Washington Headquarters Services

Mass Transportation Benefit Program (MTBP) Web Application

Applicant User Guide

September 2012

User Guide Version 1.8

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1. Introduction

1.1 Overview

The WHS Mass Transportation Benefit Program (MTBP) system is a web based system and is based on the Department of Defense (DoD) form - DD2845. The MTBP system was developed to allow DoD federal employees and military members in the National Capital Region (NCR) the ability to apply for federally subsidized mass transportation benefits using the Web. This user guide is intended for DoD employees who want to enroll, recertify, change or withdraw from the Mass Transportation Benefit Program using the web based system.

1.2 Contact

- If you have any questions, please feel free to contact the MTBP Program Office by email at **transitpass@whs.mil** or by phone at 571-256-0962.

1.3 System and Program Requirements

- The MTBP web application is PKI-enabled; therefore, it requires a DOD-issued Common Access Card (CAC) for access.
- The MTBP web application requires Internet Explorer 6+; Firefox is not supported at this time.

1.4 Other Notables When Using this Guide and the MTBP System

- ***Steps*** included through-out this guide, will move the reader through the guide and show them how to create and submit their MTBP benefits application when they are using the system for the first time.
- **"Help"** is available throughout the MTBP system by clicking on the **"Help"** button which is located in the upper right hand corner of the MTBP screen.
- When using the MTBP system, please **do not** use the browser "**Back**" or "**Forward**" buttons to move through the system. Use the soft keys on the screen to navigate through the system.
- There is usually a **"Next>"** and "<**Previous"** soft key button on most screens. The "<**Previous**" button will move you to the **previous** screen and the **"Next>"** button will move you to the next screen. In some cases, depressing the "**Next**>" button will also; validate your acceptance of the information on the screen that is displayed. However, when this is the case, it is noted on the screen.

2. System Access and Log In

- Any DoD federal employee or military member in the NCR with a Common Access Card (CAC) can access the MTBP system. Open **Internet Explorer** and enter: https://mtbp.whs.mil/ in the address line. The following MTBP Welcome Page will appear. See first diagram below.

2.1 Begin Application

Step 1: Access the MTBP Welcome page at https://mtbp.whs.mil/. Click on "Begin Application" button.

Header Display.

Includes user name, Help and Navigational Buttons.

Click on the **"Begin Application"** button.

Figure 1 - MTBP Welcome Page

Application and Benefit Delivery Timeframes

The **"Application and Benefit Delivery Timeframes"** screen appears after the **"MTBP Welcome Page"** and before the MTBP application begins. This page displays the list of **"Claim Periods"** for the current fiscal year and the **"Benefit Period"** that relates to each **"Claim Period."**

Step 2:
Read the **"Application and Benefit Delivery Timeframes"** page.

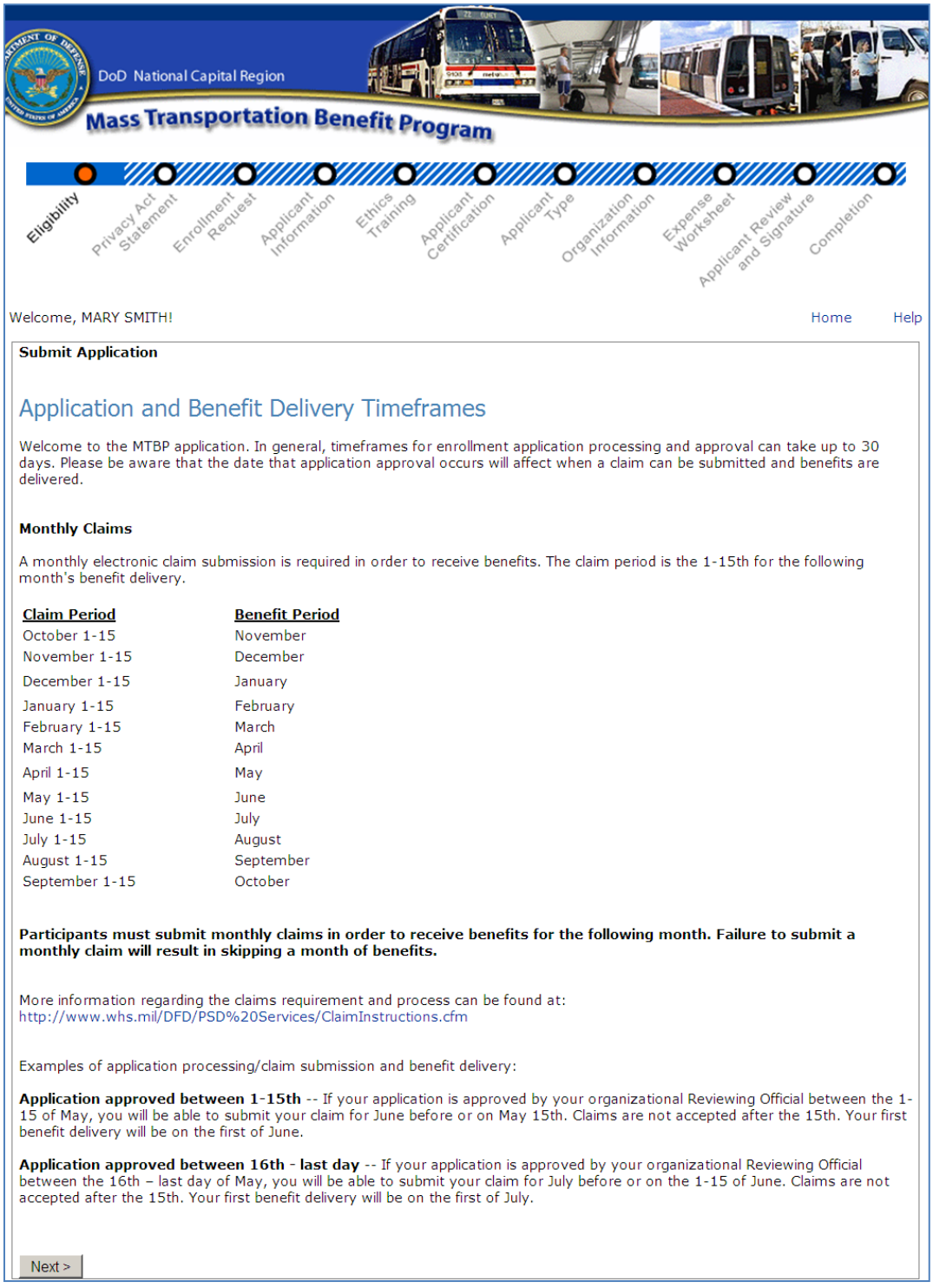


Figure 2 – Claim and Benefit Period for Current Fiscal Year

Click the **"Next>"** button to move to the next page.

Banner/Header

At the top of the MTBP screens, below the MTBP title banner, the graphic shows the steps in the application process. Please see display below. The orange dot denotes the current step in the process. As each step is completed, the line will turn solid blue and the circle will become clear. The "current" step circle will always be orange in color.

Figure 3 - MTBP Page Header Steps

Eligibility Page

The "Eligibility" screen appears after the MTBP application begins.

Step 3:

Read the **"Eligibility"** page, then

click on "**Next >**"

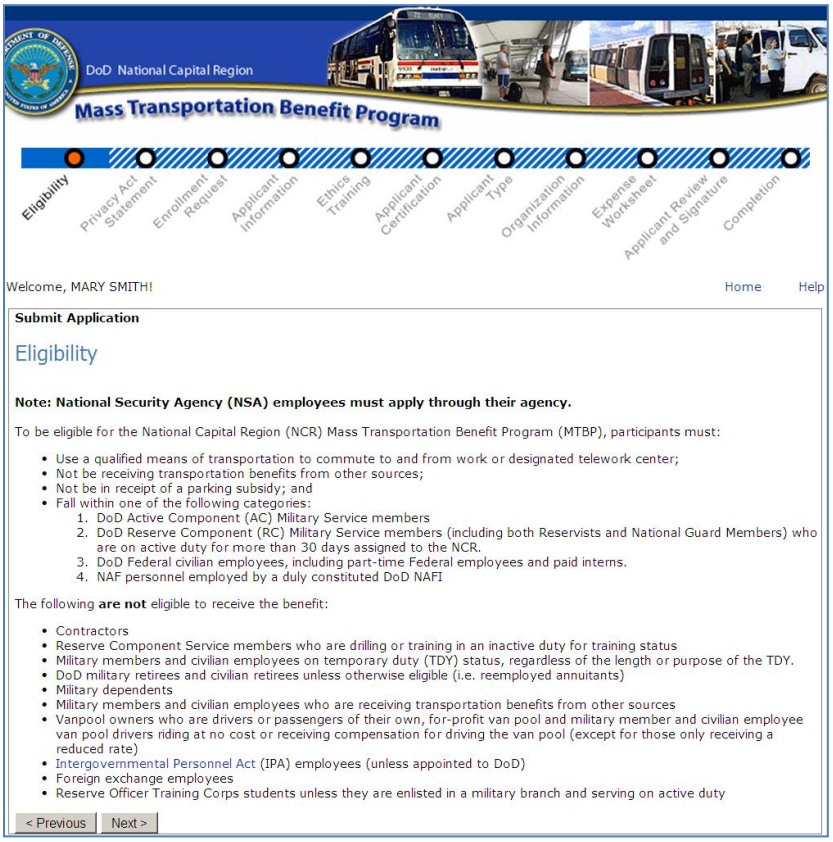


Figure 4 - Eligibility Page

Privacy Act Statement

Step 4:

The **"Privacy Act Statement"** screen displays, read it and then click on the "**Next>"** button.

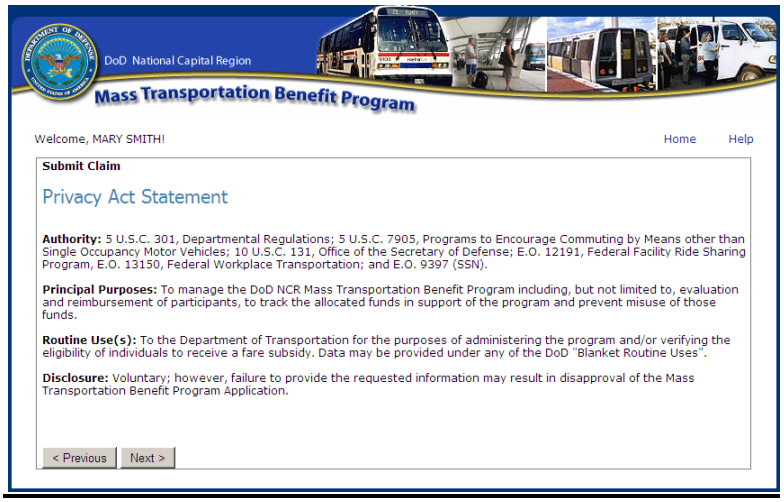


Figure 5 - Privacy Act Statement

Action Request/Application Type

Step 5:
As part of the application process, select "**Enrolling**."

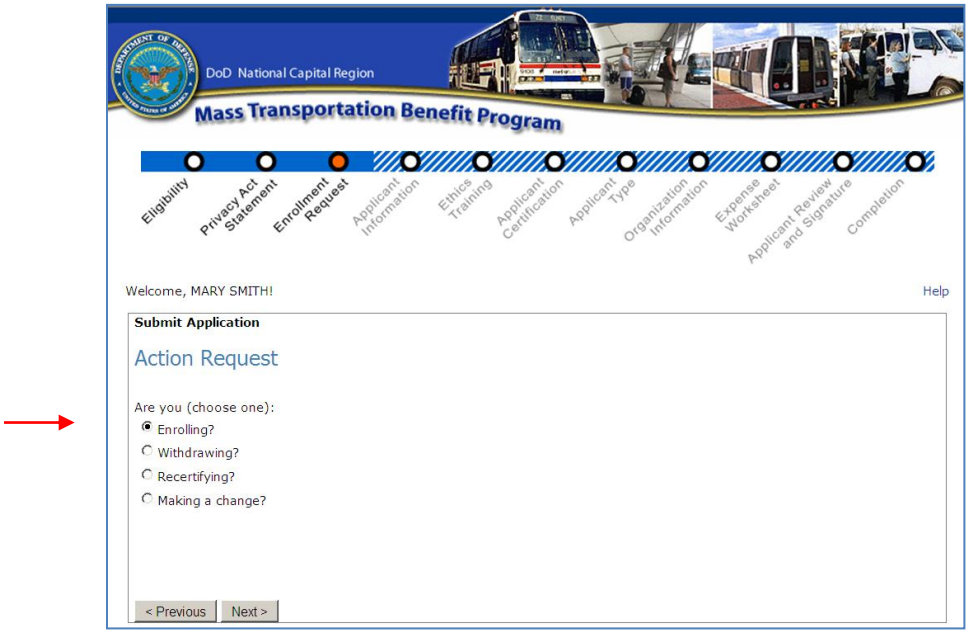
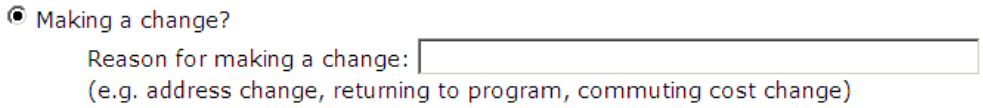


Figure 6 - Enrollment Request

Then click on "**Next >**"

Informational Note:

Making a Change? – This option is only valid after an initial application has been submitted. If the user selects, "Making a change", they need to enter a reason for "Making a change."



If you currently participate in the MTBP, but have not used the online application before, or you are completing your annual recertification, select **"Recertifying"**

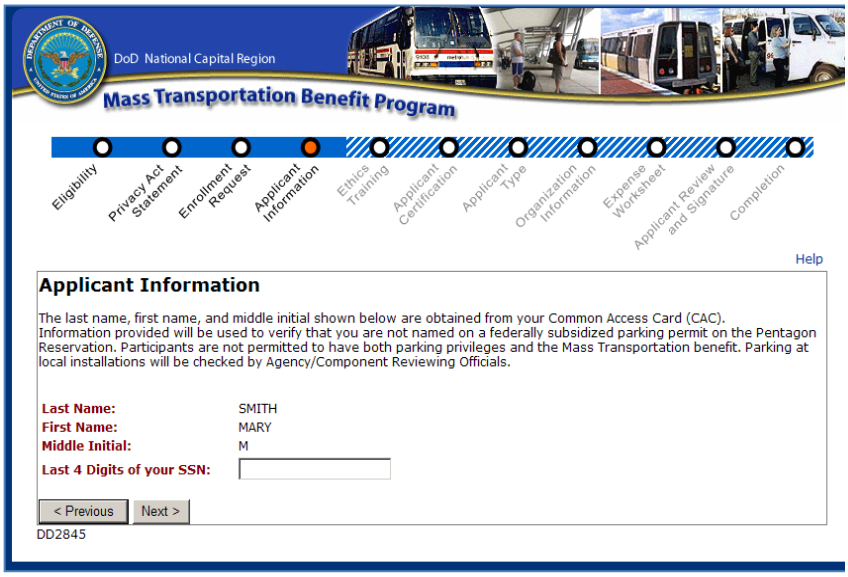
- **Withdrawing? -** Choose "**Withdrawing**" to withdraw you from the MTB Program. See the section on **Withdrawing Application** in Section 2.2.

- **Recertifying -** Please note that you will be required to recertify on an annual basis in order to continue your participation in the Mass Transportation Benefit Program. Recertifying on an annual basis requires you to review and accept the Certification statements and resubmit your application in addition to making any updates regarding your current commuting status. Failure to annually recertify will result in automatic withdrawal from the system. An email reminder will be sent prior to your year anniversary date alerting you to recertify within the system.

Application/Applicant Information

After you select **"Enrolling"** and click on the **"Next>"** button, the MTBP "**Applicant Information"** screen displays. The MTBP system uses the first and last name from your CAC (Common Access Card) to pre-populate your name on the screen. The system uses the last four (4) digits of your social security number to check the Pentagon Force Protection Agency (PFPA) Pentagon Parking database for eligibility in the MTBP. If you receive federally subsidized parking at other locations, you may not be eligible for this program. Please check with your local command first.

Step 6: Enter the "**Last four (4) Digits of your Social Security Number SSN"** and click on the "**Next >**" button on the bottom left of the screen.



click on "**Next >**"

Figure 4 - Applicant Information

After typing in the **"Last four (4) Social Security Number (SSN),"** click on the **"Next>"** button. The following blank application screen will display. Complete the fields on the screen. All fields are mandatory with the exception of the **"Work Telephone Extension"** field.

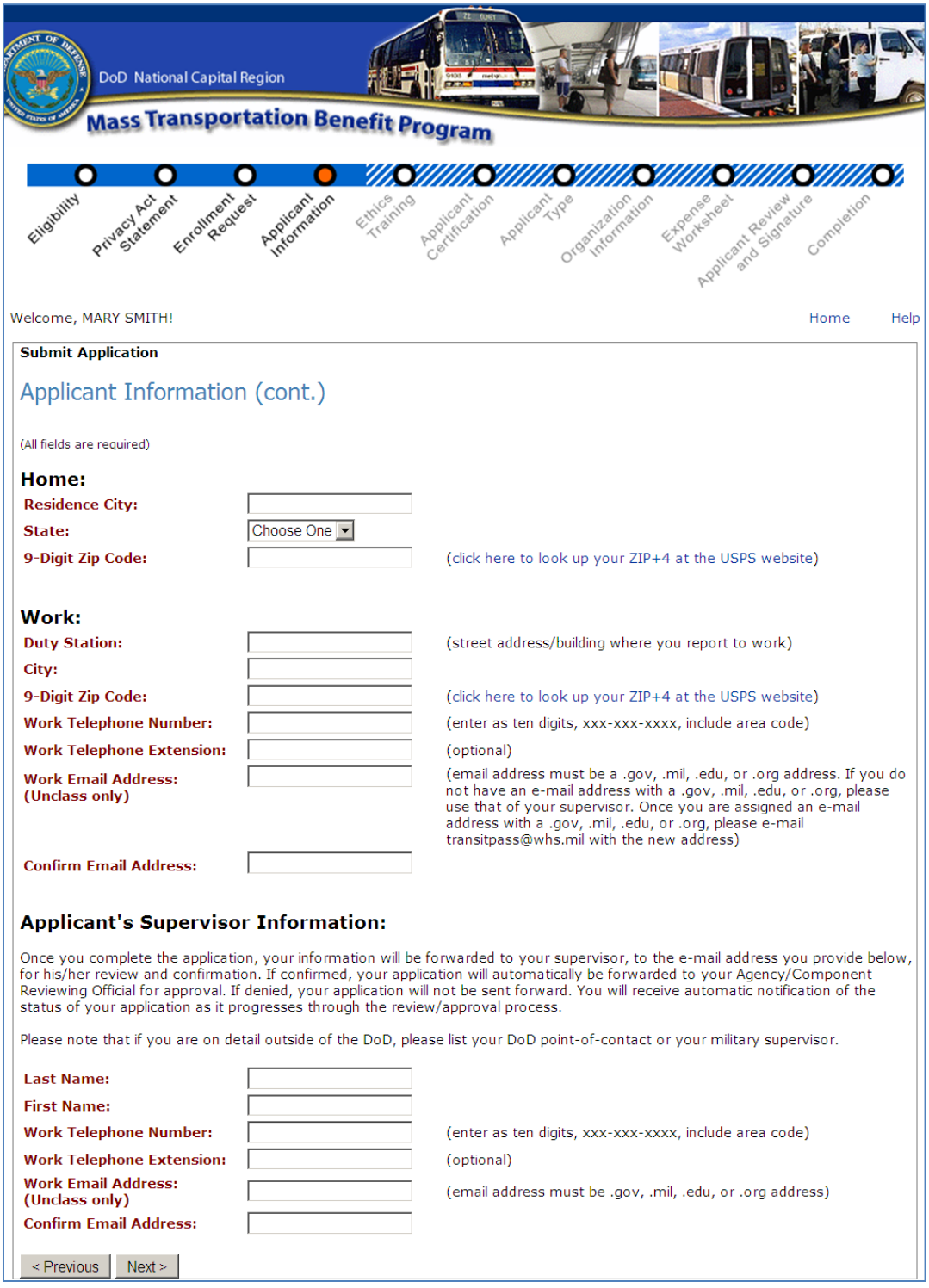


Figure 5 - Blank Application Page

Step 7 – Complete the application.

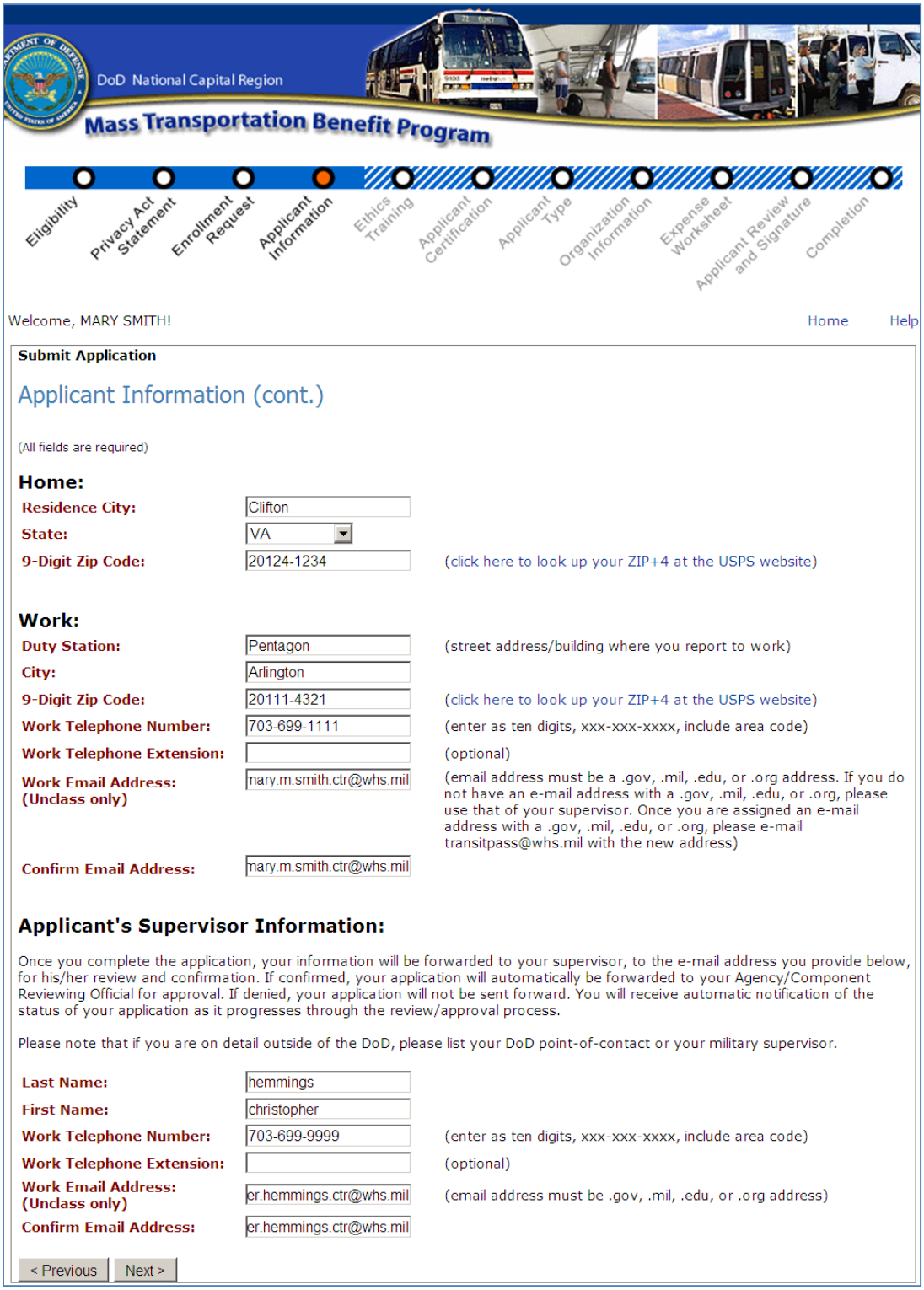


Figure 6 - Completed Application Information

Ethics Training

As part of the initial application process, you must read through the Ethics screens and be aware of and accept the information contained therein. All program participants must complete this MTBP Ethics Awareness Training. The training consists of multiple screens.

Upon enrollment in the MTBP system, you will be required to annually complete this training as part of the recertification process. The system checks if you have not completed the training in the last ten and a half (10.5) months. If you have not, you will be required to complete this training. If you have completed ethics training in the last 10.5 months, the system will skip to the next part of the MTBP application.

The screen shown below is the first screen of the ethics training.

