



**U.S. Customs and Border Protection**  
**TRANSIT BENEFIT PROGRAM**  
**APPLICATION SYSTEM**  
**APPROVER**  
**USER GUIDE**

Submitted by

TRANServe

A division of the

Office of Financial Management and Transit Benefit Programs

Office of the Secretary of Transportation

U.S. Department of Transportation

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# 1. OVERVIEW

## 1.1 Background

The Department of Transportation, Transportation Services Division (TRANServe), administers the Transit Benefit Program for DOT and as Service Provider to other federal agencies, nation-wide. The Office currently supports federal agencies and sub-agencies, providing timely and efficient transit benefit program services to customers who will use TRANServe's Transit Benefit Application System. Services include purchasing and distributing mass transit fare media.

TRANServe's Electronic Application System serves as the publicly accessible interface for managing Transit Benefit Program Applications. The current application system is available on-line through the internet and is optimized for desktop and mobile devices. Federal government employees can apply for the transit benefit, request information, withdraw from the program and recertify. Agency Program Offices and Approvers are able to view, update, approve, or disapprove applications using the System.

## 1.2 Purpose

The Transit Benefit Application System user guide is designed to provide written instruction on how to use the application effectively and efficiently. Screenshots serve as examples. Field labels may not be Agency specific.

## 1.3 Document Organization

The following typographical conventions are used in this user guide:

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

## 1.4 Points of Contact

The table below provides a list of contact for additional information regarding the Transit Benefit Application process.

Role	Name/Phone	Title	Email
Agency Program Office	Debbie Palmer Grant/ 202-344-1609	HQ POC	Debbie.R.Palmer-Grant@cbp.dhs.gov
Customer Service	202-344-2130	Customer Service Team	PTIP@cbp.dhs.gov

## 2. ACCESSING THE TRANSIT BENEFIT APPLICATION

### 2.1 Login Screen

Use the following steps to access the application:

- a. Enter the URL: <http://transitapp.ost.dot.gov> . The Transit Benefit Application System home page is displayed.

The screenshot shows the login page of the Transit Benefit Application System. 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, there is a login form with the following elements:

- A note: "\* Indicates required field."
- A "Login" section with a title bar.
- Two input fields: "\*User Name:" (placeholder: "Government Email Address") and "\*Password:" (placeholder: "Enter password").
- A "Log In" button.
- A "Forgot Password?" link.
- A "Not registered yet?" link with a "Register" button.
- A warning message: "\*\*WARNING\*\*WARNING\*\*WARNING\*\*".
- A paragraph of text: "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:"
- A numbered list item: "1. You have no reasonable expectation of privacy regarding any communications or data transiting this network or stored in this information system."
- A second warning message: "\*\*WARNING\*\*WARNING\*\*WARNING\*\*".
- A footer with the date: "Friday, January 15, 2016".

**Figure 1: Transit Benefit Application Log In page**

First time users must register. Use the following steps:

- b. Click the **Register** button. The Register Account Information page is displayed.

The screenshot shows the "Register Account Information" page. It contains the following fields and elements:

- A title bar: "Register Account Information".
- Five input fields: "\*User Name:" (placeholder: "Government Email Address"), "\*First Name:" (placeholder: "First Name"), "Middle Name:" (placeholder: "Middle Name"), "\*Last Name:" (placeholder: "Last Name"), and "Phone Number:".
- A dropdown menu for "Agency/Mode:" with "VA" selected.
- A note: "Agency options will show once your Government Email Address has been validated".
- Three buttons at the bottom: "Register" (blue), "Reset" (orange), and "Cancel" (white).

**Figure 2: Register Account Information page**

**Note:** \* indicates required field.

- c. Enter your official government email address in the User Name textbox.
- d. Complete the registration form.

**Figure 3: Completed Registration page**

**Note:** The agency domain name used in the email for the username will determine the agency choices displayed in the Agency dropdown list.

- e. Click the **Register** button.
- f. The Login page is displayed with the confirmation message at the top of the page.

**Figure 4: Registration Confirmation**

After the user has registered, an email is sent containing a temporary password. Use the temporary password to log into the application using the following steps:

- g. Enter your official government email address in the User Name textbox.
- h. Enter the temporary password in the Password textbox.

**Figure 5: Log In page**

- i. Click the **Log In** button.
- j. The Change Password page displays. Registered

## 2.2 Change Password

After logging into the application for the first time, you are required to change the password to something that you will easily remember.

1. Enter the temporary password in the Current Password textbox.

Change Password **Password Expired**

\*Current Password:

\*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

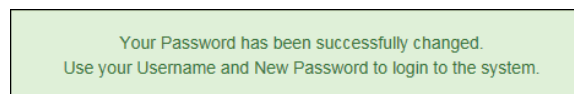
**Submit** **Cancel**

**Figure 6: Change Password page**

- a. Enter your new password in the Create New Password textbox.
- b. Minimum 12 characters
- c. Complexity: minimum of 1 uppercase, 1 lowercase, 1 number, 1 special character
- d. Reenter your new password in the Reenter New Password textbox.
- e. Enter a hint to remind you of your password in the Create a Hint textbox.
- f. Click the **Submit** button.

**Note:** \* indicates required field.

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



**Figure 7: Change Password Confirmation**

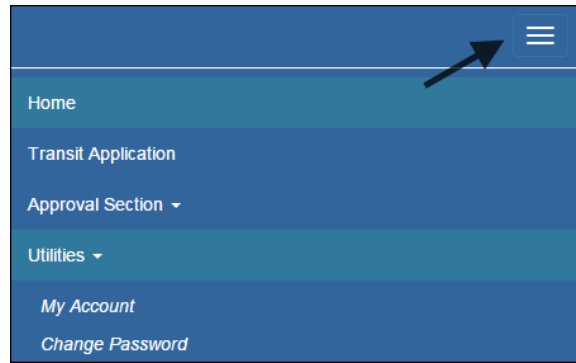
**Note:** Ensure that your password meets the system requirements when changing your login credentials. These requirements are displayed at the bottom of the Change Password page.

**Note:** The Password Expired label is only displayed when the password needs to be changed.

**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.





**Figure 8: Utilities Menu Options**

## 2.3 Password Recovery

Use the following steps to recover your password.

1. From the Login page; click the [Forgot Password?](#) Link. The Forgot Password page displays.

**Figure 9: Forgot Password page**

- a. The Show Hint section allows the user to view the Hint entered when the password was last 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.

**Figure 10: Show Hint**

- b. Send It By Email allows the user to retrieve a temporary password through email. The password is sent to the email address entered when the account was created. Enter your username and click the **Submit** button.

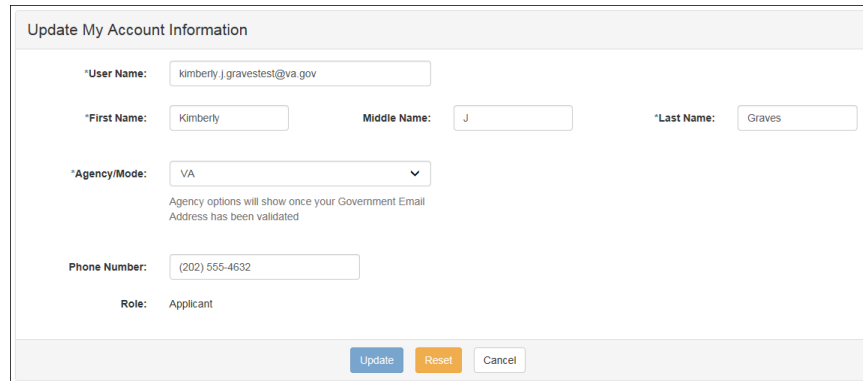
**Note:** \* indicates required field.

