



U.S. Citizenship
and Immigration
Services

United States Citizenship and Immigration Services

TRANSIT BENEFIT PROGRAM

Approving Official Guide for Supervisors and Transit Subsidy Coordinators (TSC)



The Supervisor is responsible for:

1. Verifying the Training “ USCIS Transit Benefit Integrity Awareness Training” is complete
2. Review the application for reasonableness:
 - a. Review costs
 - b. Agency information
3. First Approval of the web application

The Local Transit Subsidy Coordinator is responsible for:

1. Maintaining the integrity and program controls for the USCIS Commuter Transit Subsidy Benefits Program at his or her respective locations
2. Communicating, coordinating and maintaining the USCIS transit subsidy program in their respective locations
3. Second Approver of the web application

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

Start at the TRANServe.dot.gov

- Choose **Participants** :

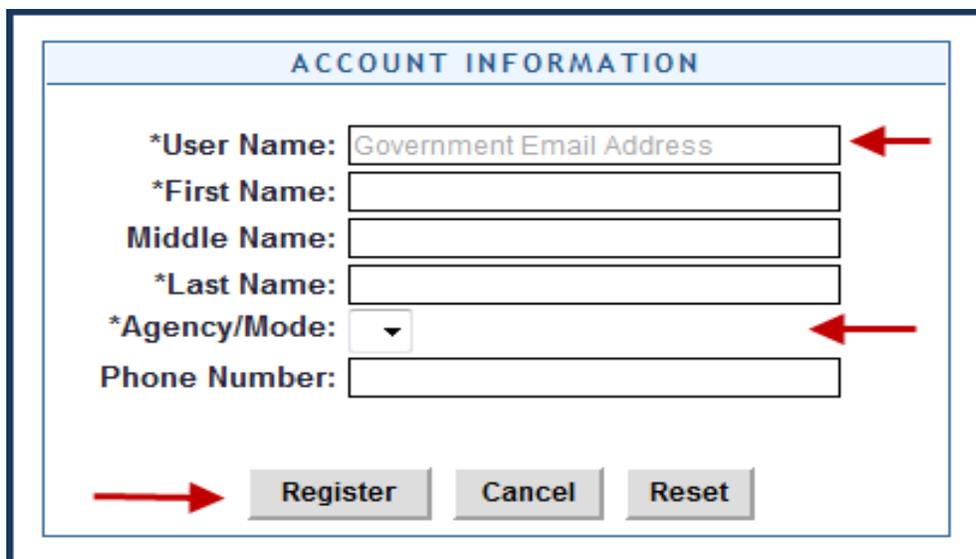


- Click: DHS-CIS Transit Benefit Application System
 - ◆ Your official government email address is your User Name
 - Any other Username will not permit access to the system
 - ◆ **FIRST TIME ONLY** – Click “Register” to create an account”
 - A temporary password will be emailed to you



A screenshot of a 'LOG IN' form. It features two input fields: '*User Name:' and '*Password:'. To the right of the password field is a blue link that says 'Forgot Password?'. Below the input fields is a 'Log In' button. At the bottom of the form, there is a link that says 'NOT REGISTERED YET?' followed by a 'Register' button, which is highlighted with a red border.

- Complete the Account Information form (see screenshot below)
 - ◆ Use Your government email address is your User Name
 - ◆ Then tab to “Agency/Mode” to auto-fill “USCIS”



A screenshot of an 'ACCOUNT INFORMATION' form. It contains several input fields: '*User Name:' (with 'Government Email Address' entered), '*First Name:', 'Middle Name:', '*Last Name:', '*Agency/Mode:' (a dropdown menu), and 'Phone Number:'. Red arrows point to the right side of the '*User Name:' and '*Agency/Mode:' fields. At the bottom of the form, there are three buttons: 'Register', 'Cancel', and 'Reset'. A red arrow points to the left side of the 'Register' button.

When the Supervisors complete the registration, please email: USCIS-HQ-Transit-Subsidy@uscis.dhs.gov to request elevation to Approver Status

Application Types:

- 1) CERTIFY/ENROLL
 - a. Recertification of existing participants
 - b. Enrollment of New participants
 - c. Change in Transit Cost

- 2) WITHDRAWAL
 - a. Withdraw from the program

- 3) Change
 - a. Information change
 - i. Address, rate, methos of transportation

Application Review:

I. Select "Approval Section"



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Home	Transit Application	Approval Section	Utilities	Ad
		Pending First Approving Official		
		Pending Second Approving Official		
		Pending Program Admin		
		Approved Records		
		Disapproved Records		
		Completed Records		

