



**UPCOMING ENROLLMENT DEADLINES:**

**Next:**  
**Tuesday, September 23, 2014**  
*(for November benefit)*

**Future:**  
**Wednesday, October 22, 2014**  
**Wednesday, November 19, 2014**



**QUESTION OF THE MONTH:**

**My debit card is about to expire, will I get a new one?**

Yes, JP Morgan Chase will send a new card to your local reviewing official in advance of your current card's expiration date.

**MY VANPOOL PAYMENT FAILED**

Some vanpool participants are reporting that their September vanpool payment has failed and their vanpool company was unable to collect their transit benefit off their TRANServe debit card. In many of these cases, the participant recertified their transit benefit application in July and updated their certified commuting cost to the new amount that was approved when their vanpool was registered in the Transportation Incentive Program System (TIPS). However, TIPS is not integrated with the vanpool providers, so participants are required to also notify their vanpool company with the updated certified commuting cost so that the correct amount can be deducted from their cards. If the vanpool company attempts to charge more than is available on the TRANServe debit card the transaction will fail, and no funds will be applied to the vanpool invoice. For example, if vanpool participants were previously certified at \$130 but updated their certified commuting cost to \$122.80 before 25 July, each of the participant's debit cards would only be loaded with \$122.80. If the vanpool company was not notified, and they attempted to charge the previous amount of \$130, the transaction would fail. No benefits would be applied to the vanpool invoice. In this case, the participant should notify his or her vanpool company to provide the correct amount of \$122.80 so that the vanpool company can charge the correct amount. Participants must ensure that their debit card is properly charged before midnight on the 9<sup>th</sup> of the commuting month. Any funds remaining on the debit card at midnight on the 9<sup>th</sup> of the month are swept off by the Department of Transportation and forfeited for that month.

**HOW DO I UPLOAD MY VANPOOL RIDER LOG?**

Deputy Assistant Secretary of the Navy for Financial Operations memo dated 6 February 2012 requires all vanpools to maintain a rider log and submit that rider log to the local reviewing official by the 5<sup>th</sup> day of the month following the commuting month (i.e. 5 September for the August rider log). The Transportation Incentive Program System (TIPS) has an easy way to upload these logs to the vanpool registration to meet this

requirement. The vanpool coordinator or vanpool alternate coordinator can follow these easy steps to upload a rider log for their vanpool:

1. Login to TIPS as a participant:  
<https://tips.navy.mil>.
2. Select "My Registered Vanpools" from the menu on the left or scroll to the bottom of the screen.
3. Select the "Upload" button.
4. Select the "Browse" button and search for the rider log that you would like to upload.
5. Provide a description of the file like "Vanpool Log."
6. Select the correct month.
7. Select the correct year.
8. Select the "Upload" button.
9. Confirm that your rider log has been uploaded in the "Upload History."



**DO I HAVE TO BUY A MONTHLY BUS PASS?**

Department of Defense Instruction 1000.27 requires employees to purchase the most cost-effective combination of fare media available. What does that mean? Many transit authorities will provide different pass types to accommodate different commuting patterns. Transit authorities will often offer both daily and monthly passes. Generally, monthly passes are cheaper than 20 daily passes making it more cost effective to purchase the monthly pass. However, it may be more cost effective for an employee who has an alternate work schedule to purchase a pass type other than a monthly pass. For example, if a monthly pass costs \$90 and a daily pass cost \$5, then it is more cost-effective to purchase the monthly pass (\$90) than it is to purchase 20 daily passes (\$5 x 20 = \$100). However, if an employee teleworks on Tuesdays and Thursdays each week, then the most cost-effective pass type for his or her commuting pattern would be to purchase 12 daily passes (\$5 x 12 = \$60) rather than to purchase a monthly pass for \$90. Each employee will need to assess his or her commuting pattern and be aware of what pass types are available to ensure that they purchase the most cost-effective pass type.

**DEPARTMENT OF THE NAVY  
OFFICE OF FINANCIAL OPERATIONS CONTACT INFORMATION**

**PROGRAM MANAGER:** 202-685-0399  
**PROGRAM ASSISTANT:** 202-685-0374

**MAILING ADDRESS FOR MONEY ORDERS:**  
Director, Office of Financial Operations  
720 Kennon St., SE, Bldg 36, Rm 115  
Washington Navy Yard, DC 20374-5025  
ATTN: Transportation Incentive Program

**E-MAIL ADDRESS:** M\_WNYD\_TIP@navy.mil  
**APPLY ONLINE AT:** <https://tips.navy.mil>  
**TIPS HELP DESK:** 619-553-4684



**DEPARTMENT OF TRANSPORTATION  
TRANSERVE CONTACT INFORMATION**

**TRANSIT BENEFIT MANAGER:** 202-366-1641  
**ELECTRONIC MEDIA SUPPORT TEAM:** 202-366-9244

**MAILING ADDRESS FOR RETURNING VOUCHERS:**  
DOT/TRANServe  
1200 New Jersey Avenue, SE  
Room W12-190  
Washington, DC 20590  
ATTN: Budget & Finance Office

**JP MORGAN CHASE – LOST OR STOLEN CARD CONTACT NUMBER:**  
866-891-6951