



Department of the Army
Mass Transportation Benefit Program (MTBP)
Outside the National Capital Region (NCR)

Debit Card Guidance

April 2017



- **This guide is to assist MTBP participants and Installation POCs with questions on handling and use of debit cards.**
 - **Applying for the debit card**
 - **Issuance and receipt of debit cards**
 - **Activation of debit cards**
 - **Allotment funding load**
 - **Change requests**
 - **Withdrawing from the program**
 - **Lost, stolen or damaged debit cards**
 - **Debit cards not used**
 - **Other questions**



- **How do I apply to receive a debit card?**
 - **Applicants must complete the Army Mass Transportation Benefit Program Application and submit to their local POC.**
 - **Once a month, the local POC will submit information on all new applicants to DOT/TRANServe, using the Application Submission Form.**
 - **Only one submission per month is accepted**
 - **Columns S thru W must be completed; this info will be used for account verification/debit card activation**
 - **TRANServe will process applications upon receipt and will enroll the participant in the MTBP.**



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- **When can I expect to receive my debit card?**
 - **On the last workday of the month, TRANServe will provide an electronic file of all participants to the debit card provider (currently JPMorgan/Chase).**
 - **The provider will send the new debit cards via express mail to the installation POC within 5 to 7 business days.**
 - **The local POC must distribute the debit cards to users within 10 business days of receipt.**



- **How do I activate my new card?**
 - **Users must promptly activate the card in order to access funds.**
 - **Call the JPMorgan/Chase automated customer service line at 1-866-891-6951 and follow the prompts to activate the debit card.**
 - **The following information will be needed:**
 - **Work zip code**
 - **Work phone number**
 - **Common identifier (5-character code consisting of the first letter of the first name and first 4 letters of the last name)**
 - **This information must match the information provided by the local POC on the Application Submission form (columns S thru W)**
 - **Users must select a PIN for account verification.**



- **When will I receive my initial benefit load?**
 - **Initial load of debit cards is done three times each month, and is dependent upon the date the user is enrolled in the MTBP by DOT.**
 - **The table below illustrates the application, enrollment and benefit allotment schedule.**

<u>Submit application to Installation POC by:</u>	<u>POC sends application submission file to DOT by:</u>	<u>DOT enrolls applicant in MTPB by:</u>	<u>Participant file sent to debit card provider by:</u>	<u>Debit cards sent to POC by:</u>	<u>Initial allotment available on:</u>
23 March	On/about 25 March	On/about 25 March	On/about 30 March	On/about 5 April	10 April
5 April	On/about 7 April	On/about 7 April	On/about 12 April	On/about 17 April	On/about 18 April
10 April	On/about 13 April	On/about 13 April	On/about 18 April	On/about 23 April	On/about 26 April

NOTES:

Initial allotment on the 10th of the month is an automatic load.

On/about dates are subject to weekends, holidays, and other factors. Allotments on the 18th and 26th are manual loads.

Initial allotment remains available on the debit card until the 9th of the next month. At midnight on the 9th, unused funds are removed from the card and the next allotment is loaded on the 10th. This is an automatic load.



- **How do I request changes to my benefit (fare media cost, name change, etc)?**
 - **Users must complete the Army Mass Transportation Benefit Program Application and submit to their local POC.**
 - **Select “Change Request” and enter the new information.**
 - **Once a month, the local POC will submit information on all change requests to DOT/TRANServe between the 20th and 25th of the month, using the Application Submission Form.**
 - **TRANServe will process change requests upon receipt.**
 - **Changes to benefit amounts will begin with the next monthly load.**



- **I am transferring to a new duty station. What do I need to do? Can I take my MTBP benefits with me?**
 - **Users must withdraw from the MTBP at their old location, and then reapply at their new location.**
 - **To withdraw, users must complete the Army Mass Transportation Benefit Program Application and submit to the POC at the old duty station.**
 - **Select “Withdrawal” and enter the withdrawal date.**
 - **If the new duty location uses the DOT debit card, the user may keep the card and use the same card when applying at the new location.**
 - **If the new duty station does not use the debit card, the user must turn in the card to the local POC, who will destroy it.**



- **My card has been lost, stolen or damaged. What do I need to do?**
 - **Contact the debit card provider at 1-866-891-6951 to request replacement.**
 - **The old card will be deactivated and any funds on the old card will be immediately transferred to the replacement card.**
 - **The new card will be mailed to the installation POC in 5 to 7 business days. The participant must activate it prior to use.**
 - **Replacement cards are issued with a new card number and expiration date. Participants are responsible to contact their transit provider to update their payment information accordingly.**



- **I have received a debit card, but have not used it in several months. Now it does not work. What do I need to do?**
 - **Debit cards issued for new MTPB participants which have not been activated by the participant within six months after issuance will be suspended, and the participant will be withdrawn from the MTPB.**
 - **For participants who receive benefits via their debit card, but do not utilize the funds for six consecutive months, the debit card will be suspended, benefit loads will be terminated, and the participant will be withdrawn from the program.**
 - **In order to re-enroll in the MTBP, individuals must use established application procedures.**



- **What if I have more questions?**
 - **Check with your installation POC**
 - **Consult the Army's MTBP website at:**
<http://asafm.army.mil/offices/ASA/MassTrans.aspx?OfficeCode=1000>
 - **Consult the “MTBP Program Policy, Procedures and Guidelines” found on the website**
 - **Contact the DA Program Manager (click on the Army MTBP email icon on the website)**