

**OM**

Security, Facilities and  
Logistics Services Division  
Transportation Services  
Branch



# TRANSIT BENEFIT APPLICATION GUIDE

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

[OMMSTransportationservices@ed.gov](mailto:OMMSTransportationservices@ed.gov)

202-401-2905 or 202-401-3861



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## INTRODUCTION

### 1.1 PURPOSE

The purpose of this document is to guide the user on how to apply for the Department of Education’s Transit subsidy program. The Transit Benefit application process consists of three steps:

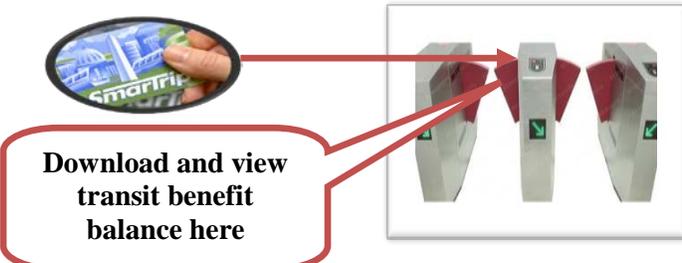
- 1) Completion of the Integrity Awareness Training via the Talent Management System (TMS),
- 2) Register via TRANServe website, and
- 3) Complete and submit application via online TRANServe website.

### 1.2 BACKGROUND

The Department of Education offers a monthly allotment of up to one hundred and twenty-five (\$125) to assist employees with home to work commuting costs.

### 1.3 PAYMENT OPTIONS

There are two payment options:

SMARTrip Card (Smart Benefits DC are only)	TRANServe Debit Card (Nation-wide)
	
<ul style="list-style-type: none"> <li>• Purchase at Metro Station or CVS</li> <li>• 10 business days to receive benefits (auto-load via metro gate turnstile)</li> <li>• <b>Benefits auto-load on the first of the month</b> (smart benefits balance viewed ONLY via metro gate turnstile display panel)</li> <li>• Separates personal and transit benefit funds</li> </ul> <p><b>IMPORTANT: Register SMARTrip card before completing application. Register: click <a href="#">“Register Smartrip”</a> or contact 888-762-7874.</b></p>	<ul style="list-style-type: none"> <li>• 15-30 business days to receive card</li> <li>• Widely accepted by transit authorities</li> <li>• Online payment options</li> </ul> <p><b>IMPORTANT: Card is allotted funds on 10<sup>th</sup> of every month. Any remaining balance is credited back to agency on the 9<sup>th</sup> of every month. Example: Funds added on the month of January 10, is for the month of February.</b></p>



## 2 APPLICATION PROCESS

### 2.1 COMPLETE INTEGRITY AWARENESS TRAINING

Complete Transit Benefit Integrity Awareness Training via TMS.

**NOTE:** Interns will need to obtain the Power Point version of the Integrity Awareness Training from Executive Officer or contact [OMMSTransportationservices@ed.gov](mailto:OMMSTransportationservices@ed.gov).

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

Click on “Participants”

The screenshot shows the TRANSERVE website interface. At the top left is the TRANSERVE logo with the tagline "Business in Motion". To the right is the United States Department of Transportation logo. A search bar is located at the top center. Below the logos is a navigation menu with the following items: HOME, PARTICIPANTS (highlighted with a black arrow), F.A.Q., DEBIT CARD, RESOURCES, RETURN OF EXCESS TRANSIT BENEFIT, and CONTACT US. The main content area features a "News" section with a background image of a transit station. Below the news section is a "DOT Spotlight" section titled "Going Green with Electronic Fare Media!". The text describes the implementation of program methodologies to support Green Government by moving towards electronic fare media. A sub-section titled "Electronic Method of Distributing Transit Benefit Saves Government Money and Makes Choosing Mass Transit Easier for Federal Employees" includes a photograph of a hand holding a TRANSERVE debit card. To the right of the main content is a "DOT Parking/Transit Office" section with contact information, including normal hours (Monday - Friday, 9:00 a.m. - 1:00 p.m.) and the date Friday, August 28, 2015. At the bottom right, there are four icons: links, metro, weather, and traffic.