- ♦ 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 and to select a proxy. The functionality to assign a proxy is available for Approving Officials: Supervisors, Managers, and Program Admins.

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



Update My Account Information

\*User Name: kimberly.j.gravestest@va.gov

\*First Name: Kimberly Middle Name: J \*Last Name: Graves

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

Phone Number: (202) 555-4632

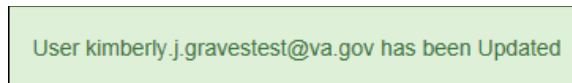
Role: Applicant

Update Reset Cancel

**Figure 11: Update My Account page**

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

- a. Click the **Update** button to save the changes. The account information is updated and the Home page is displayed with a confirmation message at the top of the page.



User kimberly.j.gravestest@va.gov has been Updated

**Figure 12: Update My Account Confirmation**

Use the following steps to select a proxy:

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

Update My Account Information

\*User Name: christine.golladay@dot.gov

\*First Name: Christine Middle Name: Nari \*Last Name: Golladay

\*Agency/Mode: DHS-CIS  
DHS-ICE  
DOJ-FEDERAL DETENTION  
DOT-BTS

Agency options will show once your Government Email Address has been validated

Phone Number: 202-555-3252

Role: Approval/Supervisor

☒ Allow Access to Agency Reports

Email Agency Report Password

SUPERVISOR Proxy

(not selected) (selected)

Donavon, Matt (DOT-OST-M1- SE)

Add >> << Remove

Users who have you as proxy: Matt Donavon

MANAGER Proxy

(not selected) (selected)

Bellet, Craig (DOT-OST-M1- SE)  
Donavon, Matt (DOT-OST-M1- SE)  
Mello, Deborah (DOT-OST-M1- SE)  
Smith, Kim (DOT-OST-M1- SE)

Add >> << Remove

Users who have you as proxy: Matt Donavon, Kim Smith

Update Reset Cancel

**Figure 13: Update My Account Information (Proxy)**

Available supervisor and/or managers will be displayed in the Add select box.

2. Select the proxy. Click the **Add** button to add the proxy to the column on the right.

(not selected) (selected)

Donavon, Matt (DOT-OST-M1- SE)

Add >> << Remove

**Figure 14: Selected Proxy**

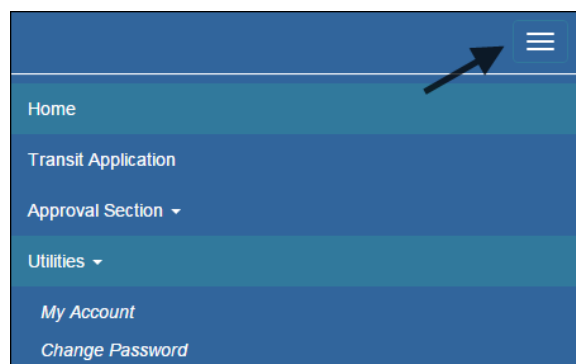
To remove a proxy from the column, select the proxy and click the **Remove** button.

Approvers that have the logged on user set as their proxy will be displayed below the table.

The image shows a web interface titled "MANAGER Proxy". It features two columns of user selection. The left column is labeled "(not selected)" and contains a list of four users: Bellet, Craig (DOT-OST-M1- SE), Donavon, Matt (DOT-OST-M1- SE), Mello, Deborah (DOT-OST-M1- SE), and Smith, Kim (DOT-OST-M1- SE). Below this list is a button labeled "Add >>". The right column is labeled "(selected)" and is currently empty, with a button labeled "<< Remove" below it. At the bottom of the interface, a text label reads "Users who have you as proxy: Matt Donavon, Kim Smith".

**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.

**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.




**Figure 15: 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

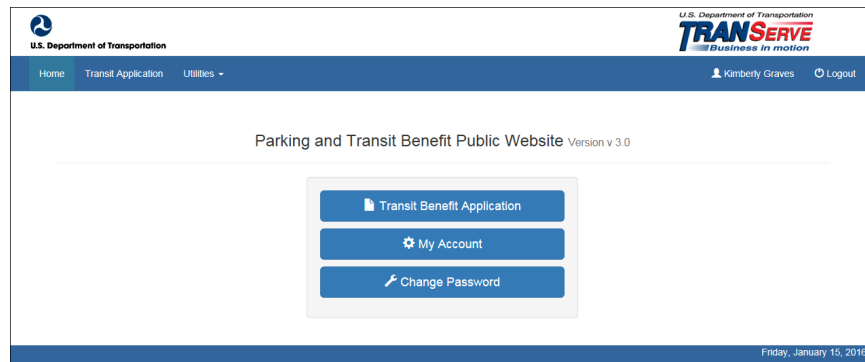
- To exit the system from a desktop, click the **Logout** button on the home page.
- To exit the system from a mobile device, click the additional menu button  at the top of page. Click the Logout button. The Login page is displayed.

### 3. OVERVIEW OF THE HOME PAGE

The tabs and links available to you on the home page are determined by your assigned user role. User roles are assigned by TRANServe and the Agency Program Office.

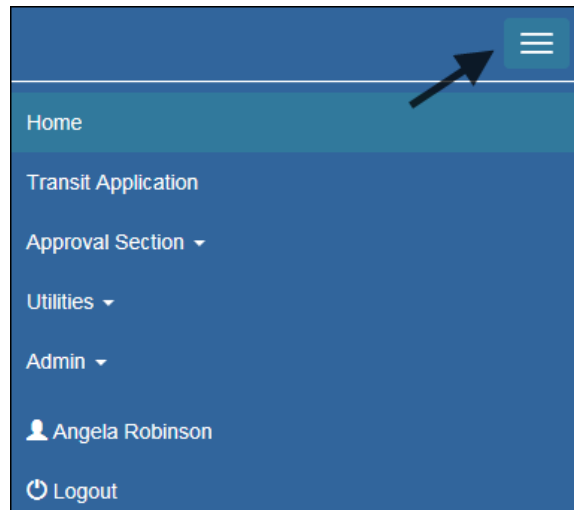
The home page is divided into two sections:

- The menu bar displays at the top of the page and displays the following:
  - ♦ Home – Click this tab to display the home page.
  - ♦ Transit Benefit Application – Click this tab to display the Select An Action To Continue page.
  - ♦ Approval Section – This functionality is only available for Approving Officials: **Supervisors, Budget Officers, and Program Admins.** Click this tab to display the approval levels available to you. Approved Records, Disapproved Records and Competed Records can also be accessed from this tab.
  - ♦ Utilities – Click this tab to display My Account and Change Password sub-menu options.
  - ♦ Admin – This functionality is only available for administrators. Click this tab to display User Admin and/or Role Admin sub-menu options.
  - ♦ 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.
  - ♦ Approval Section – This functionality is only available for Approving Officials: **Supervisors, Budget Officers, and Program Admins.** Click this button to display the first level approval page.
  - ♦ My Account – Click this button to display the My Account page.
  - ♦ Change Password – Click this button to display the Change Password page.
  - ♦ Log Out – Click this link to log out of the application system.



**Figure 16: 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 17: Additional Menu Options**

## 3.1 Transit Benefit Application

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

1. From the Home page; click the **Transit Benefit Application** button. The Select An Action To Continue page displays.

A screenshot of a web form titled 'Select an Action to Continue'. Inside the form, there is a sub-form titled 'Employer: Department of Transportation'. This sub-form contains four radio button options: 'Request Information' (which is selected), 'Withdraw from the Program', 'Address/Smartrip Change', and 'Certify/Enroll'. Each option has a small blue question mark icon to its right. At the bottom right of the sub-form is a blue 'Continue' button.

**Figure 18: Select An Action To Continue page**

### 3.1.1 Request Information

The applicant can 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).

1. The Request Information radio button is selected by default when the page is displayed. Click the **Continue** button to display the Request Information page.

