

United States Department of Transportation

TRANSIT BENEFIT PROGRAM APPLICANT GUIDE

Submitted by

TRANServe

A division of the

Office of the Secretary of Transportation

U.S. Department of Transportation

1200 New Jersey Avenue, SE Washington, DC 20590

February 2021

Version: 1.3

DOCUMENT STATUS

Item	Description
Document Title	Transit Benefit Program Applicant Guide
File Name	TransitBenefitProgramApplicantGuide2_2021.pdf
Version	1.3
Author(s)	Angela Robinson
Document Description	This document contains a description of the online transit benefit application and instructions for its use.

DOCUMENT CHANGE HISTORY

The following table summarizes the document change history for the *TRANSIT BENEFIT PROGRAM APPLICANT GUIDE*.

Version	Date	Updates By	Description
1.0	8/2018	Angela Robinson	Initial Submission
1.1	4/2019	Angela Robinson	Updates
1.2	2/2020	Angela Robinson	Updates
1.3	2/2021	Angela Robinson	Updates



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1. OVERVIEW

1.1 Background

The Department of Transportation, Transportation Services Division (TRANServe), administers the Parking and Transit Benefits program. This system will serve as the publicly accessible interface for managing Transit benefits. TRANServe Services include purchasing and distributing transit fare media through the TRANServe Debit Card via Economy Act agreements and the authority of the Administrative Working Capital Fund (49 U.S.C. 327). The office currently supports 276 Agencies and sub-divisions, proving timely and efficient transit benefit service to over 200,000 customers, 60,000 of whom use the online Transit Application.

TRANServe has redesigned the current Transit WebApplication into a "new" user friendly, mobile site designed specifically for mobile devices. The mobile version of the WebApplication has been optimized for smaller screens found on mobile phones and tablets. This will allow federal government workers to apply for the transit benefit, request information, withdraw from the program and recertify using a mobile device. Further, TRANServe TBMs, Admins, first, second, and third level approvers will be able to view, update, approve, or disapprove applications from a mobile device from anywhere and at any time.

1.2 Purpose

The Transit Benefit Application user guide is designed to provide written instruction on how to use the application effectively and efficiently.

1.3 Document Organization

The following typographical conventions are used in this user guide:

- Courier New Bold Indicates a button on a page
- <u>Underline Italic in blue</u> Indicates a link within the system
- Title Case plus page Indicates a name of a page in the application
- Italic text

Indicates a name of a page in the application Indicates a note on a page in the application

1.4 Point of Contacts

The table below provides a list of the people you may contact for additional information regarding the Transit Application or for troubleshooting purposes.

Role	Name/Phone	Title	Email
Contact: Point	of Contact for agency.		



2. ACCESSING THE TRANSIT BENEFIT APPLICATION

Follow the below steps to navigate to the Login/Register page

- 1. Open an Internet Browser.
- 2. Enter the URL: <u>www.transportation.gov/transerve</u>.
- 3. Click the *Participants* link and scroll down and select your Agency.
- 4. If your Agency requires you to complete the Transit Benefit Integrity Awareness Training; click the *New Employee Orientation* link. (Follow the instructions to complete the Transit Benefit Integrity Awareness Training).
- 5. Click the *Participants* link and scroll down to select your Agency.
- 6. Select <u>Transit Benefit Program Application System</u> link.

2.1 Login and Registration

Use the following steps to access the application:

 If registering for the first time, the Login page is displayed after clicking the <u>Transit Benefit Program</u> <u>Application System</u> link.

Returning applicants can enter the URL: <u>http://transitapp.ost.dot.gov</u> to display the Transit Application login page is displayed.

epartment of Transportation		TRANSERV Business in motio
* indicates required field.		
Login		
'User Name:	Government Email Address	
'Password:	Enter password	
	Log In Forgot Pass	word?
	Not registered yet? Register	
	"WARNING" WARNING"	
	You are accessing a U.S. Government information system, which includes the compare- network on which is a connected all inclusion compares connected to be networks, and a stronge medial connected to this compare of other compares connected to be networks, and a stronge medial connected to this compare of other compares on the network. This information system is provided for U.S. Government use only. Usuan/tores or trapport use of this information system is a localized accession, as well as cut and criminal penalties. By using this information system you consent to the following:	Î
	 You have no reasonable expectation of privacy regarding any communications or data transiting this network or stored in this information system. 	~
	"WARNING" WARNING" WARNING"	

Figure 1: Transit Application Log In page

First time users will need to register. Use the following steps to register a username:

- 2. Click the **Register** button. The Register Account Information page is displayed.
- 3. Enter your government issued email address in the User Name textbox.
- 4. Complete the registration form.

Note: * indicates required field.

Note: The agency used in the email for the username will determine the agencies displayed in the Agency dropdown list.

Register Account In	nformation
'User Name:	Government Email Address
"First Name:	First Name
Middle Name:	Middle Name
"Last Name:	Last Name
*Agency/Mode:	VA ~
	Agency options will show once your Government Email Address has been validated
Phone Number:	
	Register Reset Cancel

Figure 2: Register Account Information page



5. Click the **Register** button.

Register Account Ir	nformation	
"User Name:	kimberly.j.gravestest@va.gov	
'First Name:	Kimberly	
Middle Name:	L	
'Last Name:	Graves	
"Agency/Mode:	VA	
	Agency options will show once your Government Email Address has been validated	
Phone Number:	(202) 555-4632	
	Register Reset Cancel	

Figure 3: Completed Registration page

6. The Login page is displayed with the confirmation message at the top of the page.

kimberly.j.gravestest@va.gov is now Registered
Thank you. The Login Password has been sent to kimberly.j.gravestest@va.gov.

Figure 4: Registration Confirmation

After the participant has registered an email will be sent containing a temporary password. Retrieve the password and log into the application using the following steps:

- 7. Enter the username in the User Name textbox.
- 8. Enter the retrieved password in the Password textbox.
- 9. Click the **Log** In button.
- 10. The Change Password page displays.