Scroll down until you see Education

Click on “EDUCATION”

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

A screenshot of the website dot.gov/participants.html. The page is divided into two main columns. The left column contains a vertical list of agency names, each preceded by a blue plus sign (+) and followed by a minus sign (-) in a small box. The agencies listed are CPSC, DHS-ICE, DHS-CIS, DISA-REG (Fort Meade), DOC-ESA, DOC-NOAA, DOC-OIG, DOC-OS, DOI-USGS, DOJ-OIG, DOT, Education, and EEOC. An arrow points to the "Education" link, which is currently expanded to show a sub-menu. The sub-menu items are: "1. Department of Education Transit Benefit Program", "• [Transit Benefit Integrity Awareness Requirement \(TMS\)](#)", "• [Transit Benefit Program Application System](#)", "• [Transit Benefit Applicant's Guide](#)", "• [How to Register your SmartTrip Card](#)", "• Email: [OMMSTransportationServices@ed.gov](mailto:OMMSTransportationServices@ed.gov)", "• Phone: 202-401-2905", "• [ED Transportation Services Survey](#)", and "• [ED Transit Benefit Program Intranet Policies and Procedures](#)". The right column contains a list of transit benefit notices, each starting with a blue dot (•) and followed by a link to a document. The notices include: "• [TSB-2015-13R Daily Parking Pre Payments - Revised](#)", "• [TSB-2015-12R Bicycle Benefit Claim 2015 - Revised](#)", "• [TSB-2015-11R CyberSecurity Upgrade - Revised](#)", "• [TSB-2015-11 CyberSecurity Upgrade](#)", "• [TSB-2015-10 Federal Protective Services Garage Patrol](#)", "• [TSB-2015-09 Special Event Dates for FY2015](#)", "• [TSB-2015-08 Announcing DOT 2015 Transit Benefit Recertification](#)", "1. [DOT Recertification Guide](#)", "2. [DOT Q & A Sessions Schedule](#)", "• [TSB-2015-07 Increased Garage Traffic](#)", "• [TSB-2015-06 DOT HQ Parking and Transit Benefit \(PTB\) System Conversion](#)", "• [TSB-2015-05 DOT HQ Parking and Transit Benefit System Maintenance Shutdown](#)", "• [TSB-2015-04 Bicycle Benefit Claims](#)", "• [TSB-2015-03 DOT HQ Parking Policy Rev. and New Vehicle Barriers Operational Changes](#)", "• [TSB-2015-02 Oahu Transit - Purchase TheBus Monthly Bus Passes with TRANServe's Debit Card](#)", "• [TSB-2015-01 Closure M Open House](#)", "• [TSB-2014-10 ORCA ALERT](#)", "• [TSB-2014-09 Bicycle Benefit Claims](#)", "• [TSB-2014-08 Password Compliance](#)", and "• [TSB 2014-07 DOT Annual Transit Benefit Recertification Announcement](#)".

CLICKING ON “TRANSIT BENEFIT INTEGRITY AWARENESS REQUIREMENT” WILL REDIRECT YOU TO THE TMS WEBSITE (separate website from TRANServe).





After signing into TMS, type “[Transit Benefits Integrity Awareness Training](#)” or “[Integrity Awareness](#)” in the Search Catalog box

The screenshot displays the TMS interface. On the left, there is a 'Search Learning Plan' box with the text 'There are no records found.' Below this, an orange callout box contains the text 'Search, "Integrity Awareness"'. An arrow points from this callout box to the 'Search Catalog' box on the right. The 'Search Catalog' box has a search input field and a 'Go' button. Below the search box is a 'Browse' link. The right sidebar contains several sections: 'Easy Links' with links for Approvals, External Requests (SF-1...), News, Options and Settings, Performance Appraisals, Reports (Print REACH A..., and Start a Self Assessment; 'Status' with 'Curricula' showing 0 Overdue, 1 Due in 30 days, and 0 Due Later; 'Completed Work' showing 1 item completed in the last 30 days; 'Competencies' showing no assigned competencies; 'Elements and Goals' showing 0% Complete, 0% In Progress, and 100% Behind; and 'Career Path'.