Step 8:
Read the Ethics Training slides and then

Click on "Next>"

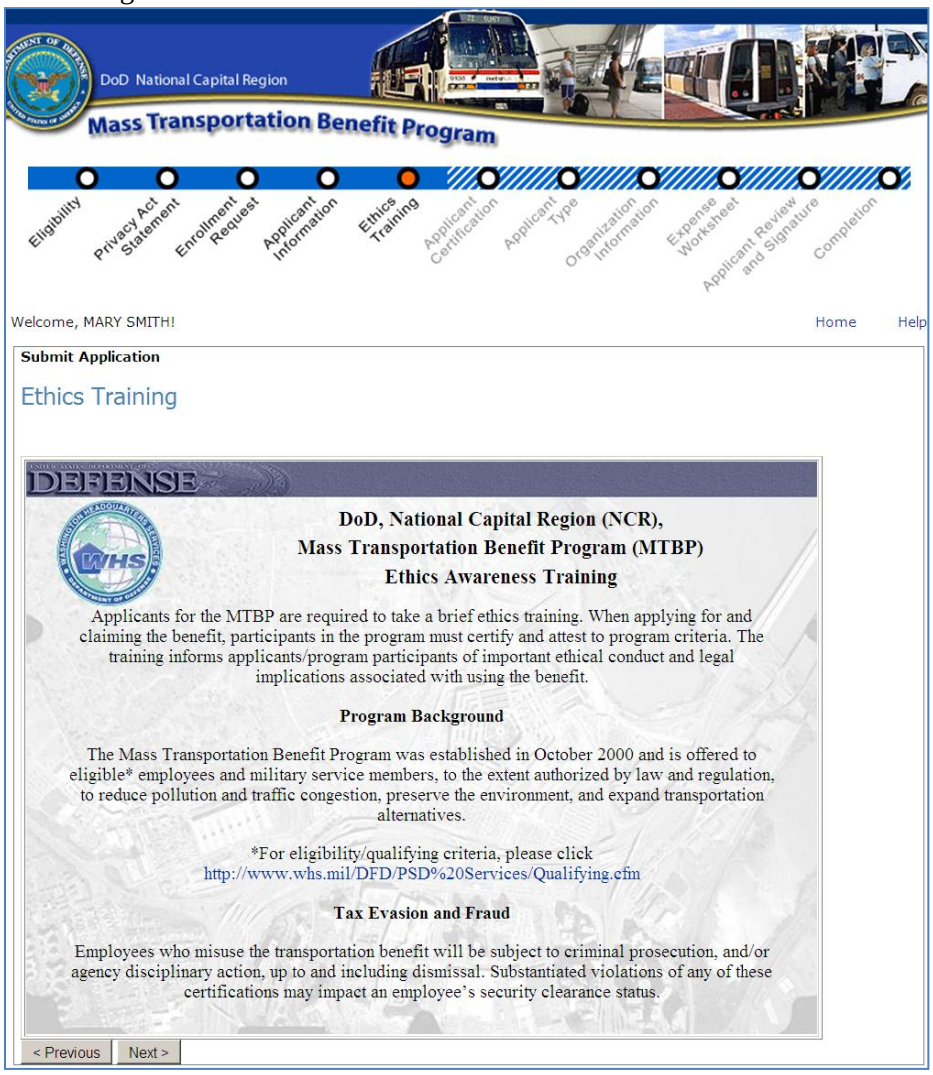


Figure 7 - Ethics Training

Explanation of Ethics Training/Certification Statements mean. Read the slide and then click **"Next>".**

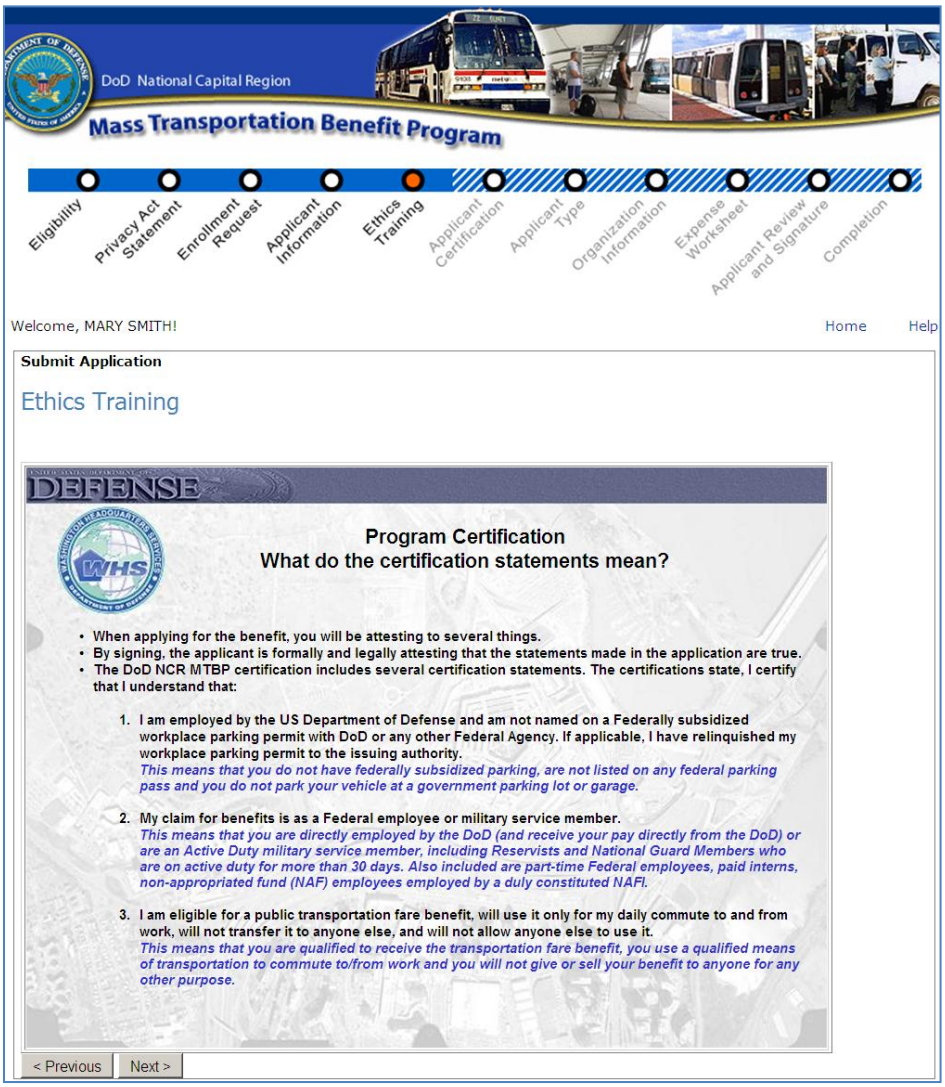


Figure 8 - Ethics Training - Screen 2

Explanation of Ethics Training/Certification Statements continues. Read the slide and then click on **"Next>."**

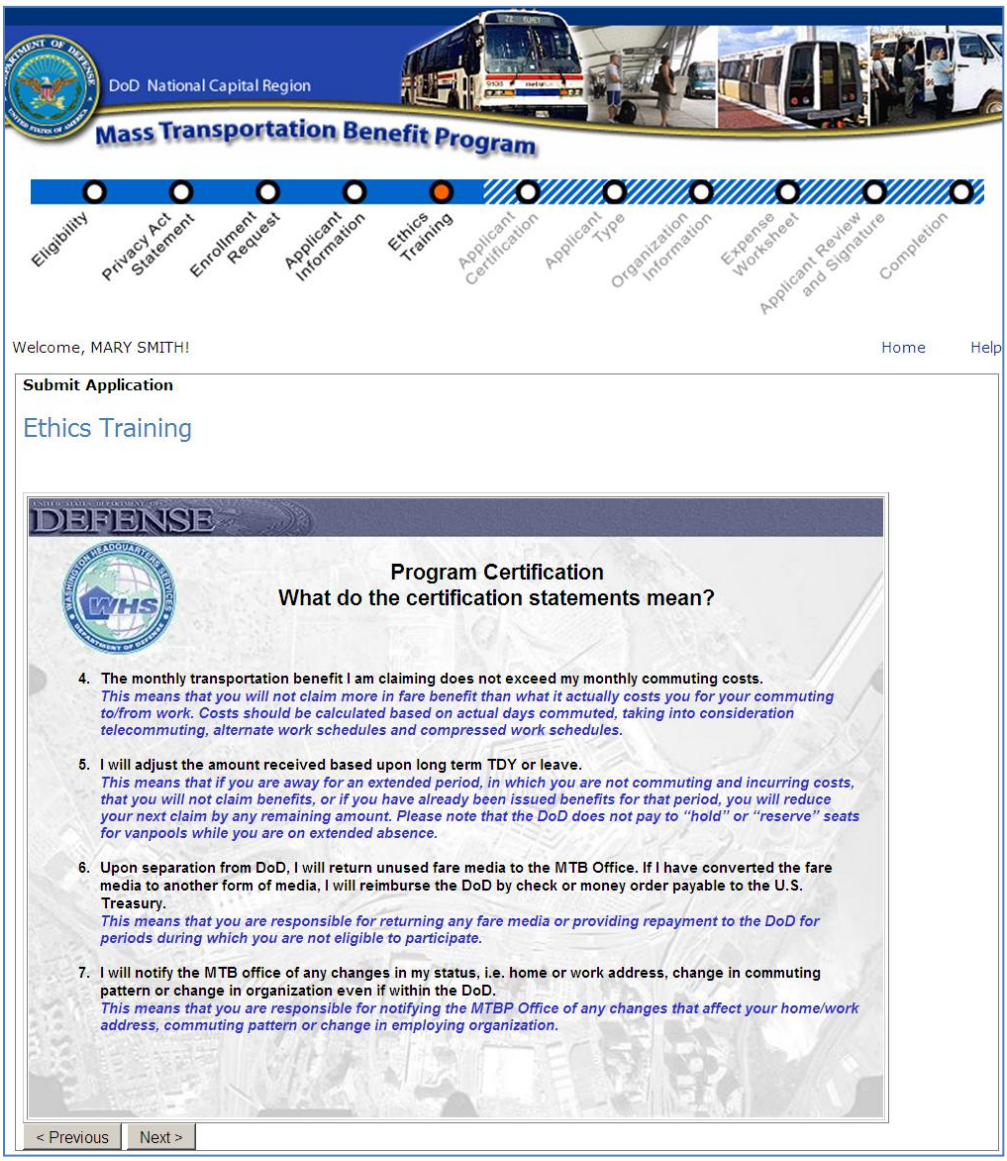


Figure 9 - Ethics Training - Screen 3

Explanation of Ethics Training/Certification Statements continues. Read the slide and then click on **"Next>."**

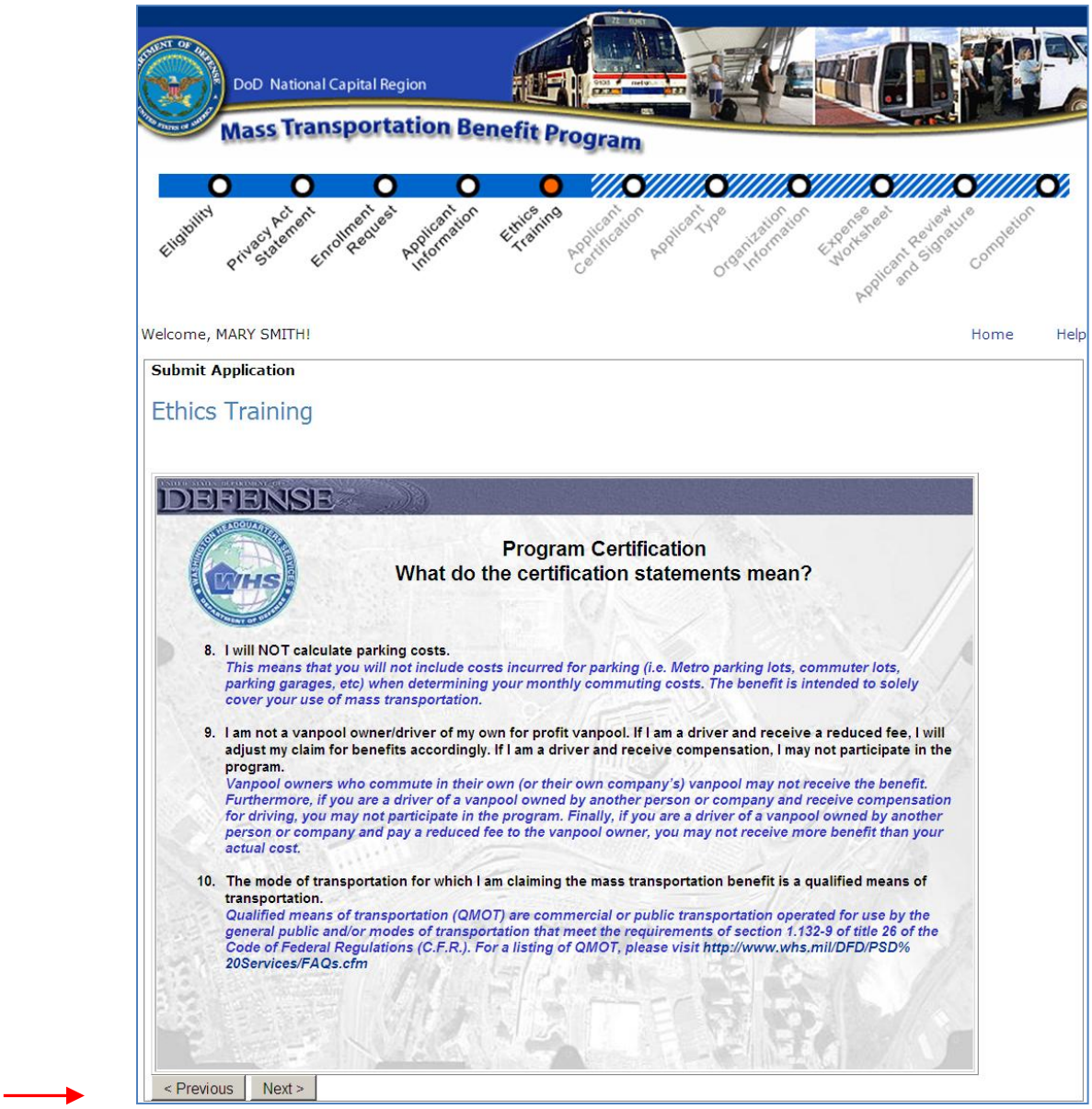


Figure 10 - Ethics Training - Screen 4

Ethics Training "Commonly Asked Questions" and "Answers." Read the slide and then click on **"Next**>." If you have any questions regarding the Ethics slides, you may contact the MTB Program Office with questions.

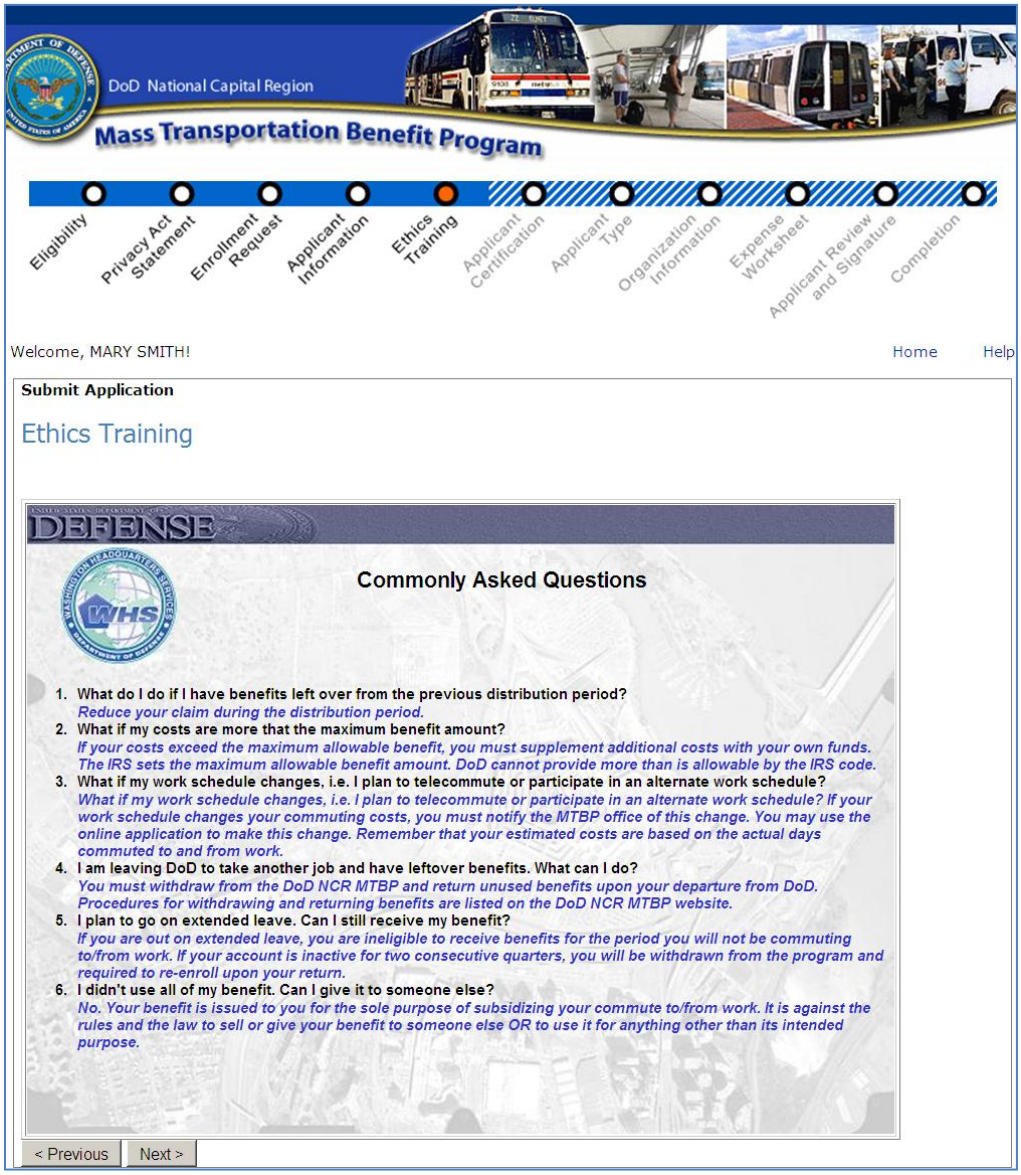


Figure 11 - Ethics Training - Commonly Asked Questions

Ethics Training Completion and Acceptance Acknowledgement page. Read the slide and click on **"Next>"** to acknowledge that you have read, understand and agree with the contents of the Ethics slides.

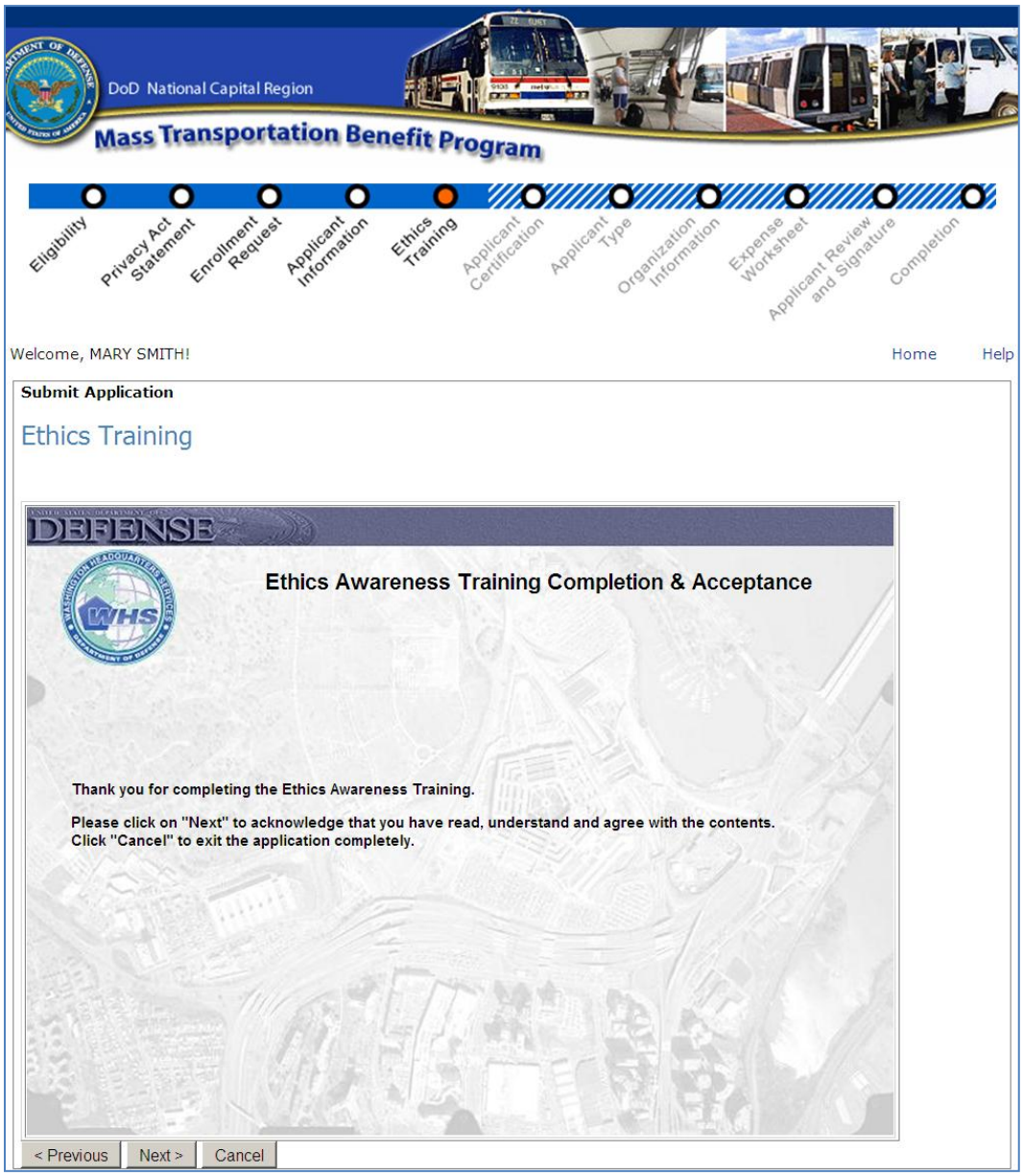


Figure 12 - Ethics Training Completion & Acceptance Page

Applicant Certification

After completion of the Ethics Training, the **"Applicant Certification"** page displays next with the first certification statement visible.

Step 9 - Read the certification statement and click on the radio button to confirm that you have read and understand the certification statement. Click on each certification statement radio button, then the next

certification statement displays until all of the certifications display. At the release of this version, there are ten (10) certification statements.

Note: You are required to certify/recertify for the MTBP annually. Certification includes you reviewing and confirming the MTBP certification statements. If you have not done this in the past 10.5 months, you will be required to certify. If you are not a first time user to the system and have completed certification in the last 10.5 months, the system will skip to the next step of the MTBP application and bypass the Ethics slides.

Please Read the Warning and Mandatory statements for Applicant Certification. See the screen display below.

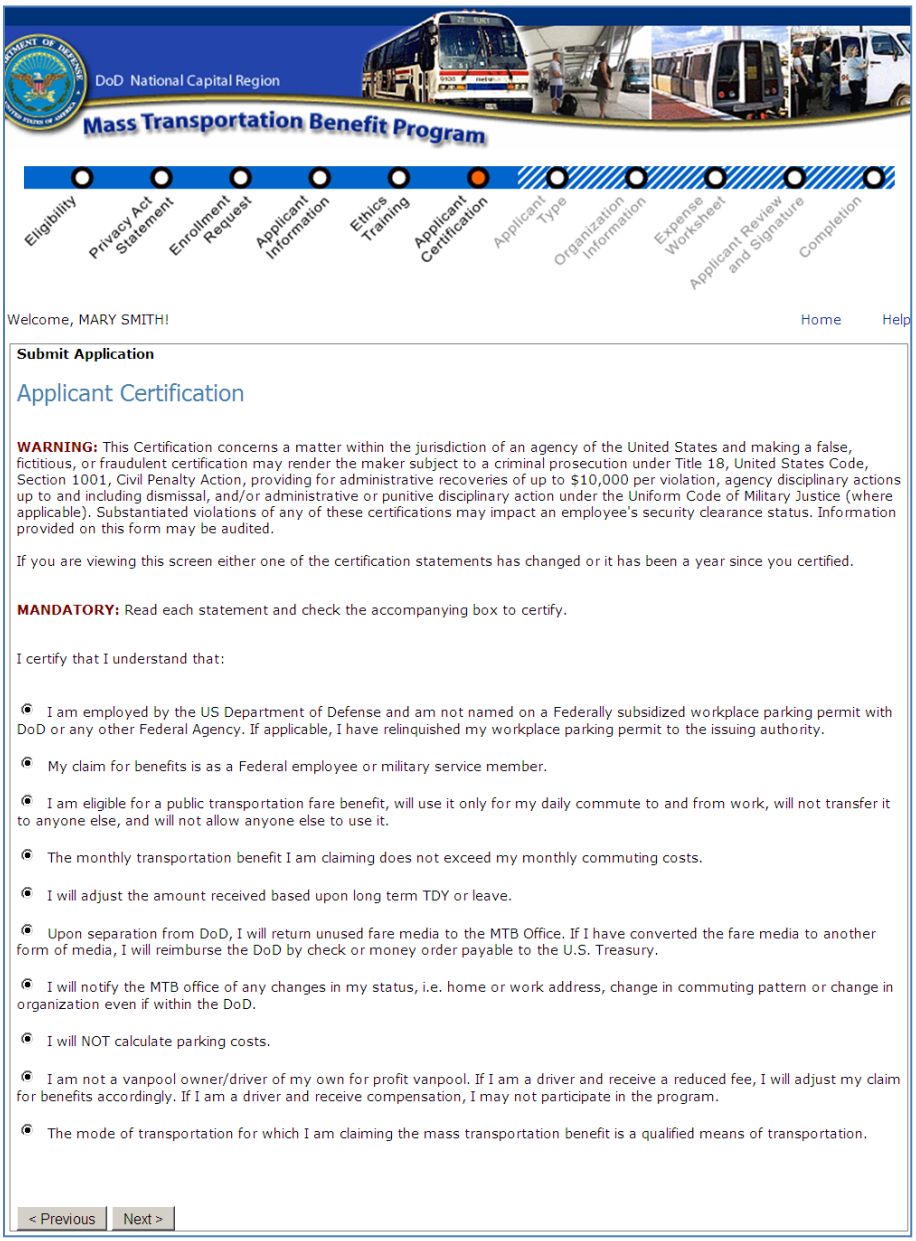


Figure 13 - Application/Applicant Certification Page

When you complete reading all certification statements, click on the **"Next>"** button.