Login	
'User Name:	kimberly j gravestest@va.gov
*Password:	••••••
	Log In Forgot Password?
	Not registered yet? Register
	"WARNING"WARNING"
	You are accessing a U.S. Government information system, which includes this computer, the computer network on which is connected, and there computers connected to this network. and all shorage media connected to this connected, and there computers connected to this network. This information system is provided for U.S. Government use only. Jinualization during the submatrix of the submatrix of the submatrix action, as well as civil and criminal penalties. By using this information system you consert to the following:
	 You have no reasonable expectation of privacy regarding any communications or data transiting this network or stored in this information system.
	WARNING ** WARNING **

Figure 5: Login page



2.2 **Change Password**

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

- 1. Enter the retrieved password in the Current Password textbox.
- 2. Enter your new password in the Create New Password textbox.
- 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.

Note: * indicates required field.

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.

The confirmation message is displayed at the top of the Login page.

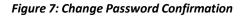
Note: You can change your password at any time by using the above steps after clicking the Change Password button on the Home page. The Change Password page can also be accessed from the Utilities dropdown menu located on the Menu bar at the top of the Home page.

Note: To access the additional Utilities menu options from a mobile device; click the additional menus button at the top of the page. Click the Utilities dropdown arrow to display the sub-menus.

"Current Password:	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.	
	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-aiphabetic characters (for example, I, \$, %)	
	Password will expire 60 days after being set Passwords cannot be reused within the last 24 changes.	

Figure 6: Change Password page

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



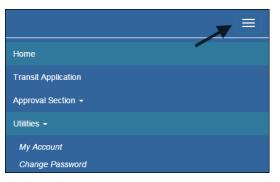


Figure 8: Utilities Menu Options



2.3 Password Recovery

Use the following steps to recover your password:

- From the Login page; click the <u>Forgot Password?</u> link. The Forgot Password page displays.
- The Show Hint section allows the user to view the Hint entered when the password was changed. Enter the username and click the Show Hint button.
- The Forgot Password page is redisplayed with the Hint and allows the user to log in from this page.
- 8. The Send It By Email section allows the user to retrieve a temporary password through email. The password will be sent to the email address entered when the account was created. Enter your username and click the **Submit** button.

Note: * indicates required field.

Forgot Password	
Show Hint	
*User Name:	Government Email Address
	Show Hint
Send It by Email	
"User Name:	Government Email Address A temporary password will be sert to your E-Mail Account.
	Submit

Figure 9: Forgot Password page

Voor hint is displayed below. Please Login. • Indicates required field. Forgot Password Login •"User Name: kimberly i gravestest@va.gov •"Password: Enter password Hett Sundaytoud2 Log in

Figure 10: Show Hint

• The Login page displays. Enter the username and the retrieved password. Follow the instructions in **Section 2.2 Change Password** to change the password.

2.4 My Account

The My Account page allows the user to update personal information.

Use the following steps to update your personal information:

1. From the Home page; click the **My** Account button. The Update My Account Information page displays.

The information entered when the account was registered is pre-populated in the fields. Update the information as needed.

"User Name:	kimberty.j.gravestest@va.go	IV			
*First Name:	Kimberly	Middle Name:	J	"Last Name:	Graves
*Agency/Mode:	VA Agency options will show once Address has been validated	v your Government Email			
Phone Number:	(202) 555-4632				
Role:	Applicant				

Figure 11: Update My Account page



2. Click the **Update** button. The modified account information is saved and the Home page is displayed with a confirmation message at the top of the page.

Note: To access the additional Utilities menu options from a mobile device; click the additional menus button at the top of the page. Click the Utilities dropdown arrow to display the sub-menus.

Note: You can update your account information at any time by using the above steps after clicking the My Account button on the Home page. The My Account page can also be accessed from the Utilities dropdown menu located on the Menu bar at the top of the Home page. User kimberly.j.gravestest@va.gov has been Updated

Figure 12: Update My Account Confirmation

Home	
Transit Application	
Approval Section -	
Utilities -	
My Account	
Change Password	

Figure 13: Utilities Menu Options

2.5 Session Time Out

If your session is inactive (i.e., you have not typed data into an existing page, requested a new page, submitted data, etc.) for 45 minutes, you will be automatically logged out.

2.6 Exit

- To exit the system from a desktop, click the **Logout** button on the PTBW home page.
- To exit the system from a mobile device, click the additional menu button = at the top of page. Click the Logout button. The Login page is displayed.



3. OVERVIEW OF THE PTB PUBLIC WEBSITE HOME PAGE

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

The Parking and Transit Benefit Public Website home page is divided into two sections:

- 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.
 - Utilities Click this tab to display My Account and Change Password sub-menu options. If you have access to agency reports the Agency Reports option will display here.
 - Logout Click this tab to logout of the application.
- 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.
 - 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 There are two types of agency reports. Daily Agency Reports and Monthly Agency Reports. These options are only displayed when assigned by an administrator. Click this button to display the Agency Reports page.



Figure 14: PTB Public Website Home page

Note: To access the additional menu options from a mobile device; click the additional menus button at the top of the page. The additional menu options are displayed.



Figure 15: Additional Menu Options



3.1 Transit Benefit Application

The Transit Benefit Application option allows the applicant to request information, withdraw from the program, make SmarTrip [®] changes, and certify/enroll in the transit benefit program, and submit monthly certifications.

 From the Home page; click the **Transit Benefit Application** button. The Select an Action to Continue page displays.

Note: *The Request Information radio button is selected by default.*

ect an Action to Cont	linue
	Employer: Department of V.A.
	Certify/Enroll/Change
	SmarTrip Change 🕢
	O Withdraw from the Program 😔
	Request Information
	Continue

Figure 16: Select an Action to Continue page

3.1.1 Certify/Enroll

The Certify/Enroll option allows the applicant to enroll in the transit benefit program by submitting an application. Use the following steps to certify/enroll in the Transit Benefit Program:

- 1. From the Select an Action to Continue page; click the Certify/Enroll radio button.
- 2. Click the **Continue** button. The Warning page is displayed.
- After reading the message; click the I Agree button. The Transit Benefit Application Worksheet is displayed.

Note: If the applicant does not agree, click the I Do Not Agree button to display the Select an Action to Continue page.

