



Washington Headquarters Services

**Mass Transportation Benefit Program (MTBP)
Web Application**

**Agency Mass Transportation Benefit
Program Reviewing Official (AMTBRO)
User Guide**

May 2014

Software Release 1.10

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1. Introduction

1.1 Overview

The Washington Headquarters Services (WHS) Mass Transportation Benefit Program (MTBP) web based application is the online implementation of Department of Defense Mass Transit Application Form - DD2845. The MTBP application was developed to allow DoD federal employees and military members in the National Capital Region (NCR) to apply for federally subsidized mass transportation benefits using the web based application. The AMTBRO User Guide is intended for the individuals who are designated as the Agency Mass Transportation Benefit Program Reviewing Office for their respective organization.

If you are unfamiliar with the program and would like more information, please visit the program website at <http://www.whs.mil/mass-transportation-benefit-program>

1.2 Contact

- If you have any questions, please feel free to contact the MTBP program office by email at WHSNCRTransitbenefit@mail.mil or by phone at 571-256-0962.
- For Ethics Training information, please locate the Ethics tab via <http://www.whs.mil/mass-transportation-benefit-program>

1.3 Requirements

- The MTBP web application is PKI-enabled and requires a DOD-issued Common Access Card (CAC) for access.
- The MTBP web application requires Internet Explorer 6.0 or above. Firefox is not supported at this time.

1.4 Additional Information

- When using the MTBP system, please do not use the browser **“Back”** or **“Forward”** buttons to move through the system. Use the buttons and links on the page to navigate through the system.
- **“Help”** is available throughout the MTBP system by clicking on the **“Help”** link located in the upper right hand corner of the page.
- To meet Security Operation guidance, sample names, organization names and other data that displays in this manual has been modified.

2. Registering for Reviewer Access

If you are not already registered as an Agency Mass Transportation Benefit Reviewing Official (AMTBRO) in MTBP, use the following URL to register yourself as an AMTBRO:

<https://mtbp.whs.mil/Registration>. This URL will take you to the following page where you can enter your Title, Work Phone, and E-Mail Address.

Figure 1 - Registration Page

Enter values for each of the fields then click the “Register” button. You will then receive a confirmation (See Figure 2) that your registration was successfully completed. The WHS Program Office (PO) will then review your registration request and contact you after granting you access as an AMTBRO.

Figure 2 - Registration Completed Page

When your registration has been approved, you will be granted the required authorizations to access the AMTBRO Portal and review applications for your assigned agency or agencies.

3. Accessing the AMTBRO Portal

3.1 AMTBRO Portal Program Certification Statement

As of the 15 of January 2014, MTBP software release, the next time the AMTBRO accesses the AMTBRO Portal, they will see the following “Program Certification Statement”:

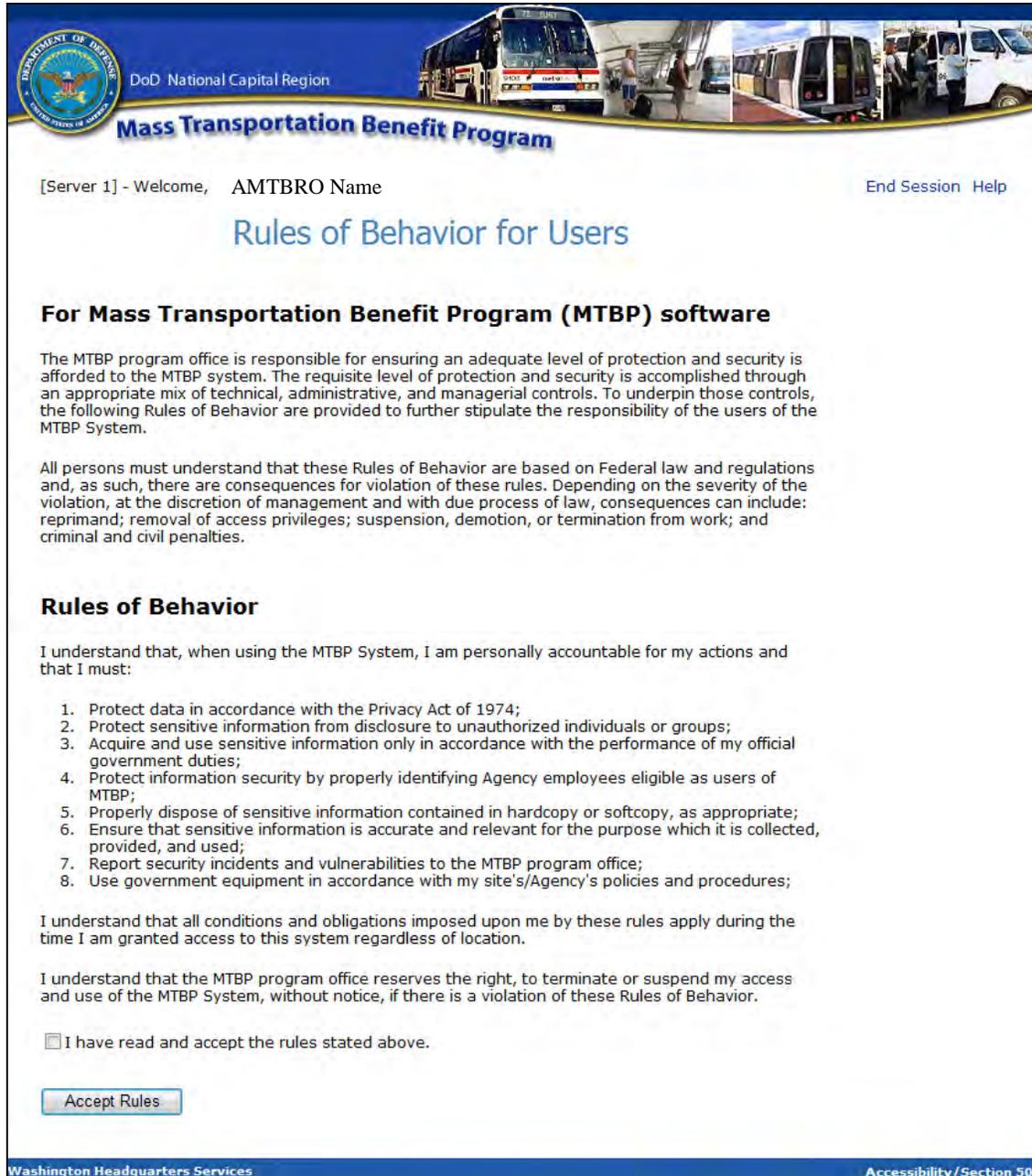


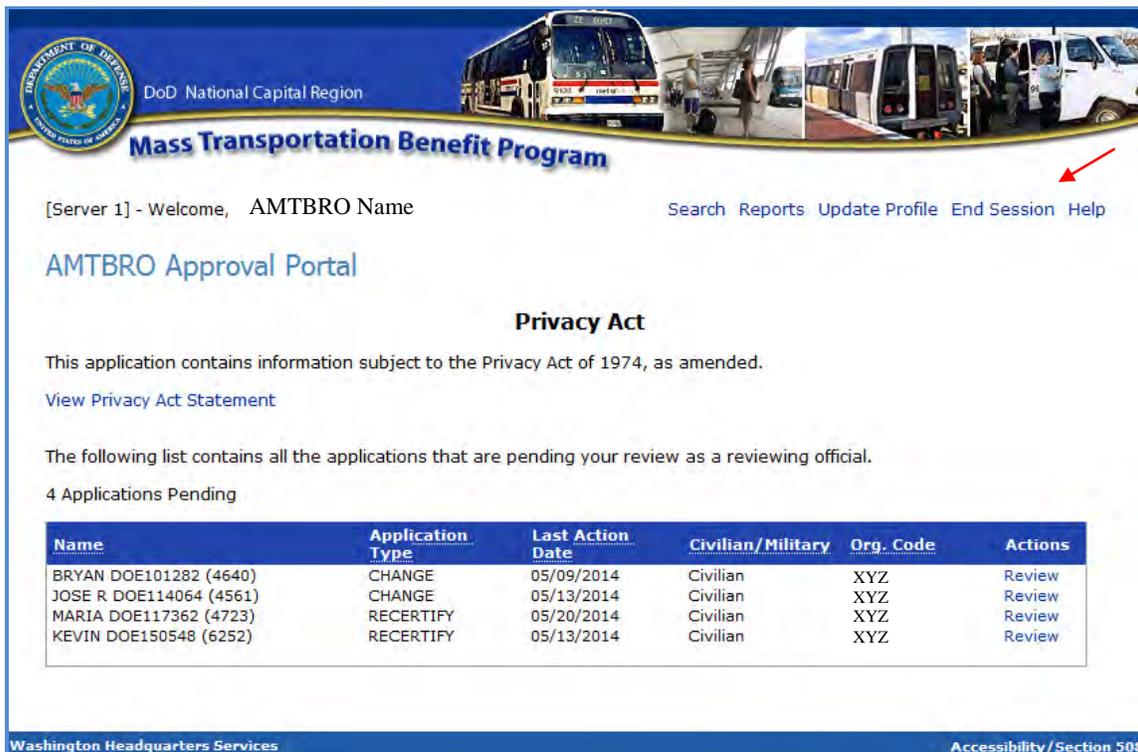
Figure 3 - Program Certification Statement

The AMTBRO should read the “**Program Certification Statement**” and point and click on the “**Accept Rules**” button. Once this is performed, the AMTBRO portal page will display. The “**Program Certification Statement**” will display every three (3) months thereafter. If the user has any questions regarding the “**Program Certification Statement**”, they should contact the Program Office.

3.2 AMTBRO Portal Home Page

The AMTBRO Portal is accessed by opening “**Internet Explorer**” and navigating to the URL <https://mtbp.whs.mil/AMTBRO>. This page (see the figure below) will allow the reviewing official to see and review pending applications, search for applications, run reports, update their own profile information, end session and view this user guide by clicking on the “**Help**” option.

If there are applications that need to be reviewed then the page will look like the following screenshot and records will be displayed that require review and approval by the AMTBRO. If there are no pending applications then the following message will be displayed: “**You currently have no applications awaiting your confirmation**”.



Click here to search, access reports, update your profile, end the browser session, or get online help (access this document).

Figure 4 - AMTBRO Portal Home Page

The list of applications can be sorted by clicking on the respective column headers; each subsequent click will toggle the sort direction between ascending and descending order.

3.3 Page Header Links

Every page in the AMTBRO Portal contains navigational links in the upper right hand corner of the screen: “Home, Search, Reports, Update Profile, End Session, and Help.” See below.

[Home](#) [Search](#) [Reports](#) [Update Profile](#) [End Session](#) [Help](#)

- **Home** - Allows you to navigate back to the AMTBRO Portal home page. This link is not present on the home page.
- **Search** – Allows the AMTBRO to search for an application
- **Reports** – Allows the AMTBRO to run multiple reports
- **Update Profile** - Allows the AMTBRO to edit their contact information such as telephone number and email.
- **End Session** - Allows the AMTBRO to close their browser session.
- **Help** - Displays this User Guide.

4. Reviewing Applications

As an Agency Mass Transportation Reviewing Official (AMTBRO) you must review the application carefully before approving since your approval confirms the following aspects of the applicant's application information:

- You have reviewed the application and certify that the employee is in compliance with eligibility requirements. The following is a link to the qualification eligibility requirements on the Program web site: <http://www.whs.mil/MTBP/Qualifying.cfm>
- You have reviewed the application for completeness. Information reviewed include:
 - Duty Station, entire work 9-digit zip code, full work email address, and full work phone number.
 - Commuting originating point, city of residence, and entire residential 9-digit zip code.
 - Reasonable accuracy of commuting costs (i.e. modes of transportation listed are commensurate with costs listed, etc.). You may require supporting documentation, including commuting cost calculations for program participants, and you will conduct a random sample of cost calculations to ensure program compliance with program regulations.
 - An appropriate work schedule is listed (i.e. number of days worked per month. Average number of days is 22 days, unless a compressed or alternate work schedule is in place)
 - Supervisory signature.
- You have ensured applicants are not in receipt of a parking subsidy through comparison of participant and parking databases.

