

**Office of Finance and Operations
Office of Security, Facilities and Logistics
Facilities and Logistics Services Division
Transportation Services Branch**

TRANSIT BENEFIT APPLICATION GUIDE



Table of Contents

1	INTRODUCTION	3
1.1	PURPOSE	3
1.2	BACKGROUND	3
1.3	PAYMENT OPTIONS	3
2	APPLICATION PROCESS	4
2.1	COMPLETE INTEGRITY AWARENESS TRAINING	4
2.2	REGISTER IN TRANSERVE WEBSITE	7
2.3	CHANGE PASSWORD	10
2.4	COMPLETE AND SUBMIT ONLINE APPLICATION.....	12
3	WITHDRAWAL PROCESS	19
3.1	WITHDRAW FROM THE PROGRAM.....	19
4	TRANServe CREDIT CARD	22
4.1	TRANServe CREDIT CARD ACTIVATION	22
5	APPLICATION PROCESS	23
5.1	APPLICATION PROCESS FLOWCHART	23
6	EXECUTIVE OFFICERS LIST (APPROVING OFFICIAL LIST)	25

1 INTRODUCTION

1.1 **PURPOSE**

The purpose of this document is to guide the user on how to apply for the Department of Education's Transit subsidy program. The Transit Benefit application process consists of four steps:

- 1) Completion of the Integrity Awareness Training via the FedTalent System,
- 2) Register and submit application via online TRANServe website, and
- 3) Complete and submit application via online TRANServe website.
- 4) Secure and register your SMARTrip card or TRANServe Credit Card

1.2 **BACKGROUND**

The Department of Education offers a monthly allotment of up to two-hundred and seventy dollars (\$270) to assist employees with home to work commuting costs.

1.3 **PAYMENT OPTIONS**

There are two payment options:

*TRANServe benefits cannot be used for SMARTrip card (Metro) or Parking.



Transit Benefit Application Guide

SMARTrip Card (DC Metropolitan Area)	TRANServe Credit Card (Nationwide)
<ul style="list-style-type: none">• A SmarTrip purchased online or through the SmarTrip app is automatically registered.• If the SmarTrip app was used to transfer a registered SmarTrip to Apple Wallet or Google Pay the card is automatically registered.• A SmarTrip purchased at a Fare Vending Machine, commuter store, or retail outlet can be <u>registered online or through the SmarTrip app</u>.• <u>Create a free SmarTrip account online or using the SmarTrip app</u> for access to card management and secure fare purchases.• 10 business days to receive benefits (auto-load via metro gate turnstile)• Benefits auto-load on the first of the month (smart benefits balance viewed ONLY via metro gate turnstile display panel)• Separates personal and transit benefits funds.	<ul style="list-style-type: none">• 7-10 business days to receive.• Accepted Nationwide by transit authorities.• Online payment options IMPORTANT: The card is allocated funds on the 10th of every month. Example: Funds added on the month of January 10, is for the month of February <p>NOTE: Any remaining balance is credited back to agency on the 9th of every month.</p>

2 APPLICATION PROCESS



2.1 INTEGRITY AWARENESS TRAINING

Complete the Transit Benefit Integrity Awareness Training via FedTalent.

NOTE: INTERNS ONLY need to obtain the Power Point version of the Integrity Awareness Training by clicking this link – [Transit Integrity Awareness Training](#) and open the file located under the Helpful Links section.

EDUCATION EMPLOYEES: Click [FedTalent](#) and sign in with your ED assigned username.

Transit Benefit Application Guide

You are not logged in

Log in

Username

Password

[Log in](#)

[Forgotten your username or password?](#)

Welcome to FedTalent!

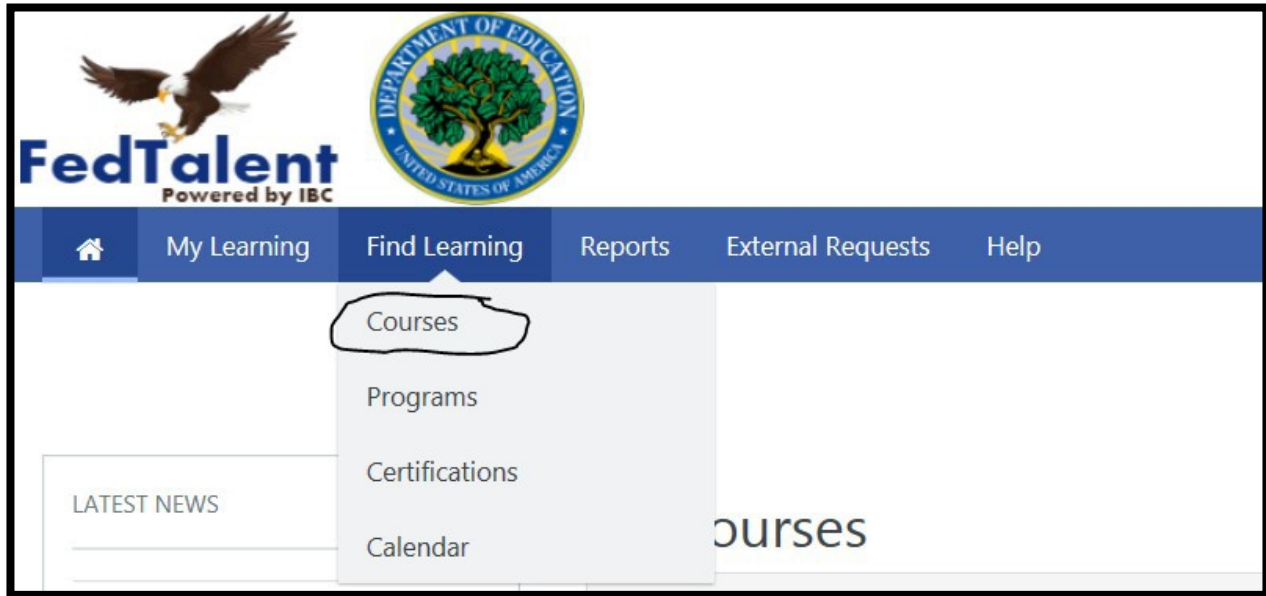
This is a United States Government computer system, maintained by the Department of the Interior, to provide Official Unclassified U.S. Government Information only. Use of this system by any authorized or unauthorized user constitutes consent to monitoring, retrieval, and disclosure by authorized personnel. USERS HAVE NO REASONABLE EXPECTATION OF PRIVACY IN THE USE OF THIS SYSTEM. Unauthorized use may subject violators to criminal, civil, and/or disciplinary action.