	WARNING !
punishat	threadnon concerns a matter within the jurisdiction of an agency of the United States. Making a failer, Ections, or fraudulent certification may constitute criminal violation be under Title 10, United States Code, Section 1001, by imprisonment up to five years and fires up to \$10,000 for each offense, and/or agency disciplinary actions up to an dismissi.
-10	ertify that I am employed by the U.S. Federal Government
- I c	ertify that I am not named on a federally subsidized parking permit with any other federal agency.
	ertify 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 pool, and will not give, sell, or transfer it to anyone else.
per	ertify that in any given month, I will not use the Government-provided transit benefit in excess of the statutory limit. If my commuting costs month on public transit exceed the month statutory limit, then I will supplement those additional costs with my own funds rather than use overnment-provided transit benefit designated for use in a future month.
out	ertify 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 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 amount of my transit benefit the following month I appropriate.
- I c	ertify 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



- 4. Select the reason for certification.
 - Annual Certification/Recertification
 - ♦ Change
 - New Transit Benefit Participant – This is the only available reason for newly registered participants.
- 5. Selection defaults to **Civilian**. Select your Employment Type.
- 6. Selection defaults to **Full Time**. Select your work status.

Note: * indicates required field.

Note: *The identifier label can be renamed or hidden by the Agency TBM.*

Note: Some agencies require the applicants to complete integrity training. If this is required; a checkbox will be displayed when the Annual Certification/Recertification or New Transit Benefit Participant reasons are selected.

Note: Your Name, Email Address, Work Phone, and Agency/Mode are pre-populated with the information you entered when you registered. Verify that the information is correct.

Certify/Enroll					
G Transit Benefit Application W					
	orksheet				
All Transit Benefit Program Applicants	s are required to certify the "Total Monthly Ex	xpense" of their Home to Work.	Mass Transit Commute		
Parking fees are not eligible for the	transit benefit and must not be included in	n "Total Monthly Expense".			
Instructions: To calculate your "Total					
 a. Select your transportation meth b. Enter the following information i i. Name of Company for your 	rod(s) in the "To Work" and "From Work" row(s) of e our method of transportation (Metro, BART, Su	ach transportation method: ubwavi			
 Daily or Monthly Expense iii. Number of days you rout 	e inely work in a month s, divide the price of the pass by 2, and enter t				
d. The Total Monthly Expense val	ue automatically populates	ne information in the Monthly E2			
'Reason for Certification				·	
Civilian/Military: Work State				·	
G Transit Benefit Transportation	Methods				
Aways follow your Agency work sche Defined work schedule examples:	dule policy for specific guidance on the Days	per Month entry.			
- If you work a Basic schedule of	8-hours per day, the average amount of 20 D 9-hours per day, the average amount of 18 Da	Jays can be entered into the Day ays can be entered into the Day	ys per Month column s per Month column		
 If you work a Compressed sche If you telecommute or work part 	9-hours per day, the average amount of 18 Da adule of 10-hour days, the average amount of t time, enter the number of days you actually of	16 Days can be entered into the commute to/from work.	e Days per Month column		
		transportation methods:	_		
	Bus Other Bus R	Rail Other Method Vanpo	ol -		
Every Transit Benefit Program Part month to reflect the actual cost of f	licipant is responsible to adjust the amoun their home to work commute.	it of their transit benefit each	Total Monthly Expen	sec S	
G Transit Benefit Program Appl					
"Identifier:					
Nar	ntc SHEPARD (Last)	HANK (First)	V (Middle)	
Email Addre	stc hank shepardtest@va.gov		"Work Phone: 😌 202-5!	55-7854	
Common Identifier	:0				
Department of V.A.					
*Select Your Agency:	• VA 🗸	 	*Region: 📀	~	
"Admin:			~		
	Populates from Select Your Agency Please select Admin				
Accounting Code:	-0		Colort		
Accounting Code	Click the Select button to select Accou	unting Code	UNU POCK		
Routing Symbol:			Select		
Location/Building	Click the Select button to select Routin	ng ayinbu	Calact		
	Click the Select button to select Locat	tion/Building			
	I certify that my usual monthly Transit	t commuting costs are: 🕄		\$	
	This field is automatically calculated				
nformation					
"Work Address:	Work Address				
"Work Zip:	Work Zip				
		Work States	v		
"Work Zip: "Work City:	Work Zip Work City	"Work State:	~		
		"Work State:	>		
'Work City:		"Work State:	~		
"Work City:	Work City	Work State:	v		
"Work City:	Work City Address	"Work State:	`		
"Work City: ince information "Address: "Zip:	Wesk City Address Address 2 Zip				
"Work City: Ince Information "Address:	Work City Address Address 2	"Work State:	۷ ۷		
"Work City: ince information "Address: "Zip:	Wesk City Address Address 2 Zip				
Work City; ince Information *Address: *Zip; *City;	Wesk City Address Address 2 Zip	*State:			Select
Work City: Ince Information *Address: -'Ziy: -'City: erer Information *Approving Official: •	Work CDy Address Address 2 Zo City City Select Citck the Select button to select	*State:	♥ Iger/Fund Certifiet: ♥	Click the Select button to sele	
Work City: Ince Information *Address: -'Ziy: -'City: erer Information *Approving Official: •	Work City Address Address 2 Zip City Stelect.	*State:	♥ Iger/Fund Certifiet: ♥	_	
Werk City: Ince Information *Address: - 'Zip: - 'City: - 'Lip: - 'Point of Contect: 0	West City Address Address Address 2 Zip City City Select City Select Select button to select Approving Official Select.	*State:	♥ Iger/Fund Certifiet: ♥	Click the Select button to sele	
Werk City: 	Work City Address Address 2 Zip City City City the Select button to select Approving Official	*State:	v ger/Fand Certifier: €	Click the Select button to sele	
Werk City: 	Work City Address Address 2 Zp City City City Select Quest Select Select City	*State:	v ger/Fand Certifier: €	Click the Select button to sele	
Work City: Ince Information 'Address: 'Zip: 'City: 'Legroving Official: • 'Point of Contact: •	Work City Address Address 2 Zp City City City Select Quest Select Select City	*State:	v ger/Fand Certifier: €	Click the Select button to sele	Select
Werk City: 	Work City Address Address 2 Zp City City City Select Quest Select Select City	*State:	v ger/Fand Certifier: €	Click the Select button to sele	
Work City: Ince Information 'Address: 'Zip: 'City: 'Legroving Official: • 'Point of Contact: •	Work City Address Address 2 Zp City City City Select Quest Select Select City	*State:	v ger/Fand Certifier: €	Click the Select button to sele	
Werk City: 	Work City Address Address 2 Zp City City City Select Quest Select Select City	*State:	v ger/Fand Certifier: €	Click the Select button to sele	
Werk City: 	Work City Address Address 2 Zip City City City City Select City	*State:	v ger/Fand Certifier: €	Click the Select button to sele	

