

# SSA TRANSIT BENEFIT PROGRAM

## TRANServe WEB APPLICATION: QUICK APPROVER GUIDE

### PREREQUISITE TRAINING

#### OVERVIEW

There are 3 levels of SSA Approvers: Approver Level 1/Supervisor, Approver Level 2/Manager, Approver Level 3/Regional Transit Coordinator (RTC). **All approvers must register to be added to the web application.**

- Supervisors (Approver 1) and Managers (Approver 2) verify applicants are SSA employees, satisfy eligibility requirements in the SSA Transit Subsidy policy, and provide actual commuting costs based on actual commute days and fares.
- RTCs (Approver 3) review applications for technical correctness, and enter withdraw dates based on the end date of temporary employment or assignments (e.g., Temporary or detailees).

RTCs must be approved by the National Coordinator in order to be granted Program Admin rights in the application system by DOT TRANServe. Only RTCs and the National Coordinator will have admin rights for elevating Supervisors and Managers from the applicant role to the respective approver role.

**Note:** All approvers are established in the system as applicants and remain so until elevated to respective roles. However, they do not have to enroll in the transit benefit program; completing the registration steps does not enroll Approvers in the program.

## TRAINING PREREQUISITE

SSA Approvers are required to complete the Integrity and Awareness Training in WeLearn before registering to be added to the web application:

1. **Select the single sign-on (SSO) link:** <https://ssalms.csod.com/samldefault.aspx>
2. **Type "TRANServe" in the advanced search box** in the top left hand side of the screen.

File Edit View Favorites Tools Help

ChiNet - Human Resources ... SSA Office of Training SSA Online Library SSA Online Phone Books Welcome to Mainframe TI... Office of Personnel Web Slice Gallery Office of Legislation and C... Transit Monthly Detail Rep...

**weLearn**

Home Learning

On Saturday, May 9, 2020 from 12:00 AM EDT to 2:00 AM EDT, your portal will be briefly unavailable due to a software update.

**Skillsoft**  
+  
**weLearn LMS** = CPEs for CPAs

Launch and Explore your Skillport library of e-Books, Audio Books and Videos.

3. **Select the TRANServe Applicant and Approver Integrity Awareness Training.**
4. **Launch** and view the VOD:
  - o Mark the VOD as **complete** and click on the **Acknowledge** button to certify you viewed the training in its entirety.
  - o Approvers will complete the mandatory training once annually.

**Note:** Regional Transit Coordinators will report changes of Approvers 1-2 to the National Transit Coordinator and provide Approver Training to new Approvers. Changes in Approvers may result from Agency separation or changes in Management Officials at work locations. Maintaining a current list of Management Approvers trained in these roles will ensure employees'

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**weLearn**

Home Learning

Global Search

TRANServe

Refine search

Search

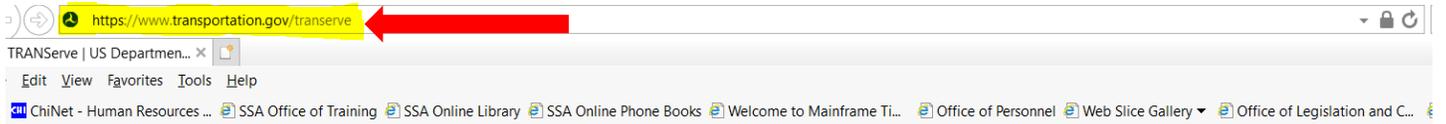
Training results (6)

**TRANServe Applicant and Approver Integrity Awareness Training**

SSA Video | Social Security Administration (SSA)

# ACCESS THE TRANSIT BENEFIT APPLICATION

1. **Open an Internet Browser and enter the URL:** [www.transportation.gov/transerve](https://www.transportation.gov/transerve)
2. **Click the *Participants* link** and scroll down to select your Agency (SSA)



Federal employees committed to using mass transportation for their home to work to home commute are eligible to receive the federal transit benefit. TRANServe supports you with simplified access to transit authority information, electronic applications, how-to instructions and other resources that encourage your use of mass transportation as your primary means of commuting from home to work.



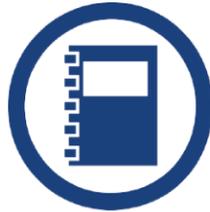
**PARTICIPANTS**



**AREA FAST FACTS**



**FAQs**



**RESOURCES**



**TRANSIT PROVIDERS**



**PARTNER WITH  
TRANSERVE**

# ACCESS THE TRANSIT BENEFIT APPLICATION

## 3. Select Transit Benefit Program Application System link

Browser address bar: <https://www.transportation.gov/transerve/participants>

Browser tabs: Participants | US Departme... x

Browser menu: File Edit View Favorites Tools Help

Browser bookmarks: ChiNet - Human Resources ... SSA Office of Training SSA Online Library SSA Online Phone Books Welcome to Mainframe Ti... Office of Personnel Web Slice Gallery Office of Legislation and C... Transit M...