Complete the Transit Benefit Integrity Awareness Training, Click [“Transit Benefit Integrity Awareness Training”](#)

A screenshot of a web application's search interface. At the top, there is a search bar with the text "integrity awareness" and a "Go" button. Below the search bar, it says "You searched for 'integrity awareness'". On the left side, there is a "Narrow Courses:" section with a "Category" dropdown menu. The main area shows a list of courses, with one course highlighted: "Transit Benefits Integrity Awareness Training (ONLINE ED\_OM\_TRANSITBENEFITS)". This course is marked as an "Online Course" and is "Already On Plan". There is a "Continue Course" button next to it. The price is listed as "0.00 USD". An arrow points to the course title.



After completing the Integrity Awareness Training  
Click on “Home” tab  
Click on “Completed Work”

The screenshot displays the TMS (Transit Management System) interface for user SIDNEY MURRISH, PROGRAM SPECIALIST / PROGRAM SPECIALIST, TRANSPORTATION SERVICES DIVISION. The interface includes a navigation bar with a 'Home' tab, a 'Learning Plan' section with search and registration options, and a right-hand sidebar with various status and action panels. An arrow points to the 'Completed Work' section in the sidebar, which shows '1 item completed in the last 30 days'.

**Learning Plan**

Search Learning Plan    Show: Registrations    Search Catalog    Go

There are no records found.

**Easy Links**

- Approvals
- Performance Appraisals
- External Requests (SF-1...
- Reports (Print REACH A...
- News
- Start a Self Assessment
- Options and Settings

**Status**

**Curricula**

- Overdue (0)
- Due in 30 days (1)
- Due Later (0)

**Completed Work**

1 item completed in the last 30 days.

**Competencies**

No assigned competencies

**Elements and Goals**

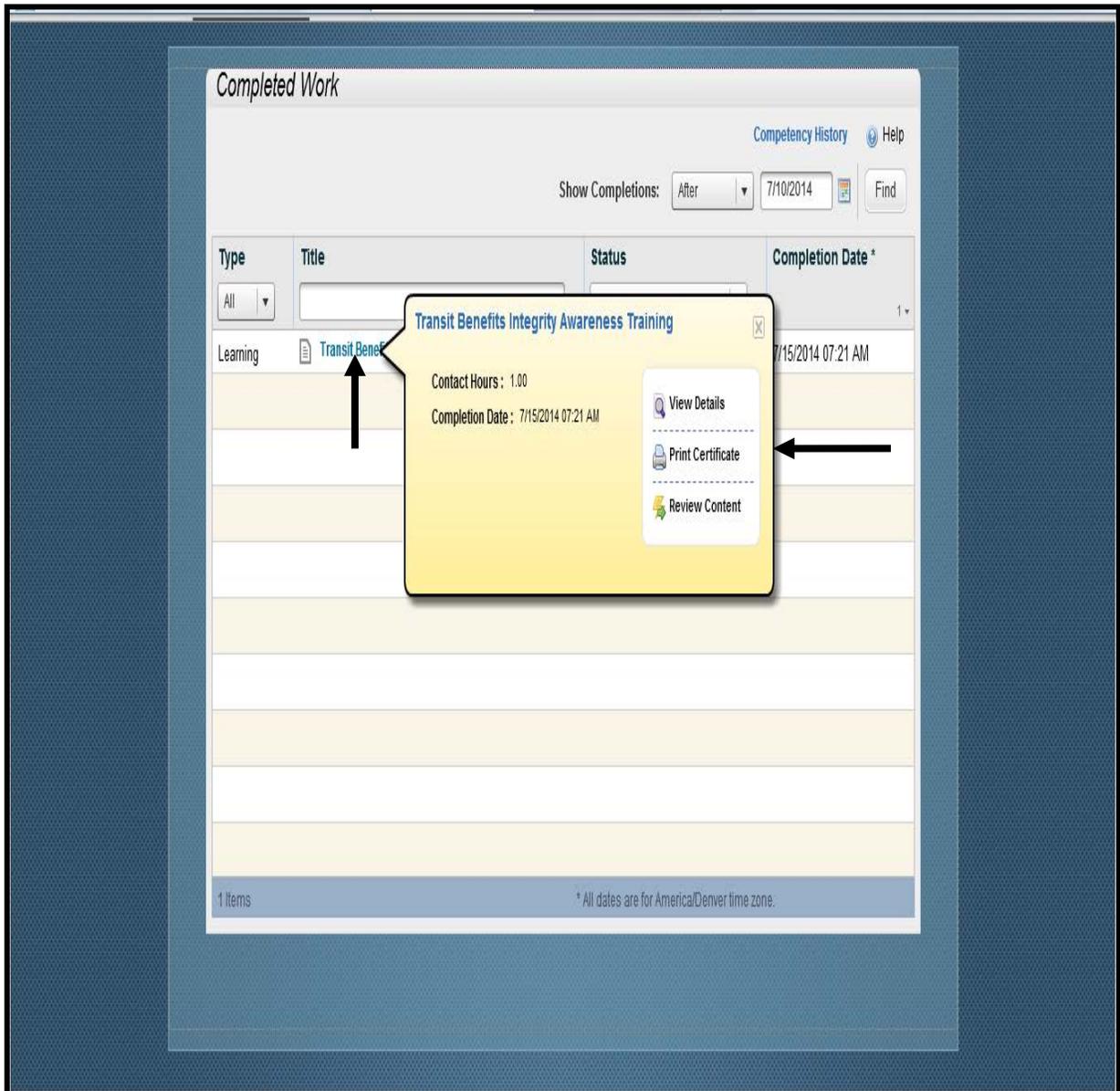
- Complete (0%)
- In Progress (0%)
- Behind (100%)