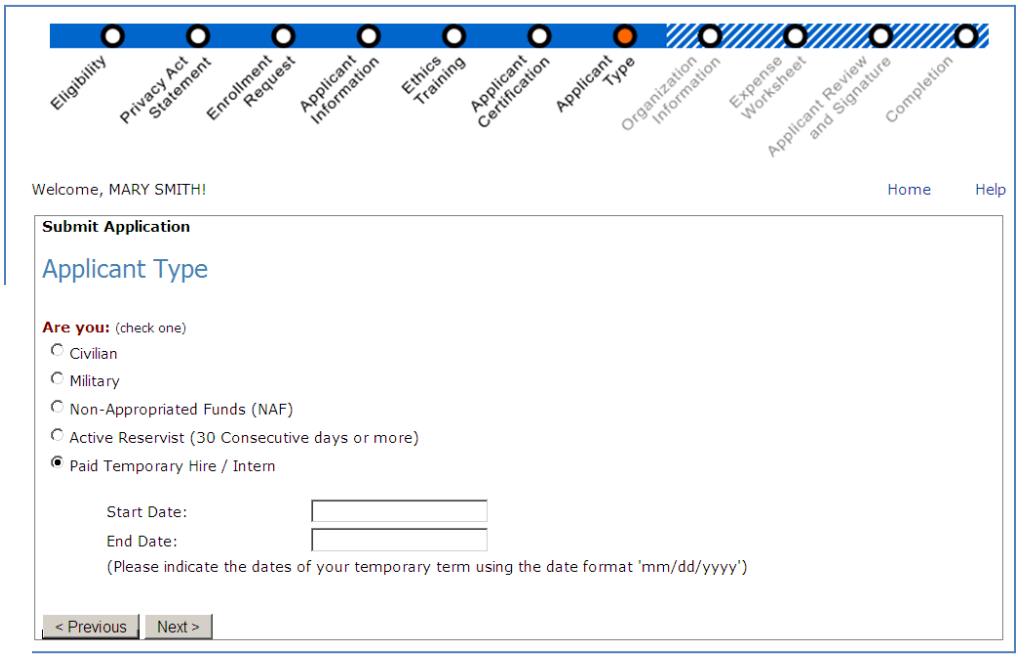
Applicant Type

Use the radio button to select the appropriate type that applies to you. Then click on the **"Next >"** button at the bottom left of the screen to continue.

The **Applicant Types** include:

- Civilian
- Military
- Non-Appropriated Funds (NAF)
- Active Reservist
- Paid Temporary Hire / Intern

If you select the **"Paid Temporary Hire / Intern"** option, complete the **"Start Date"** and **"End Date"** fields. See the following screen.



Step 10: Click on the appropriate "Applicant Type" and then click on **"Next>"**

Figure 14 - Applicant Type Screen 1

click **"Next>"** at bottom of screen.

ious" button will return to the previous page.

ther than **"Military"** is selected for **"Applicant Type,"** the following screen will display. buttons to select the option that applies to you. Then click on the "**Next >**" button at the bottom left of the screen to continue.

Step 11: Click on the appropriate applicant type and then click on **"Next>"** →

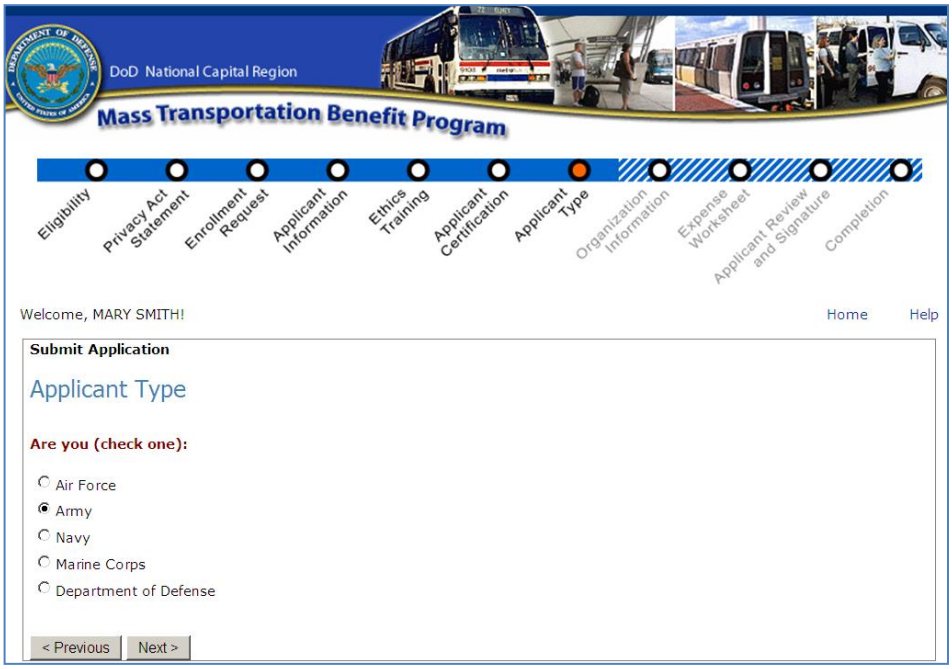


Figure 15 - Applicant Type Screen 2

If "Military" is selected on the **"Applicant Type"** screen, the following screen will display:

Click on the appropriate applicant type and then click on **"Next>"** →

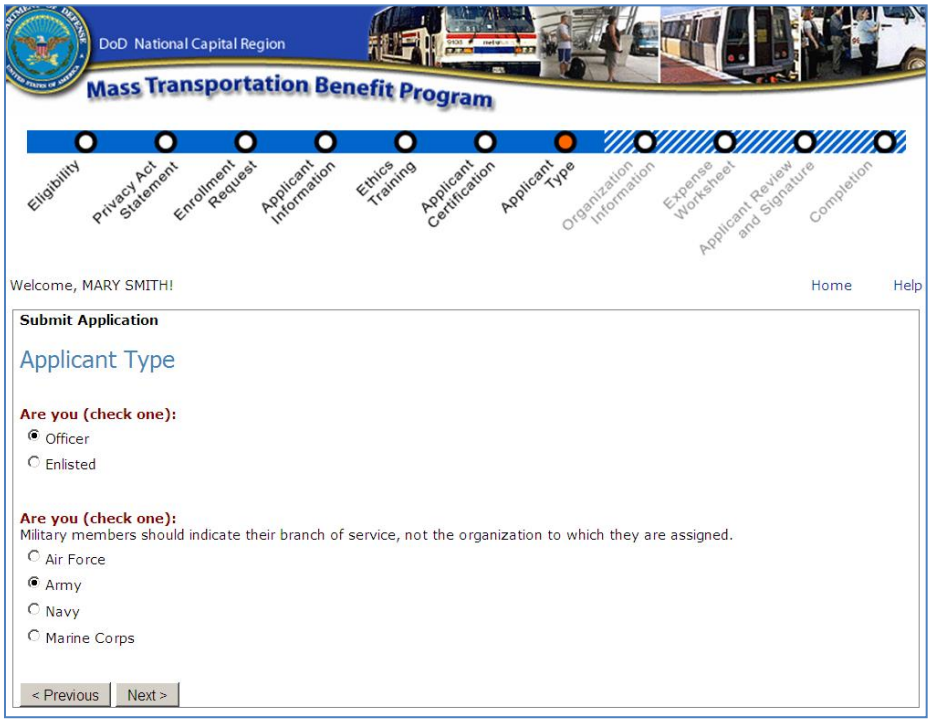


Figure 16 - Applicant Type When Military Selected – Screen 3

Organization Information

Click on the down arrow button to display the organization list. Select the organization that employs you. This list is based on your selection(s) on the previous **"Applicant Type"** screens. For example, if you selected Army, you will only be shown Army organization codes, etc. The organizational selection also includes the organization's code. Click on the "**Next >**" button at the bottom left of the screen to continue.

Step 12: Click on the down arrow and select organization code and then click on **"Next>"** →

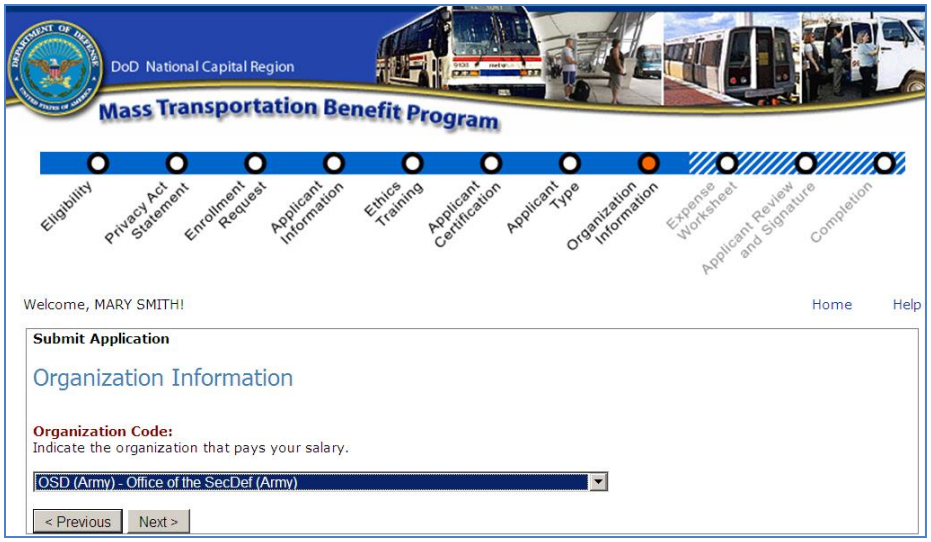


Figure 17 - Organization Information

Expense Worksheet

The expense worksheet is used to calculate your monthly mass transportation commuting costs. Please read it carefully and enter each mode of transportation you use, detailing: the name of the company, frequency of purchase, cost of purchase, from (starting point/station), and to (ending point/station). First, use the down arrows to pull down lists and entry boxes to enter this information. Then, click on the "**Add**" button to the right of the expense record. If any information is entered with an incorrect format, or if required fields are blank, a text message is displayed for that field detailing the error. **Note:** Only enter the number of days you commute; **do not** include the days you telecommute in the number of days commuted per month.

Step 13:
Read the "**Instructions:**" for completing the Worksheet.

Refer to the following pages for examples of links and fields noted on this page.

Note: Don't include telecommuting days in the Number of Days Commuted Per Month. Number of Days must be between 1 and 22 with 23 being an exception for August 2012.

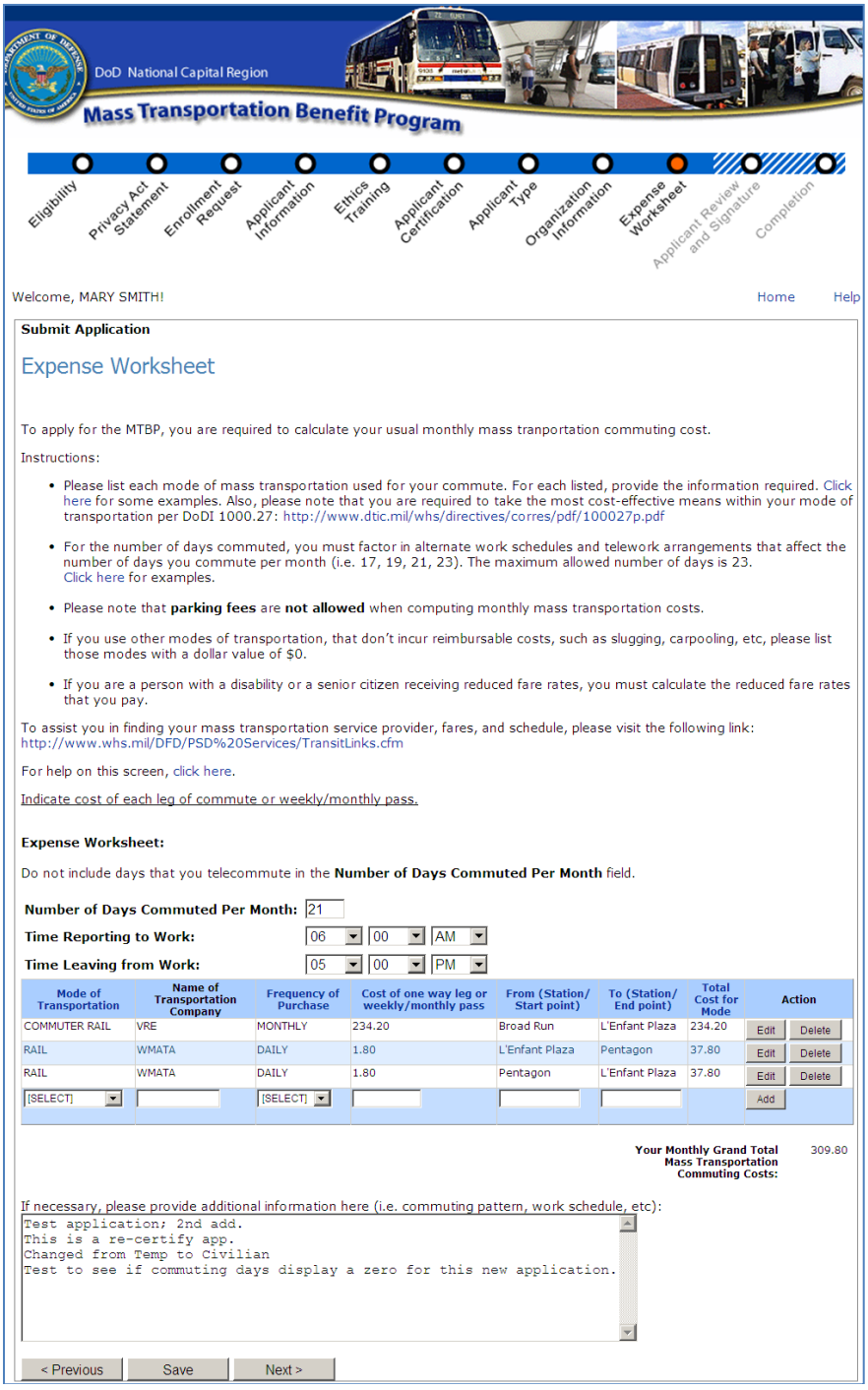


Figure 18 - Expense Worksheet

Bullet/Link #1

This link provides examples for mode of transportation entries.

Example 1: If you ride a vanpool both ways

- Mode of Transportation: **Vanpool**
- Name of Company: **VPSI**
- Frequency of purchase: **Monthly**
- Cost of purchase: **$225.00** (this is the monthly fare you pay)
- From: **Woodbridge** (area from which you commute)
- To: **Pentagon** (this is the duty station at which you work)

Expense Worksheet

Number of Days Commuted Per Month: 21

Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly	From (Station/ Start point)	To (Station/ Start point)	Total Cost for Mode	Action	
VANPOOL	VPSI	Monthly	225.00	Woodbridge	Pentagon	225.00	Edit	Delete
[SELECT]		[SELECT]					Add	
					Your Monthly Grand Total			225.00
					Mass Transportation Commuting Cost			

Example 2: Combination of Commuter Rail/Rail

- Mode of Transportation: **Commuter Rail**
- Name of Company: **VRE**
- Frequency of purchase: **Monthly**
- Cost of purchase: **$234.20** (this is your monthly fare cost)
- From: **Broad Run** (station from which you commute)
- To: **L'Enfant Plaza** (station to which you commute)

Click the add button to add another mode of transportation

- Mode of Transportation: **Rail**
- Name of Company: **WMATA**
- Frequency of purchase: **Daily**
- Cost of purchase: **$1.80** (this is your one-way fare cost)
- From: **L'Enfant Plaza** (station from which you commute in the morning)
- To: **Pentagon** (duty station/morning commute end point)

Click the add button to add another mode of transportation

- Mode of Transportation: **Rail**
- Name of Company: **WMATA**
- Frequency of purchase: **Daily**
- Cost of purchase: **$1.80** (this is your one-way fare cost)
- From: **Pentagon** (duty station/evening commute end point)
- To: **L'Enfant Plaza** (station at which you arrive in the evening)

Expense Worksheet

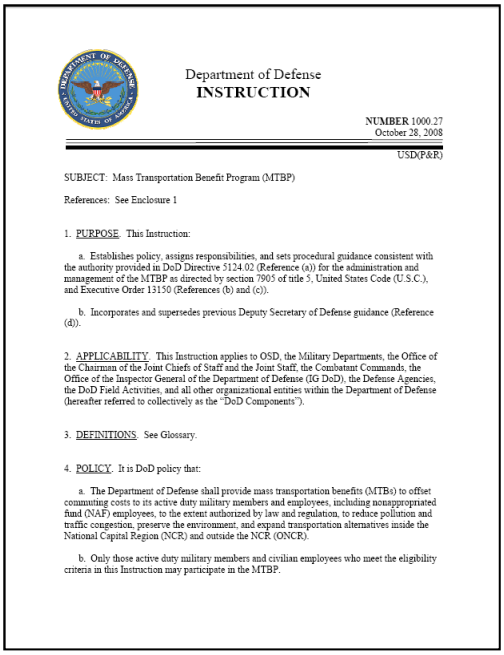
Number of Days Commuted Per Month: 21

Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly	From (Station/ Start point)	To (Station/ Start point)	Total Cost for Mode	Action	
Commuter Rail	VRE	Monthly	234.20	Broad Run	L'Enfant Plaza	234.20	Edit	Delete
Rail	WMATA	Daily	1.80	L'Enfant Plaza	Pentagon	37.80	Edit	Delete
Rail	WMATA	Daily	1.80	Pentagon	L'Enfant Plaza	37.80	Edit	Delete
[SELECT]		[SELECT]					Add	
					Your Monthly Grand Total			395.60
					Mass Transportation Commuting Cost			

Figure 19 - Worksheet Examples

Bullet/Link #2 for DoDI 1000.27

This link provides you with the DoD Instruction



Department of Defense
INSTRUCTION

NUMBER 1000.27
October 28, 2008

USD(P&R)

SUBJECT: Mass Transportation Benefit Program (MTBP)

References: See Enclosure 1

1. PURPOSE. This Instruction:

a. Establishes policy, assigns responsibilities, and sets procedural guidance consistent with the authority provided in DoD Directive 5124.02 (Reference (a)) for the administration and management of the MTBP as directed by section 7905 of title 5, United States Code (U.S.C.), and Executive Order 13150 (References (b) and (c)).

b. Incorporates and supersedes previous Deputy Secretary of Defense guidance (Reference (d)).

2. APPLICABILITY. This Instruction applies to OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense (IG DoD), the Defense Agencies, the DoD Field Activities, and all other organizational entities within the Department of Defense (hereafter referred to collectively as the "DoD Components").

3. DEFINITIONS. See Glossary.

4. POLICY. It is DoD policy that:

a. The Department of Defense shall provide mass transportation benefits (MTBs) to offset commuting costs to its active duty military members and employees, including nonappropriated fund (NAF) employees, to the extent authorized by law and regulation, to reduce pollution and traffic congestion, preserve the environment, and expand transportation alternatives inside the National Capital Region (NCR) and outside the NCR (ONCR).

b. Only those active duty military members and civilian employees who meet the eligibility criteria in this Instruction may participate in the MTBP.

Figure 20 - DoDI 1000.27

Bullet/Link #3

This link provides examples of the number of work days commuted to work based on the schedule that you work and commute. For a "Standard work week", the system will allow up to twenty-two (22) workdays.

Bullet/Link #4 Transit Links

This link connects to a List of Transit Links that you can use to obtain your mass transportation benefit costs, for entry on the MTBP Expense Worksheet.

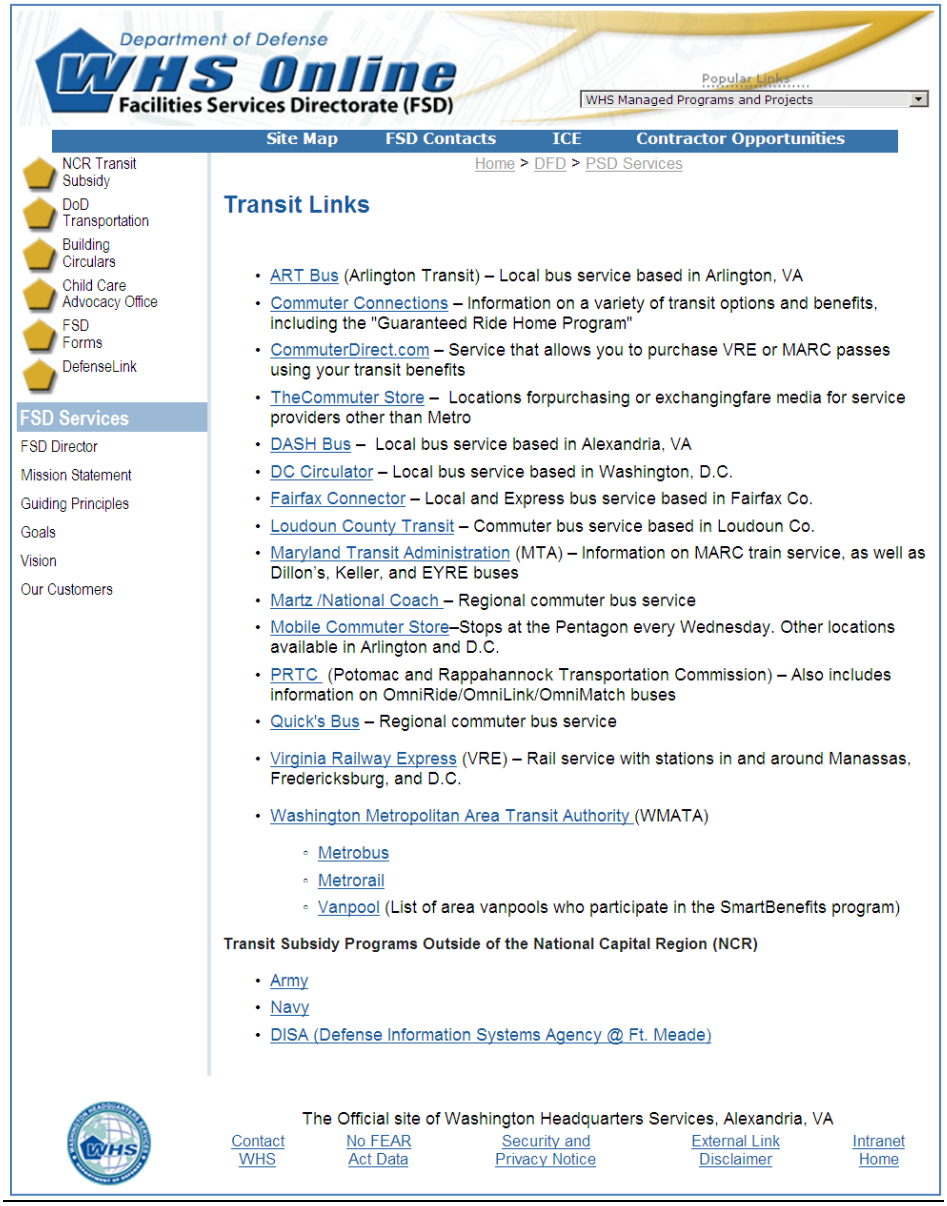


Figure 21 - Transit Links

Bullet/Link # 5 Help for Expense Worksheet

This link provides you with help text for each of the Expense Worksheet headers. It also tells you the function of each button on the Expense Worksheet.

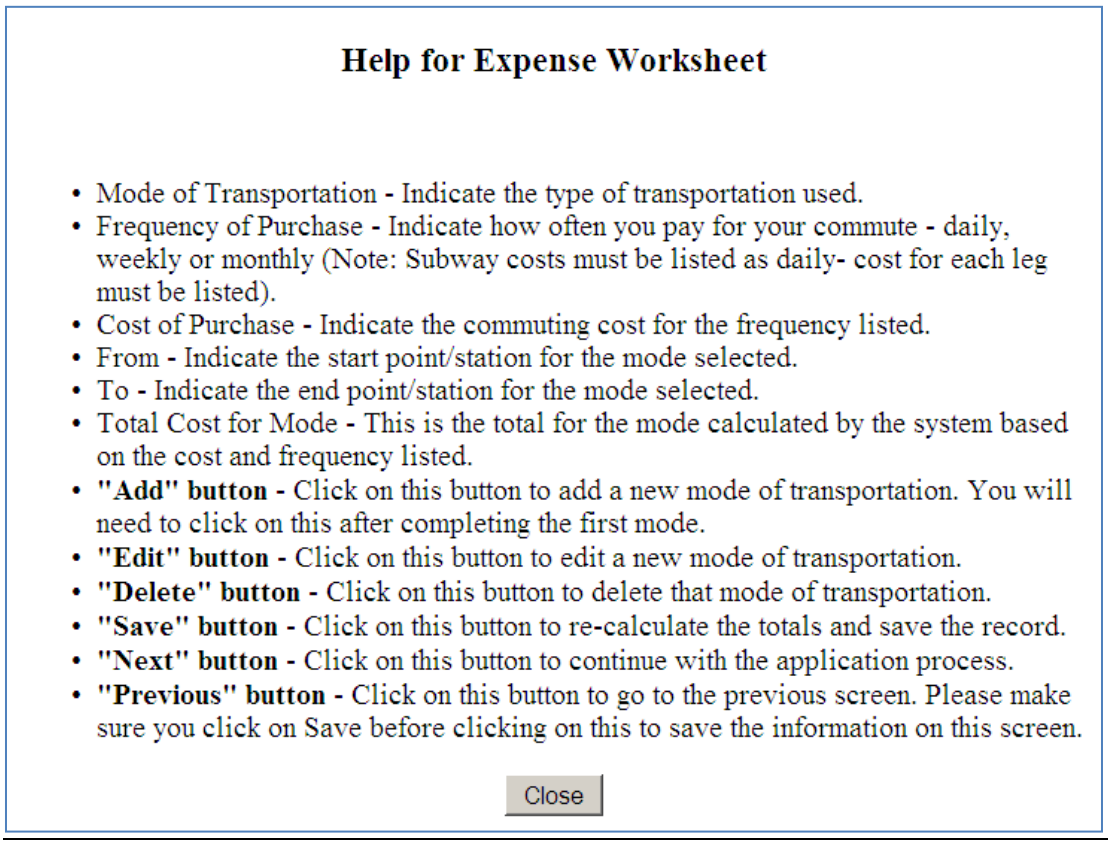


Figure 22 -Help for Expense Worksheet

Bullet/Link #6 for Online Help

This link is located in the upper right hand corner of the screen and provides you with this MTBP Application User Guide, which is viewable as a PDF file, when you click on this link. It can then be viewed, printed or saved.

Figure 23 - Location of "Help" Button on Expense Worksheet Screen

Additional Expense Information #7

This text/comment box can be used to provide additional expense information, which may be helpful to the application reviewers. You can use this multiline text box to provide additional details or notes on

your commuting expenses, particularly if there is an unusual circumstance which requires additional explanation.

