

Washington Headquarters Services

Mass Transportation Benefit Program (MTBP) Web Application

Version 1.3

December 2009

Applicant User Guide

The WHS Mass Transportation Benefit Program (MTBP) web based application is the online implementation of the form DD2845. 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 via the Web. This user guide is intended for anyone wishing to enroll, recertify, change or withdraw from the MTBP using the web based application.

Please do not use the browser “Back” or “Forward” buttons, while in MTBP.

Logging In

Any DoD federal employee or military member in the NCR with a Common Access Card (CAC) can access the MTBP application. Open **Internet Explorer** and enter: <https://mtbp.whs.mil/> from the address line. The Welcome Page will appear.

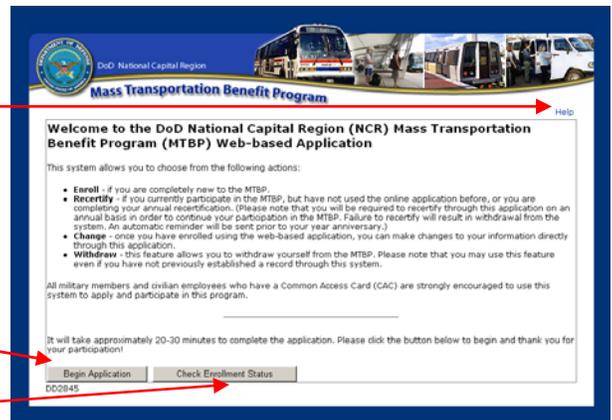
Welcome Page

Use the “**Help**” link to access the on-line PDF help for the MTBP application. The Help link appears on the top right of the page, while in the MTBP system.

After reading the Welcome Page, you may:

Click on the “**Begin Application**” button, to begin using the MTBP application.

Click on the “**Check Enrollment Status**” button, to check your Mass Transportation Benefit Program Enrollment status.



FAQ's

Q: How do I access the Mass Transportation Benefit Program application?

A: Open up Internet Explorer and type <https://mtbp.whs.mil/> in the address bar.

Q: How do I know the status of my application?

A: You will receive system email notifications, as your application is processed, which will provide status of your application. If you have previously enrolled or can't find the latest system email notification, you can check your application status on-line.

Check Enrollment Status

After you click on the “**Check Enrollment Status**” button, the Enrollment Status page is displayed.

If your enrollment status cannot be determined using your CAC, you will see the following page:

MTBP Application Enrollment Status: If you have enrolled in the Mass Transportation Benefit Program, your status will show that you are enrolled. If you believe the status shown is in error, please contact the Mass Transportation Benefit Program Office at transitpass@whs.mil or at 571-256-0962.

Submit an Application: If you are not enrolled and would like to enroll, are enrolled and would like to recertify, are enrolled and would like to make a change, or are enrolled and would like to withdraw.

Click “**Begin Application**” to complete a new application. Please note, if you have previously submitted an application in the MTBP system, your previously entered information will be shown on the new form and you will be able to change it or submit it as it is.

If your enrollment status is “Not Enrolled”, you will see the following page:

Last Submitted Application: If you have submitted an application in the MTBP system, the status of your application will be displayed here.

The screenshot shows the 'Mass Transportation Benefit Program' web-based application interface. At the top, there is a header with the Department of Defense logo and 'DoD National Capital Region'. Below the header, the title 'Mass Transportation Benefit Program' is displayed. The main content area is titled 'Welcome to the DoD National Capital Region (NCR) Mass Transportation Benefit Program (MTBP) Web-based Application'. Under the heading 'Check Enrollment Status', a message states: 'Enrollment status could not be automatically determined using your CAC. Please enter the last 4 digits of your Social Security Number below then click the Check Status button.' The user's name is listed as 'Name: PARENTE, SUSAN G'. There is a text input field for 'Last Four SSN:' and a 'Check Status' button. Below this, the 'Submit an Application' section is visible, with a message: 'You can submit an application to re-enroll, recertify, change your information, or withdraw from the Program. It will take approximately 20-30 minutes to complete the application.' A 'Begin Application' button is present. The page ID 'DD2845' is at the bottom.

The screenshot shows the 'Mass Transportation Benefit Program' web-based application interface. At the top, there is a header with the Department of Defense logo and 'DoD National Capital Region'. Below the header, the title 'Mass Transportation Benefit Program' is displayed. The main content area is titled 'Welcome to the DoD National Capital Region (NCR) Mass Transportation Benefit Program (MTBP) Web-based Application'. Under the heading 'Enrollment Status', the following information is displayed: 'Name: PARENTE, SUSAN G', 'Enrollment Status: Not Enrolled', and 'Last Action: Not available'. Below this, the 'Last Submitted Application' section is visible, with a message: 'Click on the Help link located on the top right hand section of this screen, for explanation of your application status. No applications have been submitted online.' The 'Submit an Application' section is also present, with a message: 'You can submit an application to re-enroll, recertify, change your information, or withdraw from the Program. It will take approximately 20-30 minutes to complete the application.' A 'Begin Application' button is present. The page ID 'DD2845' is at the bottom.

If you have submitted an application through the MTBP system, you will see the following page:

Last Submitted Application: If you have submitted an application in the MTBP system, the status of your application will be displayed here.

DoD National Capital Region
Mass Transportation Benefit Program

Welcome to the DoD National Capital Region (NCR) Mass Transportation Benefit Program (MTBP) Web-based Application

[Help](#)

Enrollment Status
 Name: PARENTE, SUSAN G
 Enrollment Status: Not Enrolled
 Last Action: Not Available

Last Submitted Application
 Click on the Help link located on the top right hand section of this screen, for explanation of your application status.

Application Type	Submit Date	Status Date	Status	Org. Code	Actions
ENROLLMENT	12/01/2009	12/01/2009	Submitted to Supervisor	WHS	View PDF

Submit an Application
 You can submit an application to re-enroll, recertify, change your information, or withdraw from the Program. It will take approximately 20-30 minutes to complete the application.

DD2845

When you click on the “**View**” link for your submitted application, you obtain a PDF of the submitted application which you can view, print or save.

DoD National Capital Region
Mass Transportation Benefit Program

Application

Applicant:
 Tracking Number: 91968602
 Application Type: ENROLLMENT
 Last Name: SUHANICK
 First Name: SUSAN
 Middle Initial: P
 Last 4 Digits of your SSN: 9675

Home:
 Residence (City): FALLS CHURCH
 State: VA
 9-Digit Zip Code: 22046-1111
 Days Commuted Monthly: 15
 Total Monthly Commuting Cost: \$82.50

Work:
 Duty Station: 1235 S. CLARK STREET
 City: ARLINGTON
 9-Digit Zip Code: 22202-2222
 Work Telephone Number: 703-904-8078
 Work Email Address: susan.suhanick.cr@whs.mil
 Organization: Washington Headquarters Services

Supervisor:
 Last Name: PATEL
 First Name: MARGI
 Work Telephone Number: 703-904-8078
 Work Email Address: susan.suhanick.cr@whs.mil

Temp Dates:

Mode Of Transportation	Name of Company	Frequency of Purchase	Cost of one way leg or weekly/monthly pass	From (Station/Start point)	To (Station/End point)
LOCAL BUS	Georges	DAILY	\$0.25	Falls Church	West Falls Church
RAIL	Metro	DAILY	\$3.25	East Falls Church	Crystal City
VANPOOL	VansRus	MONTHLY	\$30.00	Crystal City	Falls Church

Total Monthly Commuting Cost: \$82.50

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 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.

