

TRANSIT BENEFITS PROGRAM APPLICANT GUIDE



*Have a Question about Transportation?
Contact the Transportation Services Division!*

OMMSTransportationservices@ed.gov

202-401-2905 or 202-401-3861

Apply for the transit benefit program in three easy steps!

- 1) Complete Transit Benefit Integrity Awareness Training via the Talent Management System (TMS).

NOTE: Interns will need to obtain the Power Point version of the Integrity Awareness Training from Executive Officer or contact

OMMSTransportationservices@ed.gov.

- 2) Register at the TRANServe website.
- 3) Submit the Transit Benefit Application.

1) Complete Transit Benefit Integrity Awareness Training via the Talent Management System (TMS).

Log on to <http://transerve.dot.gov>

- Click on “Participants”

U.S. Department of Transportation
TRANSERVE
Business in motion

United States
Department of Transportation

Go

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

Participants

Federal employees committed to using mass transportation for their home to work to home commute are eligible to receive the federal transit benefit.

TRANSERVE supports you with simplified access to transit authority information, electronic applications, how-to instructions and other resources that encourage your use of mass transportation as your primary means of commuting from home to work. The transit benefit is a subsidy, not an entitlement. Simply stated, it can go away.

Protect your transit benefit by following a few basic rules:

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

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

DOT Parking/Transit Office

Contact Us

Normal Hours:
Monday – Friday,
9:00 a.m. – 1:00 p.m.

Tuesday August 12, 2014

[Office address and info]

Mobile Commuter Store Bus at DOT HQ on Thursdays!

links metro weather traffic

- Click on “**EDUCATION**”
- Click on “**Transit Benefit Integrity Awareness Requirement (TMS)**”

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

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

+ Army Regions

+ CFPB

+ CPSC

+ DHS-ICE

+ DHS-CIS

+ DISA-REG (Fort Meade)

+ DOC-NOAA

+ DOC-OIG

+ DOC-OS

+ DOJ-OIG

+ DOT

+ Education

1. Department of Education Transit Benefit Program

[Transit Benefit Integrity Awareness Requirement \(TMS\)](#)

- [Department of Education Transit Benefit Enrollment/Change Applications](#)
- [Transit Benefit Applicant's Guide](#)
- [How to Register your SmarTrip Card](#)
- Email: OMMSTransportationServices@ed.gov

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Recent Bulletins

- [TSB-2014-09 Bicycle Benefit Claims](#)
- [TSB-2014-08 Password Compliance](#)
- [TSB 2014-07 DOT Annual Transit Benefit Re-certification Announcement](#)
- [TSB 2014-06 New Orleans RTA Customers – Purchase Jazzy Passes Online with TRANServe's Debit Card](#)
- [TSB 2014-05 Debit Card Expiration Dates and Re-issuance](#)
- [TSB 2014-04 DOT Bicycle Benefit Claims Due](#)
- [TSB 2014-03 Transit Benefit Monthly Statutory Limit set at \\$130 for 2014](#)
- [TSB 2014-02 DOT Headquarters Parking Rate Increase - January 1, 2014](#)

[More...](#)

How was your Visit?

We hope you found what you needed.
For other inquiries and feedback
Please contact us

Stay Connected

[SUBSCRIBE TO UPDATES](#)

CLICKING ON “TRANSIT BENEFIT INTEGRITY AWARENESS REQUIREMENT” WILL TAKE YOU TO THE TMS WEBSITE.

- **Log in with your TMS User ED email address (all capital letters) and Password**



Welcome

Department of the Interior's National Business Center and their industry-leading partner, Plateau, bring you the foremost enterprise software that manages learning and organizational readiness.

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

Login Information:

- Your User ID must be entered in **ALL CAPS**
- If you **forgot** your password, click the [Forgot Password?](#) link under the "Welcome" box. You will need your User ID and secret question answer to have the system send you a new password to the email account contained in your TMS record.
- If you **lock** your account, you will be prompted to unlock it by entering your User ID and secret question answer. The system will send you a new password to the email account contained in your TMS record.
- If you forgot or do not have a secret question created in TMS, call the NBC Customer Service Center: **Monday - Friday 6:00 a.m. - 4:00 p.m. MST at 1-888-FOR-INBC (1-888-367-1622) (option 3, option 4)**

Note: The email with your new password should arrive in your inbox within 5 minutes.

