

Department of the Treasury Federal Employee

# **TRANSIT BENEFIT PROGRAM**

## **Applicant Guide**



## **Apply for the transit benefit program in five easy steps:**

- 1) Complete Transit Benefit Integrity Awareness Training
- 2) Purchase and Register a SmarTrip® card
- 3) Get your Employee ID Number
- 4) Create a User Name at the TRANServe website
- 5) Submit the Transit Benefit worksheet and application

# (1) Complete Transit Benefit Integrity Awareness Training

The screenshot shows the TRANSERVE website interface. At the top left is the U.S. Department of Transportation logo with the tagline "Business in motion". At the top right is the United States Department of Transportation logo. Below the logos is a navigation menu with tabs for HOME, AGENCY, RESOURCES, PARTICIPANTS, and a search bar. A red arrow points to the "PARTICIPANTS" tab. Below the navigation menu is a "Participants" banner with a background image of hands raised. The main content area is divided into two columns. The left column contains a "Participants" section with a sub-header "Participants" and a paragraph of text. Below this is a "Reminder: The transit benefit is a subsidy, it is not an entitlement. Simply stated, it can go away." followed by a list of basic rules and a "Report Waste, Fraud and Abuse" section. A list of links for various agencies is shown, with a red arrow pointing to "Treasury - HQ". The right column contains a "DOT Parking/Transit Office" section with contact information and a "Recent Bulletins" section with a list of news items. At the bottom right, there are icons for links, metro, weather, and traffic, and a "I am..." section.

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

United States  
Department of Transportation

HOME AGENCY RESOURCES **PARTICIPANTS** Google Search Go

## Participants

TRANSERVE supports you with simplified access to transit authority information, electronic applications, how-to instructions and other resources to encourage your use of mass transportation as your primary means of commuting from home to work.

**Reminder: The transit benefit is a subsidy, it is not an entitlement. Simply stated, it can go away.**

Protect your transit benefit by following a few basic rules:

- Apply using your Agency's application process
- Use mass transportation for your own home to work to home commute
- Adjust. Any time the amount you receive exceeds the amount you need, adjust.

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

- + Army Regions
- + DHS-BICE
- + DHS-BCIS
- + DISA-REG (Fort Meade)
- + DOT
- + Education
- + FDIC
- + Homeland Security
- + The House of Representatives
- + IRS
- + USNAVY-REG / USNAVY-NAF
- + **Treasury - HQ**
  - Department of Treasury – Headquarters Transit Benefit Program
  - Email: [PTIPBenefits@treasury.gov](mailto:PTIPBenefits@treasury.gov)
  - [Treasury Transit Benefit Integrity Awareness Training](#)
  - Treasury- Transit Benefit Applicant's Guide
  - Treasury - Transit Benefit Supervisor's Guide
  - [How to Register your SmarTrip Card](#)
  - [Frequently Asked Questions](#)

### DOT Parking/Transit Office

Contact Us

**Normal Hours:**  
Monday – Friday,  
8:30 a.m. – 4:00 p.m.

Friday June 1, 2012

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

[Mobile Commuter Store Bus at DOT HQ on Thursdays!](#)

### Recent Bulletins

- [TSB 2012-10 RTA Discontinues Farecheck Voucher Returns for Credit](#)
- [TSB 2012-09 Paper Voucher Program Continues](#)
- [TSB 2012-08 DOT Annual Transit Benefit Program Recertification](#)
- [TSB 2012-07 TRANSERVE Online Transit Benefit Program Application New Information Requirements](#)
- [TSB 2012-06R TRANSERVE Online Enrollment Application – Revised](#)
  - [Attachment Online App screen shots](#)
- [TSB 2012-06 TRANSERVE Online Transit Benefit Program Application Enhancements - Go Live](#)
- [TSB 2012-05 TRANSERVE Online Transit Benefit Program Application Enhancements](#)
- [TSB 2012-04 March 1, 2012 Bicycle Benefit Claim Submission Deadline](#)
- [TSB 2012-03 Effect of WMATA SmartBenefits@ Autoload Transition on Unused Transit Benefit](#)

[More...](#)

links metro weather traffic

I am...

- ◆ Log on to <http://transerve.dot.gov>
- ◆ Click on “Participants”
- ◆ Click on “Treasury - HQ”

HOME AGENCY RESOURCES PARTICIPANTS CONTACT US F.A.Q. Google Search Go

# Participants

TRANServe supports you with simplified access to transit authority information, electronic applications, how-to instructions and other resources to encourage your use of mass transportation as your primary means of commuting from home to work.