**Request Information**

**Name:** Graves (Last)      Kimberly (First)      Jessica (Middle)

**Email Address:** kimberly.j.gravestest@dot.gov

**Agency:** Department of Transportation

**\*Point of Contact:**  **Select...**  
Click the Select button to select Point of Contact

**\*Question:**

**Send Request** **Cancel**

**Figure 19: Request Information page**

- If a POC has been selected it 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.
- Select a POC from the list.
- Enter the question or concern in the Question textbox and click the **Send Request** button.
- An email is sent to the selected POC. The Home page is displayed with a confirmation message at the top of the page.

Thank you, your request has been sent.

**Figure 20: Request Information Confirmation**

### 3.1.2 *Withdraw from the Program*

The applicant can submit a request to withdraw from the program at any time.

1. Select the Withdraw from the Program radio button.
  - a. Click the **Continue** button. The Withdraw From The Program page is displayed.

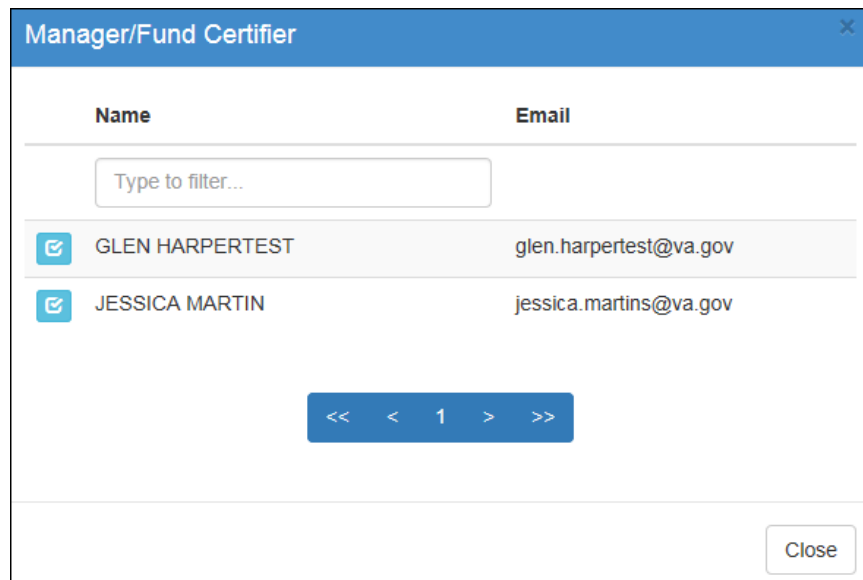
**Figure 21: Withdraw From The Program page**

- b. Click the pop up calendar to select a withdrawal date.
  - c. Click the **Select** button to display the list for your agency's Supervisors.

**Figure 22: Approving Official (1<sup>st</sup> Approver)**

- d. Select your 1<sup>st</sup> Approving Official (1<sup>st</sup> Approver is the Supervisor).
  - e. Click the **Select** button to display the list for your agency's 2<sup>nd</sup> Approvers.





The screenshot shows a window titled "Manager/Fund Certifier" with a close button (X) in the top right corner. Inside the window, there is a table with two columns: "Name" and "Email". Above the table is a search bar with the placeholder text "Type to filter...". The table contains two entries, each with a checkbox icon to its left. Below the table is a pagination bar with buttons for "<<", "<", "1", ">", and ">>". In the bottom right corner of the window is a "Close" button.

Name	Email
<input checked="" type="checkbox"/> GLEN HARPERTEST	glen.harptest@va.gov
<input checked="" type="checkbox"/> JESSICA MARTIN	jessica.martins@va.gov

**Figure 23: Manager Fund/Certifier (2<sup>nd</sup> Approver)**

- f. Select your 2<sup>nd</sup> Approver. (This is the CBP Budget Official)
- g. Enter any information that will assist your Agency Approver with processing your application in the Comment for Agency Approvers textbox.
- h. Click the **Withdraw** button. The request is sent to TRANServe and a confirmation message is displayed at the top of the page.

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

**Figure 24: Withdraw Confirmation**

**Note:** The applicant must be enrolled in the Transit Benefit Program thru the TRANServe Electronic Application (TEA) before they can withdraw. Registering a username does not mean that the applicant has enrolled in the program.

### 3.1.3 Address/SmarTrip® Change

An NCR applicant can submit a request to update an address or SmarTrip® number.

1. Select the Address/ SmarTrip® radio button.
  - a. Click the **Continue** button. The Change Address/ SmarTrip® page is displayed.

**Address/Smartrip Change**

General Information

Identifier:

Name: MARTINS JESSICA  
(Last) (First)

Email Address: Jessica.martins@treas.gov

Agency: Department of Treasury (TRE-HQ)

Work Phone:

Work Information

Work Address:

Work City:  Work State:  Work Zip:

Residence Information

Address:

Address 2:

City:  State:  Zip:

SmartTrip Information

SmartTrip Card Number:

**Figure 25: Change Address/ SmarTrip® page**

- b. Update the applicable information. Only update the section that needs to be changed. You are not required to complete an entirely new application.
    - c. Click the **Submit** button. The request is sent to TRANServe and a confirmation message is displayed at the top of the page.

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

**Figure 26: Address/ SmarTrip® Confirmation**

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

### 3.1.4 Certify/Enroll

The Certify/Enroll allows the applicant to enroll in the transit benefit program by submitting an application.

1. Select the Certify/Enroll radio button.
  - a. Click the **Continue** button. The Warning page is displayed.



The screenshot shows a warning page with a red header "WARNING !". Below the header is a paragraph of text: "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." Below this text are five bullet points, each preceded by a minus sign: "- 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 with 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.", and "- 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." Below the bullet points is another bullet point: "- I certify that my parking fees are not included in the computation of the daily, weekly or monthly commuting costs for my transit benefit." At the bottom right of the form are two buttons: "I Agree" (highlighted in blue) and "I Do Not Agree".

**Figure 27: Warning page**

- b. 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.*

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:

CIVILIAN

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:

Bus

Other Bus

Rail

Other Method

Vanpool

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:

\$

☒ Transit Benefit Program Application

Identifier:

Name:

SHEPARD

HANK

V

(Last)

(First)

(Middle)

Email Address:

hank.shepardtest@va.gov

Work Phone:

(202) 555-7854

Common Identifier:

Department of V.A.

Select Your Agency:

VA

Region:

Admin:

Populates from Select Your Agency

Accounting Code:

Select

Click the Select button to select Accounting Code

Routing Symbol:

Select

Click the Select button to select Routing Symbol

Location/Building:

Select

Click the Select button to select Location/Building

I certify that my usual monthly Transit commuting costs are:

\$

This field is automatically calculated

Work Information

Work Address:

Work City:

Work State:

Work Zip:

Residence Information

Address:

Address 2:

City:

State:

Zip:

Approver Information

Approving Official:

Select

Click the Select button to select Approving Official

Manager/Fund Certifier:

Select

Click the Select button to select Manager/Fund Certifier

Point of Contact:

Select

Click the Select button to select Point of Contact

Manager Phone:

SmartTrip Card Number:

Comment for Agency Approvers:

You have 1995 characters remaining

Continue

Cancel

Figure 28: Transit Benefit Application Worksheet

**Note:** \* indicates required field.

- Select the reason for certification.

