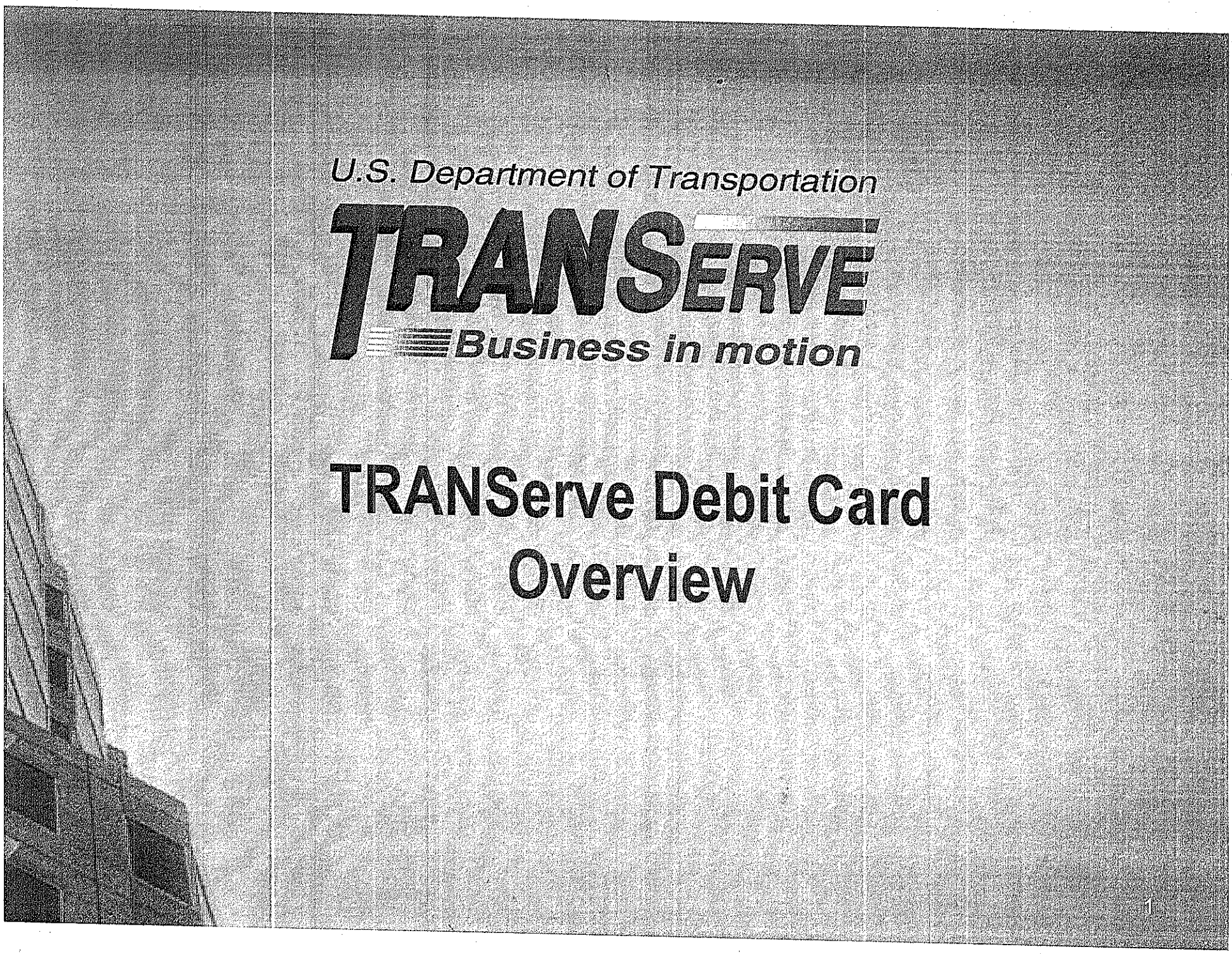

U.S. Department of Transportation
TRANSERVE
Business in motion
TRANServe Debit Card
Overview

What is the TRANServe Debit Card?