4.1 Application Visibility

The AMTBRO portal will only display applications that you are permitted to see based on the organizations that you are affiliated with. This restriction is based on the sub organizations and applicant types that your account has been associated with and determines which pending

applications are displayed in the portal, which email notifications you receive, and for which applications you can search.

Sub Organization Restriction

AMTBRO's can only review applications that belong to the sub organizations to which they are assigned; an AMTBRO cannot search for applicant records that belong to other sub organizations to which they are not assigned. For example, if the AMTBRO is configured as an AMTBRO for DISA, then they will not be notified to review WHS applications unless they are assigned WHS access.

Applicant Type Restriction

In addition, the AMTBRO can only review applications or search for the applicant types (Civilian, Military, or All) that the AMTBRO has been configured to access. For example, if the AMTBRO is configured only to see Civilian applications then the AMTBRO will not be notified to review Military applications and they will not be able to search for any Military applicant records either.

4.2 Selecting an Application to Review

4.2.1 From the AMTBRO Portal

At the AMTBRO Portal, the AMTBRO can see applications that are waiting to be reviewed. If there are pending applications then the home page will display them as shown in Figure 4. To view an application, simply click on the “**Review**” option in the “**Actions**” column for the application. This will display the “**Review Application**” page as illustrated below.

AMTBRO Name

AMTBRO - Review Application

Privacy Act

The application contains information subject to the Privacy Act of 1974, as amended.

You have a Mass Transportation Benefit Program (MTBP) application pending your review.

Please review the following application and approve or reject. If you reject the application, it is required that you provide a reason for the rejection. This document will be retained as part of your approval or rejection. Thank you for your support of the MTBP. If you need further assistance, please contact the MTBP program office at (371) 230-0362.

Application Review Events:

Date	Event	User	Comments
05/11/2014 04:18:13 PM	Submitted to AMTBRO		
05/11/2014 04:18:13 PM	Program Office Approved	SMITH, HARRY M	N/A
05/11/2014 04:18:13 PM	Submitted to Program Office		N/A
05/11/2014 04:18:13 PM	Application Submitted	SMITH, HARRY M	Security
05/11/2014 04:18:13 PM	Appa Check Approved		N/A

Application

Applicant:
 Tracking Number: R024721V
 Application Types: REGULAR
 Entry Type: Manually Entered by PO Admin
 Last Name: OCELSOJAH
 First Name: KEVIN
 Middle Initial:
 Last 4 Digits of SSN: 6757
 SmartBenefits® Status: Enrolled
 SmartTrip® Serial Number: 000029206

Supervisor:
 First Name: GERRARD
 Last Name: GERRARD
 Work Telephone Number: 703 223 4567
 Work E-Mail Address: J29000211042@oid.mil

Home:
 Residence (City): WASH DCITY
 State: VA
 9-Digit Zip Code: 20330-1135
 Days Commuted Monthly: 21
 Total Monthly Commuting Cost: 200.00
 Time Reporting to Work: 07:30 AM
 Time Leaving from Work: 04:00 PM

Work:
 Duty Station: FORT BELLEVILLE
 City: WASHINGTON, DC
 9-Digit Zip Code: 20330-1155
 Work Telephone Number: 703 223 4567
 Work E-Mail Address: J29000211042@oid.mil
 Organization: OSA - Defense Intelligence Agency
 Applicant Type: CIVILIAN
 Military Member Type: N/A

Reduced Fare Program Eligibility

The applicant indicates that they are NOT ELIGIBLE to participate in a reduced fare program.

Expenses Worksheet:

Transportation Provider	Rate of Transportation (Monthly)	Frequency of Purchase (Monthly)	Cost of one-way trip of purchase (Monthly)	Fares (Monthly)	Tolls (Monthly)	Total Cost For Provider
Various	See This Provider	MONTHLY	100.00	New Carfare Program	Various	100.00
Various	See This Provider	MONTHLY	200.00	New Carfare Program	Various	100.00
Monthly Grand Total Mass Transportation Commuting Costs:						200.00

Applicant provided the following additional information:
 N/A

The applicant certifies that:

- I am employed by the US Department of Defense and am not named on a federally subsidized airport, parking permit, toll, or any other Federal Agency. If applicable, I have relinquished my respective parking permit to the issuing authority.
- My claim for benefits is as a Federal employee or military service member.
- I am eligible for a public transportation fare benefit, will use it only for my daily commute to and from work, will not resell it to anyone else, and will not allow anyone else to use it.
- The monthly transportation benefit I am claiming does not exceed my estimated monthly commuting costs.
- I will adjust the amount received based upon my TDY or leave.
- Upon separation from DoD, I will return unused fare funds to the MTBP Office. If I have converted the fare funds to another form of funds, I will reimburse the DoD by check or money order payable to the U.S. Treasury.
- I will notify the MTBP office of any changes in my status, i.e. home or work address, change in commuting pattern or change in organization even if within the DoD.
- I will NOT calculate parking costs.
- I am not a vaporal owner/driver of my own for-profit vaporal. If I am a driver and receive a reduced fare, I will adjust my claim for benefit accordingly. If I am a driver and receive compensation, I may not participate in the program.
- The mode of transportation for which I am claiming the mass transportation benefit is a qualified means of transportation.
- I certify that I will participate in any reduced fare program based on disability or age and any other special reduced fare programs offered by mass transportation providers, if eligible.

Attachments

Name	User	Date	Actions
Security Test Sample-2015-1.pdf	SMITH, HARRY M	05/11/2014	Download

Reviewing Supervisor: GERRARD, GERRARD

Approve this application.
 Reject this application.

Enter comments or reason (after you cannot approve). Please note, if you reject the application, your comments provided will be sent to the applicant. Any other comments will be saved in the application history for the reference of the reviewing official, or the program office.

DEC2012 3.00 2009

Figure 5 - Review Application Page

4.2.1.1 Application Review Tabs

There are three tabs on the application that are available to view different pieces of information that apply to the application and/or applicant. The default tab is the **“Review Application”** tab and this tab provides application related data including organizational information, the worksheet with transit expenses as well as home and work information. This tab is displayed in the figure titled, **“Review Application”** page above.

The **“Applicant”** tab provides the applicant’s ethic training status, recertification date, claim exempt status, SmarTrip serial number, user-defined key, and a view of “Applicant Details.

Applicant	
Last Name:	DOE101282
First Name:	BRYAN
Middle Initial:	
Last 4 Digits of SSN:	4640
Enrollment Status:	Not Enrolled
Ethics Training Status:	Online ethics training not yet taken
Recertify Date:	N/A
Last Action:	N/A
Organization:	U.S. DEPARTMENT OF DEFENSE - COMPONENT
SubOrganization:	XYZ – Xanadu Yu Zada Agency
Work Telephone Number:	
Email:	1290092104@tosd.mil
Subscribed to Program Alerts:	Yes
SmartBenefits® Status:	Account not established
SmarTrip® Serial Number:	451452453
User-Defined Key:	94388-7A26E865DE1A
Claim Exempt Status	Permanent Exemption

Figure 6 - Applicant Tab View

The **“Application and Claims”** tab includes a historical listing of applications and claims, and SmarTrip card history. The **“Applications”** section provides the **“Submit Date”** of the application, the type of application (i.e. Enrollment, Change, Recertify, or Withdrawal), the **“Status”** of the application that is submitted to AMTBRO, the organizational code that the applicant is affiliated with, and the ability to click on the **“view”** icon in the **“Actions”** column.

The **“Claims”** section displays the **“Month”** of the claim, the **“Enrolled Amount”** of the most recent RO approved application before the 16th of the previous month, the **“Amount Claimed”**, the **“Amount Spent”** (picked-up or used), and the date they submitted the claim, **“Claim Date”**, and the **“view”** icon to view a pdf of the claim.

The **“Card History”** specifies the **“Card Type”** (there are multiple card types with varying number lengths depending upon when the user purchased the card), the **“Serial Number”** of the card and the date it was linked **“Date Linked”**. Also, the value, **“Data Avail. Month Year”** will

display in the field until the data has been imported and updated. See the figure: “Applications and Claims”.

Review Application	Applicant	Applications and Claims
--------------------	-----------	-------------------------

Applications					
1 Application					
Submit Date	Application Type	Status Date	Status	Org. Code	Actions
05/09/2014	CHANGE	05/09/2014	Submitted to AMTBRO	XYZ	

Claims					
Month	Enrolled Amount	Amount Claimed	Amount Spent	Claim Date	Actions
No benefits claims have been submitted yet.					

SmarTrip Cards			
1 Card			
Card Type	Serial Number	Dated Linked	Status
Card Type 1	451452453	5/9/2014 4:23:42 PM	Account not established

Figure 7 - Applications and Claims Tab

4.2.2 From an Email Notification

The AMTBRO is also, notified of a pending application waiting for review by email notification. When an application is approved by the supervisor (or, in some cases, by the WHS Program Office), an email notification is sent to all applicable AMTBRO(s) who have the same organization/sub organization affiliation as the applicant. The email states that there is an application pending AMTBRO review and includes a URL link for directly accessing the application. An example of the email notification sent from the MTBP system to all AMTBROs is illustrated below in the “Example Review Notification Email” figure.

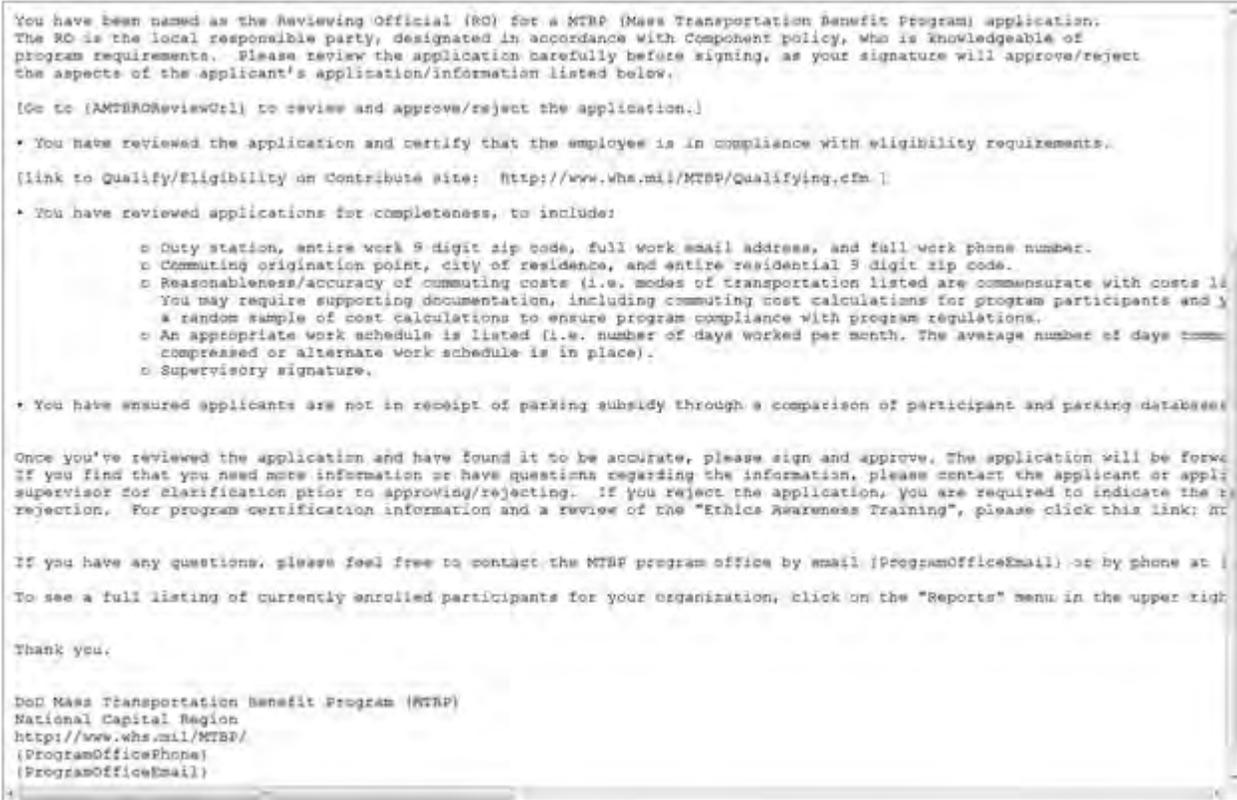


Figure 8 - Example Review Notification Email

When the link is clicked, the "Review Application" page (see "Review Application" figures in Section 4.2.3) will be displayed that shows all the information that the applicant submitted.

