Department of the Navy
Transportation Incentive Program System (TIPS)

Outside the National Capital Region (ONCR)

Reviewing Official (RO) User's Guide

Version 1.1

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San Diego, CA 92152-5001

Revision History

Date	Version	Description	Author
28 Aug 2012	DRAFT	Initial creation of Transportation Incentive Program System (TIPS) Outside the National Capital Region (ONCR) Reviewing Official Users Guide.	SSC PAC
28 May 2013	DRAFT		SSC PAC
June 2013	v. 1	Version 1 of TIPS ONCR RO User's Guide	SSC PAC
Aug 2015	V1.1	Updated for new features; Added troubleshooting section.	SSC PAC

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1 What is TIPS?

The Office of Assistant Secretary of Navy for Financial Management and Comptroller (FM&C), Office of Financial Operations (FMO) is responsible for implementing and overseeing the Department of the Navy's (DON's) Transportation Incentive Program System (TIPS) Outside the National Capital Region (ONCR).

Transportation Incentive Program System (TIPS) is the website used to manage the DON Transportation Incentive Benefit Program.

TIPS is intended to provide FMO with the tools necessary to strengthen internal controls and mitigate fraudulent activities through automated solutions that validate data prior to submission and decrease overall workflow processing time. The goal of these processes is to:

- Reduce error rates of submitted TIPS applications
- Reduce the number of paper applications received for manual processing
- Reduce the overall processing time for applications
- Decrease administrative overhead by eliminating redundant effort
- Provide monitoring of applications by cognizant authorities
- Integrate process and policy certification of program participants (employees)
- Provide a secure, central repository of application data

The terms "employee" and "participant" refer to an individual who is in TIPS and are used interchangeably.

2 Document Overview

This User Guide is intended for a Reviewing Official (RO) and is organized by these main topics:

- Login to the TIPS Website
- Annual Training Requirements
- Home Tab
- Reviewing Official Tab
- Review Tab
- Rec/Rtrn Benefits Tab
- Reports Tab
- My Info Tab
- Help Tab
- Troubleshooting

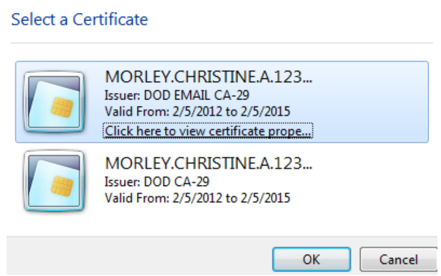
Note: For information regarding the Vanpool Manager Tab – please see separate documentation.

3 Login to the TIPS Website

To get started with TIPS, an RO must have been granted RO access to TIPS, and will need a CAC card and access to a computer connected to the Internet. From there, the RO will perform the following steps.

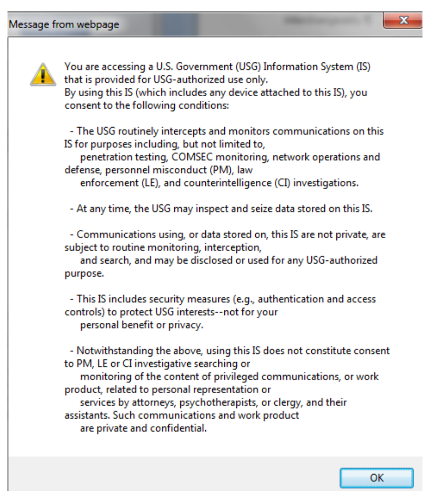
a. Open a web browser (e.g., Internet Explorer).

b. Type the following address into the browser's address field: https://tips.navy.mil (**Note**: "https" is required in the web address.) You will then be prompted to select a certificate.

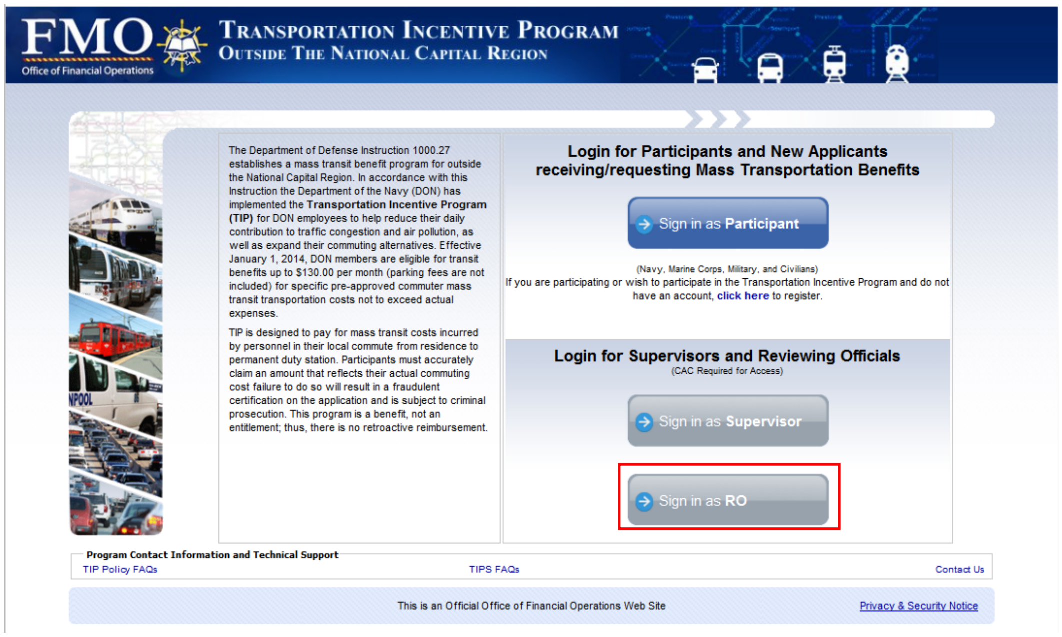


c. Select either digital certificate and then click the **OK** button.

d. Click the **Enter** or **Return** key on the keyboard. A banner will be displayed telling you that you are accessing a government information system.



e. Click the **OK** button to close the banner window. The TIPS website appears.

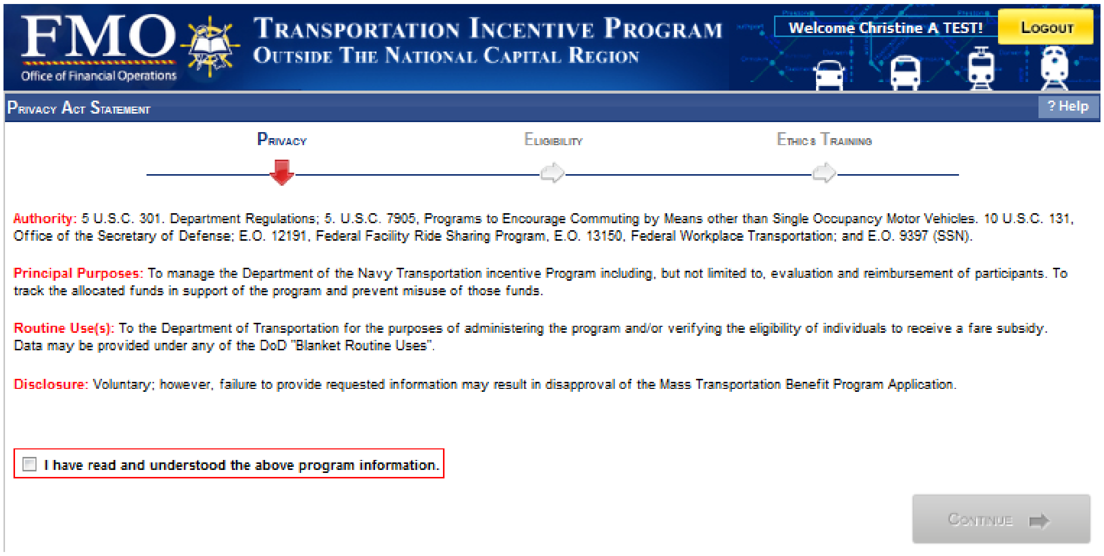


f. On the TIPS Login Page, click the **Sign in as RO** button under the "Login for Supervisors and Reviewing Officials" heading. **Note**: if you had been granted access but you still get an authentication error, you may want to call the help desk.

4 Annual Training

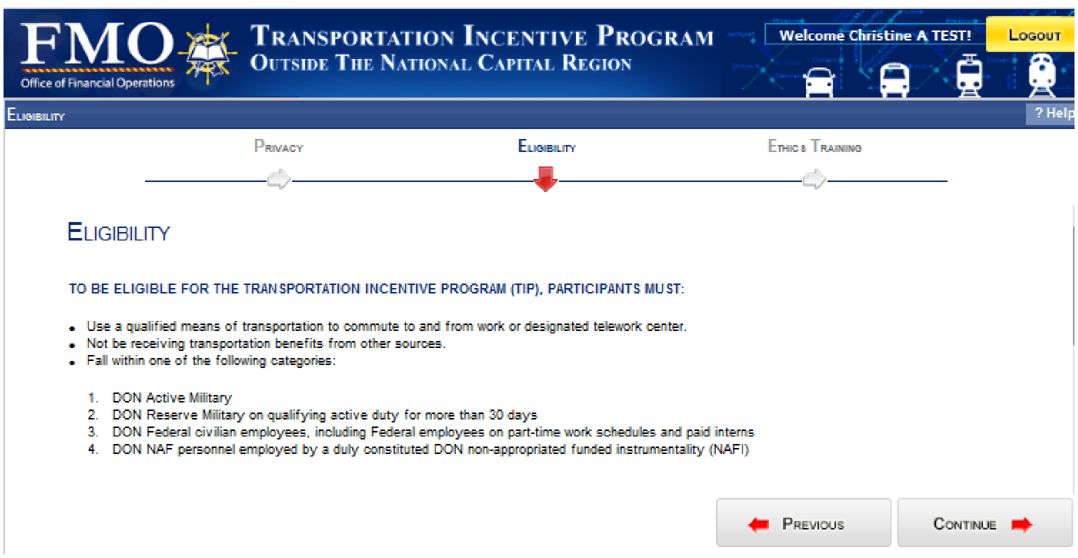
When an RO logs into TIPS for the first time, they will see several pages regarding privacy eligibility, and ethics training. The RO is required to go through the following steps to proceed through these pages, and will not see them again for another year. After a year, then every year after that, the RO is required to successfully complete the annual training for Privacy, Eligibility, and Ethics Training in order to perform RO duties within TIPS.

a. A privacy act statement will be displayed.

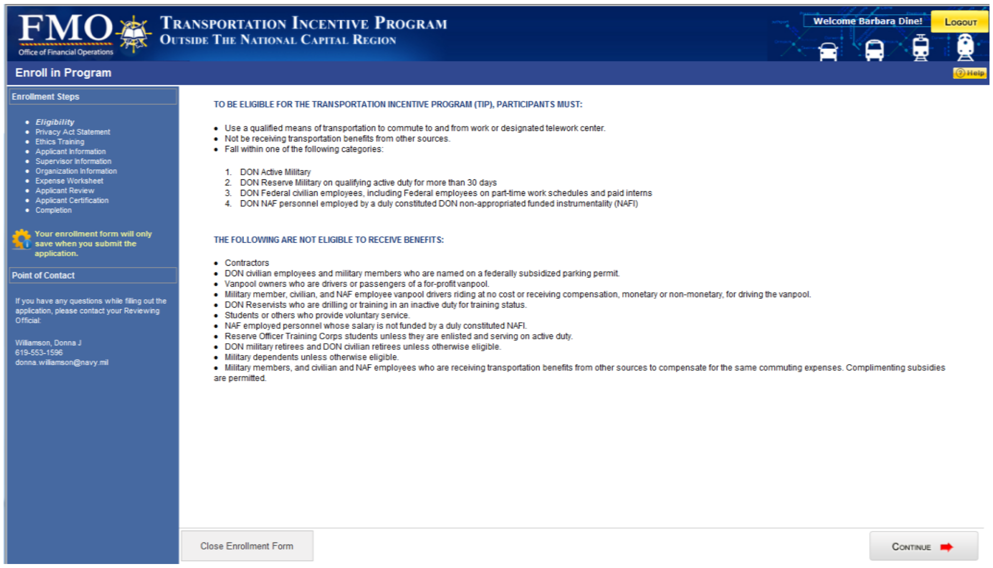


b. Read the **"I have read"** statement and then click the checkbox to indicate you have. The **CONTINUE** button will become available.

