



U.S. Department of
Transportation
Office of the Secretary
of Transportation



TRANSErVE TRANSIT BENEFIT PROGRAM BULLETIN

BULLETIN #: TSB-2015-14

DATE: August 25, 2015

SUBJECT: New Transit Benefit Transaction and Activity Reports Provided
Through the TRANSErVE Transit Benefit Web Application System

WHAT IS HAPPENING?

TRANSErVE has created a Transaction and Activity reports portal within the TRANSErVE Transit Benefit Web Application System to provide customer access to frequently requested Transit Benefit program reports.

WHY IS IT HAPPENING?

TRANSErVE is enhancing transparency and providing access to frequently requested reports enabling real time monitoring for agency decision makers.

WHEN IS IT HAPPENING?

Effective August 25, 2015

WHO WILL BE AFFECTED?

All Agencies currently utilizing the TRANSErVE Transit Benefit Web Application System.

WHAT ACTIONS DO YOU NEED TO TAKE?

Contact your TRANSErVE Transit Benefit Manager. Have your agency Transit Benefit Program Manager designate an individual by name, e-mail, and phone number requesting access to the reports be given to this authorized official. The Authorized Official will be given access to the following reports. Note, these reports refresh on the outlined scheduled.

<u>Report</u>	<u>Refresh Schedule</u>
Alpha Listing - Current Listing of Active Participants	Daily
Add Customers - Participants added to the Transit Program	Monthly Period
Removed Participants - Participants removed from the Transit Benefit Program (30 day period)	Monthly
Auto-Withdrawn from the Transit Program - Listing of participants who haven't picked up any subsidy within a Agency specified timeframe and have been removed from the program.	Daily
Debit Card replacement - Listing of TRANServe requested Debit Card Replacements and Delivery location.	Daily
TRANServe Debit Card Transactions - One week transaction detail of all Debit Card transactions	Weekly
Not Picked Up Report - List of participants who are active and have not utilized the Transit Benefit	Daily
Web Application Summary- 3 month snapshot summary of all application requests submitted to TRANServe. New Application/ Recertifications, Changes, and Withdraws	Quarterly

CONTACT: If you have questions about this bulletin, please contact your Transit Benefit Manager.