4.2.3 Review Application Page – Reduced Fare Banner

When the AMTBRO clicks on the “Review” link on the AMTBRO Portal or clicks on the URL link in a notification email, the “Review Application” page displays. The “Review Application” page shows the information entered by the applicant and allows the AMTBRO to approve or reject the application. An alert “Notice” will display across the “Review Application” page if the applicant selects, “I am eligible to participate in a reduced fare program,” in the application. This “Notice” is a reminder to the AMTBRO to check this applicant’s cost for participating in a reduced fare program. For more information regarding the President’s Save Award Program and reduced fare program, see the following link: <http://www.whitehouse.gov/save-award/save-award-2012>.

AMTBRO - Review Application

Privacy Act

This application contains information subject to the Privacy Act of 1974, as amended.

[View Privacy Act Statement](#)

Notice

ATTENTION: The applicant has certified that they are eligible for a reduced fare program. Reduced fare programs typically provide a 50% discount on the cost of a regular fare but may vary across transit authorities and providers. Please consider this when verifying the applicants commuting cost calculations below.

You have a Mass Transportation Benefit Program (MTBP) application pending your review.

The employee below is attempting to apply for the DoD National Capital Region (NCR) Mass Transportation Benefit Program (MTBP). This application requires your review.

Please review the following application and approve or reject. If you reject the application, it is required that you provide a reason for the rejection. The applicant will be notified of your approval or rejection. Thank you for your support of the MTBP. If you need further assistance, please contact the MTBP program office at (571) 256-0962.

Application Review Events:

Date	Event	User	Comments
08/28/2013 11:03:29 AM	Administrative Edit	PO Analyst Name	changed to "I am eligible to participate in a reduced fare program"
02/28/2013 12:34:36 PM	Submitted to AMTBRO		n/a
02/28/2013 12:34:36 PM	Program Office Approved	PO Analyst Name	n/a

Figure 9 - AMTBRO Reduced Fare Program Banner

The “AMTBRO – Review Application” page requires some scrolling and consists of three main parts: the “Application Review Events” (history) section, the “Application Details” section, and the “Application Review” section. The following sections expand upon each section of the “AMTBRO – Review Application” page.

4.2.3.1 Application Review Events

The event history section, see “Application Review Events” figure displays the most recent activity on the application including the “Date”, “Event” (description of event or status), “User”

(the person who performed the action), and any captured comments in the “Comments” field. See the following example.

Application Review Events:			
Date	Event	User	Comments
08/28/2013 11:03:29 AM	Administrative Edit	PO Analyst Name	changed to "I am eligible to participate in a reduced fare program"
02/28/2013 12:34:36 PM	Submitted to AMTBRO		n/a
02/28/2013 12:34:36 PM	Program Office Approved	PO Analyst Name	n/a
02/28/2013 12:34:36 PM	Submitted to Program Office		n/a
02/28/2013 12:34:36 PM	Application Submitted	PO Analyst Name	Change

[Click for full history](#)

Figure 10 - Application Review Event

4.2.3.2 Application Details

The application details section (see the following figure) displays the identity, residence, and duty station information for the applicant, as well as a worksheet listing the applicant’s commuting expenses.

Review Application
Applicant
Applications and Claims

Application

Applicant:		Supervisor:	
Tracking Number:	33127956	Last Name:	DOE220101
Application Type:	CHANGE	First Name:	JOE
Entry Type:	Manually Entered by PO Admin	Work Telephone Number:	703-234-1111
Last Name:	DOE101282	Work E-Mail Address:	1290092104@tosd.mil
First Name:	BRYAN		
Middle Initial:			
Last 4 Digits of SSN:	4640		
SmartBenefits® Status:	Account not established		
SmarTrip® Serial Number:	451452453		

Home:		Work:	
Residence (City):	FALLS CHURCH	Duty Station:	PENTAGON
State:	VA	City:	ARLINGTON
9-Digit Zip Code:	22012-2345	9-Digit Zip Code:	22201-1234
Days Commuted Monthly:	21	Work Telephone Number:	703-122-1234
Total Monthly Commuting Cost:	115.50	Work E-Mail Address:	1290092104@tosd.mil
Time Reporting to Work:	07:00 AM	Organization:	XYZ – Xanadu Yu Zada Agency
Time Leaving from Work:	04:00 PM	Applicant Type:	CIVILIAN
		Military Member Type:	N/A

Reduced Fare Program Eligibility

The applicant indicates that they are eligible to participate in a reduced fare program. ⚠

Expense Worksheet:

Transportation Provider	Name of Transportation Company	Frequency of Purchase	Cost of one-way trip or weekly/monthly pass	From (Station/Start point)	To (Station/End point)	Total Cost for Mode
Metro Bus		DAILY	2.75	Falls Church	Pentagon	57.75
Metro Bus		DAILY	2.75	Pentagon	Falls Church	57.75
Monthly Grand Total Mass Transportation Commuting Costs:						115.50

Applicant provided the following additional information:
N/A

Figure 11 - Application Details

4.2.3.3 Application Review Options

The review section, see “**Application Review Options**” figure displays the certification statements that the applicant agrees to and provides options for approving or rejecting the application. Once you have reviewed the application and performed any necessary research, you can make a selection by clicking on the respective radio button for one of the following choices:

- “**I approve this application**”
- “**I reject this application**”

In addition to reviewing the application data, including the **“Expense Worksheet”**, the AMTBRO can also add additional information in the **“Comment”** box. Also, the AMTBRO can audit an application by clicking the **“Application Audit”** button at the bottom of the page.

The screenshot shows a web form titled "The applicant certifies that:" with a list of 10 bullet points regarding employment, benefits, and transportation. Below the list is a field for "Reviewing Supervisor: TESTUSER, JOHNDOE D". There are two radio buttons: "I approve this application." and "I reject this application.". A text box for comments is present, with a note: "Enter comments or reason saying why you cannot approve. Please note, if you reject the application, any comments provided will be sent to the applicant. Any other comments will be saved in the application history for the reference of the reviewing official, or the Program Office." At the bottom are three buttons: "Submit", "Application Audit", and "Return to Portal". The footer text is "DD2845 JUN 2009".

Figure 12 - Application Review Options

4.3 Approving an Application

The AMTBRO has up to forty-five (45) days to approve an application before the system will mark the application as “closed” and remove it from the RO review queue. Once the application is “closed”, the applicant will have to submit a new application. See the **“Review Reminders”** section to view notifications that are sent to the AMTBRO and to the applicant when an application is waiting for review and certain thresholds are reached.

If the AMTBRO selects the “I approve this application” the application will be forwarded to the Washington Metro Area Transit Authority (WMATA) for final processing when the AMTBRO clicks the **“Submit”** button. In addition, your approval will be recorded in the Event History.

4.4 Rejecting an Application

If you select **“I reject this application”** you must enter a reason for your rejection in the text box. When you click the **“Submit”** button, the application will be returned to the applicant and your rejection will be recorded in the **“Event History”**. In addition, an email notification will be sent to the applicant informing them that their application was rejected. Please note that the reason provided in the text box will be included in the email notification to the applicant.

If the AMTBRO rejects the application, the applicant can resubmit the application within forty-five (45) days of the rejection. Otherwise, after 45 days, the rejected application will be “closed” and no longer available.

4.5 Application No Longer Available for Review Message

The MTBP system does not allow the same application to be reviewed by two AMTBROs at the same time. If an application has already been approved or rejected by another AMTBRO before another AMTBRO tries to review the same application, the second AMTBRO will receive a system message stating that the application is no longer available for review. In addition to the message, you will see a summary of the application and a link to view the completed application details. A similar message will be displayed if the applicant went back into the system to resubmit their application.

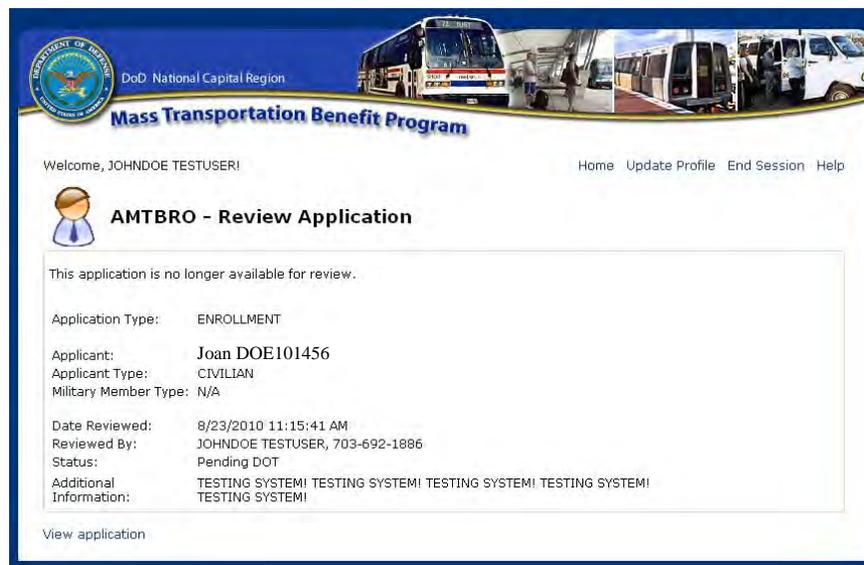


Figure 13 - Application No Longer Available For Review Message

Clicking on the “View Application” link will display the “View Application” page as depicted in the “Application No Longer Available For Review Message” figure.

4.6 Auditing an Application

4.6.1 Audit Application Page

When you click the “Audit Application” button on the application review page, you will be directed to the “Audit Application” page. This page allows the AMTBRO to perform an audit of the application by including comments and uploading supporting documentation in the form of Adobe (.pdf) files, Word documents (.doc, .docx), Outlook message (.msg) files, and text (.txt) files. After adding comments and uploading any desired documents, click the “Submit” button to submit the audit actions.

[Server 1] - Welcome, MAR AMTBRO Name Home Search Reports Update Profile End Session Help

Audit Application

Privacy Act

This application contains information subject to the Privacy Act of 1974, as amended.
[View Privacy Act Statement](#)

This page is available for you to capture any comments or documents pertaining to the audit of this application.