**Reminder: The transit benefit is a subsidy, it is not an entitlement. Simply stated, it can go away.**

Protect your transit benefit by following a few basic rules:

- Apply using your Agency's application process
- Use mass transportation for your own home to work to home commute
- Adjust. Any time the amount you receive exceeds the amount you need, adjust.

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

- + Army Regions
- + DHS-BICE
- + DHS-BCIS
- + DISA-REG (Fort Meade)
- + DOT
- + Education
- + FDIC
- + Homeland Security
- + The House of Representatives
- + IRS
- + USNAVY-REG / USNAVY-NAF
- Treasury - HQ
  - Department of Treasury – Headquarters Transit Benefit Program
  - Email: [PTIPBenefits@treasury.gov](mailto:PTIPBenefits@treasury.gov)
  - **Treasury Transit Benefit Integrity Awareness Training**
  - Treasury- Transit Benefit Applicant's Guide
  - Treasury - Transit Benefit Supervisor's Guide
  - [How to Register your SmarTrip Card](#)
  - [Frequently Asked Questions](#)

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- [TSB 2012-03 Effect of WMATA SmartBenefits@ Autoload Transition on Unused Transit Benefit](#)

[More...](#)

links metro weather traffic

I am...

- ◆ Click on “**Treasury Transit Benefit Integrity Awareness Training**”
- ◆ Complete the training
- ◆ Print two copies of the Completion Certificate and give one to your supervisor.

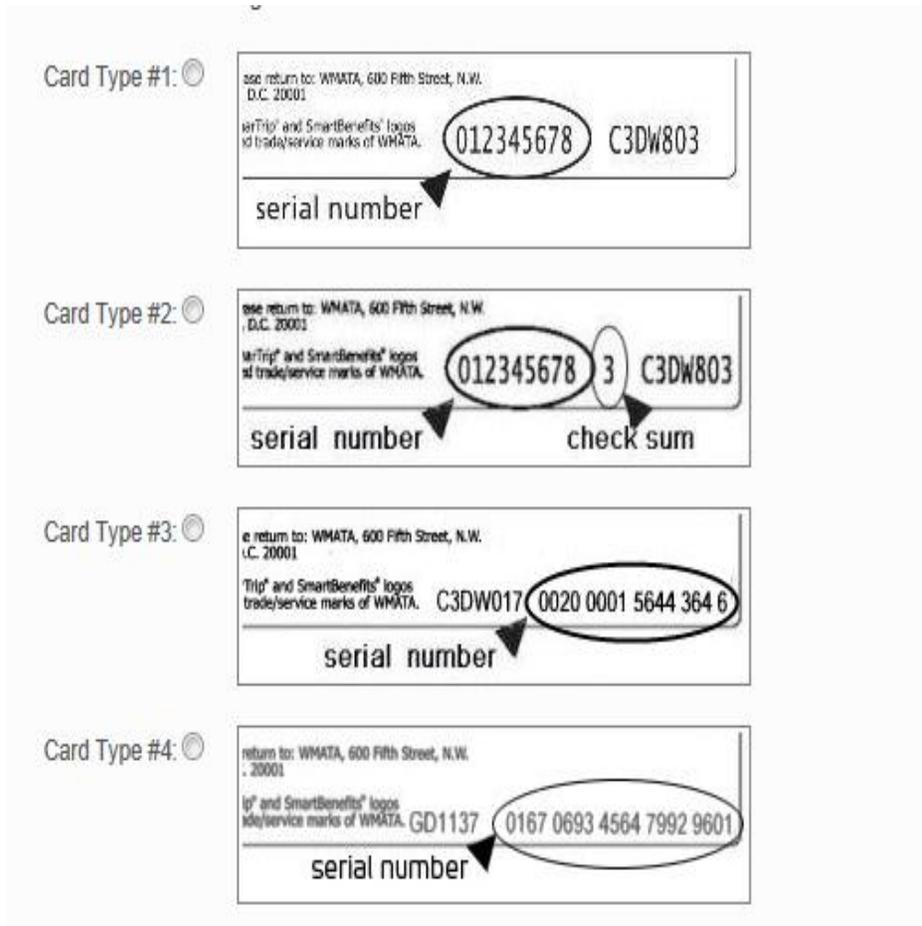
NOTE: ENSURE YOUR SUPERVISOR EMAILS YOUR CERTIFICATE TO

[PTIPBENEFITS@TREASURY.GOV](mailto:PTIPBENEFITS@TREASURY.GOV).