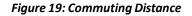
Figure 18: Transit Benefit Application Worksheet



Commuting Distance

- If the Agency is tracking the commuting distance, the **Is your commute greater than 2hrs?** field will be displayed.
- If the commuting distance is greater than two hours, select Yes. The Is your primary address the same as your commuting address? field is displayed.
- If the primary address is different from the commuting address, select No.
 The Commute Address section is displayed. Enter the address where the commute starts, for instance a commuter bus pick-up location.

Is your commute greater than 2hrs? 😡	Yes			~	
Is your primary address the same as your commuting address? •	No			~	
Commute Address					
*Commute Address: 📀	Commute Address				
Commute Address2:	Commute Address 2				
"Commute Zip:	Commute Zip				
"Commute City:	Commute City	Commute State:	~		



- 7. Select your transportation method(s).
 - ♦ Bus

Rail

Bus to Work:		s		s
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Bus from Work:		\$		\$
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Bus to Work:		\$		\$
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Bus from Work:		\$		S
	Name of Company	Daily Expense	Days per Month	Monthly Expense

Figure 20: Bus Method

Other Bus

Other Bus to Work:		s		S
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Bus from Work:		\$		\$
	Name of Company	Daily Expense	Days per Month	Monthly Expense
	ant is responsible to adjust the an		Total Monthly Expens	ie: \$ 0.00

Figure 21: Other Bus Method



Figure 22: Rail Method



Total Monthly Expense: \$ 0.00

Total Monthly Expense: \$ 0.00

- Other Method
- \$ onsible to adjust the \$ 0.00 Figure 23: Other Method

Vanpool

Parking

Note: *The Agency must be set up to track* parking costs. The Parking cost is separate from the Transit cost and is not calculated together.

Note: If all of the methods of transportation are selected, all of the methods will display in one table.

Note: *When filling out the method of* transportation table, be sure to follow your Agency's work schedule policies.

> 8. Fill out the selected method of transportation table for every selected method (i.e. Bus and Rail)

Note: Some agencies require additional transportation information. If this is required; a textbox will be displayed below the Name of *Company field. The additional info label can* be renamed by the Agency TBM.

Note: *The Monthly Expense and the Total* Monthly Expense is automatically calculated when you enter the Daily Expense and the Days per Month.

> 9. If the Agency allows the participant to be funded over the current mass transit statutory limit, radio buttons will be displayed giving the customer the option to pay taxes on the exceeded amount.





le to adjust the amount of their transit benefit each

nsible to adjust the amount of their transit benefit each

\$

Figure 25: Parking Method

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 Fiex Schedule of 9-hours per day, the average amount of 16 Days can be entered into the Days per Month column
 If you work a Compressed schedule of 10-hour aps, 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.

Figure 26: Sample Agency Work Schedule Policies

Bus to Work:	BTW	\$ 2.10	16	\$ 33.60
	Name of Company	Daily Expense	Days per Month	Monthly Expense
	WMATA			
	Additional Info 😌			
Bus from Work:	BFW	\$ 2.10	16	\$ 33.60
	Name of Company	Daily Expense	Days per Month	Monthly Expense
	WMATA			
	Additional Info 😡			

Figure 27: Method of Transportation Table

O I acknowledge my commuting costs are above the current \$130.00 tax free limit and fully understand I will be responsible for paving taxes on the amount I use that exceeds the current tax free limit

I do not want my monthly funded commuting benefit to exceed the current Transit statutory tax free limit

Transit Statutory Limit Radio Buttons

- 10. Enter the Identifier. This field is used to uniquely identify the applicant.
- 11. Enter the Common Identifier. Depending on the agency, the Common Identifier can be a debit card activation keyword or number.

Note: *The common identifier label can be renamed by the Agency TBM.*

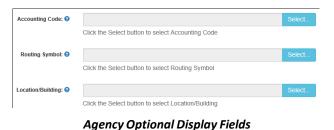
- 12. Select your Region.
- 13. Select your Admin.
- 14. Depending on the Agency, three optional fields may be displayed (i.e. Accounting Code, Routing Symbol, and Location/Building). Click the Select link to display the available list for your agency.

Note: *The optional field labels can be renamed or hidden by the Agency TBM.*

- 15. Enter your Work Information.
- 16. Enter your Residence Information.
- 17. Click the **Select** button to display the list for your agency's approving officials (1st Approver).
- Select your Approving Official (1st Approver).

Note: If your agency is set-up for Single Approver – First Approve, this will be the only available option.

- Click the Select button to display the list for your agency's manager/fund certifiers (2nd Approver).
- Select your Manager/Fund Certifier (2nd Approver).



pproving Official			
Name		Email	
Type to filter			
HARRY CAREY		harry.carey@treas.gov	
	<< < 1 >	>>	
			Close

Figure 28: Approving Official

		-		
Name		Email		
Type to filter				
DARREN CHANG		darren	chang@ed.gov	
HARRY CAREY		harry.c	arey@treas.gov	
	<< < 1	> >>		
				CI

Figure 29: Manager/Fund Certifier



- 21. Click the **Select** button to display the list for your agency's point of contacts.
- 22. Select your Point of Contact.

Note: If your agency is set-up for Single Approver – Program Admin (3rd Approve), only a selected POC is required.

Note: *The approver and POC field labels can be renamed by the Agency TBM.*

 Enter your SmarTrip® card information. If you have not purchased or do not use a SmarTrip® card, enter NA. See <u>Appendix A – SmarTrip®</u> <u>Card Instructions</u>.

Note: *This field is only valid for DC, MD, and VA participants.*

24. Enter any information that will assist your Agency Approver with processing your application in the Comment for Agency Approvers textbox.

Note: Work and Residence addresses are verified via the USPS database. Enter the street address and then the zip code. The City and State are auto populated.