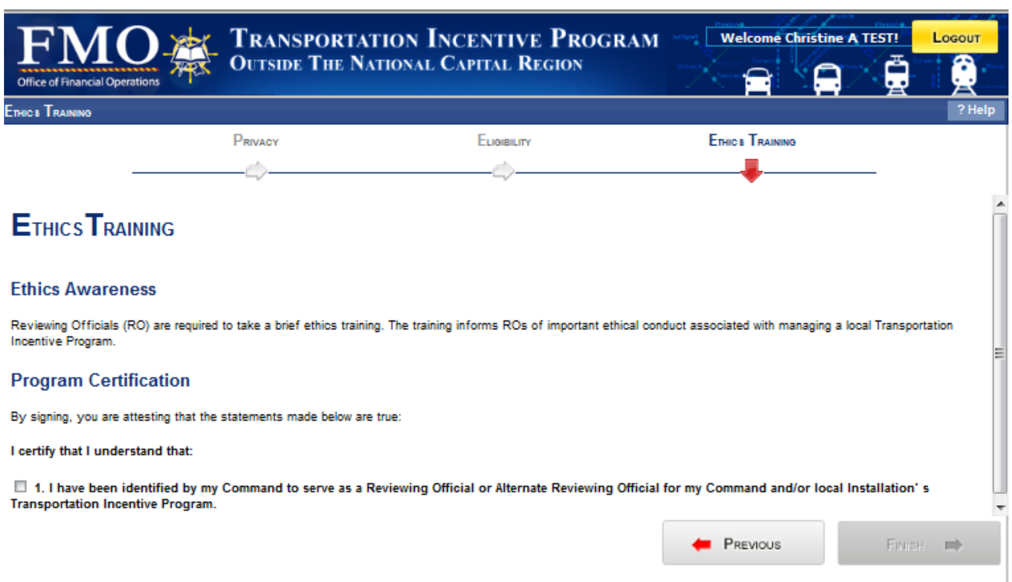
c. Click the **CONTINUE** button, and the eligibility statement will be displayed.



d. Read the Eligibility statement all the way to the end, and then click the **CONTINUE** button. The Ethics Training page will be displayed.



e. Read the Ethics Training Page and scroll down to view each certification statement.



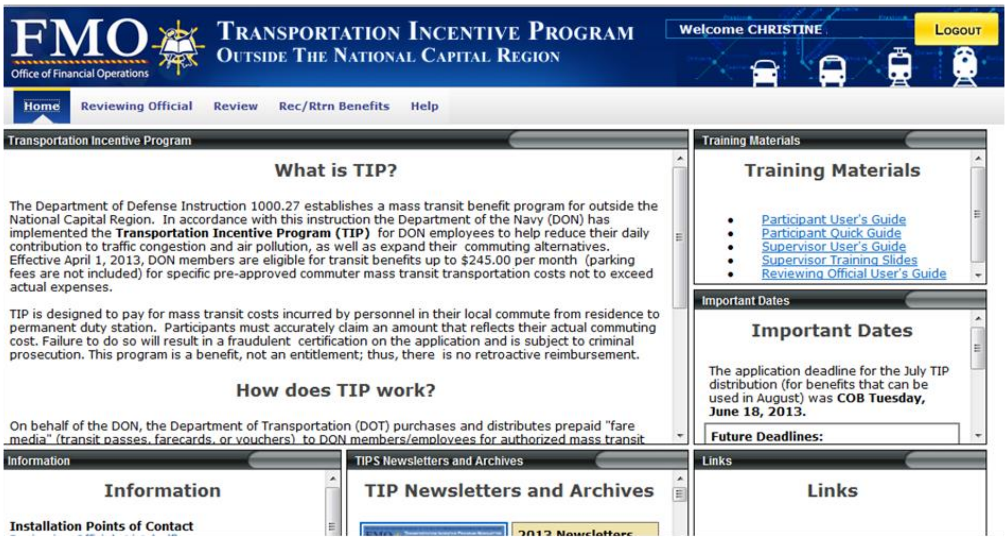
f. Click the box next to each statement to certify you have read and understood it.

g. Click the **I have read and understand the above program information** checkbox.

h. Click the **FINISH** button. (**Note**: it is grayed out until you check all boxes on the page).

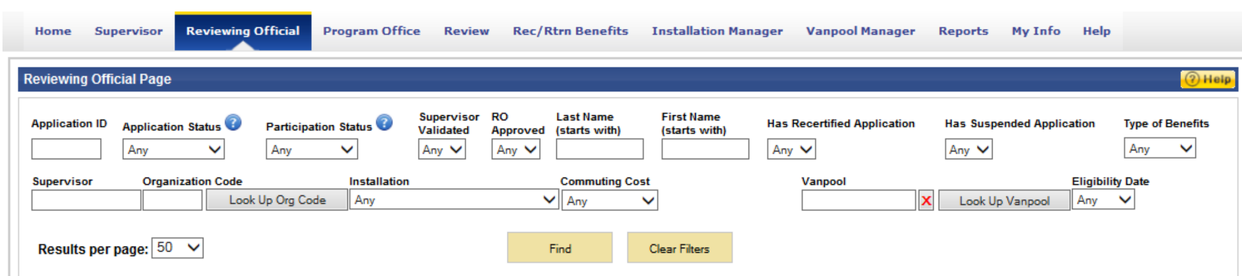
5 Home Tab

Once you log into TIPS, the Home tab displays information about TIPS. The home page will display new features, training dates and materials, as well as important dates and reference material.



6 Reviewing Official Tab

This tab displays the Reviewing Official page which allows an RO to find one or more participants, using any of a number of search criteria, including application number and/or status, UIC, and other search criteria.



6.1 Find Button

If you click the **Find** button without entering any search criteria, all the records of participants in TIPS for whom you are the RO will be displayed. To find specific information, enter various search and filter criteria, and then click the **Find** button.

6.2 Clear Filters

When an RO clicks this button, it will reset all search criteria to blank and all drop-down lists to "Any".

6.3 Results per page

This dropdown menu allows the RO to choose how many results are seen in a single page. The default is 50, but the RO may choose to see 100 or 250 results per page instead.

6.4 Search and Filter Criteria

Desired search and filter criteria may be used to narrow the search for participants. You can enter one or more filter criteria, and click the **Find** button. If there are matching records, a list of participants will be displayed based on your search criteria.

Most search and filter criteria are self-explanatory. Where the criteria is not self-explanatory, we will go into more details below. Search fields include:

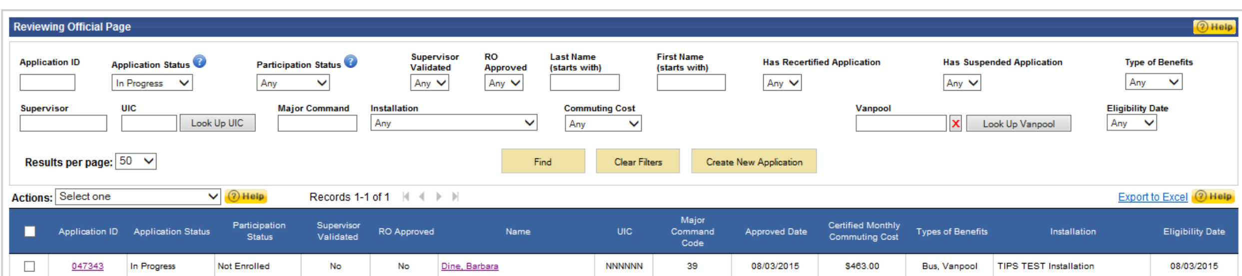
Search Criteria	**Description**
Application ID	Application ID contains only numbers. You must enter the entire id.
Application Status	See below for more details.
Participation Status	See below for more details.
Supervisor Validated	Select Yes or No to determine if the supervisor has validated the application or not.
Last Name	Enter full or partial name of participant.
First Name	Enter full or partial name of participant.
Has Recertified Application	Select Yes or No to find applications that have or have not been recertified.
Has Suspended Application	Select Yes or No to find applications that have or have not been suspended.
Type of Benefits	Select between Bus, Ferry, Rail or Vanpool.
Supervisor	See below for more details.
Organization Code	Enter Organization Code.
Installation	Select from Installation Drop down.
Commuting Cost	Select from the options related to Commuting Cost – Greater than, Less than, equal or between. When you use this option, another field will be displayed for you to enter the value(s) for the search criteria.
Vanpool	Enter the vanpool name. If you do not know the vanpool name you may use the "Look Up Vanpool" tool to find it.
Eligibility Date	Select from the options related to the Eligibility Date - Before, On or After. When you use this option, another field will be displayed for you to enter the date.

6.4.1 Application Status

The **Application Status** drop-down menu is used to filter applications based on their status within the TIPS Application. This status is based on the workflow within the TIPS Application. The following choices are available:

Status	Description
Any	Any status; no filter is applied.
All Active	Any application that is not submitted, in progress, returned, or approved.
All Not Active	Any application that is disapproved or withdrawn.
Not Submitted	Application has been created but not yet submitted for approval.
In Progress	Application has been submitted but is not yet approved.
Returned	Application has been returned to the applicant for updating.
Disapproved	Participation in the program is disapproved.
Approved	Application has been approved by Reviewing Official, but applicant is not yet enrolled.
Withdrawn	Application is closed out; participant is no longer receiving benefits

If you click the value **In Progress**, and then you click the **Find** button, only those employees whose applications are "In Progress" and waiting for Supervisor and/or RO Approval is displayed.



6.4.2 Participation Status

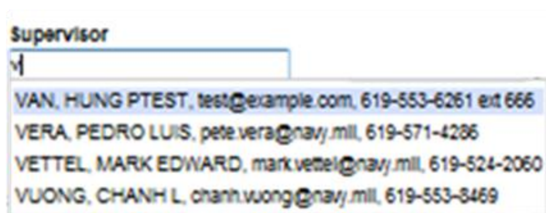
The **Participation Status** drop-down menu allows the RO to filter applications by whether they are Not Enrolled, Enrolled, or Withdrawn within the Department of Transportation (DOT) System.

Status	Description
Not Enrolled	Participant is not yet processed in the Department of Transportation (DOT) system and is not yet receiving benefits.
Enrolled	Participant is receiving benefits.
Withdrawn	Application is closed out and participant is no longer receiving benefits.

6.4.3 Supervisor

The **Supervisor** search criteria field allows you to search for applicants working for a particular supervisor.

a. Begin to enter the last name of the Supervisor and a list of supervisors who match the letters you’ve typed will be displayed.

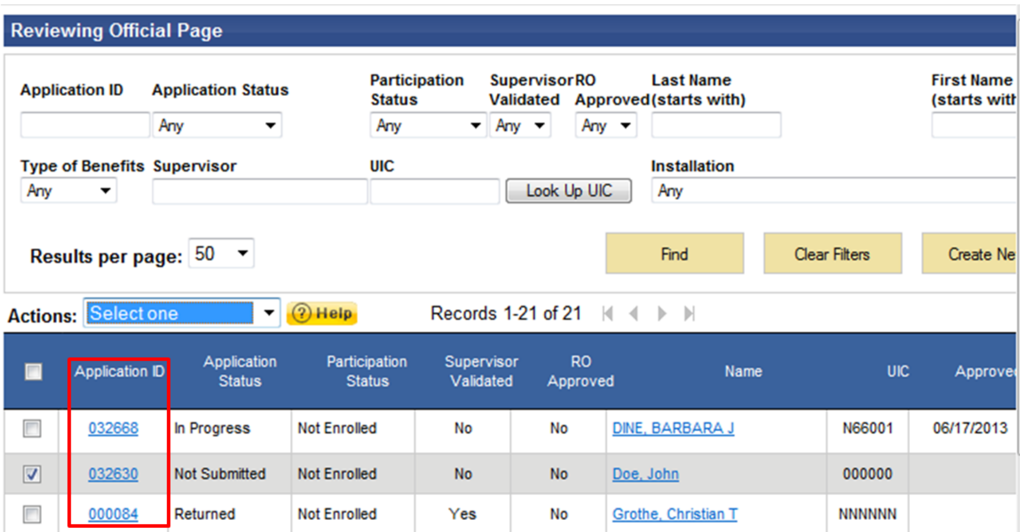


b. Click the correct Supervisor name to select it.

Note: Supervisors listed are only those for applicants for whom you are the RO.
Note: Only Supervisors who have registered for TIPS will be available in the drop down.
Note: If you enter the name of a Supervisor who is not found in the suggested list of names, then ALL applicants will be displayed, as if you had not used the Supervisor search criteria.