[Participants](#) [FAQs](#) [Transit Providers](#) [Contact Us](#)

[TRANServe Home](#)  
[Fast Facts](#)

### Participants

[Related Links](#)

TRANServe supports you with simplified access to transit authority information, electronic applications, how-to instructions and other resources that encourage your use of mass transportation as your primary means of commuting from home to work.

The transit benefit is a subsidy, not an entitlement. Simply stated, it can go away.

Protect your transit benefit by following a few basic rules:

- Apply using your Agency's established application process
- Spend the transit benefit to make a direct purchase through your transit authority
- Ride mass transportation for the bulk of your own home to work to home commute
- Comply with your Agency's Transit Benefit Program Policy

Always Protect Your Transit Benefit - Any month the amount you receive exceeds the amount you use, you must return the excess funds to your Agency!

Report Waste, Fraud and Abuse to your Agency Point of Contact or Inspector General Hotline

[Active Bicycle Commuting](#)

**Participants**

[TRANServe Cards](#)

[Resources](#)

[Returning Excess Funds](#)

[Presidio Trust](#)

[SBA](#)

[SEC](#)

**SSA**

[STATE](#)

[Treasury - HQ](#)

[Treasury - MINT](#)

[Treasury - OCC](#)

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# LOG IN AND REGISTRATION

1. Enter the URL: <http://transitapp.ost.dot.gov>

2. The Transit Application login page is displayed.

The screenshot shows the TRANSERVE website interface. At the top, there is a navigation bar with the United States Department of Transportation logo and a search bar. The main content area is titled "Social Security Administration". A left sidebar contains a menu with items like "TRANSERVE Home", "Fast Facts", "Active Bicycle Commuting", "Participants", "TRANSERVE Cards", "Resources", "Returning Excess Funds", and "Funds". The main content area includes sections for "Training is a Prerequisite", "Application Reminders", "Application", "SSA Resources", "User Guides and Instructions", and "For Applicants:". Red arrows point to "Training is a Prerequisite", "Application", "SSA Transit Benefit Program Application System", and "For Applicants:". The "Application" section is highlighted in yellow. The "For Applicants:" section lists links for "SSA Applicant Quick Guide" and "SSA Applicant Complete Guide". The "For Approvers:" section lists links for "SSA Approver Quick Guide" and "SSA Complete Approver Guide". A right sidebar contains "Contact Us" information and social media sharing icons.

United States Department of Transportation

TRANSERVE

Participants FAQs Transit Providers Contact Us

TRANSERVE Home

Fast Facts

Active Bicycle Commuting

Participants

TRANSERVE Cards

Resources

Returning Excess Funds

### Social Security Administration

**Training is a Prerequisite**

SSA Requires Integrity and Awareness Training for both Applicants & Approvers, SSALMS VOD

This is the link for WeLearn

1. Click the SSALMS single sign-on link: <https://ssalms.csod.com/sam/default.aspx>
2. Type "TRANSERVE" in the advanced search box in the top left hand side of the screen
3. Select the TRANSERVE Applicant and Approver Integrity and Awareness Training VOD
4. Follow the instructions for saving and/or printing the certificate

**Application Reminders**

- Review the SSA Transit Subsidy Program policy for eligibility, requirements and guidelines
- Employment Type: SSA employees may only select permanent, temporary or detail
- Work Status: SSA employees may only select Full-Time or Part-Time
- ECI: SSA employees enter ECI in lieu of SSN

**Application**

**SSA Transit Benefit Program Application System**

**SSA Resources**

- The SSA Transit Subsidy Program Intranet Page (<http://personnel.ba.ssa.gov/ope/benefits/Transit.html>) provides the following
- Policy
- TRANSERVE Electronic Application Overview
- When to use the TRANSERVE Electronic Application System vs. the SSA Paper Application Process
- SSA and DOT TRANSERVE Roles and Responsibilities
- Important Fields for SSA Applicants and Approvers to Remember
- Instructions for obtaining your ECI Number
- Instructions for viewing the required Integrity and Awareness Training in SSALMS
- Applicant and Approver Annual Reminders
- Regional Transit Coordinator List