This is a Privacy Act system protected under the Privacy Act of 1974, as amended, 5 U.S.C. 552a. Information is requested under 5 U.S.C. 4101, 1104, 4118, 4308, 4506, 5405; 42 U.S.C. 2000d; 42 U.S.C. 112101; 44 U.S.C. 3501, et seq.; 5 CFR 410, Subpart C; Executive Order 11348; and Executive Order 12107. The purpose of collecting this information is to manage training and performance records and meet Federal recordkeeping and reporting requirements. Information will be used to create, validate, and manage agency training records and employee performance appraisals. This

Transit Benefit Application Guide

From the Home screen

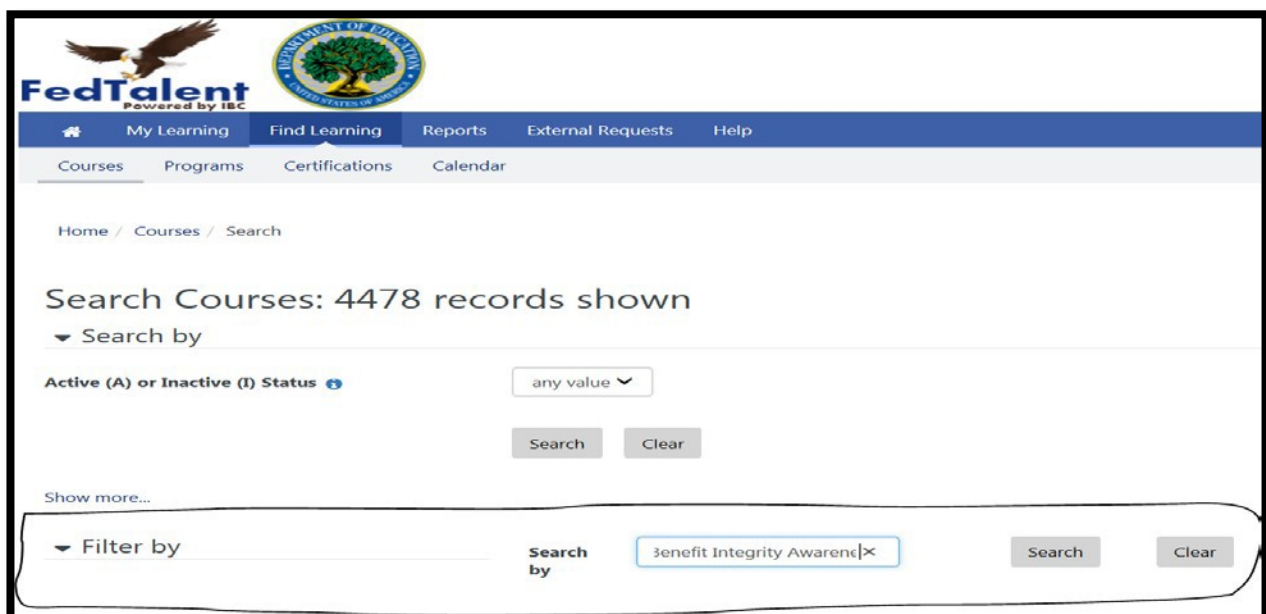
- Hover the cursor over “Find Learning” and click “Courses.”



In the


Courses window screen

- Enter “Transit Benefit Integrity Awareness Training” in the “Search by” box and click “Search”



Transit Benefit Application Guide

To open the “Course Summary”


- Click the  icon to open the “Course Summary”
- Click “Launch course” to access the training
- Complete the training

Type ⓘ
☐ Blended (0)
☐ E-learning (1)
☐ Seminar (0)

Course Category ⓘ
is any value
Please select a category...

Provider ⓘ
any value

Tags ⓘ
☐ :mandatory (0)
☐ contracting (0)
☐ ed it systems (0)
☐ edcaps (0)
☐ supervisory (0)

Course Type	Course Name ^	Contact Hours	Provider	Course ID Number	Course Shortname	Active (A) or Inactive (I) Status	Audience Visibility
	→ ⓘ Transit Benefits Integrity Awareness Training	1	Office of Management	ED_OM_TRANSITBENEFITS	Transit Benefits Integrity Awareness Training	A	Enrolled users and members of the selected audiences

Course summary

Transit Benefits Integrity Awareness Training

The Departments Transit Benefits Integrity Awareness Training is designed to and will provide clarification of transit benefit requirements. The training also emphasizes internal controls that are in place to minimize fraud and abuse, address ramifications of non-compliance, provide real-life scenarios to enhance employee understanding and educate participants of their roles and responsibilities.

