



TRANSIT BENEFIT PROGRAM

Registration Guide

Reminders:

This benefit is to commute to your Department of State Duty Station and Home.

DOS does not provide subsidy for parking costs.

No office travel permitted.

Anytime the amount you receive exceeds the amount you need, you must adjust by completing a new TranServe Application.

Transit Subsidy is not authorized for personal use.

Transit Subsidy Benefit Program: New TranServe Application

This guide is for current Transit Subsidy Participants registering in TranServe for the first time. To continue receiving Transit Subsidy benefits after October 11, 2014, all participants must:

- Use a DOS federal email address to create a TranServe User Account
- Submit the Transit Benefit Program expense worksheet and application

Register in TranServe

First Stop:

TRANServe.dot.gov

**Second Stop:
Participants**

HOME

PARTICIPANTS

F.A.Q.

DEBIT CARD

RESOURCES

RETURN OF EXCESS TRANSIT BENEFIT

CONTACT US

- + Homeland Security
- + U.S. House of Representatives
- + IRS
- + NCUA
- + SEC
- + STATE 
- + Treasury - HQ
- + USCG
- + USDA
- + USNAVY-REG / USNAVY-NAF

Open “STATE”

Select “Transit Benefit Application System”

Use your STATE federal email address to create a User Account Profile in the Transit Benefit Application System



LOG IN

*User Name:

*Password:

[Forgot Password?](#)

Log In

NOT REGISTERED YET? [Register](#)

REMEMBER: YOU ONLY NEED TO REGISTER THE FIRST TIME YOU ACCESS THE SYSTEM.

ACCOUNT INFORMATION

* indicates required field.

*User Name:

*First Name:

Middle Name:

*Last Name:

*Agency/Mode:

Phone Number:



- Complete the registration form
- Use your STATE email address as your User Name
 - “email@State.gov”
- Click “Register”

NOTE: A temporary password will be emailed to you at your official STATE email address. When you receive the temporary password, please follow the Instructions beginning on the next page.

LOG IN

* indicates required field.

*User Name:

*Password:

[Forgot Password?](#)

←

- Type in your user name and temporary password you received via email
- Click “Log In”

**PASSWORD EXPIRED
PLEASE CHANGE PASSWORD**

* indicates required field.