**User Guides and Instructions**

**For Applicants:**

- [SSA Applicant Quick Guide](#)
- [SSA Applicant Complete Guide](#)

**For Approvers:**

- [SSA Approver Quick Guide](#)
- [SSA Complete Approver Guide](#)

**Contact Us**

**TRANSERVE**  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
United States  
[TRANSERVE@dot.gov](mailto:TRANSERVE@dot.gov)

**Share**

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# LOG IN AND REGISTRATION

During the SSA Rollout of the TRANServe System, OPE will register Management Officials (Approvers 1 & 2) in advance and will send a temporary password (From PTB Public Website). The temporary password will be used during the live/virtual training session to change the password by establishing the FISMA Compliant Password Approvers will prepare in advance using the Time Savers for Approvers PowerPoint ( See Pg. 7). **These Approvers should skip the Log In & Registration steps (Go to Change Password).** After the rollout, Approvers who are first-time users will need to register on their own by clicking the Register button on the website landing page.

U.S. Department of Transportation

TRANSERVE

Login

\* Indicates required field.

Login

\*User Name: Government Email Address

\*Password: Enter password

Log In

Forgot Password?

Not registered yet? Register

\*\*\*WARNING\*\*\*

You are accessing a U.S. Government information system, which includes this computer, the computer network on which it is connected, all other computers connected to this network, and all storage media connected to this computer or other computers on this network. This information system is provided for U.S. Government use only. Unauthorized or improper use of this information may result in disciplinary action, as well as civil and criminal penalties. By using this information system you consent to the following:

1. You have no reasonable expectation of privacy regarding any communications or data transiting this network or stored in this information system.

\*\*\*WARNING\*\*\*

Accessibility | Ethics | FOIA | Information Quality | No Fear Act | OIG Hotline | Payment Accuracy | Privacy Policy | Regulations | Small Business | SSA.gov | Web Policies & Notices | Whitehouse.gov

Thursday, May 07, 2020 - 1

The Register Account Information page is displayed. Approvers who were registered in advance by OPE go to page 7)

4. Enter your SSA government issued email (Outlook email address) in the User Name textbox, this will cause SSA to be displayed in the Agency dropdown list on the application, do not attempt to use an email address.
5. Complete the remaining fields of the registration form. Remember to enter your name as it appears in your SSA FPPS or WebTA record.
6. Click the Register button.

U.S. Department of Transportation

TRANSERVE

Login

\* Indicates required field.

Register Account Information

\*User Name: Government Email Address

\*First Name: Full First Name

Middle Name: Middle Name

\*Last Name: Last Name

\*Agency/Mode: Agency options will show once your Government Email Address has been validated

Phone Number:

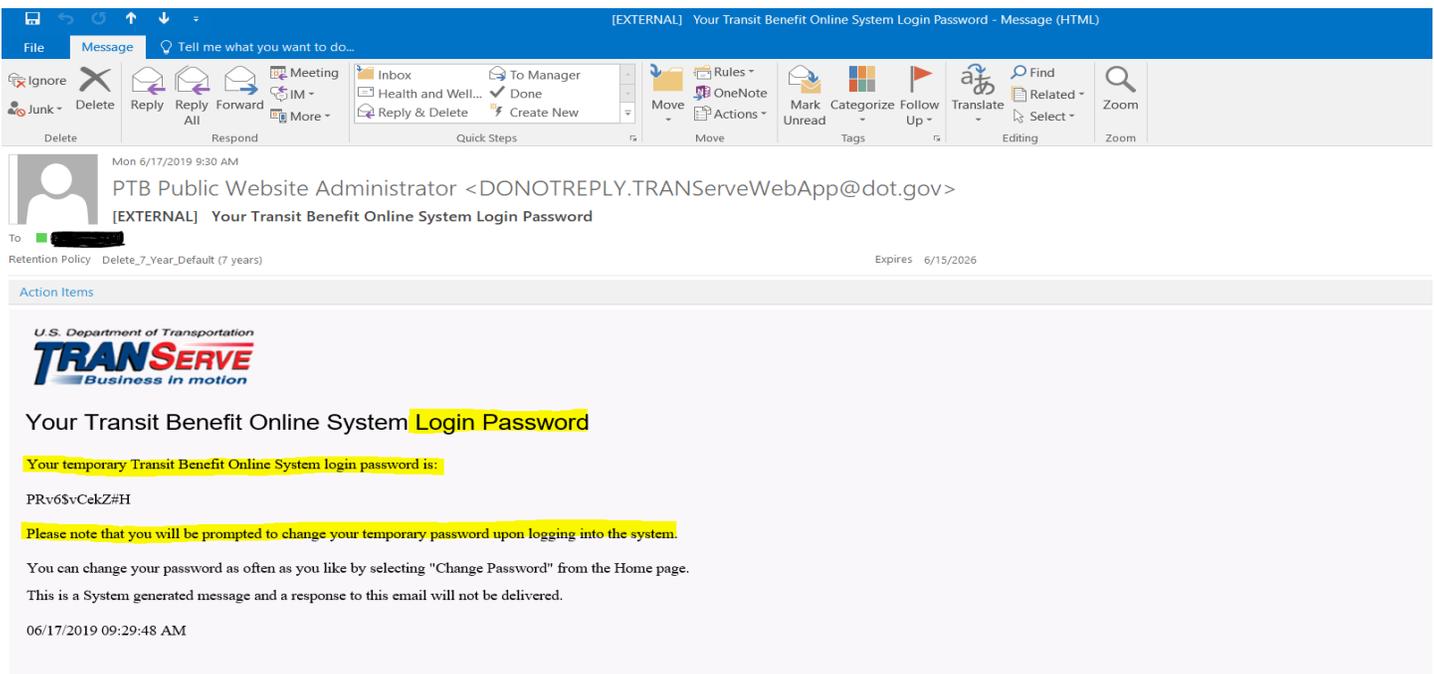
Register Reset Cancel

Accessibility | Ethics | FOIA | Information Quality | No Fear Act | OIG Hotline | Payment Accuracy | Privacy Policy | Regulations | Small Business | SSA.gov | Web Policies & Notices | Whitehouse.gov

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# LOGIN AND REGISTRATION

After registration, Approvers will receive an email like the one below containing a temporary password. Retrieve the password and go to the Log In page of the Transit Benefit Program Application System following these steps:



Go to the **Log In** page of the Transit Benefit Program Application System link on TRANServe's SSA Participants page (TRANServe <https://www.transportation.gov/transerve/participants/social-security-administration>) following these steps:

10. Enter the username in the User Name (SSA email address) in the textbox.
11. Enter the retrieved password (Emailed by the PTB Administrator) in the Password textbox (See Note Below).
12. Click the Log In button.



Login

\* Indicates required field.

**Login**

**\*User Name:**

**\*Password:**

[Forgot Password?](#)

Not registered yet?

**\*\*WARNING\*\*WARNING\*\*WARNING\*\***

action, as well as civil and criminal penalties. By using this information system you consent to the following:

1. You have no reasonable expectation of privacy regarding any communications or data transiting this network or stored in this information system.
2. At any time, and for any lawful government purpose, the government may monitor, intercept, search and seize any communication or data transiting or stored on this information system.
3. Any communication or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

**\*\*WARNING\*\*WARNING\*\*WARNING\*\***

**Note: Click "Forgot Password" if you misplace your PTB Administrator issued temporary password or the FISMA compliant password you create.**

## CHANGE PASSWORD

The Change Password page displays.

After logging into the application for the first time, it is required that you change the password to something that you will easily remember:

1. Enter the retrieved password in the Current Password textbox.
2. Enter your new FISMA compliant password in the Create New Password textbox (See Note section below).
3. Reenter your new password in the Confirm New Password textbox.
4. Enter a hint, something that will remind you of your password in the Create a Hint textbox.
5. Click the Submit button. Confirmation of the password change displays at the top of the page. Return to the Log In page to enter your government email address and confirmed password (FISMA compliant password).

**Note: Ensure that your password meets the system requirements when changing your login credentials. These requirements are displayed at the bottom of the Change Password page.** You can change your password at any time by using the above steps after clicking the Change Password button on the homepage.

The screenshot shows a web browser window with the following elements:

- Browser tabs: Transit Benefits System v 3.0
- Address bar: [Redacted]
- Page title: Transit Benefits System v 3.0
- Page content:
  - \*Current Password: [Redacted]  [Show Hint](#)
  - Please enter your Current Password
  - \*Create New Password:  New password
  - \*Confirm New Password:  Confirm New password
  - \*Create a Hint:  Hint
  - A hint is a meaningful personal association to help you remember your password.
  - Red arrow points to the \*Create New Password field.
  - Red arrow points to the bottom right of the password requirements box.
- Password Requirements Box:
  - Password must be at least 12 characters long
  - No password character may be repeated more than 1 time(s) in sequence
  - Password must contain characters from at least 4 of the following categories:
    - Uppercase characters (A through Z)
    - Lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphabetic characters (for example, !, \$, %)
  - Password will expire 60 days after being set
  - Passwords cannot be reused within the last 24 changes.