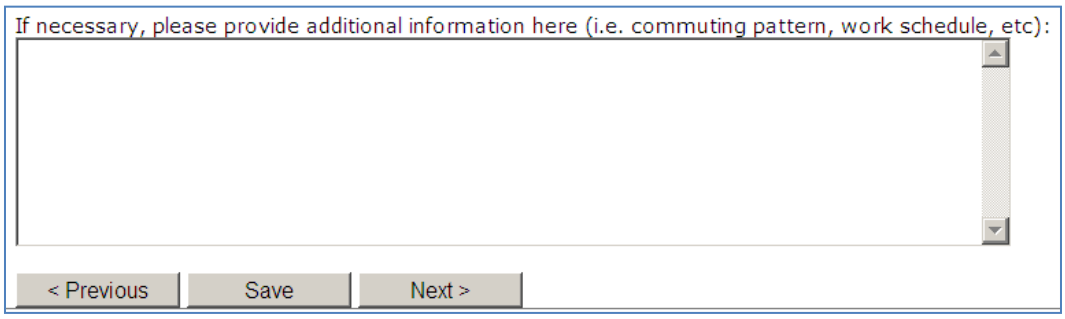


Figure 24 - Worksheet Page Comment Box

Mode of Transportation Entry #8

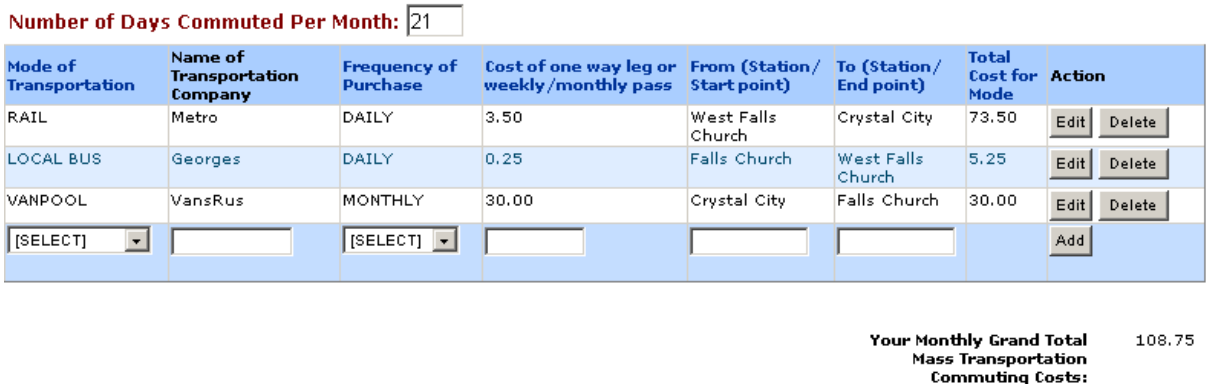


Figure 25 - Mode of Transportation Example

If you select the link for each column header of the expense worksheet, a pop-up window will appear explaining the purpose of the field and applicable entries, as detailed below:

- **Mode of Transportation** – Indicate the type of transportation used.
- **Frequency of Purchase** – Indicate how often you pay for your commute – daily, weekly or monthly (Note: Subway costs must be listed as daily).
- **Cost of Purchase** – Indicate the commuting cost for the frequency listed.
- **From** – Indicate the start point/station for the mode selected.
- **To** – Indicate the end point/station for the mode selected.

After:

1) selecting the mode of transportation,
2) enter the name of the transportation company,
3) select the frequency of purchase,
4) enter the cost of purchase,
5) enter the starting location [From] and
6) a different ending location [To],
7) click on the "**Add**" button to the right. This will add a new mode of transportation. You will need to click on this after completing the first mode. If there are any errors in your entries, a red

asterisk (*) will appear next to the field where there is an entry error and a pop up window will detail the field errors.

Once you have added a new mode of transportation, the following buttons will appear to the right of the mode of transportation.

- **Delete**: If you want to delete the mode of transportation entered, click on the "**Delete**" button.
- **Edit**: If you want to edit the mode of transportation entered, click on the "**Edit**" button.

Note: If you need to change the number of days commuted, you will not need to re-enter the modes of transportation that were added. After changing the number in the field next to "***Number of Days Commuted Per Month,"*** click on the "**Save**" button, at the bottom left of the screen. The Total Cost for the Mode will automatically recalculate, as will "***Your Grand Total Mass Transportation Commuting Costs***," based on the valued entered.

After completion of the application worksheet, click on "**Save / Next>"** The **Link SmarTrip Card** Page will display.

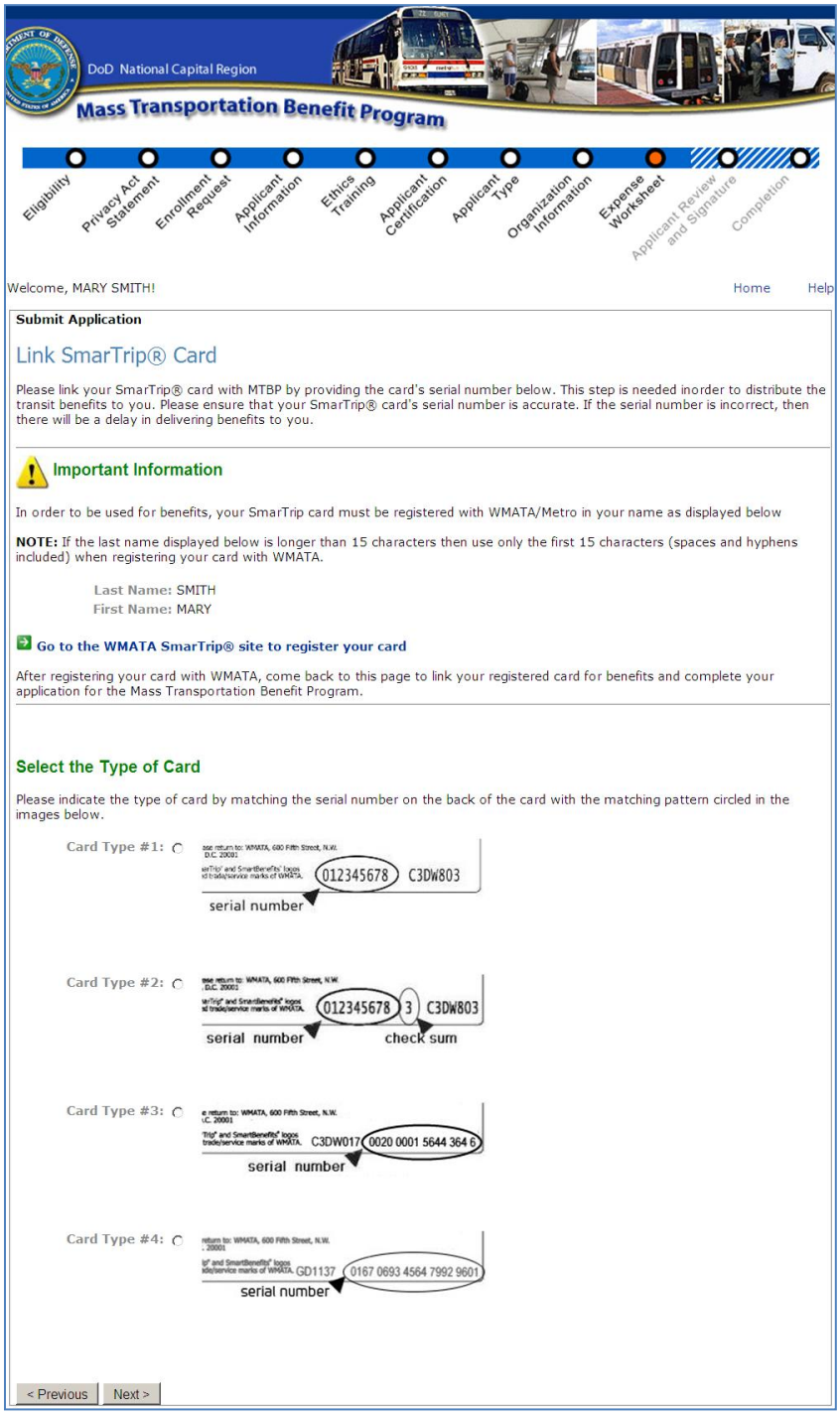
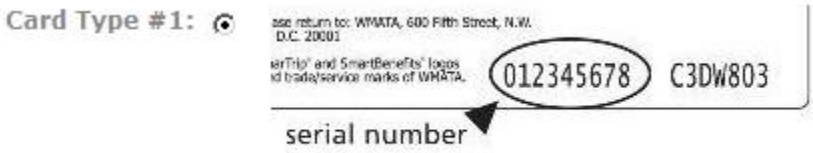


Figure 26 - Link SmarTrip Card Page

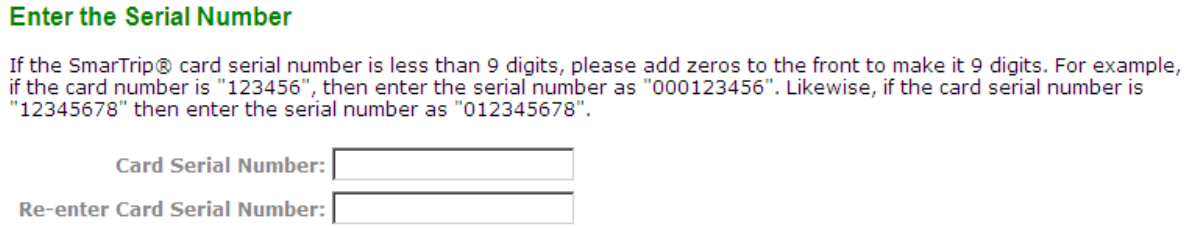
Step 14: The participant selects the "**Card Type"** by clicking on the radio button, the bottom of the screen will change to accommodate entry of the **"Card Type"** selected. See the following examples.

When the participant selects the **"Card Type #1"**,

Example 1 – Card Type #1:

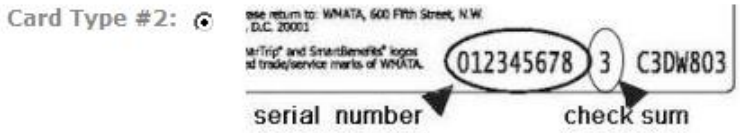


The following fields display at the bottom of the screen:

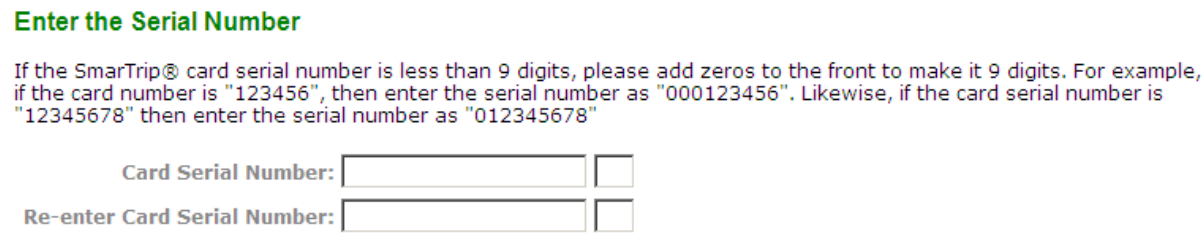


Example 2 = Card Type #2:

When the participant selects the **"Card Type #2"**

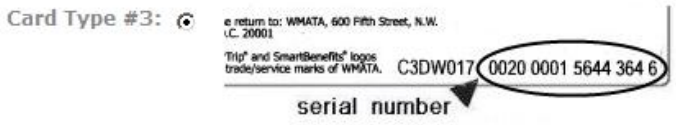


The following fields display at the bottom of the screen:

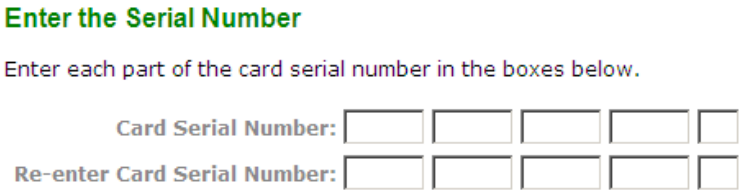


Example 3 = Card Type #3:

When the participant selects the **"Card Type #3"**

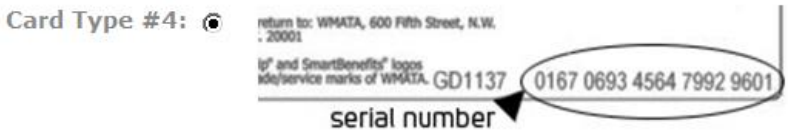


The following fields display at the bottom of the screen:

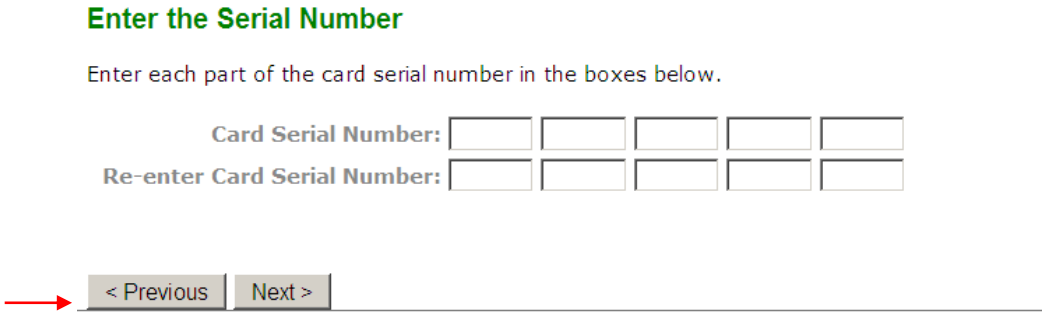


Example 4 = Card Type #4:

When the participant selects the **"Card Type #4"**



The following fields display at the bottom of the screen:



After the participant has made their selection and entered their card number as noted in the examples above, the participant will click on the **"Next>"** button at the bottom of the screen and the **"Applicant Review and Signature"** Page will display. See the following screen.

Applicant Review and Signature

The purpose of the **"Applicant Review and Signature"** page is to review all MTBP applicant information that you have entered and validate that it is true and correct before submitting the application.

See the following **"Applicant Review and Signature"** page as an example with fields completed with sample data. The first two screenshots are the top and bottom half of the whole page, **"Applicant Review and Signature."** Figure 30 displays the whole page, **"Applicant Review and Signature"** page.

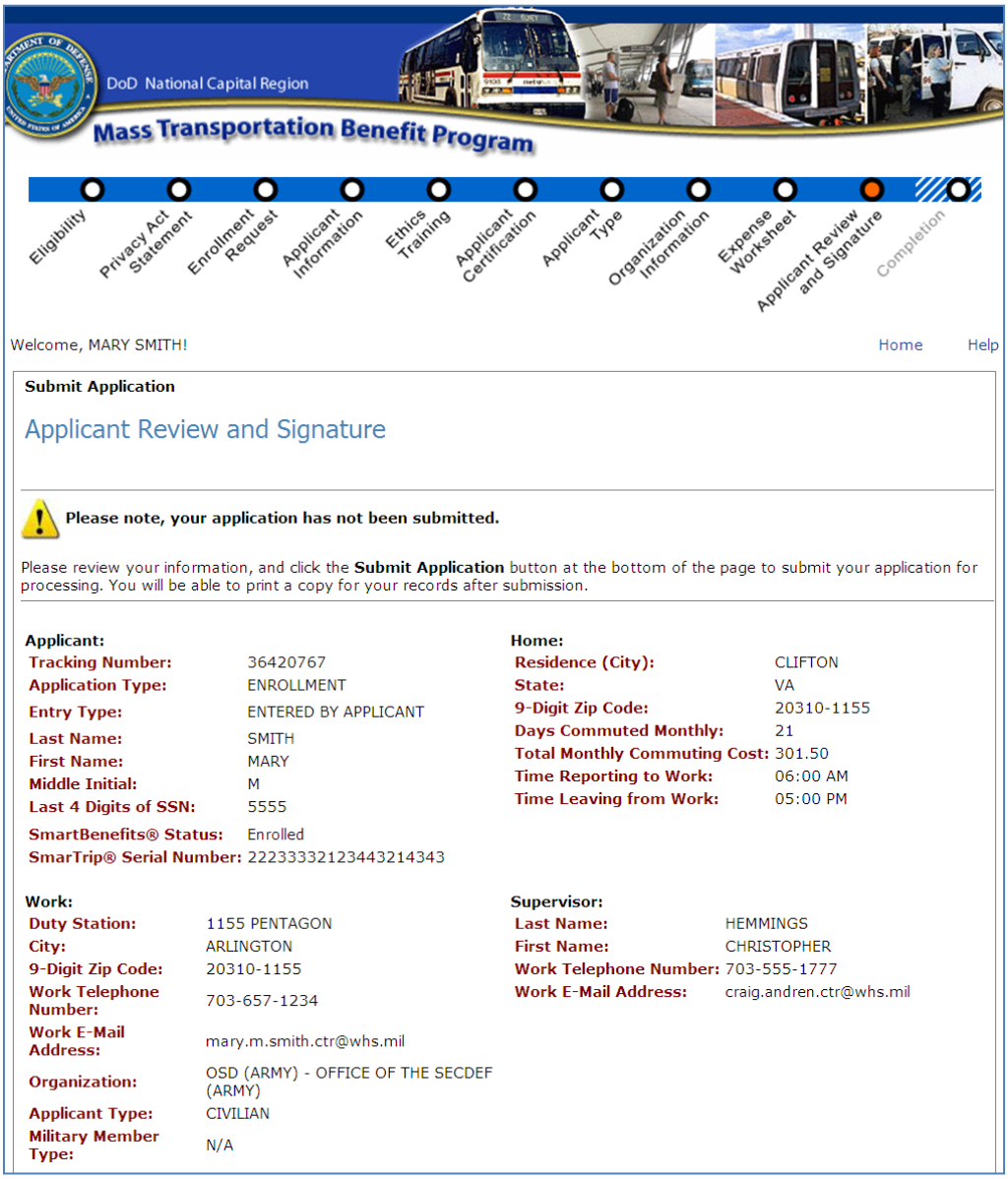
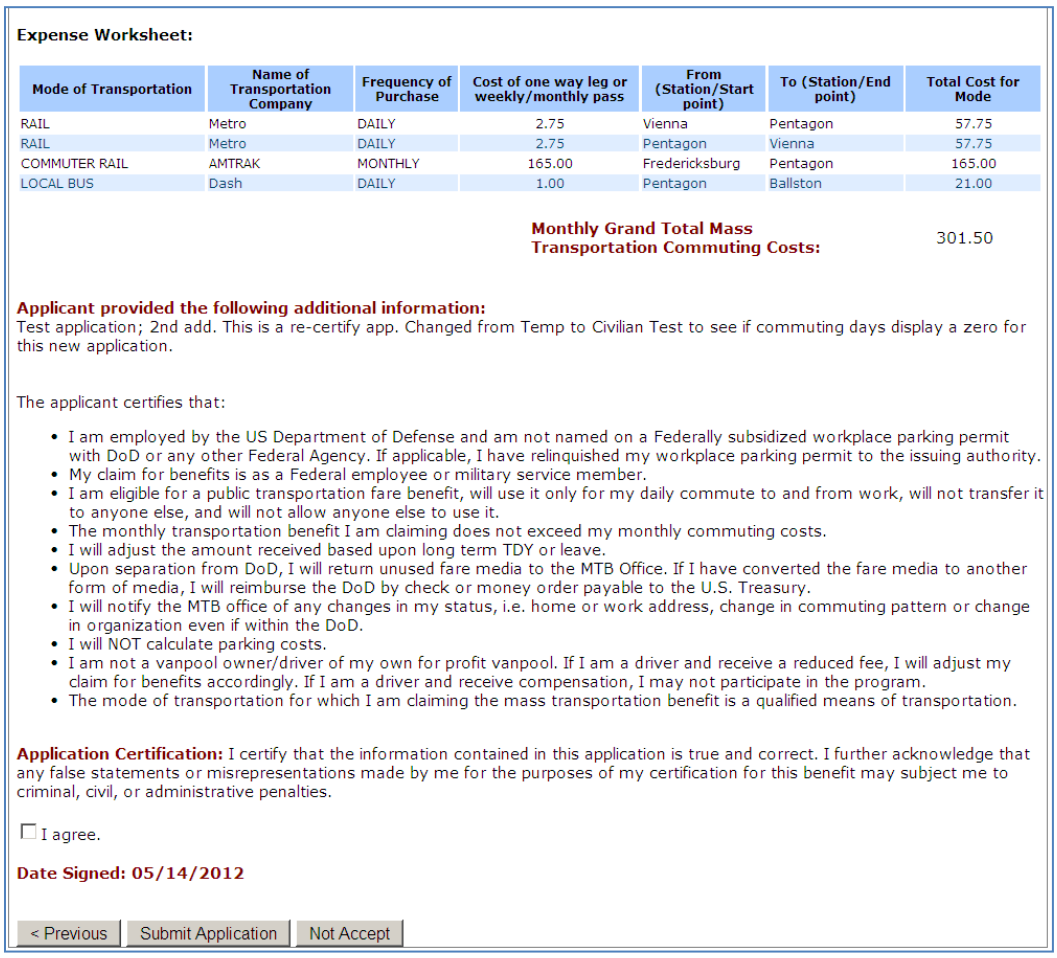


Figure 27 - Applicant Review and Signature - Top Half



Expense Worksheet:

Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly pass	From (Station/Start point)	To (Station/End point)	Total Cost for Mode
RAIL	Metro	DAILY	2.75	Vienna	Pentagon	57.75
RAIL	Metro	DAILY	2.75	Pentagon	Vienna	57.75
COMMUTER RAIL	AMTRAK	MONTHLY	165.00	Fredericksburg	Pentagon	165.00
LOCAL BUS	Dash	DAILY	1.00	Pentagon	Ballston	21.00

Monthly Grand Total Mass Transportation Commuting Costs: 301.50

Applicant provided the following additional information:
Test application; 2nd add. This is a re-certify app. Changed from Temp to Civilian Test to see if commuting days display a zero for this new application.

The applicant certifies that:

- I am employed by the US Department of Defense and am not named on a Federally subsidized workplace parking permit with DoD or any other Federal Agency. If applicable, I have relinquished my workplace parking permit to the issuing authority.
- My claim for benefits is as a Federal employee or military service member.
- I am eligible for a public transportation fare benefit, will use it only for my daily commute to and from work, will not transfer it to anyone else, and will not allow anyone else to use it.
- The monthly transportation benefit I am claiming does not exceed my monthly commuting costs.
- I will adjust the amount received based upon long term TDY or leave.
- Upon separation from DoD, I will return unused fare media to the MTB Office. If I have converted the fare media to another form of media, I will reimburse the DoD by check or money order payable to the U.S. Treasury.
- I will notify the MTB office of any changes in my status, i.e. home or work address, change in commuting pattern or change in organization even if within the DoD.
- I will NOT calculate parking costs.
- I am not a vanpool owner/driver of my own for profit vanpool. If I am a driver and receive a reduced fee, I will adjust my claim for benefits accordingly. If I am a driver and receive compensation, I may not participate in the program.
- The mode of transportation for which I am claiming the mass transportation benefit is a qualified means of transportation.

Application Certification: I certify that the information contained in this application is true and correct. I further acknowledge that any false statements or misrepresentations made by me for the purposes of my certification for this benefit may subject me to criminal, civil, or administrative penalties.

☐ I agree.

Date Signed: 05/14/2012

< Previous | Submit Application | Not Accept

Figure 28 - Applicant Review and Signature - Bottom Half

Step 15: Review the information.

Then, click on the check box – "**I agree**" under the "**Application Certification"** statement, to indicate your agreement with this statement and the information on this page.

Then click on "**Submit Application**."

Figure 29 - Application Review and Signature – Complete Screenshot

You may also choose to Not Accept your application submission (which will save all of your application entries, but not submit your application to the MTBP). To cancel your application submission, click on the "Not Accept" button.

Submit Application

After submitting your application, you will receive the following screen, which provides links to helpful mass transportation benefit sites.

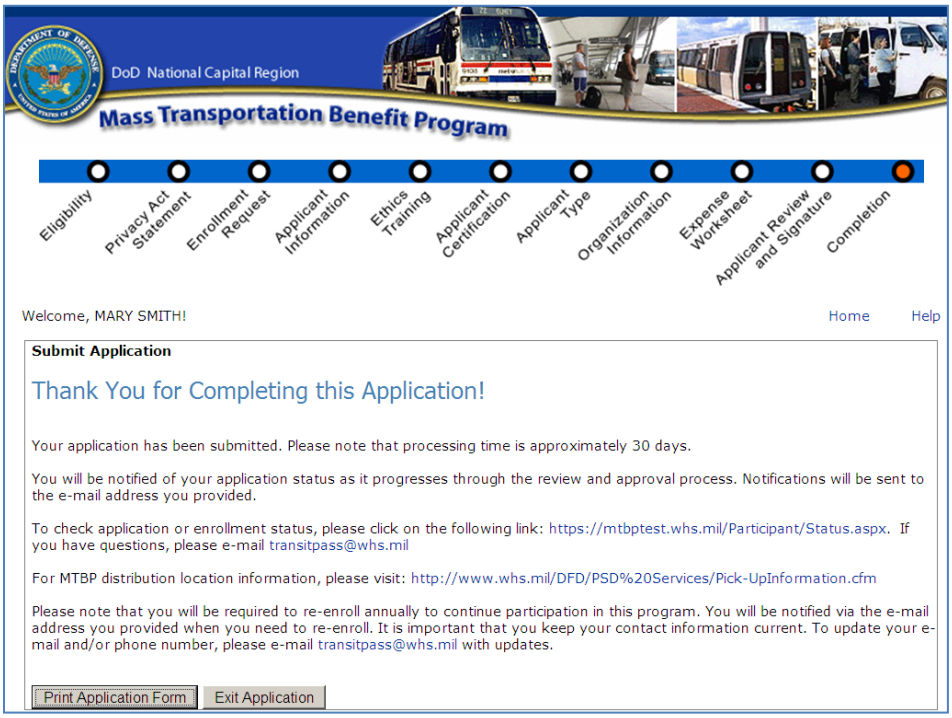


Figure 30 - Thank You for Completing this Application!

