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## **TRANSIT BENEFIT PROGRAM BULLETIN**

**Bulletin No:** TSB 2012-12  
**Date:** July 31, 2012  
**SUBJECT:** TRANServe Online Transit Benefit Program Application

### **WHAT IS HAPPENING AND WHY?**

TRANServe has redesigned its Online Transit Benefit Program Application making it more streamlined and user-friendly. Additionally, the new design strengthens internal controls to better meet Federal Information Security Management Act (FISMA) log-in requirements. The application enhancements improve the following areas:

1. **Improved transit benefit verification worksheet** – We simplified the worksheet. The layout is better organized with fewer options. Drop-down options and auto-calculations that previously required manual data entry and worksheet navigation are streamlined.
2. **Dynamic online help system** - The online application now includes more descriptive fields, interactive popups, and a dynamic online help system with context sensitive messages. TRANServe can tailor context messages specific to your agency.
3. **Targeted communications** -The email communication feature provides more targeted and timely messages to better inform the applicant, approver, and TRANServe office of the status of an application or record change as it moves through the approval process.

### **WHEN IS IT HAPPENING?**

The application enhancements will go into effect on Monday, August 13, 2012.

### **WHO WILL BE AFFECTED?**

All TRANServe application system users will be affected by the newly redesigned online transit benefit program application enhancements.

## WHAT ACTIONS DO YOU NEED TO TAKE?

No action is required at this time. As the implementation date nears, a revised web application user guide documenting the new functionality will be posted to the TRANServe website. Please click [“Stay Connected”](#) and register for automatic notification when the revised web application user guide is posted. Once you register for [“Stay Connected”](#) we will let you know any time an item of particular interest is added to TRANServe.dot.gov

**CONTACT:** If you have questions about this bulletin or want to know how your agency can eliminate paper applications by using the TRANServe Online Transit Benefit Program Application System, please contact your Transit Benefit Manger.