

U.S. Department of Transportation

**TRAN****SERVE**  
*Business in motion*



Transit Benefit Program

# Customer Service

## Transit Benefit Manager

- Address DOI Coordinator emails and phone inquiries
- Coordinate funding and administrative changes
- Works closely with JPMorgan Chase to provide up to date information
- Monitor agreement funding levels
- Process program enrollments, changes and withdrawals
- Coordinate annual participant recertification

# TRANServe Transit Benefit Program

- The TRANServe Transit Benefit Program offers transit subsidies to Federal agencies nationwide whose employees **commute to and from work by public transportation or State registered vanpools and those who meet all applicable requirements for program participation.**
  - TRANServe maintains participant enrollment history and pick-up records for support of audit requirements
  - Experience and knowledge of agency specific program policy
  - Establishes direct relationships with major transit provider

# DOI Coordinators

## Your Point of Contacts

- ❑ Keep Transit Benefit Program participants informed
- ❑ Permit Transit Benefit Participants to Self Serve
  - ❑ [www.TRANServe.dot.gov](http://www.TRANServe.dot.gov)
  - ❑ [www.myaccount.chase.com](http://www.myaccount.chase.com)
- ❑ Centralize and maintain records for all participants
- ❑ Receive participants applications, changes and withdraws
- ❑ Review and approve submitted applications for all required information and submit for final approval
- ❑ Submit approved application to DOT for processing
- ❑ Communicate directly with DOI Main Coordinators and DOT

# Application Deadlines

- NCR (National Capital Region) - SMART BENEFITS
  - New Participants- Receive Anytime Benefits
  - Changes - The 10<sup>th</sup> of each month to be effective upcoming month
  - Close Out - Smart Benefits shuts down on the 20<sup>th</sup> of the month
- Regional Applications - Deadline 20<sup>th</sup> of the month benefit effective upcoming month (*changing from the 25<sup>th</sup> to the 20<sup>th</sup> )*
  - Fare media processed and mailed to local coordinator on a monthly or quarterly basis
- All Debit Card Applications - Deadline 20<sup>th</sup> of the month
  - Benefits loaded on the 10<sup>th</sup> of the month for the upcoming month
  - Example:
    - Participant receives Debit Card on June 4<sup>th</sup>
    - Benefit for July loads on June 10<sup>th</sup>
    - July benefit is available from June 10<sup>th</sup> – July 9<sup>th</sup>
    - All unused benefit is swept back to agency the 9<sup>th</sup> of each month
    - Debit Card close out is the 1<sup>st</sup>- 11<sup>th</sup> of each month

# Helpful Hints

## Participant

### Helpful Hints:

- Print information clearly
- Complete all information
- Monitor your Benefit
- TRANServe Website

[www.TRANServe.dot.gov](http://www.TRANServe.dot.gov)

## Local Coordinators

### Helpful Hints:

- Review all applications
- Become familiar with deadlines
- Maintain on file all updated applications
- Communicate with Main/DC Coordinators
- Provide participants with resources
- Know the transit system in your area
- EFM Support Team
- TRANServe Website

[www.TRANServe.dot.gov](http://www.TRANServe.dot.gov)

## Main/DC Coordinators

### Helpful Hints:

- Provide Local Coordinators Support
- Communicate with DOT
- Notify DOT of all changes
  - Local Coordinators
  - Financial Officers
- Review and relay all Bulletins sent by DOT
- Review all financial reports sent by DOT
- TRANSEVE Website