key words:
transit recertification

Hashtag: #TransInt

Status

You are currently enrolled in this course

Progress

0%

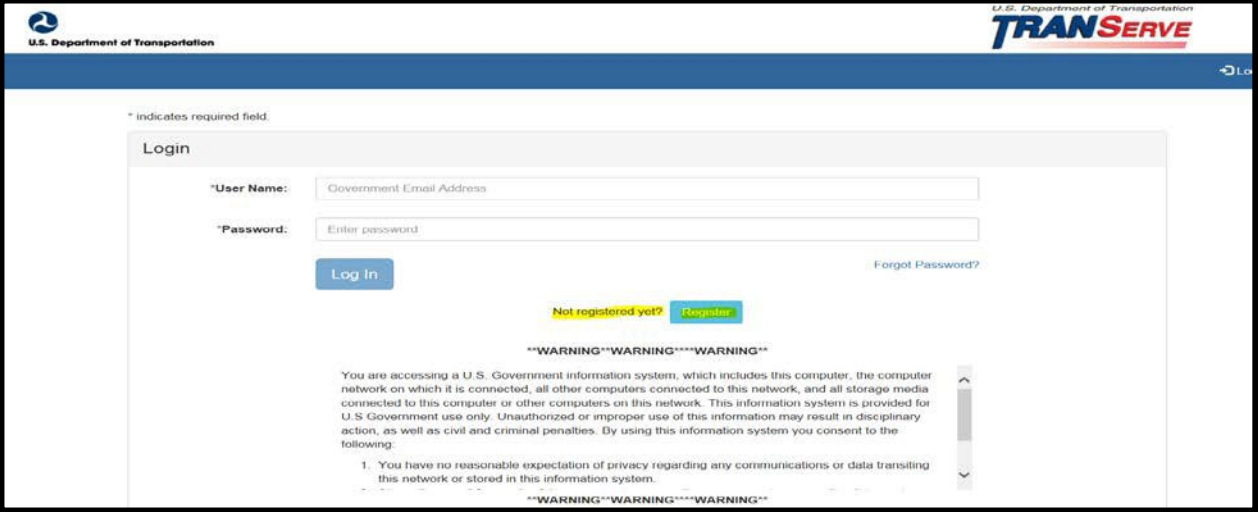
Launch course

Transit Benefit Application Guide

2.2 REGISTER IN TRANSERVE WEBSITE

Access the TRANServe website

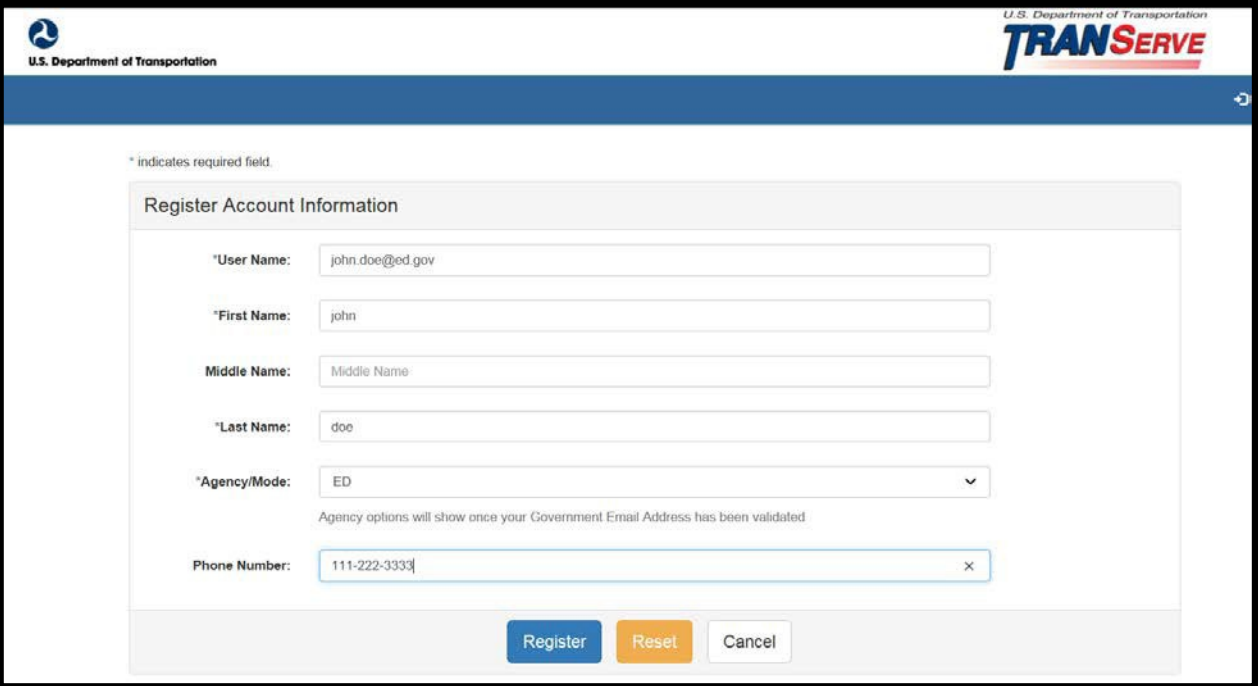
- Click this link [TRANServe](#) to access the TRANServe log in screen
- Click “Register” to register within the TRANServe system



The screenshot shows the TRANServe Login page. At the top, there is a header with the U.S. Department of Transportation logo on the left and the TRANSERVE logo on the right. Below the header, a note states "* indicates required field." The main content area is titled "Login" and contains two input fields: "*User Name:" with the placeholder text "Government Email Address" and "*Password:" with the placeholder text "Enter password". Below these fields is a blue "Log In" button and a link for "Forgot Password?". A yellow banner with the text "Not registered yet?" and a blue "Register" button is positioned below the login fields. At the bottom of the page, there is a warning section titled "**WARNING**" that states: "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:" followed by a numbered list starting with "1. You have no reasonable expectation of privacy regarding any communications or data transiting this network or stored in this information system."

Complete the Registration form

- User your ED email address as your username and enter your desk phone number
- Click “Register”



The screenshot shows the TRANServe Register Account Information page. At the top, there is a header with the U.S. Department of Transportation logo on the left and the TRANSERVE logo on the right. Below the header, a note states "* indicates required field." The main content area is titled "Register Account Information" and contains several input fields: "*User Name:" with the value "john.doe@ed.gov", "*First Name:" with the value "john", "Middle Name:" with the placeholder text "Middle Name", "*Last Name:" with the value "doe", "*Agency/Mode:" with a dropdown menu showing "ED", and "Phone Number:" with the value "111-222-3333". Below the "Agency/Mode:" dropdown, a note states "Agency options will show once your Government Email Address has been validated." At the bottom of the page, there are three buttons: "Register" (blue), "Reset" (orange), and "Cancel" (white).