## (2) Purchase and Register a SmarTrip® card

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

1. **Purchase a SmarTrip® Card** – This is a reloadable electronic fare card. Using a reloadable card supports the government’s initiatives to support and improve the environment.
  - a. You can do this at a Metro Sales Store, Station Kiosk (these are located in Stations where parking is available, a Commuter Store and many retail establishments.
    - i. Look here for more information on locations:  
<http://www.wmata.com/fares/purchase/where.cfm>
  - b. You can also purchase a SmarTrip® Card on line: <http://www.wmata.com/fares/purchase/>
    - i. An online order will require you to provide a shipping address which must match the billing address on line with your credit card provider.
2. **Create a Personal Account to Register your SmarTrip® Card** – You must register your SmarTrip® card with WMATA in order to receive your transit benefit electronically. Registration may take up to 48 hours to be reflected in the WMATA system. An additional benefit of registering your card is to protect the funds on the card. If lost or stolen you may cancel the card. After you replace your SmarTrip® card, you can transfer the funds to the new card.
  - a. 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: If your SmarTrip® (or CharmCard) serial number is fewer than nine (9) digits, you need to add zeros to the front to make it nine (9) digits.

Still have Questions? To Contact WMATA Call: 202-637-7000, Email: [smartrip@wmata.com](mailto:smartrip@wmata.com)  
Web Inquiry: [http://www.wmata.com/about\\_metro/contact\\_us/ridercomment.cfm](http://www.wmata.com/about_metro/contact_us/ridercomment.cfm)

**Do you ride more than one transit system in your regular home to work to home commute?**

Allot some of your benefit to your SmarTrip® card and the rest to another transit system using Commuter Direct.

Finally:

- **Use your Transit Benefit** – Remember it is only for your Home-to-Work-to-Home commute.
- **Protect Your Transit Benefit**
- **Anytime the amount you receive exceeds the amount you need you must adjust!**

## (2) Get your Employee ID Number

- Log on to HR Connect
- Click on “My Information” (located on the top left-hand side)
- Look in the middle of the page for EMPLID

The screenshot shows the HR Connect website interface. At the top, there is a banner with the HR Connect logo and the tagline "your online connection to human resources". Below the banner, there are navigation tabs: "Manager", "Employee", "Report Output", and "Menu". The "Employee" tab is selected.

The main content area is divided into several sections:

- About Me** (circled in red):
  - My Information: View or update your personal and emergency contact information.
  - Self Service Guide: View a guide to your self service options.
- HR Connect Help**:
  - HR Connect-2-Learn Training Resource Center: This center offers learning and other helpful resources to support you in completing most HR Connect functions.
  - Last Login: Your last successful login was JUN 06, 2012 06:46 p.m. There have been 0 unsuccessful logins since.
- ePerformance**:
  - ePerformance: Create, maintain, and perform routine administrative tasks on your performance documents.
- Links to HR Tools**:
  - NFC Employee Personal Page: View your earnings statement, W-2, and payroll deductions.
  - Fed Tax Withholding Calculator: Estimate Federal tax biweekly withholding rates.
  - Salary Tables: View the latest Federal salary tables and related information.
  - Thrift Savings Plan (TSP): Review your account balance or loan amount, change fund allocations, and perform interfund transfers.
  - Soc Sec Benefit Planner: Learn about and calculate social security benefits.
  - Benefits, Life Events Planner: Obtain information about Federal benefits, health/life insurance, and long term care.
  - USA Gov: Access Federal Government resources, information, and services and link to state/local governments.
  - Safety and Health Info Mgmt: Safety and Health Information Management System (SHIMS). Use this link to initiate a claim for Workers' Compensation and/or medical benefits relating to a work-related illness or injury.
- Learning & Development**:
  - LearnATF
  - GAO Learning Center
  - HUD/HVU
  - Treasury TLMIS (non-IRS)
  - Treasury ELMS (IRS)
  - Go Learn: Serves as the Government-wide one-stop resource to obtain high quality e-Training product and services.
  - Law Enforcement Training: Obtain skills and knowledge to meet demanding challenges of a Federal law enforcement career.
  - Treasury Executive Institute: Offers learning opportunities to meet the needs of the Department's senior executives.
  - Graduate School: Provides career-related courses from the Government's continuing education institution.
- My Career Info**:
  - Job Search - USAJOBS: Looking for a new job? Check out job listings from USAJOBS.