2. Select the correct queue:
 - a. [1st Approving Official](#) – Supervisor
 - b. [2nd Approving Official](#) – Transit Subsidy Coordinator

3. Click the name to review:



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Home Transit Application Approval Section Utilities Admin Logout

PENDING TRANSIT APPLICATION
STATUS: FIRST APPROVING OFFICIAL

Mode	Admin	Request Date	Type	Name
DHS-	9381 OAS	10/02/2015	New Transit Benefit Participant	CHRISTOPHER BARON
DHS-	9381 OAS	10/09/2015	New Transit Benefit Participant	AMBERIS OAS
DHS-I	3581 ERO	10/09/2015	New Transit Benefit Participant	LORETA PATRICE

Hint: Use Ctrl +F to locate a specific name in a long list

The application and expense worksheet are displayed for Review:

Reason for Disapproval:

[\[History\]](#)

CERTIFICATION PENDING (1ST LINEAPPROVER)

TRANSIT BENEFITS WORKSHEET				
<p>Reason for Certification: New Transit Benefit Participant</p> <p>Note: The user acknowledges that they have completed the required Annual Transit Benefit Application training.</p> <p>Employment Type: VOLUNTEER Work Status: Full Time</p>				
Method of Transportation		Daily Expense	Days per Month	Total Monthly Expense
Bus to Work	Name of Company SEPTA	\$ 2.43	8	\$ 19.44
Bus from Work	Name of Company SEPTA	\$ 2.76	8	\$ 22.08
Other Bus to Work	Name of Company	\$		\$
Other Bus from Work	Name of Company	\$		\$
Rail to Work	Name of Company PATCO	\$ 2.6	8	\$ 20.8
Rail from Work	Name of Company PATCO	\$ 2.6	8	\$ 20.8
Other Method to Work:	Name of Company	\$		\$
Other Method from Work:	Name of Company	\$		\$
Van Pool	Name of Company	\$		\$
Parking	Name of Company	\$		\$
Subtotal: \$ 83.11				
Employees are responsible for adjusting their monthly transit benefits each month in accordance with their actual work commute each month.				Total Monthly Costs \$ 83.11

TRANSIT BENEFITS APPLICATION		
STATUS: [RECERTIFY]		
Smart Benefits Program: YES		
Identifier: *****		
Name: (Last) (First)
	 (Middle Name)
Email Address:	Work Phone:
Common Identifier:	<input type="text" value="CIS Transit"/>	Work Zip Code: 20536
Mode: DHS-	Region:	<input type="text" value="DC"/>
Admin:	<input type="text" value="Confirm Correct"/>	<input type="text" value="v"/>
Accounting Code:	<input type="text" value="Confirm Correct"/>	Select...
Routing Symbol:	<input type="text" value="Confirm Correct"/>	Select...
Location/Building:	<input type="text" value="Confirm Correct"/>	Select...
I certify that my usual monthly transit commuting costs are: \$290.00		
<hr/>		
WORK INFORMATION		
Work Address:	<input type="text" value="Confirm Correct"/>	
Work City: Washington	Work State: DC	Work Zip: 20536
RESIDENCE INFORMATION		
Address: 14202 Perry Hill		
City:	State: VA	Zip:
First Approving Official:	<input type="text" value="Confirm Correct"/>	
Point of Contact:		
Second Approving Official:	<input type="text" value="Confirm Correct"/>	Phone: <input type="text" value="Confirm Correct"/>
SmartTrip Card Number:		
Comment for Agency Approvers: Training Completed. Cert Provided to Manager. Please, let me know if you have any questions.		

The Application must:

- i. Specify name of Transportation Provider
- ii. Indicate Daily, Subtotal and Total Monthly Expense

b. The Approver must:

- 1. Verify the employee works for you
- 2. Follow all Application Review Procedures.
- 3. Check SmarTrip® user entered as "NA"

- c. Click “[History]” to review past actions on *this* application.
 - i. Approve or Disapprove the Application
 - 1. Scroll to the top
 - a. Click “Approve” or “Disapprove”

- ii. If disapproved, enter clear Instructions to Participant in “Reason for Disapproval”

This completes the Approval Process.