25. Click the **Continue** button.

Note: If a smartrip card number was entered in the Smartrip Card Number field, the SmartBenefits® Program page is displayed.

Name			Re	gion		Email
Type to filter					~	
TREASURY POC			DC)		vikkey.owens@dot.go
	<<	<	1	>	>>	
						·

Figure 30: Point of Contact

'sentitien: 0 *** Nome: RODRIGUEZ KAREN L'UNI LEE (Last) (First) Work Prote: 0 202:55:764 Common identitien: 0 HELLOOTTV TEE:HO Work Prote: 0 202:55:764 Common identitien: 0 HELLOOTTV TEE:HO TEE:HO TEE:HO Common identitien: 0 EC 'select Your Agency: 0 TRE:HO TRE:HO TRE:HO Common identitien: 0 EC 'select Your Agency: 0 TRE:HO TRE:HO TRE:HO Common identitien: 0 EC 'select Your Agency: 0 TRE:HO TRE:HO Select Accounting Code EC EC Click the Select button to select Accounting Code Genetic Ec Ec <th></th>	
(Last) (Pist) (MdSde) Email Address: Karen rodfigueztentigtress gov Work Prone: 0 20:255.7764 Common Identifier: 0 HELLORTTY Ime: +10 Ime: +10 Department of Tressury Ime: +10 Ime: +10 Ime: +10 'select Your Apriscy: 0 Ime: +10 Ime: +10 Ime: +10 Yubers: 0 Ime: +10 Ime: +10 Ime: +10 Populaties from Select Your Agency Ime: +10 Ime: +10 Accounting Code: 0 Click the Select Dution to select Accounting Code Select Reading Synetic 0 Click the Select Dution to select Accounting Code Select Location Basiling: 0 Click the Select Dution to select Accounting Code Select Work Information Itent Hold is adiomatically calculated Select Work Address: Ent Hold is adiomatically calculated Select Work Address: Ent Hold is adiomatically calculated Select Work Address: 2000 Ime: +10 Yubers Kier;	
(Lat) (Pist) (Mode) Ensul Address: Kasen.roddigueztest@glenas.gov Work Priose: 202:55-7764 Common biestifier: HELLONTTY 202:55-7764 202:55-7764 Department of Treasury "Select Your Agency: Ime-H0 Tree-H0 Ime-H0 *Select Your Agency: Tree-H0 Tree-H0 Ime-H0 Ime-H0 *Atmin: Tree-H0 Ime-H0 Ime-H0 Ime-H0 Click the Select button to select Accounting Code Ime-H0 Ime-H0 Ime-H0 Click the Select button to select Accounting Code Ime-H0 Ime-H0 Ime-H0 Click the Select button to select Accounting Code Ime-H0 Ime-H0 Ime-H0 Work Address: 411 M ST EE Ime-H0 Ime-H0 Ime-H0 Work Address: 200:0 Ime-H0	
Common Identifier: HELLONTTY Department of Trassury *select Your Agency: THE-H0 THE-H0 THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: THE-H0 Co *dmin: *dmi:	
Select Your Agency: 0 THE HD "Region: 0 pc *Admic: 0 THE HD "Region: 0 pc *Admic: 0 THE HD Imagency pc *Admic: 0 THE HD Imagency pc *Admic: 0 THE HD Imagency pc Accounting Code: 0 Exection Select Your Agency Select Click the Select button to select Accounting Code Routing Symbol: 0 Click the Select button to select Accounting Symbol Select Click the Select button to select Accounting Code Location/Building: 0 Click the Select button to select Accounting Code Select Select Location/Building: 0 Click the Select button to select Accounting Code Select Select Mork Information This field is automatically calculated Select Select Work Address: 4/1 M ST SE 2000 Select Work Cog: Wask Select The Select	
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**stetct Your Agency: 0 THE-HO • • • Requicit: 0 D C *Admin: 0 THE-HO 0.0 • • D C D C *Admin: 0 THE-HO 0.0 • • D C<	
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Accounting Code: 0 Genet. Click the Select button to select Accounting Code Select. Running Symbol: 0 Genet. Click the Select button to select Routing Symbol Select. Location Building: 0 Click the Select button to select Location Building I certify that my usual monthly Transit commuting costs are: 0 \$ 200.00 Work Address: 401 M ST EE Work Zig: 2000.0 Work Cig: WastenGTON	
Click the Select button to select Accounting Code Reading Symbol Click the Select button to select Routing Symbol Location/Building Click the Select button to select Location/Building Click the Select button to select Location/Building Control that my usual monthly Tansid commuting costs are: Source Work Address: 401 M ST SE Work Zgp: 2000 Work State: D Vert State: D	
Routing Symbol: 0 Select. Click the Select button to select Routing Symbol Select. Location Building: 0 Select. Click the Select button to select Location Building Recel. Click the Select button to select Location Building Select. Click the Select button to select Location Building Select. Click the Select button to select Location Building Select. This field is automatically calculated Select. Work Address: 401 M ST SE Work Zgp: 2000 Work Cgp: WASHINTON	
Click the Select button to select Routing Symbol LocationBlatting: Click the Select button to select LocationBlatting Click the Select button to select button Click the Select button to select LocationBlatting Click the Select button to select LocationBlatting Click the Select button to select button Click the Select button to select button Click the Select button to select button Click the Select	
Location/fluiding: Select Click the Select button to select Location/Building Ecently that my usual monthly Transit commuting costs are: \$ 200.00 Work Information *Work Address: 491 M 37 SE * "Work Zgp: 20003 * "Work Cgp: WARKGTON *	
Click the Select Luction to select Location Building I certify that my usual monthly Transit commuting costs are: S 200.00 Work Information Work Address: 401 M 3T 6E Work Zep: 20003 Work State: DC	
I certify that my usual monthly Transit commuting costs are: \$ 200.00 This field is automatically calculated ************************************	
This field is automatically calculated Work Information Work Address: 401 M ST SE Wenk Zip: 20003 Work Chy: WASHIGTON Work State: DC V	
Work Information ************************************	
Work Address: 401 M ST SE "Work Zip: 2003 "Work Cip: WASHINGTON	
"Work Zip: 2003 "Work Cip: WASHENDTON "Work State: DC< ✓	
"Work City: WASHINGTON "Work State: DC V	
Residence Information	
*Address: 1200 NEW JERSEY AVE SE	
Address 2	
*Zip: 20590	
"City: WASHINGTON "State: DC ✓	
Approver Information	
'Approving Official: O CAREY, HARRY Select 'Manager/Fund Certifier: O CAREY, HARRY	ty Sei
	t button to select
Approving Official Manager/Func	Centiller
Point of Contact: O TREASURY POC Select Manager Phone: O	
Click the Select button to select Point of Contact	
CONNEL	
*SmartTrip Card Number: 🕘 NA	
Comment for Agency Approvers: HELP ME HELP YOU	
You have 1979 characters remaining	