At the bottom left, there is a link for "Privacy and Security Policy".

NOTE: YOU WILL NEED YOUR EMPLOYEE ID NUMBER FOR THE PTIP APPLICATION

### (3) Create a User Name and password at the TRANServe website

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

Facilities Service Center - TRANServe  
Transit Benefits Program

U.S. Department of Transportation

LOG IN

\*User Name:

\*Password:  [Forgot Password?](#)

Log In

NOT REGISTERED YET? [Register](#)

Thursday, October 25, 2012

- ◆ Log on to: <https://transitapp.ost.dot.gov>
- ◆ First time enrollments click the “Register” button

**REMEMBER – YOU ONLY NEED TO REGISTER ONCE.**

The image shows a registration form titled "REGISTRATION" with the following fields and values:

- User Name: victoria.owens@treasury.gov
- First Name: Victoria
- Middle Name: (empty)
- Last Name: Owens
- Agency/Mode: TRE-HQ
- Phone Number: 202-366-1234
- Hint\*: (empty)

Below the fields is a note: "\*A hint is a meaningful personal association to help you remember your password. This is optional, but highly recommended." At the bottom are three buttons: "Register", "Cancel", and "Reset".

Red arrows point to the "User Name" field, the "Agency/Mode" dropdown menu, and the "Register" button.

- ◆ Complete the registration form
- ◆ Use your government email address as your User Name
- ◆ Select “TRE-HQ” from the Agency/Mode drop-down box
- ◆ Click “Register”

NOTE: A TEMPORARY PASSWORD WILL BE EMAILED TO YOU. ONCE YOU HAVE RECEIVED YOUR TEMPORARY PASSWORD, PLEASE FOLLOW INSTRUCTIONS BEGINNING ON PAGE 10.

**Facilities Service Center - TRANServe**

**Transit Benefits Program**



LOG IN	
User Name:	<input type="text" value="victoria.owens@treas"/>
Password:	<input type="password" value="*****"/> <a href="#">Forgot Password?</a>
<input type="button" value="Log In"/>	
NOT REGISTERED YET? <input type="button" value="Register"/>	



- ◆ Type in your User Name and Password
- ◆ Click “Log In”



Welcome To Parking and Transit Benefit Public Website Version v 1.0



[Transit Benefit Application](#)



[Approval Section](#)



[My Account](#)



[Change Password](#)



[Log out](#)

◆ Select “Change Password”



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.



- ◆ Complete the Change Password form
- ◆ Click “Submit”
- ◆ “Password Changed!” will be displayed
- ◆ Click “Home” on the blue task bar



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.





Welcome To Parking and Transit Benefit Public Website Version v 1.0



[Transit Benefit Application](#)



[Approval Section](#)



[My Account](#)



[Change Password](#)



[Log out](#)

## ◆ Select “Transit Benefit Application”



[Transit Benefit Application](#)



Enter a new transit application, withdraw, request information or change an existing account.



[My Account](#)



Update account information (i.e., Name, User Name, Phone Number, Email Address and Agency).



Welcome to the Parking and Transit Benefit Public Website Version v 1.0



SELECT AN ACTION TO CONTINUE

Employer: Department of Treasury

Please make a selection

Request Information 

Certify/Enroll 

- ◆ Click on your selection
- ◆ Click “Continue”

## Transit Benefits Program

[Home](#) [Approval Section](#) [Utilities](#) [Logout](#)**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.



◆ **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.**

# (4) Submit the Transit Benefit worksheet and application

Facilities Service Center - TRANServe

Transit Benefits Program

Home Utilities Admin Logout

**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: New Transit Benefit Participant

\*Select your transportation methods:

Bus  Rail  Other Method  Vanpool

\*Civilian/Military: Civilian  Military  Work Status: Full Time  Part Time

If you work 8-hour days, enter 20 in the Days per Month column  
 If you work 9-hour days, enter 18 in the Days per Month column  
 If you work 10-hour days, enter 16 in the Days per Month column  
 If you telecommute or work part time, enter the number of days you actually commute to/from work.