Review Past Applications

- 4. To View Past Applications:
 - a. Select “Completed Records”



- b. Enter Participant’s Name
- c. Click “Search”
 - i. Click Participant’s Name to choose a record
 - 1. Review past application (if applicable)
 - 2. Click “Back” to look at another past application
 - 3. Use this Navigation Bar to take another action

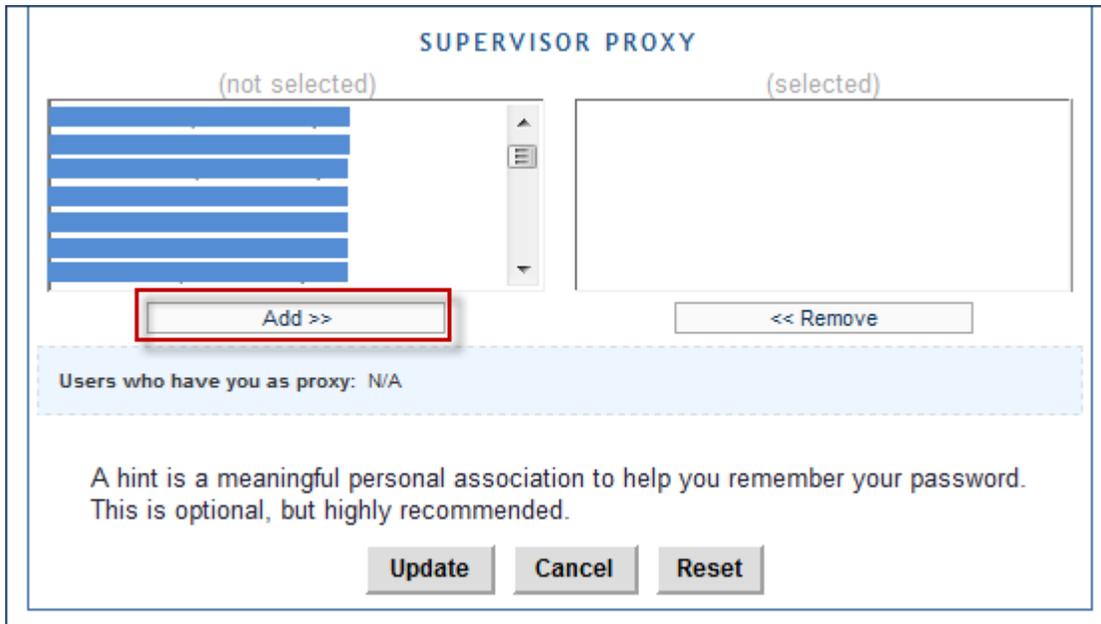


Appendix A

Using the Proxy Feature

Add a Proxy

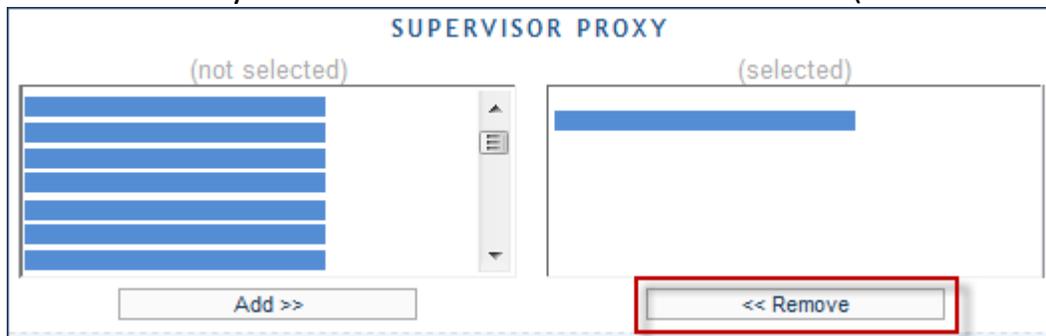
1. From the Home screen, click “My Account”
2. Click on your role
 - a. “1st Line Approver” or “Transit Subsidy Coordinator”



The screenshot shows the 'SUPERVISOR PROXY' interface. It features two columns: '(not selected)' on the left and '(selected)' on the right. The '(not selected)' column contains a list of five blue horizontal bars. Below this list is an 'Add >>' button, which is highlighted with a red rectangular box. The '(selected)' column is currently empty. Below the columns are two buttons: '<< Remove' and 'Update'. A light blue banner below the columns reads 'Users who have you as proxy: N/A'. At the bottom, there is a text prompt: 'A hint is a meaningful personal association to help you remember your password. This is optional, but highly recommended.' Below this prompt are three buttons: 'Update', 'Cancel', and 'Reset'.

3. Select your designated Proxy from (not selected) list on the left
4. Click “Add” to move name to (selected) box.
5. Click “Update”

Reverse a Proxy: Click “Remove” to return name to the (not selected) box.