- The TRANServe debit card is a ***Visa-branded debit card*** that provides your transit benefit electronically.
- TRANServe's Counsel has been working closely with Counsel from the U.S. Treasury Department, Financial Management Services and Internal Revenue Service to ensure regulatory compliance of the debit card.
- The debit card uses restricted merchant category codes to safeguard transit benefits from fraud, waste, and abuse.

Why Change From Paper Fare Media?

- The US Department of Transportation TRANServe is shifting its distribution methodology away from paper fare media to electronic fare media to ***tighten internal controls*** and ***support Green Government***.
- Transit authorities across the nation are moving away from paper fare media and are implementing electronic fare media such as the Orca, "Q", SmarTrip & Breeze cards.
- The primary goal of the transition to Electronic Fare Media is to use a single fare media delivery system that offers enhanced internal controls to preserve the transit benefit by deterring waste, fraud, and abuse.

TRANServe Debit Card Advantages

Internal Controls

- Participant's name on card
- Robust vendor system
- Widely accepted by transit authorities
- Fraud, waste, and abuse reporting
  - TRANServe notifies agencies of suspected misuse.

Advantages Continued:

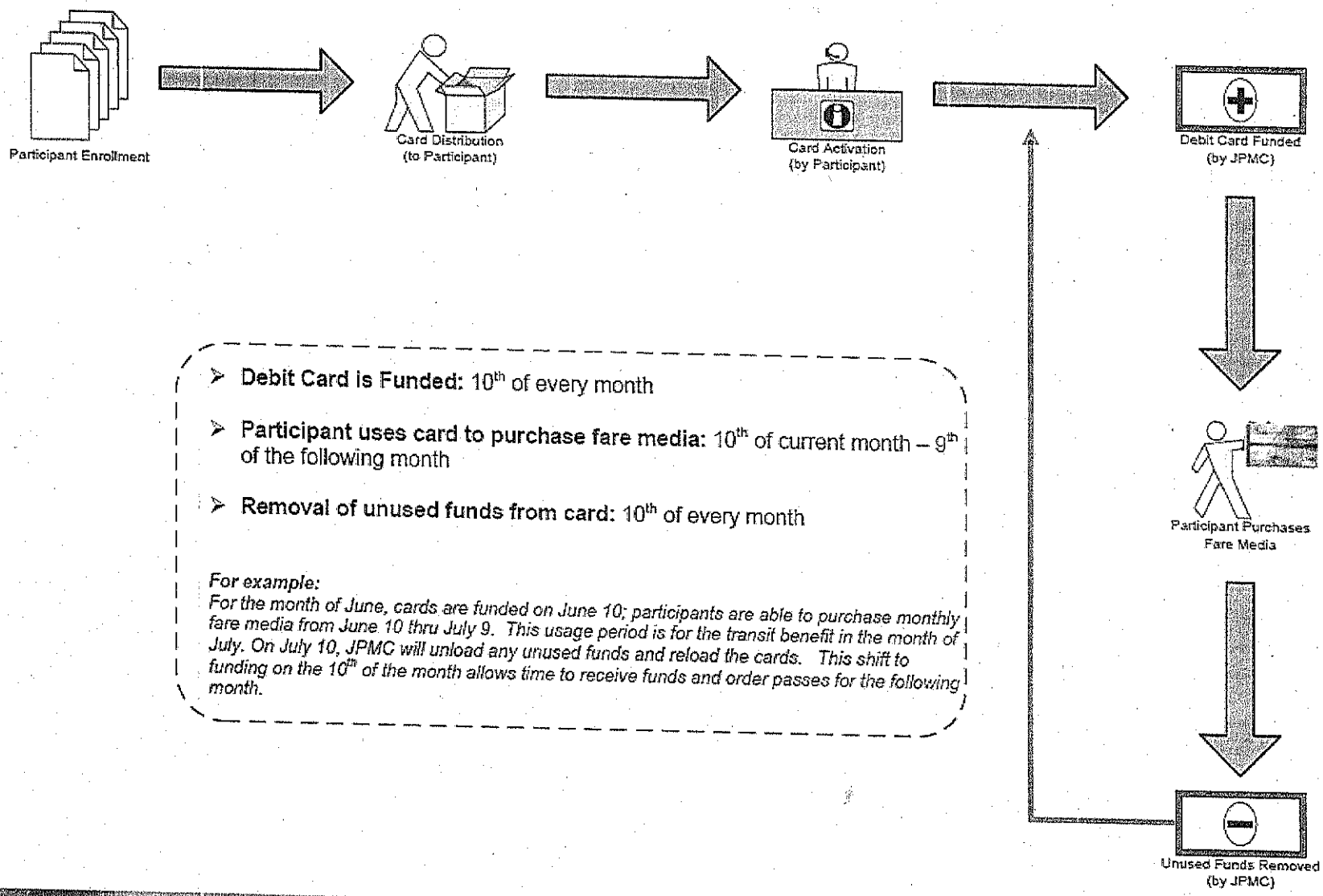
Savings

- Distribution costs
- Voucher surcharges