- ♦ Address or SmarTrip® Card Number Change – This selection is only used to make updates to the address or SmarTrip® card number. Do not select this reason if changing transportation amounts. This feature routes the application directly to TRANServe for faster processing.
- ♦ Agency Change. This is for organizational changes within DHS-CBP's Program
- ♦ Annual Certification/Recertification – This selection requires the applicant to certify to completion of the Transit Benefit Integrity Awareness training.
- ♦ New Transit Benefit Participant – This selection requires the applicant to certify to completion of the Transit Benefit Integrity training.
- ♦ Rate Change
- ♦ SmarTrip and Rate Change
- ♦ Select Employment Type. (This feature defaults to Civilian)
- ♦ Select your work status. (This feature defaults to Full Time)
- ♦ Full Time
- ♦ Part time
- ♦ Intern
- d. Select your transportation method(s).
- ♦ Bus

Bus to Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Bus from Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Bus to Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Bus from Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	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: \$ 0.00

**Figure 29: Bus Method**

- ♦ Other Bus

Other Bus to Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Bus from Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	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: \$ 0.00

**Figure 30: Other Bus Method**

## ♦ Rail

Rail to Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Rail from Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	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: \$ 0.00

**Figure 31: Rail Method**

## ♦ Other Method

Other Method to Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Method from Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	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: \$ 0.00

**Figure 32: Other Method**

## ♦ Vanpool

Vanpool:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	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: \$ 0.00

**Figure 33: Vanpool Method**

**Note:** If all 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.

Always follow your Agency work schedule policy for specific guidance on the Days per Month entry.				
Defined work schedule examples:				
<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• 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</li> <li>• If you telecommute or work part time, enter the number of days you actually commute to/from work.</li> </ul>				

**Figure 34: Sample Agency Work Schedule Policies**

- e. Fill out the selected method of transportation table for every method routinely used (i.e. Bus and Rail)

Rail to Work:	BTW	\$ 3.20	16	\$ 51.20
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Rail from Work:	BPW	\$ 3.20	16	\$ 51.20
	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: \$ 102.40

**Figure 35: Method of Transportation Table**

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

- f. Enter the Identifier. This is the U.S. Customs and Border Protection HASH ID.

- g. The Common Identifier is not in use in the CBP Electronic Application. It is hidden from view.
- h. Select the Region closest to your physical work location
- i. Select the **Admin**. During the Pilot Phase, the only Admin choice is “CBP Pilot”
- j. Optional Fields: For CBP, two of these fields are hidden. All applicants must use the **Location/Building Field** to identify their Field Office. Click the **Select** link to display the list for your agency.

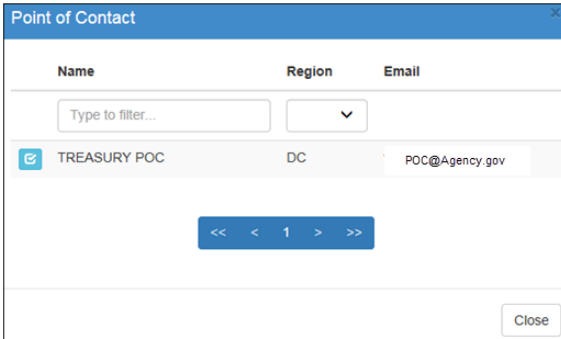
- k. Enter your Work Information.
- l. Enter your Residence Information. (The address from which you routinely commute)
- m. Click the **Select** button to display the list for your agency’s 1<sup>st</sup> Approvers (Supervisor).

**Figure 36: 1<sup>st</sup> Approver**

- n. Select your 1<sup>st</sup> Approver. (Check the help menu to clarify)
- o. Click the **Select** button to display the list for your agency’s 2<sup>nd</sup> Approvers (Budget Official) Check the help menu to clarify

**Figure 37: 2<sup>nd</sup> Approver**

- p. Select your Budget Official.
- q. Click the **Select** button to display the list for your agency’s Points of Contact.



The screenshot shows a web application window titled "Point of Contact". It features a table with three columns: "Name", "Region", and "Email". Above the table is a search bar labeled "Type to filter..." and a dropdown menu. The table contains one row with the following data: "TREASURY POC" (with a small icon), "DC", and "POC@Agency.gov". Below the table is a pagination bar with buttons for "<<", "<", "1", ">", and ">>". A "Close" button is located in the bottom right corner of the window.

Name	Region	Email
TREASURY POC	DC	POC@Agency.gov

**Figure 38: Points of Contact**

- r. Select your Point of Contact.
- s. Field Offices always enter “NA” in this required field. NCR employees, enter your SmarTrip® card information. If you have not purchased a SmarTrip®, enter NA. See [Appendix A – SmarTrip® Card Instructions](#).
- t. Enter any information that will assist your Agency Approvers with processing your application in the Comment for Agency Approvers textbox.



**Transit Benefit Program Application**

\*Identifier: \*\*\*\*

Name: RODRIGUEZ (Last) KAREN (First) LYNN LEE (Middle)

Email Address: Karen.rodriqueztest@treas.gov \*Work Phone: (202) 555-7764

\*Common Identifier: HELLOKITTY

**Department of Treasury**

\*Select Your Agency: TRE-HQ \*Region: DC

\*Admin: TREASURY  
Populates from Select Your Agency

Accounting Code: [Select...]  
Click the Select button to select Accounting Code

Routing Symbol: [Select...]  
Click the Select button to select Routing Symbol

Location/Building: [Select...]  
Click the Select button to select Location/Building

I certify that my usual **monthly Transit commuting costs** are: \$ 102.40  
This field is automatically calculated

I certify that my usual **monthly Parking commuting costs** are: \$ 192.00  
This field is automatically calculated

**Work Information**

\*Work Address: 123 TEST STREET

\*Work City: WASHINGTON \*Work State: DC \*Work Zip: 20560

**Residence Information**

\*Address: 505 GAYLEY AVENUE

Address 2

\*City: LOS ANGELES \*State: CA \*Zip: 90024

**Approver Information**

\*Approving Official: CAREY, HARRY [Select...]  
Click the Select button to select Approving Official

\*Manager/Fund Certifier: CHANG, DARREN [Select...]  
Click the Select button to select Manager/Fund Certifier

\*Point of Contact: TREASURY POC [Select...]  
Click the Select button to select Point of Contact

Manager Phone:

\*SmartTrip Card Number: 000123456

Comment for Agency Approvers: HELP ME HELP YOU  
You have 1979 characters remaining

**Continue** **Cancel**

**Figure 39: Completed Transit Benefit Application**

- u. Click the **Continue** button. The SmartBenefits® Program page is displayed.

**Smart Benefits Program**

If you would like to enroll in the Smart Benefits Program or are already a Smart Benefits participant, please click the "Yes" button below and someone from the Smart Benefits Team will contact you shortly. The Smart Benefits Program eliminates the need to wait in line to pick up fare cards. Instead, your monthly transit benefit will be downloaded directly to your Smart Benefits Card on the first day of every month.

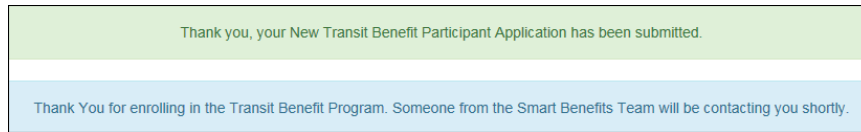
**YES I would like to enroll** **NO Thank You**

**Figure 40: SmartBenefits® Program page**

- v. Click the **YES I would like to enroll** button to join the SmartBenefits® program. By clicking yes, you agree to have your transit benefit downloaded to your SmarTrip® card the first of every month. (Mandatory for methods that accept SmarTrip®)
- w. **Field Offices click the NO Thank You button.** You do not want to join the SmartBenefits® program.

**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.

- x. After clicking the **YES** or **NO** button, a confirmation message is displayed.



**Figure 41: Transit Benefit Program Confirmation**

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

### 3.1.5 Disapproved Applications

Applications that have been Disapproved are sent back to the applicant. Approvers must enter a reason for disapproval. The applicant must make corrections and resubmit the application.

1. 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.

