

Metro Rewards Q & A for Employers

Q: What is new about the Metro Rewards program?

A: Metro is now offering a \$25 gift certificate to one of hundreds of restaurants listed at *Dine.Restaurant.com*. Metro Rewards participants will receive a promo code via e-mail in order to download and print a \$25 gift certificate that can then be used at any participating Metro Rewards restaurant. Some restrictions apply, visit *metro.net/rewards* for details.

Q: How do companies qualify to participate in Metro Rewards?

A: It's easy. Companies must be located in Los Angeles County, have an active rideshare program and enrolled in Metro Rewards. In addition, each company must identify an employer representative who will market and oversee the program. Please fill-out the Service Agreement form and return it to Metro. You will be contacted to see if your company qualifies for Metro Rewards.

Q: How do employees qualify?

A: To qualify, employees must work for a participating company located in Los Angeles County and rideshare at least eight workdays a month, for three months or longer.

Q: What qualifies as ridesharing?

A: Walking, biking, car or vanpooling, telecommuting, or taking public transit to work.

Q: How do employees participate?

A: Employees contact their Metro Rewards employer representative to complete a Metro Rewards application. Remember, employees must have a valid e-mail address (either at work or home) in order to participate in this program.

Q: How do employees receive their gift certificates?

A: After completed Metro Rewards applications are verified and submitted to Metro, Metro will send your qualified employees a promo code via e-mail to access their \$25 gift certificate.

Q: As a Metro Rewards employer representative, how do I send in information about my employees to Metro?

A: You have two choices. You can either choose the online web application or submit an Excel spreadsheet with all of the employee information. Once you decide on the online web application, you'll need to contact *rewards@metro.net* to obtain a security code and password so that the information can be transmitted and processed by Metro Commute Services. Excel spreadsheets will be submitted to *rewards@metro.net*.

Q: How often can employees receive a \$25 gift certificate?

A: Employees may apply for a \$25 gift certificate once a year, between January and November. The program is not active in December to allow for end-of-year distribution.

Q: Does the promo code or printed gift certificate expire?

A: No, the promo codes and gift certificates do not have an expiration date.

Q: What if the restaurant refuses to honor an employee's gift certificate?

A: The employee will need to contact *Dine.Restaurant.com*.

Q: Can the *Dine.Restaurant.com* promo codes be sent directly to the employer representative?

A: No, the codes must be sent to each individual employee's e-mail address as provided on the Metro Rewards application.

Q: What if an employee loses the promo code or the printed copy of the gift certificate?

A: Lost promo codes or certificates will not be replaced. No exceptions.

Q: What if I use my email address to redeem all of my employees' gift certificates?

A: Metro Rewards requires separate e-mail addresses for each employee's application. Applications with duplicate e-mails will not be processed.