Welcome! Please Sign In

User ID:

Password:

[Forgot Password?](#) [Forgot ID?](#)

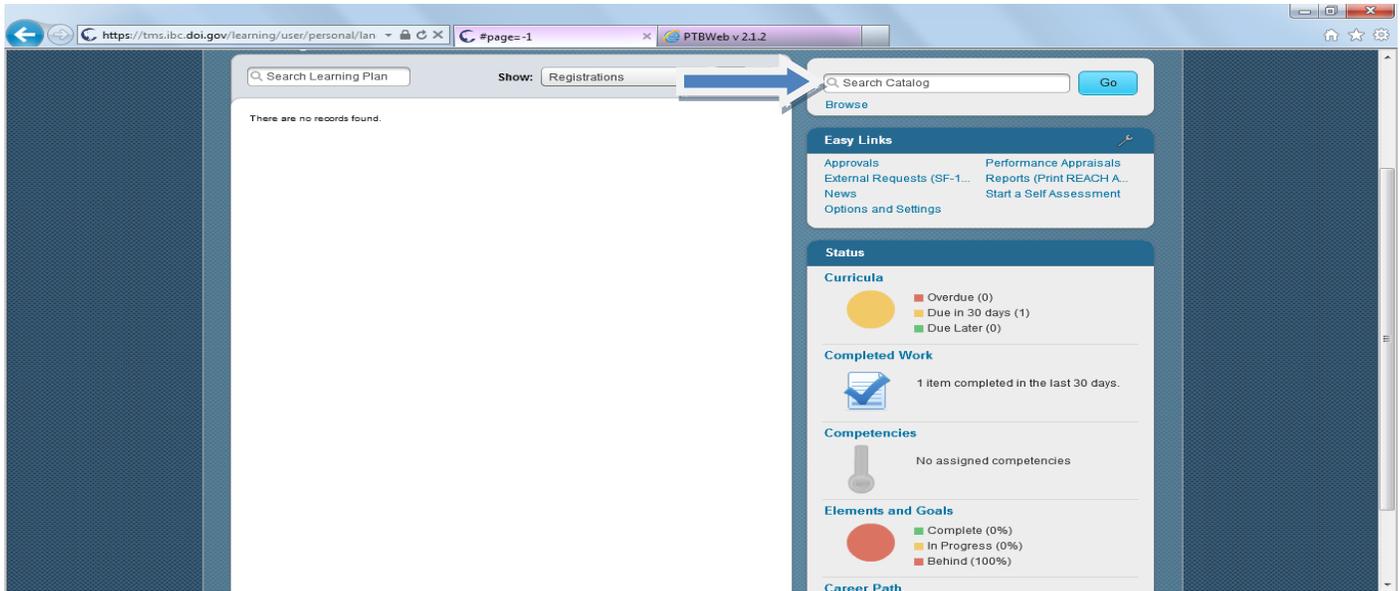
[TMS Take-Away Job Aids, Support, and FAQs](#)

If your agency directed you to use TMS, you have been provided a valid User ID and a Password.