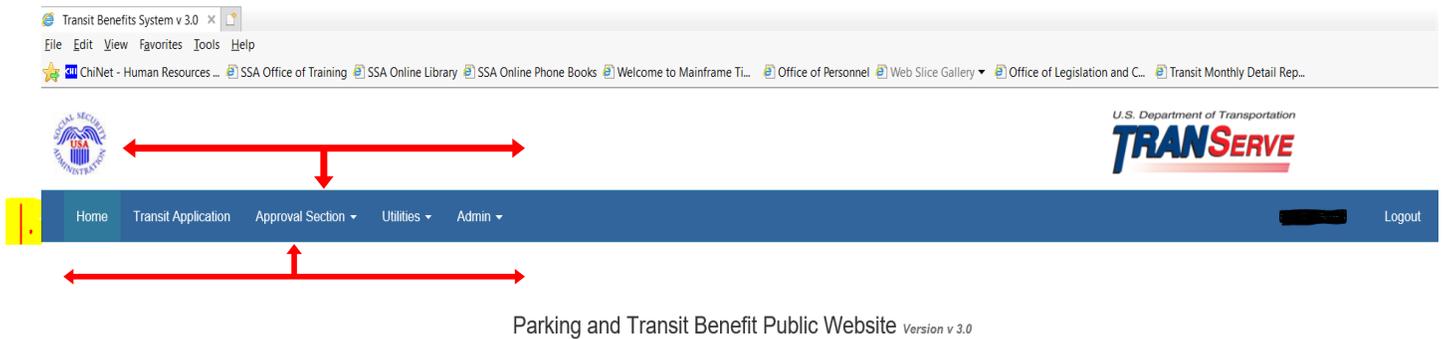
# OVERVIEW OF THE TRANServe TRANSIT BENEFIT PUBLIC WEBSITE HOMEPAGE

The tabs and links available to you on the PTB Public Website home page are determined by your assigned user role.

The **TRANServe Transit Benefit Public Website home page** is divided into two sections:

1. The menu bar displays at the top of the page and displays the following:

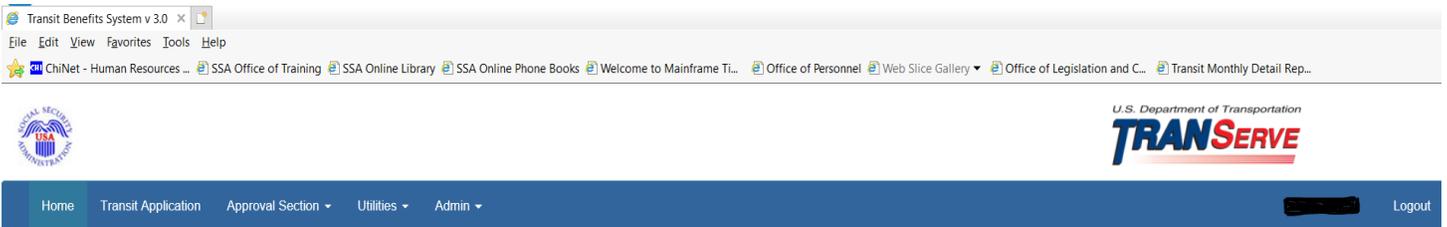
- Home – Click this tab to display the home page.
- Transit Application – Click this tab to display the Select An Action To Continue page.
- Approval Section** – This functionality is only available for TRANServe Transit Benefit Manager (TBMs), TRANServe Admins, System Administrators and Approving Officials: **Supervisors, Managers, and Program Admins/RTCs**. Click this tab to display the available approval levels. Approved Records, Disapproved Records and Completed Records can also be accessed from this tab.
- Utilities – Click this tab to display My Account and Change Password sub-menu options.
- Logout – Click this tab to logout of the application.



