



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



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## **TRANServe Electronic Application System Bulletin**

**BULLETIN #:** TSB-2016-09  
**DATE:** April 18, 2016  
**SUBJECT:** TRANServe Electronic Application System  
**PURPOSE:** This Bulletin provides notification of a major update to TRANServe's Electronic Application System.

### **BACKGROUND:**

In our continuous effort to deliver customer support instantly and efficiently, TRANServe is pleased to announce the launch of our newly optimized TRANServe Electronic Application System.

### **INFORMATION:**

On Monday, May 16, 2016 TRANServe will implement Version 3.0 of the TRANServe Electronic Application System. Version 3.0 is designed for easy navigation and focuses on the best user experience possible. Desktop users will notice a new look and feel, while maintaining familiar field positions. Mobile users will have content formatted specifically for smaller screens.

Mobile optimization permits transit benefit participants to enroll, recertify, withdraw and make changes while on the go. Agency Approvers can review, approve and disapprove applications while using mobile technology.

TRANServe customers can access TRANServe's Electronic Application System at their desktop or mobile device at <https://transitapp.ost.dot.gov/>.

**REQUIRED ACTION:** No action is required.

**CONTACT:** Your Transit Benefit Manager will contact you this week to discuss this bulletin and answer any questions.