



**UPCOMING ENROLLMENT DEADLINES:**

**Next:**  
**Monday, March 23, 2015**  
*(for May benefit)*

**Future:**  
**Wednesday, April 22, 2015**  
**Wednesday, May 20, 2015**



**MY TRANSERVE DEBIT CARD IS EXPIRING... HELP!**



In 2012 the Department of Transportation (DOT) transitioned most transit benefit participants to the TRANServe debit card to provide transit benefits electronically. Just like many other credit and debit cards, each TRANServe debit card has an expiration date that is typically three years after the date the card was issued. This means that many Transportation Incentive Program participants will need new cards in 2015. Don't worry! JP Morgan Chase and the DOT will automatically issue replacement cards to ensure that all participants continue to have access to their transit benefit.

DOT sends out a monthly debit card replacement report to all reviewing officials

who have a participant who is in need of a replacement debit card. Replacement cards are sent to the local reviewing official and should arrive by the end of the third week of the month that the card expires. Reviewing officials may receive cards for withdrawn participants due to JP Morgan's 180 day transaction activity rule. Reviewing officials may destroy cards that are received for former participants who are no longer enrolled in the program.

Since the replacement cards will likely arrive after 10<sup>th</sup> of the month, here are some tips participants can use to prevent the loss of any transit benefits:

1) Participants can use their current (expiring) card to make a transit pass purchase before they activate their new card, as long as the transaction is before the current card's expiration date. After the purchase is made for the upcoming commuting month, participants can activate their new card. This will automatically deactivate their old card. Starting with the 10<sup>th</sup> of the next month the transit benefits will be loaded on the participant's new card.

2) Participants can also wait for their new card to arrive. Once the replacement card is activated, any funding balance from the expiring card will be available on the activated replacement card until the 9<sup>th</sup> of the following month.

For additional information, please check out DOT's FAQ's available at: <http://transerve.dot.gov/debit-card.html>.

**MY APPLICATION STILL SAYS "NOT ENROLLED"**

The Transportation Incentive Program System (TIPS) has streamlined the transit benefit application process making it easier to apply for transit benefits and easier to track where your application is in the process. Unfortunately even with a streamlined process, transit benefits are not instantaneous. Once an application is approved by a local reviewing official it is transmitted electronically to the Department of Transportation (DOT). DOT then processes the application, enrolls the participant in the mass transit benefit program and initiates a benefit distribution, which typically comes in the form of a TRANServe debit card that is mailed to the participant's local reviewing official. Once the application has been enrolled in DOT's database, DOT sends the Department of the Navy a response confirming that the application has been enrolled. This response is what updates the participation status in TIPS. Depending on when an application is approved it may take a few weeks before DOT enrolls a participant in the mass transit benefit program. For example, an application approved on 10 March would be submitted to DOT with those applications approved prior to the the March deadline. DOT will typically respond around 10 April confirming that the application has been enrolled for May commuting. Participants should expect their participation status to be updated to "Enrolled" by the 10<sup>th</sup> of the month following deadline the application was approved by.



**IMPORTANT REMINDERS**

1. All participants are required to recertify their transit benefit application between the 1<sup>st</sup> and the 15<sup>th</sup> of every month.
2. Transit benefit accounts may be placed in a suspended status to accommodate short-term periods (less than 90 days) when a participant will not be using mass transit or a vanpool to commute to and from work and will be unable to recertify (e.g. extended TDY or leave greater than 2 weeks, maternity/paternity leave, or temporary duty station reassignment). Participants will not be required to recertify while their transit benefit account is in a "Suspended" status.
3. Participants with an application in a "Suspended" status are not authorized to use their transit benefit during that period.
4. All changes approved in TIPS by the 25<sup>th</sup> of the month will take effect on the 1<sup>st</sup> day of the second month (i.e. changes approved by 25 March will take effect on 1 May).

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

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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 **EMAIL:** [tips@spawar.navy.mil](mailto:tips@spawar.navy.mil)



**DEPARTMENT OF TRANSPORTATION  
TRANSERVE CONTACT INFORMATION**

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