionnaire and upload your proof of vanpool ridership
 - a. Upload proof during redemption process or email incentives@commute.org within 2 weeks of reward claim

There is a limit of \$100 per person. Visit commute.org for more information about program rules and restrictions.

3. I just claimed my Vanpool Reward. How long should I expect for my claim to be processed?

Vanpool Reward claims are processed biweekly. Please wait up to 7 business days to hear back from us regarding your claim. When your first claim is processed, you will get a courtesy email notification telling you if your Vanpool Reward has been approved or denied. If your claim has been approved, you will get a second email with a link from Tango Card (our e-gift card provider) to redeem your e-gift card. For subsequent approved claims, you will just get one email containing the redemption link.

4. How do I know if my claim has been approved and if I should expect a reward? How can I check the status of my claim?

You'll know to expect the reward email with the redemption link when you see the status of your claim has been changed to “rewarded.” If you log into your STAR account, go to “programs” at the top, and click on “rewards” you will see all active, available, and completed reward programs as well as your status for each. After your

claim for the first round of 10 carpool days is processed, you will get a courtesy email notifying you if it's been approved or denied.

5. The status of my claim says "rewarded" in my account, but I haven't received anything yet.

First check your spam folder. The email containing the reward redemption link will be from Commute.org with the subject line: Vanpool Reward Redemption Link. An email firewall might be blocking emails from Tango Card that contain the reward redemption link. If you send us an email to incentives@commute.org with your personal email address, we can resend the link.

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