DD2845 MAY 2009

Eligibility

After the Welcome Page, the MTBP application begins. At the top of the screen, below the MTBP title banner, the graphic shows the steps in the application process. The orange dot denotes the current step in the process. As each step is completed, the line will turn solid blue.

The first screen shown is the Eligibility Page. When you are done reading this page, click on “Next >” at the bottom left corner of the page.

Eligibility

Note: Defense Intelligence Agency (DIA) civilian employees and National Security Agency (NSA) employees must apply through their respective agencies.

To be eligible for the National Capital Region (NCR) Mass Transportation Benefit Program (MTBP), participants must:

- Use a qualified means of transportation to commute to and from work or designated telework center;
- Not be receiving transportation benefits from other sources;
- Not be in receipt of a parking subsidy; and
- Fall within one of the following categories:
 1. DoD Active Component (AC) Military Service members
 2. DoD Reserve Component (RC) Military Service members (including both Reservists and National Guard Members) who are on active duty for more than 30 days assigned to the NCR.
 3. DoD Federal civilian employees, including part-time Federal employees and paid interns.
 4. NAF personnel employed by a duty constituted DoD NAFI

The following **are not** eligible to receive the benefit:

- Contractors
- Reserve Component Service members who are drilling or training in an inactive duty for training status
- Military members and civilian employees on temporary duty (TDY) status, regardless of the length or purpose of the TDY.
- DoD military retirees and civilian retirees unless otherwise eligible (i.e. reemployed annuitants)
- Military dependents
- Military members and civilian employees who are receiving transportation benefits from other sources
- Varpool owners who are drivers or passengers of their own, for-profit van pool and military member and civilian employee van pool drivers riding at no cost or receiving compensation for driving the van pool (except for those only receiving a reduced rate)
- Intergovernmental Personnel Act (IPA) employees (unless appointed to DoD)
- Foreign exchange employees
- Reserve Officer Training Corps students unless they are enlisted in a military branch and serving on active duty

[Next >](#)
DD2845

Privacy Act Statement

This screen denotes the Privacy Act Statement. When you are done reading this page, click on “Next >” at the bottom left corner of the page.

Click on “<Previous” to return to the previous screen.

Privacy Act Statement

Authority: 5 U.S.C. 301, Departmental Regulations; 5 U.S.C. 7905, Programs to Encourage Commuting by Means other than Single Occupancy Motor Vehicles; 10 U.S.C. 131, Office of the Secretary of Defense; E.O. 12191, Federal Facility Ride Sharing Program, E.O. 13150, Federal Workplace Transportation; and E.O. 9397 (SSN).

Principal Purposes: To manage the DoD NCR Mass Transportation Benefit Program including, but not limited to, evaluation and reimbursement of participants, to track the allocated funds in support of the program and prevent misuse of those funds.

Routine Uses(s): To the Department of Transportation for the purposes of administering the program and/or verifying the eligibility of individuals to receive a fare subsidy. Data may be provided under any of the DoD "Blanket Routine Uses".

Disclosure: Voluntary; however, failure to provide the requested information may result in disapproval of the Mass Transportation Benefit Program Application.

[< Previous](#) [Next >](#)
DD2845

Enrollment Request

The application allows you to choose from the following actions: enrolling, withdrawing, reenrolling, or making a change.

- Choose **Enrolling**, if you are completely new to the MTBP.
- Choose **Reenrolling**, if you currently participate in the MTBP, but have not used the online application before, or you are completing your annual recertification. (Please note that you will be required to recertify through this application on an annual basis in order to continue your participation in the

Enrollment Request

Are you (choose one):

Enrolling?

Withdrawing?

Recertifying?

Making a change?

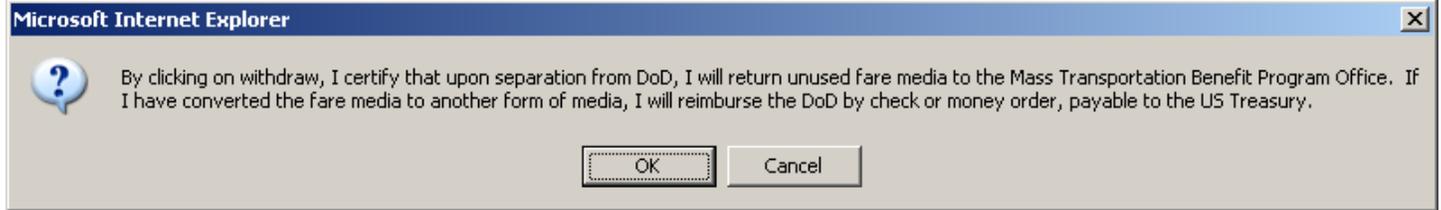
Reason for making a change:
(e.g. address change, returning to program, commuting cost change)

[< Previous](#) [Next >](#)
DD2845

MTBP. Failure to recertify will result in withdrawal from the system. An automatic reminder will be sent prior to your year anniversary date.)

- Choose **Making a change**, if you have previously enrolled using the web-based application, and you need to make changes to your information. Please indicate the nature of the change in the space provided.
- Choose **Withdrawing**, to withdraw you from the MTBP. Please note that you may use this feature even if you have not previously established a record through this system.

If you are withdrawing, you will receive the following notification:

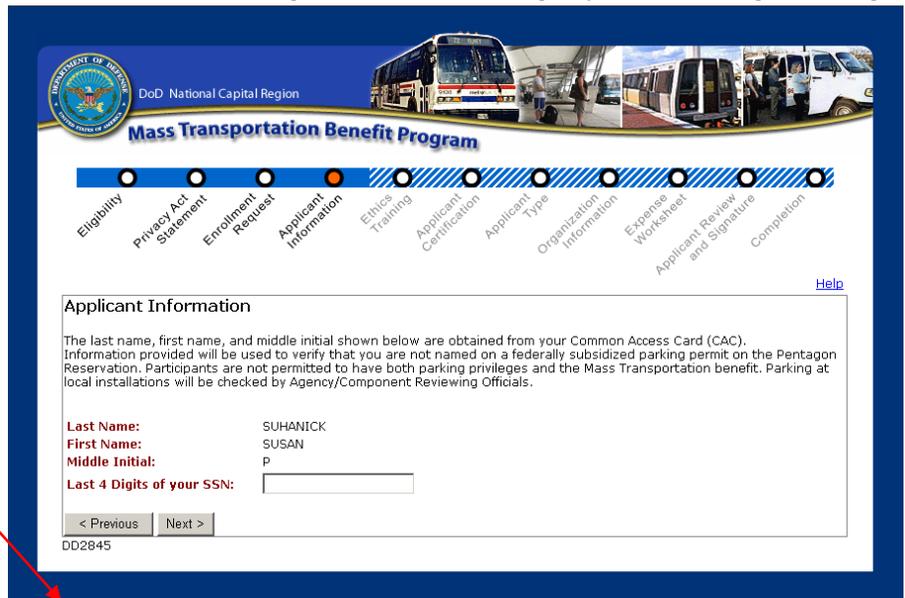


Click on the “OK” button.