***Current Password:**

***Create New Password:**

***Reenter 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.

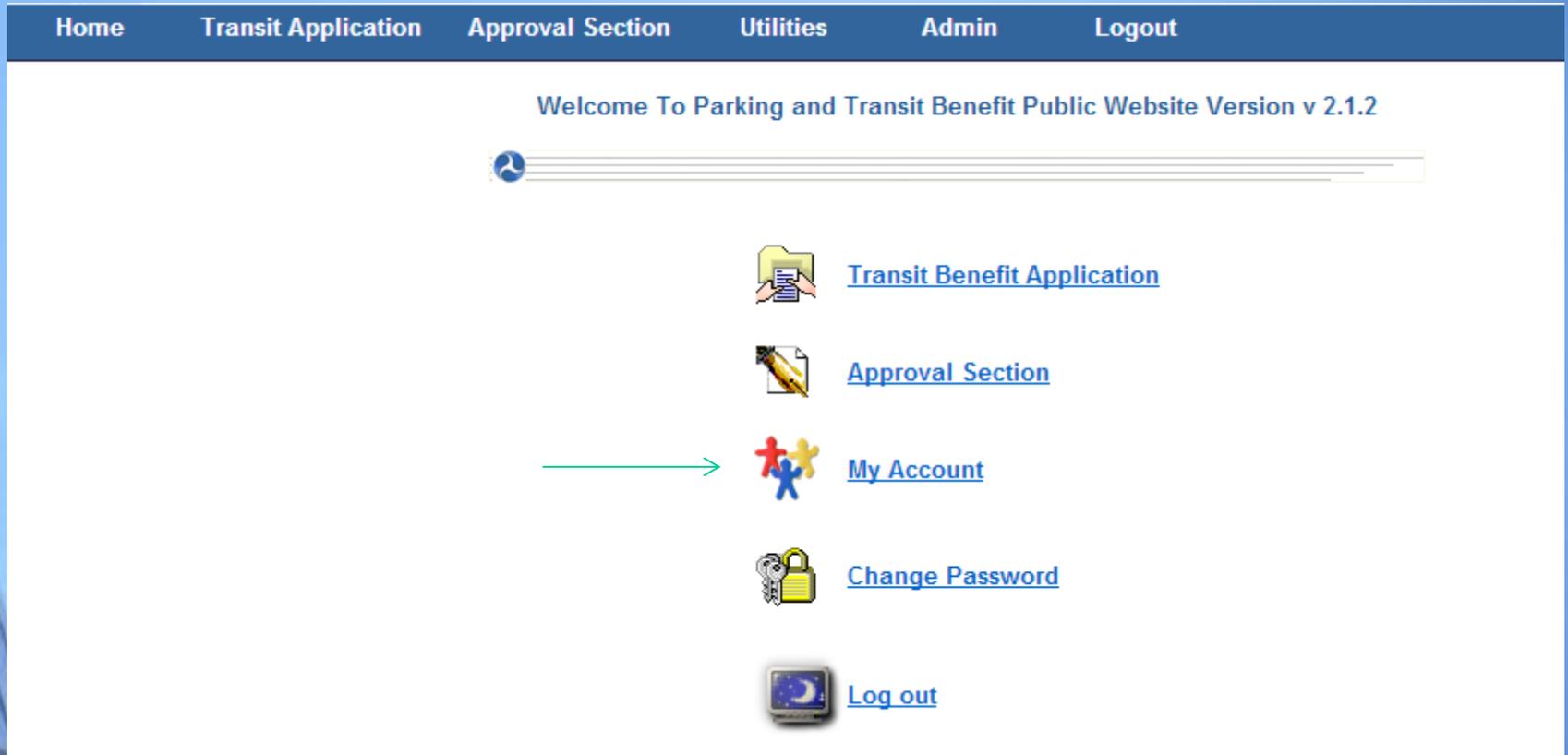
- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, %)

Password will expire 60 days after being set

Passwords cannot be reused within the last 24 changes.

- Follow the instructions to set your password
- Click “Submit”

To update account information (name, username, phone number, etc.) select “My Account”.



The screenshot shows a website navigation menu with the following items: Home, Transit Application, Approval Section, Utilities, Admin, and Logout. Below the menu is a welcome message: "Welcome To Parking and Transit Benefit Public Website Version v 2.1.2". A search bar is present below the welcome message. The main menu items are: Transit Benefit Application (with a folder icon), Approval Section (with a pencil icon), My Account (with a puzzle piece icon and a green arrow pointing to it), Change Password (with a padlock icon), and Log out (with a computer monitor icon).

Home Transit Application Approval Section Utilities Admin Logout

Welcome To Parking and Transit Benefit Public Website Version v 2.1.2



 [Transit Benefit Application](#)