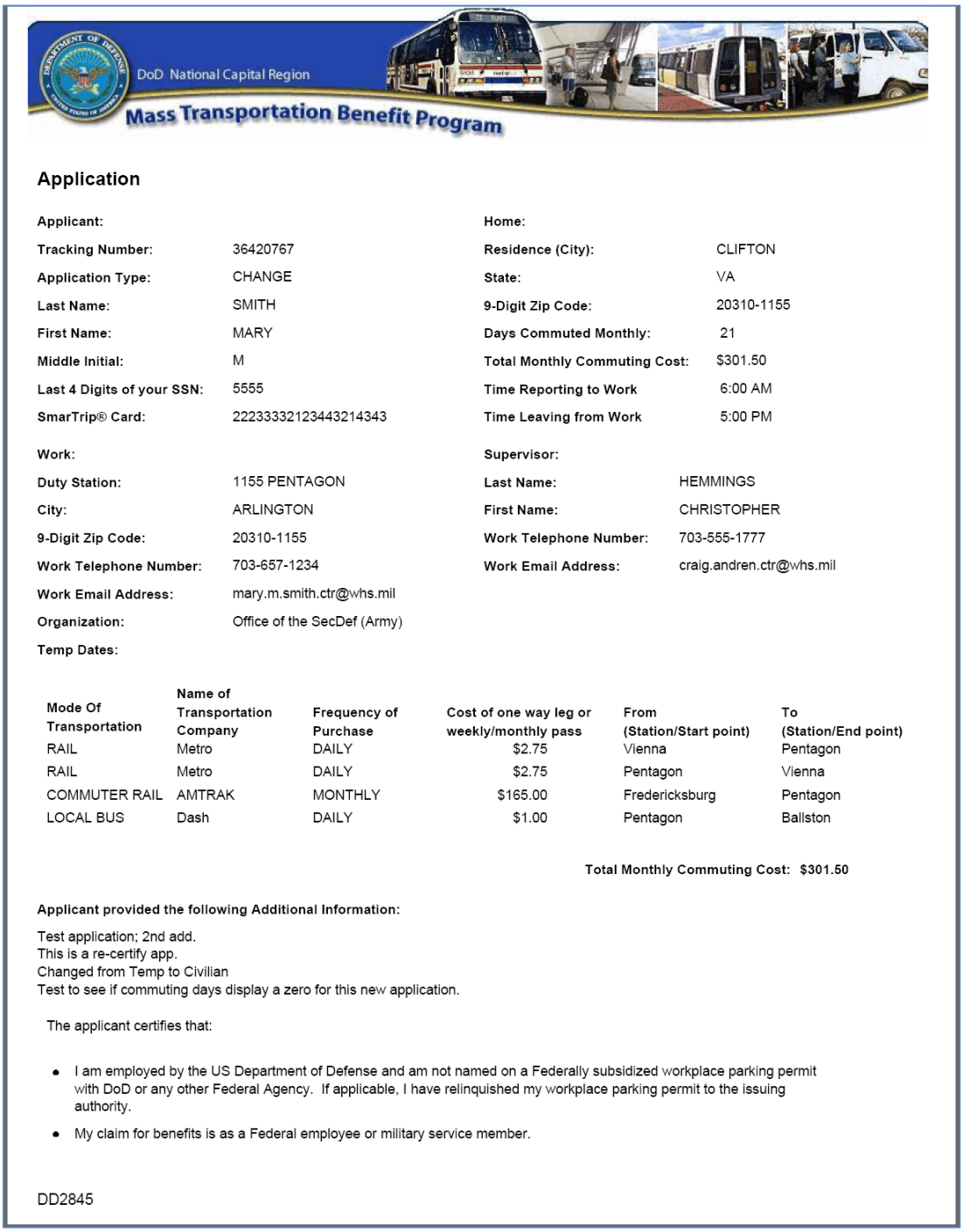
You can click on the "**Print Application Form**" button at the bottom left of the page, to generate a PDF of your application to retain for your records.

Click on the "**Exit Application**" button to exit the application and the MTBP system.

You will automatically receive program alerts. Program alerts are sent by the WHS MTBP Office, concerning program notices or updates.

Print Application Form

Step 16 - After clicking on "**Print Application Form,"** the application will display on the screen in pdf format. Then, select **"File"** and **"Print"** and select the name of your printer and select **"Ok."** See application below.



DoD National Capital Region

Mass Transportation Benefit Program

Application

Applicant:		**Home:**	
Tracking Number:	36420767	**Residence (City):**	CLIFTON
Application Type:	CHANGE	**State:**	VA
Last Name:	SMITH	**9-Digit Zip Code:**	20310-1155
First Name:	MARY	**Days Commuted Monthly:**	21
Middle Initial:	M	**Total Monthly Commuting Cost:**	$301.50
Last 4 Digits of your SSN:	5555	**Time Reporting to Work**	6:00 AM
SmarTrip® Card:	22233332123443214343	**Time Leaving from Work**	5:00 PM
Work:		**Supervisor:**	
Duty Station:	1155 PENTAGON	**Last Name:**	HEMMINGS
City:	ARLINGTON	**First Name:**	CHRISTOPHER
9-Digit Zip Code:	20310-1155	**Work Telephone Number:**	703-555-1777
Work Telephone Number:	703-657-1234	**Work Email Address:**	craig.andren.ctr@whs.mil
Work Email Address:	mary.m.smith.ctr@whs.mil		
Organization:	Office of the SecDef (Army)		
Temp Dates:			

Mode Of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly pass	From (Station/Start point)	To (Station/End point)
RAIL	Metro	DAILY	$2.75	Vienna	Pentagon
RAIL	Metro	DAILY	$2.75	Pentagon	Vienna
COMMUTER RAIL	AMTRAK	MONTHLY	$165.00	Fredericksburg	Pentagon
LOCAL BUS	Dash	DAILY	$1.00	Pentagon	Ballston

Total Monthly Commuting Cost: $301.50

Applicant provided the following Additional Information:

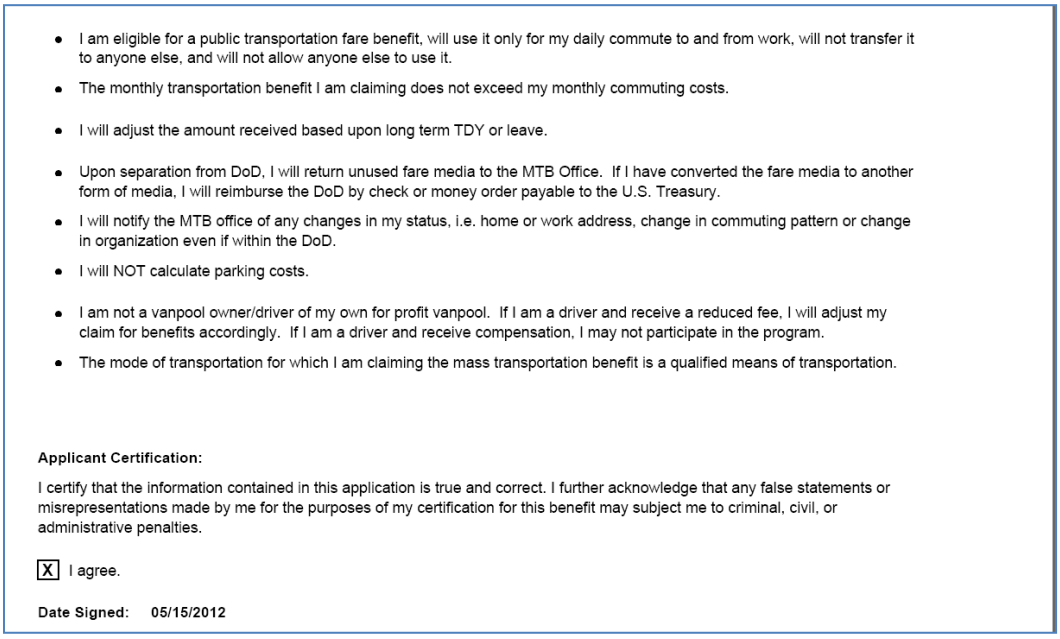
Test application; 2nd add.
This is a re-certify app.
Changed from Temp to Civilian
Test to see if commuting days display a zero for this new application.

The applicant certifies that:

- I am employed by the US Department of Defense and am not named on a Federally subsidized workplace parking permit with DoD or any other Federal Agency. If applicable, I have relinquished my workplace parking permit to the issuing authority.
- My claim for benefits is as a Federal employee or military service member.

DD2845

Figure 31 - Print Application – Page 1



- I am eligible for a public transportation fare benefit, will use it only for my daily commute to and from work, will not transfer it to anyone else, and will not allow anyone else to use it.
- The monthly transportation benefit I am claiming does not exceed my monthly commuting costs.
- I will adjust the amount received based upon long term TDY or leave.
- Upon separation from DoD, I will return unused fare media to the MTB Office. If I have converted the fare media to another form of media, I will reimburse the DoD by check or money order payable to the U.S. Treasury.
- I will notify the MTB office of any changes in my status, i.e. home or work address, change in commuting pattern or change in organization even if within the DoD.
- I will NOT calculate parking costs.
- I am not a vanpool owner/driver of my own for profit vanpool. If I am a driver and receive a reduced fee, I will adjust my claim for benefits accordingly. If I am a driver and receive compensation, I may not participate in the program.
- The mode of transportation for which I am claiming the mass transportation benefit is a qualified means of transportation.

Applicant Certification:

I certify that the information contained in this application is true and correct. I further acknowledge that any false statements or misrepresentations made by me for the purposes of my certification for this benefit may subject me to criminal, civil, or administrative penalties.

[X] I agree.

Date Signed: 05/15/2012

Figure 32 - Print Application - Page 2

After you are done with the PDF form, close the PDF viewer. This will bring you back to the "**Application Completion"** page, where you can click on the "**Exit Application**" button to exit the MTBP system.

Confirmation of Browser Close

After clicking on "**Exit Application**" from either submitting an application or submitting a withdrawal you will receive the following prompt. Click on the "**Yes**" button to close the window.

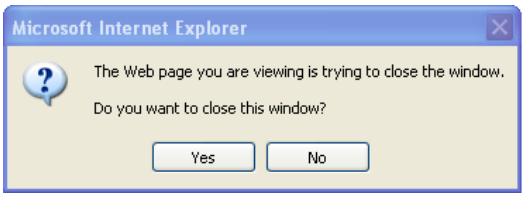


Figure 33 - Close Window Confirmation Pop-up Message

2.2 Application Review and Approval Process:

Application Processing

During the application process a check will be performed with the parking office to ensure the applicant does not have a parking permit. (See " Parking Eligibility Check" Section for more information.) Once the applicant has submitted their application, the application will go through the "Review and Approval" process. These steps include routing the application to the below queues:

- Program Office Review and Release
- Supervisor Review and Approval
- Agency Mass Transit Reviewing Official Review and Approval
- And Successfully Updating the application information at WMATA

When an application is submitted to one of the above review queues: PO, Supervisor, AMTBRO, the system tracks when the application entered the queue and how long the application has been sitting in the queue.

Applicant Email Notification

When an application has been in a queue for the following number of days, the system will generate an email to the applicant to let them know how many days are left to process the application in a queue before the application will be closed by the system.

The Email Notifications are sent to the applicant on the following number of days: 7, 14, 21, 28, 35, 42 and 45. A sample of the email that is sent to the applicant when their application is in the "Supervisor Queue" is displayed below.

> "Subject: MTBP Application still awaiting your supervisor's review
> Attention MTBP Applicant,
>
> The [insert type] application you submitted for Mass transportation benefits has been awaiting Supervisory review for [number of days] days. This application will be closed if it sits for more than 45 days in an application review queue.
>
> Please contact your supervisor to review the application. An email was sent with instruction to [supervisor email] on [original notification date] . If your supervisor is unable to view your application, have them contact the Mass Transportation Benefit Program office at 571-256-0962.
>
> This application is scheduled to be deleted on [insert 45th day date] if no action is taken.
>
> MTBP Program Office
> 703-697-0532
> transitpass@whs.mil"

Emails that are sent to the applicant when their application is in the other queues is similar to the above email.

Closed Applications

An application becomes a "Closed" application when it sits in a queue for more than forty-five (45) days or if a new application is submitted and completed, it will supersede any previous applications in the system and the previous applications will be "closed". When an application is closed, the date that it is closed is captured and stored in the system. Closed applications cannot be edited or updated or resubmitted by the Program Office nor can closed applications be re-routed to the Agency Mass Transit Reviewing Official (AMTBRO).

Closed applications will be maintained in the system for three (3) years and then destroyed.

Denied Applications

For applications that have been reviewed and denied and are in a queue, the application can be resubmitted prior to the forty-five (45) deadline. Otherwise, after the forty-five (45) day deadline, a denied application will be closed. Closed applications cannot be resubmitted.

Started; but, Not Submitted Applications

If the applicant starts an application; but, never submits it within a forty-five (45) day timeframe, the system will delete the application and the applicant will have to resubmit the application.

If the applicant has previously completed application(s) in the system, the most recently completed application will become the current application for the applicant.

Re-certification Applications

It is required that the program participant resubmit an updated application annually to maintain their participation in the MTBP program. If the program participant submits an application (for example, a change application) within the sixty (60) day window prior to their annual recertification date, then the (change) application submitted can count towards their annual recertification. For questions regarding the re-certification process, contact the Program Office **transitpass@whs.mil** or by phone at 571-256-0962.

2.3 Other Application Related Items of Note:

Application Already In Process

The following screen displays **only if** you have already submitted an application and it is in the review process. The status of your application is provided to you, along with a history of the activity for your application.

If you choose to continue, click on the **"I acknowledgement"** checkbox. When you do so, the "**Next >**" button will appear. Click on "**Next >**"

Note: When you re-submit your application, the review approval process will begin again.

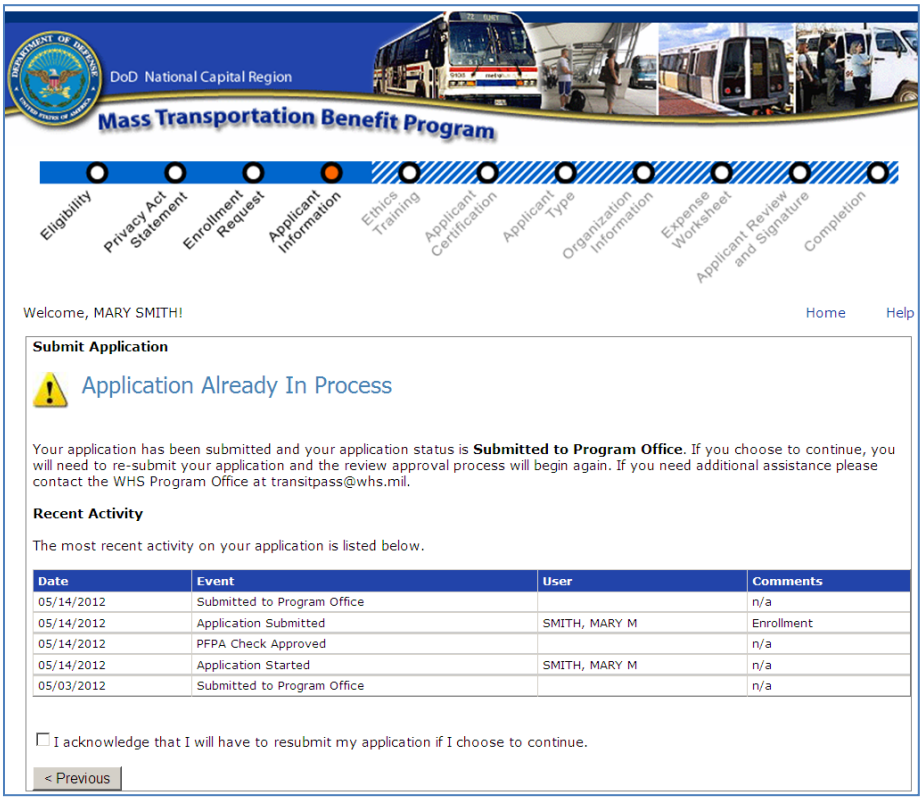


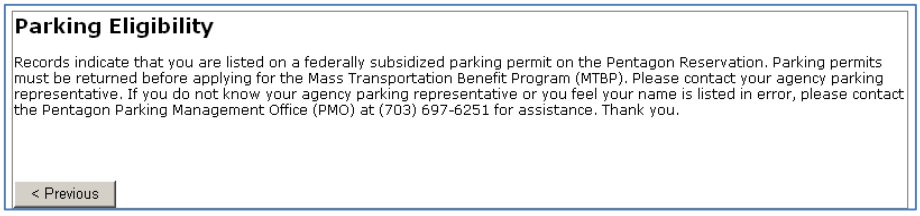
Figure 34 - Application Already in Process

Parking Eligibility Check

After you enter the last four (4) of your Social Security Number on the **"Applicant Information"** screen, the system will perform a parking eligibility check. The following are the possible outcomes of the Parking Eligibility Check:

1) Eligible: If you are eligible for mass transportation benefits, you will not receive a Parking Eligibility statement; you will be directed to the Application Information (con't) screen, to enter your MTBP application information.

2) Ineligible: If you are ineligible, you will receive the following message.



After reading this message, close your browser window, you will not be able to apply for the MTBP. Follow the instructions detailed in this message and contact your agency parking representative or the Pentagon Parking Management Office (PMO), if necessary.

3) Exception: If you receive the following message, it means that you may be listed on a parking permit, which may not allow you to receive mass transportation benefits. The PFPA Parking Office will review your application and determine if you are eligible for the MTBP.

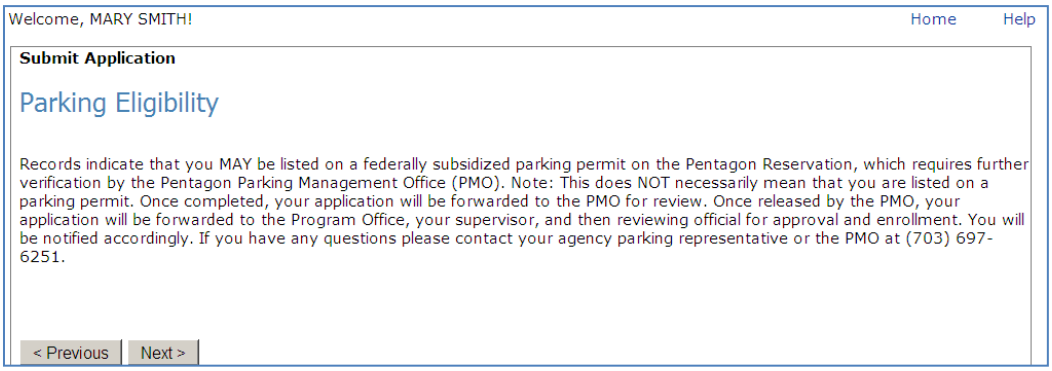


Figure 35 - Parking Eligibility Message

Click on the "**Next >**" button on the bottom left of the page. You will proceed with your MTBP application. After your application is submitted, the PFPA Parking Office will review your application and determine your eligibility for mass transportation benefits. If you are approved, your application will be submitted to your supervisor for review and then to your Agency Mass Transportation Benefit Reviewing Official (AMTBRO).

On the **Applicant Information (cont.)** screen, complete your **Home**, **Work** and **Supervisor** information. See the below screenshot. **Please note** that you must provide your supervisor's correct information, as your completed application will be sent to him/her automatically for review and confirmation and it will be sent to the email address you provide. Be sure to provide information for all fields so your application can be processed in an expedient manner.

After you click on the "**Next >**" button, at the bottom left of the screen, if any required fields are blank or they do not follow the field formatting, they will be marked with a red asterisk (*) and you will see a pop-up window saying which additional fields you must complete to move to the next step. Enter values in all fields. If applicable, the correct format will be detailed to the right of the asterisk.

When all fields are completed, then click on the "**Next >**" button. A "**Previous**" button is noted; if you wish to return to the previous page.

SmarTrip Card Already Been Linked

After clicking **"Next>"** at the bottom of the worksheet page, the SmarTrip card number entry page will display.

Note: If you already have an application in the system with a linked card and you enter a new application into the system, the following page will display and ask you if you want to link a new card. If you need to link a new ST Card, click on the **"Yes"** radio button. Otherwise, click on the **"No"** radio button and then click on ""Next>"" button.

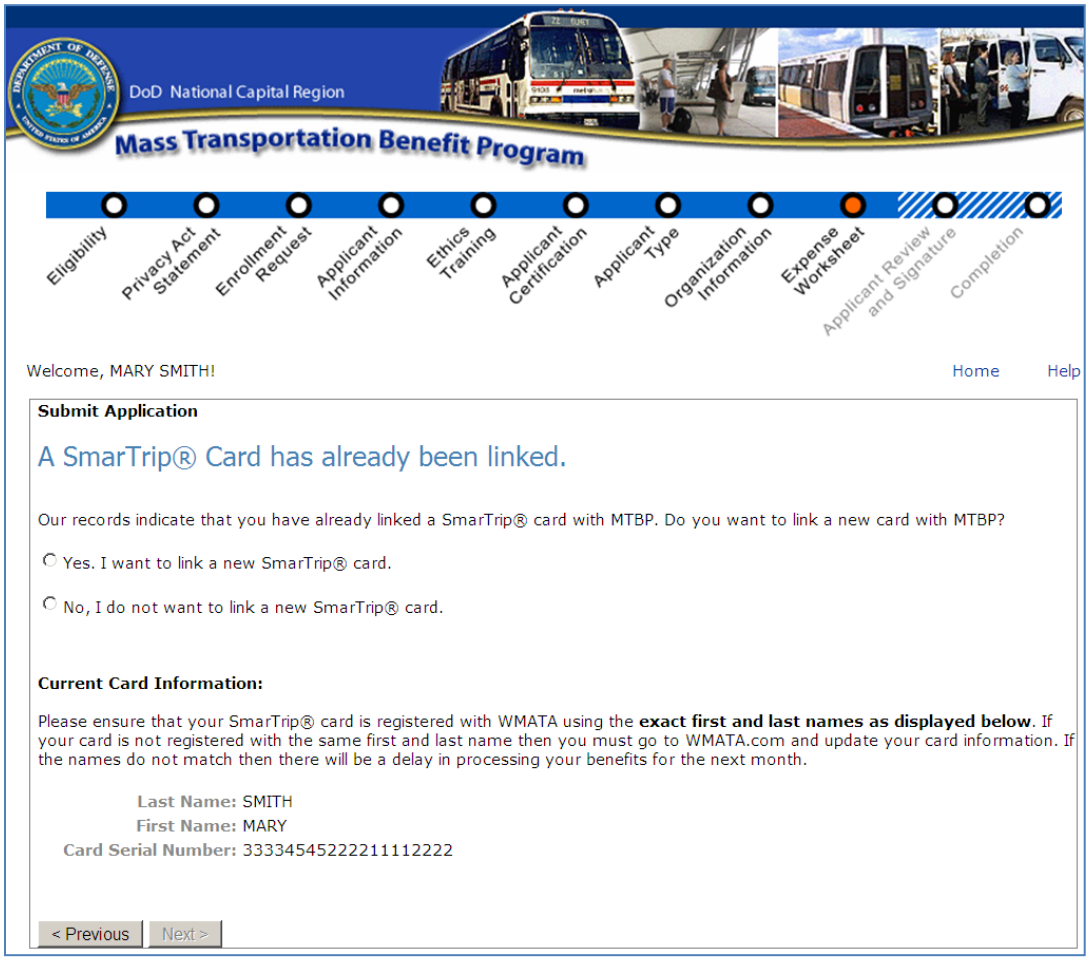


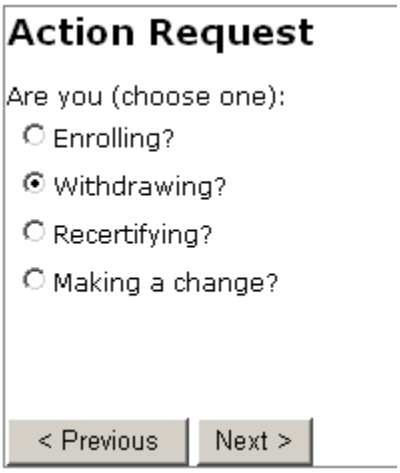
Figure 36 - SmarTrip Card Has Already Been Linked Message

If you selected "Yes" to link a new ST card, click on the appropriate card type based on your card, either 1, 2, 3, or 4. Most new cards fall into the #4 category.

Withdrawing Application

At the MTBP Welcome screen, click on the **"Submit Application"** button and **click "Next>"** button through the **"Eligibility"** screens until you get to the **"Action Request"** screen.

Select "**Withdraw"** on the "**Action Request"** screen and click the "**Next"** button.



Click on the **"Next>"** button and the following screen will display.

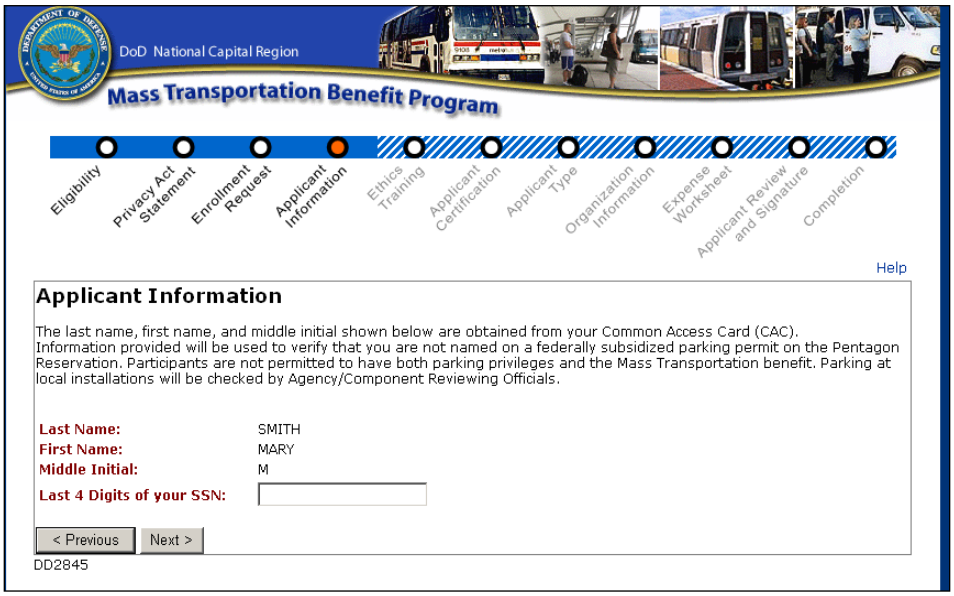


Figure 37 – Withdraw Applicant Information Screen

The participant will type in the last four digits of their social security number (SSN) and click "**Next**>."

