



TRANSIT BENEFIT PROGRAM

Applicant Guide

Apply for the Transit Subsidy Benefit Program

- Purchase and Register a SmarTrip® card
- Use your DOS federal email address to create a TranServe User Account
- Submit the Transit Benefit Program expense worksheet and application

Reminders:

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

DOS does not provide subsidy for parking costs.

No office travel permitted.

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

Transit Subsidy is not authorized for personal use.

Purchase and Register a SmarTrip® card

SmarTrip® card use is mandatory for all participants in the National Capital Region who ride Metro Rail, Metro Bus, and all Washington, DC Metropolitan Area bus systems including ART - Arlington Transit, DASH, DC Circulator, CUE Fairfax, Quicks Bus, Loudon Commuter Bus, PRTC OmniRide, Montgomery County Ride On and The Bus

1. You can purchase a new SmarTrip® Card at a Metro Sales Store, Kiosk (located in Metro Stations with parking), a Commuter Store and many retail establishments.

- For more information on purchase locations:

<http://www.wmata.com/fares/purchase/where.cfm>

2. You can also purchase a SmarTrip® Card online:

<http://www.wmata.com/fares/purchase/>

Purchase and Register a SmarTrip® card

You must register your SmarTrip® card with WMATA in order to receive your Transit Benefit electronically. Registration may take up to 48 hours to be reflected in the WMATA system.

Register your SmarTrip® card here:

<https://smartrip.wmata.com/Registration/Register.aspx>

Register the card in the same name you will use on your transit application (no nicknames). For cards that have been mailed to you by WMATA, please check online that your card is properly registered to you to avoid delay. For registration assistance, please call WMATA customer support at 888-762-7874.

**Please note that changing the name on your Smartrip.com account will not update your SmarTrip® card registration. These are two separate features that do not link.*

Still have SmarTrip Card Questions?

- To Contact WMATA directly. Call: 202-637-7000 or Email: smartrip@wmata.com
- To submit a Web Inquiry: http://www.wmata.com/about_metro/contact_us/ridercomment.cfm

TranServe Debit Card

Participants in the DC-MD-VA region who do not use a method of transportation that accepts a SmarTrip® card pay for their commute with a TranServe debit card.

- Debit cards are requested by completing an application in TranServe
- Once your application has been approved and processed by DOT, JP Morgan will send a card to HR Shared Services for you to pick up.
- Distribution dates are announced to receiving debit card users via an e-mail from the HR Customer Connection case system.

Participants using more than one method of payment may allot some of the benefit to a SmarTrip® card and the rest to a TranServe card when completing the TranServe Application.

Regional Participants

Most regional participants use a TranServe debit card to pay for their commute. To verify the method of payment for your area, please visit:

<http://transerve.dot.gov/debit-card.html>

Regional participants will coordinate with their regional POC for debit card pickup.

- Those field offices that do not use the TranServe debit card will continue to receive vouchers or use the SF-1164.
- This process is not for yearly pass holders. Yearly pass holders will continue to use the STATE form XXXX and recertification form.

Register in TranServe

First Stop:

TRANServe.dot.gov

Second Stop:

Participants

HOME

PARTICIPANTS


F.A.Q.