**Career Path**

Target A Future Job



Hover cursor on “[Transit Benefit Integrity Awareness Training](#)”



Click “[Print Certificate](#)”

Print the completed certificate and provide a copy to your Executive Officer. Please refer to [Executive Officer List \(aka Approving Official\)](#).



## 2.2 REGISTER IN TRANSERVE WEBSITE

### Return to the TRANServe Website

Register at the TRANServe website: <http://transerve.dot.gov/>

Click “Participants”

The screenshot shows the TRANServe website interface. At the top left is the TRANServe logo with the tagline "Business in motion". To the right is the United States Department of Transportation logo. A search bar with a "Go" button is located in the top right. Below the logos is a navigation menu with the following items: HOME, PARTICIPANTS (highlighted with a blue background), F.A.Q., DEBIT CARD, RESOURCES, RETURN OF EXCESS TRANSIT BENEFIT, and CONTACT US. An arrow points to the "PARTICIPANTS" link. The main content area features a "Participants" header with a background image of hands raised. Below the header, the text reads: "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!" To the right of the main content is a sidebar with the following information: "DOT Parking/Transit Office", "Contact Us" with an email icon, "Normal Hours: Monday – Friday, 9:00 a.m. – 1:00 p.m.", the date "Tuesday August 12, 2014", a link for "[Office address and info]", and a link for "Mobile Commuter Store Bus at DOT HQ on Thursdays!". At the bottom of the sidebar are four icons: "links", "metro", "weather", and "traffic".



Click “Education”

Click “Transit Benefit Program Application System”

dot.gov/participants.html

- + CPSC
- + DHS-ICE
- + DHS-CIS
- + DISA-REG (Fort Meade)
- + DOC-ESA
- + DOC-NOAA
- + DOC-OIG
- + DOC-OS
- + DOI-USGS
- + DOJ-OIG
- + DOT
- Education**
  - 1. Department of Education Transit Benefit Program
    - [Transit Benefit Integrity Awareness Requirement \(TMS\)](#)
    - [Transit Benefit Program Application System](#)
    - [Transit Benefit Applicant's Guide](#)
    - [How to Register your SmarTrip Card](#)
    - Email: [OMMSTransportationServices@ed.gov](mailto:OMMSTransportationServices@ed.gov)
    - Phone: 202-401-2905
    - [ED Transportation Services Survey](#)
    - [ED Transit Benefit Program Intranet Policies and Procedures](#)
- + EEOC