- No distribution lines
- Automatic return of unused funds

How Does My Agency Make the Transition?

- Complete the TRANServe issued Enrollment Spreadsheet and Certification Statement
  - Provide additional validation information (work phone, work zip, and common identifier)
  - Sign Certification Statement
  - Annual recertification is a requirement of the TRANServe program. Please work with your agency to ensure this requirement is met.
  - E-mail completed Enrollment Spreadsheet and signed Certification Statement to TRANServe Transit Benefit Manager
- The TRANServe Debit Card will be delivered to Agency POC(s) for distribution, or; TRANServe will hold initial distribution at a designated location.

Participant Debit Card
End-to-End Life Cycle



- **Debit Card is Funded:** 10th of every month
- **Participant uses card to purchase fare media:** 10th of current month – 9th of the following month
- **Removal of unused funds from card:** 10th of every month

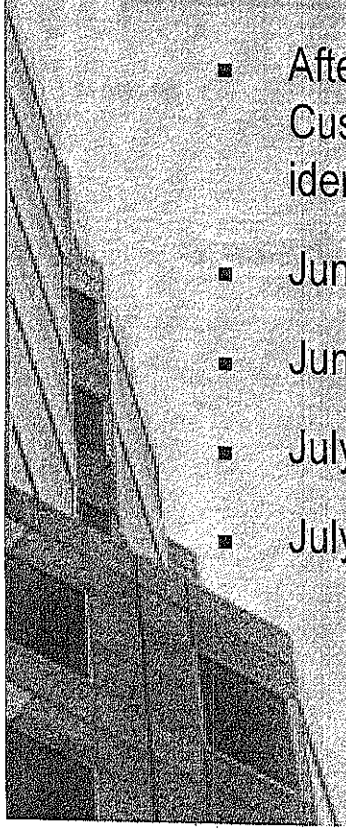
For example:
For the month of June, cards are funded on June 10; participants are able to purchase monthly fare media from June 10 thru July 9. This usage period is for the transit benefit in the month of July. On July 10, JPMC will unload any unused funds and reload the cards. This shift to funding on the 10th of the month allows time to receive funds and order passes for the following month.