Transit Benefit Application Guide

After completing the registration form, the system will generate a generic password that will be sent to your ED email address, and you will be returned to the “Log In” screen. Enter your username as your ED email address and enter the generic password that you received from the TRANServe system.

- Click “Log In” after entering your username and password

U.S. Department of Transportation

* indicates required field.

Login

*User Name:

*Password:

[Log In](#) [Forgot Password?](#)

[Not registered yet? Register](#)

*****WARNING***WARNING***WARNING****

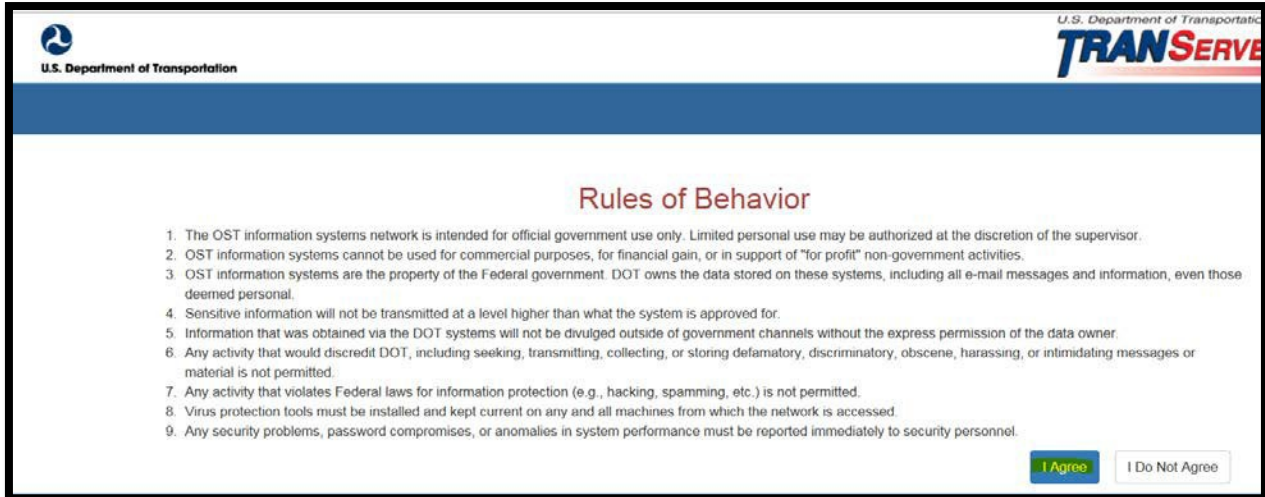
You are accessing a U.S. Government information system, which includes this computer, the computer network on which it is connected, all other computers connected to this network, and all storage media connected to this computer or other computers on this network. This information system is provided 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***WARNING***WARNING****

Transit Benefit Application Guide

After Logging in, you will enter the “Rules of Behavior” screen. Please read the Rules of Behavior information and click “I Agree.”



The screenshot shows the "Rules of Behavior" screen on the TRANSERVE website. The header includes the U.S. Department of Transportation logo and the TRANSERVE logo. The title "Rules of Behavior" is centered in red. Below the title is a list of nine rules. At the bottom right, there are two buttons: "I Agree" (highlighted in green) and "I Do Not Agree".