Applicant Information

The MTBP application uses the first and last name from your CAC (Common Access Card) to pre-populate the name. The application uses the last four (4) digits of your social security number to check the Pentagon Force Protection Agency (PFPA) Pentagon Parking database for eligibility in the MTBP. If you receive federally subsidized parking at other locations, you may not be eligible for this program. Please check with your local command first.

Enter the last four (4) digits of your social security number and click on the “Next >” button on the bottom left of the screen. Click on “<Previous” if you wish to return to the previous page.



Applicant Already In Process

The following screen displays only if you have already submitted an application and it is in the review process. The status of your application is provided to you, along with a history of the activity for your application.

If you choose to continue, click on the acknowledgement checkbox. When you do so, the “Next >” button will appear.

Department of Defense DoD National Capital Region

Mass Transportation Benefit Program

Eligibility Privacy Acknowledgment Enrollment Request Applicant Information Ethics Training Applicant Certification Applicant Type Organization Information Expense Worksheet Applicant Review and Signature Completion

Application Already In Process

Your application has been submitted and your application status is **Submitted to Program Office**. If you choose to continue, you will need to re-submit your application and the review approval process will begin again. If you need additional assistance please contact the WHS Program Office at transitpass@whs.mil.

Recent Activity

The most recent activity on your application is listed below.

Date	Event	Reviewer	Comments
04/17/2009	Submitted to Program Office		n/a
04/17/2009	Application Submitted		n/a
04/17/2009	PFPA Check Approved		n/a
04/17/2009	Application Started		n/a
04/15/2009	PFPA Check Approved		n/a

I acknowledge that I will have to re-submit my application if I choose to continue.

< Previous Next >

DD2845

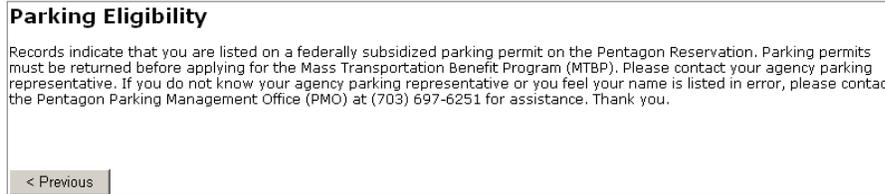
Important!

When you re-submit your application, the review approval process will begin again.

Parking Eligibility Check

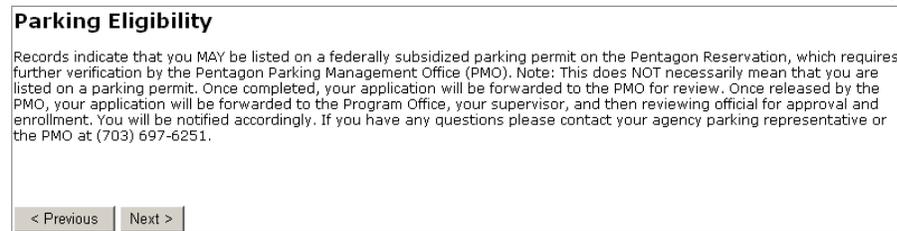
The following are the possible outcomes of the Parking Eligibility Check:

- 1) **Eligible:** If you are eligible for mass transportation benefits, you will not receive a Parking Eligibility statement; you will be directed to the Application Information (con't) screen, to enter your MTBP application information.
- 2) **Ineligible:** If you are ineligible, you will receive the following message.



After reading this message, close your browser window, you will not be able to apply for the MTBP. Follow the instructions detailed in this message and contact your agency parking representative or the Pentagon Parking Management Office (PMO), if necessary.

- 3) **Exception:** If you receive the following message, it means that you may be listed on a parking permit, which may not allow you to receive mass transportation benefits. The PFPA Parking Office will review your application and determine if you are eligible for the MTBP.



Click on the “**Next >**” button on the bottom left of the page. You will proceed with your MTBP application. After your application is submitted, the PFPA Parking Office will review your application and determine your eligibility for mass transportation benefits. If you are approved, your application will be submitted to your supervisor for review and then to your Agency Mass Transportation Benefit Reviewing Official (AMTB RO).

FAQ's

- Q:** What do I do if the Parking check says I am ineligible for the mass transportation benefit program, but I do not have a parking pass?
- A:** Ineligibility means you are still registered in the Parking system. Contact your agency parking representative or the Pentagon Parking Management Office (PMO) to resolve the issue.
- Q:** What if I have a parking pass and am no longer using it?
- A:** You will need to return your parking pass to the Pentagon Parking Management Office. They can then remove you from the Parking system, which will allow you to apply for a MTBP application.

Applicant Information (cont.)

Complete your Home, Work and Supervisor information on the Application Information continued screen. Please note that you must provide your supervisor's correct information, as your completed application will be sent to him/her automatically to the email address you provide. Be sure to provide information for all fields.

After you click on the "Next >" button, on the bottom left, if any required fields are blank or they do not follow the field formatting, they will be marked with a red asterisk (*). Enter values in these fields. If applicable, the correct format will be detailed to the right of the asterisk. Then click on the "Next >" button again.

Click on the "<Previous" button if you wish to return to the previous page.

Applicant Information (cont.) Help

(all fields are required)

Home:

Residence (City):

State:

9-Digit Zip Code: [\(click here to look up your ZIP+4 at the USPS website\)](#)

Work:

Duty Station: (street address/building where you report to work)

City:

9-Digit Zip Code: [\(click here to look up your ZIP+4 at the USPS website\)](#)

Work Telephone Number: (enter as ten digits, xxx-xxx-xxxx, include area code)

Work Email Address: (email address must be a .gov, .mil, .edu, or .org address. If you do not have an e-mail address with a .gov, .mil, .edu, or .org, please use that of your supervisor. Once you are assigned an e-mail address with a .gov, .mil, .edu, or .org, please e-mail transitpass@whs.mil with the new address)

Confirm Email Address:

Applicant's Supervisor Information:

Once you complete the application, your information will be forwarded to your supervisor, to the e-mail address you provide below, for his/her review and confirmation. If confirmed, your application will automatically be forwarded to your Agency/Component Reviewing Official for approval. If denied, your application will not be sent forward. You will receive automatic notification of the status of your application as it progresses through the review/approval process.

Please note that if you are on detail outside of the DoD, please list your DoD point-of-contact or your military supervisor.