Application:

Applicant:		Supervisor:	
Tracking Number:	33127956	Last Name:	DOE201343
Application Type:	CHANGE	First Name:	JOE
Entry Type:	Manually Entered by PO Admin	Work Telephone Number:	703-234-1111
Last Name:	DOE101282	Work E-Mail Address:	1290092104@tossd.mil
First Name:	BRYAN		
Middle Initial:			
Last 4 Digits of SSN:	4640		
SmartBenefits® Status:	Account not established		
SmartTrip® Serial Number:	451452453		

Home:		Work:	
Residence (City):	FALLS CHURCH	Duty Station:	PENTAGON
State:	VA	City:	ARLINGTON
9-Digit Zip Code:	22012-2345	9-Digit Zip Code:	22201-1234
Days Commuted Monthly:	21	Work Telephone Number:	703-122-1234
Total Monthly Commuting Costs:	115.50	Work E-Mail Address:	1290092104@tossd.mil
Time Reporting to Work:	07:00 AM	Organization:	AAFES - Army/Air Force Exchange Service
Time Leaving from Work:	04:00 PM	Applicant Type:	CIVILIAN
		Military Member Type:	N/A

Reduced Fare Program Eligibility

The applicant indicates that they are eligible to participate in a reduced fare program. ⚠

Expense Worksheet:

Transportation Provider	Name of Transportation Company	Frequency of Purchase	Cost of one-way trip or weekly/monthly pass	From (Station/Start point)	To (Station/End point)	Total Cost for Mode
Metro Bus		DAILY	2.75	Falls Church	Pentagon	\$7.75
Metro Bus		DAILY	2.75	Pentagon	Falls Church	\$7.75
Monthly Grand Total Mass Transportation Commuting Costs:						115.50

Applicant provided the following additional information:
N/A

The applicant certifies that:

- I am employed by the US Department of Defense and am not named on a Federally subsidized workplace parking permit with DoD or any other Federal Agency. If applicable, I have relinquished my workplace parking permit to the issuing authority.
- My claim for benefits is as a Federal employee or military service member.
- I am eligible for a public transportation fare benefit, will use it only for my daily commute to and from work, will not transfer it to anyone else, and will not allow anyone else to use it.
- The monthly transportation benefit I am claiming does not exceed my estimated monthly commuting costs.
- I will adjust the amount received based upon long term TDY or leave.
- Upon separation from DoD, I will return unused fare media to the MTB Office. If I have converted the fare media to another form of media, I will reimburse the DoD by check or money order payable to the U.S. Treasury.
- I will notify the MTB office of any changes in my status, i.e. home or work address, change in commuting pattern or change in organization even if within the DoD.
- I will NOT calculate parking costs.
- I am not a vanpool owner/driver of my own for profit vanpool. If I am a driver and receive a reduced fee, I will adjust my claim for benefits accordingly. If I am a driver and receive compensation, I may not participate in the program.
- The mode of transportation for which I am claiming the mass transportation benefit is a qualified means of transportation.
- I certify that I will participate in any reduced fare program based on disability or age and any other special reduced fare programs offered by mass transportation providers, if eligible.

Reviewing Supervisor: DOE201343, JOE

Reviewing Official Audit

Comments:

Attachments

Click the Browse and Upload buttons to select a file to attach. The selected file must be less than 3 MB in size.

Name	User	Date	Actions
Destroy Test Sample-2013-1.pdf	SMITH, MARY	03/09/2014	

Enter notes or comments for the audit.



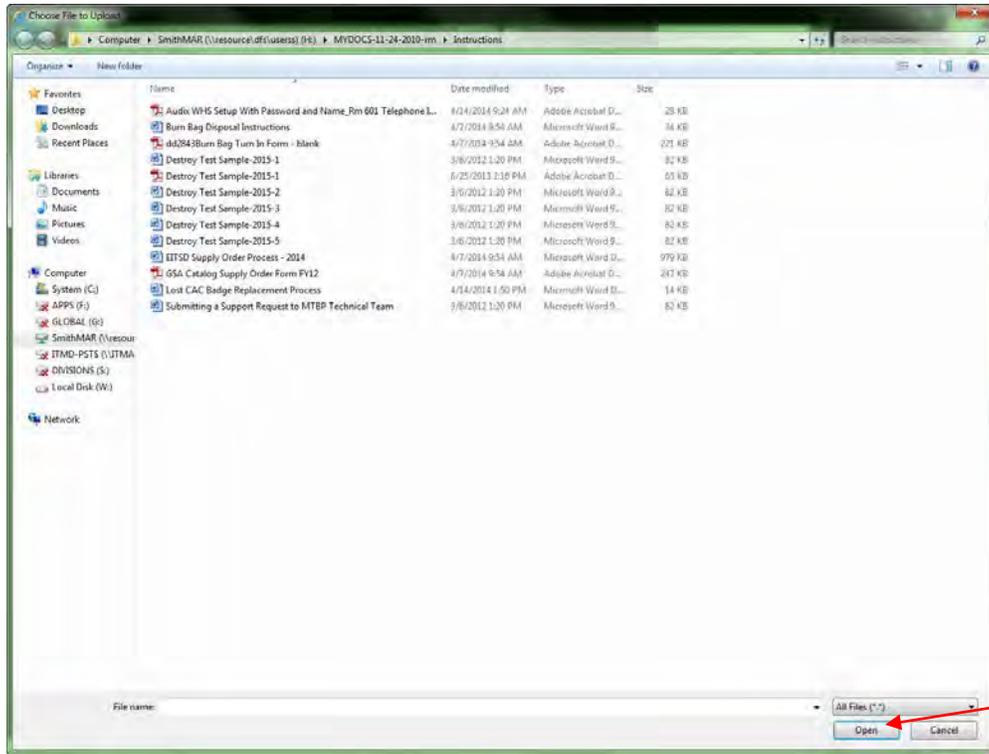
Use “Browse” and “Upload” to attach supporting documentation for the audit.

Figure 14 - Audit Application Page

4.6.2 Attaching Documents

Click the **“Browse”** button to display the standard Windows **“Choose File”** dialog window. This window will allow you to browse your computer for a document file to upload. Select the desired file then click the **“Open”** button to save your selection and flag it for upload.

Please note that only the following file types can be uploaded: *.pdf*, *.msg*, *.doc*, *.docx*, and *.txt*.



Click the Open button to save your file selection.

Figure 15 - Open File Dialog Box

After clicking the **“Open”** button you will be returned to the **“Application Audit”** page. As shown in Figure 16, the selected file will be displayed in the text box field next to the **“Browse”** and **“Upload”** buttons. If you made an incorrect selection, you can click the **“Browse”** button again to change your selection.



Figure 16 - Selected Audit File

After selecting a file, click the **“Upload”** button to upload the selected file. After the file has been uploaded (this should only take a few seconds), the **“Application Audit”** page will be refreshed and the new file name will display. The **“Attachments”** section will appear as shown in Figure 17 below and include the document name.

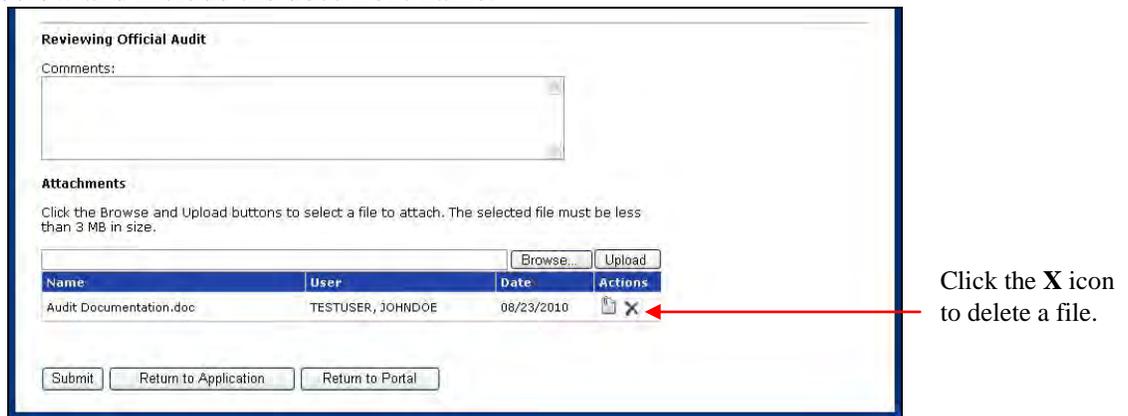


Figure 17 – Audit File Uploaded

4.6.3 Deleting Attachments

An attached file can only be deleted before the audit is submitted; after the **“Submit”** button is clicked, additional files may be uploaded, but previously attached files cannot be deleted. To delete a file click, the icon next to the file. You will then receive a dialog box prompting you to confirm the delete. Click the **“OK”** button to delete the file.



Figure 18 - File Delete Confirmation Prompt

Please note that deleted files cannot be recovered.

4.6.4 Confirming the Audit

After clicking the “Submit” button, the audit is recorded in the “Application Review Events” section of the Application Details page.

Application Review Events:			
Date	Event	User	Comments
08/23/2010 02:29:28 PM	AMTBRO Audit	TESTUSER, JOHNDOE D	Audit notes.
08/17/2010 10:56:59 AM	Submitted to AMTBRO		n/a
08/17/2010 10:56:59 AM	Supervisor Approved	TESTUSER, JOHNDOE D	n/a
08/17/2010 10:53:55 AM	Submitted to Supervisor		n/a
08/17/2010 10:53:55 AM	Program Office Approved	TESTUSER, JOHNDOE D	n/a

Click for full history

Figure 19 - AMTBRO Audit Event

4.7 Review Reminder Notification

If an application has been pending review by the associated AMTBRO for more than 12 days then a reminder email is sent to all AMTBROs with the following Subject line: REMINDER: ACTION REQUESTED: Mass Transportation Benefit Program “ApplicantLastNameFirstName”. These reminder emails will be sent once per day for forty-five (45) days until the application is reviewed by the AMTBRO or the application has been removed from the AMTBRO queue and closed. If an application is closed, the applicant has to resubmit a new application. Closed applications cannot be updated or resubmitted.

```

You have been named as the Reviewing Official (RO) for a MTBP (Mass Transportation Benefit Program) application.
The RO is the local responsible party, designated in accordance with Component policy, who is knowledgeable of
program requirements. Please review the application carefully before signing, as your signature will approve/reject
the aspects of the applicant's application/information listed below.

[Go to {AMTBROReviewUrl} to review and approve/reject the application.]

• You have reviewed the application and certify that the employee is in compliance with eligibility requirements.

[link to Qualify/Eligibility on Contribute site: http://www.whs.mil/MTBP/Qualifying.cfm ]

• You have reviewed applications for completeness, to include:
    o Duty station, entire work 9 digit zip code, full work email address, and full work phone number.
    o Commuting origination point, city of residence, and entire residential 9 digit zip code.
    o Reasonableness/accuracy of commuting costs (i.e. modes of transportation listed are commensurate with costs li
    You may require supporting documentation, including commuting cost calculations for program participants and y
    a random sample of cost calculations to ensure program compliance with program regulations.
    o An appropriate work schedule is listed (i.e. number of days worked per month. The average number of days commu
    compressed or alternate work schedule is in place).
    o Supervisory signature.

• You have ensured applicants are not in receipt of parking subsidy through a comparison of participant and parking databases

Once you've reviewed the application and have found it to be accurate, please sign and approve. The application will be forwa
If you find that you need more information or have questions regarding the information, please contact the applicant or appli
supervisor for clarification prior to approving/rejecting. If you reject the application, you are required to indicate the re
rejection. For program certification information and a review of the "Ethics Awareness Training", please click this link: ht

If you have any questions, please feel free to contact the MTBP program office by email {ProgramOfficeEmail} or by phone at {
To see a full listing of currently enrolled participants for your organization, click on the "Reports" menu in the upper right

Thank you.

DoD Mass Transportation Benefit Program (MTBP)
National Capital Region
http://www.whs.mil/MTBP/
{ProgramOfficePhone}
{ProgramOfficeEmail}
    
```

Figure 20 - Example Review Reminder Notification Email

4.7.1 Email Notification to the Applicant

When an application is routed to the AMTBRO Queue to be reviewed; the applicant will be sent an email at the following intervals to let them know that their application is awaiting AMTBRO review and how many days are left before the forty-five (45) day deadline is reached. After the forty-fifth (45) day, their application will be closed for lack of review. The intervals are seven (7), fourteen (14), twenty-one (21), twenty-eight (28), thirty-five (35), forty-two (42) and forty-five (45) days from the date the application was moved to the AMTBRO queue.

The email that is sent to the applicant is similar to the following email:

"Subject: MTBP Application still awaiting [sub org name] review.
Attention MTBP Applicant,

The [insert type] application you submitted for mass transportation benefits on [insert submit date] is still awaiting organizational reviewing official review. This application will be closed if it sits for more than 45 days awaiting your organizational reviewing official review. There are [number of days remaining] days remaining until this application is closed.

