



**UPCOMING ENROLLMENT DEADLINES:**



**Next:**  
**Tuesday, June 18, 2013**

**Future:**  
**Thursday, July 18, 2013**  
**Thursday, August 15, 2013**

**QUESTION OF THE MONTH:**

**What do I do if my TRANServe Debit Card is lost or stolen?**

Call JP Morgan Chase at 866-891-6951 to report the card lost or stolen immediately. JP Morgan Chase will then send your reviewing official a replacement card.

**CHANGE IS COMING. DO YOU HAVE A CHANGE FORM?**

Effective June 1, 2013, any changes submitted by the 25<sup>th</sup> of the month will be processed for the distribution or benefit load that will occur in the following month. If the change is an increase, the increased benefit amount will be available to use on the 1<sup>st</sup> day of the second month after the change is submitted. Over the last several months, the Department of Transportation has experienced an increased number of "making a change" forms and increase/decrease forms to update participant accounts. This increased volume and the recent proposed furlough notices

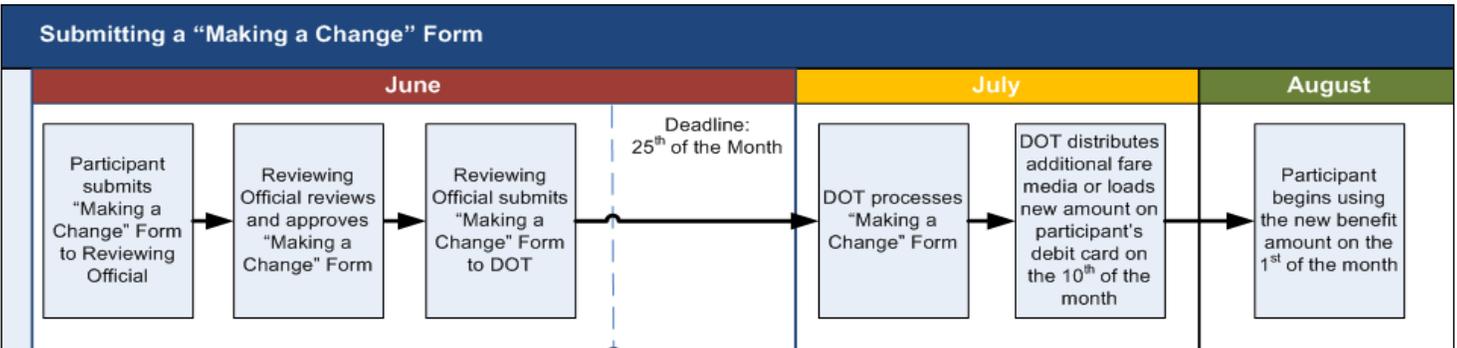
debit card is loaded for August or no later than 3 business days prior to the end of July if the participant receives physical fare media to purchase his or her mass transit. Changes submitted by 25 June will take effect for August commuting. Likewise, if a change is submitted between 26 June and 25 July, the change in the benefit amount will be loaded/distributed in August and will take effect on 1 September.

This policy change does not impact the deadline for new enrollees. The deadline for new enrollees will continue to be around the 18<sup>th</sup> of the month. The deadline for new enrollee applications **does** change from month to month, so reviewing officials should always check the monthly newsletter or website for specific upcoming deadlines.



**TIRED OF FAXING IN APPLICATIONS?**

The Office of Financial Operations announced in the January Newsletter plans to transition to a web-based application in 2013. More than eighty reviewing officials and alternate reviewing officials have attended a Defense Connect Online (DCO) training session, and many have begun using the web-based tool to process transit benefit applications. Hundreds of applications were processed during the month of May using the Transportation Incentive Program System (TIPS). All reviewing officials



has resulted in the need to move the change deadline up to the 25<sup>th</sup> of the month. In the past changes have been accepted up until the first day of the month for changes that would take effect on the first day of the following month. The new change deadline will allow DOT the necessary time to process all changes before the benefit load or distribution that will occur in the following month.

For example, an increase/decrease form that is submitted and approved by a local reviewing official by the 25<sup>th</sup> of June will be processed at the end June for a July distribution. The participant should expect the change in the benefit amount to arrive either on 10 July when his or her

will be invited to attend a training session in June or July. Once reviewing officials have completed the 90 minute training session, they will each be given a TIPS account typically within 24 to 48 hours after the conclusion of the training session. Once the reviewing official account is activated, participants in the program at that Installation will be able to submit new enrollee applications, submit changes and withdraw from the program all within the tool. There will no longer be a need to keep track of paper applications and keep track of which application type gets faxed to which fax number. Who even uses fax machines anymore? It's time to move transit benefits into the 21<sup>st</sup> century.

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