**Figure 42: Select An Action To Continue page**

- a. Select the Update Disapproved Application radio button.
- b. Click the **Continue** button. The Warning page is displayed.

**Figure 43: Warning page**

- c. 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 return to the *Select An Action To Continue* page.

**Disapproved Reason:** trace

\* Indicates required field

**Certify/Enroll** Status: Certification Disapproved

☒ **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:** Rate Change

**Citizen/Military:** CIVILIAN

**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 22 Days can be entered into the Days per Month column
- If you work a Flex Schedule of 8-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 Voucher

**Bus to Work:** BRT \$ 4.00 18 \$ 72.00

Name of Company Daily Expense Days per Month Monthly Expense

**Bus from Work:** BRT \$ 4.00 18 \$ 72.00

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:** \$ 144.00

☒ **Transit Benefit Program Application**

**Disapproved Reason:** trace

**\*Identifier:** ---

**Name:** TESTON (LAST) TRACEY (FIR)

**Email Address:** Tracey.Teston@dc.gov **\*Work Phone:** (410) 555-4654

**\*Common Identifier:** JACDFSD

**Federal Deposit Insurance Corporation**

**\*Select Your Agency:** FDIC **\*Region:** DC

**\*Admin:** DC

Populates from Select Your Agency

**Accounting Code:** Select...

Click the Select button to select Accounting Code

I certify that my usual monthly Transit commuting costs are: \$ 144.00

This field is automatically calculated

☐ I acknowledge my commuting costs are above the current \$120.00 tax free limit and fully understand I will be responsible for paying 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.

**Work Information**

**\*Work Address:** 854 MERIDETH COURT

**\*Work City:** WASHINGTON **\*Work State:** DC **\*Work Zip:** 52947

**Residence Information**

**\*Address:** BREAKFAST CLUB DRIVE

**Address 2:**

**\*City:** HYATTSVILLE **\*State:** MD **\*Zip:** 5555

**Approver Information**

**\*Approving Official:** MATTHEW FULMERTON Select... **\*Manager/Fund Certifier:** JASPER KENDALL Select...

Click the Select button to select Approving Official Click the Select button to select Manager/Fund Certifier

**\*Point of Contact:** WILLIAM JEFFERSON Select... **Manager Phone:**

Click the Select button to select Point of Contact

**\*SmartRip Card Number:** NA

**Comment for Agency Approver:**

You have 1000 characters remaining

Continue Cancel

**Figure 44: Disapproved Transit Benefit Application Worksheet**

- ♦ The reason the application was disapproved is displayed at the top of the Transit Benefit Application Worksheet and the Transit Benefit Program Application.
- ♦ The information the applicant entered when the application was submitted is displayed. Make the required corrections and resubmit the application by clicking the **Continue** button.
- d. Click the **Delete Application and Start Over** button to delete the existing application. Doing this will revert the application back to the last submitted application. If this is your first application using this system, only the Profile information will display.

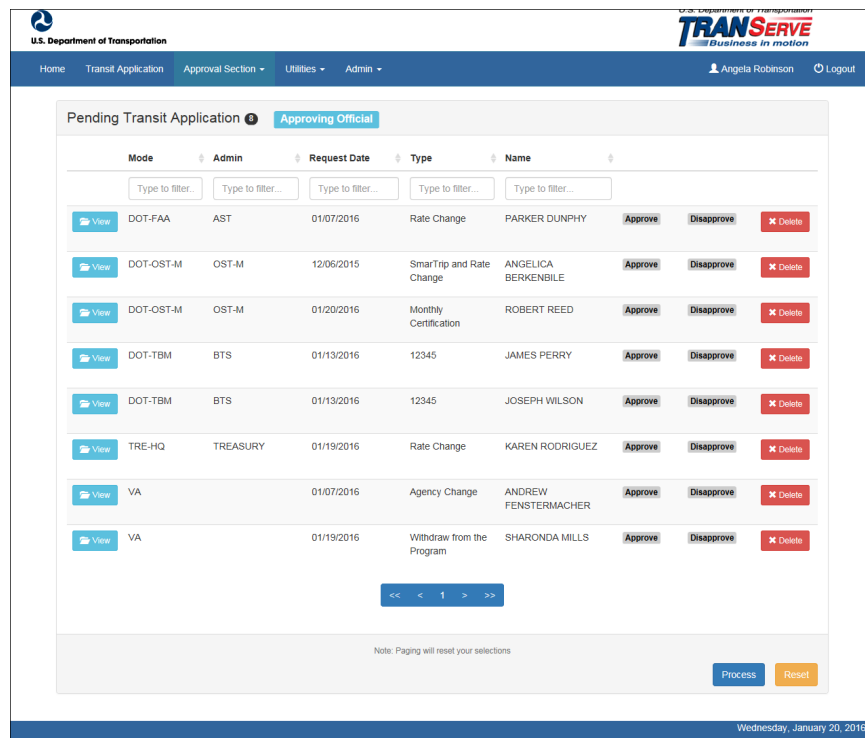
## 4. APPROVAL SECTION

The Approval Section allows the authorized user to view, approve or disapprove a transit benefit application. The user must be a 1<sup>st</sup> Approver (Supervisor), Approval Officer (Budget Official) or Approval/Supervisor (a combination of the 1<sup>st</sup> and 2<sup>nd</sup> Approvers), for instance a Budget Official who also Supervises or a 3<sup>rd</sup> Approver (Program Admin, Customer Service Desk( within the agency to which the application is being submitted. These roles are assigned by the TRANServe Transit Benefit Manager assigned to the Agency or the Agency Transit Benefit Program Office.

*Note: Approvers are unable to view or approve their own transit benefit application in an approval queue. 1<sup>st</sup> and 2<sup>nd</sup> Approvers will only see an application on which an employee has chosen their name.*

### 4.1 Approval Process

1. Log on as an approver.
  - a. From the Home page, click the **Approval Section** button; approval page is displayed.



**Figure 45: Approval page**

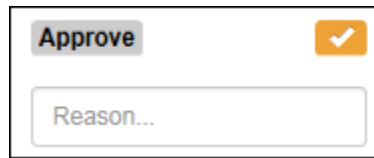
The number of applications awaiting review and approval is displayed next to the page title.

Pending Transit Application 8

- b. Review according to your Agency Policy, and then select Approve to approve the application. After the selection is made the label will change into a checkmark.

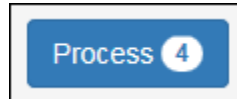


- c. Review according to your Agency Policy then select Disapprove to disapprove the application. After the selection is made the label will change into a checkmark.



- ♦ A reason is required when an application is disapproved. Enter a reason in the Reason textbox. Where possible give instructions for correction. (i.e. Correct Supervisor's name)

The number of applications approved or disapproved is displayed next to the **Process** button.

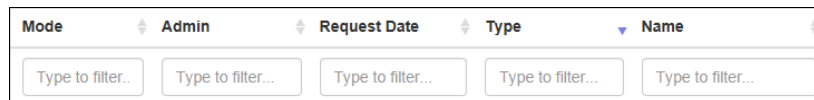


- d. Click the **Process** button to approve or disapprove the application.

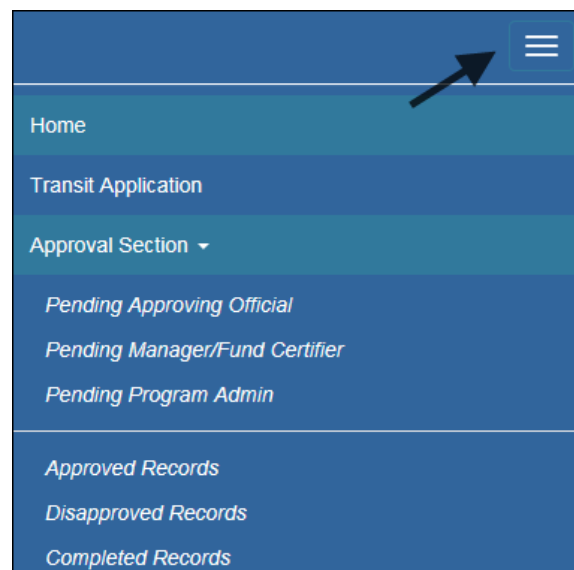
**Note:** Applications can be reviewed, approved or disapproved on the Transit Benefit Worksheet/Application page by clicking the **View** button for the desired applicant.