The Monthly Debit Card Funding and Usage Schedule

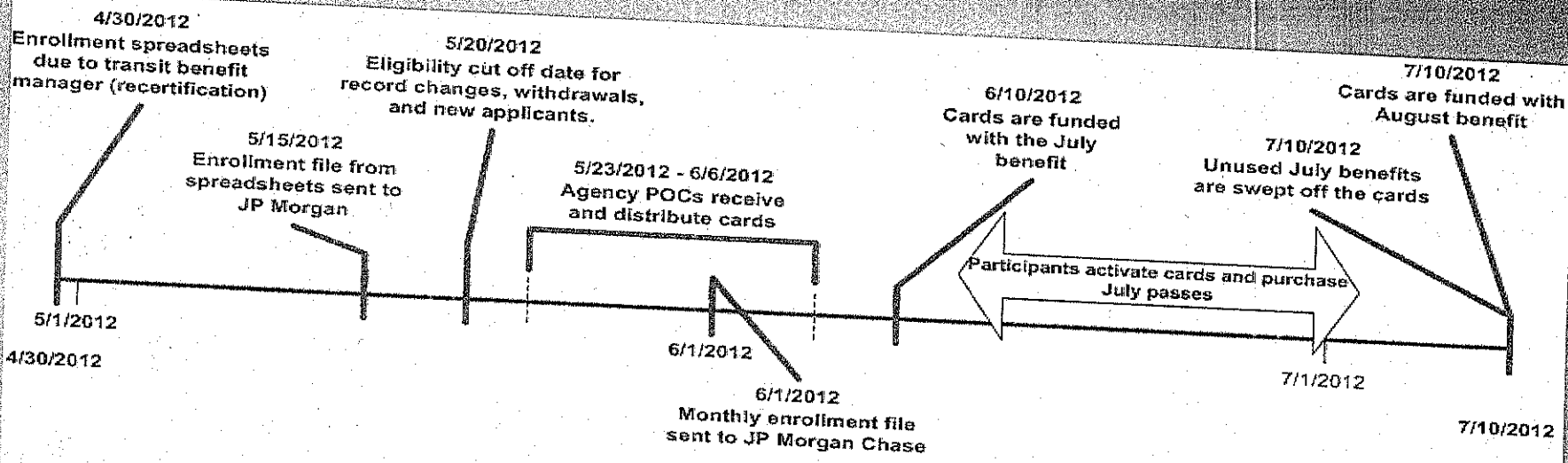
Benefit Month	Cards Funded	Card Usage
October	September 10th	September 10- October 9
November	October 10th	October 10 - November 9
December	November 10th	November 10 - December 9
January	December 10th	December 10 - January 9
February	January 10th	January 10 - February 9
March	February 10th	February 10 - March 9
April	March 10th	March 10 - April 9
May	April 10th	April 10 - May 9
June	May 10th	May 10 - June 9
July	June 10th	June 10 - July 9
August	July 10th	July 10 - August 9
September	August 10th	August 10 - September 9

Debit Card Rollout: Key Dates for POCs

- April 30th – Agency POCs provide debit card enrollment spreadsheets to TBM.
- May 1st – May 20th Agency POCs and TBMs address enrollment data inaccuracy.
- May 23rd – June 2nd Agency POCs receive card shipments.
- May 25th – June 6th Distribute debit cards to participants.
  *The card distribution schedule may vary if your agency uses TRANServe distribution agents.
- After receiving cards, participants activate them by calling the JP Morgan Chase Customer Service number and providing their work phone, work zip and common identifier.
- June 10th Funds are loaded onto the debit card and available to participants.
- June 10th to July 9th Funds remain available to participants to purchase July passes.
- July 10th Unused July benefits are swept off the card.
- July 10th Cards are funded with August benefits.



Debit Card Implementation Timeline



This is the actual timeline and events for all agencies transitioning to the debit card during the July 2012 benefit month.

Debit Card Package

P.O. Box 9044
Coppell, TX 75019

Sample A. Sample
123 Sample Street
Anytown, SS 12345-6789

HERE IS YOUR
PREPAID CARD

It's Safe!
There is no check to be lost or stolen!

It's Convenient!
Use your Card when you need to, 24 hours a day, 7 days a week.

To activate your prepaid card and to select your Personal Identification Number (PIN) and access code, call Customer Service toll-free:
1-866-891-6951

Carefully read the enclosed materials to assist you in using your new prepaid card.

This Card CANNOT be used until it is activated.