DEBIT CARD

RESOURCES

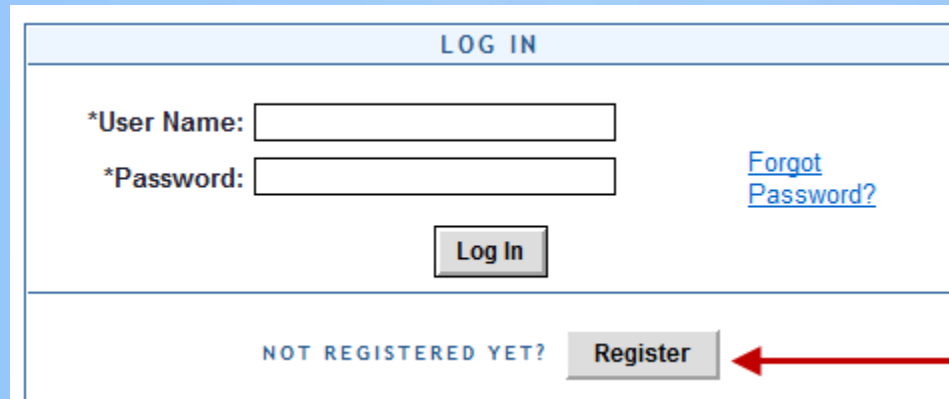
RETURN OF EXCESS TRANSIT BENEFIT

CONTACT US

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

- Open “STATE”
- Select “Transit Benefit Application System”

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



LOG IN

*User Name:

*Password:

[Forgot Password?](#)

Log In

NOT REGISTERED YET? [Register](#)

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

ACCOUNT INFORMATION

* indicates required field.

*User Name:


*First Name:

Middle Name:

*Last Name:

*Agency/Mode:

Phone Number:



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

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

LOG IN

* indicates required field.

*User Name:

*Password:

[Forgot Password?](#)

←

- Type in your user name and temporary password
- Click “Log In”

**PASSWORD EXPIRED
PLEASE CHANGE PASSWORD**

* indicates required field.

***Current Password:**

***Create New Password:**

***Reenter New Password:**

***Create a Hint:**

A hint is a meaningful personal association to help you remember your password.

Password must be at least 12 characters long

No password character may be repeated more than 1 time(s) in sequence

Password must contain characters from at least 4 of the following categories.

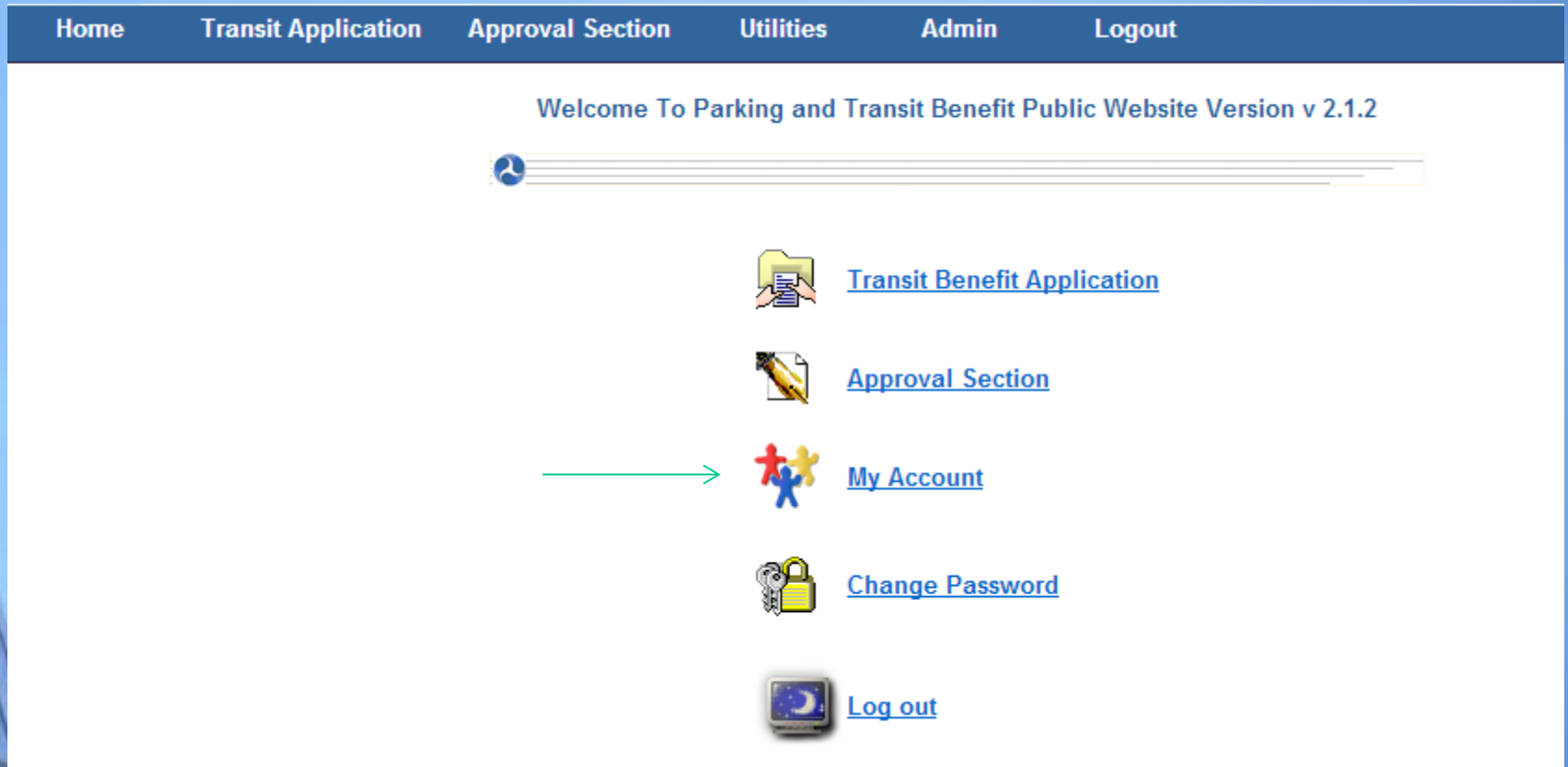
- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, %)