**Note:** Applicants can be filtered by entering in the first few letters of the Mode (Agency Name), Admin, Type, and Name. To filter by date, enter in the date the application was submitted in the Request Date filter textbox.

**Note:** Click the column header, and then click the arrow next to the column header to sort applicants in ascending or descending order.



**Note:** To access the additional Approval Section menu options from a mobile device; click the additional menus button at the top of the page. Click the Approval Section dropdown arrow to display the sub-menus. Click the sub-menu to enter the appropriate Approval Queue to review an application.



**Figure 46: Approval Section Menu Options**

### 4.1.1 Delete Application

*Note: In most cases the applicant should delete their application to begin again. There are times when an approver will need to delete an application. (i.e. an employee separates and the application is still attached to an approver queue, sending the approver reminders.) Never delete a completed record.*

1. Click the **Delete** button. The Delete Confirmation is displayed.

Are you sure you want to delete the following Transit Application? Click the Continue button below to delete the Transit Application. Click the Cancel button to return to the previous page.

---

Certify/Enroll (KAREN RODRIGUEZ) Status: Certification Pending (Approving Official)

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"

**Figure 47: Delete Confirmation page**

- a. Click the **Continue** button to delete the application. The approval page is re-displayed with the delete confirmation at the top of the page.

**Note:** The submitted application will be deleted and the applicant will need to resubmit another transit benefit application.

## 4.2 Approved/Disapproved/Completed Records

- ♦ From the Home page; hover over the Approval Section menu option. Select the type of records to be viewed by selecting the link name. (Approved, Disapproved or Completed)

Pending Transit Application <span>10</span> <span style="background-color: #0070C0; color: white; padding: 2px 5px;">Approved</span>						
Mode	Admin	Request Date	Type	Name	Approval Date	
Type to filter	Type to filter...	Type to filter...	Type to filter...	Type to filter...		
View	DOT-OST-M	OST-M	05/19/2014	New Transit Benefit Participant	RAE SUNSHINE	05/19/2014 03:55:20 PM
View	DOT-OST-M	OST-M-01	01/13/2016	12345	HUNG_TEST CHUN	01/13/2016 01:15:53 PM
View	FDIC		12/22/2015	New Transit Benefit Participant	KAMERON GRETCHENTEST	01/07/2016 01:06:24 PM

**Figure 48: Approved Records**

Pending Transit Application <span>11</span> <span style="background-color: #0070C0; color: white; padding: 2px 5px;">DisApproved</span>						
Mode	Admin	Request Date	Type	Name	Reason	
Type to filter	Type to filter...	Type to filter...	Type to filter...	Type to filter...		
View	DOT-OST-M	OST-M-01	07/07/2015	SmarTrip and Rate Change	MOBILE APPTTEST	TEST
View	ED	OUS	10/30/2015	Rate Change	DARREN CHANG	gh/cfgnhtg
View	FDIC	DC	10/29/2015	Rate Change	PAMELA LIPSCOMBS	TEST Disapproval

**Figure 49: Disapproved Records**

- ♦ When the Completed Records link is selected; the Find Completed Applications page is displayed. Enter a First Name, Last Name, or select an Agency/Mode from the dropdown to limit the search results. Click the **Search** button to return all completed records.

Find Completed Applications

First Name:

Last Name:

Agency/Mode:

\*NOTE: Leave all fields blank to Find all Completed Applications.  
Enter any portion of your desired search criteria. The system will search for all entries that begin with the entered values.

**Figure 50: Find Completed Applications page**

**Note:** Enter at least one search criteria. If no search criteria are entered the system will retrieve and display all completed records. This load may be quite time consuming.

Mode	Admin	Request Date	Type	Name
<input data-bbox="462 821 581 846" type="text" value="Type to filter..."/>	<input data-bbox="602 821 721 846" type="text" value="Type to filter..."/>	<input data-bbox="742 821 860 846" type="text" value="Type to filter..."/>	<input data-bbox="881 821 1000 846" type="text" value="Type to filter..."/>	<input data-bbox="1021 821 1140 846" type="text" value="Type to filter..."/>
<input data-bbox="402 856 446 882" type="button" value="View"/> DOD-NCR	A-NGB	12/30/2015	Agency Change	ANNIE AARON
<input data-bbox="402 892 446 917" type="button" value="View"/> DOT-FTA	FTA	09/03/2015	TEST CERTIFICATION	HUNG CHUN
<input data-bbox="402 928 446 953" type="button" value="View"/> DOT-FTA	FTA	09/04/2015	Agency Change	HUNG CHUN

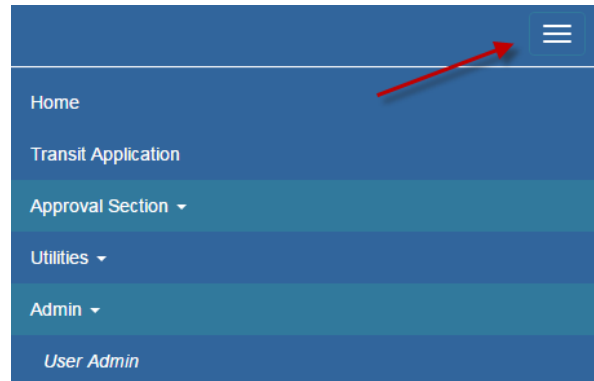
**Figure 51: Completed Records**



## 5. ADMIN

The Admin function allows the Program Office to update users to 1<sup>st</sup> or 2<sup>nd</sup> Approver.

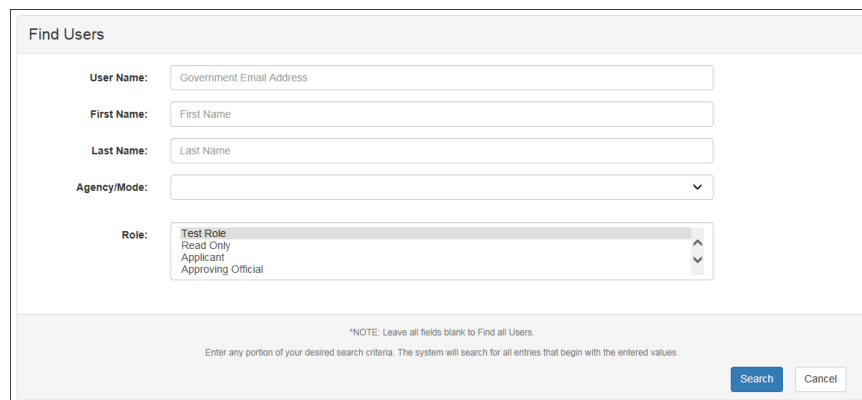
**Note:** To access Admin menu options from a mobile device; click the additional menus button at the top of the page. Click the Admin dropdown arrow to display the sub-menus.



