



**UPCOMING ENROLLMENT DEADLINES:**



**Next:**  
**Wednesday, September 23, 2015**  
*(for November benefit)*

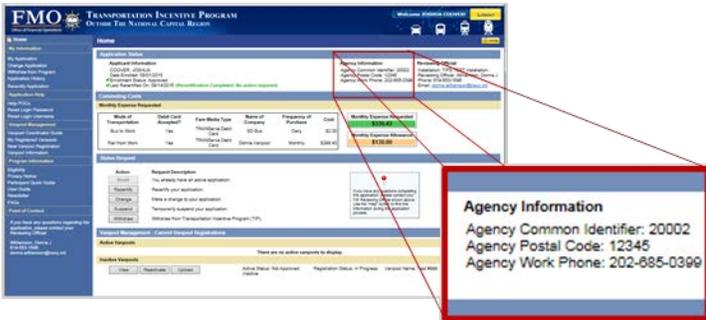
**Future:**  
**Wednesday, October 21, 2015**  
**Wednesday, November 18, 2015**

**HOW DO I ACTIVATE MY DEBIT CARD?**

Participants are required to activate their TRANServe debit cards once they pick them up. Debit cards do not have a monetary value until they are activated by the participant. Participants can activate their debit card by calling JP Morgan Chase at 1-866-891-6951 (1-866-650-8275 for the hearing impaired). When participants call to activate the debit card, they should be prepared to answer up to three security questions. What are the security questions? JP Morgan Chase typically asks for two of the following three pieces of information:

1. Agency Common Identifier
2. Agency Postal Code or Zip Code
3. Agency Work Phone Number

This information is specific to the participant's application. Participants can confirm their agency common identifier, zip code, and phone number by logging into the Transportation Incentive Program System (TIPS). TIPS displays the information at the top of the participant's application. This is the information provided to JP Morgan Chase as the answers to the three security questions.



But what if the JP Morgan Chase customer service representative asks me for a PIN? What is my PIN? The PIN is a four-digit number that the participant creates to access his or her JP Morgan Chase account online. The PIN should be kept in a secure location and not revealed to anyone. Neither the Office of Financial Operations nor the Department of Transportation know or have access to a participant's JP Morgan Chase PIN. JP Morgan Chase requires the participant to use the PIN to check

their balance, review transaction history, change their PIN, and contact customer service for other questions. So if a participant is being asked for a PIN, this is something that the participant has set up directly with JP Morgan Chase when he or she called or created an account online to activate his or her card.

**I FORGOT TO RECERTIFY - WHAT HAPPENS NOW?**



Participants are required to recertify their application each month between the 1<sup>st</sup> and the 15<sup>th</sup> of the month. What happens if a participant forgets to recertify? On the first business day after the 15<sup>th</sup>, the Transportation Incentive Program System (TIPS) will withdraw all applications that have not been recertified during the previous recertification period or that have not been placed in a suspended status. If a participant is withdrawn for not recertifying, an email notification will be sent to the participant email address in their application and the corresponding note will be placed in their application history. Any participant who is withdrawn for not recertifying his or her application may experience a delay or disruption in his or her transit benefit.

But what if the participant reactivates his or her application right away? Participants can reactivate their application right away, but the application will need to go through the same review and approval process that the original application went through to receive benefits initially. Depending on when the application is approved by the local reviewing official will depend on when transit benefits will be loaded to the participants debit card for commuting.

What if the participant reactivated his or her account, but the system said that his or her eligibility date is still six weeks away. Does he or she really need to wait six weeks to get a transit benefit again? In most cases, no. For example, if the application was withdrawn on the 16<sup>th</sup> of the September, and was reactivated on the 17<sup>th</sup> and is approved the same day, TIPS will update the participant's eligibility date to 1 November 2015 since the application was approved by the September application deadline. But that doesn't mean the participant won't have an October transit benefit. October transit benefits were loaded onto the debit card on 10 September. The withdrawal action does not affect any benefits already loaded to the debit card, so even though the participant was withdrawn on 16 September, his or her October benefit remains available on the debit card until it is used or until midnight on the 9<sup>th</sup> of October. Therefore, the participant would still have access to his or her October benefit even as he or she waits for the Department of Transportation to re-enroll the card in the program and provide a transit benefit for November.

It is important to note that if a participant's application is withdrawn for not recertifying by the deadline and the application is not reactivated and approved by the next monthly deadline, the participant will experience a disruption in his or her transit benefit. TIPS sends out four monthly reminders to every participant who needs to recertify. Be sure to recertify so that your transit benefit will be there when you need it.

**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

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