Last Name:

First Name:

Work Telephone Number: (enter as ten digits, xxx-xxx-xxxx, include area code)

Work Email Address: (email address must be .gov, .mil, .edu, or .org address)

Confirm Email Address:

DD2845

Ethics Training

Program participants must complete the MTBP Ethics Awareness Training. Upon enrollment, you will be required to annually complete this training as part of the recertification process. The system checks if you have not completed the training in the last 10.5 months. If you have not, you will be required to complete this training. The training consists of six (6) slides. (If you have completed ethics training in the last 10.5 months, the system will skip to the next part of the MTBP application.)

The screen shown on the right is the first screen of the ethics training.

DoD National Capital Region
Mass Transportation Benefit Program

Eligibility Privacy Act Statement Enrollment Request Applicant Information **Ethics Training** Applicant Certification Applicant Type Organization Information Expense Worksheet Applicant Review and Signature Completion

Help

Ethics Training

**DoD, National Capital Region (NCR),
Mass Transportation Benefit Program (MTBP)
Ethics Awareness Training**

Applicants for the MTBP are required to take a brief ethics training. When applying for and claiming the benefit, participants in the program must certify and attest to program criteria. The training informs applicants/program participants of important ethical conduct and legal implications associated with using the benefit.

Program Background

The Mass Transportation Benefit Program was established in October 2000 and is offered to eligible* employees and military service members, to the extent authorized by law and regulation, to reduce pollution and traffic congestion, preserve the environment, and expand transportation alternatives.

*For eligibility/qualifying criteria, please click <http://www.whs.mil/DFD/PSD%20Services/Qualifying.cfm>

Tax Evasion and Fraud

Employees who misuse the transportation benefit will be subject to criminal prosecution, and/or agency disciplinary action, up to and including dismissal. Substantiated violations of any of these certifications may impact an employee's security clearance status.

< Previous Next >

DD2845

The final ethics training slide requires that you click on the “**Next >**” button on the bottom left, to acknowledge that you have read, understand and agree with the contents of the entire ethics training.

Click on “**<Previous**” to view the previous page.

Click on “**Cancel**” if you do not wish to continue with the application process.

Ethics Training

Ethics Awareness Training Completion & Acceptance

Thank you for completing the Ethics Awareness Training.

Please click on "Next" to acknowledge that you have read, understand and agree with the contents. Click "Cancel" to exit the application completely.

< Previous Next > Cancel

Certification Statements

You are required to certify for the MTBP annually. If you have not reviewed and confirmed the MTBP certification statements in the last 10.5 months, you will be required to certify.

(If you have completed certification in the last 10.5 months, the system will skip to the next step of the MTBP application.)

Read the **Warning** and **Mandatory** statements for Applicant Certification.

Each certification statement will display with a radio button next to it. When you click on the radio button, the next certification statement will display. Click on each radio button to confirm that you have read and understand the certification statement, and continue until you have confirmed each statement.

Then click on the “**Next >**” button on the bottom left of the screen.

The screenshot shows the 'Applicant Certification' step of the Mass Transportation Benefit Program application. At the top, there is a navigation bar with the DoD National Capital Region logo and a progress indicator showing steps: Eligibility, Privacy Act Statement, Enrollment Request, Applicant Information, Ethics Training, Applicant Certification (highlighted), Applicant Type, Organization Information, Expense Worksheet, Applicant Review and Signature, and Completion. Below the progress bar, the 'Applicant Certification' section contains a **WARNING** and a **MANDATORY** statement. The **WARNING** states that the certification concerns a matter within the jurisdiction of an agency of the United States and making a false, fictitious, or fraudulent certification may render the maker subject to a criminal prosecution under Title 18, United States Code, Section 1001, Civil Penalty Action, providing for administrative recoveries of up to \$10,000 per violation, agency disciplinary actions up to and including dismissal, and/or administrative or punitive disciplinary action under the Uniform Code of Military Justice (where applicable). Substantiated violations of any of these certifications may impact an employee's security clearance status. Information provided on this form may be audited. The **MANDATORY** statement reads: 'Read each statement and check the accompanying box to certify.' Below these statements, there is a section titled 'I certify that I understand that:' followed by several radio button options:

- 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 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.

At the bottom left, there are '< Previous' and 'Next >' buttons. The ID number 'DD2845' is visible at the bottom left of the page.

Applicant Type

Use the radio buttons to select the option that applies to you. Then click on the “**Next >**” button at the bottom left of the screen to continue.

Click on “**<Previous**” if you wish to return to the previous page.

The screenshot shows the 'Applicant Type' step of the Mass Transportation Benefit Program application. At the top, there is a navigation bar with the DoD National Capital Region logo and a progress indicator showing steps: Eligibility, Privacy Act Statement, Enrollment Request, Applicant Information, Ethics Training, Applicant Certification, Applicant Type (highlighted), Organization Information, Expense Worksheet, Applicant Review and Signature, and Completion. Below the progress bar, the 'Applicant Type' section contains a heading 'Are you: (check one)' followed by several radio button options:

- Civilian
- Military
- Non-Appropriated Funds (NAF)
- Active Reservist (30 Consecutive days or more)
- Paid Temporary Hire / Intern

Below these options, there are two text input fields for 'Start Date:' and 'End Date:'. Below the input fields, there is a note: '(Please indicate the dates of your temporary term)'. At the bottom left, there are '< Previous' and 'Next >' buttons. The ID number 'DD2845' is visible at the bottom left of the page.

If Military is selected on the previous screen, the following screen will display:

The screenshot shows the 'Mass Transportation Benefit Program' application interface for the DoD National Capital Region. A progress bar at the top indicates the current step is 'Applicant Type', which is highlighted with an orange dot. The steps in the progress bar are: Eligibility, Privacy Act Statement, Enrollment Request, Applicant Information, Ethics Training, Applicant Certification, Applicant Type, Organization Information, Expense Worksheet, Applicant Review and Signature, and Completion. Below the progress bar, the 'Applicant Type' section contains two radio button groups. The first group, labeled 'Are you: (check one)', has options for 'Officer' and 'Enlisted'. The second group, also labeled 'Are you: (check one)', has options for 'Air Force', 'Army', 'Navy', and 'Marine Corps'. A note states: 'Military personnel should indicate their branch of service, not the organization to which they are assigned.' At the bottom left, there are '< Previous' and 'Next >' buttons. The ID 'DD2845' is displayed at the bottom center. A 'Help' link is located at the top right of the form area.

If anything other than Military is selected, the following screen will display.
Use the radio buttons to select the option that applies to you. Then click on the “Next >” button at the bottom left of the screen to continue.
Click on “<Previous” if you wish to return to the previous page.

This screenshot is similar to the previous one but shows the 'Applicant Type' section for non-military personnel. The progress bar remains the same, with 'Applicant Type' highlighted. The radio button options are: 'Air Force', 'Army', 'Navy', 'Marine Corps', and 'Department of Defense'. The note about military personnel is absent. The rest of the interface, including the progress bar, buttons, and ID 'DD2845', is identical to the previous screenshot.