Method of Transportation	Daily Expense	Days per Month	Monthly Expense
Rail to Work <small>Name of Company</small> <span style="border: 1px solid black; padding: 2px;">Metro</span>	\$ <span style="border: 1px solid black; padding: 2px;">2.50</span>	<span style="border: 1px solid black; padding: 2px;">20</span>	\$ <span style="border: 1px solid black; padding: 2px;">50.00</span>
Rail from Work <small>Name of Company</small> <span style="border: 1px solid black; padding: 2px;">Metro</span>	\$ <span style="border: 1px solid black; padding: 2px;">3.50</span>	<span style="border: 1px solid black; padding: 2px;">20</span>	\$ <span style="border: 1px solid black; padding: 2px;">70.00</span>

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: 120.00

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**TRANSIT BENEFIT PROGRAM APPLICATION**

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

\*Name: VICTORIA (First) OWENS (Last)

\*Email Address: victoria.owens@dot.gov \*Work Phone: 202-366-4817

\*Common Identifier: Fluffy

**DEPARTMENT OF TREASURY**

\*Agency/Mode: TRE-HQ \*Region: DC

\*Admin: TRE-HQ-DC

\*I certify that my usual **monthly commuting costs** are: 120.00

**WORK INFORMATION**

\*Work Address: 1801 L Street, N.W.

\*Work City: Washington \*Work State: DC \*Work Zip: 20036

**RESIDENCE INFORMATION**

\*Address: 1111 Las Vegas Court

\*City: Crofton \*State: MD \*Zip: 21114

\*Approving Official: DANIEL WOOD Select... \*Point of Contact: VERIS BAILEY Select...

\*Manager/Fund Certifier: VERIS BAILEY Select... Manager Phone: 202-622-1712

\*SmartTrip Card Number: 012345678

Comment for Agency Approvers:

Submit Application Cancel

**PRIVACY ACT STATEMENT:**  
 This notice is provided pursuant to the Privacy Act of 1974, 5 U.S.C. § 552a: This information is solicited under authority of 5 U.S.C. § 7905. Furnishing the information on this form is voluntary, but failure to provide all or part of the information may result in disapproval of your request for a public transit fare benefit. The principal purposes of the information are to facilitate timely processing of your request, to ensure your eligibility for transit benefits, and to prevent misuse of the funds involved. This information may be disclosed to the Department of Transportation to perform its duties under an interagency agreement. The information may also be used for production of listings and reports and for periodic review or revalidation of transit benefits. Other routine uses are published in the Federal Register at 65 F.R. 19476 (April 11, 2000).

- 1) Specify Reason for Certification (i.e., Annual Certification, New Transit Benefit Participant)
- 2) Select your transportation method(s) and enter: (a) Name of Company for your 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.
- 3) Select "Civilian/Military" from drop-down menu
- 4) Select your work status from drop-down menu
- 5) Enter your Employee ID number in the "Identifier" box
- 6) Enter the first initial of your first name and entire last name in the "Common Identifier" field.
- 7) Select your Agency/Mode and Admin
- 8) Select your Region
- 9) Select your Admin
- 10) Enter work information
- 11) Enter residence information
- 12) Select Approving Official
- 13) Select Manager/Fund Certifier
- 14) Select Point of Contact
- 15) Enter SmarTrip® card number. All Treasury employees within the NCR must have a SmarTrip® card
- 16) Enter any comments or additional information for your POC in the "Comment Box".
- 17) Click "Submit Application"

**The PTIP Benefits Office is always available to assist you. Please see our contact information below:**

**Location: Treasury Annex  
6000/Office of Environment, Health and Safety**

**Main Office number: (202) 622-6333**

**Email: [PTIPBenefits@treasury.gov](mailto:PTIPBenefits@treasury.gov)**

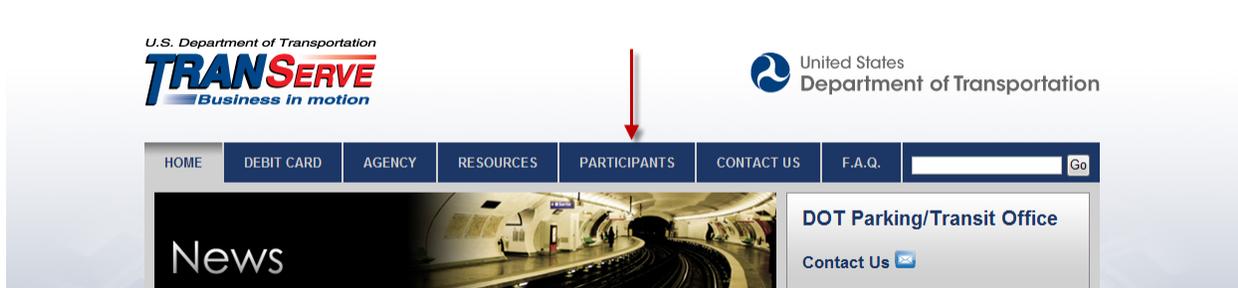
# Frequently Asked Questions

## **Category: TRANServe Electronic Transit Benefit System Access**

### **1) Is this your First Time?**

You must create a User Name and Password

- 1) Go to: <http://transerve.dot.gov/>
- 2) Open the “Participants” Page



- 3) Click “Treasury”
- 4) Click “[Treasury – Transit Benefit Program Enrollment/Change Application](#)”