Password will expire 60 days after being set






Passwords cannot be reused within the last 24 changes.

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

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

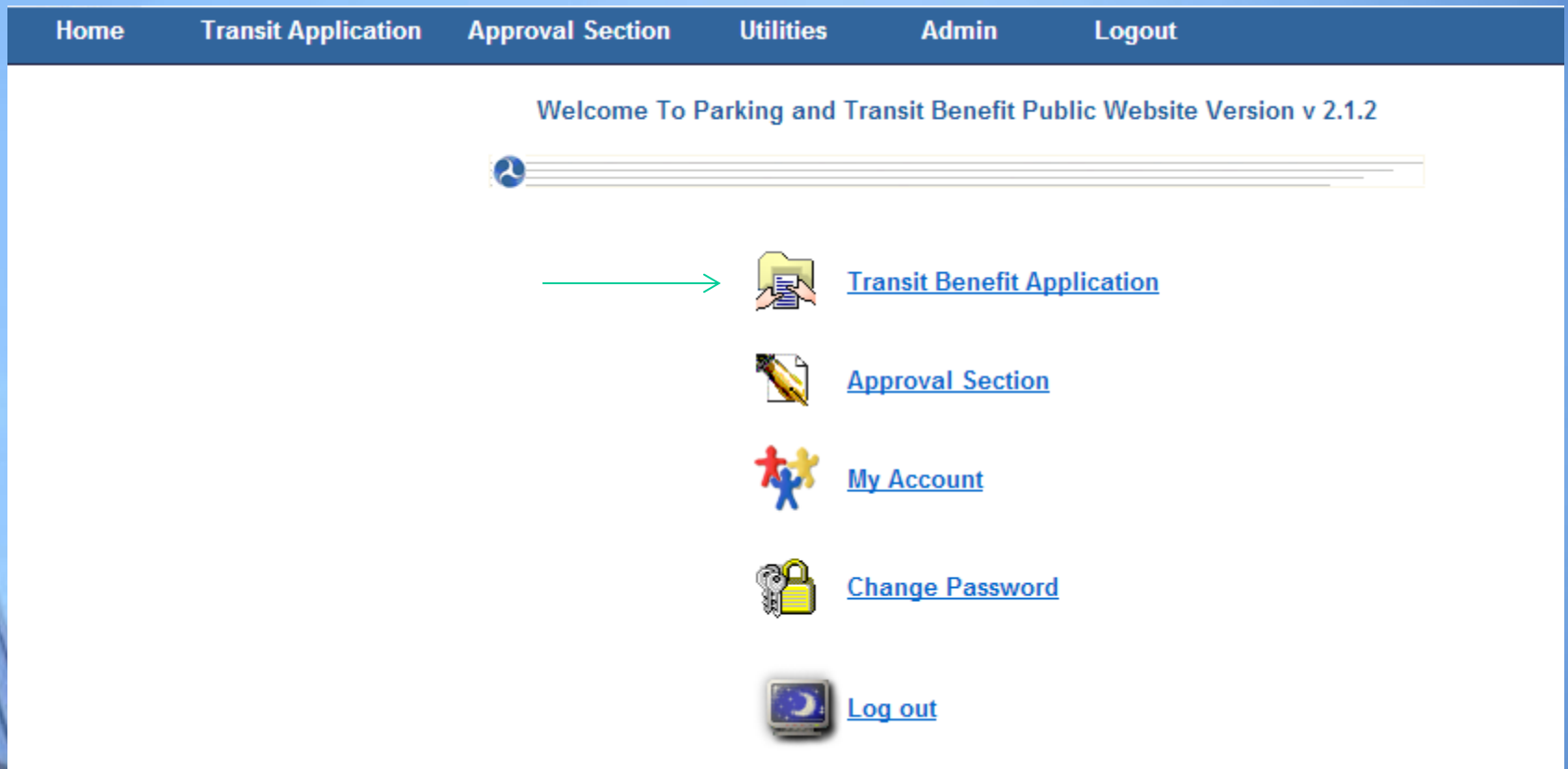


The screenshot shows a website navigation menu with the following items: Home, Transit Application, Approval Section, Utilities, Admin, and Logout. Below the menu is a welcome message: "Welcome To Parking and Transit Benefit Public Website Version v 2.1.2". A search bar is present below the welcome message. The main navigation menu includes the following items, each with an icon and a link:

-  [Transit Benefit Application](#)
-  [Approval Section](#)
-  [My Account](#)
-  [Change Password](#)
-  [Log out](#)

A green arrow points to the "My Account" link.

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









SELECT AN ACTION TO CONTINUE

Employer: STATE

Please make a selection

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

Continue

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





- **Request Information:** Submit an inquiry to the HR Service Center.
- **Withdraw from the Program:** Only shows for current participants. This allows you to make a withdrawal request.
- **Address/SmarTrip Change:** Change your Address/SmarTrip card number without completing a new application.
- **Certify/Enroll:** Complete a new application or change information on most recent application.



SELECT AN ACTION TO CONTINUE

Employer: STATE

Please make a selection

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Continue

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

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