Organization Information

Use the pull down list to select the organization that employs you. The contents of this list are based on your selection from the previous screen (e.g. if you selected Army, you will only be shown Army organization codes, etc). The grey box is automatically populated with the organization code based on the organization selected.

Click on the “Next >” button at the bottom left of the screen to continue.

Click on the “<Previous” button at return to the previous screen.

The screenshot shows the 'Organization Information' step of the application process. The progress bar at the top has 'Organization Information' highlighted with an orange dot. The main form area is titled 'Organization Information' and contains a section for 'Organization Code'. It asks the user to 'Indicate the organization that pays your salary:' and provides a dropdown menu with the text 'Select an option from the list below'. A grey text box to the right of the dropdown is pre-populated with an organization code. At the bottom left, there are '< Previous' and 'Next >' buttons. The ID 'DD2845' is at the bottom center. A 'Help' link is at the top right.

Expense Worksheet

The expense worksheet is used to calculate your monthly mass transportation commuting costs. Please enter each mode of transportation you use, detailing: the name of the company, frequency of purchase, cost of purchase, from (starting point/station), and to (ending point/station). First, use the pull down lists and entry boxes to enter this information. Then, click on the “Add” button to the right of the expense record. If any information is entered with an incorrect format, or if required fields are blank, a text message is displayed for that field detailing the error.

Expense Worksheet

To apply for the MTBP, you are required to calculate your usual monthly mass transportation commuting cost.

Instructions:

- 1 Please list each mode of mass transportation used for your commute. For each listed, provide the information required. [Click here](#) for some examples. Also, please note that you are required to take the most cost-effective means within your mode of transportation per DoD 1000.27: <http://www.dtic.mil/whs/directives/corres/pdf/100027p.pdf>
- 2 For the number of days commuted, you must factor in alternate work schedules and telework arrangements that affect the number of days you commute per month (i.e. 17, 19, 21). [Click here](#) for examples.
- 3 Please note that **parking fees are not allowed** when computing monthly mass transportation costs.
- 4 If you use other modes of transportation, that don't incur reimbursable costs, such as slugging, carpooling, etc, please list those modes with a dollar value of \$0.
- 5 If you are a person with a disability or a senior citizen receiving reduced fare rates, you must calculate the reduced fare rates that you pay.

To assist you in finding your mass transportation service provider, fares, and schedule, please visit the following link: <http://www.whs.mil/DFD/PSD%20Services/TransitLinks.cfm>

For help on this screen, [click here](#).

6 Indicate cost of each leg of commute or weekly/monthly pass.

Expense Worksheet:
 Number of Days Commuted Per Month:

Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly pass	From (Station/Start point)	To (Station/End point)	Total Cost for Mode	Action
[SELECT]	<input type="text"/>	[SELECT]	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Add

Your Monthly Grand Total Mass Transportation Commuting Costs: 0.00

If necessary, please provide additional information here (i.e. commuting pattern, work schedule, etc):

7

< Previous Save Next >

DD2845

Link 1

This link provides examples for mode of transportation entries.

Example 1: If you ride a vanpool both ways

- Mode of Transportation: **Vanpool**
- Name of Company: **VPSI**
- Frequency of purchase: **Monthly**
- Cost of purchase: **\$225.00** (this is the monthly fare you pay)
- From: **Woodbridge** (area from which you commute)
- To: **Pentagon** (this is the duty station at which you work)

Expense Worksheet								
Number of Days Commuted Per Month:		21						
Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly	From (Station/ Start point)	To (Station/ Start point)	Total Cost for Mode	Action	
VANPOOL	VPSI	Monthly	225.00	Woodbridge	Pentagon	225.00	Edit	Delete
[SELECT] ▼		[SELECT] ▼					Add	
						Your Monthly Grand Total	225.00	
						Mass Transportation		
						Commuting Cost		

Example 2: Combination of Commuter Rail/Rail

- Mode of Transportation: **Commuter Rail**
- Name of Company: **VRE**
- Frequency of purchase: **Monthly**
- Cost of purchase: **\$234.20** (this is your monthly fare cost)
- From: **Broad Run** (station from which you commute)
- To: **L'Enfant Plaza** (station to which you commute)

Click the add button to add another mode of transportation

- Mode of Transportation: **Rail**
- Name of Company: **WMATA**
- Frequency of purchase: **Daily**
- Cost of purchase: **\$1.80** (this is your one-way fare cost)
- From: **L'Enfant Plaza** (station from which you commute in the morning)
- To: **Pentagon** (duty station/morning commute end point)

Click the add button to add another mode of transportation

- Mode of Transportation: **Rail**
- Name of Company: **WMATA**
- Frequency of purchase: **Daily**
- Cost of purchase: **\$1.80** (this is your one-way fare cost)
- From: **Pentagon** (duty station/evening commute end point)
- To: **L'Enfant Plaza** (station at which you arrive in the evening)

Expense Worksheet								
Number of Days Commuted Per Month:		21						
Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly	From (Station/ Start point)	To (Station/ Start point)	Total Cost for Mode	Action	
Commuter Rail	VRE	Monthly	234.20	Broad Run	L'Enfant Plaza	234.20	Edit	Delete
Rail	WMATA	Daily	1.80	L'Enfant Plaza	Pentagon	37.80	Edit	Delete
Rail	WMATA	Daily	1.80	Pentagon	L'Enfant Plaza	37.80	Edit	Delete
[SELECT] ▼		[SELECT] ▼					Add	
						Your Monthly Grand Total	395.60	
						Mass Transportation		
						Commuting Cost		

Example 3: Metrorail Riders

- Mode of Transportation: **RAIL**
- Name of Company: **WMATA**
- Frequency of purchase: **Daily**
- Cost of purchase: **\$1.80** (this is your one way fare cost)
- From: **Pentagon City** (station from which you depart in the morning)
- To: **Gallery Place** (duty station/morning commute end point)

Click the add button to add another mode of transportation

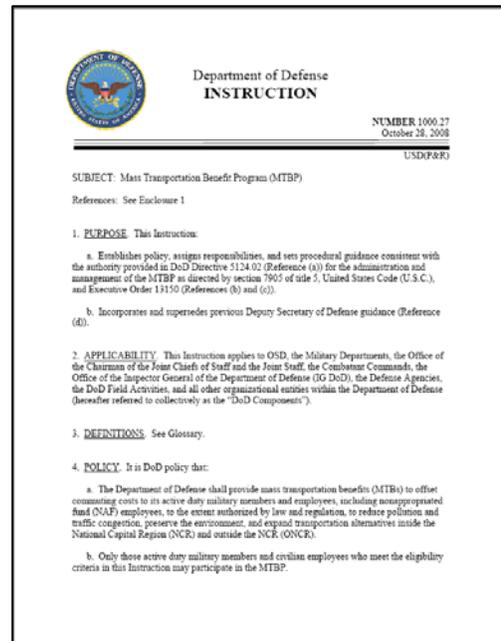
- Mode of Transportation: **RAIL**
- Name of Company: **WMATA**
- Frequency of purchase: **Daily**
- Cost of purchase: **\$1.80** (this is your one way fare cost)
- From: **Gallery Place** (duty station/evening commute end point)
- To: **Pentagon City** (station at which you arrive in the evening)