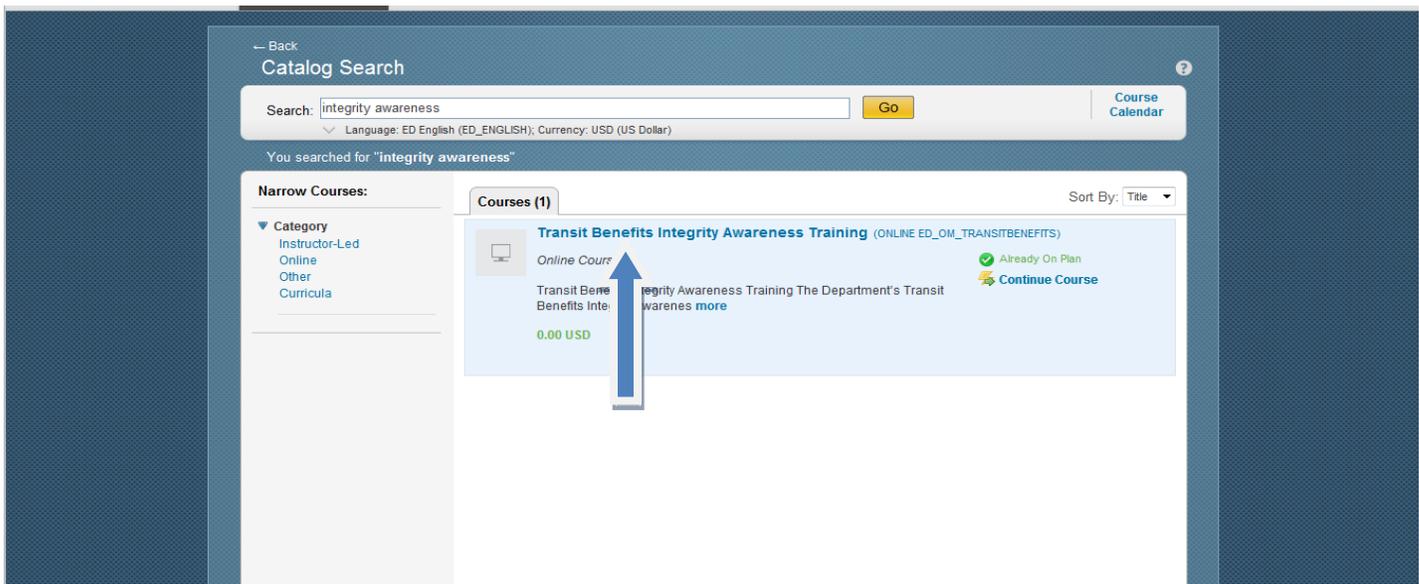


- Click on “Search”

Type “Transit Benefits Integrity Awareness Training or Integrity Awareness” in the Search Catalog box

