



UPCOMING ENROLLMENT DEADLINES:

Next:
Wednesday, July 22, 2015
(for September benefit)

Future:
Friday, August 21, 2015
Wednesday, September 23, 2015



TIPS GETS NEW LOGIN BUTTONS



The Transportation Incentive Program System's (TIPS) login page is getting a face lift. Instead of two blue buttons that say "Log In," the site will now sport three login buttons – one for participants, one for supervisors and one for reviewing officials. The top blue login button is for participants. Supervisors will use the silver button in the center of the page and reviewing officials (RO) will use the bottom silver button to "Sign in as an RO."

On occasion participants and supervisors have confused the two login buttons that look the same, so this design change will help participants correctly login into TIPS and direct supervisors to the right access point.

SUPERVISORS REQUIRED TO VALIDATE APPLICATIONS

Department of Defense Instruction 1000.27 requires an employee's supervisor to validate his or her transit benefit application. Supervisors are required to validate the following information:

- employee's eligibility
- command, UIC, or organization code
- work location
- work schedule
- appropriation

But how does my supervisor even know that he or she needs to validate my application? When an employee completes a transit benefit application, he or she is required to enter the information for his or her supervisor into the supervisor fields in the application. As the employee begins typing his or her supervisor's name, the Transportation Incentive Program System (TIPS) will attempt to locate the supervisor in the system to help autofill the fields. This works similar to how your email client might autofill the email address of someone in your address book when you start typing their name. If the system doesn't recognize the supervisor's name and there is no match in the autofill list, then the participant simply completes the supervisor fields with his or her supervisor's information. Either way, whether the applicant selects the supervisor from the autofill list or types all the information into the system, the supervisor will receive an email notification to validate the employee's application. The first time a

supervisor is entered into TIPS, he or she will receive a supervisor registration email to link his or her Common Access Card (CAC) to the employee's transit benefit application. There is special hyperlink in the TIPS-generated email that allows this to process to occur seamlessly.

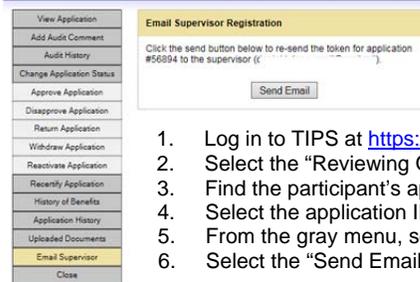
Is your supervisor having trouble locating this email? Three common issues prevent supervisors from successfully validating their employee's transit benefit application:

1. **The supervisor's email was entered incorrectly.** One of the most common errors is that the supervisor's email address is wrong in the employee's application. Don't guess your supervisor's email address. It may not be their first and last name at "navy.mil." It may include their middle initial or have a number included in the email. Confirm that the supervisor's email is correct in the application.
2. **The system-generated email ends up in the junk folder.** Many email clients will flag system-generated emails as "junk" or "spam." The supervisor should check his or her "junk" folder to ensure that the email was not flagged as "junk."
3. **The supervisor deleted the email.** Whoops! It happens. Supervisors are flooded with emails on a daily basis. If they are not familiar with the transit benefit program, they may just delete the email not realizing that an action is required. If this happens, contact your local reviewing official. He or she will be able to re-send the email notification to the supervisor.

Participants should work with their supervisor to ensure that their transit benefit application is properly validated to prevent any kind of disruption or delay in their transit benefit.

RE-SENDING THE SUPERVISOR NOTIFICATION EMAIL

If a supervisor cannot find the original invitation email from the Transportation Incentive Program System (TIPS), the participant's reviewing official can re-send the email from the participant's application in TIPS by taking the following steps:



1. Log in to TIPS at <https://tips.navy.mil>
2. Select the "Reviewing Official" tab
3. Find the participant's application
4. Select the application ID for the participant
5. From the gray menu, select "Email Supervisor"
6. Select the "Send Email" button to re-send the email

If the "Send Email" button does not appear in the participant's application that means the supervisor has been successfully connected to the participant's application. If this is the case, the supervisor is able to log into TIPS to review and validate the participant's application. If the supervisor is still having issues, they should contact the technical help desk at tips@spawar.navy.mil.

**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



**DEPARTMENT OF TRANSPORTATION
TRANSSERVE CONTACT INFORMATION**

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

MAILING ADDRESS FOR RETURNING VOUCHERS:
DOT/TRANSServe
1200 New Jersey Avenue, SE
Room W12-190
Washington, DC 20590

JP MORGAN CHASE:
LOST OR STOLEN CARD CONTACT NUMBER: 866-891-6951
TRANSACTION HISTORY ACCOUNT ACCESS: <https://ucard.chase.com>