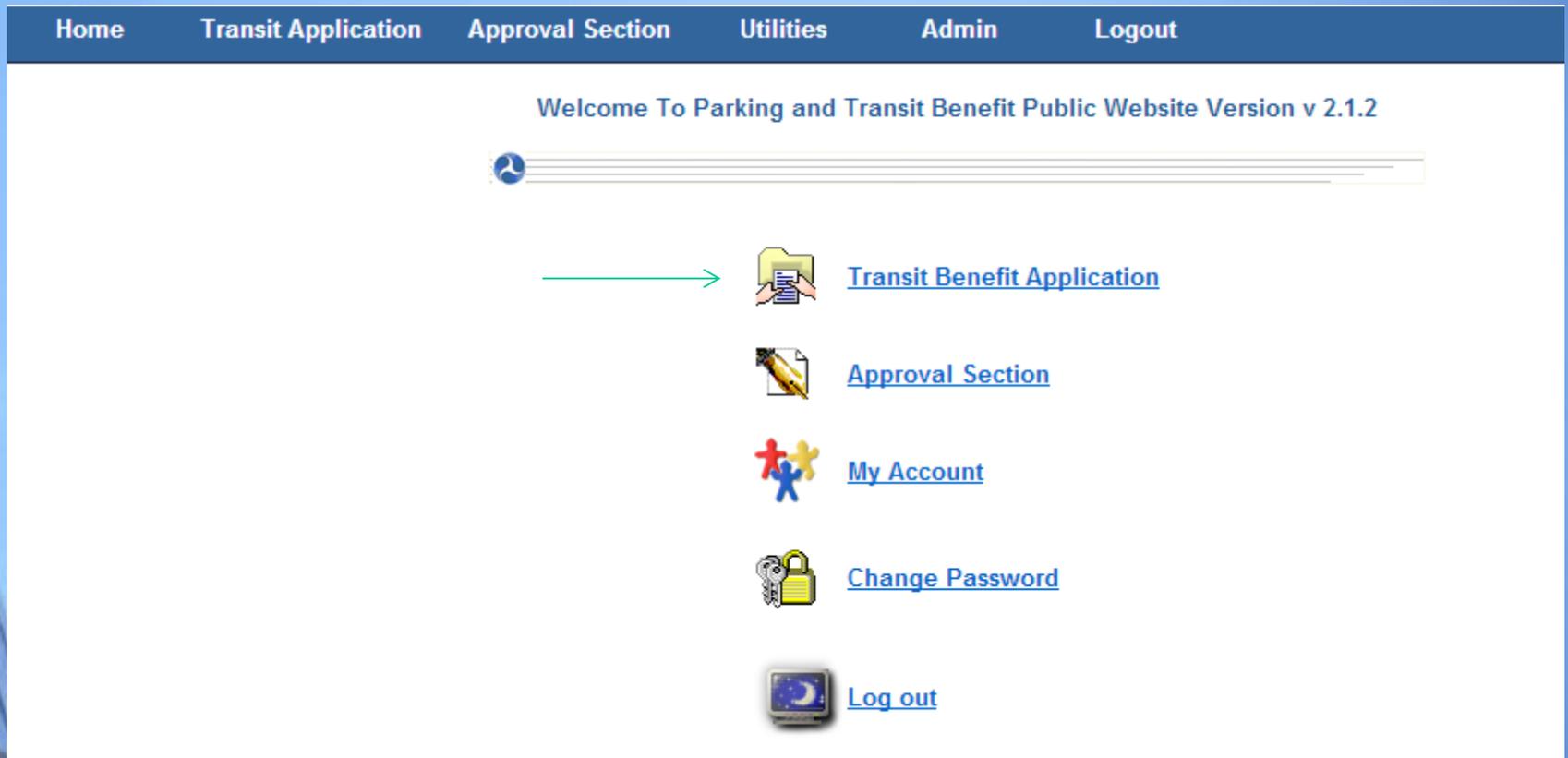
 [Approval Section](#)

 [My Account](#)

 [Change Password](#)

 [Log out](#)

To apply, withdraw, request information, or change existing information, select “Transit Benefit Application”.





SELECT AN ACTION TO CONTINUE

Employer: STATE

Please make a selection

- Request Information 
- Withdraw from the Program 
- Address/Smartrip Change 
- Certify/Enroll 

Continue

After clicking “Transit Benefit Application”, you must select an action:

- **Request Information:** Submit an inquiry to the HR Service Center.
- **Withdraw from the Program:** Only shows for current participants. This allows you to make a withdrawal request.
- **Address/Smartrip Change:** Change your Address/Smartrip card number without completing a new application. **Note: If this is your first time using TranServe, do not select this option. This is only applicable to employees with an application on file.*
- **Certify/Enroll:** Complete a new application or change information on most recent application.

- Select “Certify/Enroll” to complete a new application, this will direct you to the Transit Subsidy Certification page:
- ii. Read the terms and conditions of the Transit Benefit Program :

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.