The screenshot shows the 'SUPERVISOR PROXY' interface. The '(not selected)' column on the left contains five blue horizontal bars. Below this list is an 'Add >>' button. The '(selected)' column on the right now contains one blue horizontal bar. Below this bar is a '<< Remove' button, which is highlighted with a red rectangular box. The 'Update', 'Cancel', and 'Reset' buttons are still visible at the bottom of the interface.

1. Click “Update”

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

Appendix B

Sample: Six Month Report (January through June FY10) –

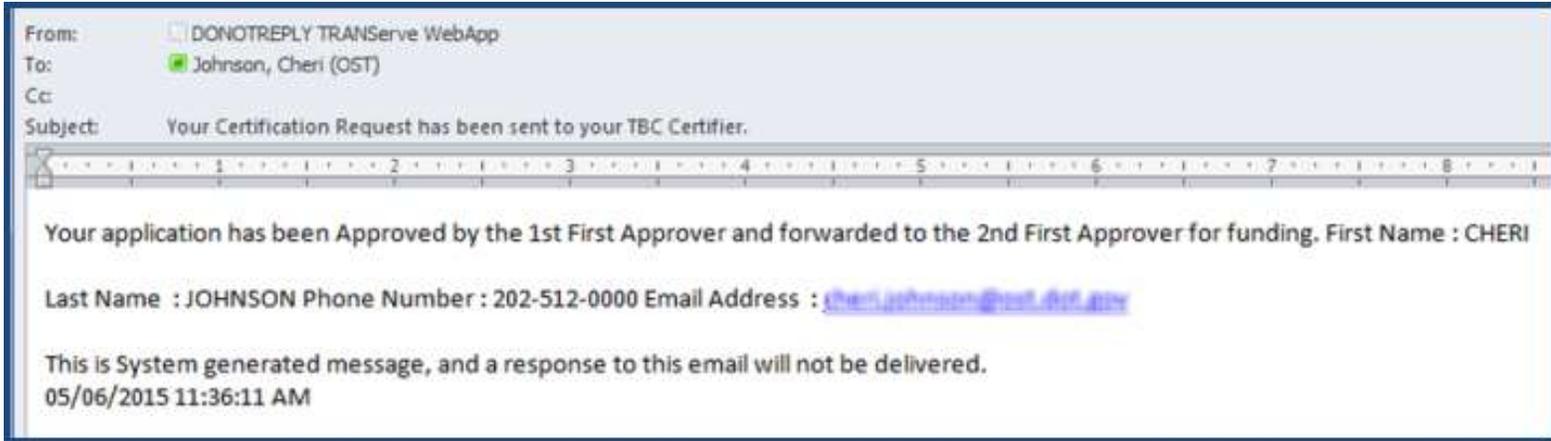
AGENCY	NAME	MONTHLY COST	JAN10	FEB10	MAR10	APR10	MAY10	JUN10	TOTAL
DOT-OST-WCF	XXXXX, XXXX	\$230.00	\$230.00	\$230.00	\$230.00	\$230.00	\$230.00	\$230.00	\$1,380.00
DOT-OST-WCF	XXXXX, XXXX	\$128.00	\$100.25	\$85.80	\$66.45	\$94.50	\$101.45	\$104.25	\$552.70
DOT-OST-WCF	XXXXX, XXXX	\$46.00		\$184.00				\$70.00	\$254.00
DOT-OST-WCF	XXXXX, XXXX	\$138.00					\$143.00		\$143.00
DOT-OST-WCF	XXXXX, XXXX	\$230.00			\$460.00				\$460.00
DOT-OST-WCF	XXXXX, XXXX	\$94.00	\$75.00	\$67.10	\$71.85	\$94.00	\$84.95	\$94.00	\$486.90
DOT-OST-WCF	XXXXX, XXXX	\$104.00	\$60.75	\$47.45	\$80.00	\$70.70	\$41.50	\$84.20	\$384.60
DOT-OST-WCF	XXXXX, XXXX	\$151.00	\$97.00		\$100.00	\$75.00	\$89.00	\$130.00	\$491.00
DOT-OST-WCF	XXXXX, XXXX	\$120.00	\$75.00		\$100.00				\$175.00
DOT-OST-WCF	XXXXX, XXXX	\$104.00	\$104.00			\$104.00		\$104.00	\$312.00
DOT-OST-WCF	XXXXX, XXXX	\$136.00			\$136.00				\$136.00
DOT-OST-WCF	XXXXX, XXXX	\$126.00	\$126.00	\$126.00	\$126.00	\$126.00	\$126.00	\$126.00	\$756.00
DOT-OST-WCF	XXXXX, XXXX	\$161.00	\$129.00	\$70.00	\$134.00	\$139.00	\$65.00	\$81.00	\$618.00
DOT-OST-WCF	XXXXX, XXXX	\$108.00	\$104.00	\$104.00	\$104.00	\$108.00	\$108.00	\$108.00	\$636.00
DOT-OST-WCF	XXXXX, XXXX	\$158.00	\$136.00	\$91.00	\$131.00	\$125.00	\$126.00	\$131.00	\$740.00
DOT-OST-WCF	XXXXX, XXXX	\$142.00	\$68.00	\$68.00	\$118.00	\$140.00	\$140.00	\$140.00	\$674.00
DOT-OST-WCF	XXXXX, XXXX	\$136.00	\$136.00	\$136.00	\$136.00	\$136.00	\$136.00	\$136.00	\$816.00
DOT-OST-WCF	XXXXX, XXXX	\$176.00	\$176.00	\$176.00	\$176.00	\$176.00	\$176.00	\$176.00	\$1,056.00
DOT-OST-WCF	XXXXX, XXXX	\$83.00	\$83.00	\$83.00	\$62.00	\$83.00	\$52.80	\$83.00	\$446.80
DOT-OST-WCF	XXXXX, XXXX	\$142.00	\$122.00	\$122.00	\$95.00	\$122.00	\$122.00	\$122.00	\$705.00