Please contact the Mass Transportation Benefit Program office by replying to this email to try and troubleshoot the issue. You can reach the MTBP program office at 571-256-0962.

This application is scheduled to be closed on [insert 45th day date] if no action is taken.

MTBP Program Office
571-256-0962
WHSNCRTransitbenefit@mail.mil

Withdrawal applications are exempt from the above email notification.

4.8 Records Management

Application records will be maintained in the MTBP system for three (3) years after the application record is “closed”. Records become closed as a result of one of the following events:

- When a newer application is completely approved and processed (successfully updated at WMATA) or successfully completed by the Program Office, any prior application(s) in the MTBP system are “closed”.
- When a withdrawal is approved/released by the Program Office, the application record is closed.
- When an application exceeds sitting in a queue for more than forty-five (45) days, the application is closed. The date/time of closure is captured and stored in the system and an “Application History” entry is made in the system.

- If an application was reviewed and denied, and sits in the queue for more than 45 days from the denied date, it is closed. If 45 days has not passed, then the applicant can resubmit the same application that was denied.

Also, applications that are closed cannot be resubmitted by the Program Office.

Record maintenance is performed on an annual basis. Once a year on 31 December of each year, an application record “clean up” is performed to destroy “closed” records that have been in the system for three (3) years.

4.9 Searching for Applicant

AMTBROs have the ability to search the MTBP system for applicant records by clicking on the “Search” link on the AMTBRO Portal page. AMTBROs can only search for and see applicant records that belong to their assigned sub organizations.

4.10 Selecting Search Options

When the “Search” link is clicked, the system will display the search options page seen below. This page provides several search criteria for querying the MTBP system.

Figure 21 - Search Options Page

To perform a search, enter or select search criteria then click the “Search” button. You may also click on the “Search” button without entering any criteria to see all applicant records in the MTBP system for your assigned sub organization(s).

After entering the desired criteria, you can click on the **“Clear”** button to clear the entry made or selected values. Click on the **“Return to Portal”** button to return to the AMTBRO portal home page.

On the AMTBRO **“Search for Applicants”** page, an **“active”** or **“inactive”** option is available to the **“Enrollment Status”** dropdown menu. See the following screenshot.

Search for Applicants

This function allows you to find participants in the Mass Transportation Benefit Program. If the participant has submitted an electronic application, then you will be able to view the application.

Last Name:

First Name:

Last Four SSN:

Email:

SmarTrip® Serial Number:

Enrollment Status: ▼

Supervisor Last Name:

Supervisor First Name:

Washington Headquarters Services Accessibility/Section 508

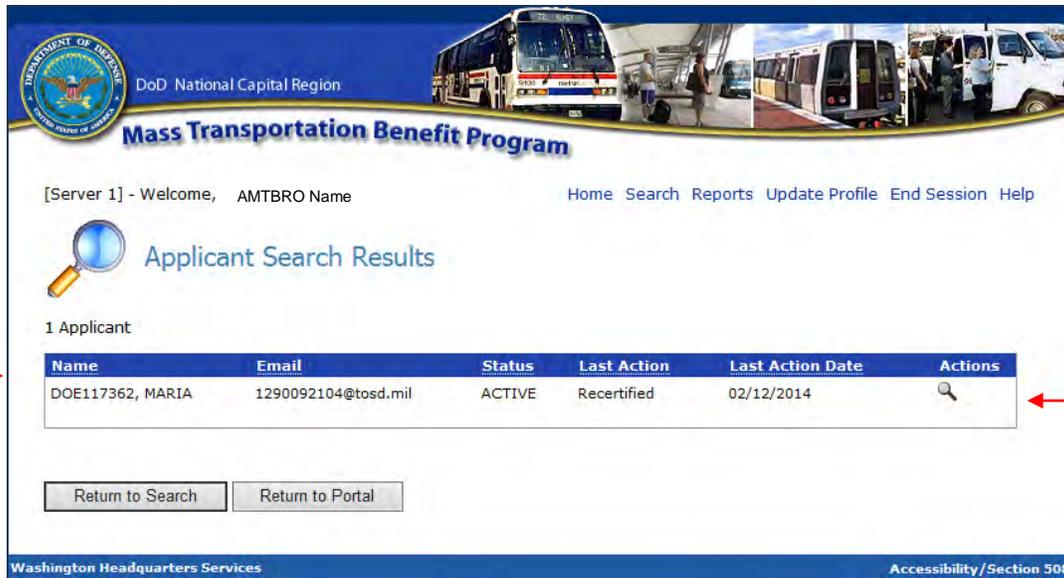
Figure 22 – Completed Applicant Search Options Example

4.11 Viewing Search Results including Closed Applications

After clicking on the **“Search”** button, the MTBP system is queried and the results are displayed in the search results page depicted below in Figure 23. The results displayed depend on the criteria previously entered. Applications are listed in alphabetical order according to the applicant’s last name. If there are no matching results, then the page will display the following message: **“There are no matching applications for your search criteria.”**

The search results listing can be sorted by clicking on a column header. The first click will sort in alphabetical order while the second click will sort in reverse alphabetical order. Also, if there are too many items in the results listing, then the listing will be organized into pages with each page containing a maximum of 10 items. The pages can be navigated through by clicking on the page number links at the bottom of the listing area.

To view an application, click on the **“View”** Icon  for the application record that is desired to be viewed.



When multiple records display, click any column header to sort the results by that column header.

Click this icon to view the application.

Figure 23 - Application Search Results Page

For applications that are closed, the “Status” field will display “Closed” and the date the application was closed will display in the “Last Action Date” field.

4.12 Viewing the Applicant Details Page

After clicking on the “View” icon for the applicant record, the “Applicant Details for Applicant Name” page displays. This page allows you to view the applicant details, but does not allow you to edit the application.

DoD National Capital Region
Mass Transportation Benefit Program

[Server 1] - Welcome, **AMTBRO Name** Home Search Reports Update Profile End Session Help

Applicant Details for DOE117362, MARIA

Privacy Act

This application contains information subject to the Privacy Act of 1974, as amended.
[View Privacy Act Statement](#)

Applicant

Last Name: DOE117362
 First Name: MARIA
 Middle Initial:
 Last 4 Digits of SSN: 4723
 Enrollment Status: Enrolled
 Ethics Training Status: Completed on 02/03/2014
 Recertify Date: 03/14/2015
 Last Action: Recertified
 Last Action Date: 02/12/2014
 Organization: U.S. DEPARTMENT OF DEFENSE - COMPONENT
 SubOrganization: DIA - Defense Intelligence Agency
 Work Telephone Number: 703-123-4567
 Email: 1290092104@tosd.mil
 Subscribed to Program Alerts: Yes
 SmartBenefits® Status: Enrolled
 SmartTrip® Serial Number: 000058098
 User-Defined Key: 75339-A1741B2EDE8C
 Claim Exempt Status: Permanent Exemption

[Applications and Claims](#) | [Applicant History](#) | [Notification History](#) | [Communications](#)

Applications

5 Applications

Submit Date	Application Type	Status Date	Status	Org. Code	Actions
05/19/2014	RECERTIFY	05/20/2014	Submitted to AMTBRO	DIA	
02/03/2014	RECERTIFY	02/12/2014	Completed by WMATA	DIA	
01/28/2013	RECERTIFY	02/12/2014	Closed	DIA	
06/01/2012	CHANGE	02/08/2013	Closed	DIA	
03/05/2012	RECERTIFY	06/11/2012	Closed	DIA	

Claims

24 Claims

Month	Enrolled Amount	Amount Claimed	Amount Spent	Claim Date	Actions
April 2014	262.40	130.00	Data Avail. May 2014	03/05/2014	
March 2014	262.40	130.00	Data Avail. Apr 2014	02/03/2014	
February 2014	272.40	130.00	130.00	01/07/2014	
January 2014	272.40	230.00	130.00	12/03/2013	
December 2013	272.40	230.00	239.90	11/01/2013	
November 2013	272.40	230.00	180.00	09/30/2013	
October 2013	272.40	230.00	245.00	09/03/2013	
September 2013	272.40	230.00	243.70	08/01/2013	
August 2013	272.40	230.00	205.50	07/01/2013	
July 2013	272.40	230.00	194.70	06/03/2013	

1 2 3

SmartTrip Cards

1 Card

Card Type	Serial Number	Dated Linked	Status
Card Type 3	000058098	4/24/2012 2:47:06 PM	Enrolled

[Return to Previous Page](#) [Return to Portal](#)

Washington Headquarters Services Accessibility/Section 508

Figure 24 - View Application Page

Also, if the record being viewed is a closed record, a banner will display across the screen when the record is viewed by the AMTBRO. The banner will state that the “Application is closed” and the date the application was closed. Closed applications can be viewed; but, not updated.

Application Details

Privacy Act

This application contains information subject to the Privacy Act of 1974, as amended.
[View Privacy Act Statement](#)

 **Application is closed**
 This application was closed on 03/05/2012 and will be destroyed at the end of three years.

Application Review Events:

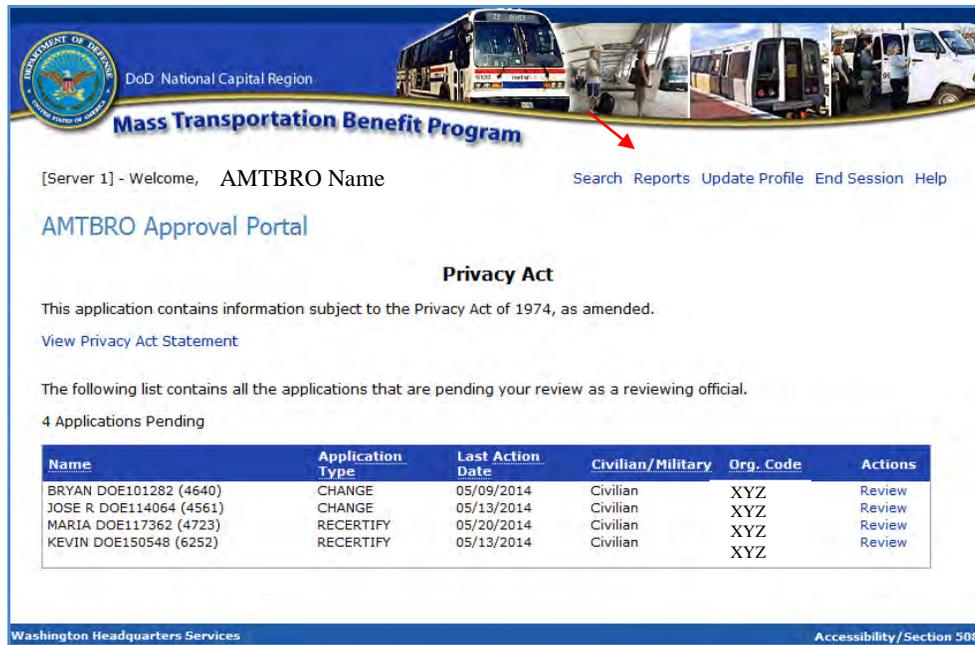
Date	Event	User	Comments
03/05/2012 04:51:35 PM	Closed	SYSTEM	Application is denied by Program Office and is now closed.

Figure 25 – Closed Application Banner

5. AMTBRO Reports

5.1 Access AMTBRO Report Portal

To view the AMTBRO “Reports” page, click on “Reports” in the top right hand corner of the screen on the AMTBRO “Approval Portal” page, see the red arrow in the below figure.



[Server 1] - Welcome, AMTBRO Name [Search](#) [Reports](#) [Update Profile](#) [End Session](#) [Help](#)

AMTBRO Approval Portal

Privacy Act

This application contains information subject to the Privacy Act of 1974, as amended.
[View Privacy Act Statement](#)

The following list contains all the applications that are pending your review as a reviewing official.