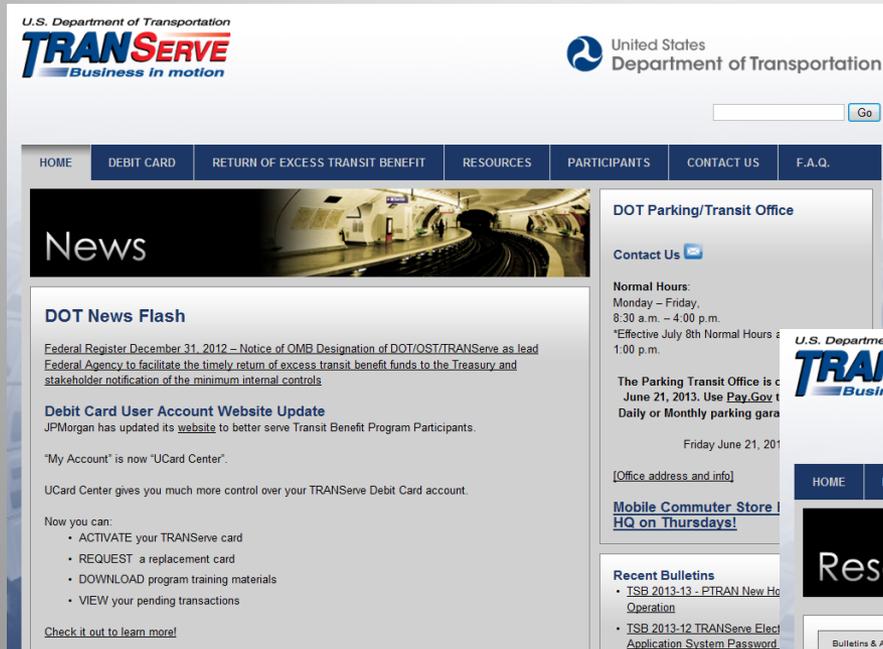
[www.TRANServe.dot.gov](http://www.TRANServe.dot.gov)

## DOT

- Enjoys supporting DOI

# [www.TRANServe.dot.gov](http://www.TRANServe.dot.gov)

Your one stop information resource



U.S. Department of Transportation  
**TRANSERVE**  
Business in motion

United States  
Department of Transportation

HOME DEBIT CARD RETURN OF EXCESS TRANSIT BENEFIT RESOURCES PARTICIPANTS CONTACT US F.A.Q.

## News

### DOT News Flash

Federal Register December 31, 2012 – Notice of OMB Designation of DOT/OST/TRANServe as lead Federal Agency to facilitate the timely return of excess transit benefit funds to the Treasury and stakeholder notification of the minimum internal controls

#### Debit Card User Account Website Update

JPMorgan has updated its [website](#) to better serve Transit Benefit Program Participants.

"My Account" is now "UCard Center".

UCard Center gives you much more control over your TRANServe Debit Card account.

Now you can:

- ACTIVATE your TRANServe card
- REQUEST a replacement card
- DOWNLOAD program training materials
- VIEW your pending transactions

[Check it out to learn more!](#)

### DOT Parking/Transit Office

Contact Us

**Normal Hours:**  
Monday – Friday,  
8:30 a.m. – 4:00 p.m.  
\*Effective July 8th Normal Hours are 9:00 a.m. – 1:00 p.m.

The Parking Transit Office is closed Friday June 21, 2013. Use [Pay.gov](#) to pay submit Daily or Monthly parking garage payments.

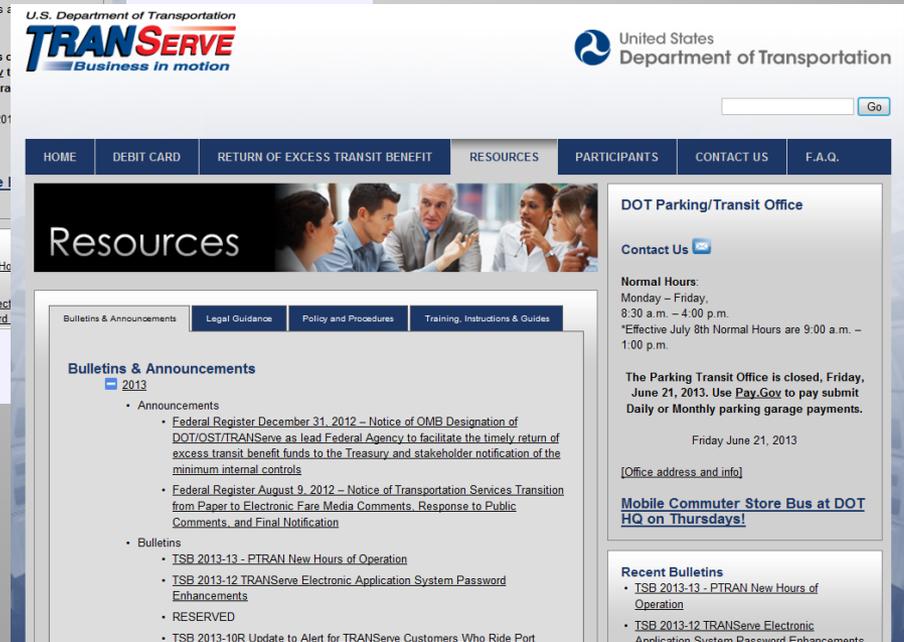
Friday June 21, 2013

[Office address and info]