U.S. Department of Transportation

TRANSERVE

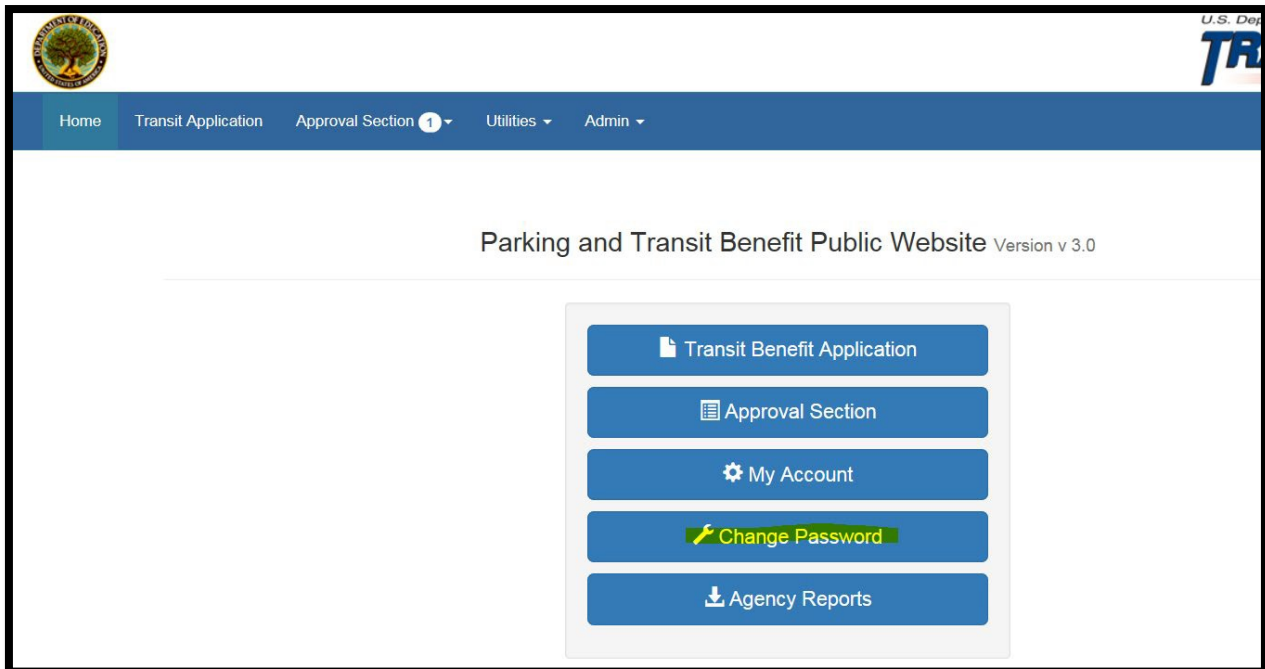
Rules of Behavior

1. The OST information systems network is intended for official government use only. Limited personal use may be authorized at the discretion of the supervisor.
2. OST information systems cannot be used for commercial purposes, for financial gain, or in support of "for profit" non-government activities.
3. OST information systems are the property of the Federal government. DOT owns the data stored on these systems, including all e-mail messages and information, even those deemed personal.
4. Sensitive information will not be transmitted at a level higher than what the system is approved for.
5. Information that was obtained via the DOT systems will not be divulged outside of government channels without the express permission of the data owner.
6. Any activity that would discredit DOT, including seeking, transmitting, collecting, or storing defamatory, discriminatory, obscene, harassing, or intimidating messages or material is not permitted.
7. Any activity that violates Federal laws for information protection (e.g., hacking, spamming, etc.) is not permitted.
8. Virus protection tools must be installed and kept current on any and all machines from which the network is accessed.
9. Any security problems, password compromises, or anomalies in system performance must be reported immediately to security personnel.

[I Agree](#) [I Do Not Agree](#)

2.3 CHANGE PASSWORD

Once you are logged in, change your password by selecting “Change Password.”



The screenshot shows the "Parking and Transit Benefit Public Website" dashboard. The header includes the U.S. Department of Transportation logo and the TRANSERVE logo. The navigation bar has links for Home, Transit Application, Approval Section (with a dropdown arrow), Utilities (with a dropdown arrow), and Admin (with a dropdown arrow). The main content area is titled "Parking and Transit Benefit Public Website Version v 3.0". Below the title is a vertical stack of five blue buttons: "Transit Benefit Application", "Approval Section", "My Account", "Change Password" (highlighted in green), and "Agency Reports".

U.S. Department of Transportation

TRANSERVE

Home Transit Application Approval Section Utilities Admin

Parking and Transit Benefit Public Website Version v 3.0

- Transit Benefit Application
- Approval Section
- My Account
- Change Password**
- Agency Reports

Transit Benefit Application Guide

Complete the “Change Password” form and click submit

Change Password Current Password Expires in 8 days

*Current Password: [Show Hint](#)

*Create New Password:

*Confirm New Password:

*Create a Hint:

A hint is a meaningful personal association to help you remember your password.

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.

You will be redirected to the login page and will need to login with your new password

[Submit](#) [Cancel](#)

Once you have successfully changed your password, a message will be displayed on the top of the screen that says, “Your Password has been successfully changed.”

Your Password has been successfully changed.
Use your Username and New Password to login to the system.

* indicates required field.

Login

*User Name:

*Password:

[Log In](#) [Forgot Password?](#)

[Not registered yet?](#) [Register](#)

WARNINGWARNING**WARNING**

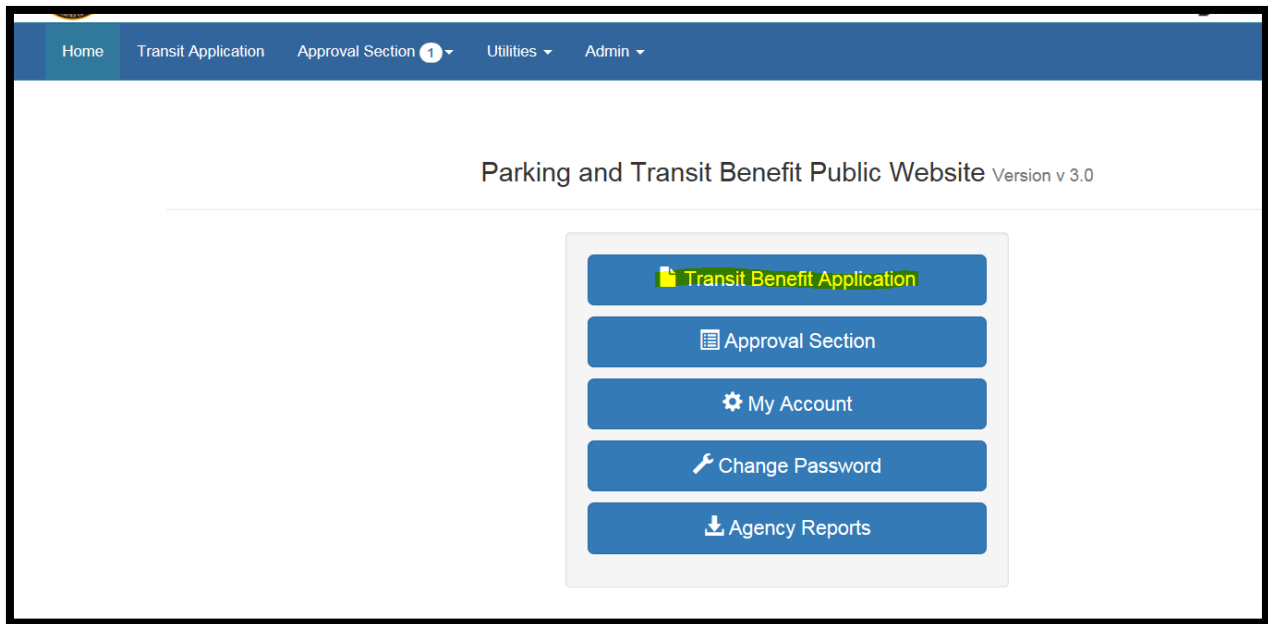
- Enter username and password and log in

2.4 COMPLETE AND SUBMIT ONLINE APPLICATION

There are three options within the **Home** screen:

- Transit Benefit Application – directs user to Transit Application screen where the participant can select an action to request information, withdraw from the program, address/SMARTrip change, and/or certify/enroll.
- My Account – Allows user to change personal information. Users can use this option to change their name and phone number.
- Change Password – Allows user to change password.

