



**UPCOMING ENROLLMENT DEADLINES:**



**Next:**  
**Wednesday, March 23, 2016**  
*(for May benefit)*

**Future:**  
**Thursday, April 21, 2016**  
**Monday, May 23, 2016**

**VANPOOL RECERTIFICATION**

The newly revised vanpool policy released by the Deputy Assistant Secretary of the Navy for Financial Operations in December 2015 requires all vanpools to identify a vanpool coordinator to register the vanpool in the Transportation Incentive Program System (TIPS). Once registered, vanpool coordinators are required to review and recertify the registration quarterly to ensure that the vanpool record is current and up-to-date. During the vanpool recertification, vanpool coordinators will need to upload a new invoice for the current recertification period. The invoice must support the pricing information reported in TIPS and must not reflect a credit balance on the invoice. If the invoice is a group invoice, the estimated gas price per gallon should also be updated to reflect the current gas price in the area.

**When will the quarterly vanpool recertification begin?** The first quarterly recertification period will begin on 1 April 2016. Vanpool coordinators will have 45 days to recertify their vanpool record. All vanpools must be recertified by 15 May 2016. Subsequently vanpools will be required to recertify once during each of the below quarterly recertification periods each year:

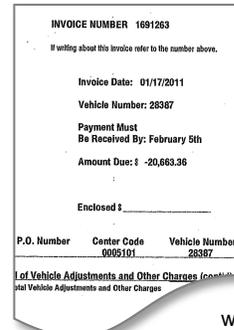
- 1 January through 15 February
- 1 April through 15 May
- 1 July through 15 August
- 1 October through 15 November

**How will vanpool coordinators recertify?** TIPS isn't ready yet, but by 1 April 2016, there will be a new "RECERTIFY" button under the vanpool management section in TIPS. Vanpool coordinators will select this button and review the vanpool registration, update any fields that need to be updated, upload new financial documentation and then recertify. The whole process should be quick and easy.

**What will happen if my vanpool isn't recertified?** TIPS will automatically deactivate any vanpool that does not recertify by the recertification deadline. If that happens, vanpool coordinators will need to reactivate the vanpool registration to prevent a delay or disruption in transit benefits for participants in the vanpool. TIPS will notify participants if their vanpool is deactivated, and the participant's transit benefit applications will be returned for them to select a different vanpool or to work with their vanpool coordinator to reactivate the original vanpool.

**Will vanpool coordinators be reminded to recertify?** Yes, vanpool coordinators will receive a notification from TIPS that a vanpool recertification period has begun. Vanpool coordinators will also receive several reminders throughout the recertification period until they have successfully recertified.

**What is a credit balance on a vanpool invoice?** Many vanpools that use a group pricing model have variable costs each month depending on the number of days the van is used or how many times the van fuels up, etc. Since there are some variable costs, the group vanpool invoice varies from month-to-month. TIPS uses estimated data in the vanpool registration to calculate the certified commuting cost for a seat in the vanpool. This estimate is typically higher than the actual monthly per seat commuting cost to accommodate normal monthly fluctuations. For example, a 10-passenger van may have a certified commuting cost of \$120 per seat. However, when the vanpool receives their invoice for April, the amount due is \$1100 because they didn't use as much fuel as they expected. In this case, if all 10 riders used the full \$120 transit benefit to pay this invoice, they would pay \$1200 instead of the amount due of \$1100. This would create a credit balance on the invoice of \$100. Credit balances are no longer permitted. If this practice recurred each month, the amount due on the invoice in a subsequent month would be less than the amount charged during that month, which would indicate the invoice has a credit balance. So how does a vanpool prevent a credit balance? The best practice is to divide the amount due on the invoice by the number of seats in the vanpool or riders (whichever is greater) and have each participant use that amount of transit benefits from their TRANServe debit card to pay the invoice. This practice will eliminate any credit balance and prevent a credit balance from accruing on the invoice.



**DOT PLANS TRANSITION TO NEW CARD PROVIDER**

The Department of Transportation announced on 22 February 2016 that in the coming months TRANServe will transition from the current financial institution, JP Morgan Chase (JPMC), to a new financial institution. The new institution has not yet been selected.



As part of the transition process, transit benefit participants will receive or have received TRANServe debit cards with an abbreviated expiration date. For example, cards previously expiring every three years will now expire in one year. This is occurring in order to enable a smooth transition from JPMC to the new financial institution. More information will be provided in the coming months including the name of the new financial institution and the process for the transitioning to the new cards.

**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:**  
Office of Financial Operations  
c/o Field Support Activity  
1013 O St., SE, Bldg 166, Suite 301  
Washington Navy Yard, DC 20374  
ATTN: Transportation Incentive Program

**E-MAIL ADDRESS:** TIP@navy.mil  
**APPLY ONLINE AT:** <https://tips.navy.mil>  
**TIPS HELP DESK 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>

