



**UPCOMING ENROLLMENT DEADLINES:**



**Next:**  
**Wednesday, May 20, 2015**  
*(for July benefit)*

**Future:**  
**Tuesday, June 23, 2015**  
**Wednesday, July 22, 2015**

**TIPS DEVELOPMENT TEAM RELEASES UPDATE**

The Transportation Incentive Program System (TIPS) has a team of technical developers that continuously work to ensure that TIPS is operating correctly. This team releases an update every eight weeks to resolve bugs and address issues that participants and reviewing officials report from the field.

The early May update fixed some bugs and updated a few of the tools that reviewing officials use. Reviewing officials can now filter by a participant's eligibility date and major command on the "Reviewing Official" tab. This will help reviewing officials answer participant questions regarding when their transit benefit will begin. In addition, this release added the name of the participant's transit authority and the type of fare media a participant uses to the export file on the "Reviewing Official" tab. This will help reviewing officials manage their participants by providing an easy way to see who is using which transit authority.

Under the "Reports" tab, reviewing officials can now run an enrollment statistics report that provides helpful metrics for each local program. The report features a pie chart that breaks down participants by the mode that they have selected. Reviewing officials can also run a report that shows the number of applications they have processed during a specific period. For example, a reviewing official can see how many "New," "Reactivate," "Change" and "Withdraw" applications have been processed over the last month or last year. Reviewing officials can use these metrics to communicate to leadership what they have accomplished.



Department of Defense Instruction 1000.27 requires a participant's supervisor to validate his or her transit benefit application. Supervisors must use TIPS to validate that the participant's personnel information is correct in the application. Some supervisors have not yet validated their employee's information and others have not yet created a supervisor's account in TIPS. When a participant identifies his or her supervisor in TIPS, the system sends an email to the supervisor inviting him or her to create a supervisor account in TIPS. In this latest release, the system will now re-send this email every seven days until the supervisor creates an account in TIPS. Reviewing officials should encourage supervisors to validate applications in TIPS in a timely manner to prevent a delay or disruption in transit benefits.

**MONTHLY RECERTIFICATION CONTINUES**

Participants are required to recertify between the 1<sup>st</sup> and 15<sup>th</sup> of every month (beginning on their eligibility date) to 1) confirm that the information in their application is correct and 2) certify that they are still using mass transit to commute to and from work. The Transportation Incentive Program System (TIPS) will automatically withdraw participants who do not recertify by the 15<sup>th</sup> of the month. This may result in a delay or disruption in transit benefits even if a participant quickly reactivates his or her account. (Note: if a participant is withdrawn in TIPS, the Department of Transportation does not immediately sweep all remaining benefits off the participant's card. Any benefits loaded at the time of the withdrawal will remain on the card until the 9<sup>th</sup> of the following month.) If a participant does not have an approved application on the 25<sup>th</sup> of the month, his or her TRANServe debit card will not be loaded on the 10<sup>th</sup> of the following month. For example, if a participant does not recertify by 15 May, he or she will be withdrawn shortly thereafter. If the participant remains withdrawn (or the reactivated application remains not approved) on 25 May, then the participant's TRANServe debit card will not be loaded on 10 June. The participant will then not have transit benefits for July commuting. Since this participant was withdrawn around 15 May (after his or her June transit benefit was loaded), the participant will continue to have access to their June benefit through midnight on 9 June.

Participants who are unable to recertify between the 1<sup>st</sup> and the 15<sup>th</sup> due to extenuating circumstances should suspend their transit benefit application. For more information on how the "Suspended" status works, please check out the January 2015 newsletter.

**WAIVER REQUIRED FOR VOUCHERS BEYOND JUNE**

The Department of the Navy requires all participants to transition to electronic transit benefits via the TRANServe debit card or other approved electronic platforms effective 1 July 2015. Physical vouchers will no longer be available for distribution unless a waiver is granted in writing by the Office of Financial Operations for a specific transit provider.

Participants who currently receive physical fare media or receive reimbursement for mass transit commuting expenses via a standard form 1164 should transition to the TRANServe debit card or other electronic benefits (i.e. ORCA card) by 25 May 2015 to ensure their transit benefits will be available by 1 July 2015.

Participants whose transit provider are not yet ready to transition to electronic benefits must submit a waiver request in writing to FMO via their local reviewing official. Waiver requests should include the name and contact information of the transit authority or vanpool company that does not accept electronic benefits. The participant must certify that no other transit authority or vanpool company offers comparable services that would allow the participant to commute to and from work. Waiver requests may be sent via encrypted email to M\_WNYD\_TIP@navy.mil, or faxed to 202-685-6765. Transit authorities and vanpool companies that would like to accept the TRANServe debit card may contact the Department of Navy's transit benefit manager at 202-366-1641 for assistance.

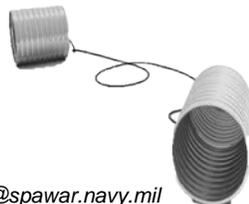
**DEPARTMENT OF THE NAVY  
OFFICE OF FINANCIAL OPERATIONS CONTACT INFORMATION**

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



**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