- [TSB-2015-13R Daily Parking Pre Payments - Revised](#)
- [TSB-2015-12R Bicycle Benefit Claim 2015 - Revised](#)
- [TSB-2015-11R CyberSecurity Upgrade - Revised](#)
- [TSB-2015-11 CyberSecurity Upgrade](#)
- [TSB-2015-10 Federal Protective Services Garage Patrol](#)
- [TSB-2015-09 Special Event Dates for FY2015](#)
- [TSB-2015-08 Announcing DOT 2015 Transit Benefit Recertification](#)
  1. [DOT Recertification Guide](#)
  2. [DOT Q & A Sessions Schedule](#)
- [TSB-2015-07 Increased Garage Traffic](#)
- [TSB-2015-06 DOT HQ Parking and Transit Benefit \(PTB\) System Conversion](#)
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- [TSB-2014-09 Bicycle Benefit Claims](#)
- [TSB-2014-08 Password Compliance](#)
- [TSB 2014-07 DOT Annual Transit Benefit Recertification Announcement](#)



Click the "Register" button  
REMEMBER- You ONLY NEED TO REGISTER ONCE.

\* indicates required field.

### Login

\*User Name:

\*Password:   
Please enter your Password

[Forgot Password?](#)

Not registered yet?

**\*\*WARNING\*\*WARNING\*\*WARNING\*\***

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:

1. You have no reasonable expectation of privacy regarding any communications or data transiting this network or stored in this information system.

**\*\*WARNING\*\*WARNING\*\*WARNING\*\***

## Complete the registration form

Use your **ED email address** as your User Name and your desk phone number

### Register 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:

Click "Register"



TRANServe System will generate a password and send it to your ED email address. Then, the system will return to the Log in screen

### Register 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:

From the Log in screen, enter your User Name (ED email address) and Password. Click “Log In.”

### Login

\*User Name:

\*Password:

[Forgot Password?](#)

Not registered yet?

**\*\*WARNING\*\*WARNING\*\*WARNING\*\***

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:

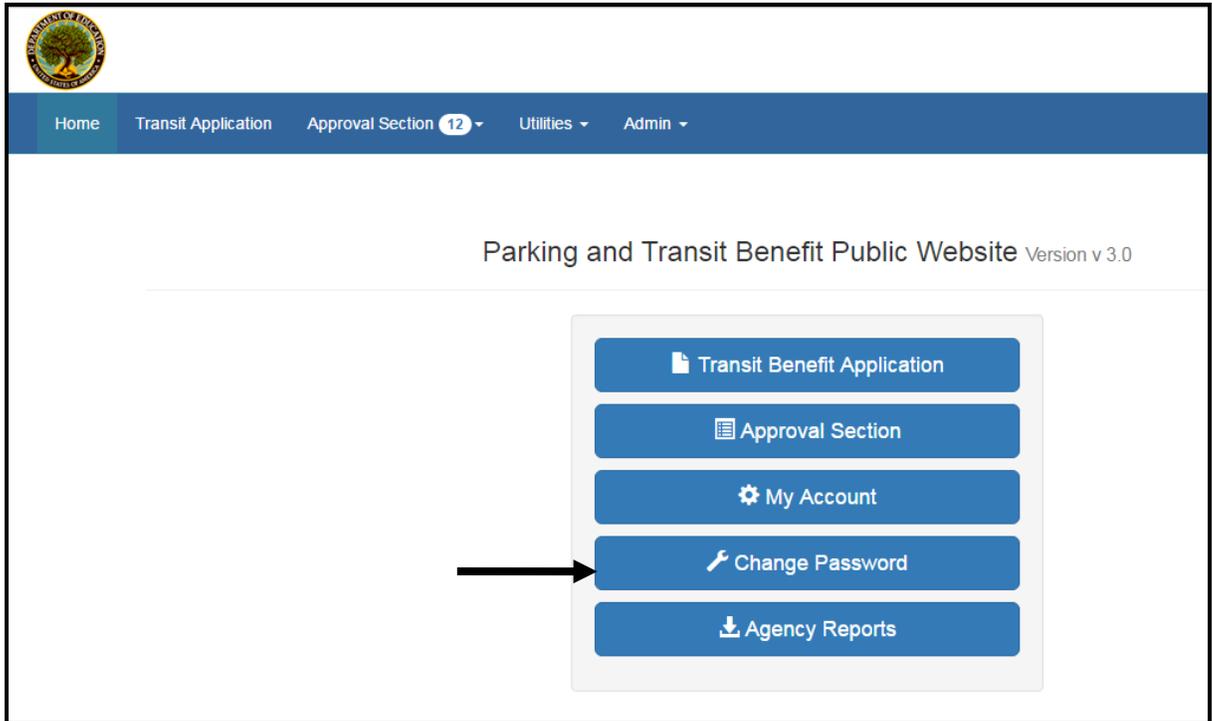
1. You have no reasonable expectation of privacy regarding any communications or data transiting this network or stored in this information system.