Expense Worksheet										
Number of Days Commuted Per Month:									21	
Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly	From (Station/ Start point)	To (Station/ Start point)	Total Cost for Mode	Action			
Rail	WMATA	Daily	1.80	Pentagon City	Gallery Place	37.80	Edit	Delete		
Rail	WMATA	Daily	1.80	Gallery Place	Pentagon City	37.80	Edit	Delete		
[SELECT] ↓		[SELECT] ↓					Add			
						Your Monthly Grand Total			75.60	
						Mass Transportation				
						Commuting Cost				

Close

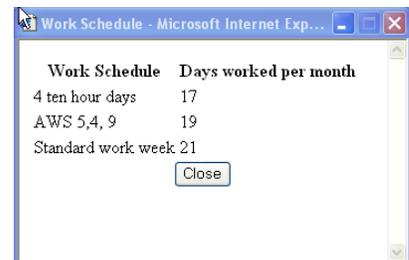
Link 2 for DoDI 1000.27

This link provides you with the DoD Instruction Number 1000.27 for the MTBP.



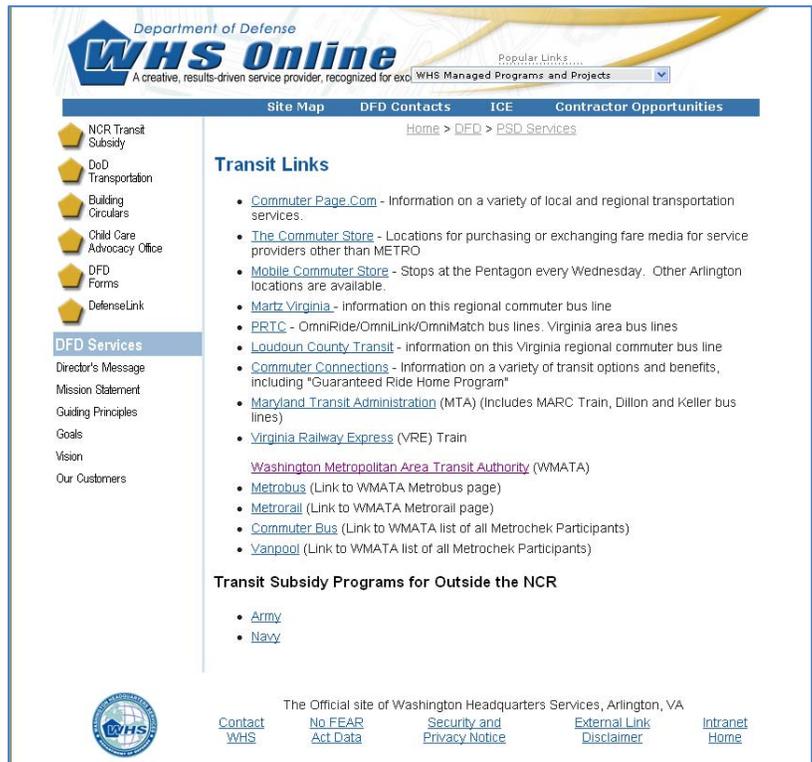
Link 3

This link provides examples of the number of work days commuted to enter, based on the schedule that you work and commute.



Link 4 Transit Links

This link provides a list of Transit links that you can use to obtain your mass transportation benefit costs, for entry on the MTBP Expense Worksheet.



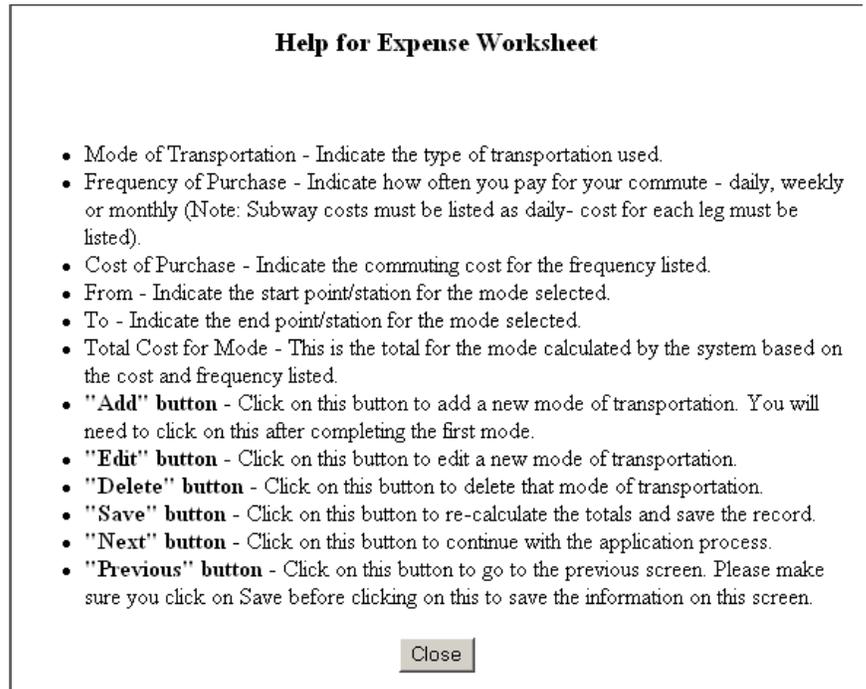
The screenshot shows the WHS Online website interface. At the top, it says "Department of Defense WHS Online" with a tagline "A creative, results-driven service provider, recognized for excellence in WHS Managed Programs and Projects". There are navigation tabs for "Site Map", "DFD Contacts", "ICE", and "Contractor Opportunities". A breadcrumb trail reads "Home > DFD > PSD Services". On the left, there is a sidebar with a "DFD Services" menu containing items like "Director's Message", "Mission Statement", "Guiding Principles", "Goals", "Vision", and "Our Customers". The main content area is titled "Transit Links" and contains a list of links:

- [Commuter Page Com](#) - Information on a variety of local and regional transportation services.
- [The Commuter Store](#) - Locations for purchasing or exchanging fare media for service providers other than METRO
- [Mobile Commuter Store](#) - Stops at the Pentagon every Wednesday. Other Arlington locations are available.
- [Martz Virginia](#) - information on this regional commuter bus line
- [PRTC](#) - OmniRide/OmniLink/OmniMatch bus lines. Virginia area bus lines
- [Loudoun County Transit](#) - information on this Virginia regional commuter bus line
- [Commuter Connections](#) - Information on a variety of transit options and benefits, including "Guaranteed Ride Home Program"
- [Maryland Transit Administration \(MTA\)](#) (Includes MARC Train, Dillon and Keller bus lines)
- [Virginia Railway Express \(VRE\) Train](#)

Below this list are links to "Washington Metropolitan Area Transit Authority (WMATA)", "Metrobus", "Metrorail", "Commuter Bus", and "Vanpool". A section titled "Transit Subsidy Programs for Outside the NCR" lists "Army" and "Navy". At the bottom, there is a footer with the WHS logo and links for "Contact WHS", "No FEAR Act Data", "Security and Privacy Notice", "External Link Disclaimer", and "Intranet Home".