6.5 Application ID

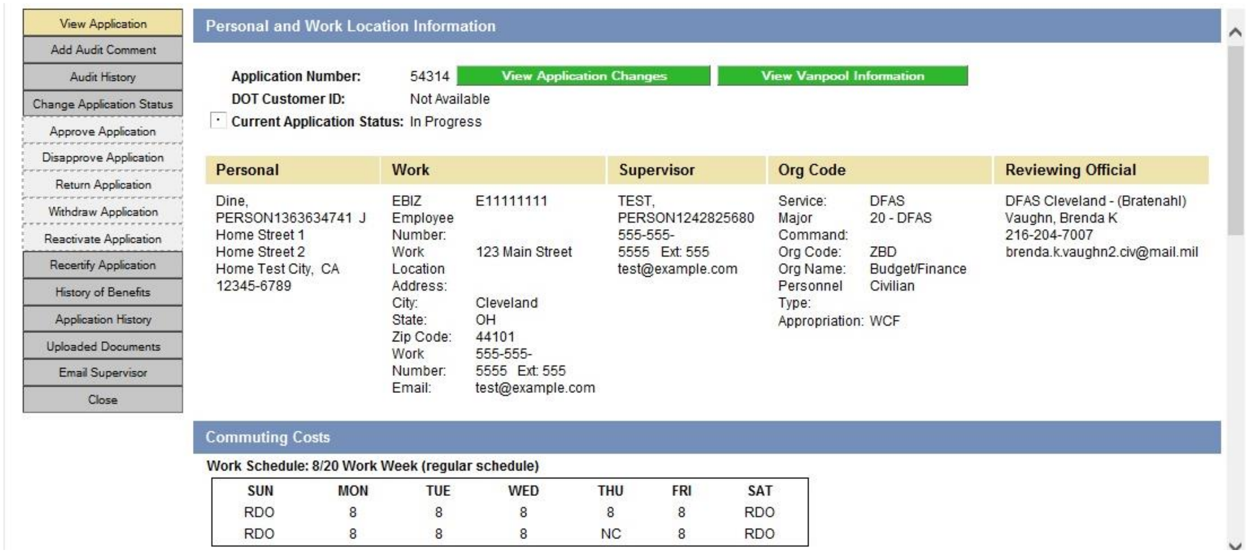
Once a new application has been created, it is assigned an Application ID. This is an auto-generated number seen on the Reviewing Official page in the Application ID column. It applies to applications whether they are submitted or not, and to applications uploaded by the system from DOT.



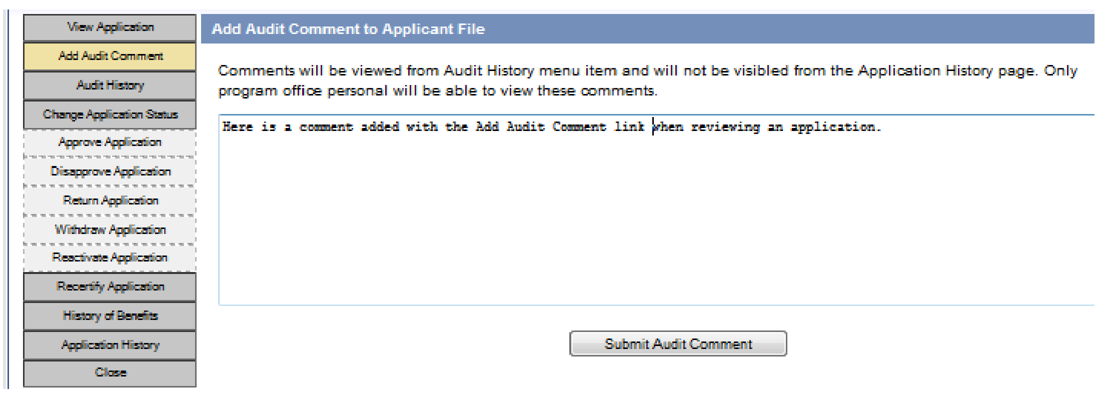
The Application ID is also a link which, when clicked, will open a new window and display the application for that participant. The content is read-only. The new window includes a left menu option to display an audit history, history of benefits, and an application history, all which are preserved regardless of timeframe or how many times the participant has received benefits. In addition, it contains links which allow you to add audit comments, change the application status, and recertify the application.

Note: If the Application Status is **Not Submitted,** clicking this link will display the Enrollment screen to continue the enrollment process for this applicant.

a. **View Application** - The page that is active when you open an Application ID is the same as if you had clicked the **View Application** link, highlighted in the list of menu items on the left side of the screen. Here you review the contents.

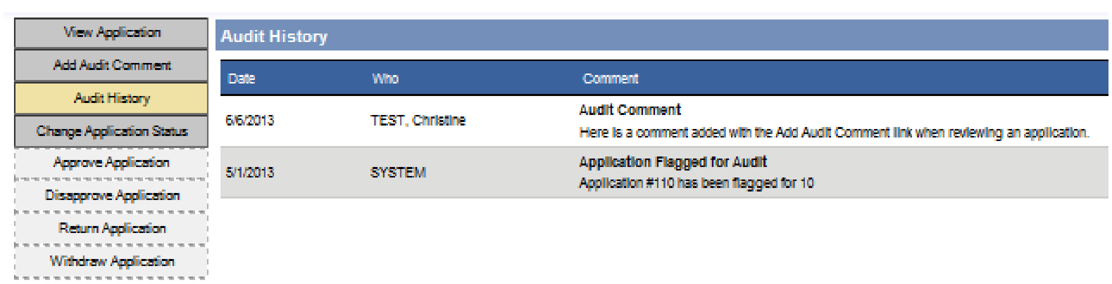


b. **Add Audit Comment** - This link allows the RO to provide comments that are only internal viewable by the RO and program office personnel, in the Audit History. The **Audit History** will not be visible to the participant from the **Application History** page.

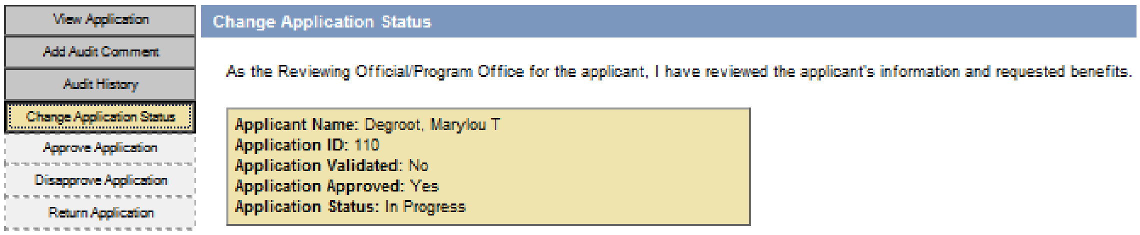


1. Enter text into the comment box then click the **Submit Audit Comment** button. The Audit History window will be displayed with the new comment.

c. **Audit History** – Here an RO will see a list of comments that were added with the **Add Audit Comment** link, as well as any records of when an application has been flagged or a flag has been removed.



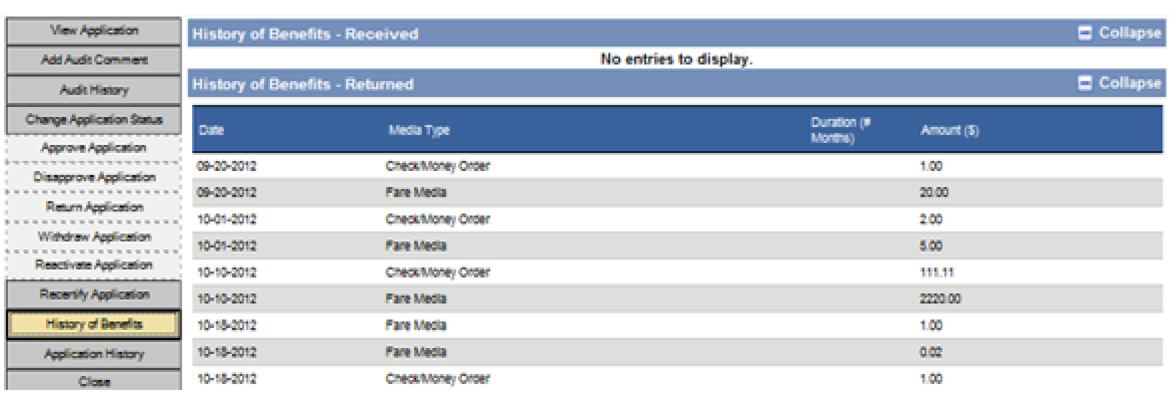
d. **Change Application Status –** displays a statement that the RO has reviewed the applicant's information, along with information about the application. The next 5 links in the list are associated with changing an application status.



1. **Approve Application –** This link allows an RO to approve an application.
2. **Disapprove Application –** With this link an RO may disapprove an application. **Note**: This action should be used <u>only in rare cases</u> when the applicant is not qualified for the benefit. Using this button will close the application and require the applicant to complete a new application. If you just want the applicant to fix something, click **Return Application** instead.
3. **Return Application** – Use this link to return the application to an applicant to correct information or to request additional information.
   i. Click the radio button next to **Return application.**
   ii. Enter a comment to explain why you are returning the application.
   iii. Click the **Submit** button.
4. **Withdraw Application –** Click this link to withdraw an application.
5. **Reactivate Application** – This link allows you to reactivate an application that is currently in an **Application Status** of **Withdrawn**. *Note: Once the application was reactivated by RO, the Application Status will be automatically updated to Approved Status.*

e. **Recertify Application** – allows an RO to recertify that an application is accurate when it is in a **Participation Status** of **Enrolled.** It is generally preferred that the participant recertify their application themselves. This option should be used only in rare cases when the participant cannot recertify for some reason.

f. **History of Benefits** – use this link to view the history of benefits received and returned for a particular applicant.



g. **Application History –** Using this link, an RO will see a history of all actions that apply to all applications for the selected participant as well as emails to the participant.

h. **Upload Documents –** Use this button to upload related documentation for the application, such as scans of paper applications, recertification forms etc.

i. **Email Supervisor** – Use this button to resend a link to register for a supervisor account on TIPS. An email will be sent to the supervisor listed on the application containing a token to enable registration.

   Note: If you get a message that the application does not have a token – this indicates that the supervisor has already registered for an account and should see this application.

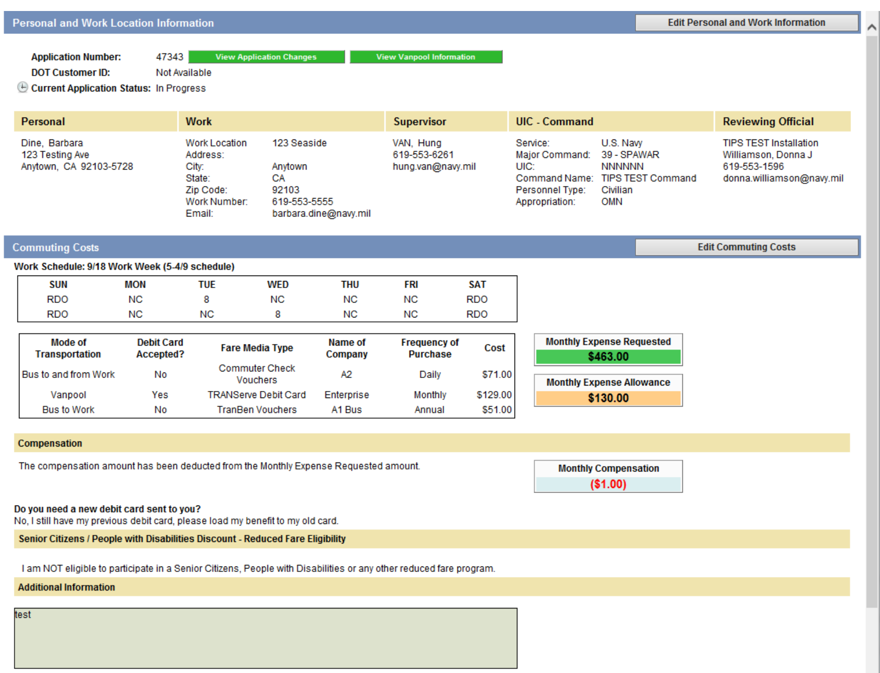
j. **Close** – use this link to close the **Review Application** window and return to the **Reviewing Official** page.

6.6 View and Edit an Application

After a new application has been created, you will see it in the **Reviewing Official** page. Click the **Name** which is a link to open a window that allows you to view and edit the application.

Note: It is always preferable for a participant to edit their own application whenever possible. However, if an applicant has no access to a computer and the RO is responsible for the application (because the RO created the application, as opposed to the participant himself), then the RO may edit it.

a. Click the **Name** link seen in the Name column. The application will be displayed.



b. Review the contents.

c. If necessary, click the top **Edit** button to make changes to the application. This button will step you through several screens where you may change any or all of the application. If you are responsible for the application, you will be able to edit all of it, but if you are not (because the participant created the application), you will only be allowed to edit the Organization Information screen.