Complete the Expense Worksheet

1. Specify the Reason for Certification using the drop down menu
 - a) If you are a current participant registering in TranServe but not making any changes, select “Annual Certification/Recertification”.
 - b) Participants making changes to current benefits should indicate the type of change in this field.
2. Select your methods of mass transportation
3. Select “Employment Type” from the drop-down menu
 - a. Choose Civil Service, Foreign Service or Unpaid Intern
4. Select your work status from the drop-down menu
 - a. Choose Full-Time or Part-Time
5. Enter ONE Transit Company per line
 - a. Do NOT enter Metro/VRE or any other combination
 - b. Use the “Other” field if you have an additional entries
6. Enter either your daily or monthly commuting expenses
 - a. Use monthly only if you purchase a multi-ride pass
 - b. Enter the number of days you routinely commute in a month
 - a. Do you RDO or Telework?

Note: Repeat steps for each method of Mass Transit you routinely use.
The Total Monthly Expense value automatically calculates and transfers to the Application

*Reason for Certification:

*Select your transportation methods:

Bus Rail Other Method Vanpool

Employment Type:

Work 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 commute to/from work.

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

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

Total Monthly Expense:

Complete the Transit Benefit Program Application

(at any point, click  for additional information)

Employee ID: 6-digit ID number

- Unpaid Interns: Enter last four digits of SSN

Work Phone: Auto-fills from Profile

Common Identifier: GREEN

Agency/Mode: STATE (auto-fills)

Region: Your region (e.g. DC, MD etc.)

Bureau: Select HR, EEB, INR, etc.

Enter work information:

The full address to which you commute via mass transit

Continued....

Complete the Transit Benefit Program Application

(at any point, click  for additional information)

Enter residence information:

The full address from which you commute via mass transit

Application Approver: Select HR Service Center

Point of Contact: Select by bureau and region, this is the POC who will give you your debit card (SmarTrip Card users select SmarTrip, N/A)

DOS Transit Office: Select HR Service Center

Manager Phone: Best number for your supervisor

SmarTrip® card number

- Refer to the help icon to identify the correct digit sequence required by Metro.
- Employees who do not use a SmarTrip card enter NA (do not enter “N/A”, as this cannot be accepted by system.)

Continued....

Complete the Transit Benefit Program Application

(at any point, click  for additional information)

Comment for Agency Approvers:

- Enter any additional information that will assist in the approval process
- Unpaid Interns must enter the start and end dates of their internship.
- Participants with total commuting costs that exceed the monthly maximum and have more than one method of payment, may indicate a specific allocation of funds in the comment box of the TranServe application (i.e. \$50 SmarTrip Card, \$80 debit card). If a participant does not specify an allocation, we will fully fund the method of payment associated with the highest fare.

Click “Continue”

You will receive email notification when your application is forwarded to each Approver.

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 in the Smart Benefits Program

NO Thank You

After selecting "Continue", applicants are asked if they would like to participate in Smart Benefits. Smart Benefits refers to the automatic loading of funds to a SmarTrip® card.

- **All participants requesting to receive subsidy on a SmarTrip card must select "Yes".**
- **Participants receiving subsidy on a TranServe debit card only may select "No".**



**Your Point of Contact
is available to assist you**

Please email all questions to:

HRSC@state.gov

Phone: 866-300-7419

1) Complete the Transit Benefit Application – at any point, click 

- a. Identifier: Use your 6-digit Employee ID number, unpaid interns use last four digits of social.
- b. Work Phone: Your direct telephone number
- c. Common Identifier: GREEN
- d. Agency/Mode: STATE
- e. Region: That closest to where you work (e.g. DC)
- f. Bureau: Select your bureau from List
- g. Work: The full address to which you commute via mass transit
- h. Residence: The full address from which you commute
- i. Application Approver: HR Service Center
- j. Point of Contact: Select your Point of Contact by region and bureau or, if you do not use a debit card, select “SmarTrip”.
- k. DOS Transit Office: HR Service Center
- l. Manager Phone: The best number to reach your Supervisor
- m. SmarTrip number or NA
- n. Comment for Agency Approvers: Enter information to assist approval
- o. Click: Continue
- p. Smart Benefits: “Yes” if using SmarTrip card, “No” otherwise.

You will receive email notification as your application progresses