REMEMBER:

- Once you have activated your Card and selected a Personal Identification Number (PIN), you can check your account information online at www.myaccount.chase.com. You will need your card number and PIN to register your account.
- Once you have called to select your PIN, never tell it to anyone.
- Don't write your PIN on your Card or anything that you keep with your Card.
- Sign your Card immediately and keep it in a safe place.
- Your Card is not a credit card; it is a prepaid card. You may only spend as much money as you have in your account.
- The government agency automatically deposits funds into your account. You will not be able to use your Card until you receive your first deposit.
- Card purchases are limited for use at approved merchants for the purchase of transit media fare.
- You can only use the Card at a Point of Sale (POS) terminal where the Card is accepted.

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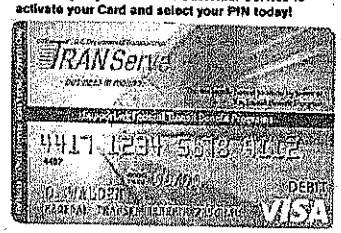
Don't forget: you must call Customer Service to activate your Card and select your PIN today!



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Front Side

Debit Card Disclosure Statement

The Debit Card Disclosure Statement describes the agreement between JPMorgan Chase Bank and the Agency through which you have been issued a Debit Card.

1. As a Federal Transit Benefit recipient your use of this Card is your personal certification that you will:
   - Surrender this Card to your employing Federal Agency upon demand,
   - Not be named on a worksite parking permit at any Federal Agency or participate in a carpool,
   - Not transfer or authorize the use of your Card to anyone,
   - Ensure the amount of the transit benefit you receive does not exceed your actual monthly commuting cost by public transportation,
   - Use this Card and the transit benefit only for your regular home to work transportation.
2. Funds deposited to the Account for which the Card has been issued to you by your Agency less any amounts previously withdrawn or used by you and any fees, charges, conversion fees, and other expenses incurred in connection with the Card issued to you, are owned by your Agency. There is no FDIC insurance or Regulation E protection provided.
3. Only your Agency can make deposits to the Account for which the Card has been issued. You may not make deposits in any form to this Account.
4. Only your Agency may cancel the Card that has been issued to you and close the Account associated with that Card. Upon cancellation, any unused funds on the Account are returned to your Agency.
5. You can only use the Card at a point-of-sale merchant (POS) where the Card is accepted.
6. There is no monthly paper statement. You can obtain deposit and transaction histories from the My Account web site (www.myAccount.chase.com).
7. If you use the Card at a merchant and a transaction dispute with the merchant arises, you agree to make a good faith effort to settle the dispute with the merchant. Any unresolved dispute may be sent to JPMorgan Chase Bank, in writing, for assistance in settlement within 60 days from the date of the transaction. You may contact us at www.myAccount.chase.com or send mail to JPMorgan Chase Customer Service Center, P.O. Box 2016, Elgin, IL 60121-2016.
8. As a Chase Debit Cardholder you are not liable in the event of an unauthorized use of the Card under the following conditions:
   - The Account for which you are responsible is in good standing,
   - You have exercised reasonable care in safeguarding the Card,
   - You have not reported two or more unauthorized events in the past 12 months.

CHASE

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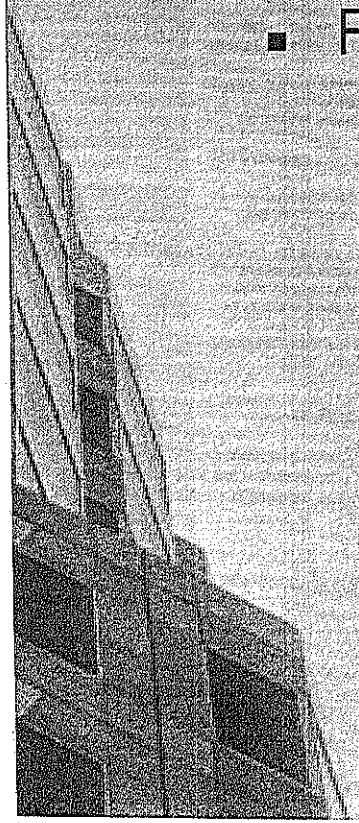
Back Side

How To Use the TRANServe Debit Card to Purchase Fare Media?