4 Applications Pending

Name	Application Type	Last Action Date	Civilian/Military	Org. Code	Actions
BRYAN DOE101282 (4640)	CHANGE	05/09/2014	Civilian	XYZ	Review
JOSE R DOE114064 (4561)	CHANGE	05/13/2014	Civilian	XYZ	Review
MARIA DOE117362 (4723)	RECERTIFY	05/20/2014	Civilian	XYZ	Review
KEVIN DOE150548 (6252)	RECERTIFY	05/13/2014	Civilian	XYZ	Review

Washington Headquarters Services Accessibility/Section 508

Figure 26 - AMTBRO Approval Portal

The below AMTBRO “Reports” page will display with a listing of available reports.

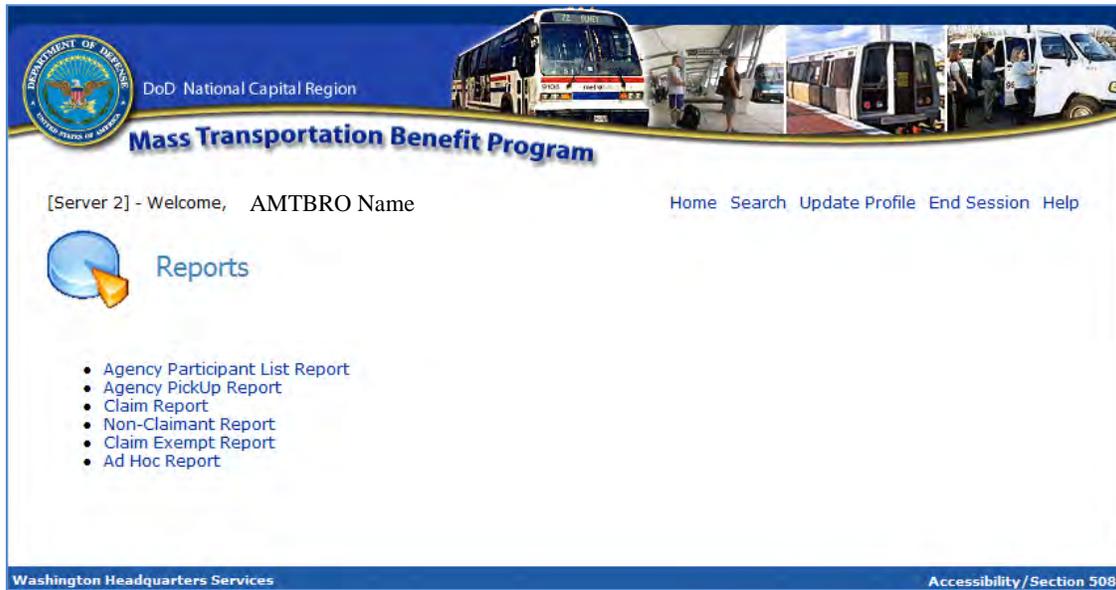


Figure 27 - AMTBRO Reports

5.2 Agency Participant List Report

The “**Agency Participant List Report**” is a listing of all participants in an organization/sub organization and includes the following data columns: “MTBP ID, (Participant’s) Name including Lastname and Firstname, Last four (4) of SSN#, Building Name/Location, Admin (which includes abbreviation for org/sub organization, M/C (Military or Civilian), work telephone number and benefit amount approved for up to maximum”.

The AMTBRO can run the “**Agency Participant List Report**” by pointing and clicking on the “**Agency Participant List Report**” option on the “Reports” screen. The following report option screen will display:

Welcome, AMTBRO Name Home Search Reports Update Profile End Session Help

Agency Participant List

Which organization do you want to report on?
 Select an organization from the list below.

All Assigned Organizations
 U.S. AIR FORCE
 U.S. ARMY
 U.S. NAVY
 U.S. DEPARTMENT OF DEFENSE - COMPONENT

What format do you want to use?
 Select an export format below:

PDF Document
 Excel

Figure 28 - Agency Participant List Selection Screen

The default settings for the “Agency Participant List Report” are:

- “All Assigned Organizations” for the organization setting and
- “pdf” for the report file format type.

However, if you are affiliated with multiple sub organizations and just want to select one or more of those sub organizations, the AMTBRO can do so by selecting the top level organization first; then select the sub organizations that the AMTBRO wants included in the report. For example, if you are an AMTBRO for the Army and you are affiliated with multiple sub organizations, when the “Army” is selected, the screen will change similar to the following screen display and display the sub organizations that you are affiliated with. If the AMTBRO wants to remove any of the sub organizations from being included in the report, deselect the sub organizations by clicking on the checkbox in the “Include” column for that sub organization(s). This will remove the checkmark from within the checkbox and the sub organizations will not be included in the report.

Other options include “Clear All” which will deselect all sub organizations and allow the AMTBRO to select specific sub organizations they want included in the report.

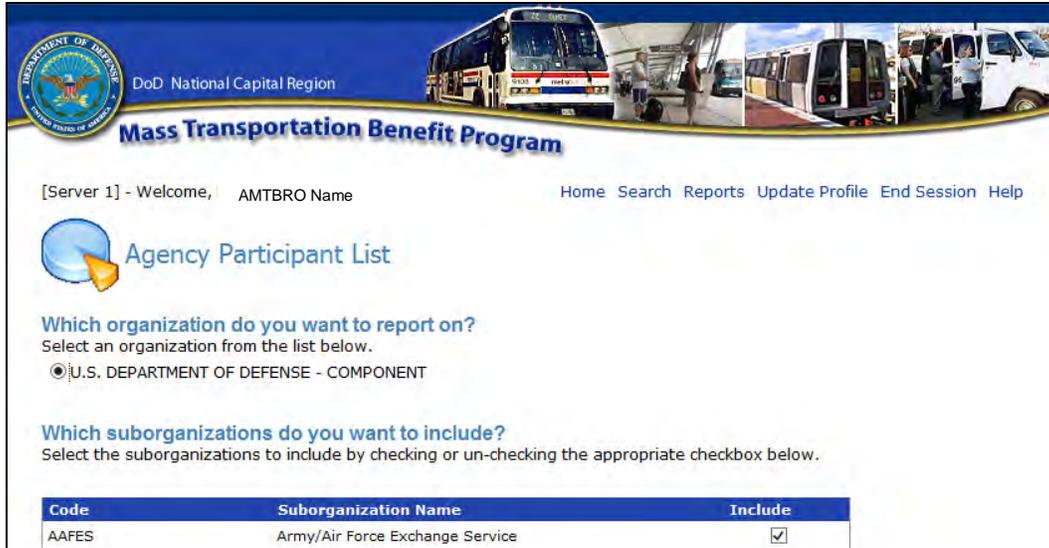


Figure 29 - Agency Participant List Displaying Multiple Sub organizations



After all options are selected, click on the “Create Report” button. See an example in the below figure.

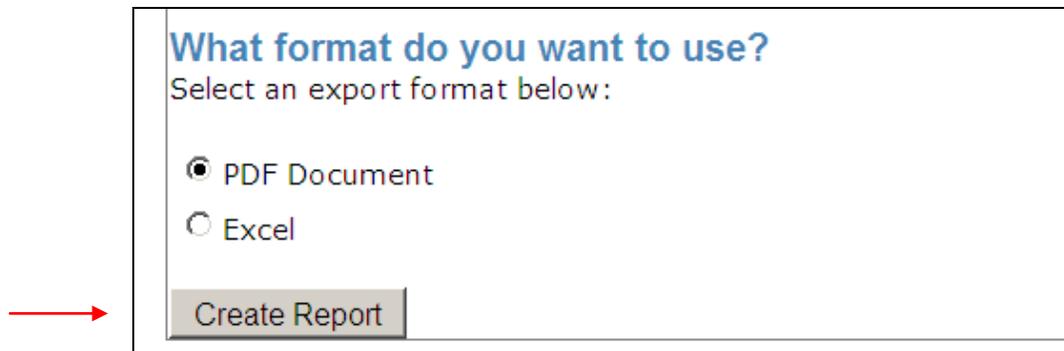


Figure 30 - Report Format Types

The following screenshot is an example of the “Agency Participant List Report” in Adobe pdf format.

FOR OFFICIAL USE ONLY - PRIVACY ACT DATA							
Agency Participant List Report							
DOD-NCR - U.S. DEPARTMENT OF DEFENSE - COMPONENT							
Date Report Ran:	5/27/2014						
MTBP ID	Name	SSN	Building	Admin	M or C	Telephone	Cost
75237	DOE115462, JOSE	4632	PENTAGON	D-AAFES	C	703-123-4567	\$130.00

Figure 31 - Agency Participant List Report in PDF Format

To generate a “**Agency Participant List Report**” in “Excel” format, click on the “Excel” radio button and the “PDF Document” option will become deselected and the “Excel” radio button will become selected.

Figure 32 - Report Format Types

Note: Data provided in examples in the reports has been manipulated in order to protect actual PII. “**Last 4 SSN**” provided is not connected with the applicant. “**Name**”, their “**Telephone**” number has been altered and the “**Email**” address listed is not associated with a particular participant.

To return to the Reports Portal Screen, exit out of the report and click on “Reports” in the upper right hand corner at the MTBP system screen. See example below.

5.3 Agency Pickup Report

The “**Agency Pickup Report**” covers a monthly time period and displays the actual benefit amount (up to the maximum benefit amount) distributed/used by the participant. This report is organized by organization/sub organization and applicant type: e.g. “Civilian and/or Military” as appropriate for the organization/sub organization. Report fields include: Last four (4) SSN#, Last Name, First Name, Middle Initial, Account Code, Amount Issued, and Date Issued. At the bottom of the report, the total based on applicant type (e.g. “Military” or “Civilian”), total for sub organization and grand total will be displayed.

To run the “**Agency Pickup Report**”, point and click on the “**Agency Pickup Report**” option on the AMTBRO “**Reports**” page. See the following figure.