In the TRANServe Home page, select “Transit Benefit Application.”



On the next screen, there are 4 options:

- Request for Information: Choose this option for any questions regarding the transit program.
- Withdraw from the Program: Choose this option to withdraw from ED’s transit benefit program.
- Address/SMARTrip Change: Choose this to change SMARTrip card information.
- Certify/Enroll: Choose this option for new users, annual recertification, or increasing/decreasing benefits.

Transit Benefit Application Guide

Click the radio button on “Certify/Enroll” to enroll as a new user

- Click Continue

Select an Action to Continue

Employer: Department of Education

☒ Request Information ?

☐ Withdraw from the Program ?

☐ Address/Smartrip Change ?

☐ Certify/Enroll ?

Continue

YOU MUST AGREE TO THE TERMS AND CONDITIONS OF THE TRANSIT BENEFIT PROGRAM TO PROCEED WITH APPLICATION.

WARNING !

This certification concerns a matter within the jurisdiction of an agency of the United States. Making a false, fictitious, or fraudulent certification may constitute criminal violations punishable under Title 18, United States Code, Section 1001, by imprisonment up to five years and fines up to \$10,000 for each offense, and/or agency disciplinary actions up to and including dismissal.

- I certify that I am employed by the U.S. Federal Government.

- I certify that I am not named on a federally subsidized parking permit at this or any other federal agency.

- I certify that I am eligible for a public transportation fare benefit, will use it for my daily commute to and from work by public transit or vanpool, and will not give, sell, or transfer it to anyone else.

- I certify that in any given month, I will not use the Government-provided transit benefit in excess of the statutory limit. If my commuting costs per month on public transit exceed the month statutory limit, then I will supplement those additional costs with my own funds rather than use a Government-provided transit benefit designated for use in a future month.

- I certify that I will not claim the transit benefit in excess of my actual monthly commuting expense. If at anytime during a given month I am out of work due to sickness, vacation or any other reason, on official travel, or use a private vehicle for commuting, I will claim less and adjust the amount of my transit benefit the following month if appropriate.

- I certify that my parking fees are not included in the computation of the daily, weekly or monthly commuting costs for my transit benefit.

I Agree

I Do Not Agree

Transit Benefit Application Guide

Read the terms and conditions of the Transit Benefit Program

- Click “I Agree” to proceed with the Transit Benefit Application Worksheet.


In the Transit Benefit Application Worksheet, below are the following options for the “Reason for Certification” field:

- **Address or SmarTrip® Card Number Change** – allows the participant to change the SMARTrip card number and address information.
- **Agency** – not applicable
- **Annual Certification/Recertification** – allows the participant to submit an Annual Recertification application.
- **New Transit Benefit Participant** – For employees who want to participate in ED’s transit program.
- **Rate Change** – For participants who want to change the rate for their commuting expenses.
- **Vendor and Rate Change** – For participants who want to change both vendor and rate of their commute.

For all new employees, please choose the option “New Transit Benefit Participant.”

* 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:**

Civilian/Military: 

Work Status:

Address or SmarTrip® Card Number Change

Agency Change

Annual Certification/Recertification

New Transit Benefit Participant

Rate Change

Vendor and Rate Change

Transit Benefit Application Guide

In the Civilian/Military field, choose the Civilian option.

In the “Work Status” field, choose the best option that best suits your employment status:

- **Full Time** – for full time employees.
- **Part Time** – for part time employees.
- **Intern** – for interns and volunteer interns.

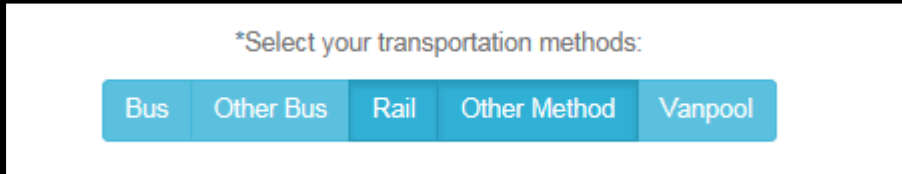


The screenshot shows a form with two dropdown menus. The first dropdown, labeled 'Civilian/Military', has 'CIVILIAN' selected. The second dropdown, labeled 'Work Status', has 'Full Time' selected. Both dropdowns have a downward arrow icon on the right side.

In the Transit Benefit Transportation Methods, choose the following options:

- **Bus** – local metropolitan transportation busses.
- **Other Bus** – commuter Busses.
- **Rail** – local metropolitan train services, i.e., MARTA, BART, WMATA, etc...
- **Other Method** – other train services, i.e., VRE, MARC, Fairy, etc...
- **Vanpool** – a ride sharing service that includes two or more members commuting together.

Please click on the appropriate tab in order to add a transportation method. Below is an illustration of the transportation method tabs. Highlighted in dark blue, both Rail and Other Method tabs actively added.



The screenshot shows a row of five tabs: 'Bus', 'Other Bus', 'Rail', 'Other Method', and 'Vanpool'. The 'Rail' and 'Other Method' tabs are highlighted in a darker blue color, indicating they are the active selections.

Transit Benefit Application Guide

Complete the following fields of the Transit Benefit Transportation Method section:

- **Name of Company** – enter the name of the company of your transportation services, i.e., Metro, MARC, VRE, etc...
- **Daily Expense** – enter the amount of daily commuting expense in both fields, rail to work and rail from work. The monthly expense field will automatically calculate once all daily and days per month fields are completed.
- **Days per Month** – the program is based on a 20-day work schedule per month. Enter how many days that you will be commuting to work. Please account for your telework schedule within this section. For example, if you telework one (1) day per week, which is a total of four (4) days per month and subtract it from the 20 day monthly work schedule, this will provide the amount of “Days per Month” that you will be commuting to work.