Select “Certify/Enroll” to complete a new application, this will direct you to the Transit Subsidy Certification page:

WARNING !

This certification concerns a matter within the jurisdiction of an agency of the United States. Making a false, fictitious, or fraudulent certification may constitute criminal violations punishable under Title 18, United States Code, Section 1001, by imprisonment up to five years and fines up to \$10,000 for each offense, and/or agency disciplinary actions up to and including dismissal.

- I certify that I am employed by the U.S. Federal Government.
- I certify that I am not named on a federally subsidized parking permit with any other federal agency.
- I certify that I am eligible for a public transportation fare benefit, will use it for my daily commute to and from work by public transit or vanpool, and will not give, sell, or transfer it to anyone else.
- I certify that in any given month, I will not use the Government-provided transit benefit in excess of the statutory limit. If my commuting costs per month on public transit exceed the month statutory limit, then I will supplement those additional costs with my own funds rather than use a Government-provided transit benefit designated for use in a future month.
- I certify that I will not claim the transit benefit in excess of my actual monthly commuting expense. If at anytime during a given month I am out of work due to sickness, vacation or any other reason, on official travel, or use a private vehicle for commuting, I will claim less and adjust the amount of my transit benefit the following month if appropriate.
- I certify that my parking fees are not included in the computation of the daily, weekly or monthly commuting costs for my transit benefit.