Appendix C

Applicants are kept informed using email notifications

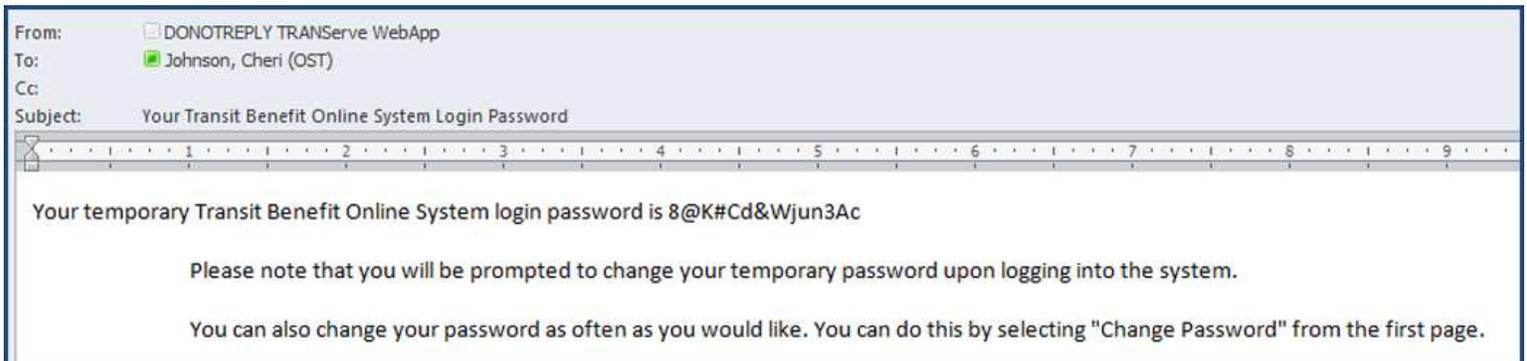
Sample:



Appendix D

Password Resets are Self-Serve using email

Sample:



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

Appendix E

Application Approvers are prompted using email notifications

Sample:

From: PTB Public Website Administrator [<mailto:DONOTREPLY.TRANServeWebApp@dot.gov>]

Sent: Tuesday, May 05, 2015 12:52 PM

To: LaPersonerie, Sharon

Subject: One Transit Benefit Program Certification Awaiting Approval

One Transit Benefit Program Certification Application is awaiting your approval. First Name : CHERI

Last Name : JOHNSON

Phone Number : 202-366-0064

Email Address : Cheri.Johnson@dot.gov

Mode : EPA - R3 Smart Benefits Program: N

Please enter the Online Application System (<https://transitapp.ost.dot.gov/index.cfm>) to view the request.

This is a System generated message and a response to this email will not be delivered.

05/05/2015 12:51:23 PM

For F.A.Q.s check <http://transerve.dot.gov/faq.html>

Your Transit Benefit Program Office is here to assist Approvers

Please e-mail questions to:

USCIS-HQ-Transit-Subsidy@USCIS.dhs.gov

Or

And visit: <http://transerve.dot.gov/>

TRANServe.dot.gov is an excellent resource providing access to TRANServe's Electronic Transit Benefit Application, Program Materials, Best Practices, Policy, Regulations, Training, Guidance and Transit Links to assist in monitoring and administering your transit benefit program.