#### Mobile Commuter Store! HQ on Thursdays!

#### Recent Bulletins

- TSB 2013-13 - PTRAN New Hours of Operation
- TSB 2013-12 TRANServe Electronic Application System Password Enhancements



U.S. Department of Transportation  
**TRANSERVE**  
Business in motion

United States  
Department of Transportation

HOME DEBIT CARD RETURN OF EXCESS TRANSIT BENEFIT RESOURCES PARTICIPANTS CONTACT US F.A.Q.

## Resources

### DOT Parking/Transit Office

Contact Us

**Normal Hours:**  
Monday – Friday,  
8:30 a.m. – 4:00 p.m.  
\*Effective July 8th Normal Hours are 9:00 a.m. – 1:00 p.m.

The Parking Transit Office is closed, Friday, June 21, 2013. Use [Pay.gov](#) to pay submit Daily or Monthly parking garage payments.

Friday June 21, 2013

[Office address and info]

#### Mobile Commuter Store Bus at DOT HQ on Thursdays!

#### Recent Bulletins

- TSB 2013-13 - PTRAN New Hours of Operation
- TSB 2013-12 TRANServe Electronic Application System Password Enhancements
- TSB 2013-12 TRANServe Electronic Application System Password
- RESERVED
- TSB 2013-10R Update to Alert for TRANServe Customers Who Ride Port

### Bulletins & Announcements

2013

- Announcements
  - Federal Register December 31, 2012 – Notice of OMB Designation of DOT/OST/TRANServe as lead Federal Agency to facilitate the timely return of excess transit benefit funds to the Treasury and stakeholder notification of the minimum internal controls
  - Federal Register August 9, 2012 – Notice of Transportation Services Transition from Paper to Electronic Fare Media Comments, Response to Public Comments, and Final Notification
- Bulletins
  - TSB 2013-13 - PTRAN New Hours of Operation
  - TSB 2013-12 TRANServe Electronic Application System Password Enhancements
  - RESERVED
  - TSB 2013-10R Update to Alert for TRANServe Customers Who Ride Port

# Debit Card Resources

<http://transerve.dot.gov/debit-card.html>

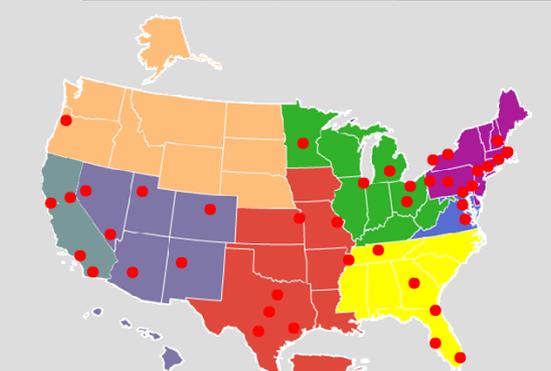
HOME DEBIT CARD RETURN OF EXCESS TRANSIT BENEFIT RESOURCES PARTICIPANTS CONTACT US F.A.Q.

## Debit Card

Supporting Federal Transit Benefit Programs  
4417 1234 5678 9112  
4487 00/00 DEBIT  
D. WALDEN  
FEDERAL TRANSIT BENEFIT PROGRAM VISA

### TRANServe Debit Card

Debit Card Map Transit Provider FAQs User FAQs Fast Facts for My Area



Nationwide Roll Out by Service Area

**DOT Parking/Transit Office**

Contact Us

**Normal Hours:**  
Monday – Friday,  
8:30 a.m. – 4:00 p.m.  
\*Effective July 8th Normal Hours are 9:00 a.m. – 1:00 p.m.

The Parking Transit Office is closed, Friday, June 21, 2013. Use [Pay.gov](#) to pay submit Daily or Monthly parking garage payments.

Friday June 21, 2013

[\[Office address and info\]](#)

**Mobile Commuter Store Bus at HQ on Thursdays!**

**Recent Bulletins**

- TSB 2013-13 - PTRAN New Hours of Operation
- TSB 2013-12 TRANServe Electronic Application System Password Enhancements
- RESERVED
- TSB 2013-10R Update to Alert for TRANServe Customers Who Ride Port Authority Transit Corporation (PATCO)
- TSB 2013-09 Save Award Opportunity for Service Dates

HOME DEBIT CARD RETURN OF EXCESS TRANSIT BENEFIT RESOURCES PARTICIPANTS CONTACT US F.A.Q.