The **"Applicant Information (cont.)"** page will display and the participant needs to type their email address into the **"Confirm Email Address"** field, enter the effective date of their withdrawal in to the **"Effective Date"** field, enter any additional information into the **"Additional Information"** (comment) field, and click **"Next>."**

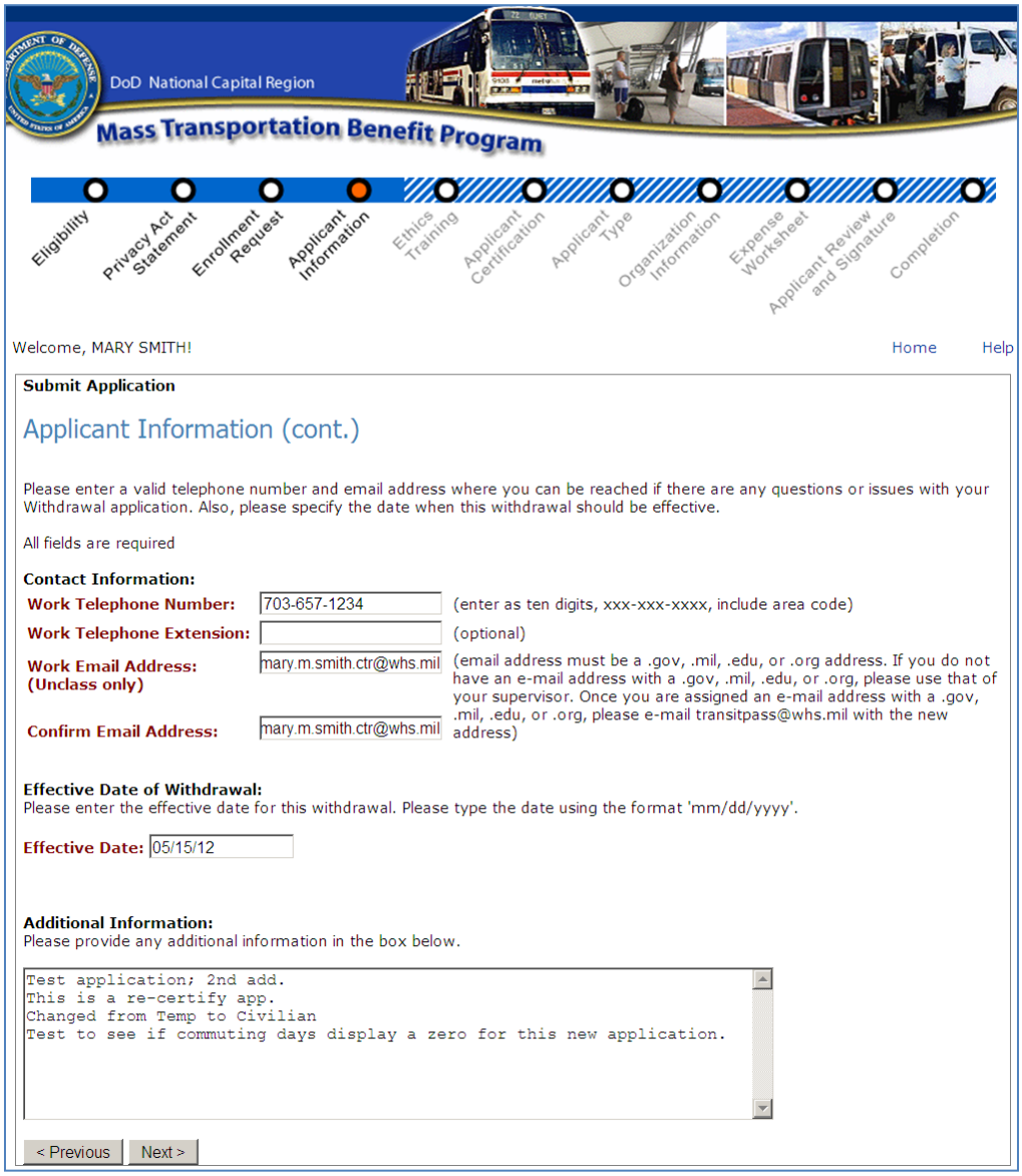


Figure 38 – Withdraw Applicant Information (cont.) Screen

Ensure the correct **"Applicant Type"** is selected (either **"Civilian, Military, Non-Appropriated Funds (NAF), Active Reservist (30 Consecutive days or more, or Paid Temporary Hire/Intern"** and click **"Next>."** See following screen.

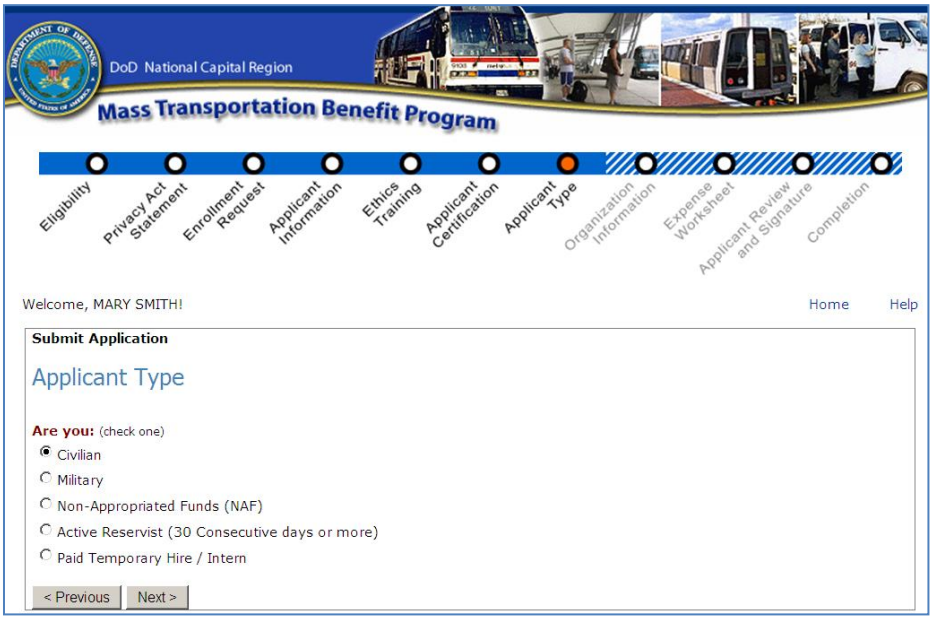


Figure 39 - Withdraw Applicant Type Screen 1

The following **"Applicant Type"** screen will display after the **"Next>"** button is clicked in the above screen. Click on the desired applicant service type. For example, either "**Air Force, Army, Navy, Marine Corps, or Department of Defense**." Then click on **"Next>."**

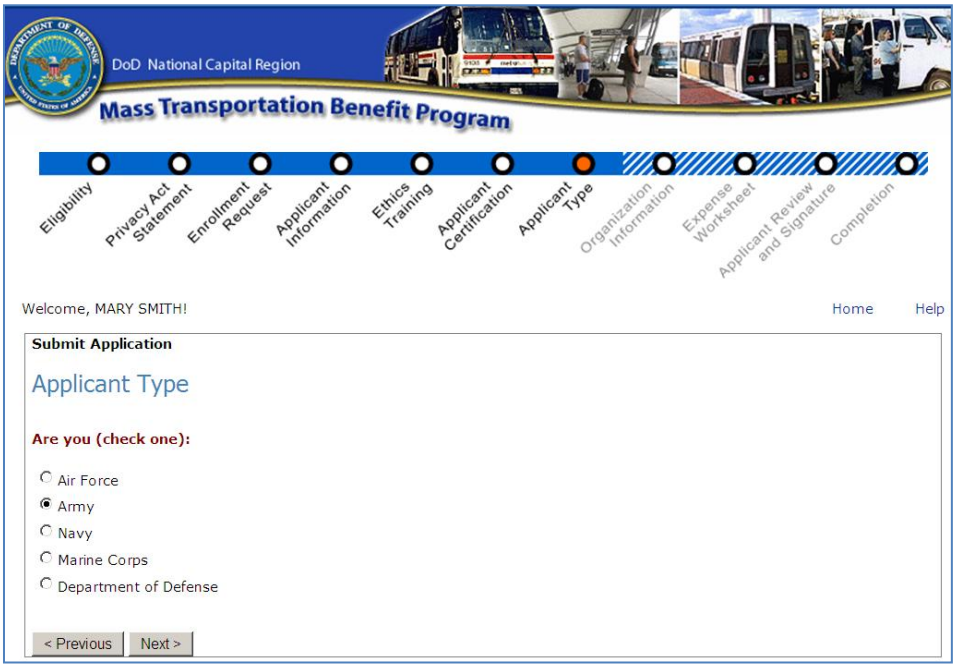


Figure 40 - Withdraw Applicant Type Screen 2

The **"Organization Information"** page will display. Ensure the correct "**Organization Code"** is selected and click on **"Next>."**

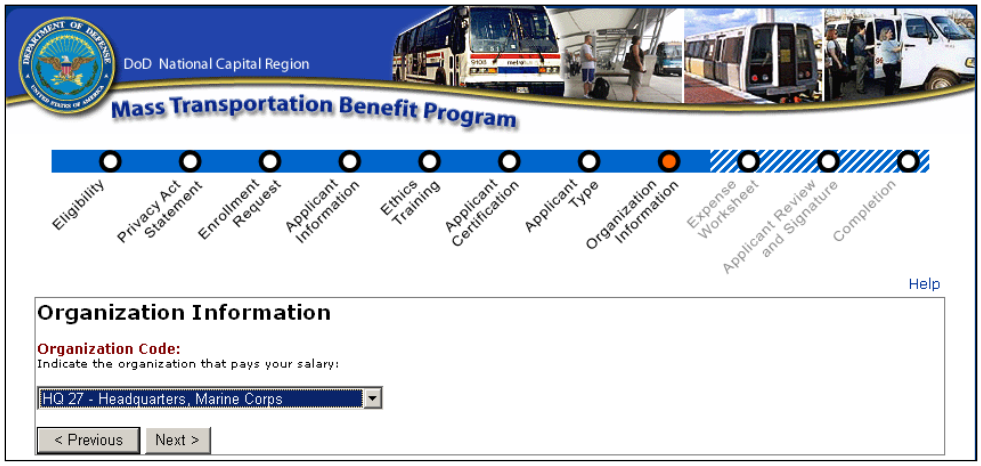


Figure 41 - Withdraw Organization Information

The **"Applicant Review and Signature"** page will display. See the following screenshot.

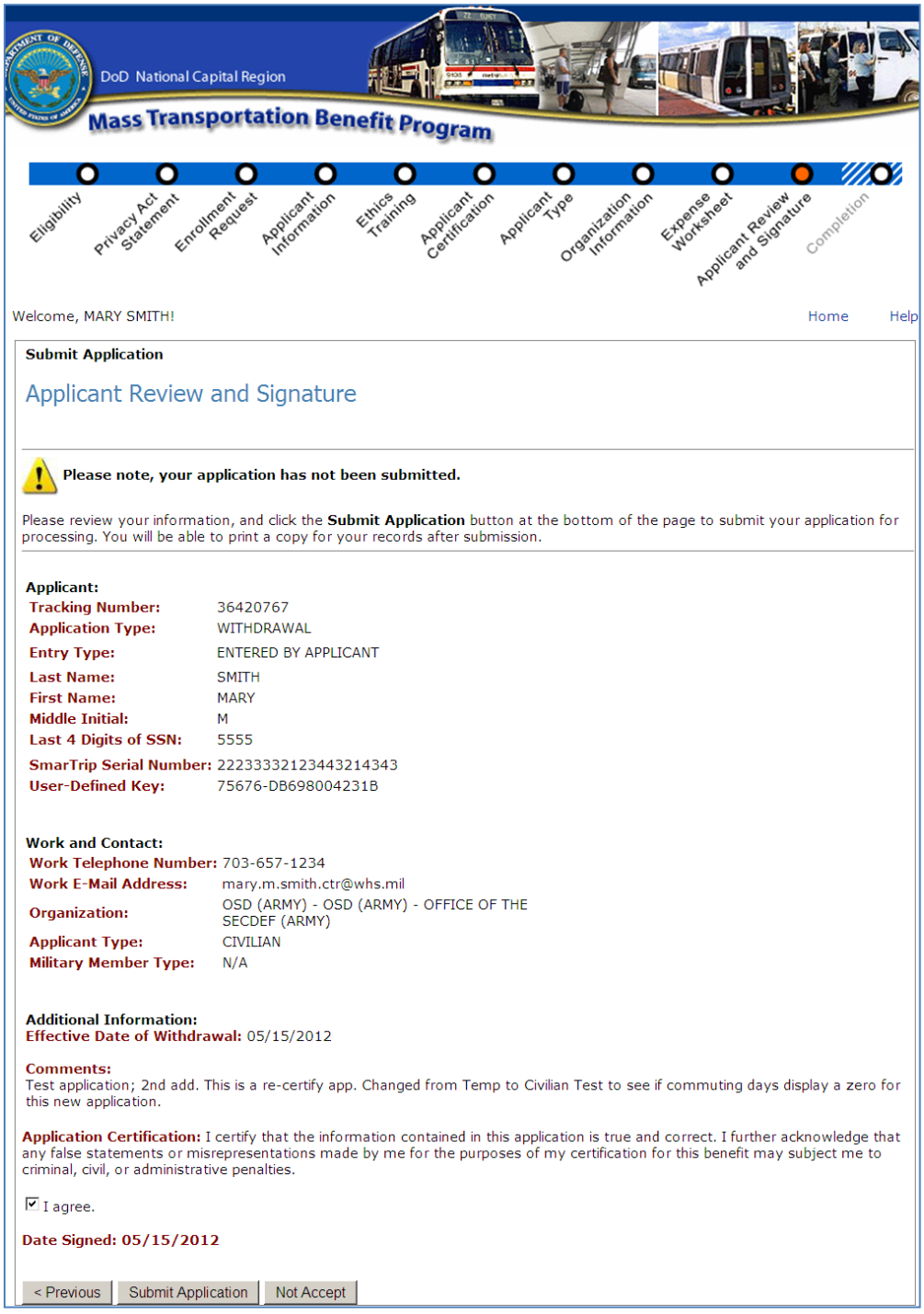


Figure 42 - Withdraw Applicant Review and Signature

Check the withdrawal information for accuracy and ensure the **"Effective Data of Withdrawal"** is correct, and click on the **"I Agree"** box and click on **"Submit Application"** at the bottom of the screen.

If you submit your application for withdrawal, you will receive the following page, which provides information on returning unused fare media.

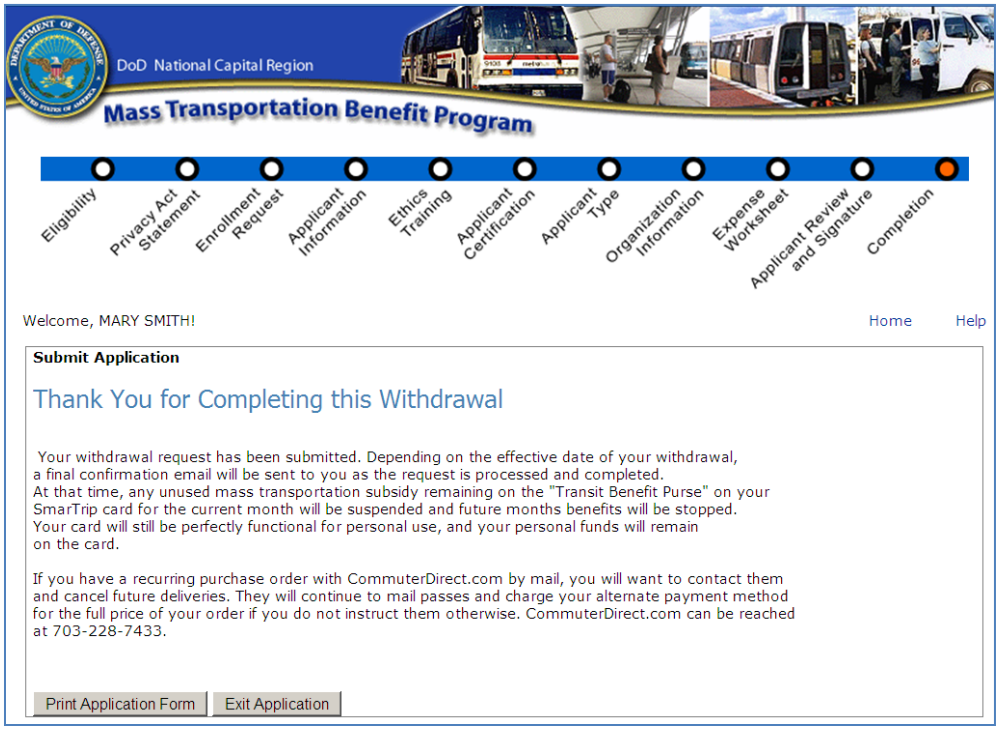


Figure 43 - Thank You for Completing this Withdrawal

To exit, click on "**Exit Application**" and you will receive the following prompt.

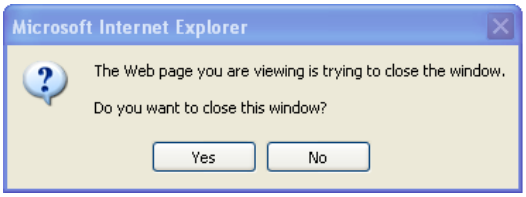


Figure 44 - Close Window Confirmation Pop-up Message

Click on the "**Yes**" button to close the window.

Note: When a withdrawal is submitted by the applicant, the withdrawal is routed to the Program Office Review Queue for review and approval. If the withdrawal is approved by the Program Office, then the withdrawal application is "closed" and the date/time of closure is captured in the system. If the PO disapproves a withdrawal, the applicant stays "active" in the system until the withdrawal is approved.

3. Check Enrollment Status

3.1 Welcome Screen

The MTBP Welcome screen has an option for checking your enrollment status as it moves through the MTBP system and is processed. To check on your enrollment, click on the "**Sign-in to MTBP**" button at the bottom of the Welcome screen.

Sign-in to MTBP Button →

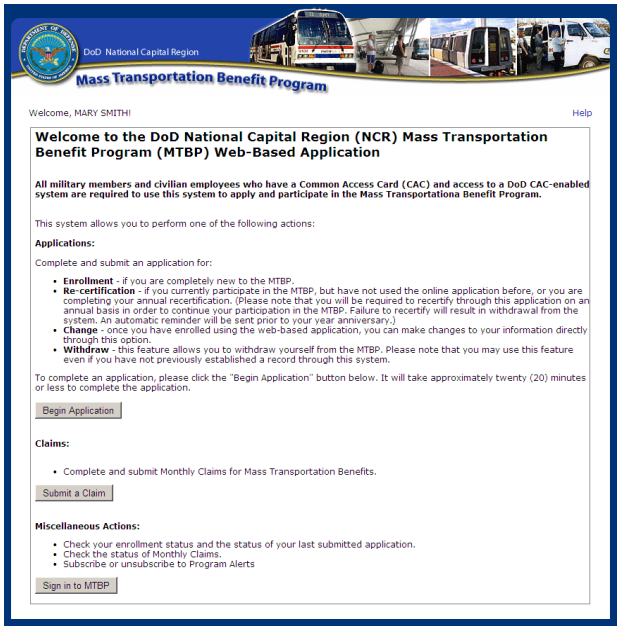


Figure 45 – Sign-in to MTBP Button

After you click on the **"Sign-in to MTBP"** button, if the system finds your record via your CAC information, then the **"Enrollment Status"** page is displayed.

Please note that the **Recertify Date** is displayed on the screen.

→ You will need to recertify your benefit application in the MTBP system prior to this date in the following year. If you have questions regarding this.

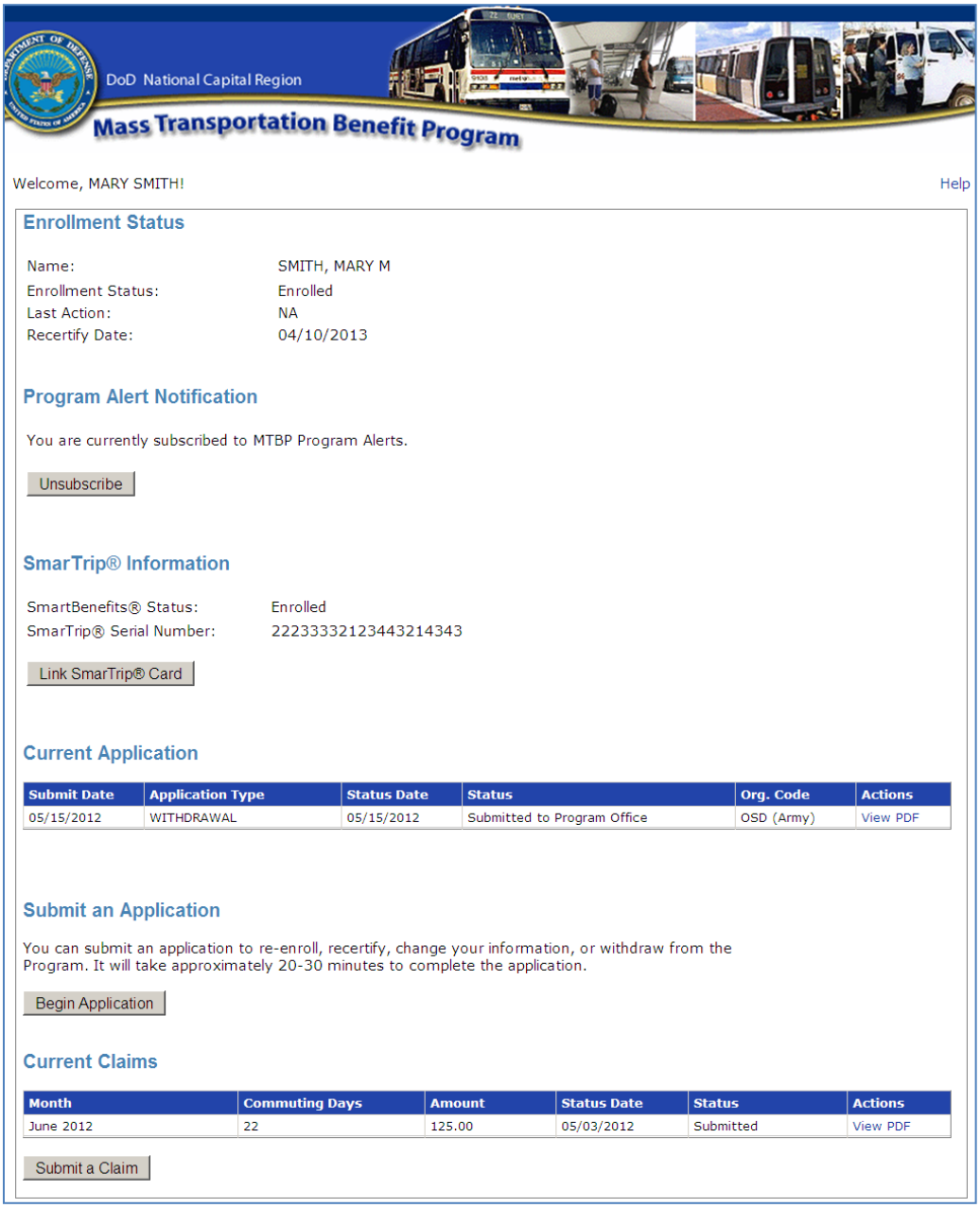


Figure 46 - Enrollment Status Page

3.2 Enrollment Not Found

If your enrollment status cannot be determined using your CAC, you will be prompted to enter the last four (4) of your social security number (SSN) for the system to locate your application. See the following screenshot for the prompt that will be displayed. After entering your last four (4) SSN#, click on the **"Check Status"** button.

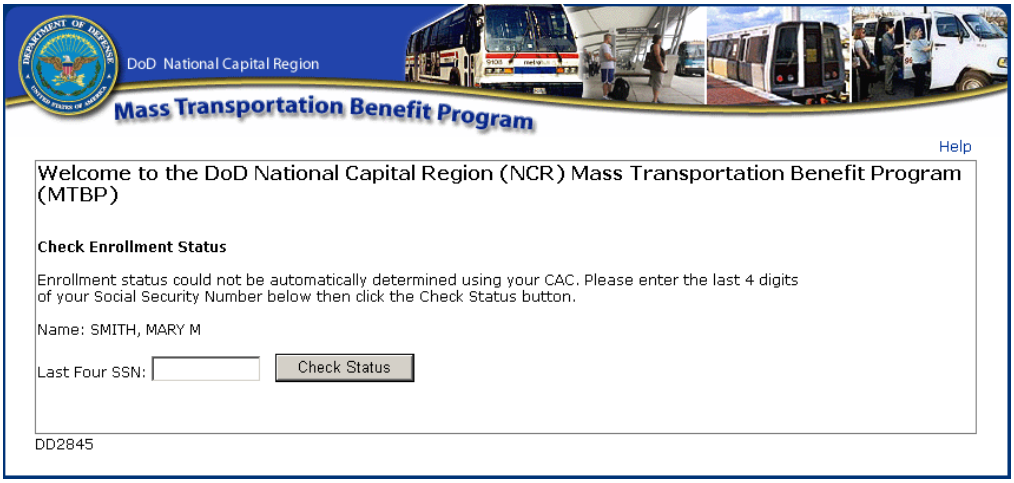


Figure 47 - Enrollment Status SSN# Prompt

Please make sure that you have typed in the correct last four (4) of your SSN# into the **"Last Four SSN"** field. If the system still can't find your record after entering the last four (4) of your SSN#, the participant will see the below screen.