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:

Bus

Other Bus

Rail

Other Method

Vanpool

Rail to Work:		<input type="text" value="Metro"/>	<div>\$</div> <input type="text" value="1.65"/>	<input type="text" value="16"/>	<div>\$</div> <input type="text" value="26.40"/>
		Name of Company	Daily Expense	Days per Month	Monthly Expense
Rail from Work:		<input type="text" value="Metro"/>	<div>\$</div> <input type="text" value="1.65"/>	<input type="text" value="16"/>	<div>\$</div> <input type="text" value="26.40"/>
		Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Method to Work		<input type="text" value="Train"/>	<div>\$</div> <input type="text" value="8.55"/>	<input type="text" value="16"/>	<div>\$</div> <input type="text" value="136.80"/>
		Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Method from Work		<input type="text" value="Train"/>	<div>\$</div> <input type="text" value="8.55"/>	<input type="text" value="16"/>	<div>\$</div> <input type="text" value="136.80"/>
		Name of Company	Daily Expense	Days per Month	Monthly Expense
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: <div>\$</div> <input type="text" value="326.40"/>

Transit Benefit Application Guide

In the Transit Benefit Program Application section, please enter your work information:

- **Last 4 SSN** – enter only the last four digits of your social security number.
- **Name, Email, and Common Identifier** – this section will be prepopulated.
- **Work Phone** – enter your desk phone number.
- **Admin** – enter the appropriate Principle Office that you work for.
- **Work Address** – enter your work location address.

Transit Benefit Program Application

*Last 4 SSN:

Name:

MURRISH
(Last)

SIDNEY
(First)

N
(Middle)

Email Address:

Sidney.Murrish@ed.gov

*Work Phone:

Common Identifier:

EDUCATION

Department of Education

*Select Your Agency:

*Region:

*Admin:

OM

Populates from Select Your Agency

I certify that my usual **monthly Transit commuting costs** are:

\$

205.20

This field is automatically calculated

Work Information

*Work Address:

*Work City:

*Work State:

*Work Zip:

Transit Benefit Application Guide

Complete the Residence Information and the Approver Information section of the application.

- **First Approver (Executive Officer)** – First Approver is the name of the Executive Officer for your Principal Office (click link [Executive Officer List.](#)). Click the blue “Select” button to choose the appropriate First Approver.
- **Manager/Fund Certifier** – choose “COORDINATOR ED TRANSIT BENEFIT.”
- **Points of Contact** – all names are under DeNeen Rapley. Please choose the appropriate region.
- **Manager Phone** – not required.
- **SMARTrip® Card Number** – participants using only SMARTrip Benefits, enter your SMARTrip card number.
- **TRANSSERVE Credit Card** - participants using the TRANSServe Credit card, should enter “NA.” For participants splitting their benefits between SMARTrip Benefit and TRANSServe Credit card, enter your SMARTrip card number.
- **Comment section for Agency Approver** – for participants splitting their benefits between SMARTrip card and TRANSServe Credit card, please include a statement of how you would like your benefits separated in the comment box.

Transit Benefit Application Guide

Example: “I would like my benefits split in following way: SMARTrip Card: \$100 and TRANServe Card: \$170”

The screenshot displays a web form for a transit benefit application. It is divided into two main sections: "Residence Information" and "Approver Information".

Residence Information:

- *Address: 123 Idontknow Street
- Address 2: (empty)
- *City: Somewhere
- *State: WI (dropdown menu)
- *Zip: 11111

Approver Information:

- *First Approver: DAVIS, WANDA (with a "Select..." button and instruction: "Click the Select button to select First Approver")
- *Manager/Fund Certifier: COORDINATOR ED TRANS (with a "Select..." button and instruction: "Click the Select button to select Manager/Fund Certifier")
- *Point of Contact: DENEEN RAPLEY ROSE (with a "Select..." button and instruction: "Click the Select button to select Point of Contact")
- Manager Phone: (empty)
- *SmarTrip Card Number: NA
- Comment for Agency Approvers: (empty text box with a note: "You have 1995 characters remaining")

3 WITHDRAWAL PROCESS

3.1 WITHDRAWING FROM THE PROGRAM

To withdraw from the transit benefit program, choose the option “**Withdraw from the Program**” on the “Select an Action to Continue” screen.

The screenshot shows a web interface with a status bar at the top: "Your Current Application Status: Change Request Completed (08/04/2018)". Below this is a section titled "Select an Action to Continue".

Inside this section, there is a box titled "Employer: Department of Education". Within this box, there are four radio button options:

- ☐ Request Information
- ☒ Withdraw from the Program (This option is highlighted with a yellow background)
- ☐ Address/Smartrip Change
- ☐ Certify/Enroll

At the bottom right of the "Employer" box is a blue "Continue" button.

Transit Benefit Application Guide

In the Withdraw screen, complete the following fields:

- Withdrawal Date – enter your effective withdrawal date. This will be the date that your benefits will be deactivated.
- First Approver – Your Principal Office Executive Officer’s name.
- Manager/Fund Certifier – Choose “Coordinator ED Transit Benefits”.

* indicates required field.

Withdraw from the Program

Last 4 SSN: ****

Name: [Redacted] [Redacted] [Redacted]
(Last) (First) (Middle)

Email Address: [Redacted]

Agency/Mode: Department of Education (ED)

*Work Phone: 202-260-8354

*Withdrawal Date: [Calendar Icon]
Click the Calendar to select a Withdrawal Date

*First Approver: [Select...]
Click the Select button to select First Approver

*Manager/Fund Certifier: [Select...]
Click the Select button to select Manager/Fund Certifier

Comment for Agency Approvers: [Text Area]
You have 1995 characters remaining

4 TRANServe CREDIT CARD

4.1 TRANServe CREDIT CARD ACTIVATION

1. All cards are shipped directly to your home address listed on your application.
2. Activate your card by calling U.S Bank Customer Service at 1-888-994-6722.
You will need the following:
 - Work Zip code – 20202
 - Purchase Limit Amount – This information is your monthly commuting cost that you entered within your Transit Benefit online application.
 - For credit card posting purposes, please purchase your tickets, passes, or other fare by the 4th of each month to prevent a disruption in your following month's benefit.

