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](#)

**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

- 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