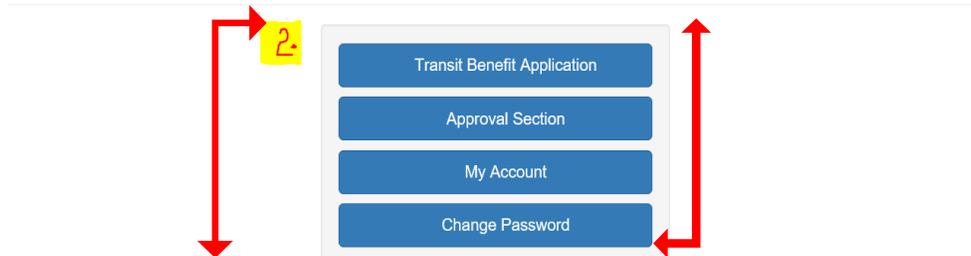
## OVERVIEW OF THE TRANServe TRANSIT BENEFIT PUBLIC WEBSITE HOMEPAGE

2. The main section of the home page displays buttons representing functions you can execute within the application.

- Transit Benefit Application – Click this button to display the “Select An Action To Continue” page.
- Approval Section** – This functionality is only available for Approving Officials: **Supervisors, Managers, and Program Admins/RTCs**. Click this button to display the approval page.
- My Account – Click this button to display the Update My Account Information page.  Change Password – Click this button to display the Change Password page.
- Agency Reports – This functionality is only displayed when assigned by an administrator. Click this button to display the Agency Reports page.



Parking and Transit Benefit Public Website Version v 3.0



## APPROVAL SECTION

The Approval Section allows Approvers 1-3 to approve or disapprove transit benefit applications and withdrawals. The user must be registered and assigned one of the three approver levels (e.g., Supervisor/Approver 1, Manager/Approver 2, Program Admin/Approver 3/RTC).

Transit Benefits System v 3.0

File Edit View Favorites Tools Help

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**TRANSERVE**

Home Transit Application Approval Section Utilities Admin Sandra Ruiz Logout

Pending Supervisor  
Pending Manager  
Pending Program Admin

Approved Records  
Disapproved Records  
Completed Records

Parking and Transit Benefit Public Website Version v 3.0

Transit Benefit Application  
Approval Section  
My Account  
Change Password

Follow these steps to begin the Approval Process; applications will be approved or disapproved by Approvers:

1. Log on.
2. From the homepage click on **Approver Section** button; the approval page is displayed.
3. Select the Approval queue consistent with your role (Approver 1 selects Pending Supervisor). Forms pending the review of other Supervisor/Approver 1 will also appear as pending in the queue. This screenshot shows 89 applications are pending.

Pending List - Transit Benefi... x

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**TRANSERVE**

Approval Section Utilities Admin Logout

Pending Supervisor  
Pending Manager  
Pending Program Admin

Approved Records  
Disapproved Records  
Completed Records

Application 89 Supervisor

Request Date	Type	Name	Approver Name	Approver Email	Last Action
09/03/2019	Agency Change				09/19/2019 Approve Disapprove Delete

# APPROVAL SECTION

4. Click on the View button to begin reviewing the desired application.

The screenshot shows the TRANSERVE web application interface. At the top, there is a navigation bar with the following items: Home, Transit Application, Approval Section (selected), Utilities, and Admin. A dropdown menu is open under 'Approval Section', listing: Pending Supervisor, Pending Manager, Pending Program Admin, Approved Records, Disapproved Records, and Completed Records. The main content area is titled 'Application 89' and 'Supervisor'. Below this is a table with the following columns: Request Date, Type, Name, Approver Name, Approver Email, and Last Action. The table contains one row of data: Request Date: 09/03/2019, Type: Agency Change, Name: [Redacted], Approver Name: [Redacted], Approver Email: [Redacted], Last Action: 09/19/2019. To the left of the table, there are several filter input fields. A red arrow points to a 'View' button located to the left of the first row of the table. To the right of the table, there are buttons for 'Approve', 'Disapprove', and 'Delete'.

Request Date	Type	Name	Approver Name	Approver Email	Last Action
09/03/2019	Agency Change	[Redacted]	[Redacted]	[Redacted]	09/19/2019

## APPROVAL SECTION

### Transit Benefit Application Worksheet Displays

During review, applications should be disapproved ([Click Disapprove](#)) when information is incorrect, missing or the Approver is aware of a reason supported by SSA policy that precludes eligibility. The request for corrective action or the reason for disapproval must be entered in the textbox. The **Disapprove button must be clicked again after entering text.**

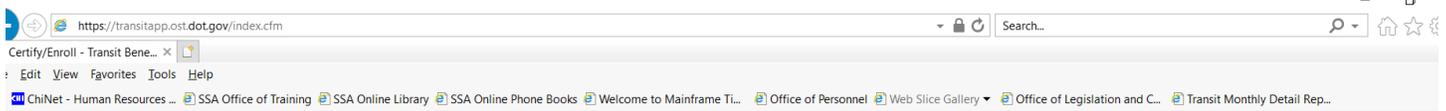
**Note:** Disapproved applications are returned to the applicant for correction and resubmittal or withdrawal. Corrected applications are routed to the selected Approvers again.