- After distribution, participants call the JP Morgan automated customer service line to activate cards.
- Call 1-866-891-6951.
- Follow prompts to activate TRANServe Debit Cards.
  - Verify validation information, previously provided:
    1. Work Zip Code
    2. Work Phone
    3. Common Identifier
  - Select PIN (only used for account verification)



How To Use the TRANServe Debit Card to Purchase Fare Media?

- Participants use the debit card to purchase fare media at these transit authority operated outlets:
  - Ticket vending machines (choose 'credit card')
  - Website / online store*
  - Phone / mail orders*
  - Transit Authority offices, commuter stores or manned ticket windows
- Participants may need to adjust fare media purchase habits.
  - Purchases at retail outlets and ATMs are restricted.

*Transit benefits can not be used to pay for shipping costs

How To Use the TRANServe Debit Card to Purchase Fare Media?

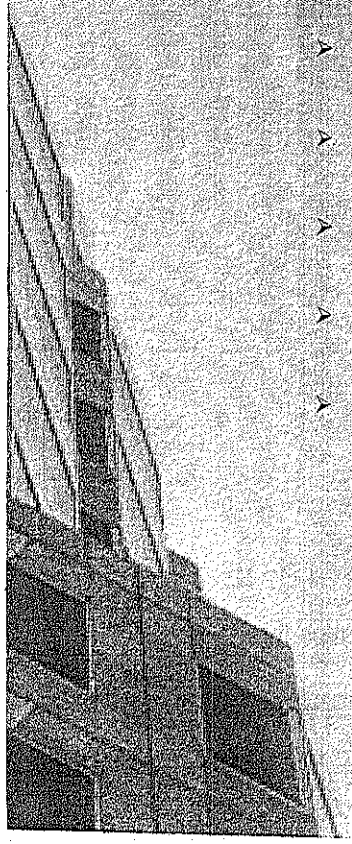
- Split purchases (made with a combination of funds from the debit card and personal funds) may not be available at all locations. Participants should inquire at a transit authority office or manned ticket window for instructions to make a split purchase if the desired fare exceeds the funds on the card.
- Participants should carefully coordinate any automatic charges to the debit card with the card's monthly funding cycle to ensure the card is fully funded to pay scheduled charges.

Debit Card Rollout Kit

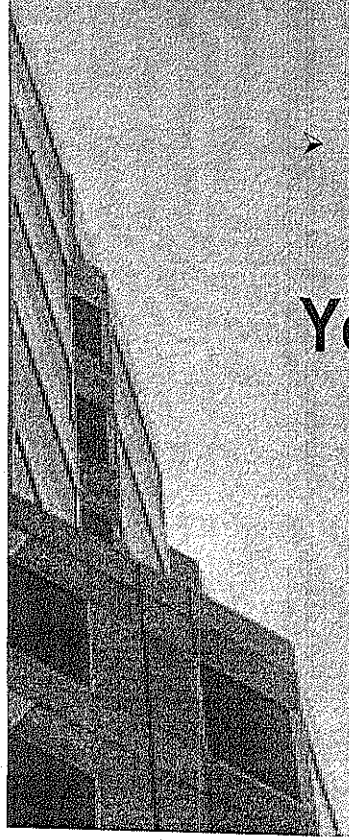
Provides tools to help agencies transition to the debit card.

These documents will be provided to Agency POCs closer to the debit card transition date.

- Documents in the roll out kit:
  - TRANServe General EFM FAQs
  - Checklist for Debit Card Receipt and Distribution
  - Sample Shipment Verification Packet
  - TRANServe Participant Guide
  - VPSI Online Payment Instructions



Next Steps

- Email communication from the TBM to the Agency POCs identifying the regions transiting to the debit card.
- Agency POCs receive the debit card roll out kit.
- Recertify participants into the debit card program.

Your TBM is available to answer any questions.