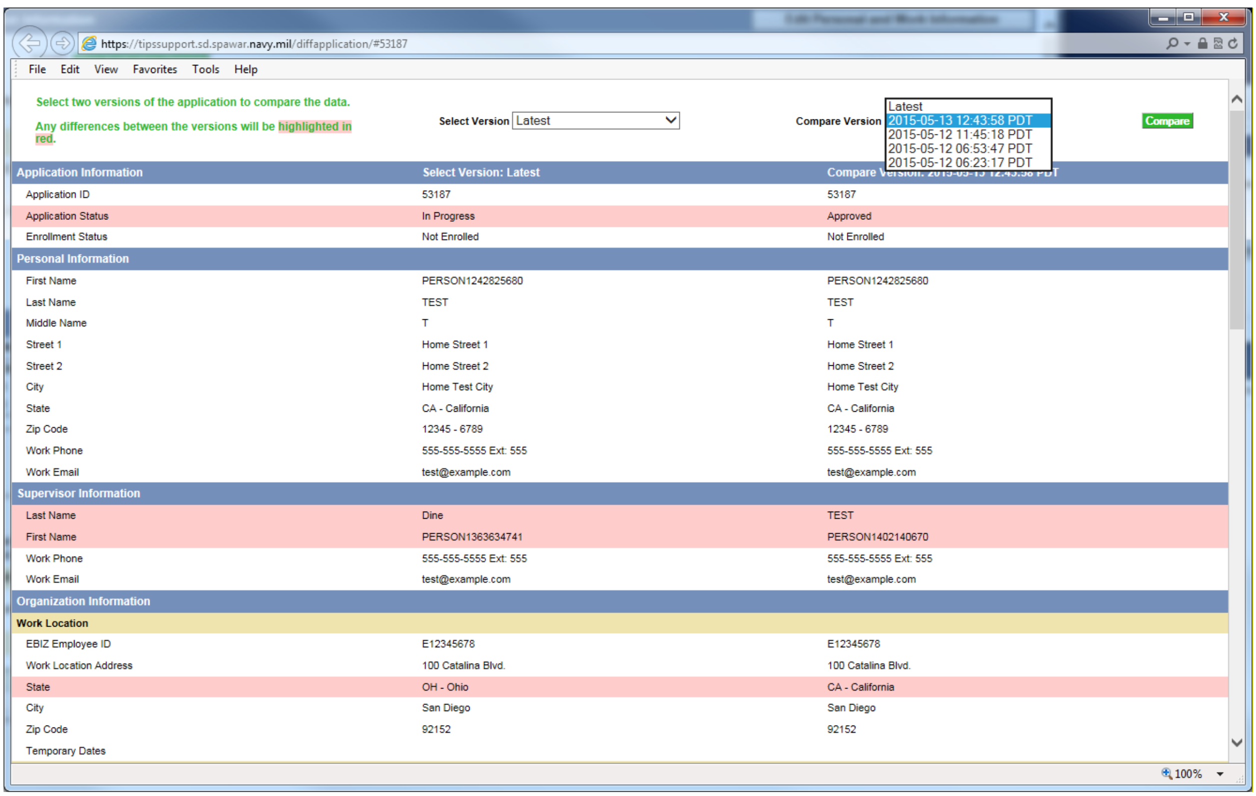
d. If necessary, click the **Edit** button in the middle of the page to change the information related to Commuting Costs. An RO may only edit this information if they are responsible for the application.

e. Click the **Print This Page** button to save a hard copy of this page.

f. Close the window by clicking the **X** in the upper right corner of the window.

6.6.1 View Application Changes

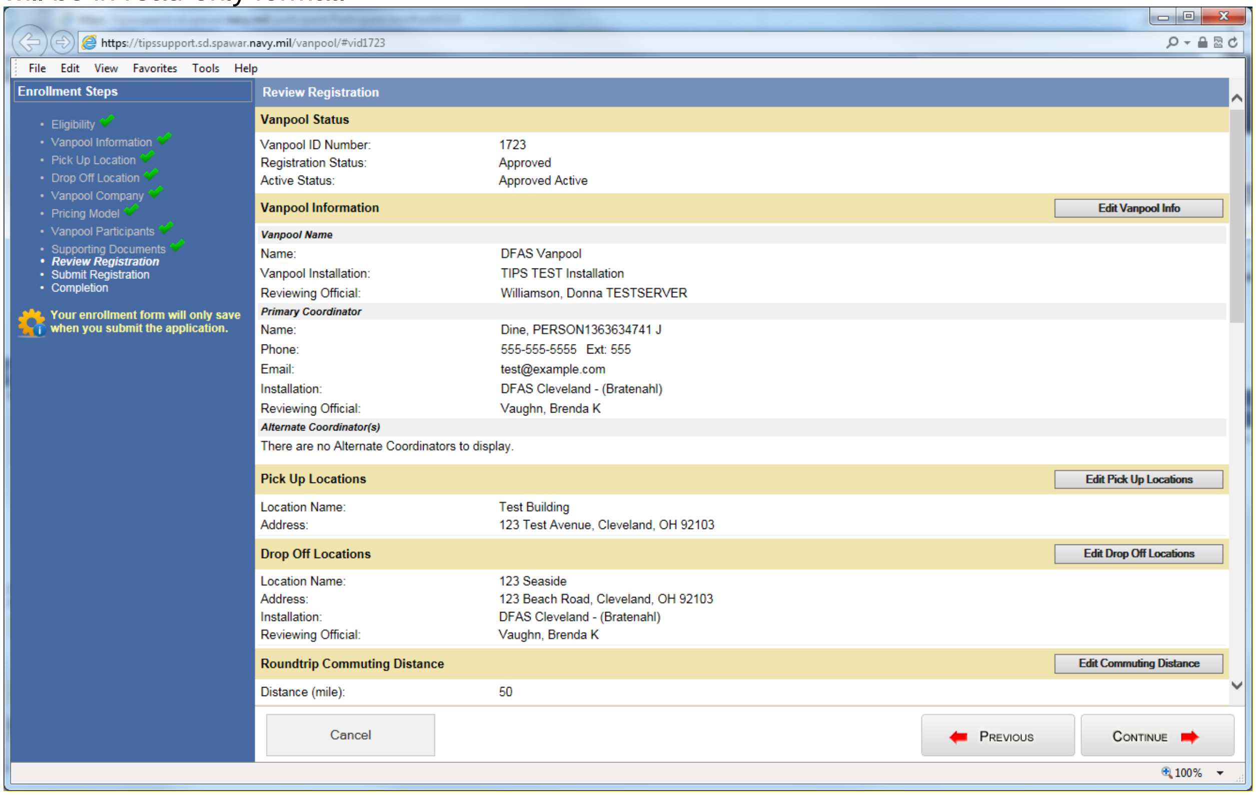
Click on the **View Application Changes** button to access to Application Diff Tool. This tool provides the RO with the capability to select different versions of the application and compare the changes between versions of the application. Differences between the versions are highlighted in red.



a. Select two versions of the application
b. Click **Compare** button to display result

6.6.2 View Vanpool Information

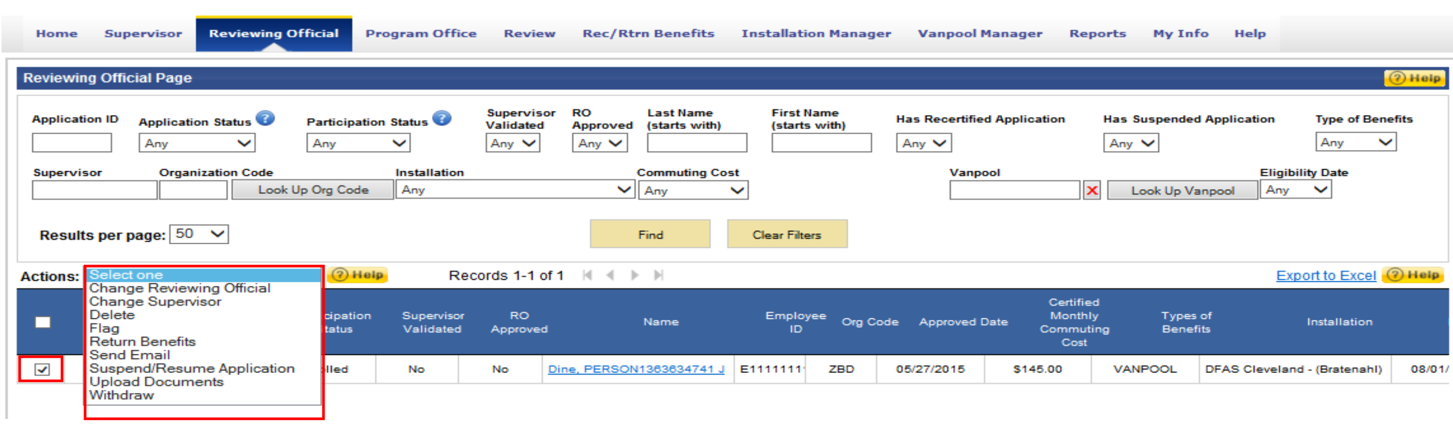
If the participant is riding a vanpool, the **View Vanpool Information** button is visible. Click on this button to display the vanpool enrollment form. If the vanpool belongs to your Installation, then you will be able to make changes to the vanpool. Otherwise, the display will be in read-only format.



6.7 Actions Menu

Actions allow a Reviewing Official to do several things: Return Benefits, Delete, Flag, or Withdraw an application, Send Email to an applicant, and upload documents to support a particular application.

To take a particular action, you must first click the checkbox(es) by the names of the applicant(s) that the action pertains to. You may also click the checkbox in the blue header to select all the applications. You may then uncheck individual applications or click this checkbox again to uncheck all the applications.



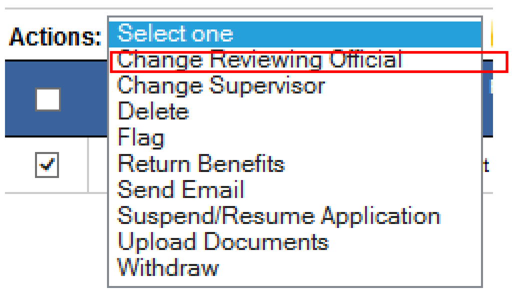
6.7.1 Change Reviewing Official

Use this action if the participant should be under a different Installation/Reviewing Official.

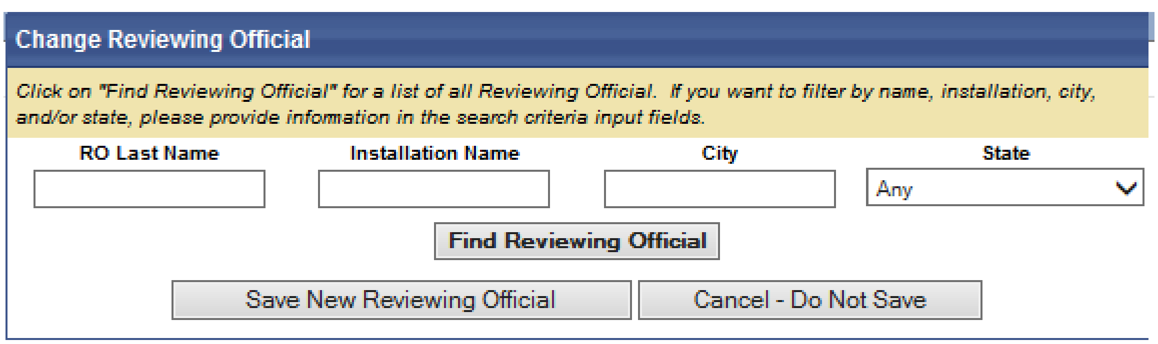
Click the checkbox next to the chosen **Application ID**.

a. Click the **Actions** drop-down menu.

b. Select **Change Reviewing Official**



c. You can search for the reviewing Official by Name, Installation, City or State by entering the search criteria and pressing the **Find Reviewing Official** button.



d. Once selected you can press the **Save New Reviewing Official**.

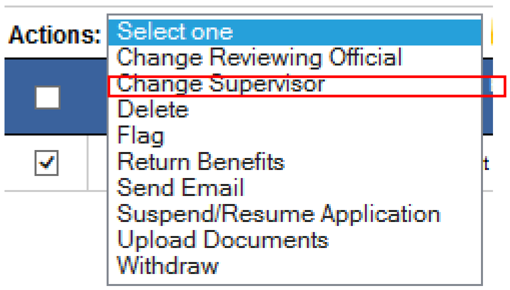
6.7.2 Change Supervisor

Use this action if the participant should be under a different Supervisor.

Click the checkbox next to the chosen **Application ID**.

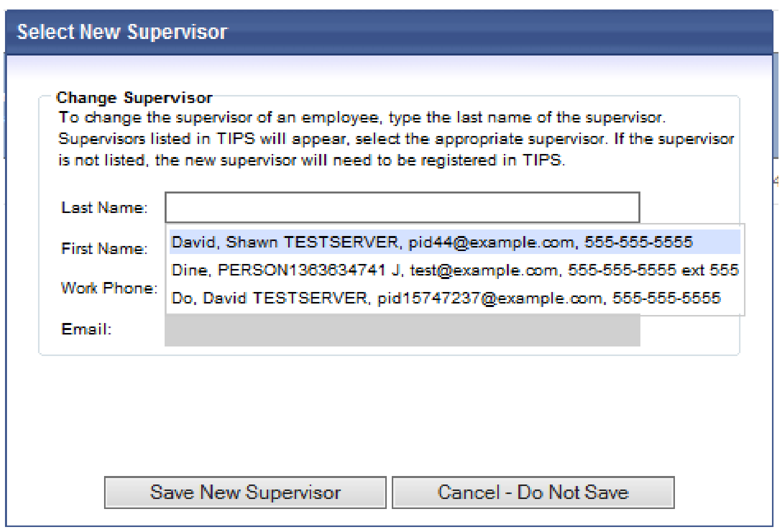
a. Click the **Actions** drop-down menu.

b. Select **Change Supervisor**



c. You can search for the Supervisor by Last Name.

d. Once selected you can press the **Save New Supervisor**.