**\*\*WARNING\*\*WARNING\*\*WARNING\*\***



## 2.3 CHANGE PASSWORD

Once logged in, select “Change Password”



Complete the Change Password form  
Click “Submit”

The screenshot displays the "Change Password" form. It includes four input fields: "Current Password", "Create New Password", "Confirm New Password", and "Create a Hint". A "Show Hint" button is located to the right of the "Current Password" field. Below the input fields, there is a section titled "A hint is a meaningful personal association to help you remember your password." followed by a list of password requirements: "Password must be at least 12 characters long", "No password character may be repeated more than 1 time(s) in sequence", and "Password must contain characters from at least 4 of the following categories." The categories listed are: Uppercase characters (A through Z), Lowercase characters (a through z), Base 10 digits (0 through 9), and Non-alphabetic characters (for example, !, \$, %). Below these requirements, it states "Password will expire 60 days after being set" and "Passwords cannot be reused within the last 24 changes." At the bottom of the form, a message reads "You will be redirected to the login page and will need to login with your new password". To the right of this message are two buttons: "Submit" and "Cancel". A black arrow points to the "Submit" button.



“Your Password has been successfully change.” will be displayed. Enter User Name and Password and click “Log In.”

Your Password has been successfully changed.  
Use your Username and New Password to login to the system.

\* indicates required field.

Login

\*User Name: Government Email Address

\*Password: Enter password

Log In

Forgot Password?

Not registered yet? Register

An arrow points to the "Log In" button.

## 2.4 COMPLETE AND SUBMIT ONLINE APPLICATION

Select “Transit Benefit Application”

Parking and Transit Benefit Public Website Version v 3.0

- Transit Benefit Application
- Approval Section
- My Account
- Change Password
- Agency Reports

An arrow points to the "Transit Benefit Application" button.



Click on “[Certify/Enroll](#)” to enroll as new user  
Click “[Continue](#)”

Select an Action to Continue

Employer: Department of Education

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

[Continue](#)

## OPTIONS:

- *Request for Information:* [OMMSTransportationservices@ed.gov](mailto:OMMSTransportationservices@ed.gov)
- *Withdraw from Program:* Online withdrawal form
- *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, recertify, or submit an increase/decrease in transit benefits

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

**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 at this or 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](#)

Read the terms and conditions of the Transit Benefit Program  
Click “[I Agree](#)” to proceed with the application process.



## THE TRANSIT BENEFIT APPLICATION WORKSHEET

**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 Tr](#)

**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 c
- The Total Monthly Expense value automatically populates

1 \*Reason for Certification:

2 Civilian/Military:  CIVILIAN

3 Work Status:

- 1) Specify Reason for Certification (i.e., Annual Certification, New Transit Benefit Participant).
- 2) Select "Civil/Military" from drop-down menu.
- 3) Select your work status from drop-down menu.
- 4) 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) (d) the Total Monthly Expense value automatically calculates.

4 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 entry.
- 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 entry.
- If you work a Compressed schedule of 10-hour days, the average amount of 16 Days can be entered into the Days per Month entry.
- If you telecommute or work part time, enter the number of days you actually commute to/from work.