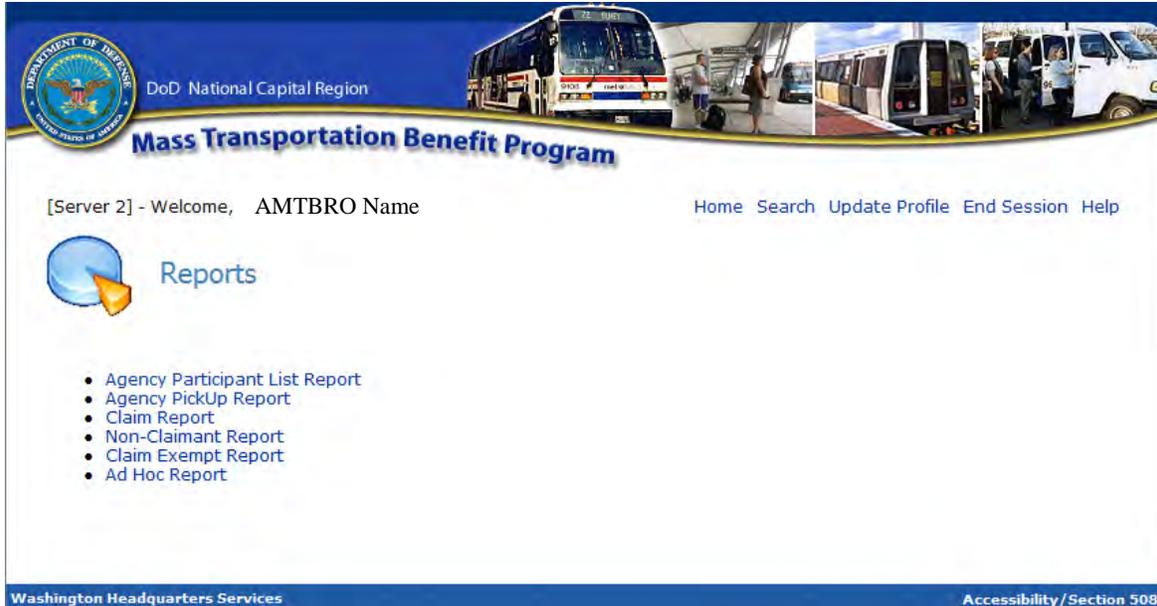


Figure 33 - AMTBRO Reports Portal

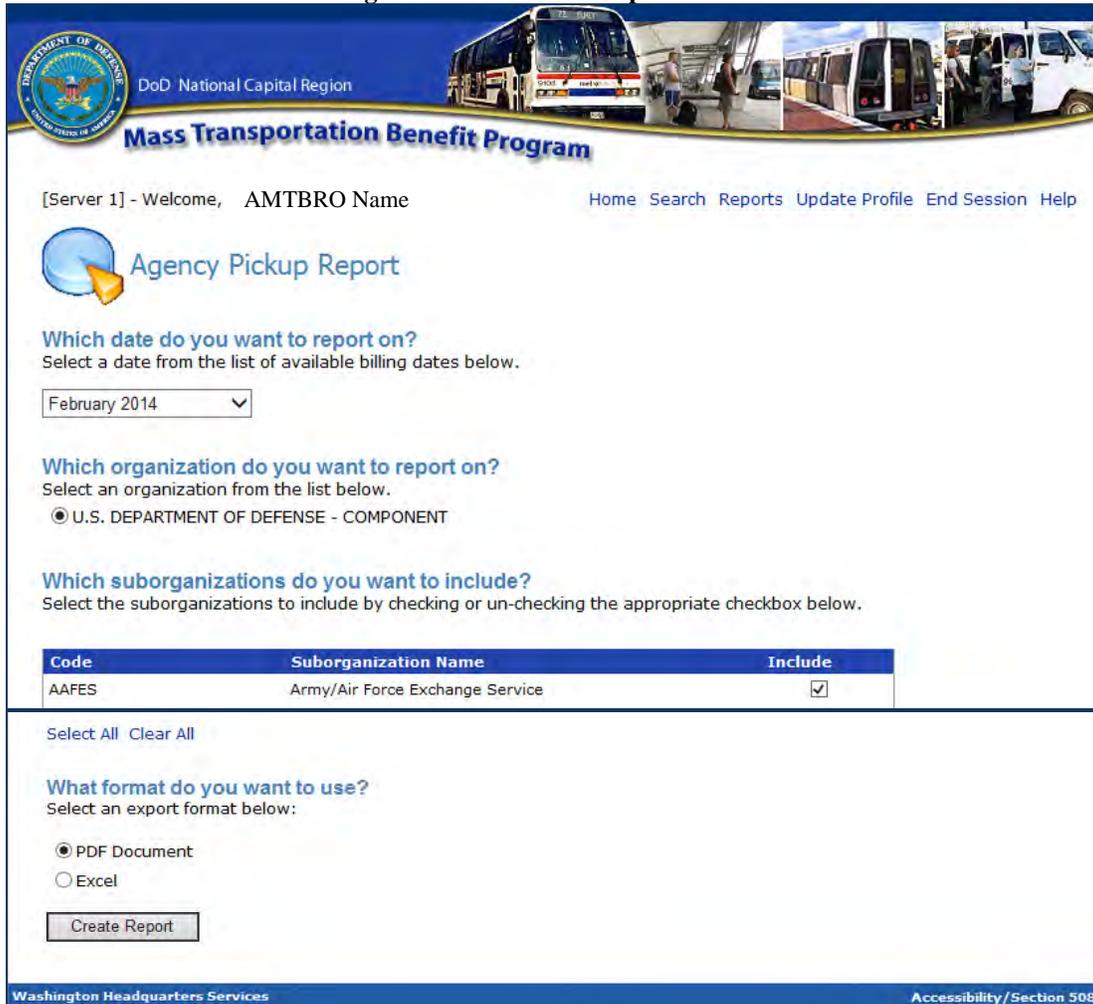


Figure 34 - Agency Pickup Report Options

To run the “**Agency Pickup Report**”, select the desired report period, “**Month/Year**” option from the drop-down menu and select the radio button for the organizations and sub organizations to be included in the report. If the AMTBRO is affiliated with multiple sub organizations and the AMTBRO wants to select one or more of those sub organizations, you can do so by selecting the top level organization first and then select the sub organizations that you want included in the report.

For example, if the AMTBRO is affiliated with multiple sub organizations in the Army, when the AMTBRO selects “Army,” the screen will change similar to the following screen display and display the sub organizations the AMTBRO is affiliated with. If the AMTBRO wants to remove any of the sub organizations from being included in the report, deselect the sub organization by clicking on the checkbox in the “**Include**” column for that sub organization. This will remove the checkmark from within the checkbox and the sub organization will be deselected and not included in the report. If an Excel format is desired instead of the default “pdf” format, click on the radio button next to the “Excel” option under the “What format do you want to use?” section.

DoD National Capital Region
Mass Transportation Benefit Program

Welcome AMTBRO Name Home Search Reports Update Profile End Session Help

Agency Pickup Report

Which date do you want to report on?
 Select a date from the list of available billing dates below.
 November 2011

Which organization do you want to report on?
 Select an organization from the list below.
 All Assigned Organizations
 U.S. AIR FORCE
 U.S. ARMY
 U.S. NAVY
 U.S. DEPARTMENT OF DEFENSE - COMPONENT

Which suborganizations do you want to include?
 Select the suborganizations to include by checking or un-checking the appropriate checkbox below.

Code	Suborganization Name	Include
CSA - HQDA	Chief of Staff, Army	<input checked="" type="checkbox"/>
DAS - HQDA	Director of the Army Staff	<input checked="" type="checkbox"/>
DUSA - HQDA	Deputy Under SecArmy	<input checked="" type="checkbox"/>
DUSA-BT - HQDA	Deputy Under SecArmy (Business Transformation)	<input checked="" type="checkbox"/>
INSCOM	US Army Intelligence and Security Command	<input checked="" type="checkbox"/>
JCS (military only)	Joint Chiefs of Staff (Army)	<input checked="" type="checkbox"/>
OSD (Army)	Office of the SecDef (Army)	<input checked="" type="checkbox"/>
SecArmy - HQDA	Secretary of the Army	<input checked="" type="checkbox"/>

Select All Clear All

What format do you want to use?
 Select an export format below:
 PDF Document
 Excel

Create Report



Figure 35 - Agency Pickup Report Parameter Selection Screen

After all selections are made, point and click on the “**Create Report**” button.

A report with the options selected will display on the screen and will look similar to the example included in the following figure.

FOR OFFICIAL USE ONLY - PRIVACY ACT DATA						
Transit Benefit Detail Report for						
DOD-NCR - U.S. DEPARTMENT OF DEFENSE - COMPONENT						
Transit Benefits Disbursed During February 2014						
Date Report Ran: 5/27/2014						
SSN	Last Name	First Name	MI	Acct Code	Amt Issued	Date
D-AAFES						
Civilian						
4832	DOE115482	JOSE	C		\$80.70	02/01/2014
6015	DOE145517	KATHERINE	L		\$37.70	02/01/2014

FOR OFFICIAL USE ONLY

Figure 36 - Agency Pickup Report/Transit Benefit Detail Report

5.4 Claim Report

The “**Claim Report**” is a listing of program participants who have submitted claims for a selected period of time. The default that displays in the “Which claim effective date do you want to report on?” defaults to the next benefit period. See the below figure as it defaults to the month of “**March 2014**” which is the next benefit distribution period.

Figure 37 - Claim Report Options Page

The following fields display in the “**Claim Report**”:

- Report Date
- Effective Date
- Applicant Key
- Last Name
- First Name
- MI
- Email
- Organization Code
- SubOrganizationCode
- User Defined Key
- SmarTrip Serial Number
- Claim Exempt Status
- Cost Actual
- Cost Adjusted Cost Up To Maximum
- Claim Amount
- Is NonClaimant
- Military or Civilian

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The report runs in Excel format. Also, the option’s page has an option to “Include participants who are claim exempt”. When a checkmark is entered into the “Include participants who are claim exempt” checkbox, participants who are claim exempt are included for the organization/sub organization(s) that are included in this report.

5.5 Non-Claimant Report

The “Non-Claimant Report” provides a list of program participants who are required to claim in order to receive benefits; but, for some reason did not submit a claim for the benefit distribution period selected.

DoD National Capital Region

Mass Transportation Benefit Program

[Server 1] - Welcome, AMTBRO Name [Home](#) [Search](#) [Reports](#) [Update Profile](#) [End Session](#) [Help](#)

Non-Claimant Report

Which organization do you want to report on?
Select an organization from the list below.

All Organizations
 U.S. ARMY
 U.S. NAVY

Which claim effective date do you want to report on?
Select a month and year below:

March 2014

Washington Headquarters Services Accessibility / Section 508

Figure 38 - Non-Claimant Report Options Screen

The AMTBRO can make their organizational selection and the effective date (month) they want to report on. The report is created in Excel format and the fields are similar to the “Claim Report” fields.

5.6 Claim Exempt Report

The “**Claim Exempt Report**” includes a list of participants organized by sub organization code and list all the participants that are not required to submit a claim for the next benefit period. Participants with “Permanent” exemption typically lack access to a CAC-enabled computer in order to submit claims on a monthly basis. usually do not have access to a computer to submit a claim on a monthly basis. Therefore, the AMTBRO needs to check the list and confirm that the status of all participant(s) has not changed. A reminder email notification will be sent to the AMTBRO on the 5th day of each month to remind the AMTBRO to check the “Claim Exempt Report” for users who should no longer receive benefits.

To run the “**Claim Exempt Report**”, point and click on the “**Claim Exempt Report**” option on the AMTBRO “**Reports**” page. See an example of the AMTBRO “**Reports**” page in the following figure.

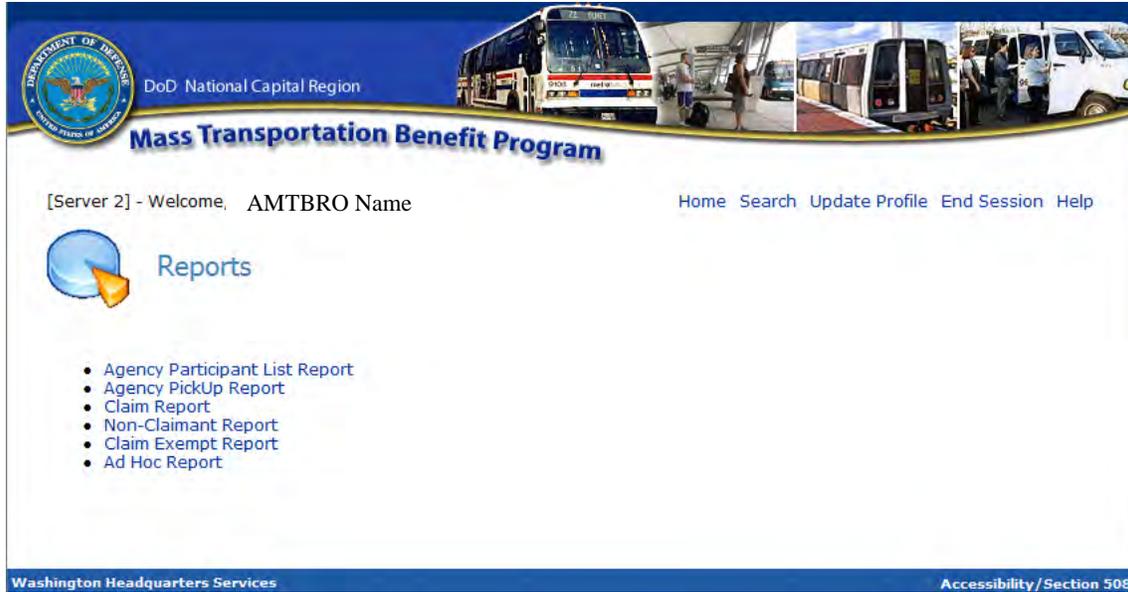


Figure 39 - AMTBRO Reports Portal

An example of the “Claim Exempt Report” options screen displays in the following figure.