**Figure 52: Admin Menu Options**

### 5.1 User Admin

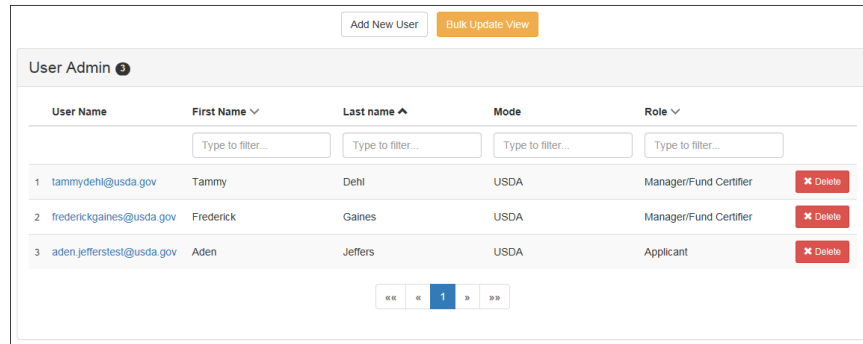
1. Mouse over the Admin menu bar; select the User Admin option. The Find Users page displays.



**Figure 53: Find Users page**

- a. To search for an existing user; enter the Username, First Name, Last Name, or select an Agency/Mode or Role from the dropdown menu.
- b. Click the **Search** button. The Search Results page displays.

**Note:** At least one search criteria field should be entered; if no search criteria are entered the system will retrieve and display all users. This load may be quite time consuming.



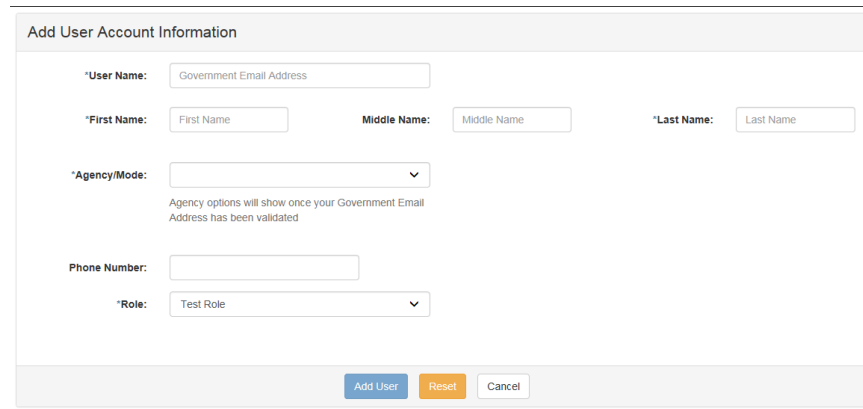
User Admin					
	User Name	First Name	Last Name	Mode	Role
	<input type="text" value="Type to filter..."/>	<input type="text" value="Type to filter..."/>	<input type="text" value="Type to filter..."/>	<input type="text" value="Type to filter..."/>	<input type="text" value="Type to filter..."/>
1	tammydehl@usda.gov	Tammy	Dehl	USDA	Manager/Fund Certifier <span>✖ Delete</span>
2	frederickgaines@usda.gov	Frederick	Gaines	USDA	Manager/Fund Certifier <span>✖ Delete</span>
3	aden.jefferstest@usda.gov	Aden	Jeffer	USDA	Applicant <span>✖ Delete</span>

**Figure 54: Users Search Results page**

**Note:** Applicants can be filtered by entering in the first few letters of the Mode, First Name, Last Name, and Role.

### 5.1.1 Add User

1. From the User Admin page; click the **Add New User** button. The Account Information page displays.



Add User Account Information

\*User Name:

\*First Name:  Middle Name:  \*Last Name:

\*Agency/Mode:

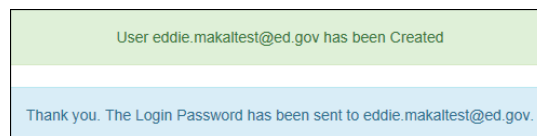
Agency options will show once your Government Email Address has been validated

Phone Number:

\*Role:

**Figure 55: Add User Account Information page**

- a. Enter the applicant's official government email address in the User Name textbox.
- b. Complete the account information form.
- c. Select the user role from the Role dropdown.
- d. Click the **Add User** button. The Add User Confirmation displays.



User eddie.makalltest@ed.gov has been Created

Thank you. The Login Password has been sent to eddie.makalltest@ed.gov.

**Figure 56: Add User Confirmation**

**Note:** \* indicates required field.

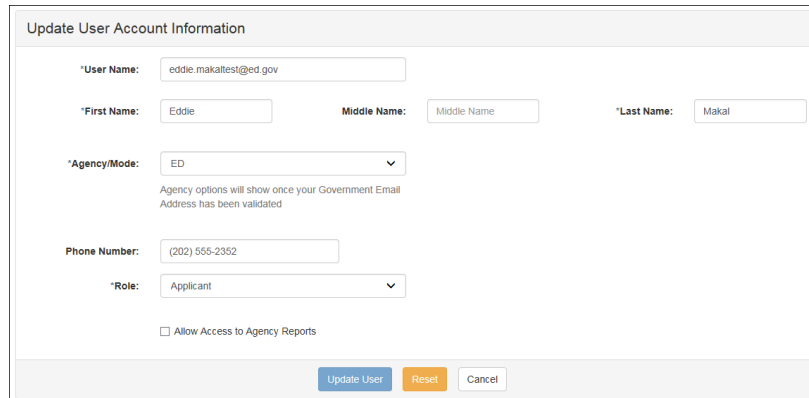
**Note:** The agency used in the email for the username will determine the agency names displayed in the Agency dropdown.

**Note:** This page can also be accessed by hovering over the Admin menu option and clicking the Add New User sub-menu option. In most cases all users should create their own profile using the Registration

process on the login page. When an Admin creates a new user, they also create a communication chain to inform and educate the user to obtain the password through their official government email address. This slows the process and also defeats the control point of the user providing all certified information.

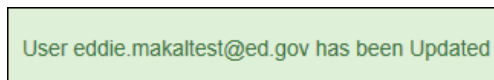
### 5.1.2 Update User

1. From the User Admin page; click the [Username](#) link. The Update User Account Information page displays with the applicant's information.



**Figure 57: Update User Account Information page**

- a. Update the applicant's user information.
- b. Click the **Update User** button. The Update User Confirmation displays.



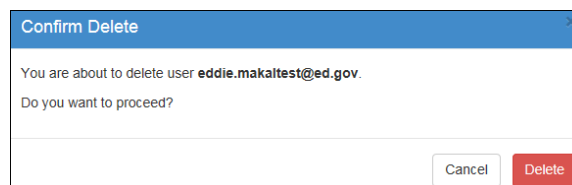
**Figure 58: Update User Confirmation**

**Note:** \* indicates required field.

**Note:** After the Add User button is clicked the page re-displays as the Update User Account Information page. Updates can be made on this page.

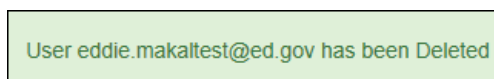
### 5.1.3 Delete User

1. From the User Admin page; click the **Delete** button. The Confirm Delete message displays.



**Figure 59: Confirm Delete Message**

- a. Click the **Delete** button to confirm deletion. The Delete Confirmation is displayed.



**Figure 60: Delete Confirmation**

## 5.1.4 Bulk Update View

The Bulk Update View allows the administrator to update multiple user roles at one time.

1. From the User Admin page; click the **Bulk Update View** button. The Bulk Update View page displays.

Figure 61: Bulk Update View page

### 5.1.4.1 Single User Role Update

1. Click the **Select** button next to the username. The button changes to a check mark after it is selected.

Figure 62: Single Username Select

- a. Click the down arrow for the User Role dropdown menu.

Figure 63: Role Change Select

- b. Select the desired user role from the dropdown menu.

Figure 64: Role Update

- c. Click the **Process** button. The Confirm Bulk Update message is displayed.

Figure 65: Confirm Bulk Update Message

- d. Click the **Process** button to confirm the update and close the dialog box. A confirmation message is displayed at the top of the page.