Figure 31: Completed Transit Benefit Application



- 26. Click the YES, I would like toenroll button to join the SmartBenefits® program. By clicking yes, you agree to have your transit benefits downloaded to your SmarTrip® card the first of every month.
- 27. Click the **NO Thank You** button if you do not want to join the SmartBenefits® program.
- 28. After clicking the **YES** or **NO** button, the application is submitted and redisplayed with a confirmation message at the top of the page.

Note: The informational message is only displayed when the applicant enrolls in the SmartBenefits® program.



Thank you, your New Transit Benefit Participant Application has been submitted

Thank You for enrolling in the Transit Benefit Program. Someone from the Smart Benefits Team will be contacting you shortly.

Figure 33: Transit Benefit Program Confirmation



3.1.2 Monthly Certification

If your Agency is participating in The Monthly Certification Program, this option will allow the applicant to recertify without having to update any participant information. There are three types of applications that will meet the requirement. These are: New Transit Benefit Participant, Annual Certification/Recertification, and Monthly Certification.

When an agency is set-up for monthly certifications the participants are required to submit a recertification based on the frequency set by the agency. This could be anywhere from once a month to once a year. When participants are added to the program, notifications are sent via email. This email will contain the status of the online account. If the account is current the email will display the date the current recertification will expire. If the account is in suspended status the email will instruct the participant to submit an application.

Reminder emails will be sent to the participant leading up to the expiration date. If the participant does not submit an application on or before the expiration date the account will be put in suspended status. If the submitted application has been disapproved and sent back to the participant, the online account will remain in suspended status until the application is resubmitted. If the account is suspended the participant will need to submit via the Certify/Enroll/Change page. The available reasons for certification are Annual Certification/Recertification and New Transit Benefit Participant. Selecting Annual Certification and submitting an application will reactive the online account. The application will need to be fully processed to finalize the reactivation. An email will be sent to the participant with the next recertification date.

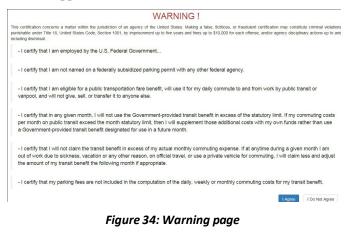
Use the following steps to submit a Monthly Certification application:

- 1. From the Select an Action to Continue page; select the Monthly Certification radio button.
- 2. Click the **Continue** button. The Warning page is displayed.
- 3. After reading the message; click the **I** Agree button. The Transit Benefit Application Worksheet is displayed.

Note: If the applicant does not agree, click the I Do Not Agree button to display the Select an Action to Continue page.

Note: The applicant must be enrolled in the Monthly Certification Program to submit a monthly certification application.

Note: If your agency has disabled the Monthly Certification option on the Select an Action to Continue page, recertify via the Certify/Enroll/Change page.





4. The application displayed is the current application on file. Verify that all prepopulated information is correct and valid.

Note: The applicant can ONLY update the method of transportation and rates when submitting via the monthly certification page.

Note: If the address entered when the application was initially submitted is invalid; the monthly certification will not be able to be submitted. The applicant will need to submit an application via Certify/Enroll/Change to update the address.

Note: If the Manager, Supervisor, or POC selected when the application was initially submitted is no longer available for selection; the monthly certification will not be able to be submitted. The applicant will need to submit an application via Certify/Enroll/Change to update the Manager, Supervisor, or POC selections.

C Transit Benefit Application Workshi	ret				
G Transit Benefit Application Workshi	ret				
All Transit Benefit Program Applicants are n	equired to certify the "Total Monthly	Expense" of their Hame to Work	Mass Transil Commute		
Parking fees are not eligible for the trans		in "Total Monthly Expense".			
Instructions: To calculate your "Total Monti	hly Expense"				
8. Daily or Monthly Expense	thod of transportation (Metro, BART,	f each transportation method: Subway)			
 Number of days you routinely a c. If you purchase a Monthly pass, divid d. The Total Monthly Expense value aut 	e the price of the pass by 2, and ente	r the information in the Monthly E	xpense column.		
Reason for Certification:					
Civilian Military:	CIVILIAN				
Work Status:	FULL TIME				
G Transit Benefit Transportation Meth	iods				
If you work 8-hour days, enter 20 in the Day If you work 8-hour days, enter 18 in the Day If you work (0-hour days, enter 16 in the Da If you telecommute or work part time, enter	s per Month column iys per Month column the number of days you actually com	mute to/from work:			
	Bus Other Bus	Rall Other Method Vang	loost 1		
Other Bus to Work:	OBTW	\$ 3.10	20		\$ 62.00
	Name of Company	Daily Expense	Days per Month		Monthly Expense
Other Bas from Work:	OBFW	\$ 3.10	20		\$ 62.00
	Name of Company	Daily Expense	Days per Month		Monthly Expense
Every Transit Benefit Program Participan month to reflect the actual cost of their h	t is responsible to adjust the amoi ome to work commute.	unt of their transit benefit each	Total Monthly	Expense:	\$ 124.00
C Transit Benefit Program Application	1				
Smart Banefits Program:	NO				
Identifier:					
Name:	SHANEFELTER	CHRIS			
Name:	(Last)	(First)			
Email Address:	chris.shanefelter@treas.gov				
Work Phone:	(202) 555-8989				
Common Identifier:	TEST		Work Zip Code: 2	0990	
Department of Treasury					
Agency/Mode:	TRE-HQ		Region: [10	
Admin:	TRE-HQ-DC				
	I certify that my usual monthly Tra This field is automatically calculate			\$ 124.00	
Work Information Work Address:	35 WORK PLACE				
Work City:	WORK	Work State: DC		Work Zip:	44444
work City:	trans Million	HON MON: UC		and a state	
Residence Information					
Address:	52 HOME PLACE				
City:	HOME	State: DC		Zip:	56555
Approver Information					
Approving Official:	CAREY, HARRY	Mar	nager/Fund Certifier: 0	ARREN CHAP	40
Point of Contact:	TREASURY POC		Manager Phone:		
SmartTrip Card Number:	NA				
	100 C				
Comment for Agency Approvers: 0					
	You have 1995 characters remaini	ng		_	Continue Canc
PRIVACY ACT STATEMENT: This notice is provided pursuant to the Privacy Act	of 1974, 5 U.8.C. § 552a: This information is sapproval of your request for a public transi suse of the funds involved. This information	solicited under authority of 5 U.S.C. §	7905. Furnishing the information are to facility	tion on this form	n is voluntary, but failure t