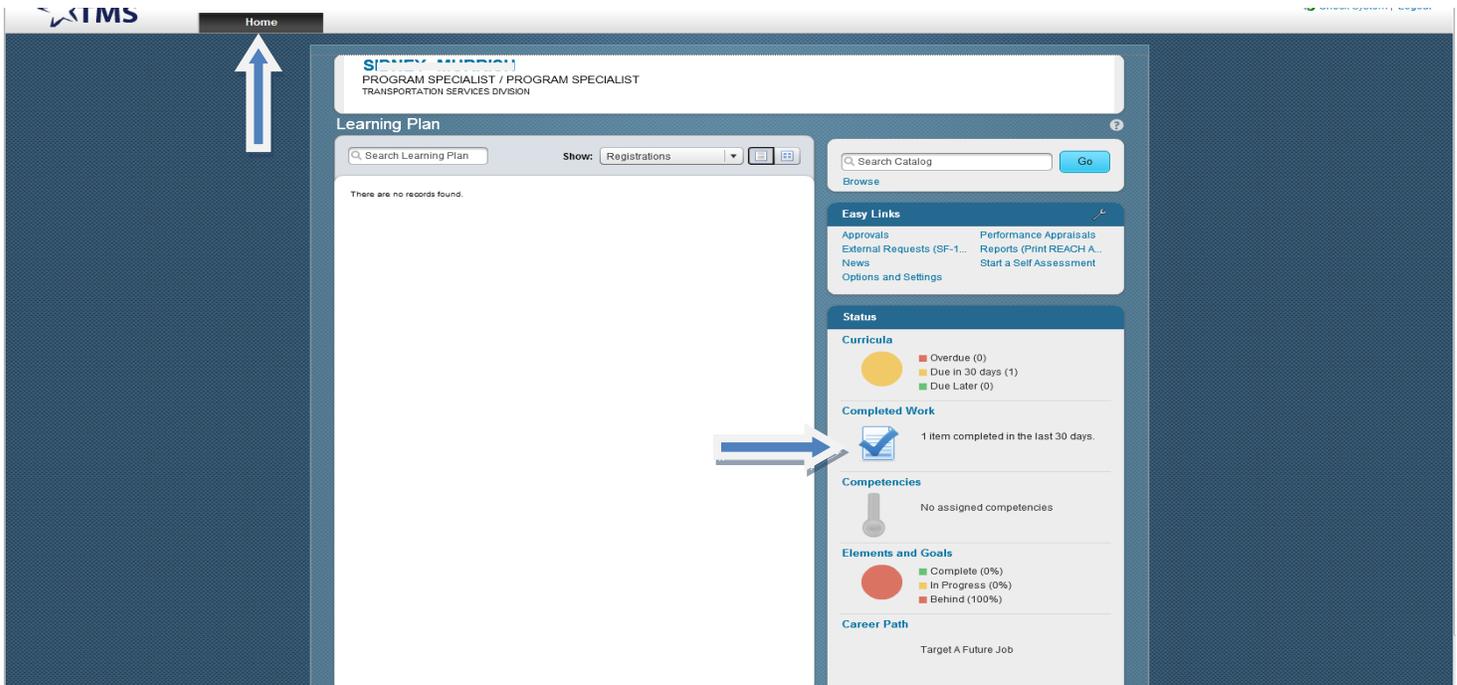


- ◆ Complete the Transit Benefit Integrity Awareness Training
 - Click “Transit Benefit Integrity Awareness Training”

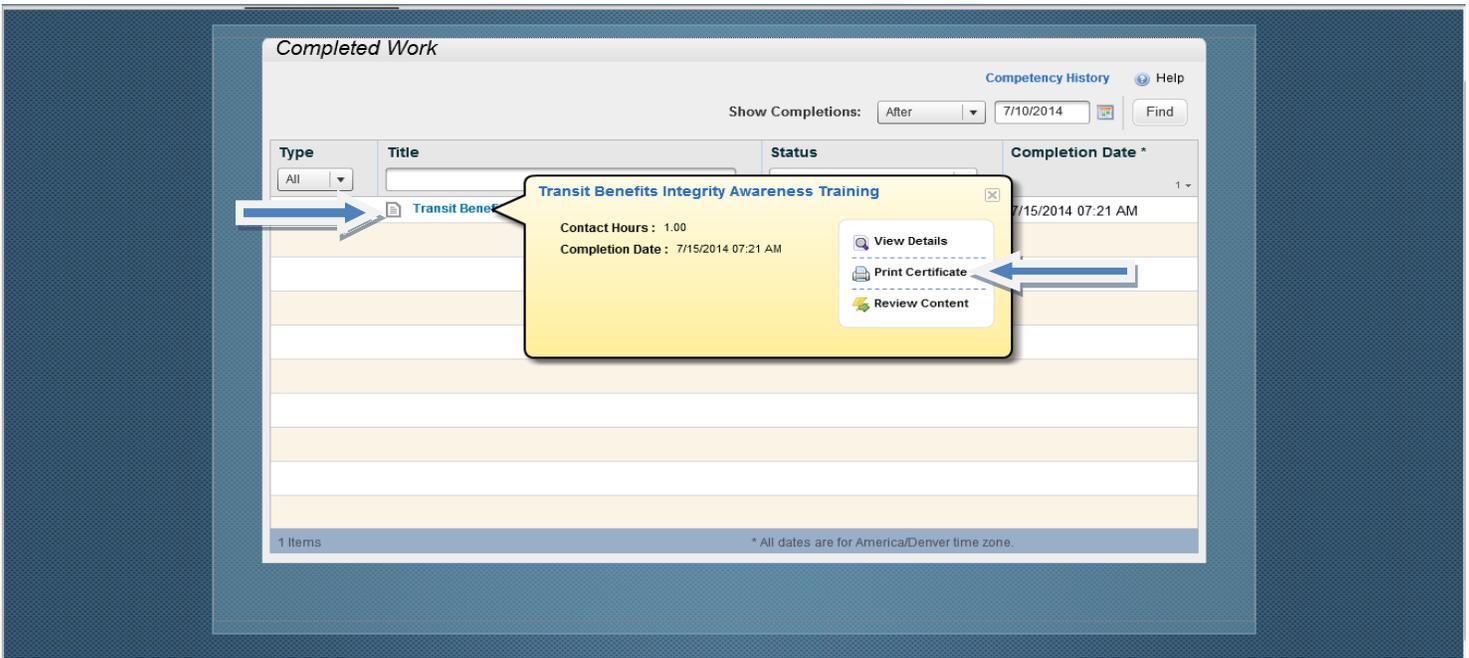


◆ After completing the Integrity Awareness Training

- Click on “Home” tab
- Click on “Completed Work”



- ◆ Hover cursor on “Transit Benefit Integrity Awareness Training”



- ◆ Click “Print Certificate”
- ◆ Print the completed certificate and provide a copy to your Executive Officer.