## Treasury - HQ

Department of Treasury – Headquarters Transit Benefit Program

- Email: [PTIPBenefits@treasury.gov](mailto:PTIPBenefits@treasury.gov)
- PTIP Phone: 202-622-6333
- [Treasury Transit Benefit Integrity Awareness Training](#)
- [Treasury – Transit Benefit Program Enrollment/Change Application](#)
- [Treasury- Transit Benefit Applicant's Guide](#)
- [Treasury - Transit Benefit Approving Official's Guide](#)
- [How to Register your SmarTrip Card](#)
- [Frequently Asked Questions](#)

5) Enter your **Government** email address, then click “Register”

LOG IN

\*User Name:  [Forgot Password?](#)

\*Password:

Log In

NOT REGISTERED YET?

- 6) Enter your Name, as it appears on your Gov't ID
- 7) Select “TRE-HQ” from the Agency/Mode drop down box
- 8) Enter your office phone number
- 9) Enter a Hint to help you remember your password

**Remember you only need to register once**

**A temporary password will come via email**

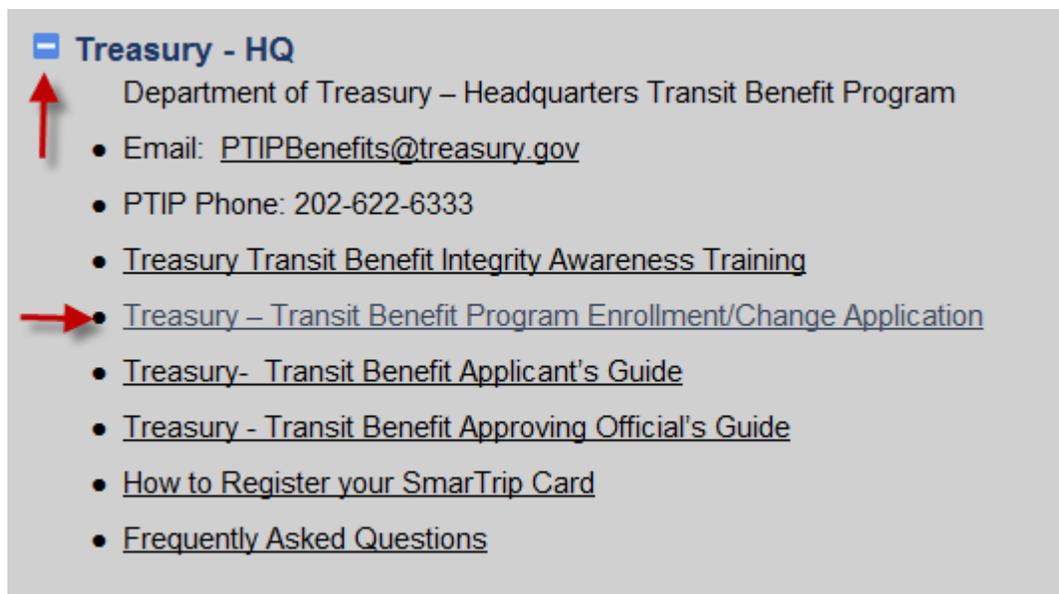
- 10) Repeat steps 1-4
- 11) Click “Log In”

## 2) Did you forget your password?

- 1) Go to: <http://transerve.dot.gov/>
- 2) Open the “Participants” Page



- 3) Click “Treasury” then
- 4) Click “[Treasury – Transit Benefit Program Enrollment/Change Application](#)”



- 5) Enter your **Government** email address

6) Click “Forgot Password”

LOG IN

\*User Name:

\*Password:

[Forgot Password?](#)

Log In

NOT REGISTERED YET? [Register](#)

7) Enter your **Government** email address to either “Try Again” or “Send it by Email”

TRY AGAIN?

User Name:

Show Hint Cancel

SEND IT BY EMAIL

User Name:

THE PASSWORD WILL BE SENT TO YOUR E-MAIL ACCOUNT.

Submit Cancel

 [Return to Login Page](#)

8) Click “Return to Login Page”