Figure 35: Transit Benefit Program Application for Monthly Certification



5. Click the **Continue** button. The application is submitted and redisplayed with a confirmation message.

Thank you, your Monthly Certification application has been submitted.

Figure 36: Monthly Certification Confirmation



Figure 38: Current Transit Benefit Account

3.1.3 SmarTrip® Change

The SmarTrip® Change option allows the applicant to submit a request to update a SmarTrip® card number associated with the account. Use the following steps to submit a request for a SmarTrip® number change:

- From the Select an Action to Continue page; click the SmarTrip® Change radio button.
- Click the Continue button. The SmarTrip® Change page is displayed.
- 3. Update the SmarTrip® card number.

Note: The applicant must be enrolled in the Transit Benefit Program to change the smartrip information. Registering a username does not mean that the applicant has enrolled in the program.

4. Click the **Submit** button. The request is sent to TRANServe for processing and a confirmation message is displayed at the top of the page.

Seneral Information				
*Identifier:	••••			
Name:	QUINTEROTEST	BIFF		
	(Last)	(First)		
Email Address:	biff.quinterotest@fdic.gov			
Agency:	Federal Deposit Insurance Co	rporation (FDIC)		
marTrip Information				
SmarTrip Card Number: 0				

Figure 39: SmarTrip® Change page

Thank you, your Address/Smartrip Change Request has been submitted.

Figure 40: SmarTrip® Confirmation



3.1.4 Withdraw from the Program

The Withdraw from the Program option allows the applicant to submit a request to withdraw from the program at any time. Use the following steps to withdraw from the program:

Withdraw from the P

Approving Official

- 1. From the Select an Action to Continue page; click the Withdraw from the Program radio button.
- 2. Click the **Continue** button. The Withdraw from the Program page is displayed.
- 3. Click the pop up calendar to select a withdrawal date.

Identifier:	••••			
Name:	MILLS	SHARO	NDA	
	(Last)	(First)		
Email Address:	Sharonda.Mills@va.gov			
Agency/Mode:	Department of V.A. (VA)			
*12345: 😯	(202) 555-4441			
"Withdrawal Date:			=	
	Click the Calendar to sele	ct a Withdrawal Date		
*Approving Official: 🕤			Select	
	Click the Select button to	select Approving Official		
'Manager/Fund Certifier: 9			Select	
	Click the Select button to	select Manager/Fund Certifie	er	
Comment for Agency Approvers: 🕤				
	You have 1995 characters	s remaining		

Figure 41: Withdraw from the Program page

- 4. Click the **Select** button to display the list for your agency's approving officials (1st Approvers).
- 5. Select your Approving Official (1st Approvers).

6.	Click the Select button to display
	the list for your agency's
	manager/fund certifiers (2nd
	Approvers).

7. Select your Manager/Fund Certifier (2nd Approver).

Note: If the approval functionality has been disabled by the agency the approval fields will not be displayed and the application is sent directly to TRANServe for processing.

Name					Ema	ul	
Type to filter							
KIM LYONS					kim.l	lyonstest@va.g	ov
	<<	<	1	>	>>		
							С

Figure 42: Approving Official (1st Approver)

Mana	ager/Fund Certifier							×
	Name					Email		
	Type to filter							
C	GLEN HARPERTEST					glen.h	arpertest@va.gov	
C	JESSICA MARTIN					jessica	a.martins@va.gov	
		_						
		<<	<	1	>	>>		
								Close

Figure 43: Manager Fund/Certifier (2nd Approver)



8. Enter any information that will assist your Agency Approver with processing your application in the Comment for Agency Approvers textbox.

Note: *The Comment for Agency Approvers label can be renamed by the Agency TBM.*

9. Click the **Withdraw** button. The request is sent to TRANServe for processing and a confirmation message is displayed at the top of the page.

Note: The applicant must be enrolled in the Transit Benefit Program to withdraw. Registering a username does not mean that the applicant has enrolled in the program.

Thank you, your application to Withdraw from the Program has been submitted.

Figure 44: Withdraw Confirmation

3.1.5 Request Information

The Request Information option allows the applicant to request information from the Agency Program Office by submitting questions regarding the transit benefit program or a submitted application through the Point of Contact (POC). Use the following steps to request information:

- From the Select an Action to Continue page; click the Continue button to display the Request Information page.
- The POC selected on a submitted application will pre-populate in the Point of Contact textbox. To select a POC, click the Select button to display the available POCs in a separate window.
- 3. Select a POC from the list.
- Enter the question or concern in the Question textbox and click the Send Request button.

Request Information			
Name:	Graves	Kimberly	Jessica
	(Last)	(First)	(Middle)
Email Address:	kimberly.j.gravestest@dot.gov		
Agency:	Department of Transportation		
"Point of Contact: 9		Select	
	Click the Select button to select Point of Co	ntact	
"Question:			
			Send Request Cancel

Figure 45: Request Information page

Poin	t of Contact			×
	Name	Region	Email	
C	TREASURY POC	DC	vikkey.owens@dot.gov	
				Close
	Figure 4	46: Point o	f Contact	



5. An email is sent to the selected TRANServe POC. The Home page is displayed with a confirmation message at the top of the page.