(2) Register at the TRANServe website: <https://transerve.dot.gov>

- Click “Participants” > Click “Education” > Click “Department of Education Transit Benefit Enrollment/ Change Application”

The screenshot shows the TRANServe website interface. At the top left is the U.S. Department of Transportation logo with the text "TRANSERVE Business in motion". At the top right is the United States Department of Transportation logo and a search bar with a "Go" button. Below the logos is a navigation menu with the following items: HOME, PARTICIPANTS, F.A.Q., DEBIT CARD, RESOURCES, RETURN OF EXCESS TRANSIT BENEFIT, and CONTACT US. The main content area is titled "Participants" and features a banner image of hands raised. Below the banner, there is a paragraph about federal employees eligible for the transit benefit, followed by a list of rules to protect the benefit. A sidebar on the right contains information about the DOT Parking/Transit Office, including contact details and normal hours. Below the sidebar, there are icons for links, metro, weather, and traffic. The "Recent Bulletins" section lists several news items. At the bottom, a blue callout box with a white arrow points to the link "Department of Education Transit Benefit Enrollment/Change Applications" in the Education section.

U.S. Department of Transportation
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HOME PARTICIPANTS F.A.Q. DEBIT CARD RESOURCES RETURN OF EXCESS TRANSIT BENEFIT CONTACT US

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- + CFPB
- + CPSC
- + DHS-ICE
- + DHS-CIS
- + DISA-REG (Fort Meade)
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- + DOC-OIG
- + DOC-OS
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- + DOT
- Education
 - 1. Department of Education Transit Benefit Program
 - [Transit Benefit Integrity Awareness Requirement \(TMS\)](#)
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More...

How to Register your SmarTrip Card

We help you get the most out of your transit benefit. Please contact us for more information.

St...

Direct link to log in and registration screen in TRANServe.

- Click the "**Register**" button

REMEMBER- You ONLY NEED TO REGISTER ONCE.

TRANServe
~ business in motion ~

Facilities Service Center - TRANServe
Transit Benefits Program

LOG IN

User Name:

Password: [Forgot Password?](#)

Log In

NOT REGISTERED YET? [Register](#)

ACCOUNT INFORMATION	
*User Name:	<input type="text" value="victoria.owens@dot.gov"/>
*First Name:	<input type="text" value="Victoria"/>
Middle Name:	<input type="text"/>
*Last Name:	<input type="text" value="Owens"/>
*Agency/Mode:	<input type="text" value="DOT-OST-WCF M-70"/>
Phone Number:	<input type="text" value="202-366-0001"/>



Complete the registration form

- Use your government email address as your User Name

LOG IN

User Name:

Password: [Forgot Password?](#)

NOT REGISTERED YET?

- Click **Register**
- ◆ **TRANServe System will generate a password and send to your ED email address.**

LOG IN

User Name: vikkey.owens

Password: ●●●●●●● [Forgot Password?](#)

Log In

[NOT REGISTERED?](#) Register

- ◆ Enter your User Name (ED email address) and Password.
- ◆ Click “Log In”.

◆ Select “Change Password”

The screenshot displays the TRANServe website interface. At the top left is the TRANServe logo with the tagline “~ business in motion ~”. To the right, it identifies the “Facilities Service Center - TRANServe” and the “Transit Benefits Program”. A dark blue navigation bar contains the following links: Home, Transit Application, Approval Section, Utilities, Admin, and Logout. Below the navigation bar, a welcome message reads “Welcome To Parking and Transit Benefit Public Website Version v 1.0”. A search bar is present, but empty. A vertical list of icons and links is shown: a folder icon for “Transit Benefit Application”, a pencil icon for “Approval Section”, a puzzle piece icon for “My Account”, a padlock icon for “Change Password”, and a computer monitor icon for “Log out”. The “Change Password” link is highlighted with a red dotted border, and a blue arrow points upwards towards it from the “Log out” link.

- Complete the Change Password form
- Click “Submit”

Home Transit Application Approval Section Utilities Logout

CHANGE PASSWORD

Current Password:

Create New Password:

Reenter New Password:

Create a Hint*:

*A hint is a meaningful personal association to help you remember your password. This is optional, but highly recommended.