6.7.3 Delete

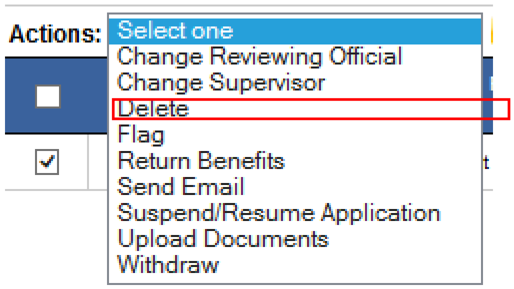
This action allows an RO to delete an application from TIPS, if they created the application and if it has not already been approved. Only a single Application ID can be deleted at a time and each Delete action requires a comment.

CAUTION: Once you delete an application, you cannot recover it.

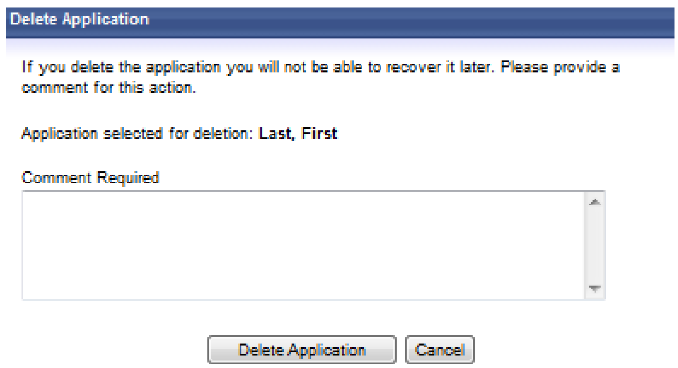
a. Click the checkbox next to the chosen **Application ID**.

b. Click the **Actions** drop-down menu.

c. Select **Delete**.



1. Enter a comment in the **Comment Required** box describing why the application was deleted.

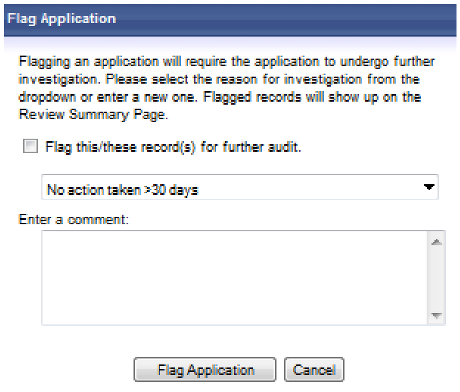


2. Click the **Delete Application** or **Cancel** button as appropriate.

Note: If you attempt to delete an application that you do not manage or that is not in a status of **Not Submitted**, a message is displayed to let you know you cannot delete this record. Click the **OK** button to return to the main **Reviewing Official** page.

6.7.4 Flag

This action allows you to flag an application for further review. You will need to provide a reason for this action. Once an application has been flagged, it will be listed in the **Review** tab, on the **Review** page. See section 7 Review Tab for more information.



a. Acknowledge the **Flag for Audit** statement by clicking the **Flag this/these…** checkbox.

b. Select a flag category from the drop down list that best describes the reason for the flag.

c. Enter text in the comment field, describing why you are flagging the application.

d. Click the **Flag Application** or **Cancel** button as appropriate.

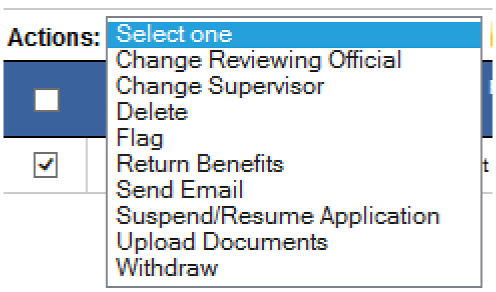
6.7.5 Return Benefits

This action allows an RO to record unused benefits that have been returned by the selected participant.

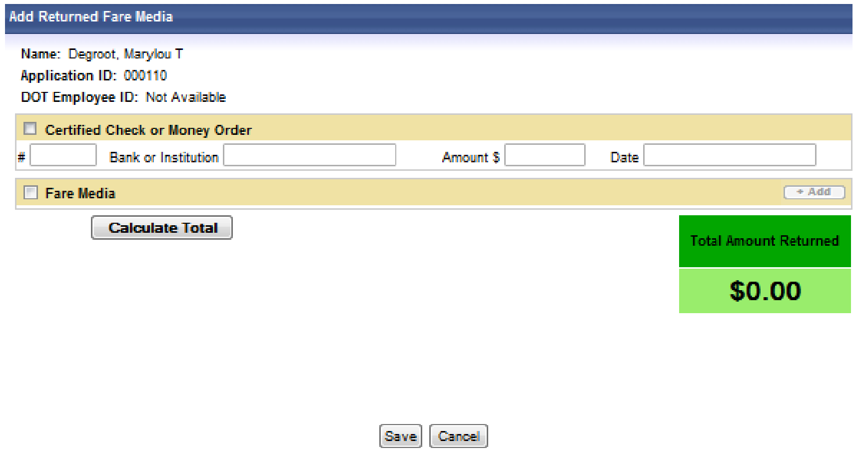
a. Click the checkbox next to the chosen **Application ID.**

b. Click the **Actions** drop-down menu.

c. Select **Return Benefits**



1. If you are reimbursing the fare media with a certified check or money order, click the checkbox next to Certified Check or Money Order and then enter the check or money order number, the name of the bank or institution it's from, the amount, and the check date.



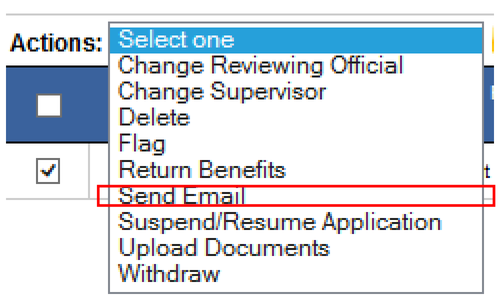
2. If you are returning the actual fare media, click the **Fare Media** checkbox and the **+Add** button and then enter the denomination and quantity of the fare media you're returning.
3. Click the **Calculate Total** button.
4. Click the **Save** or **Cancel** button as appropriate.

6.7.6 Send Email

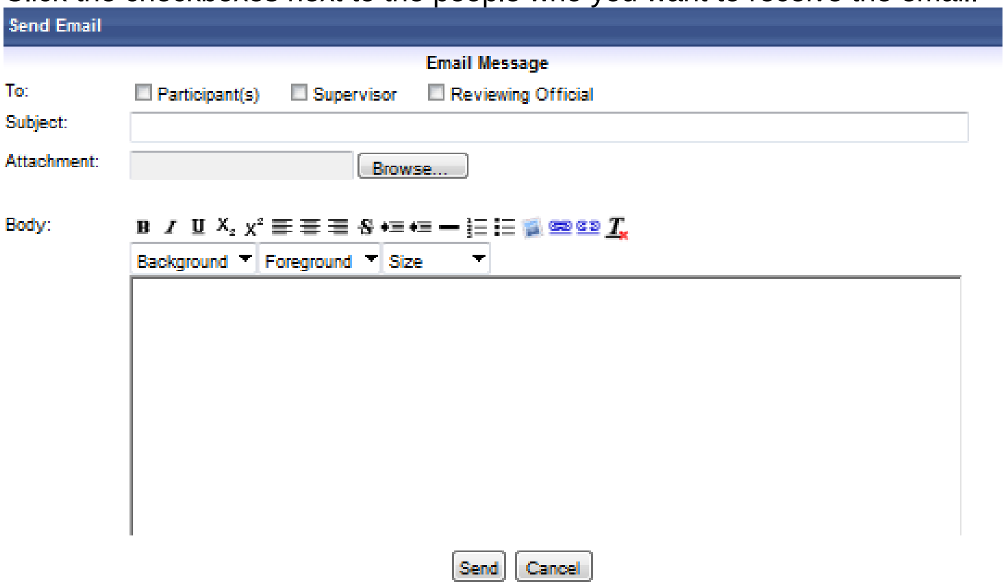
This action allows an RO to send an email to a Participant, Supervisor, or Reviewing Official about an application. The email will be captured in the participant's history which can be seen from the Application ID link, under the Application History menu item.

You can send email to more than one participant at a time by clicking the checkboxes next to the Application ID of each participant.

a. Click the checkbox(es) next to the chosen **Application ID(s)**.
b. Click the **Actions** drop-down menus.
c. Select **Send Email**.



d. Click the checkboxes next to the people who you want to receive the email.



e. Enter text in the **Subject** field.

f. If you have any attachments, click the **Browse…** button to locate and attach the file.

g. Enter the text of the message.

h. Click the **Send** or **Cancel** button as appropriate.

Note: Emails will only be sent to the applications selected on the results page currently displayed so if the RO is emailing to large groups of participants it is recommended that the "Results per Page" filter is set to 250 to return the most participants possible.

6.7.7 Suspend/Resume Application

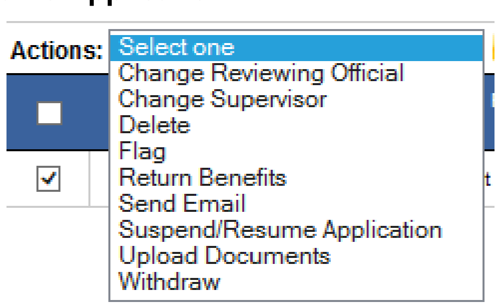
This action allows you to suspend the transit benefit account for a short-term period (i.e. less than 90 days). Use this action for a participant who will not be using mass transit during this period (e.g. extended TDY, maternity/paternity leave or temporary duty reassignments).

Note: Transit benefits will continue to be loaded to the debit card. It is the participant's responsibility to ensure that the debit card is not used during the suspended period. Participants will be responsible to repay the Federal Government for any transit benefit used during the suspended period.

a. Click the checkbox next to the chosen **Application ID**.

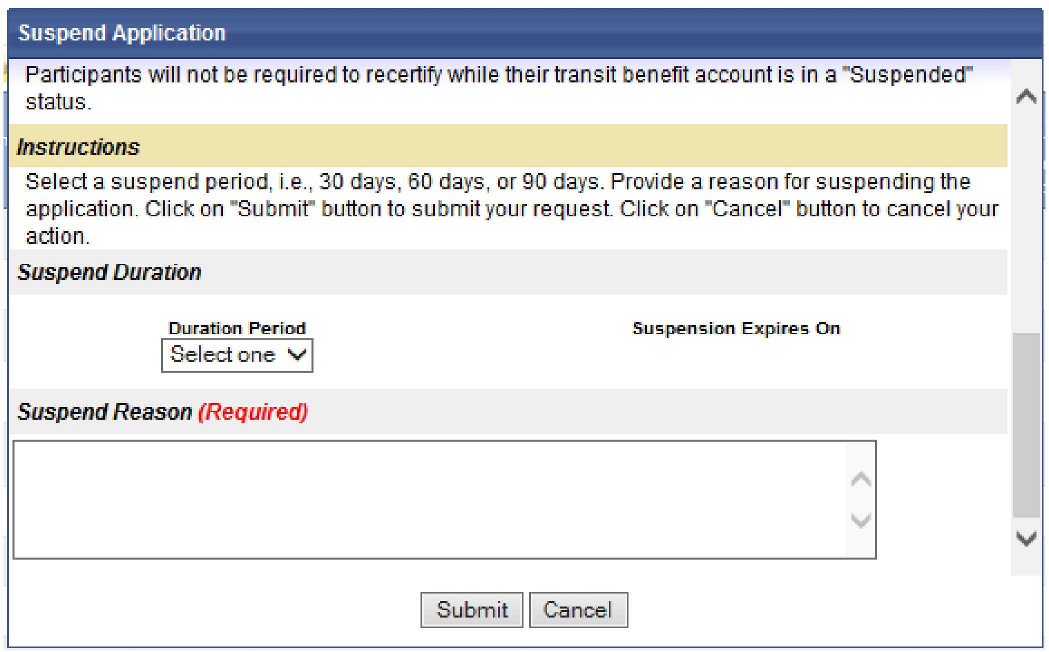
b. Click the **Actions** drop-down menu.

c. Select **Suspend/Resume Application**.



d. **Please Read** the Important notice.

e. Select the **Duration Period** and enter a **Suspend Reason.**



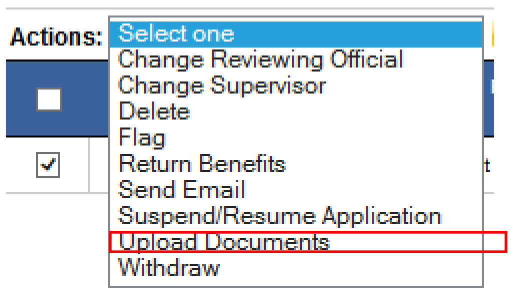
6.7.8 Upload Documents

This action allows you to upload any documentation regarding the selected application. For example, you are required to scan and upload a completed and signed paper application from the participant, or you may want to upload benefit costs validation information.