Your transit funds will be electronically deposited to your TRANServe Card on the 10th day of each month.

3. Select the “Credit” option when purchasing transit fare media.



NOTE: TRANServe Credit Card balance

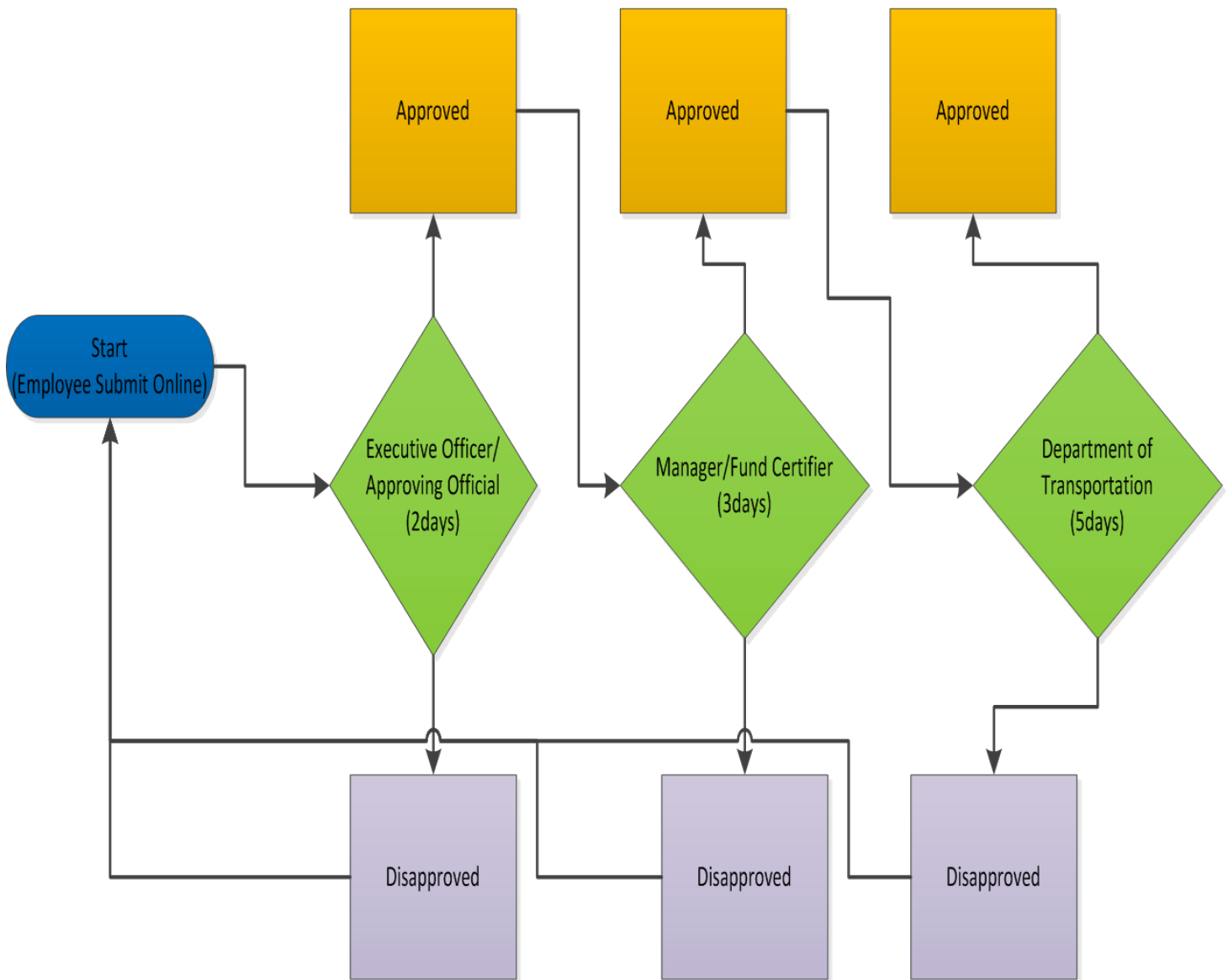
Here are four ways to keep track of your account balance.

1. Mobile app1: download the U.S. Bank Access® Online Mobile app from the Apple App® or Google Play™ stores.
2. Log into Access Online at access.usbank.com, then go to My Personal Information
3. Visit access.usbank.com
4. To hear your balance call 1-888-994-6722 or 711 for the hearing impaired. You must have your TRANServe Credit Card number available prior to calling. If you do not have your card number, please contact the Transportation Services Branch.

5 APPLICATION PROCESS

5.1 APPLICATION PROCESS FLOWCHART

The application process is a three-tier approval process. When an application is submitted, the Executive Officer will receive a generated email from the TRANServe system indicating that a new application has been submitted and it is ready for approval. For each approval/disapproval, the participant will receive a generated email indicating the status of their application whether it is approved/disapproved. Below illustrates the three-tier approval process.



Transit Benefit Application Guide

SMARTrip Card Processing Timeframe – 10 business days, funds will auto-load onto the card electronically (if applications are received and approved by DOT).

TRANServe Card: Processing Timeframes – TRANServe Card will take 7 to 10 business days to receive for new participants and twenty-four hours for replacement cards.

6 EXECUTIVE OFFICERS LIST (APPROVING OFFICIAL LIST)

IMPORTANT NOTE: The Executive Officer List (Approving Official List) updates periodically. Please click on the link to obtain the [Executive Officer List](#). **Please do not select any of the Transportation Services Branch employees as your Approving Official, doing so will significantly delay the processing of your application.