- “Password Changed!” will be displayed
- Click “Home” on the blue task bar

Home Transit Application Approval Section Utilities Logout

PASSWORD CHANGED!

CHANGE PASSWORD

Current Password:

Create New Password:

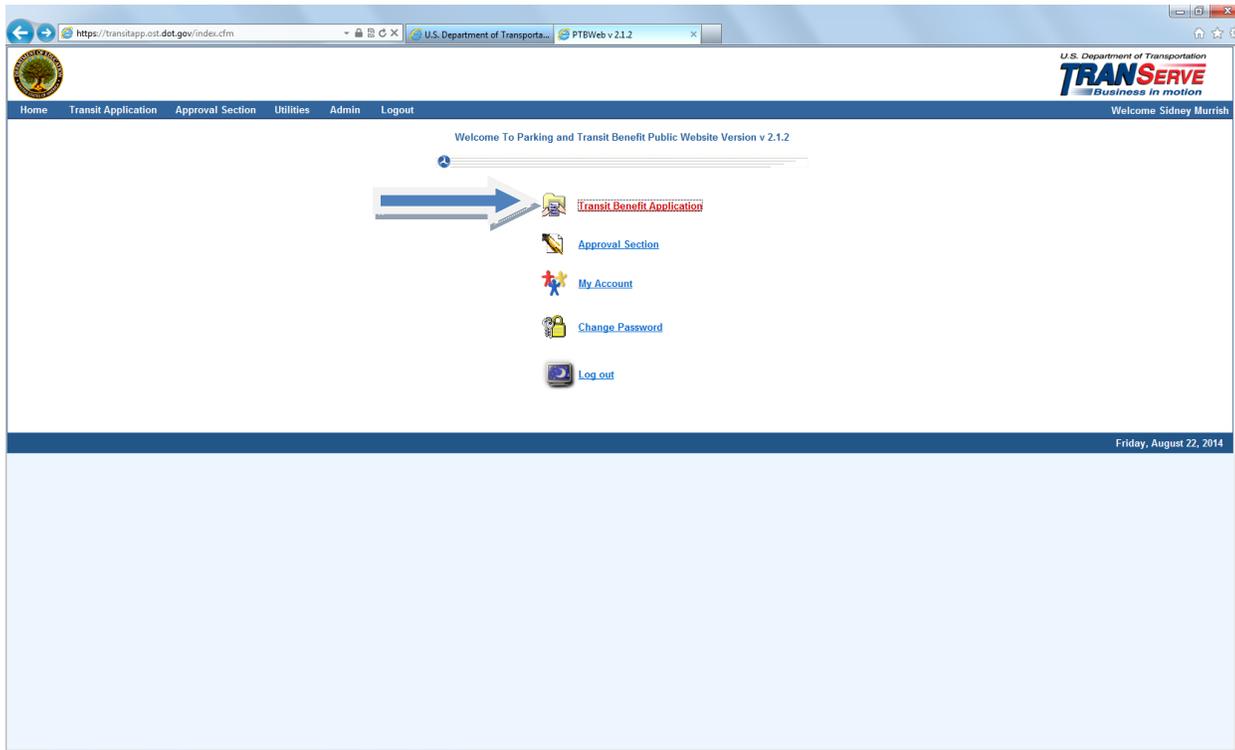
Reenter New Password:

Create a Hint*:

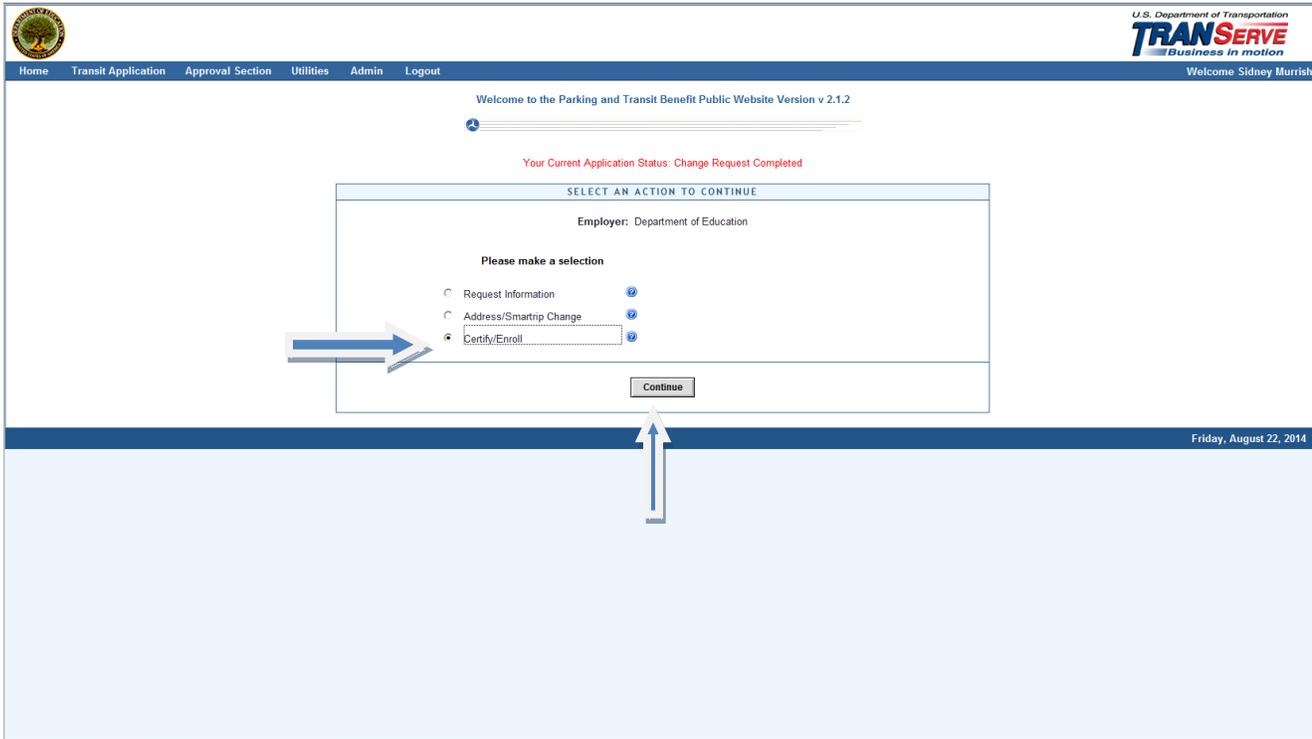
*A hint is a meaningful personal association to help you remember your password. This is optional, but highly recommended.

↑

◆ Select “Transit Benefit Application”



- ◆ Click on “Certify/Enroll” to enroll as new user
- ◆ Click “Continue”



Transit Benefit Application

- *Request for Information:* OMMSTransportationservices@ed.gov
- Withdrawal forms located at <https://connected.ed.gov/Documents/trans-withdrawal-form.doc>
- Address/SmarTrip Change: Use this option to update your application for Address and Smartrip card
- Certify/Enroll -Use this option to enroll as a new applicant or recertify

WARNING !

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

- I certify that I am employed by the U.S. Federal Government.
- I certify that I am not named on a federally subsidized parking permit 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.
- I certify that I will not claim the transit benefit in excess of my actual monthly commuting expense. If at anytime during a given month I am out of work due to sickness, vacation or any other reason, on official travel, or use a private vehicle for commuting, I will claim less and adjust the amount of my transit benefit the following month if appropriate.
- I certify that my parking fees are not included in the computation of the daily, weekly or monthly commuting costs for my transit benefit.

I Agree

I Do Not Agree

Thursday, April 24, 2008

- ◆ **Read the terms and conditions of the Transit Benefit Program**
- ◆ **Click “I Agree” to proceed with the application process**

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

THE TRANSIT BENEFIT APPLICATION WORKSHEET

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

* indicates required field.

1 *Reason for Certification:

2 *Select your transportation methods:
 Bus Rail Other Method Vanpool

3 Civilian/Military: 4 Status:

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 work to/from work. 2(b)

Method of Transportation	Name of Company	Daily Expense	Days per Month	Monthly Expense
Rail to Work 2(a)	RE	\$ 7.96	12	\$ 95.50
Rail from Work	WRE	\$ 7.96	12	\$ 95.50
Total Monthly Expense:				191.00

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.