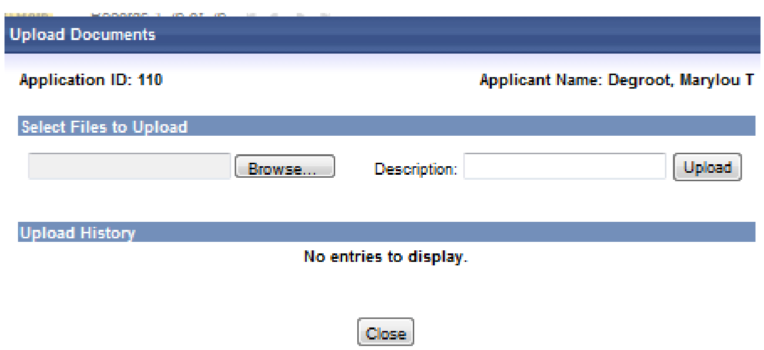
a. Click the checkbox next to the chosen **Application ID**.

b. Click the **Actions** drop-down menu.

c. Select **Upload Documents**.



d. Click the **Browse…** button to find and select a document.



e. Enter text to describe the document in the **Description** field.
f. Click the **Upload** button to upload the document.
g. If any other documents had been uploaded in the past for this application, they are listed under **Upload History**.
h. Click the **Close** button.

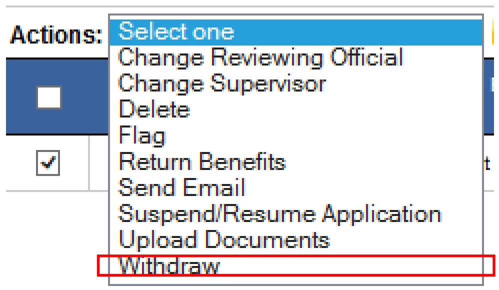
6.7.9 Withdraw

This action allows an RO to withdraw a participant from TIPS. This action requires a comment explaining the reason for withdrawing the participant, and it will send an email to the Participant, Supervisor, and Program Office. You can only withdraw a single Application ID at a time.

a. Click the checkbox next to the chosen **Application ID**.

b. Click the **Actions** drop-down menu.

c. Select **Withdraw**.



d. Enter text in the **Comment Required** box describing the reason for withdrawing the application.

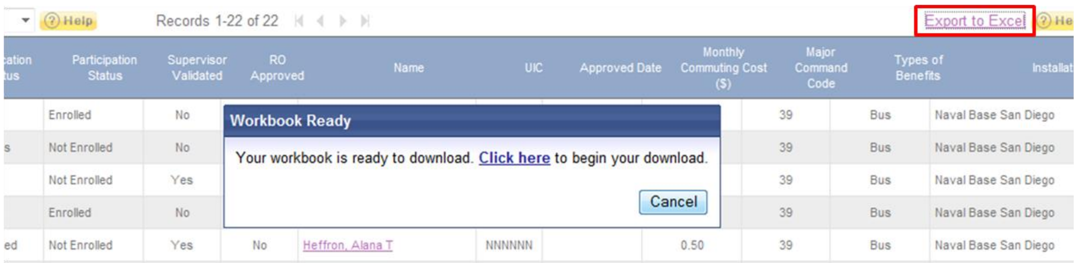
e. Click the **Withdraw Employee Benefits** or **Cancel** button as appropriate. A message is displayed if the application has the incorrect status for withdrawal.

f. Click the **OK** button to return to the main **Reviewing Official** page.

6.8 Export to Excel

This link on the Reviewing Official page allows the RO to export the search results to a Microsoft Excel file. This file will have the same fields, in the same order, that are displayed on the Reviewing Official Page, plus additional columns such as: approved date, modified date, and name of supervisor, each of which pertains to a particular application.

a. Click the **Export to Excel** button. This will display a window that states, "Generating Excel…", and then a window stating your workbook is ready to download.



b. Click the **Click here** link to begin to download your Excel file. This will display a question asking if you want to open or save your data, and three buttons.

1. Click the **Cancel** button to cancel the operation.
2. Click the **Open** button to open the spreadsheet which has just been created.
3. Click the **Save** button to save the spreadsheet to your computer.

c. If you click the **Save** button, a window will display that the download has completed, and it will display three buttons.

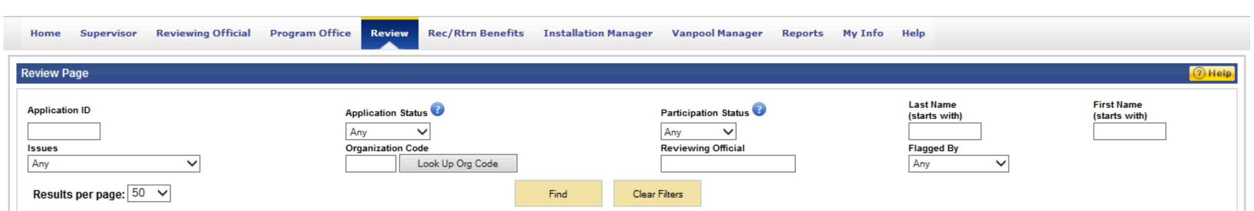
1. Click the **Open** button to open the spreadsheet.
2. Click the **Open folder** button to view the folder where the spreadsheet has been saved.
3. Click the **View downloads** button to see a list of all files that have been downloaded to your computer.

7 Review Tab

This tab displays a list of applications that have been flagged for follow-up and allows an RO to find one or more applications using any of a number of search criteria.

An RO may flag an application or TIPS may automatically flag one. To flag an application, an RO uses the Actions menu described in section 6.7.4.

TIPS automatically flags an application as a result of changes to information for the participant. For example, if the participant is no longer in DEERs, or address has changed, the application will be flagged for the RO to see if any adjustments need to be made. It is possible that the participant separated or retired without withdrawing from the program. TIPS also looks at trend data and flags any applications that are out of the ordinary.



7.1 Review Page - Find

If you click the **Find** button without entering any search criteria, you will see a list of all the records of participants in TIPS who have been flagged for review, for whom you are the RO.

To find specific information, enter various search and filter criteria, and then click the **Find** button.

7.2 Review Page - Results per page

The **Results per page** button allows the RO to choose how many results are seen in a single page. The default is 50, but the RO may choose to see 100 or 150 results per page instead.

7.3 Review Page - Search and Filter Criteria

Desired search and filter criteria may be used to narrow the search for applications to be reviewed. Search fields include Application ID, Last Name, First Name, and Reviewing Official. Drop down lists include Application Status, Participation Status, Issues, Organization Code, and Flagged By.

After entering one or more search and filter criteria, click the **Find** button to display the employees who match the entered search criteria. Records that match all criteria will be displayed.

7.4 Review Page – Clear Filters

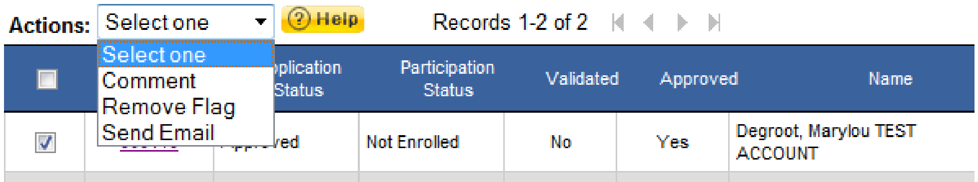
When an RO clicks this button, it will reset all search criteria to blank and drop-down lists to "Any". This works the same as the **Clear Filters** button on the Reviewing Official page.

7.5 Review Page – Application ID

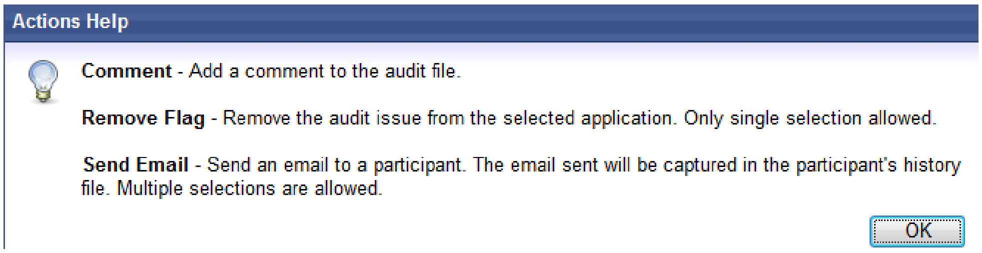
The **Application ID** on the **Review page** is just like the **Application ID** on the **Reviewing Official page**. It is a link which, when clicked, will open a new window and display the same read-only application for that participant and the same menu items. See section 6.5 more information.

7.6 Review Page - Actions

The **Actions** drop-down menu on the **Review** page allows a Reviewing Official to do several things regarding a particular application: Comment, Remove Flag, and Send Email to an applicant.



The **Help** button next to the **Actions** drop-down menu displays a list and description of these actions.



To take a particular action, you must first click the checkbox(es) by the names of the applicant(s) that the action pertains to.

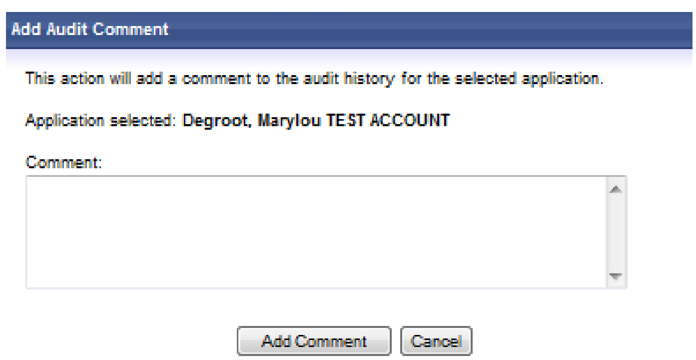
7.6.1 Comment

This action allows an RO to add a comment about an application that's been flagged for review. The comment will be added to the audit history for the selected application. This application works on one application at a time.

a. Click the checkbox next to the chosen **Application ID**.

b. Click the **Actions** drop-down menu.

c. Select **Comment.**



d. Enter text into the **Comment** field, and then click the **Add Comment** button, or the **Cancel** button, as appropriate.

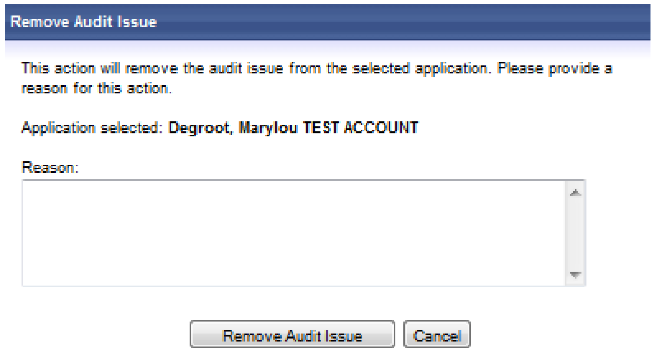
7.6.2 Remove Flag

This action allows an RO to remove an application from the Review Page. It works on one application at a time.

a. Click the checkbox to the left of the chosen **Application ID**.

b. Click the **Actions** drop-down menu.

c. Select **Remove Flag**.



d. Enter into the **Reason** field why you are removing the Audit Issue, then click the **Remove Audit Issue** button, or the **Cancel** button, as appropriate.

7.6.3 Send Email

This action allows an RO to send email to the Participant, Supervisor, or Reviewing Official about an application. The email will be captured in the participant's history. Click multiple Application IDs to send emails to multiple individuals.

a. Click the checkbox to the left of the chosen **Application ID**.

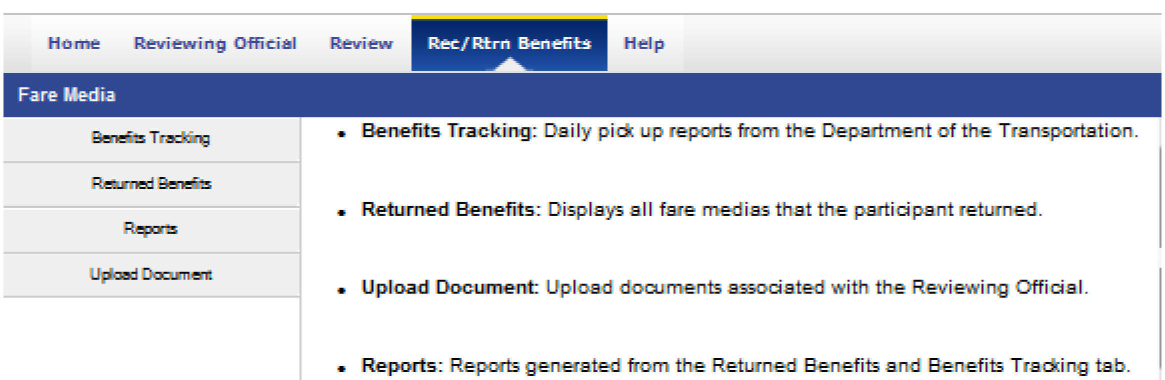
b. Click the **Actions** drop-down menus.

c. Select **Send Email**.