Link 5 Help for Expense Worksheet

This link provides you with help text for each of the Expense Worksheet headers. It also tells you the function of each button on the Expense Worksheet.



The screenshot shows a dialog box titled "Help for Expense Worksheet". It contains a list of instructions for each field in the worksheet:

- **Mode of Transportation** - Indicate the type of transportation used.
- **Frequency of Purchase** - Indicate how often you pay for your commute - daily, weekly or monthly (Note: Subway costs must be listed as daily- cost for each leg must be listed).
- **Cost of Purchase** - Indicate the commuting cost for the frequency listed.
- **From** - Indicate the start point/station for the mode selected.
- **To** - Indicate the end point/station for the mode selected.
- **Total Cost for Mode** - This is the total for the mode calculated by the system based on the cost and frequency listed.
- **"Add" button** - Click on this button to add a new mode of transportation. You will need to click on this after completing the first mode.
- **"Edit" button** - Click on this button to edit a new mode of transportation.
- **"Delete" button** - Click on this button to delete that mode of transportation.
- **"Save" button** - Click on this button to re-calculate the totals and save the record.
- **"Next" button** - Click on this button to continue with the application process.
- **"Previous" button** - Click on this button to go to the previous screen. Please make sure you click on Save before clicking on this to save the information on this screen.

At the bottom right of the dialog box is a "Close" button.

Link 6 for Help

This link provides you with this MTBP Application User Guide, which is viewable as a PDF file, when you click on this link. It can then be viewed, printed or saved.

Additional Expense Information **7**

This text box can be used to provide additional expense information, which may be helpful to the application reviewers. You can use this multiline text box to provide additional details or notes on your commuting expenses, particularly if there is an unusual circumstance which requires additional explanation.

Mode of Transportation Entry

Number of Days Commuted Per Month:

Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly pass	From (Station/Start point)	To (Station/End point)	Total Cost for Mode	Action
RAIL	Metro	DAILY	3.50	West Falls Church	Crystal City	73.50	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
LOCAL BUS	Georges	DAILY	0.25	Falls Church	West Falls Church	5.25	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
VANPOOL	VansRus	MONTHLY	30.00	Crystal City	Falls Church	30.00	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
[SELECT] ▾	<input type="text"/>	[SELECT] ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="button" value="Add"/>

**Your Monthly Grand Total
Mass Transportation
Commuting Costs:** 108.75

If you select the link for each column header of the expense worksheet, a pop-up window will appear explaining the purpose of the field and applicable entries, as detailed below:

- **Mode of Transportation** – Indicate the type of transportation used.
- **Frequency of Purchase** – Indicate how often you pay for your commute – daily, weekly or monthly (Note: Subway costs must be listed as daily).
- **Cost of Purchase** – Indicate the commuting cost for the frequency listed.
- **From** – Indicate the start point/station for the mode selected.
- **To** – Indicate the end point/station for the mode selected.

After selecting the mode of transportation, enter the name of the transportation company, select the frequency of purchase, enter the cost of purchase, enter the starting location [From] and a different ending location [To], click on the “**Add**” button to the right. This will add a new mode of transportation. You will need to click on this after completing the first mode. If there are any errors in your entries a red asterisk (*) will appear next to the field where there is an entry error and a pop up window will detail the field errors.

Once you have added a new mode of transportation, the following buttons will appear to the right of the mode of transportation.

- **Delete:** If you want to delete the mode of transportation entered, click on the “**Delete**” button.
- **Edit:** If you want to edit the mode of transportation entered, click on the “**Edit**” button.

While you are completing the expense worksheet, if you need to go to a previous step in the applicant, click on the “**<Previous**” button. All entries will be saved and when you return to this page, they will again be displayed.

When you have completed the Expense Worksheet, click on the “**Next**” button.

Hint

If you need to change the number of days commuted, you will not need to re-enter the modes of transportation that were added. After changing the number in the field next to *Number of Days Commuted Per Month*, click on the “**Save**” button, at the bottom left of the screen. The Total Cost for the Mode will automatically recalculate, as will *Your Grand Total Mass Transportation Commuting Costs*, based on the valued entered.

Applicant Review and Signature

The purpose of the Applicant Review and Signature page is to review all MTBP applicant information that you have entered and validate that is true and correct. Review the information and select the check box under the **Application Certification** statement, to indicate your agreement with this statement and the information on this page.

You will automatically receive program alerts. Program alerts are sent by the WHS MTBP Office, concerning program notices or updates. It is recommended that you keep this box checked to ensure you are kept up to date on any mass transportation benefit program information, which will be important to you, after you are enrolled in the mass transportation benefit program. If you do not wish to receive alerts, please un-check the check box at the bottom of the page.


DoD National Capital Region





[Help](#)

Applicant Review and Signature

Please review your information, and certify by signing below. You will be able to print a copy for your records after submitting.

<p>Applicant: Tracking Number: 73042615 Application Type: ENROLLMENT Entry Type: Entered by Applicant Last Name: PARENTE First Name: SUSAN Middle Initial: G Last 4 Digits of SSN: 9575</p>	<p>Home: Residence (City): FALLS CHURCH State: VA 9-Digit Zip Code: 22046-1111 Days Commuted Monthly: 10 Total Monthly Commuting Cost: 35.70</p>
--	---

<p>Work: Duty Station: PENTAGON City: ARLINGTON 9-Digit Zip Code: 22202-2222 Work Telephone Number: 703-123-4567 Work E-Mail Address: susan.paren.te.ctr@whs.mil</p>	<p>Supervisor: Last Name: PARENTES First Name: SUSAN Work Telephone Number: 703-123-4567 Work E-Mail Address: susan.paren.te.ctr@whs.mil</p>
---	---

Organization: WHS - Washington Headquarters Services
Applicant Type: CIVILIAN
Military Member Type: N/A

Mode of Transportation	Name of Transportation Company	Frequency of Purchase	Cost of one way leg or weekly/monthly pass	From (Station/Start point)	To (Station/End point)	Total Cost for Mode
RAIL	Metro	DAILY	3.57	West Falls Church	Pentagon	35.70
Monthly Grand Total Mass Transportation Commuting Costs:						35.70

Applicant provided the following additional information:
test test

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 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.

Application Certification: I certify that the information contained in this application is true and correct. I further acknowledge that any false statements or misrepresentations made by me for the purposes of my certification for this benefit may subject me to criminal, civil, or administrative penalties.

I agree.

Date Signed: 11/09/2009

Optional:

Please uncheck this box, if you do not wish to receive program alerts.

< Previous
Submit Application
Not Accept

DD2845

You may also choose to cancel your application submission (which will save all of your application entries, but not submit your application to the MTBP). To cancel your application submission, click on the “**Not Accept**” button.

You may also click on the “< **Previous**” button to return to a previous part of the application to make a change or correction.