TRANSIT BENEFIT PROGRAM APPLICATION

*Identifier: 5

Name: (Last) (First) (Middle Name)

Email Address: *Work Phone:

6 Common Identifier:

7 DEPARTMENT OF EDUCATION 9

*Select Your Agency/Mode: *Region:

8 *Principal Office:

Not Applicable to ED Employees: [Select...](#)

Not Applicable to ED Employees: [Select...](#)

Not Applicable to ED Employees: [Select...](#)

10 I certify that my usual monthly transit commuting costs are:

WORK INFORMATION

*Work Address:

Work City: *Work State: *Work Zip:

RESIDENCE INFORMATION

*Address: 12

*City: *State: *Zip:

*Approving Official: [Select...](#) *Point of Contact: [Select...](#)

13 Manager/Fund Certifier: [Select...](#) Manager Phone:

*SmartTrip Card Number: 14

15 Comment for Agency Approvers:

- Specify Reason for Certification (i.e., Annual Certification, New Transit Benefit Participant).
- Select your transportation method(s) and enter: (a) Name of Company for method of transportation (b) daily or monthly expense, (c) number of days you routinely work in a month. Complete these steps for every transportation method (i.e., bus and rail). The Total Monthly Expense value automatically calculates.
- Select "Civil/Military" from drop-down menu.
- Select your work status from drop-down menu.
- Enter the last 4 digits of your Social Security number in the "Identifier" box.
- Enter the word "Education" in the "Common Identifier" field.
- Select your Agency/Mode
- Select your Principle Office
- Select your Region
- Enter work information
- Enter Residence information
- Select Approving Official
- Enter Manager/Fund Certifier as "ED TRANSIT BENEFIT COORDINATOR"
- Enter SmarTrip® number to participate in Smart Benefits. Enter "NA" to participate in TRANServe Debit card benefits.
- Enter Comments or additional information for your POC in "Comment Box."

NOTE: Use chart below to identify your Smartrip Card type and enter circled number portion into 14) "Smartrip Card Number" field.

SMARTCARD (HQ DC local area only)



REGISTRATION

LOG INTO: - <https://smartrip.wmata.com/Registration/Register.aspx>

Card Type

Please indicate the type of your card by matching the serial number on the back of your card with the pattern that is circled on the images below.

Card Type #1: 

Use return to: WMATA, 600 Fifth Street, N.W.
D.C. 20001

SmartTrip® and SmartBenefits® logos
are trade/service marks of WMATA.

012345678 C3DW803

serial number

Card Type #2: 

Use return to: WMATA, 600 Fifth Street, N.W.
D.C. 20001

SmartTrip® and SmartBenefits® logos
are trade/service marks of WMATA.

012345678 3 C3DW803

serial number check sum

Card Type #3: 

Use return to: WMATA, 600 Fifth Street, N.W.
D.C. 20001

SmartTrip® and SmartBenefits® logos
are trade/service marks of WMATA.

C3DW017 0020 0001 5644 364 6

serial number

Card Type #4: 

Use return to: WMATA, 600 Fifth Street, N.W.
D.C. 20001

SmartTrip® and SmartBenefits® logos
are trade/service marks of WMATA.

GD1137 0167 0693 4564 7992 9601

serial number

TRANServe Debit Card



Here's how the TRANServe Debit Card works

1. Receive TRANServe Debit Card.
2. Activate your card by calling Chase Customer Service at 1-866-891-6951. You will need the following information:
 - Work phone number OR use (202-401-2905)
 - Work ZIP code use (20202)
 - Your agency-assigned Common Identifier use (EDUCATION)

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

3. Select the "Credit" option when purchasing transit fare media.

Any transit benefit funds you do not use by the end of the 9th day of the following month will be returned to Education.

Debit Card User Account Website

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!](#)

- **VISIT** https://ucard.chase.com/locale.action?request_locale=en to go to the new UCard Center
- **REGISTER** for UCard Center by creating a new User ID and password
- **SAVE** to your Favorites.
 - **DELETE** the old “My Account”
 - **SAVE** the new “UCard Center” to your favorites

This step-by-step guide will assist you in the transition [JPMorgan UCard Center Registration Steps](#)

It's easy, safe and convenient!

Application Approval Process

- **SMARTRIP Card: Processing Timeframes** - 10 business days, funds will auto-load onto card electronically (if applications are received and approved by DOT).
-
- **TRANServe Debit Card: Processing Timeframes** - Debit Cards - up to 30-45 business days to receive the card in hand.