5. **Reason for Certification:** Ensure the applicant selected "New Transit Benefit Participant." This will prompt the system to display checkbox for the applicant to confirm "I have completed the required Transit Benefit Integrity Training for my Agency."

6. **Employment Type:** Ensure the applicant selected ONLY one of these options: Permanent, Temporary or Detail to override "Civilian."

**Note:** Temporary (Interns) and Detail employees must provide Start & End Dates in the Comments for Agency Approvers Section.

7. **Work Status:** Ensure the applicant selected ONLY Full Time or Part Time. Temporary employees who are interns should select Intern.



\* indicates required field.

### Certify/Enroll

#### Transit Benefit Application Worksheet

All Transit Benefit Program Applicants are required to certify the "**Total Monthly Expense**" of their [Home to Work Mass Transit Commute](#).

**Parking fees are not eligible for the transit benefit and must not be included in "Total Monthly Expense".**

Instructions: To calculate your "**Total Monthly Expense**"

- Select your transportation method(s)
- Enter the following information in the "To Work" and "From Work" row(s) of each transportation method:
  - Name of Company for your method of transportation (Metro, BART, Subway)
  - Daily or Monthly Expense
  - Number of days you routinely work in a month
- If you purchase a Monthly pass, divide the price of the pass by 2, and enter the information in the Monthly Expense column.
- The Total Monthly Expense value automatically populates

\*Reason for Certification:

Employment Type:

Work Status:

## APPROVAL SECTION

### Transit Benefit Transportation Methods

**Work Schedule Guidance:** Actual monthly commuting expenses are calculated by determining the number of actual commute days and the cost of transportation methods. Management Officials should use the work schedule guidance to determine the applicant's average monthly commute days based on the applicant's current work schedule. The applicant's telework days per the most current Telework Agreement should be deducted from the average monthly commute days.

**8. Transportation Methods:** Review the transportation method(s) selected by the applicant and ensure the Name of the Company, daily expense **EACH** way (as opposed to round trip) and days per month. The number of commute days entered cannot exceed 20.

**Note:** The System will tally the total monthly expenses.

Work Status: Full Time

### Transit Benefit Transportation Methods

Always follow your Agency work schedule policy for specific guidance on the Days per Month entry.

Defined work schedule examples:

- If you work a Basic schedule of 8-hours per day, the average amount of 20 Days can be entered into the Days per Month column
- If you work a Flex Schedule of 9-hours per day, the average amount of 18 Days can be entered into the Days per Month column
- If you work a Compressed schedule of 10-hour days, the average amount of 16 Days can be entered into the Days per Month column
- If you telecommute or work part time, enter the number of days you actually commute to/from work.

\*Select your transportation methods:

<b>Bus to Work:</b>	<input type="text"/> <small>Name of Company</small>	<input type="text"/> \$ <small>Daily Expense</small>	<input type="text"/> <small>Days per Month</small>	<input type="text"/> \$ <small>Monthly Expense</small>
<b>Bus from Work:</b>	<input type="text"/> <small>Name of Company</small>	<input type="text"/> \$ <small>Daily Expense</small>	<input type="text"/> <small>Days per Month</small>	<input type="text"/> \$ <small>Monthly Expense</small>

Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute.

**Total Monthly Expense:**

## APPROVAL SECTION

### The Transit Benefit Program Application Displays

9. **ECI:** Ensure the employee entered their 10 digit ECI number. The ECI replaces the SSN and is required. The ECI is in the employee's Electronic Official Personnel Folder (eOPF).
10. **Name:** Last and First will be populated by the System using the applicant's registration data.
11. **Email Address:** Email will be populated by the System using the applicant's registration data.
12. **Work Phone:** Ensure the employee entered a work or day time phone number.

Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute.

Total Monthly Expense: \$ 0.00

#### Transit Benefit Program Application

\*ECI:

Name:    
(Last) (First)

Email Address:

\*Work Phone:

## APPROVAL SECTION

### The SSA Section Displays

13. **Select Your Agency:** The System will populate the field with “SSA” using the applicant’s registration information.
14. **Region:** Ensure the applicant selected the **City and State of the work location**. If the drop box does not provide this option, the applicant should select the City and State nearest the work location the applicant commutes to and from.
15. **Regional Transit Coordinator:** Ensure the applicant selected the RTC identified by the Regional Office.
16. **Telework Days:** Ensure the applicant selected the number days per week consistent with the current Telework Agreement on file.
17. **SSA Region Name:** Ensure the applicant selected the Region corresponding to the work location.

**Note:** The System indicates for the last time the certified monthly commuting costs based on the applicant’s entries. This is to confirm review for accuracy.