\*Select your transportation methods:

Rail to Work:	<input type="text" value="VRE"/>	<input type="text" value="7.96"/>	<input type="text" value="12"/>	<input type="text" value="95.50"/>
4(a)	Name of Company 4(b)	Daily Expense 4(c)	Days per Month	Monthly Expense
Rail from Work:	<input type="text" value="VRE"/>	<input type="text" value="7.96"/>	<input type="text" value="12"/>	<input type="text" value="95.50"/>
	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. 4(d) Total Monthly Expense:





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



## SMARTrip 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.

<p>Card Type #1: <input checked="" type="radio"/></p>	<p>Use return to: WMATA, 600 Fifth Street, N.W. D.C. 20001</p> <p>WmTrip® and SmartBenefits® logos are trade/service marks of WMATA.</p> <p>012345678 C3DW803</p> <p>serial number</p>
<p>Card Type #2: <input type="radio"/></p>	<p>Use return to: WMATA, 600 Fifth Street, N.W. D.C. 20001</p> <p>WmTrip® and SmartBenefits® logos are trade/service marks of WMATA.</p> <p>012345678 3 C3DW803</p> <p>serial number      check sum</p>
<p>Card Type #3: <input type="radio"/></p>	<p>Use return to: WMATA, 600 Fifth Street, N.W. D.C. 20001</p> <p>WmTrip® and SmartBenefits® logos are trade/service marks of WMATA.</p> <p>C3DW017 0020 0001 5644 364 6</p> <p>serial number</p>
<p>Card Type #4: <input type="radio"/></p>	<p>Use return to: WMATA, 600 Fifth Street, N.W. D.C. 20001</p> <p>WmTrip® and SmartBenefits® logos are trade/service marks of WMATA.</p> <p>GD1137 0167 0693 4564 7992 9601</p> <p>serial number</p>



## TRANServe Debit Card



### Here's how the TRANServe Debit Card works

1. All cards are delivered to the Transportation Services Branch, upon receipt of the card you will be notified via email.
2. Receive TRANServe Debit Card.
3. 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.*

4. 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 credited back 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](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

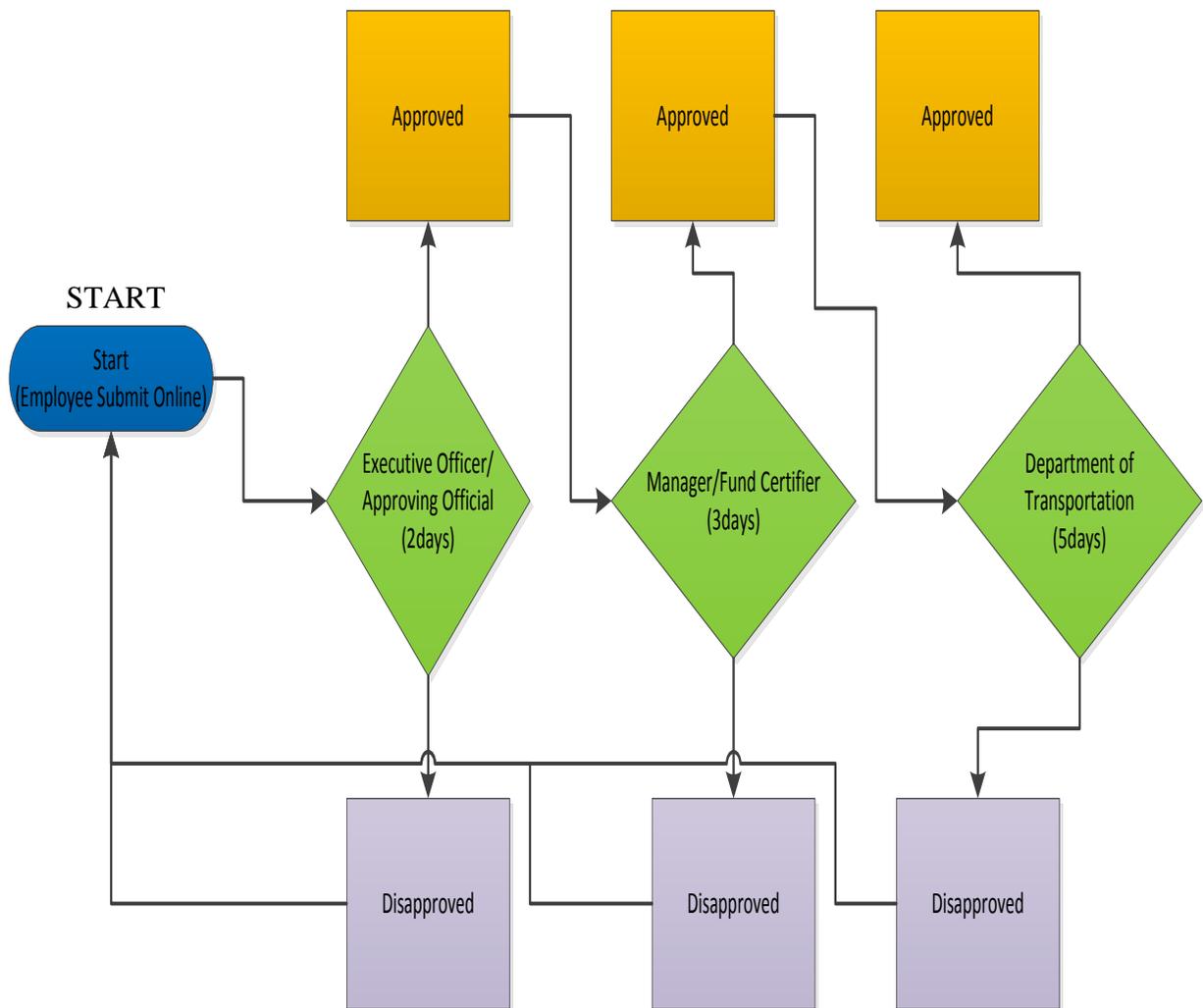
This step-by-step guide will assist you in the transition [JPMorgan UCard Center Registration Steps](#)