This action works the same as the **Send Email** action from the **Reviewing Official** page. See section 6.7.6 for more information.

8 Rec/Rtrn Benefits Tab

This tab displays the Fare Media page which allows an RO to return benefits, run reports, and upload documents. The Fare Media page describes the three actions that are available from this tab. **Note**: Benefits tracking is currently not available.

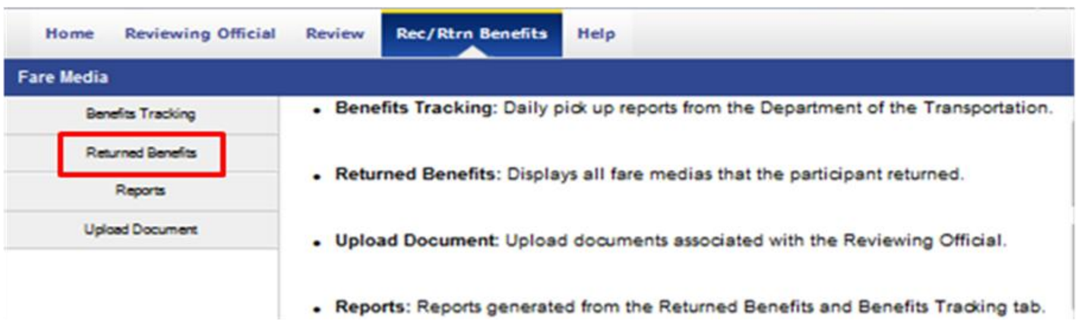


8.1 Returned Benefits

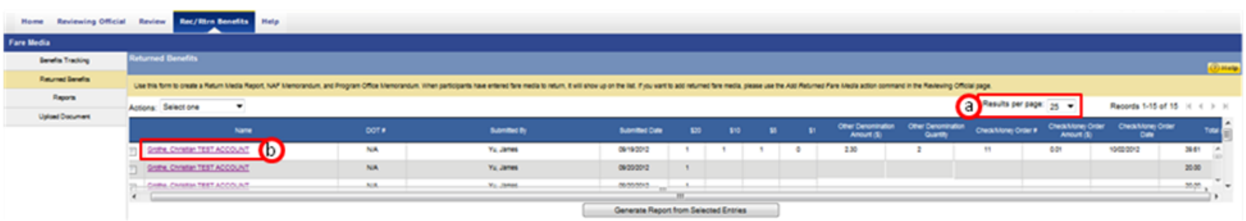
Using the **Returned Benefits** link on the **Fare Media** page, you can view a list of participants for which you are RO, who have entered benefits that have yet to be returned, whether they have yet actually turned in their unused benefits or not.

On the **Returned Benefits** page, you create a Return Media Report, Non-Appropriated Fund (NAF) Memorandum, and Program Office Memorandum to be sent with the fare media, check or money order.

Note: Once you generate a returned benefit report for a participant, the returned benefit is no longer displayed in the list on this page.



a. Click the **Returned Benefits** link on the **Fare Media** page. This displays the **Returned Benefits** page, with a list of applicants, and for each applicant, the amount returned, when, in what denominations, and by whom.



b. By default, 25 results are shown per page. Click the **Results per page** drop-down menu to select 25, 50, 100, or 150 results per page.

c. Click a **Name** link, on the **Returned** Benefits page, to display the application for the selected applicant in a new window. This is the same as that described in section 6.6 a.

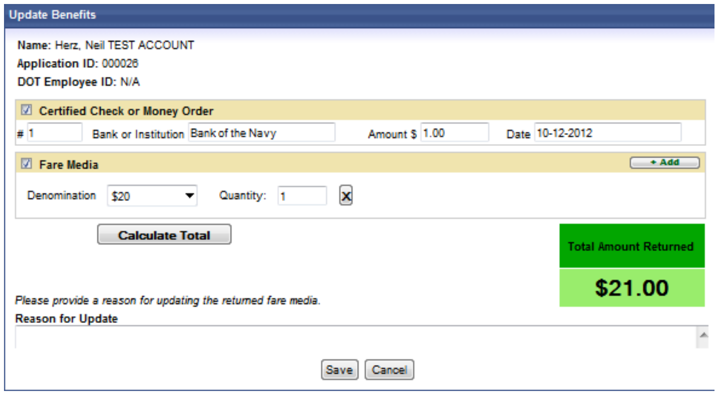
8.1.1 Returned Benefits - Actions

Use the **Actions** drop-down menu to edit an applicant’s benefits or to review an applicant’s application.

a. Click the checkbox next to a single participant’s name.

b. Click the **Actions** drop-down menu.

c. Select **Edit Returned Benefits** to display the participant’s benefits.



1. Edit the benefits fields, as previously discussed when entering new fare media, in section 6.7.5 .

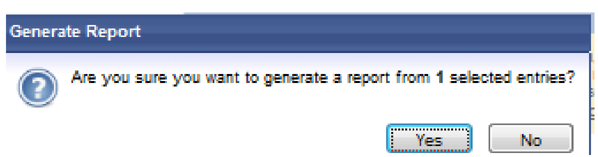
d. Select **Review Application** to display the application for the selected applicant in a new window. This is the same as that described in section 6.6.

8.1.2 Returned Benefits – Generate Report

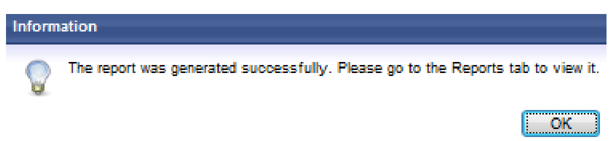
The **Generate Report from Selected Entries** button on the **Returned Benefits** page allows the RO to create three different reports for one or more applicants: the Media Returned Report, the NAF Memorandum Document, and the PO Memorandum Document. These reports will be displayed by clicking the **Reports** link discussed in section 8.2.

a. Click the checkbox(es) next to the participant's name(s) for whom you want to create the reports. Make sure you only select the participants for whom you are returning benefits; you can generate other reports later when you are ready to return benefits from other participants.

b. Click the **Generate Report from Selected Entries** button. A message asking you to confirm that you want to generate the report is generated.



c. Click **Yes**. You will see a message that the report is being generated, and then a message stating that the report is ready.



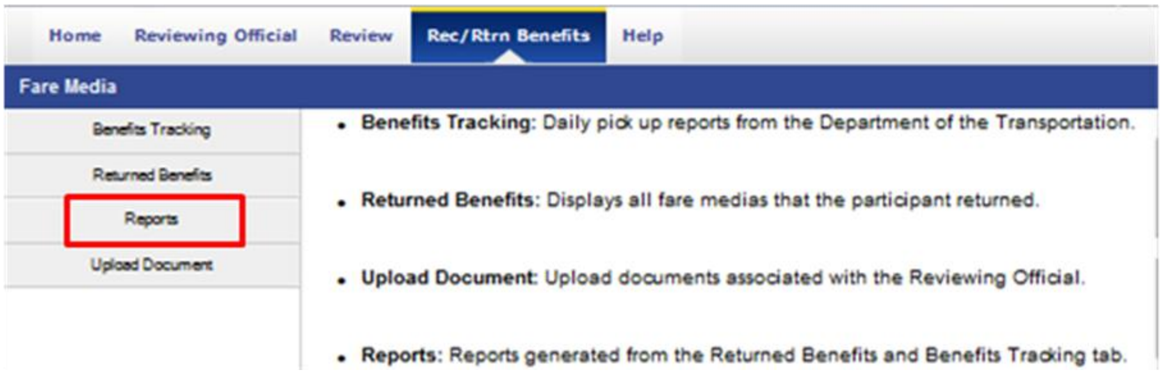
8.2 Reports

You can generate three kinds of reports regarding returned benefits for one or more applicants. **Media Returned Report** – an Excel spreadsheet for returning unused media to

DOT, for all employees for whom you are the RO. One tab is the media return form to be sent with the media. The other tab is the instructions for returning the media and form.

1. **NAF Memorandum Document** – a memorandum created in Microsoft Word for those participants you selected who are NAF participants. This memo is to be returned with check, or money order for unused benefits.
2. **PO Memorandum Document** - a memorandum created in Microsoft Word for those participants you selected who are non-NAF employees. This memo is to be returned along with a check or money order for unused benefits.

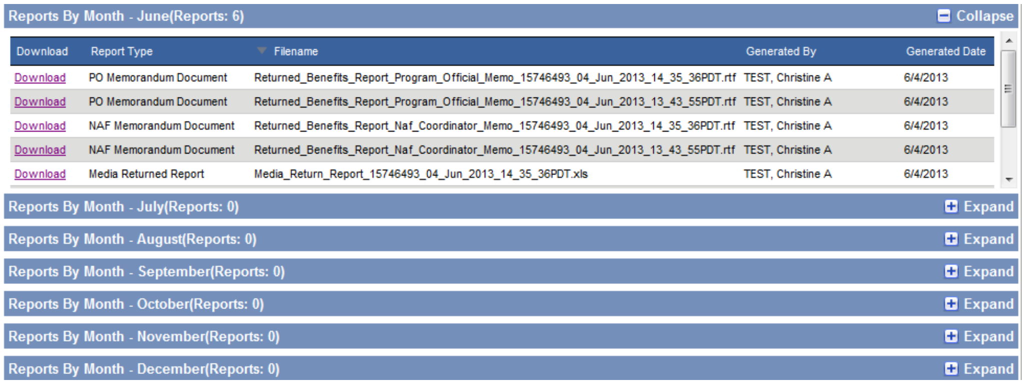
Note: Once you generate a returned benefit report for a participant, the returned benefit is no longer displayed in the list on the returned benefits page.



a. Click the **Reports** link on the **Fare Media** page. This displays the **Fare Media Reports** with folders for each month for the current year, and the number of reports that may be found for that month.

Click the **Year** drop-down menu and select a different year to find a report from a previous year, and then click the **Get Reports** button to display the months and number of reports per month, for the year you selected.

Click the **+Expand** button for a particular month to display a list of reports found in that month. (**Note**: You may have to use the scroll bar to see the complete list of reports in a month.)

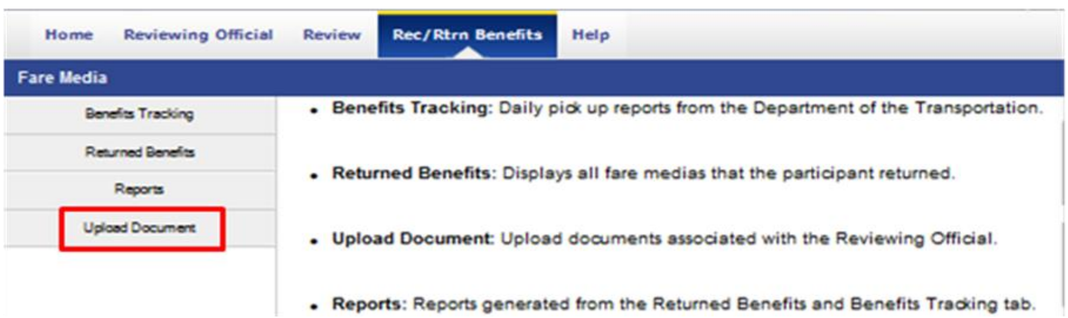


Click the **Download** button by a report to download that report. You will be prompted with, “Do you want to open or save…[the name of your report]?”.

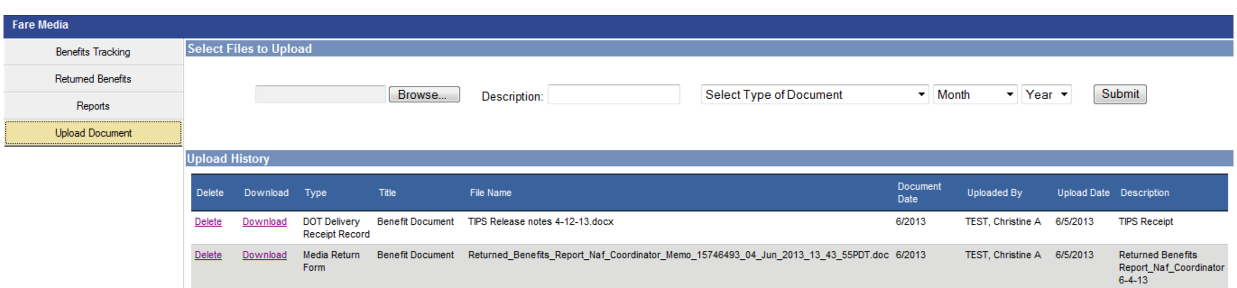
Click the **Open**, **Save**, or **Cancel** button as appropriate.

8.3 Upload **Document**

The **Upload Document** link on the **Fare Media** page allows an RO to upload any kind of document which is related to fare media. It also allows an RO to see a list of documents that have already been uploaded.



a. Click the **Upload Document** link on the **Fare Media** page. This displays a page with 2 panes, one that allows you to upload documents, and one that displays a history of previously uploaded documents.