**Figure 66: Role Update Confirmation**

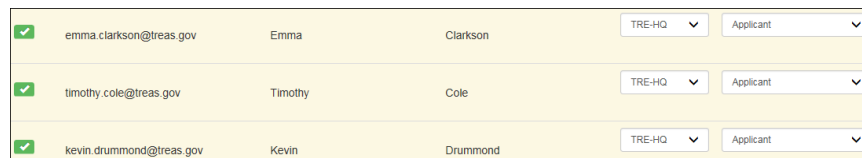
**Note:** If the user is associated with an Agency that has multiple Modes/Agency Names, the Mode can be updated using the same steps used to update the User Role.



**Figure 67: Multiple Modes**

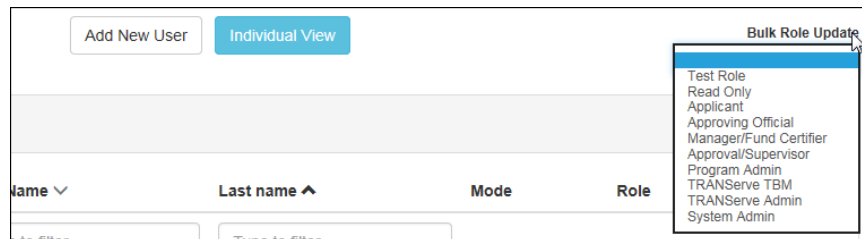
### 5.1.4.2 Multiple User Role Update

1. Click the **Select** button next to the usernames. The button changes to a check mark after it is selected.



**Figure 68: Multiple Username Select**

- a. Click the down arrow for the Bulk Role Update dropdown menu at the top of the page.



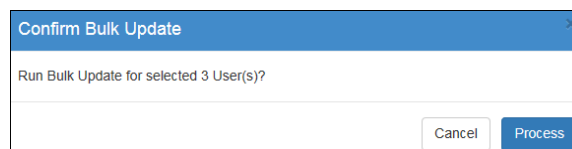
**Figure 69: Bulk Role Update Select**

- b. Select the desired user role from the dropdown menu.



**Figure 70: Bulk Role Update**

- c. Click the **Process** button. The Confirm Bulk Update message is displayed.



**Figure 71: Confirm Bulk Update Message**

- d. Click the **Process** button to confirm the update and close the dialog box. A confirmation message is displayed at the top of the page.

**Note:** Program Admins can only update user roles below the Program Admin level within their Agency.

*TRANServe Admins can only update user roles below the TRANServe Admin level.*

*TRANServe Transit Benefit Managers can only update user roles below the TRANServe TBM level.*

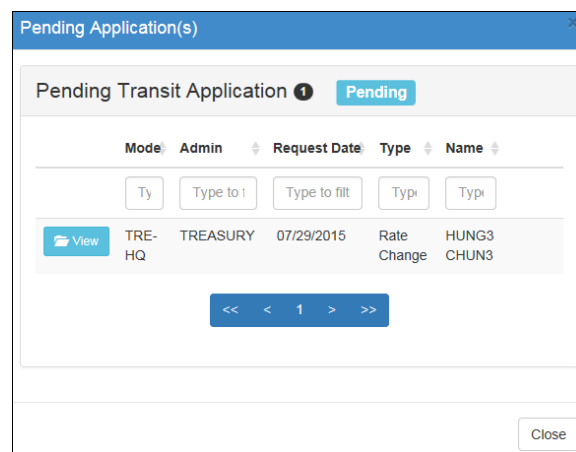
### 5.1.4.3 Role Update Lock

Approvers that have applications in pending status cannot have their roles updated. This will ensure that applications are not orphaned when user roles are changed. This includes applications that are anywhere in the approval process. The number of pending applications is displayed in place of the **Select** button.

1	james.hamilton@treas.gov	James	Hamilton	TRE-HQ	Approving Official
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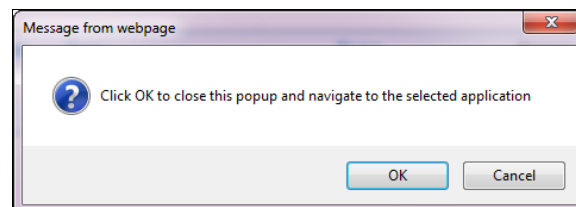
**Figure 72: Pending Application Link**

1. Click the number next to the username to display the Pending Transit Benefit Application Status page.



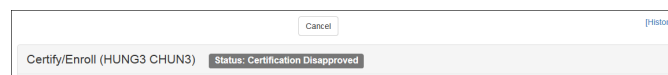
**Figure 73: Pending Transit Benefit Application Status page**

- a. Click the **View** button next to the applicant's name. A confirmation message is displayed. Click the **OK** button.



**Figure 74: Open Application Confirmation Message**

The application is opened. If the status is at the final approving level the application is approved and will display the status at the top of the page (i.e. CERTIFICATION DISAPPROVED or WITHDRAWAL APPROVED).



If the application needs further approval the buttons will display at the top of the page along with the pending certification level.

The screenshot shows a web interface for approving a transit benefit application. At the top, there are three buttons: "Approve" (blue), "Disapprove" (orange), and "Cancel" (white). Below these buttons is a "Reason:" label followed by a text input field. In the bottom right corner of the main content area, there is a blue link labeled "[History]". At the bottom of the interface, there is a grey bar containing the text "Certify/Enroll (ANDREW FENSTERMACHER)" and a status box that reads "Status: Certification Pending (Approving Official)".

## APPENDIX A: SMARTRIP CARD INSTRUCTIONS

For SmartBenefit Participants: Purchase and Register a SmarTrip® card

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

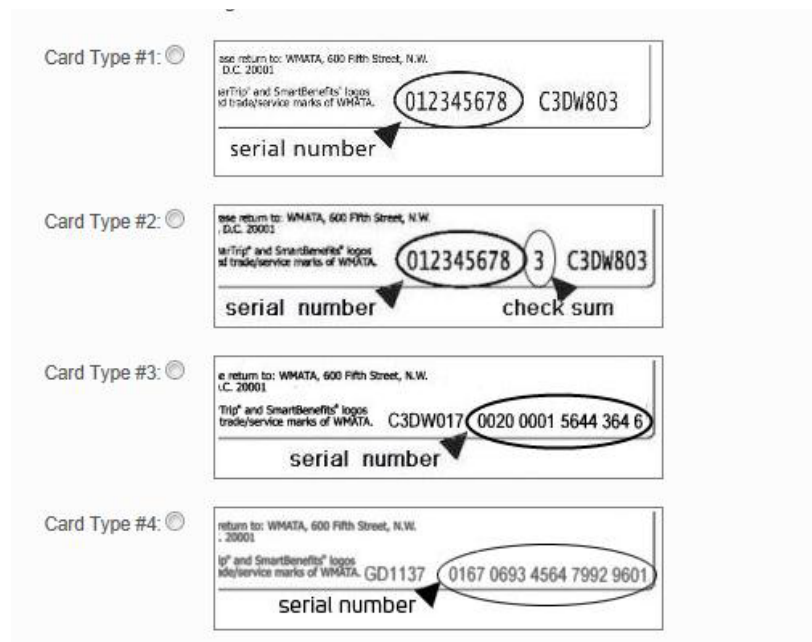
1. Purchase a SmarTrip® Card – This is a reloadable electronic fare card. Using a reloadable card supports government initiatives to support and improve the environment through more sustainable practices.
  - ♦ a. You can purchase at a Metro Sales Store, Station Kiosk (these are located in Stations where 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 requires you to provide a shipping address which must match the billing address on line with your credit card provider.

- a. 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:



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

**TIP 2:** If your SmarTrip® (or CharmCard) serial number is fewer than nine (9) digits, you need to add zero(s) to the front to make it nine (9) digits.