*Reason for Certification:

*Select your transportation methods:

Bus Rail Other Method Vanpool

Employment Type: Work Status:

Always follow your Agency work schedule policy for specific guidance on the Days per Month entry.

Defined work schedule examples:

If you work a Basic schedule of 8-hours per day, the average amount of 20 Days can be entered into the Days per Month column

If you work a Flex Schedule of 9-hours per day, the average amount of 18 Days can be entered into the Days per Month column

If you work a Compressed schedule of 10-hour days, the average amount of 16 Days can be entered into the Days per Month column

If you telecommute or work part time, enter the number of days you actually commute to/from work.


Method of Transportation		Daily Expense	Days per Month	Monthly Expense
Bus to Work	Name of Company <input type="text" value="WMATA"/>	\$ <input type="text" value="1.50"/>	<input type="text" value="20"/>	\$ <input type="text" value="30.00"/>
Bus from Work	Name of Company <input type="text" value="WMATA"/>	\$ <input type="text" value="1.50"/>	<input type="text" value="20"/>	\$ <input type="text" value="30.00"/>
Other Bus to Work	Name of Company <input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
Other Bus from Work	Name of Company <input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
Rail to Work	Name of Company <input type="text" value="WMATA"/>	\$ <input type="text" value="2.15"/>	<input type="text" value="18"/>	\$ <input type="text" value="38.70"/>
Rail from Work	Name of Company <input type="text" value="WMATA"/>	\$ <input type="text" value="2.15"/>	<input type="text" value="18"/>	\$ <input type="text" value="38.70"/>
Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to		Total Monthly Expense: <input type="text" value="137.40"/>		

Complete the Expense Worksheet

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

Note: Repeat steps for each method of mass transit you routinely use.
The total monthly expense value automatically calculates and transfers to the application

Complete the Transit Benefit Program Application

(at any point, click  for additional information)

Employee ID: 6-digit ID number

- Unpaid Interns enter last four digits of SSN

Work Phone: Auto-fills from Profile

Common Identifier: GREEN

Agency/Mode: STATE (auto-fills)

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


Bureau: Select HR, EEB, INR, etc.

Enter work information

The full address to which you commute via mass transit

Continued....

Complete the Transit Benefit Program Application

(at any point, click  for additional information)

Enter residence information

The full address from which you commute via mass transit

Application Approver: Select HR Service Center

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

DOS Transit Office: Select HR Service Center


Manager Phone: Best number for your supervisor

SmarTrip® card number

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

Continued....

Complete the Transit Benefit Program Application

(at any point, click  for additional information)

Comment for Agency Approvers:

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

Click “Continue”

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

SMART BENEFITS PROGRAM

If you would like to enroll in the Smart Benefits Program or are already a Smart Benefits participant, please click the "Yes" button below and someone from the Smart Benefits Team will contact you shortly. The Smart Benefits Program eliminates the need to wait in line to pick up fare cards. Instead, your monthly transit benefit will be downloaded directly to your Smart Benefits Card on the first day of every month.

YES I would like to enroll in the Smart Benefits Program

NO Thank You

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

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



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

Please email all questions to:

HRSC@state.gov

Phone: 866-300-7419

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

- a. Identifier: Use your 6-digit Employee ID number, unpaid interns use last four digits of social.
- b. Work Phone: Your direct telephone number
- c. Common Identifier: GREEN
- d. Agency/Mode: STATE
- e. Region: That closest to where you work (e.g. DC)
- f. Bureau: Select your bureau from List
- g. Work: The full address to which you commute via mass transit
- h. Residence: The full address from which you commute
- i. Application Approver: HR Service Center
- j. Point of Contact: Select your Point of Contact by region and bureau or, if you do not use a debit card, select “SmarTrip”.
- k. DOS Transit Office: HR Service Center
- l. Manager Phone: The best number to reach your Supervisor
- m. SmarTrip number or N/A
- n. Comment for Agency Approvers: Enter information to assist approval
- o. Click: Submit Application

You will receive email notification as your application progresses