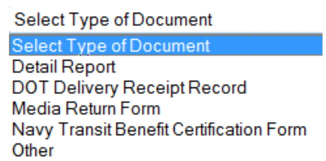
8.3.1 Select Files to Upload

Use the **Select Files to Upload** pane to upload documents.

a. Click the **Browse…** button to choose a file to upload.

b. In the **Description** field, enter a short description of the file you are uploading.

c. Click the **Select Type of Document** drop-down menu and then select the type of document you're uploading.



d. Click the **Month** drop-down menu and then select the month the document was created.

e. Click the **Year** drop-down menu and then select the year the document was created.

8.3.2 Upload History

In the **Upload History** pane, you will see list of documents you've uploaded in the past, which you have also not yet deleted from this pane.

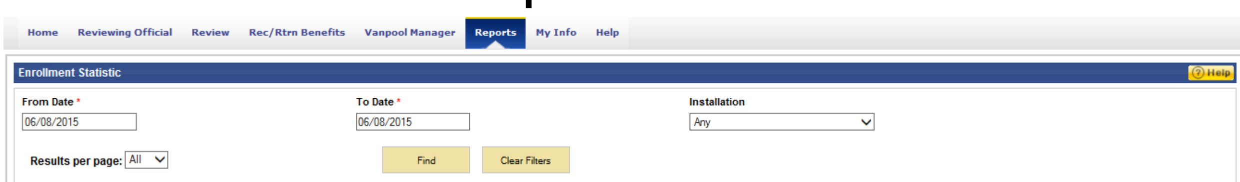
a. Click the **Delete** button to remove a document from the **Upload History** list.

b. Click the **Download** button to download a document.

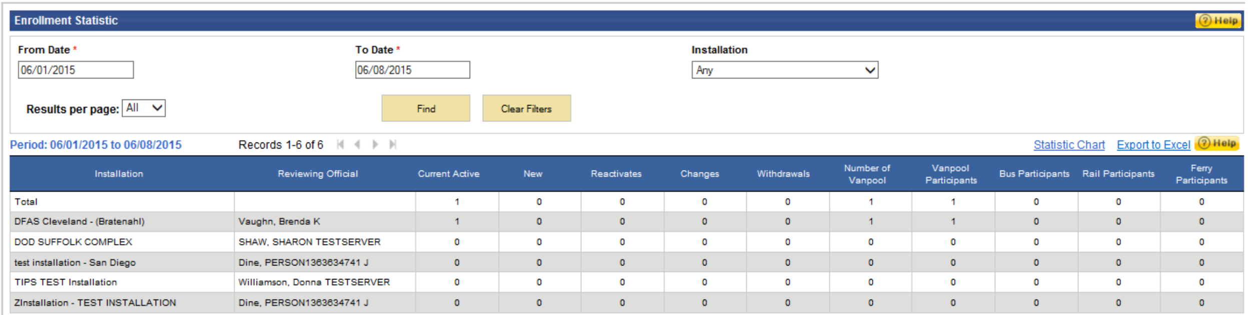
9 Reports Tab

This tab displays reports available for the Reviewing Officials.

9.1 Enrollment Statistics Report



a. Select the Reporting period by entering a date in the **From Date** and the **To Date** fields.
b. If you have more than one installation you can select the installation prior to generating the report.
c. Press the Find Button to generate the report.
d. Press **Export to Excel** to download results into Excel.



Enrollment Statistic

From Date * 06/01/2015 To Date * 06/08/2015 Installation Any

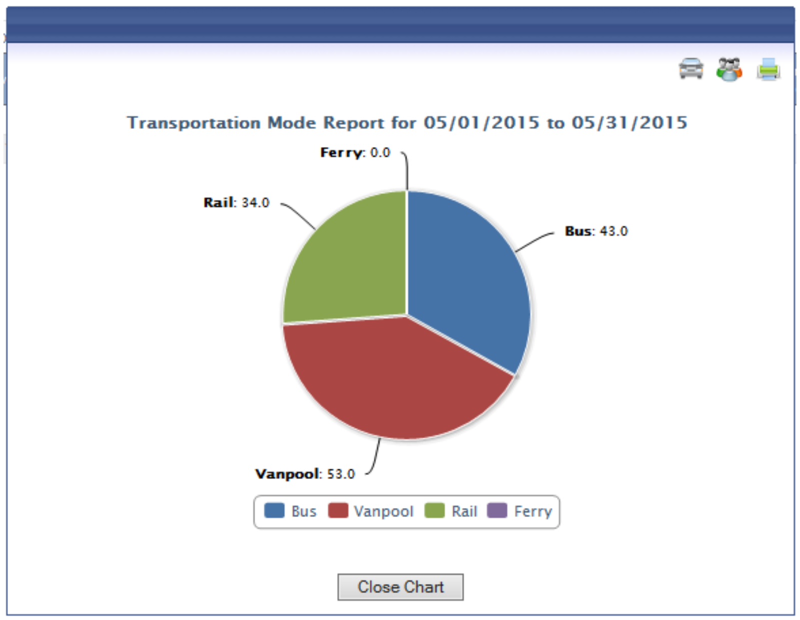
Results per page: All Find Clear Filters

Period: 06/01/2015 to 06/08/2015 Records 1-6 of 6 Statistic Chart Export to Excel Help

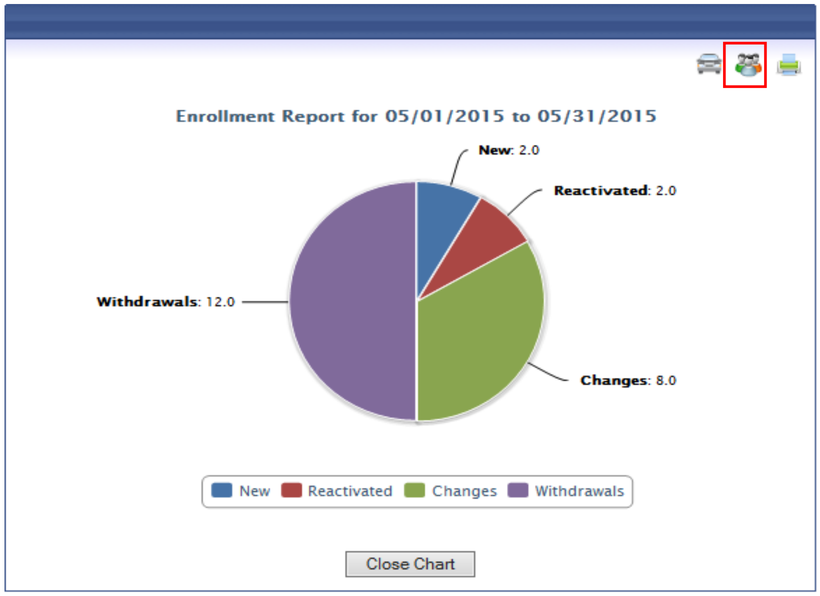
Installation	Reviewing Official	Current Active	New	Reactivates	Changes	Withdrawals	Number of Vanpool	Vanpool Participants	Bus Participants	Rail Participants	Ferry Participants
Total		1	0	0	0	0	1	1	0	0	0
DFAS Cleveland - (Bratenahl)	Vaughn, Brenda K	1	0	0	0	0	1	1	0	0	0
DOD SUFFOLK COMPLEX	SHAW, SHARON TESTSERVER	0	0	0	0	0	0	0	0	0	0
test installation - San Diego	Dine, PERSON1363634741 J	0	0	0	0	0	0	0	0	0	0
TIPS TEST Installation	Williamson, Donna TESTSERVER	0	0	0	0	0	0	0	0	0	0
ZInstallation - TEST INSTALLATION	Dine, PERSON1363634741 J	0	0	0	0	0	0	0	0	0	0

e. You may also select the **Statistic Chart** link in the right hand side to display the report graphically.

   i. Click on the Vehicle Icon to display chart by Transportation Mode

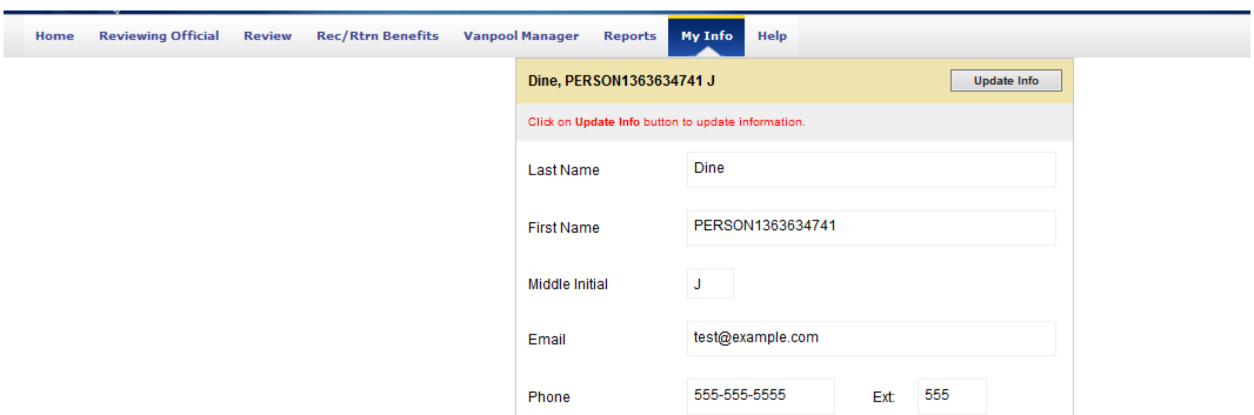


ii. Click on the People Icon to display chart by Application Status



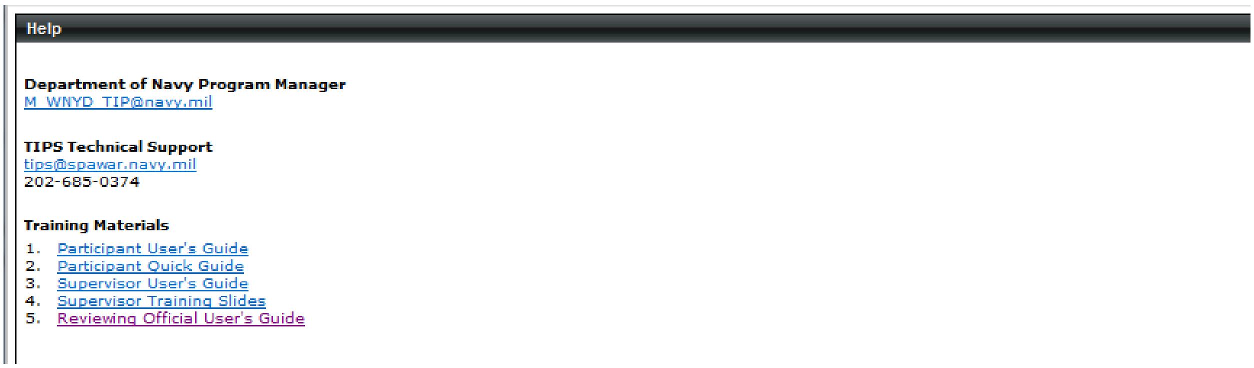
10 My Info Tab

The My Info Tab displays your contact information. Use this tab to make any changes to your contact information by clicking on **Update Info** button.



11 Help

The **Help** tab displays contact information or additional help.



12 Troubleshooting

12.1 RO gets Authentication Error

Please confirm that you have :

1. Completed the New Command Registration Form and sent it to the Program Office.
2. Attended and completed the RO Training.
3. Clicked on the Registration Link provided to you via email by the Program Office.

If you have completed all of the above items, then please contact the Help Desk at tips@spawar.navy.mil .

12.2 RO cannot see participant

First step is to ask the participant to verify they selected the correct installation. If they have listed an incorrect installation, you will need to contact the helpdesk at tips@spawar.navy.mil to reassign the application to your installation.

12.3 Supervisor cannot see participant

First step is to click the Application ID to verify the participant listed the correct information for supervisor name and email in the application. If not, return the application to the participant to update.

If supervisor information is correct, press the Email Supervisor button. See section 6.5i.

If you get an error message indicating that the token has already been taken. This indicates that the application has been linked to the supervisors account and they should see the application. Please ask the Supervisor to simply press the Find Button without any values entered in the search criteria.

Note: Occasionally, a supervisor is attempting to view an inactive application. If this is the case, please ask the supervisor to change the search criteria for Application Status from All Active to Any. This will enable the supervisor to see all applications (both active and inactive). The default search is for Active applications only.

13 Acronyms

CAC	Common Access Card
DEERS	Defense Enrollment Eligibility Reporting System
DOB	Date of Birth
DOD	Department of Defense
DOT	Department of Transportation
FAQ	Frequently Asked Questions
FM&C	Financial Management and Comptroller
FMO	Office of Financial Operations
NAF	Non-Appropriated fund
ONCR	Outside the National Capital Region
ORG	Organization
PDF	Portable Document Format (Adobe Acrobat file format)
POC	Point of Contact
RDO	Regular Day Off
RO	Reviewing Official
SPAWAR	Space and Warfare Systems Center
SSN	Social Security Number
TIPS	Transportation Incentive Program System
UIC	Unit Identification Code