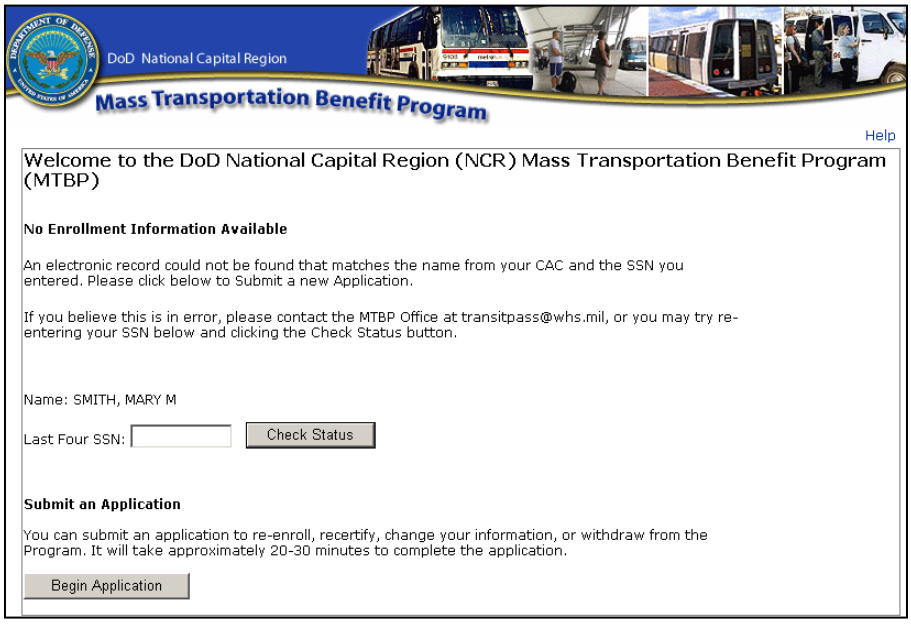


Figure 48 - No SSN# or CAC Found Screen

If the last four (4) of your SSN# is correct, please contact the MTBP Program Office for assistance.

3.3 Enrollment Found

If you have enrolled in the Mass Transportation Benefit Program, your status will show that you are enrolled.

If you have started your application but, have not completed your enrollment, you will see the below screen which will include a "Begin Application" button so, you can go through the application process and complete your enrollment.

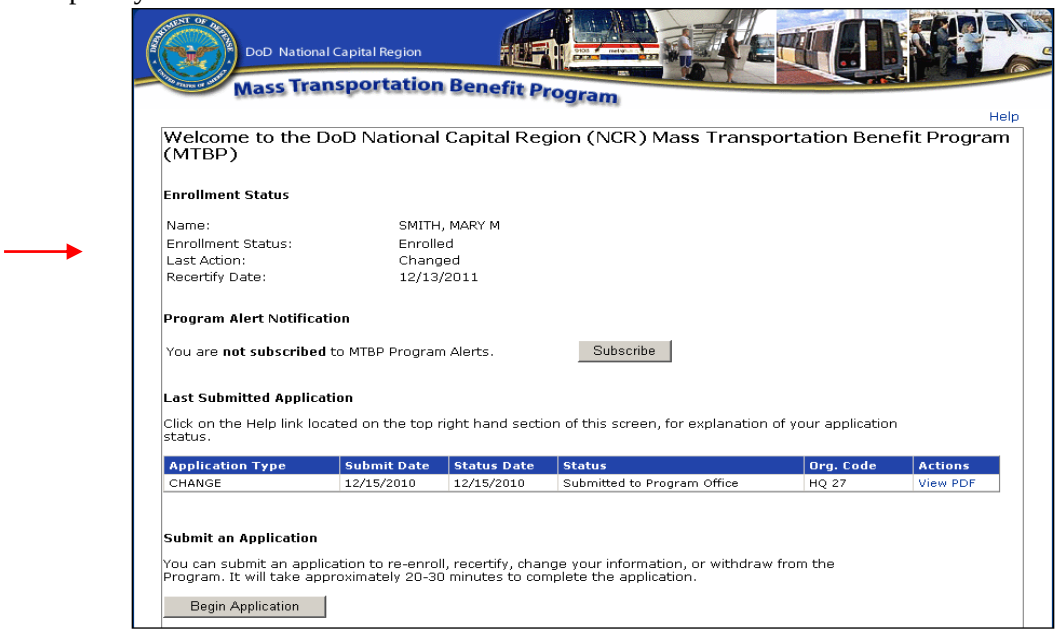


Figure 49 - Enrollment Status Screen

If you believe the status shown is in error, please contact the Mass Transportation Benefit Program Office at **transitpass@whs.mil** or at 571-256-0962.

4. Claim Module

Since October 1, 2011, Mass Transportation Benefit Program recipients have the requirement to submit a monthly claim in order to receive benefits for the next month. To submit a claim, the participant will click on the **"Submit a Claim"** button on the **MTBP Welcome** page.

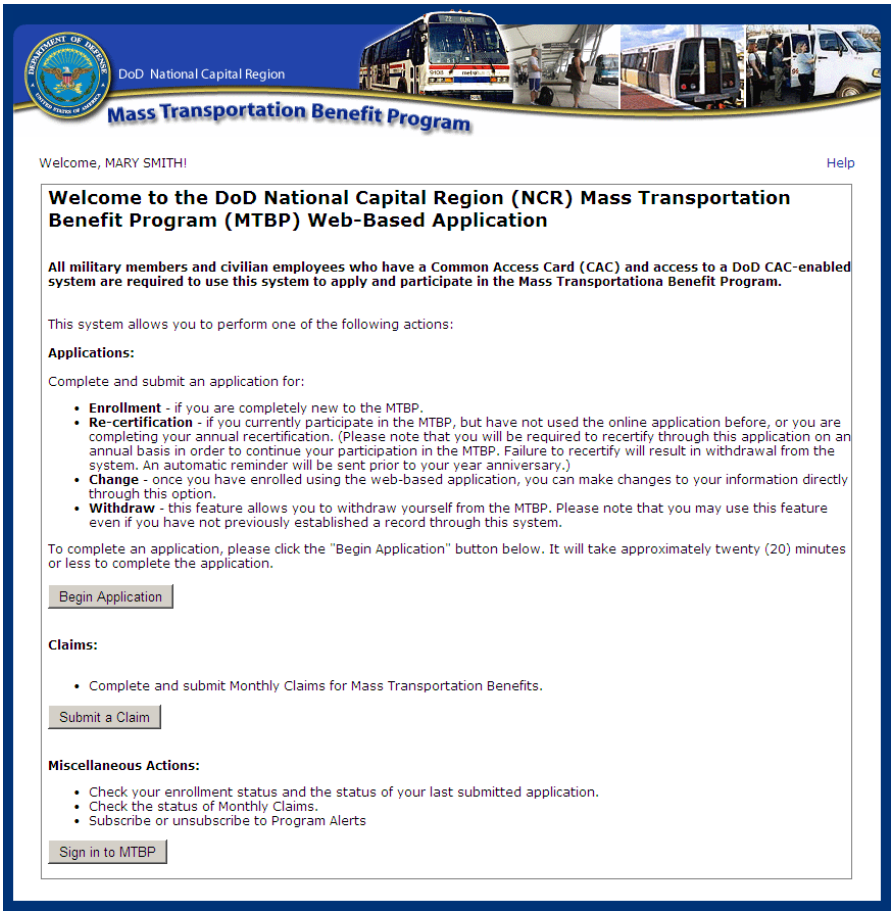


Figure 50 - MTBP Homepage - Submit a Claim

The following Program Eligibility page will display when the "Submit a Claim" button is depressed.

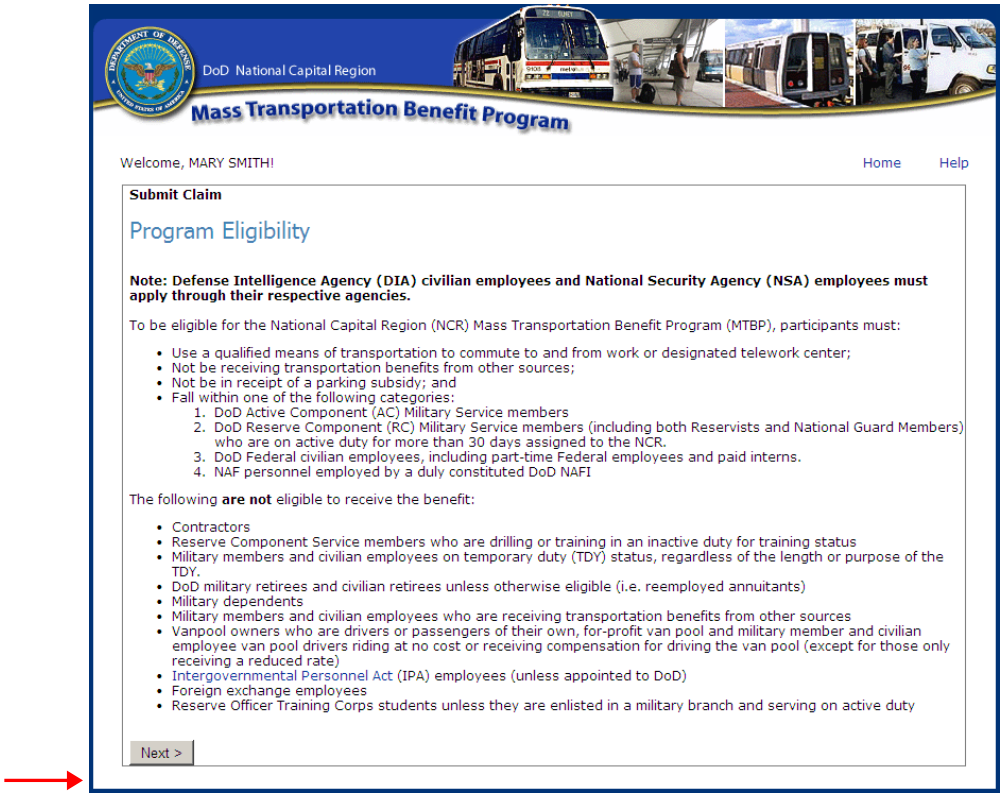


Figure 51 - Submit Claim Program Eligibility Page

The participant should review the **Program Eligibility** page and then click on the "**Next>"** button. The **Privacy Act Statement** page will display. The participant should review this page and then click the **"Next>"** button.

Figure 52 - Submit Claim Privacy Act Statement

The participant should read the **"Claim Eligibility Requirements"** page and then click on the **"Next>"** page button. The text highlighted in blue is a link to the document referenced. The participant can click on the link, view the reference document and then exit out of the pop-up page back to the **"Claim Eligibility Requirements"** page.

Figure 53 - Submit Claim - Claim Eligibility Requirements

After reading the "**Claim Eligibility Requirements"** page, the participant should click on the **"Next>"** button. The following "**Checking eligibility…"** page will display while the system performs an eligibility check.

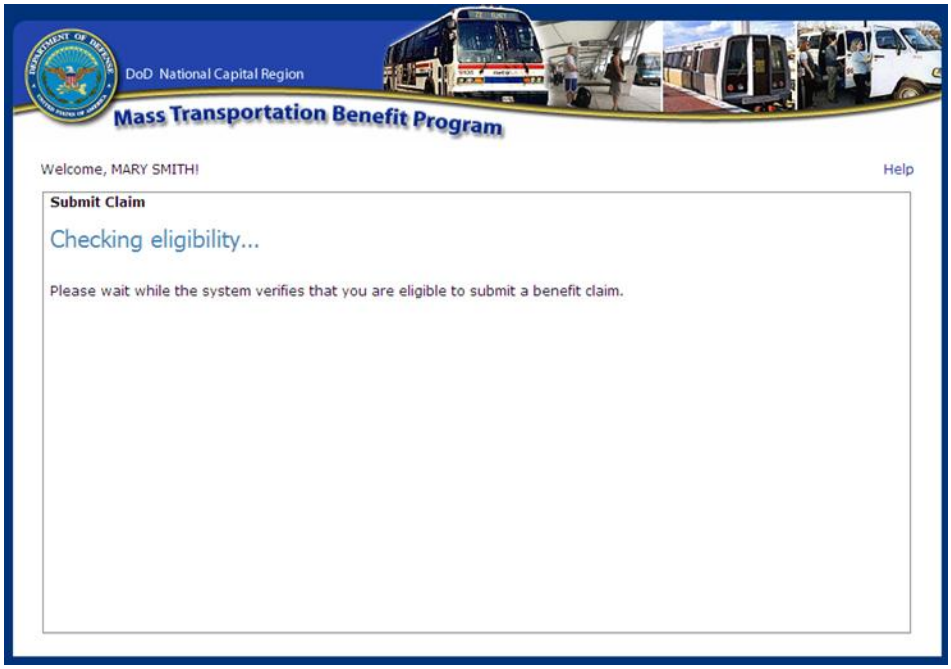


Figure 54 - Submit Claim - Checking eligibility page

If the system determines that the participant is eligible to submit a claim, the following page will display and the participant can select for which month they want to submit a claim. Claims have to be submitted in a month prior to the benefit period. The claim time period is from the 1st day of the month through the 15th day of the month. For example, if the participant goes into the system between June 1 and June 15, this claim applies to the benefit distributed during the month of July. Otherwise, the participant can submit a claim for the second month from the current month if they will not have access to the system during the second claim period. In the example below, the claim would be submitted in July 2012 for the second benefit month which would be the month of August 2012.

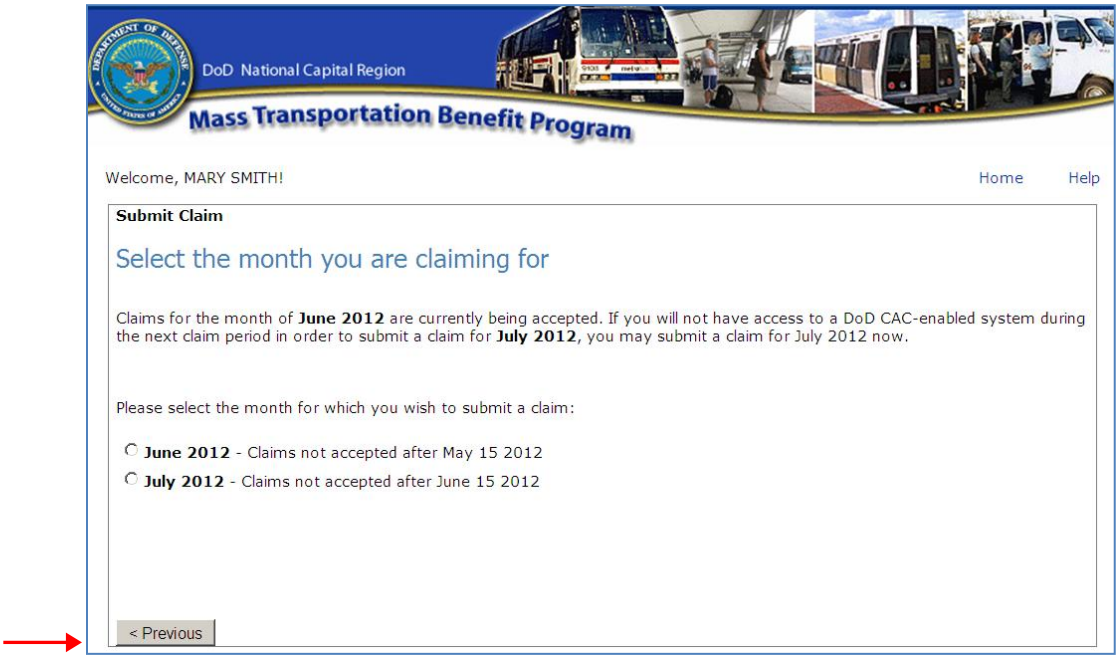


Figure 55 - Submit Claim - Select the month you are claiming for page

When the participant makes a month selection by clicking on the radio button for the month desired, the **"Next>"** button will display at the bottom of the screen.

When the participant selects the **"Next>"** button, the following **"Claim Certification"** page with the first claim certification statement will display. The certifications will display one certification statement at a time so the participant can read the statement and then click on the radio button to the left so, the next certification statement displays. When all certifications have displayed, been read and the radio button clicked, the **"Next>"** button will display at the bottom of the screen for the participant to click on it to display the next screen.

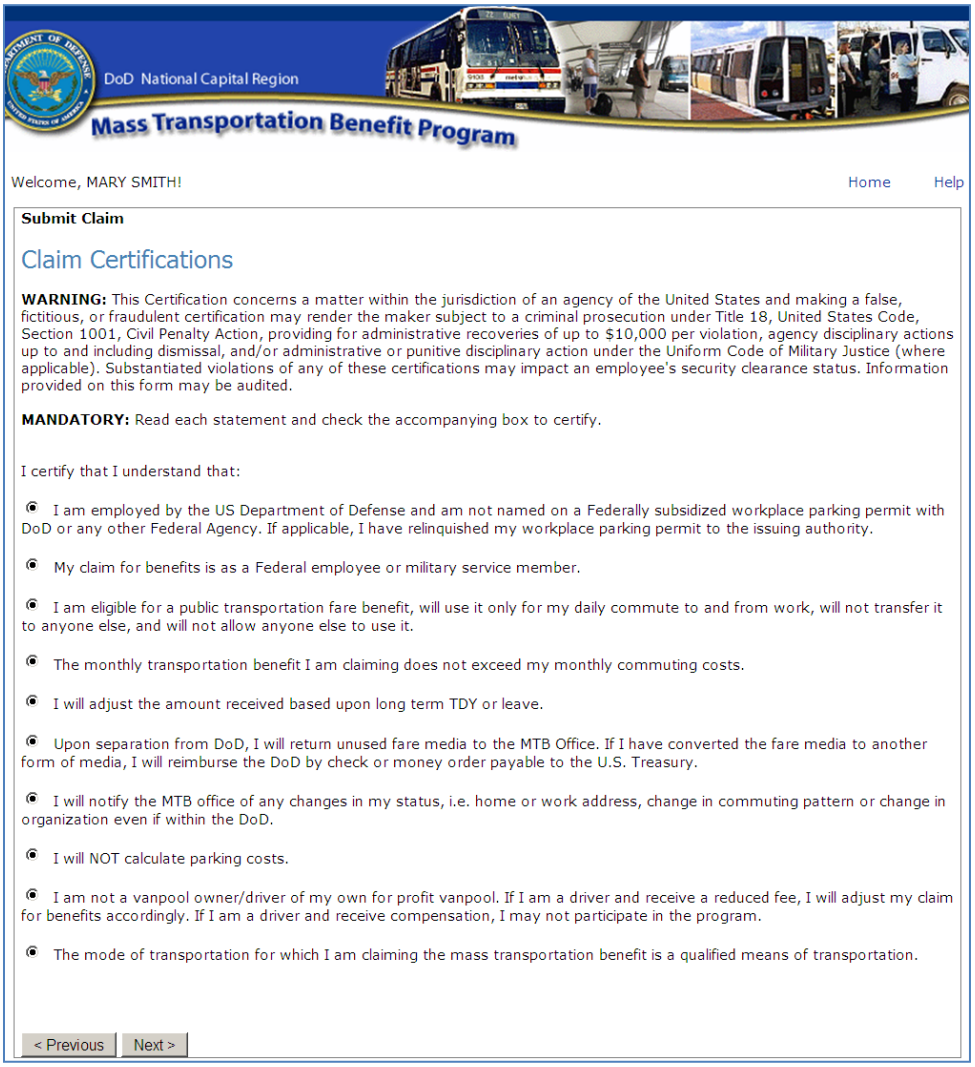


Figure 56 - Submit Claim - Claim Certifications

The **Enter claim amount for July 2012** or appropriate month's name will display. The upper part of the screen will display the application information that the user has been approved for and is captured in their most recently approved application. The second section of the screen prompts the participant to enter the number of days and benefit amount that they are claiming for the next month. The participant should complete this part following the prompts on the screen. If the participant needs to reference their worksheet or their application, they can click on the **blue** links and access the noted reference information.

Once the participant has entered in their **planned number of days to commute** and the **benefit amount**, they will need to **read the certification statement** at the bottom of the screen, click on the **"I agree"** box and then click on **"Submit Claim"** button.

Sample data has been provided in the following screenshot.

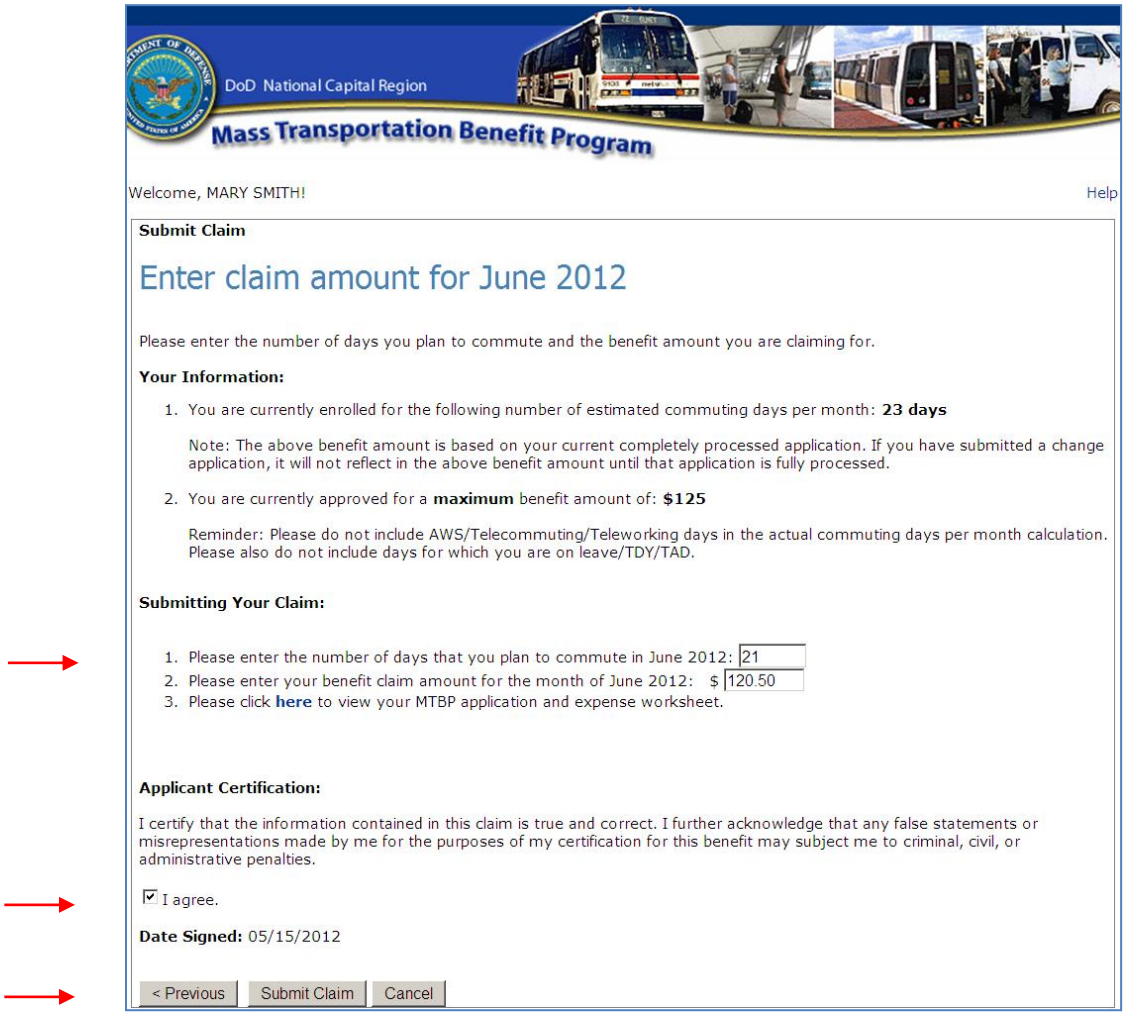


Figure 57 - Submit Claim - Enter claim amount for July 2011

Once the participant has selected the “Submit Claim” button, the following page will display.

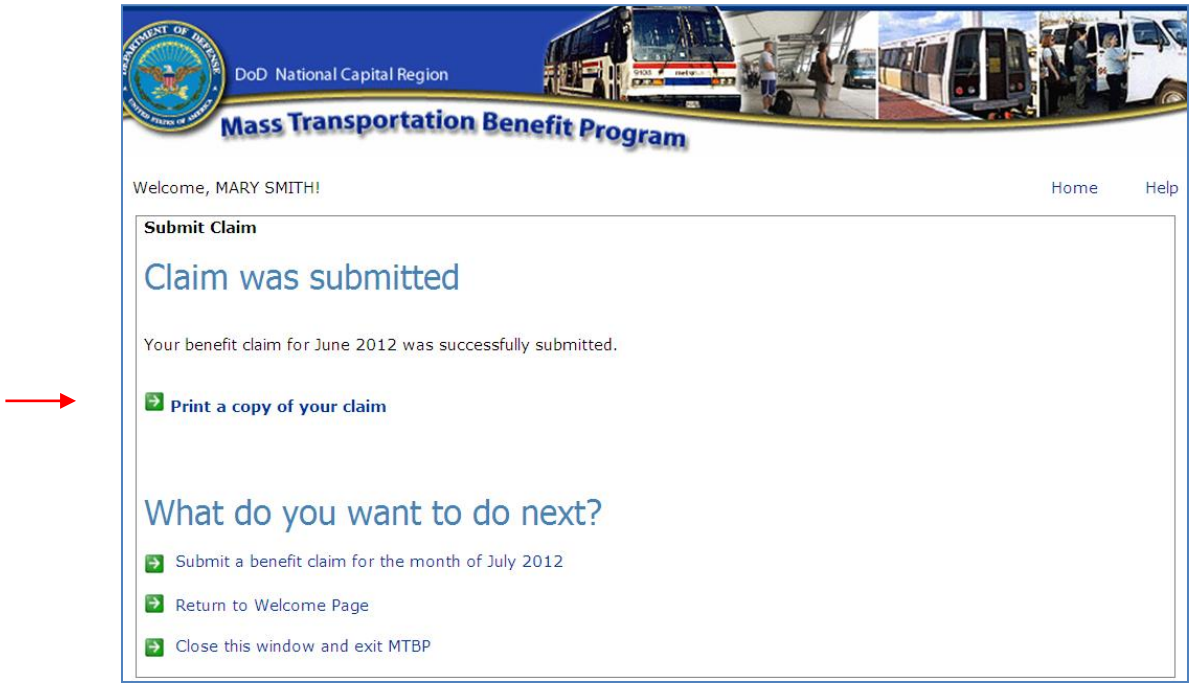


Figure 58 - Submit Claim - Claim was submitted page

The participant can print a copy of their claim or perform the other actions noted on the page. For example, submit a claim for the following month or return to the welcome page or close the window and exit MTBP.