SSA

\*Select Your Agency:  \*Region:

Regional Transit Coordinator:  [Select...](#)  
Click the Select button to select Regional Transit Coordinator

Telework Days:  [Select...](#)  
Click the Select button to select Telework Days

SSA Region Name:  [Select...](#)  
Click the Select button to select SSA Region Name

I certify that my usual **monthly Transit commuting costs** are:   
This field is automatically calculated

## APPROVAL SECTION

### The Work Information Section Displays

18. Work Information: Ensure the complete work location address is entered. This is the address the employee commutes to from home. The address should match the Manager/Approver 2 address since, this Approver is also the POC. When the Applicant is also an Approver, the Applicant and Manager/Approver 2 address may differ.

**Work Information**

\*Work Address:

\*Work Zip:

\*Work City:  Please enter Work City

\*Work State:

### The Residence Information Section Displays

19. **Residence Information:** The applicant is required to enter the home address from which commutes to work originate.

**Residence Information**

\*Address:

\*Zip:

\*City:

\*State:

## APPROVAL SECTION

### The Approver Information Section Displays

20. **Supervisor:** Ensure the applicant selected the name of the Management Official (Supervisor/Approver 1) delegated by the work location for this role.
21. **Manager:** Ensure the applicant selected the name of the Management Official (Manager/Approver 2) delegated by the work location for this role.
22. **POC:** Ensure the applicant selects the name of the Management Official selected from the Manager Drop Bo Menu. If this name does not appear in the POC Drop Box Menu, ensure the employee types "My POC is Name of the Manager/Approver 2" in the Comments for Agency Approvers at the bottom of the form.
23. **SmarTrip Card Number:** Ensure MTSP Applicants enter "N/A" in this section. This field is for NCR participants only.

If after review you determine all the fields are correct, **Click the Approve button** to approve the application after review, this will cause a green label appear at the top of the screen confirming the application was successfully processed. The System will route the application to the next Approver. The RTC/Approver 3 Approval transmits the application to DOT TRANServe for final processing.

**Approver Information**

*Supervisor:	<input type="text"/> <b>Select...</b>	*Manager:	<input type="text"/> <b>Select...</b>
	Click the Select button to select Supervisor		Click the Select button to select Manager
*POC:	<input type="text"/> <b>Select...</b>	Manager Phone:	<input type="text"/>
	Click the Select button to select POC		
*SmarTrip Card Number:	<input type="text"/>		
Comment for Agency Approvers:	<input type="text"/>		
	You have 1995 characters remaining		

**PRIVACY ACT STATEMENT:**

This notice is provided pursuant to the Privacy Act of 1974, 5 U.S.C. § 552a. This information is solicited under authority of 5 U.S.C. § 7905. Furnishing the information on this form is voluntary, but failure to provide all or part of the information may result in disapproval of your request for a public transit fare benefit. The principal purposes of the information are to facilitate timely processing of your request, to ensure your eligibility for transit benefits, and to prevent misuse of the funds involved. *This information may be disclosed to the Department of Transportation to perform its duties under an interagency agreement. The information may also be used for production of listings and reports and for periodic review or revalidation of transit benefits.* Other routine uses are published in the Federal Register at 65 F.R. 19476 (April 11, 2000).

Approve

Disapprove

Cancel

Delete

## DELETE BUTTON

**DO NOT select the “DELETE” button unless the applicant changes their mind about enrolling in the program.** When deleting an application is appropriate, follow these instructions:

1. From the Approval page; click the Delete button. The Delete Confirmation message is displayed at the top of the application page.
2. Click the Continue button to delete the application. The approval page is re-displayed with the delete confirmation at the top of the page. The submitted application will be deleted and the applicant will need to resubmit the application.

**Note: The TRANServe System is supposed to alert Approvers via an email from the PTB Administration when an application is first routed to them.** Subsequent forms submitted the same day do not prompt email notification. If any forms are pending the next day, the system will generate a reminder the next day. Daily reminders will be emailed until all pending forms are processed (Approved or Disapproved). **This feature is not currently active for SSA. Approvers should log in daily, go to the Approver Section and select the corresponding Approver queue to identify and process forms routed to them. The Approver Section will show the number of forms pending review in the Approvers respective queue.** Applicants will receive emails from the PTB Administrator as forms are reviewed and routed (Approved forms are routed to the next Approver, Disapprovals are routed to the Applicant). **DOT TRANServe will process forms authorized by SSA within 48 hours of the final approval. It is imperative forms are processed by each approver timely.**