Figure 40 - Claim Exempt Report Default Selection Screen

The AMTRBO can use the default setting which includes all of the organizations/sub organizations that the AMTBRO is affiliated with. Point and click on the “**Create Report**” button to accept defaults and create a report. An example of the report headings that are included in the report and one sample record displays below.

Note: The user may have to expand the columns to see all of the data in the column. This can be achieved by pointing and clicking on the right border in the column heading and dragging towards the right until the desired width is reached”.

Organization Code	SubOrganizationCode	Last Name	First Name	MI	Last Four SSN	Email
D	XYZ	DOE115462	JOSE	C	4632	

Telephone	M or C	Monthly Expense Amount	SmarTrip Serial Number	SmartBenefits Status	Comments
703-123-4567	C	\$176.00	000039670	Enrolled	

Claim Exempt Status	Supervisor	Reviewing Official	Reviewing Official Email	Reviewing Official Status
Permanent Exemption	Supervisor Name	RO Name	1369602841@tosd.mil	Active

Figure 41 - Claim Exempt Report Column Headings and Sample Record

If the AMTBRO wants to select some of the sub organizations that they are affiliated with, but not all sub organizations, they should first select the top level organization (e.g. “Army”) and then click on the “Clear All” link. After all sub organizations are deselected, the AMTBRO can point and click in the checkbox under the “Include” column for each sub organization they want included in the report. Then click on the “**Create Report**” button.

The report is created and the system prompts the user to open or save the report. If the report is opened, then to save the report, click on  and click on “**Save as**” and select a folder name by using the drop-down arrow and then give the file a name in the “Name” field and click on “**Save.**” To exit Excel, point and click on the “X” in the upper right hand corner of the screen.

5.7 Ad Hoc Report

From the “**AMTBRO Reports**” page, the AMTBRO can click on the “**Ad Hoc Report**” option to generate a report of all applications for all sub organizations you’re associated with.

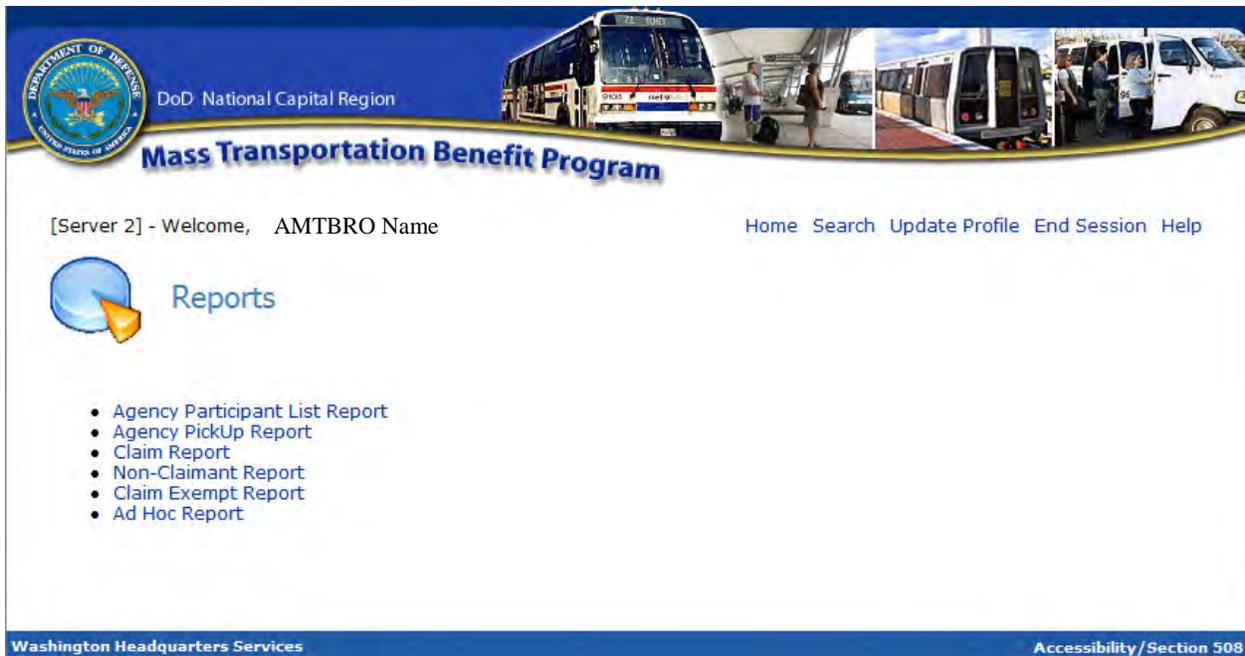


Figure 42 - AMTBRO Reports Screen

After selecting the “**Ad Hoc Report**”, the follow parameters page will display. See the following figure for an example.

Figure 43 - Ad Hoc Report Options

Report options include:

- Application Period (date range for when the application was submitted)
- Application Workflow Status
- Transportation Mode
- Organization
- Sub-organization
- Residence Information: City, State, and Zip Code
- Work Information: Duty Station, City, and Zip Code
- Supervisor
- Parking Status

Option fields that have drop-down menus are detailed below:

- 1) “Workflow Status” field options include the following: Applicant, PFPA, Program Office, Supervisor, AMTBRO, Pending WMATA, Sent to WMATA, and Completed by WMATA.

- 2) “Transportation Mode” field options include the following: Local Bus, Other Bus, Rail, Commuter Rail, Other, and Vanpool.
- 3) “Parking Status” field options include: Manual Approved, Manual Declined, Auto Approved, Auto Declined, Auto Maybe, and Unknown.
4. Organization and Sub organization(s) shown will depend on the organization and sub organization(s) the AMTBRO is associated with. If these don’t appear to be correct, please contact the MTBP Program Office and request they provide the AMTBRO with the proper access.

Enter the desired report criteria then click the **“Create Report”** button to generate the **“Ad Hoc Report”**. To cancel and return to the AMTBRO Portal click the **“Home”** page header link or click on the **“Return to Portal”** button.

5.8 Viewing or Saving the Report

After clicking the **“Create Report”** button, a **“Save File”** dialog window will appear and allow you to **“Open, Save or Cancel”** the resulting report. Click on the **“Open”** button to open the report in Microsoft Excel. Click on the **“Save”** button to save the report as an Excel file or if you do not wish to view the report or to save it, then click the **“Cancel”** button to close the dialog window and return to the **“Ad Hoc Report”** options page.



Figure 44 - Save File Prompt

6. Updating Profile Information

You can update your contact information clicking the **“Update Profile”** page header link.



Click this link to update your profile information.

Figure 45 - Update Profile Link

After clicking the link you will see the **“Update Profile”** page where the AMTBRO can change their **“Title, Work Phone, and Email Address.”** A valid email address is necessary for receiving email notifications from the MTBP system.

Please note that only unclassified email addresses should be provided.

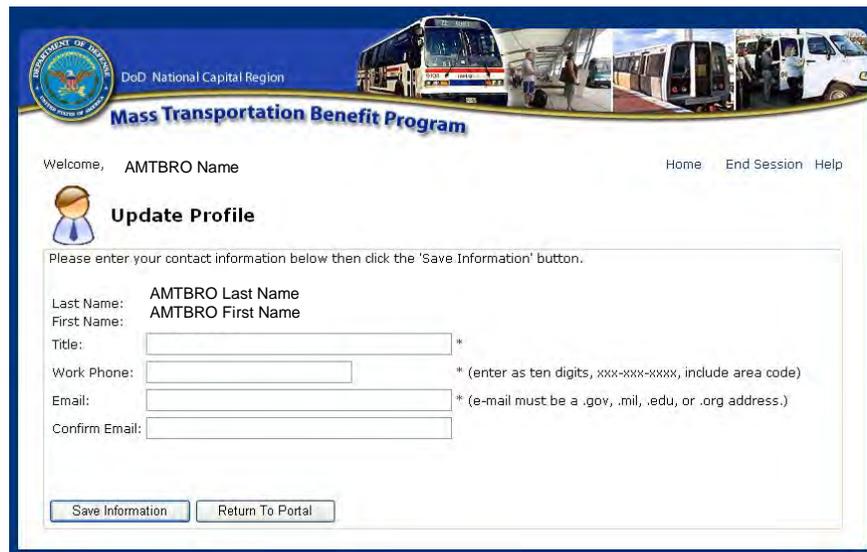


Figure 46 - Update Profile Page

After making any needed changes, click the **“Save Information”** button to save your changes. To return to the AMTBRO portal click the **“Home”** page header link or click the **“Return to Portal”** button.

7. Ending Your Session

You can end your MTBP session by clicking on the “**X**” in the upper right hand corner. When the AMTBRO clicks the “**X**” to close the window, they may be prompted with a confirmation pop-up box as display in the following figure. Click on the “**Yes**” button to close the browser; click the “**Cancel**” button to return to the page the AMTBRO was on.



Figure 47 - End Session Confirmation Prompt

8. Frequently Asked Questions (FAQ)

8.1 Website URLs

MTBP Registration URL: <https://mtbp.whs.mil/Registration>

MTBP AMTBRO Portal URL: <https://mtbp.whs.mil/AMTBRO>

MTBP WHS Program URL: <http://www.whs.mil/mass-transportation-benefit-program>

Technical Issues

If you are experiencing technical issues with the MTBP web application, please contact your Information Technology (IT) Help Desk. The following are some common technical issues and their resolutions.

Issue: I get a “File Not Found” message when I try to go to the MTBP AMTBRO portal

Solution: Ensure that you typed the correct URL for the AMTBRO portal, <https://mtbp.whs.mil/AMTBRO>. If necessary, please update any Internet Explorer favorites that may contain an older URL.

Issue: I get an error when I try to access the MTBP Registration or AMTBRO portal URLs

Solution: If you receive a “Page not found” or “Page could not be displayed” error message then please check the address bar in your web browser to ensure that you have typed the correct URL. If the URL is listed correctly in your web browser address bar then contact your IT Helpdesk.

Issue: The MTBP application does not work correctly on my Firefox browser

Solution: If you are using Firefox and having problems with the application display or functionality then use Microsoft Internet Explorer (IE) 6.0 or greater.

Issue: I get a “Client Certificate Required” error message

Solution: You will receive this error message if you did not select a digital certificate. This situation would occur if either of the following is true:

- You cancelled the “Choose a digital certificate” window when you went to the site
- You cancelled the “Choose a digital certificate” window when you went to the site and then tried to click on the review link from an Outlook message.

To resolve the issue, close all Internet Explorer (IE) browser windows then open the site in a new browser window. By doing this, you force Outlook to use a new instance of IE and, thus, prompt again for a digital certificate. If this does not resolve the issue please contact your IT Helpdesk.

Issue: I get a “Could not process your request” error message

Solution: This message most likely indicates an internal system problem. Try your request again in a few minutes. If you still get the same message contact the Program Office by phone at 571-256-0962, so they can escalate this issue to their technical IT staff for resolution.

Issue: I get a “Session time out” message

Solution: You will receive a “Session time out” message if you have not interacted with the system for a while. When you receive this message, simply click on the “**Home**” page header link to return to the AMTBRO Portal home page.

8.2 MTBP Program Issues

If you have a question about the Mass Transportation Benefit Program, the MTBP web application or reviewing applications, please contact the WHS Program Office (PO) at WHSNCRTransitbenefit@mail.mil or by phone at 571-256-0962.

Question: Why didn’t I receive an email notification stating I had an application to approve?

Solution: If you did not receive an email notification, select the “**Update Profile**” page header link to ensure that the email address listed in the profile is correct. If the profile email is correct, please contact the WHS Program Office by phone at 571-256-0962, so they can escalate the issue to their technical IT staff for resolution.

Question: When I try to review an application, why do I get a message stating that the application is no longer available for review?

Solution: This message indicates that either (a) another AMTBRO reviewed the application while you were looking at it or (b) the applicant edited and resubmitted the application. In the case of (b), an applicant can make changes to their application as long as the application has not been approved by their AMTBRO and sent to WMATA for final processing. When the application is resubmitted, the application will once again go through all the necessary reviews and approvals.