If the participant selects **Print a copy of your claim**, the following page will display.

Monthly Benefit Claim

Claim Month:	**June 2012**
Name:	SMITH, MARY M
Days Planned to Commute:	21
Amount:	$ 120.50
Submit Date:	05/15/2012
Status:	Submitted

The participant certifies that:

- I am employed by the US Department of Defense and am not named on a Federally subsidized workplace parking permit with DoD or any other Federal Agency. If applicable, I have relinquished my workplace parking permit to the issuing authority.
- My claim for benefits is as a Federal employee or military service member.
- I am eligible for a public transportation fare benefit, will use it only for my daily commute to and from work, will not transfer it to anyone else, and will not allow anyone else to use it.
- The monthly transportation benefit I am claiming does not exceed my monthly commuting costs.
- I will adjust the amount received based upon long term TDY or leave.
- Upon separation from DoD, I will return unused fare media to the MTB Office. If I have converted the fare media to another form of media, I will reimburse the DoD by check or money order payable to the U.S. Treasury.
- I will notify the MTB office of any changes in my status, i.e. home or work address, change in commuting pattern or change in organization even if within the DoD.
- I will NOT calculate parking costs.
- I am not a vanpool owner/driver of my own for profit vanpool. If I am a driver and receive a reduced fee, I will adjust my claim for benefits accordingly. If I am a driver and receive compensation, I may not participate in the program.
- The mode of transportation for which I am claiming the mass transportation benefit is a qualified means of transportation.

Applicant Certification:

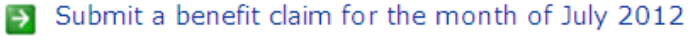
I certify that the information contained in this application is true and correct. I further acknowledge that any false statements or misrepresentations made by me for the purposes of my certification for this benefit may subject me to criminal, civil, or administrative penalties.

[X] I agree.

Date Signed: 05/15/2012

Figure 59 - Monthly Benefit Claim

If the participant selects:



The system will return the participant to the below page and they can submit a claim for a second consecutive month moving through the claim's process to submission. However, they have to certify that they will not have access to a DoD CAC-enabled system during the next claim period

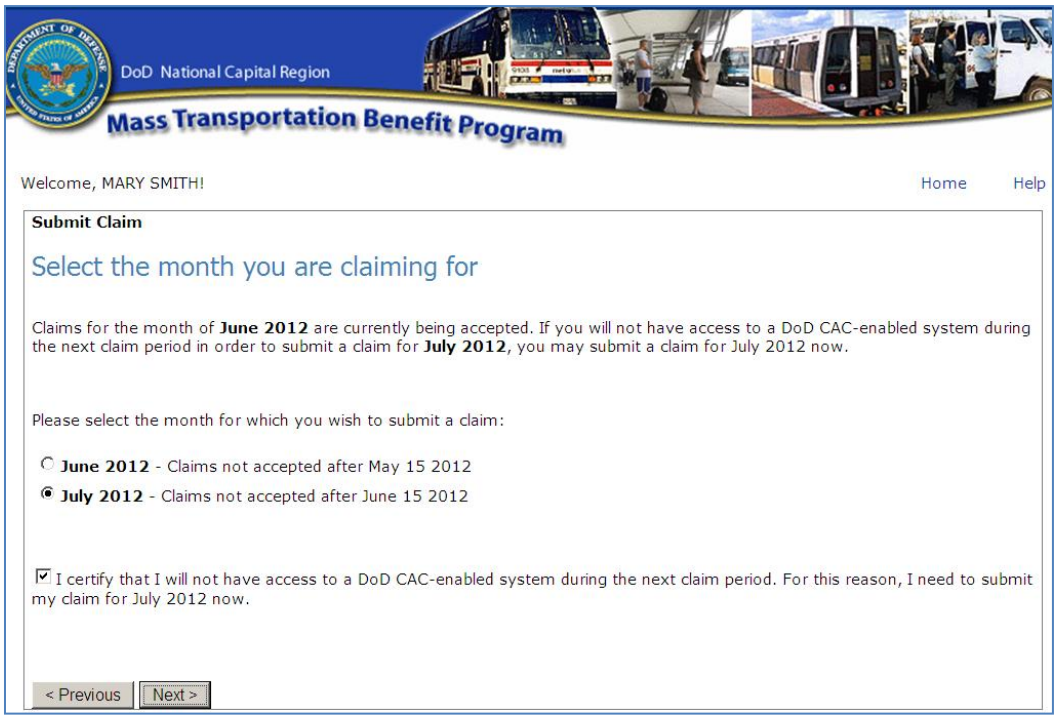
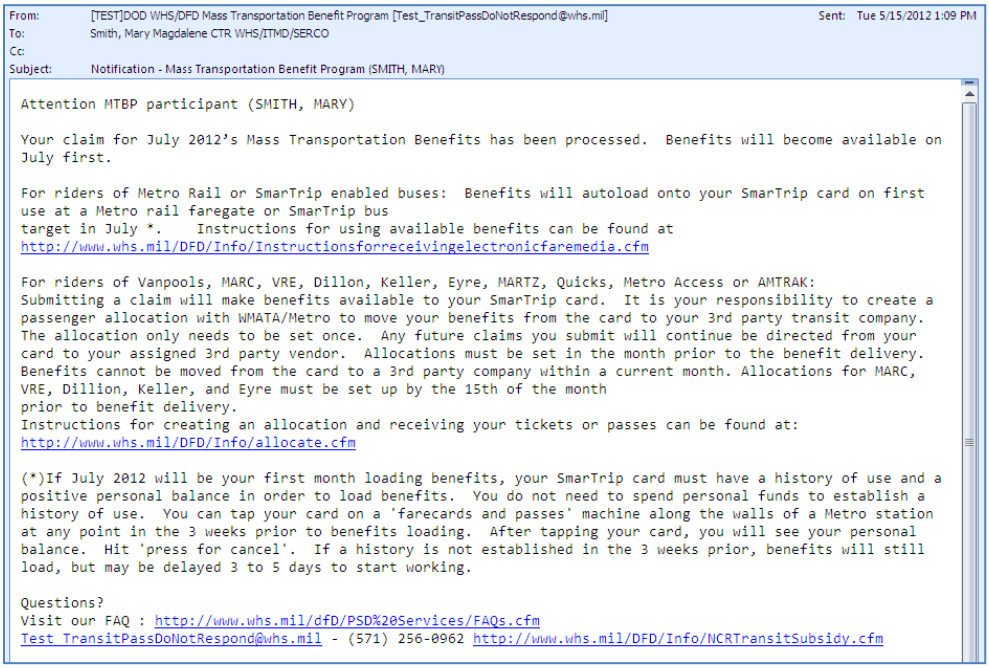


Figure 60 - Submit Claim - Select the month you are claiming for

After a claim has been successfully submitted and processed, the program participant will receive an email to confirm this. See the following email example.



From: [TEST]DOD WHS/DFD Mass Transportation Benefit Program [Test_TransitPassDoNotRespond@whs.mil] Sent: Tue 5/15/2012 1:09 PM
To: Smith, Mary Magdalene CTR WHS/ITMD/SERCO
Cc:
Subject: Notification - Mass Transportation Benefit Program (SMITH, MARY)

Attention MTBP participant (SMITH, MARY)

Your claim for July 2012's Mass Transportation Benefits has been processed. Benefits will become available on July first.

For riders of Metro Rail or SmarTrip enabled buses: Benefits will autoload onto your SmarTrip card on first use at a Metro rail faregate or SmarTrip bus target in July *. Instructions for using available benefits can be found at http://www.whs.mil/DFD/Info/Instructionsforreceivingelectronicfaremedia.cfm

For riders of Vanpools, MARC, VRE, Dillon, Keller, Eyre, MARTZ, Quicks, Metro Access or AMTRAK: Submitting a claim will make benefits available to your SmarTrip card. It is your responsibility to create a passenger allocation with WMATA/Metro to move your benefits from the card to your 3rd party transit company. The allocation only needs to be set once. Any future claims you submit will continue be directed from your card to your assigned 3rd party vendor. Allocations must be set in the month prior to the benefit delivery. Benefits cannot be moved from the card to a 3rd party company within a current month. Allocations for MARC, VRE, Dillion, Keller, and Eyre must be set up by the 15th of the month prior to benefit delivery.
Instructions for creating an allocation and receiving your tickets or passes can be found at: http://www.whs.mil/DFD/Info/allocate.cfm

(*)If July 2012 will be your first month loading benefits, your SmarTrip card must have a history of use and a positive personal balance in order to load benefits. You do not need to spend personal funds to establish a history of use. You can tap your card on a 'farecards and passes' machine along the walls of a Metro station at any point in the 3 weeks prior to benefits loading. After tapping your card, you will see your personal balance. Hit 'press for cancel'. If a history is not established in the 3 weeks prior, benefits will still load, but may be delayed 3 to 5 days to start working.

Questions?
Visit our FAQ : http://www.whs.mil/dfD/PSD%20Services/FAQs.cfm
Test_TransitPassDoNotRespond@whs.mil - (571) 256-0962 http://www.whs.mil/DFD/Info/NCRTransitSubsidy.cfm

Figure 61 - Claim Confirmation Email to Recipient

5. Unsubscribe from Program Alerts

Program Alerts are sent to inform program participants of changes that relate to the program. By default when you become a program participant, you are "**Subscribed"** to Program Alerts. To unsubscribe from program alerts, the user can use the "**Unsubscribe"** button on the "**Check Enrollment Status"** page. This page is accessible by clicking on the "**Check Enrollment Status"** button on the "**MTBP Welcome Page"**.

Applicants can go to the "**MTBP Welcome Page**," click on the "**Check Enrollment Status"** button and the "**Subscribe/Unsubscribe"** button will appear on the screen. If you are currently unsubscribed, a "**Subscribe"** button will display. If you are currently "**Subscribed**," then an "**Unsubscribe"** button will display. The button toggles back and forth.

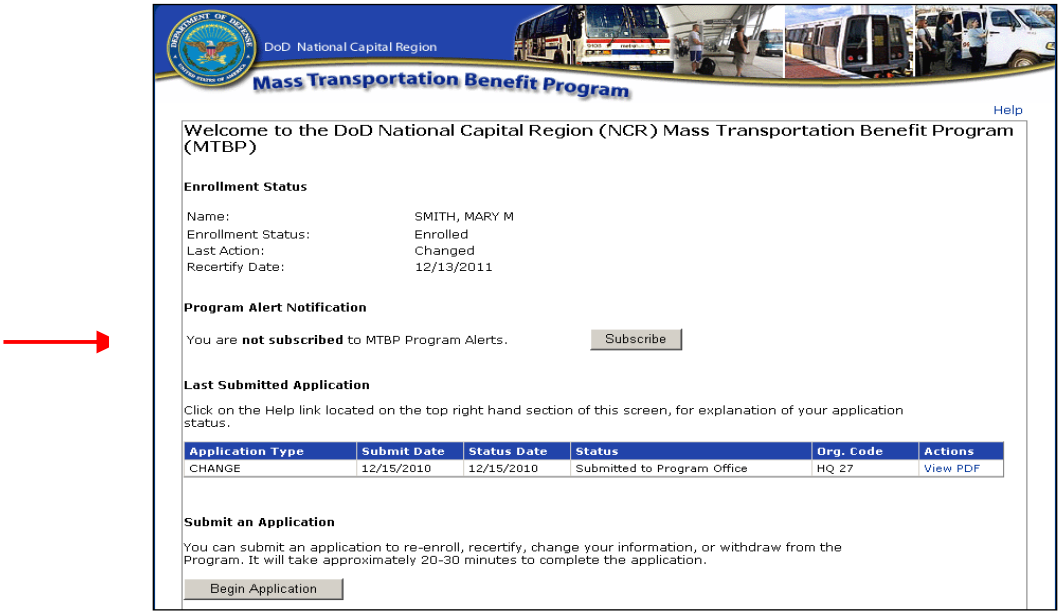


Figure 62 - Check Enrollment Status Screen - Subscribe/Unsubscribe Button

5.1 Unsubscribe Via Program Alert Email Link

Program enrollees can unsubscribe from MTPB **Program Alerts** by clicking on the unsubscribe link located at the bottom of any program alert email. See screen display below:

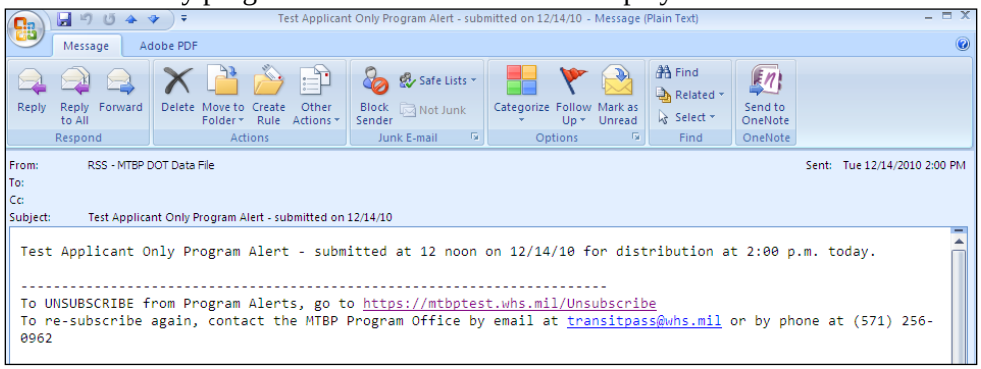


Figure 63 - Unsubscribe Using the Program Alert Unsubscribe Email Link

When the user clicks on the https://mtbp.whs.mil/Unsubscribe link, the following **Unsubscribe from Program Alerts** screen will display:

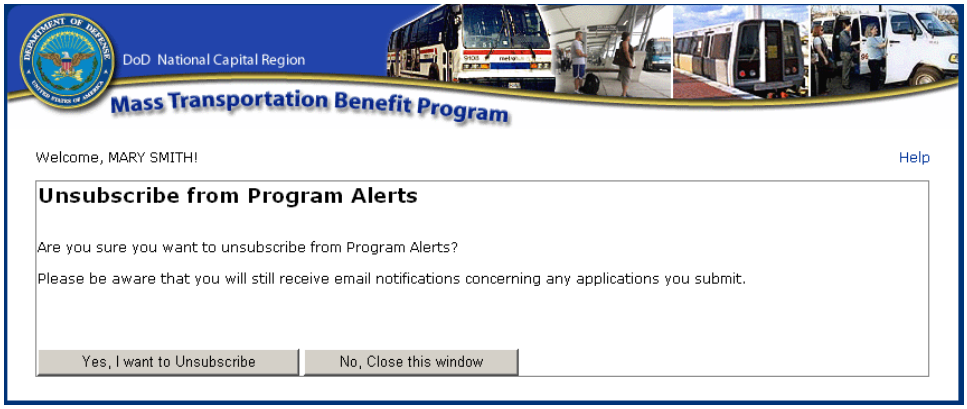


Figure 64 - Unsubscribe from Program Alert Email Link

The participant clicks on the **"Yes, I want to Unsubscribe"** button and the following message displays.

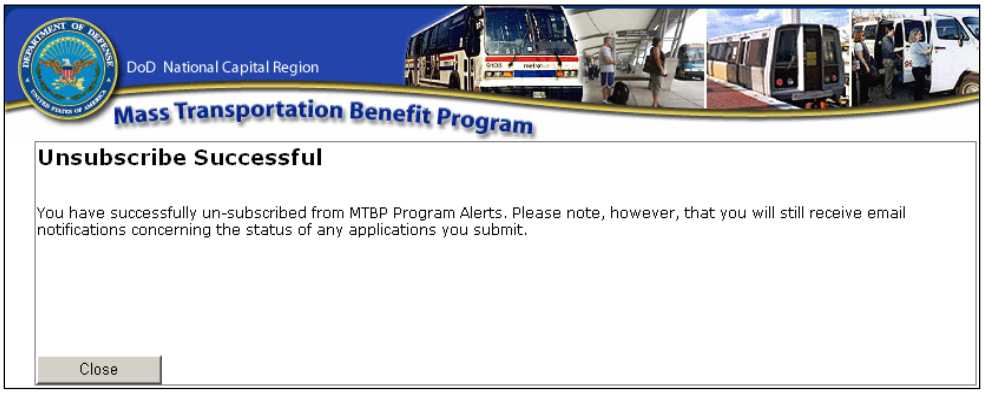


Figure 65 - Unsubscribe Successful Message

Otherwise, the participant can click on, **"No, Close this window"** and end the unsubscribe action.

If the participant tries to **Unsubscribe** using the **Yes, I want to Unsubscribe** button and the system cannot find their record, the following screen will display.

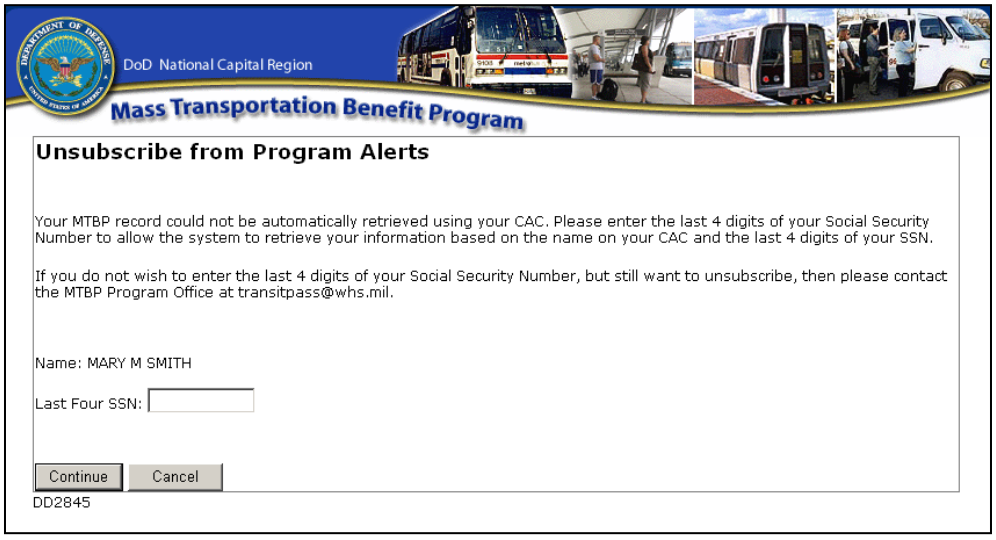


Figure 66 - Unsubscribe - System Can't Find Record

The participant should type in their last four (4) of their SSN# and click on the Continue button. The following screen will appear if the system performed an Unsubscribe for them.

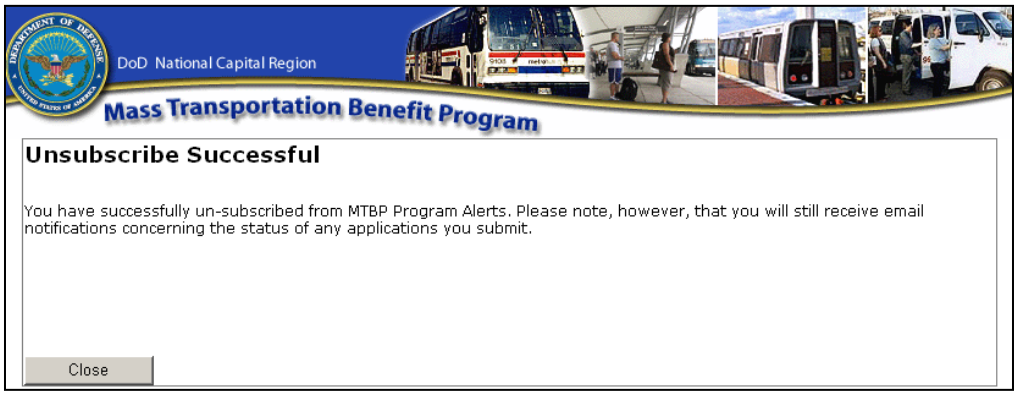


Figure 67 - Unsubscribe Successful

If the user is still having an issue when they try to Unsubscribe, they should contact the MTBP Program Office via the contact information noted in the Introduction section of this document.

6. Miscellaneous Items

6.1 Website URLs

MTBP Application URL: https://mtbp.whs.mil/
MTBP Registration URL: **https://mtbp.whs.mil/Registration**
MTBP WHS Program URL: **http://www.whs.mil/DFD/Info/NCRTransitSubsidy.cfm**

6.2 Technical Issues

If you are experiencing technical issues with the MTBP Application, please contact your Information Technology (IT) Help Desk. The following are some common technical issues and their resolutions.

1. **I get an error when I try to access the MTBP Application URL (https://mtbp.whs.mil)**
2. **Error:** You click on the link for the MTBP system within an email notification.

Solution: Copy and paste the link from the email into the Internet Explorer (IE) web browser.

3. **Error:** If you receive a page not found or a digital certificate error or other error message that prevents you from accessing the MTBP application.

Solution: Contact your IT Help Desk.

4. **I get a "Client Certificate Required" error**

Error: If you receive an error "Client certificate required". This is a client digital certificate problem that would occur if:

(a) You cancelled the "Choose a digital certificate" window when you went to the site

(b) You cancelled the "Choose a digital certificate" window when you went to the site and then tried to click on the link from

Outlook

Solution: Close all Internet Explorer windows or, at minimum, close the last 1 or 2 Internet Explorer windows opened. Open a new Internet Explorer session. By doing this, you force Outlook to use a brand new window and, thus, prompt again for a certificate. If this does not resolve the issue, please contact your Information Technology (IT) Help Desk.

5. **The MTBP Application does not work correctly on my Firefox browser**

Error: If you are using Firefox and having problems with the application display or functionality

Solution: Use Internet Explorer (IE) 6.0 or higher. Firefox is not supported by MTBP

6. **I get "Couldn't process request, contact your Help Desk" error**

Error: "Couldn't process request", error message

Solution: Contact your IT Help Desk.

7. **I get a Session Time-Out Error**

Error: Get "Session Time-out" error.

Solution: Close the browser window, open a new window and go to https://mtbp.whs.mil.

Mass Transportation Benefit Program

If you have a business process question or question about the mass transportation benefit program, the WHS Program Office (PO) should be able to assist them.

Session Time-Out Error

Error: You receive a system session time-out error.

Solution: Close the browser window, open a new window and go to https://mtbp.whs.mil.

Back Page Error

Error: You receive a back page error, "Application Process Completed", and want to make a change to the already submitted application.

Solution: Close the browser window, open a new window and go to https://mtbp.whs.mil.

Application Email Notification
Error: You do not receive an email notification

Solution: Contact you IT Help Desk

6.3 Recertification FAQ's

Following are frequently asked questions regarding Recertification:

1. **Why do I need to recertify?** DODI 1000.27 "Mass Transportation Benefit Program" states that where enrollment is automated, 100% of participants must recertify annually. Please see http://www.dtic.mil/whs/directives/corres/pdf/100027p.pdf, enclosure 2, section 7.

2. **How do I know if I need to recertify?** If you've not used the DoD NCR web-based application, you will be required to recertify within the prescribed timeframe.

3. **How will I know if I've already used the web-based application?** You can check whether or not you've used the web-based application at this link. https://mtbp.whs.mil/Application/ApplicantEnrollmentStatus.aspx

4. **When do I need to recertify?** The MTBP program office has designated specific months according to the last four of your SSN. If you have not yet previously use the web based application, you will need to check the website section on recertification to see in which month you should recertify.

    a. http://www.whs.mil/DFD/Info/Recertification.cfm

5. **How do I recertify?** Those who complete and submit the web-based application will satisfy the recertification requirement. The link to apply is: http://www.whs.mil/DFD/PSD%20Services/Web-basedapplication.cfm

6. **Which 'enrollment request' should I choose when completing my application?** Please choose the 'recertifying' option when completing the application. If the application is returned to you for correction at any point during the processing time period, please make sure to retain 'recertifying' as the intended action.

7. **After I've already used the web-based application, how will I know when to recertify in the future?** The system will automatically remind participants to recertify based on the recertification date. Reminders are sent to the email specified in the application, so it is important that you maintain a current email address in the system.

8. **What if I don't have a CAC or access to a CAC enabled system?** If you do not, nor will, have a CAC or access to CAC enabled system, you may submit a paper application.

9. **What happens if I don't recertify?** Those who do not recertify within the timeframe prescribed will be withdrawn from the MTBP program.

10. **What if I no longer wish to be enrolled?** If you no longer wish to participate in the MTBP, please withdraw using the web-based application. If you do not have a CAC/access to a CAC enabled system, you

may submit a paper application indicating your intention to withdraw. Further information on withdrawing from the program can be found on the MTBP website. Please note that if you plan to withdraw in the middle of a quarter for which you have already received benefits, you will be required to return unused benefits.

11. **If I am a Smart Benefit participant, am I required to take any additional steps?** If you are currently working for an organization that is test piloting the Smart Benefit program, no further action is required, unless you are making a change to your SmarTrip card number.

12. For additional information, please visit the DoD NCR MTBP website: http://www.whs.mil/DFD/Info/NCRTransitSubsidy.cfm. Questions? Please contact transitpass@whs.mil