Thank you, your request has been sent.

Figure 47: Request Information Confirmation

3.1.6 Disapproved Applications

Applications that have been Disapproved are sent back to the applicant. If corrections are needed the applicant can make those corrections and resubmit the application.

- From the Home page; click the **Transit Benefit Application** button. The Select an Action to Continue page displays. The reason the application was disapproved is displayed at the top of the page.
- 2. Select the Update Disapproved Application Certification radio button.
- 3. Click the **Continue** button. The Warning page is displayed.
- After reading the message; click the I Agree button. The disapproved Transit Benefit Application Worksheet is displayed.

Note: If the applicant does not agree, click the I Do Not Agree button to display the Select an Action to Continue page.

	Your Current Application Status: Certification Disapproved Reason: TEST Disapproval	
Select an Action to Continue		
	Employer: Federal Deposit Insurance Corporation	
	Request information	
	O Update Disapproved Certification 😔	
	Continue	

Figure 48: Select An Action To Continue page

	WARNING !
	This certification concerns a matter within the jurisdiction of an agency of the United States. Making a faile, fictitious, or fraudulent certification may constitute criminal volation puritivable under Title 16, United States Code, Section 1001, by imprisonment up to five years and fines up to \$10,000 for each offense, and/or agency discplinary actions up to an including dismissail.
_	- I certify that I am employed by the U.S. Federal Government
I	- I certify that I am not named on a federally subsidized parking permit with any other federal agency.
eet	 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.
e I	- 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.
	LAgree I Do Not Agree

Figure 49: Warning page



Transit Benefit Program Applicant Guide

- The reason the application was disapproved is displayed at the top of the Transit Benefit Application Worksheet and the Transit Benefit Program Application.
- The applicant's information entered when the application was submitted is displayed in the fields. Make the noted corrections and resubmit the application by clicking the Continue button.
- Click the **Delete Application** and **Start Over** button to delete the existing application. Doing this will require the applicant to complete and resubmit a new application.

Note: If a Monthly Certification was disapproved, the applicant will need to click the Delete Application and Start Over button to resubmit the application via Certify/Enroll/Change to make the necessary corrections.

Office of the Secretary of Transportation

Promp dave and outgoing for the sectors of the data based of the d	Into the contrib the "These Meeting Degeners" of their tables is a strain Advance Trained Contractor. Research at an most of the included on "Theod Meeting Degeners". Degrees of the strained of the Included on the Meeting Degenere conterns. Start France Degrees of the Included on the Meeting Degenere conterns. Include Contents. Include Contents. I
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Figure 50: Disapproved Transit Benefit Application Worksheet



AGENCY REPORTS 4.

Use the following steps to download an agency report:

- 1. From the Home page; click the My Account button. The Update My Account Information page displays.
- 2. Click the applicable password request button. A confirmation message is displayed.

Note: *If you have access to both Daily Agency* Reports and Monthly Agency Reports, a password button will be displayed for each report type.

- 3. Retrieve the emailed password.
- 4. From the Home page, click the applicable Agency Report button; the agency report page displays.

Note: *The same steps are used to download daily* and monthly agency reports.

Note: *Click the Open button to display the zip file* or click the Save button to choose a location to

6. Extract the files to a selected folder.

5. Click the link to display the Open/Save dialog message.

Update My Account Information Lamuf

Figure 51: Update My Account Information page

Agency Monthly Report Password has been sent.

Figure 52: Agency Report Password Confirmation page

U.S. Deportment	of Transportation
Zip Format	EXE Format
ARCHIVES Monthly Report - Jan 2021	ARCHIVES Monthly Report - Jan 2021

Figure 53: Agency Reports page

View and track your downloads	Search d	ownloads	Q
Name	Location	Actions	
AGENCYMONRzip 45.6 KB transitappmobiledev.ost.dot.gov	Do you want to open or save this file?	Open Save 🔻	×

Figure 54: Open/Save Dialog Message

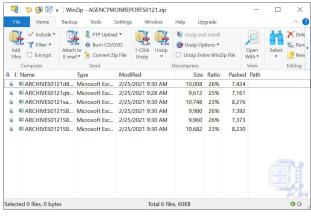


Figure 55: Zip File



save the zip file.

Transit Benefit Program Applicant Guide

Office of the Secretary of Transportation

7. Enter the retrieved password and click the **OK** button.

Decrypt			\times
Enter password:			
Hide the password			
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8. Go to the selected folder and review the downloaded report files.

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Figure 57: Agency Report File



APPENDIX A: SMARTRIP CARD INSTRUCTIONS

For Smart Benefit Participants: Purchase and Register a SmarTrip® card

SmarTrip® card usage is mandatory for all participants in the National Capital Region.

- 1. Purchase a SmarTrip® Card This is a reloadable electronic fare card. Using a reloadable card supports the government's initiatives to support and improve the environment.
 - a. You can do this at a Metro Sales Store, Station Kiosk (these are located in Stations where parking is available, a Commuter Store and many retail establishments.

Note: Look here for more information on locations: http://www.wmata.com/fares/purchase/where.cfm

 You can also purchase a SmarTrip® Card on line: http://www.wmata.com/fares/purchase/

Note: An online order will require you to provide a shipping address which must match the billing address on line with your credit card provider.

- 2. Create a Personal Account to Register your SmarTrip® Card You must register your SmarTrip® card with WMATA in order to receive your transit benefit electronically. Registration may take up to 48 hours to be reflected in the WMATA system. An additional benefit of registering your card is to protect the funds on the card. If lost or stolen you may cancel the card. After you replace your SmarTrip® card, you can transfer the funds to the new card.
 - Register your SmarTrip® card here: https://smartrip.wmata.com/Registration/Register.aspx
 - You must indicate the type of card by matching the serial number on the back with the pattern that is circled below:

Flip your card ov	ver and look at the numbers on the back. If the sequence matches this card, no further action is needed.
	XXXXXX 0167 0000 0000 0000
	WORKS. ACTION NEEDED
	erals 0167 in the position shown above. All other card types show
ook for the nume	
ook for the nume	below must be replaced.
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Step 1: See if Your Plastic Card Needs to be Replaced.

TIP 1: Enlarge the number on a Xerox machine and attach to your application