**It's easy, safe, and convenient!**



## 3 APPLICATION APPROVAL PROCESS (FLOWCHART)

- 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 15-30 business days to receive the card in hand.





## 4 EXECUTIVE OFFICERS LIST (APPROVING OFFICIAL LIST)

<b>EXECUTIVE OFFICER LISTING</b>					
<b>Name</b>	<b>Assistant</b>	<b>PO</b>	<b>Building</b>	<b>Room</b>	<b>Phone</b>
Linda Stracke, Dir, Exec Mgmt Staff	Mitchell Dedert Administrative Officer	OS	LBJ	7E103	(202) 401-3085
LaVerne Chester, Administrative Officer		ODS/OUS	LBJ	7E203	(202) 401-5937
Brenda Long, Administrative Officer		OPEPD	LBJ	7E201	(202) 205-3697
Laurie Meier, Administrative Officer		OCO	LBJ	7C157	(202) 401-0422
Paula Shipp, Administrative Officer		OGC/OLCA	LBJ	6W336	(202) 205-5203
Diedre L. Windsor	Monique Lewis	OCR	LBJ	4E305	(202) 453-5512
Teresa Clark		OIG	PCP	8159	(202) 245-6340
<i>Gale Hoes</i>		OIG	PCP	8109	(202) 245-7002
Andrew Pepin (A)	Susan Wilbur/Darlene Thornton/(Melanie Winston for Monthly Reports)	OSERS	PCP	5106	(202) 245-7632
Michael Holloway	Holly Williams (Monthly Reports only)	OCFO/OCIO	PCP	6090	(202) 245-8150
Wanda Davis	Jeanie Banks	OM	LBJ	2W227	(202) 401-5931
Tameka Richardson	Yvonne Watkins	FSA	UCP	21C4	(202) 377-3901
Daniel Miller	Kristina Letourneau/Yvonne Navalaney/Kristin Harris/Lauren Williams	OPE/OCTAE	PCP	11129	(202) 245-7777
Tina Hunter	Alda Giusti	OESE/OELA	LBJ	3E310	(202) 260-2526
Leontyne (Tina) Minor	Angela Miles	IES/NCES	CP	602H	(202)219-1466
Liza Araujo	Tawanna Coles	OII	LBJ	4W333	(202) 260-4008
Tracy Jones		ACSFA	CP	413	(202) 219-2099

# Transit Benefit Application Guide



Munira Mwalimu	Mary Crovo	NAGB	NC	825	(202) 357-6906
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