## Debit Card

Supporting Federal Transit Benefit Programs  
4417 1234 5678 9112  
4487 00/00 DEBIT  
D. WALDEN  
FEDERAL TRANSIT BENEFIT PROGRAM VISA

### TRANServe Debit Card

Debit Card Map Transit Provider FAQs User FAQs Fast Facts for My Area

#### Electronic Fare Media Frequently Asked Questions

1. [How do I use my TRANServe Debit Card?](#)
2. [What is the goal of electronic fare media?](#)
3. [Why change from paper fare media?](#)
4. [What is the TRANServe Debit Card?](#)
5. [Who is eligible to participate in the TRANServe Debit Card Program?](#)
6. [How do participants get their Debit Card?](#)
7. [When can participants begin using the Debit Card?](#)
8. [How do participants activate the Debit Card?](#)
9. [What are the security questions?](#)
10. [What is a PIN number and when do participants use it?](#)
11. [Can participants add their own funds to the Debit Card?](#)
12. [What should participants select when using their new Debit Card?](#)

**DOT Parking/Transit Office**

Contact Us

**Normal Hours:**  
Monday – Friday,  
8:30 a.m. – 4:00 p.m.  
\*Effective July 8th Normal Hours are 9:00 a.m. – 1:00 p.m.

The Parking Transit Office is closed, Friday, June 21, 2013. Use [Pay.gov](#) to pay submit Daily or Monthly parking garage payments.

Friday June 21, 2013

[\[Office address and info\]](#)

**Mobile Commuter Store Bus at DOT HQ on Thursdays!**

**Recent Bulletins**

- TSB 2013-13 - PTRAN New Hours of Operation
- TSB 2013-12 TRANServe Electronic Application System Password Enhancements
- RESERVED
- TSB 2013-10R Update to Alert for TRANServe Customers Who Ride Port Authority Transit Corporation (PATCO)
- TSB 2013-09 Save Award Opportunity for Service Dates

# Frequently Asked Questions

Q. Can I receive a split benefit?

A#1(NCR). Yes. On your itemized expense sheet (second page of application) please indicate your specific modes of transportation and the amount used for each. During the processing by DOT, the exact amount can be allocated to the vendor. It is the participant who must register with those vendors and allocate the amounts to the proper transportation provider.

A#1(ONCR). Yes. ONCR debit card participants can make multiple purchases up to their monthly benefit amount.

Q. When will the Debit Card rollout in my area?

A. DOT will notify all Main and Local Coordinators several months in advance through multiple emails with information. DOT is currently rolling out the last 2 service areas.

Q. Why happens if my vanpool does not except the Debit Card?

A. Please contact your Local Coordinator. DOT has a Transit Provider Resource page on our website (<http://transerve.dot.gov/debit-card.html#/faq>) that provides the driver with the necessary information to how to set up a merchant account in order to accept the debit card.

# Common Issues

## **Q: Why isn't my Smart Card is not working?**

A: Please check with the Metro attendant to see if card is functioning properly. Purchase new card, register new card and provide the updated card number to Local Coordinator. Card must be registered.

## **Q: I did not receive my benefit on my Debit Card.**

A: Things to remember when using the Debit Card:

- Funds load the 10<sup>th</sup> of every month for the upcoming month.
- The card will decline when, you are attempting a purchase above the amount of your benefit. Please visit the [www.myaccount.chase.com/](http://www.myaccount.chase.com/) website to monitor your benefit.
- The card will decline at all stores where merchandise is sold.
- Debit cards can only be used at Transit locations or at approved online Transit websites. Visit the TRANServe website at <http://transerve.dot.gov/debit-card.html> for FAST FACTS for locations in your area.

## **Q: Why does it take so long to receive my benefit?**

A: Please keep in mind, signatures are require on each application, and expenses must be reviewed. Benefits can take up to 60 days. Additional days are added if missing phone numbers, writing is not clearly printed, missing accounting codes or last four of social, or if Smart Trip card is not registered.

# Thank you!

U.S. Department of Transportation

**TRAN***SERVE*  
*Business in motion*