Submit Application

After submitting your application, you receive the following screen, which provides links to helpful mass transportation benefit sites.

It is recommended that you click on the “**Print Application Form**” button, on the bottom left of the page, to generate a PDF of your application to retain for your records.

Click on the “**Exit Application**” button to leave the MTBP system.

Application Certification: I certify that the information contained in this application is true and correct. I further acknowledge that any false statements or misrepresentations made by me for the purposes of my certification for this benefit may subject me to criminal, civil, or administrative penalties.

I agree.

Date Signed: 11/09/2009

Optional:

Please uncheck this box, if you do not wish to receive program alerts.

< Previous Submit Application Not Accept

DD2845

Thank You for Completing this Application!

Your application has been submitted. Please note that processing time is approximately 30 days.

You will be notified of your application status as it progresses through the review and approval process. Notifications will be sent to the e-mail address you provided.

To check when your benefits are ready to be distributed, please check <https://transitsubsidy.whs.mil/>. If you have questions, please e-mail transitsubsidy@whs.mil

For MTBP distribution location information, please visit: <http://www.whs.mil/DFD/PSD%20Services/Pick-UpInformation.cfm>

Please note that you will be required to re-enroll annually to continue participation in this program. You will be notified via the e-mail address you provided when you need to re-enroll. It is important that you keep your contact information current. To update your e-mail and/or phone number, please e-mail transitsubsidy@whs.mil with updates.

Print Application Form Exit Application

DD2845

Withdrawing Application

If you have submitted an application for withdrawal, you receive the following page, which provides information on returning unused fare media.

Thank You for Completing this Withdrawal

Your withdrawal request has been submitted. Upon withdrawal, participants are responsible for returning unused fare media or reimbursing the DoD for fare media converted to another form of fare media (i.e. loaded onto a SmarTrip card, exchanged for another transportation provider). Payment may be made by Check or Money Order payable to the US Treasury and Fedexed to the following address:

Washington Headquarters Services
1155 Defense (Pentagon)
Room 3B287
Washington, DC 20301-1155

Print Application Form Exit Application

DD2845

Print Application Form

After clicking on “**Print Application Form**” the following PDF is displayed.
You can save this PDF as a file or you can print it to a printer for your records.

The screenshot shows the 'Mass Transportation Benefit Program' application form. At the top, there is a header with the DoD National Capital Region logo and a banner image of a bus. The form is divided into several sections: 'Application', 'Work', and a table for 'Temp Dates'. The 'Application' section contains personal and contact information for the applicant, Susan Suhanic. The 'Work' section contains employer information for Washington Headquarters Services. The 'Temp Dates' table lists different modes of transportation (LOCAL BUS, RAIL, VANPOOL) with their respective costs and routes. A total monthly commuting cost of \$82.50 is calculated. Below the table, there is a certification section where the applicant certifies their eligibility and provides a list of conditions.

Application

Applicant: [Redacted] Home: FALLS CHURCH
Tracking Number: 91998902 Residence (City): FALLS CHURCH
Application Type: ENROLLMENT State: VA
Last Name: SUHANICK 9-Digit Zip Code: 22046-1111
First Name: SUSAN Days Commuted Monthly: 15
Middle Initial: P Total Monthly Commuting Cost: \$82.50
Last 4 Digits of your SSN: 9575

Work:

Duty Station: 1235 S. CLARK STREET Supervisor: PATEL
City: ARLINGTON Last Name: MARGI
9-Digit Zip Code: 22202-2222 Work Telephone Number: 703-404-6076
Work Telephone Number: 703-404-6076 Work Email Address: susan.suhanick.cr@whs.mil
Work Email Address: susan.suhanick.cr@whs.mil
Organization: Washington Headquarters Services

Temp Dates:

Mode Of Transportation	Name of Company	Frequency of Purchase	Cost of one-way leg or weekly/monthly pass	From (Station/Start point)	To (Station/End point)
LOCAL BUS	Georges	DAILY	\$0.25	Falls Church	West Falls Church
RAIL	Metro	DAILY	\$3.25	East Falls Church	Crystal City
VANPOOL	VansRus	MONTHLY	\$30.00	Crystal City	Falls Church

Total Monthly Commuting Cost: \$82.50

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 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.

DD2845 MAY 2009

After you are done with the PDF form, close the PDF viewer. This will bring you back to the Application Completion page, where you can click on the “**Exit Application**” button to exit the MTBP system.

Confirmation of Browser Close

After clicking on “**Exit Application**” from either submitting an application or submitting a withdrawal you will receive the following prompt. Click on the “**Yes**” button to close the window.



Frequently Asked Questions (FAQ)

MTBP Application URL: <https://mtbp.whs.mil/application>

MTBP WHS Program Office: Email at transitpass@whs.mil or by phone at 571-256-0962.

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

I get an error when I try to access the MTBP Application URL (<https://mtbp.whs.mil/application>)

Error: You click on the link from the MTBP system email notification.

Solution: Copy and paste the link from the email into the Internet Explorer (IE) web browser.

Error: If you receive a page not found or a digital certificate error or other error message that prevents you from accessing the MTBP application.

Solution: Contact your IT Help Desk.

I get a “Client Certificate Required” error

Error: If you receive an error "Client certificate required". This is a client digital certificate problem that would occur if:

- (a) You cancelled the "Choose a digital certificate" window when you went to the site
- (b) You cancelled the "Choose a digital certificate" window when you went to the site and then tried to click on the link from Outlook

Solution: Close all Internet Explorer windows or, at minimum, close the last 1 or 2 Internet Explorer windows opened. Open a new Internet Explorer session. By doing this, you force Outlook to use a brand new window and, thus, prompt again for a certificate. If this does not resolve the issue, please contact your Information Technology (IT) Help Desk.

The MTBP Application does not work correctly on my Firefox browser

Error: If you are using Firefox and having problems with the application display or functionality

Solution: Use Internet Explorer (IE) 6.0 or higher. Firefox is not supported by MTBP

I get “Couldn’t process request, contact your Help Desk” error

Error: “Couldn’t process request”, error message

Solution: Contact your IT Help Desk.

I get a Session Time-Out Error

Error: Get “Session Time-out” error.

Solution: Close the browser window, open a new window and go to <https://mtbp.whs.mil/application>.

Mass Transportation Benefit Program

If you have a business process question or question about the mass transportation benefit program, the WHS Program Office (PO) should be able to assist them.

Session Time-Out Error

Error: You receive a system session time-out error.

Solution: Close the browser window, open a new window and go to <https://mtbp.whs.mil/application>.

Back Page Error

Error: You receive a back page error, “Application Process Completed”, and want to make a change to the already submitted application.

Solution: Close the browser window, open a new window and go to <https://mtbp.whs.mil/application>.

Application Email Notification

Error: You do not receive an email notification

Solution: Contact you IT Help Desk

DOT Has Not Processed the Application

Error: You haven't received an email in the allotted time stating that your application has not been processed by the Department of Transportation (DOT).

Solution: Contact the WHS PO can contact the DOT to investigate the reason for the delay in the application being processed.