



Washington Headquarters Services

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

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

**September 2012**

**Version 1.8  
Final**

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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 Mass Transportation Benefit Program Reviewing Office for their respective agencies.

If you are unfamiliar with the program and would like more information, please visit the program website at <http://www.whs.mil/DFD/Info/NCRTransitSubsidy.cfm>.

## 1.2 Contact

- If you have any questions, please feel free to contact the MTBP program office by email at [transitpass@whs.mil](mailto:transitpass@whs.mil) or by phone at 571-256-0962.
- For program certification information, please click the link for “Ethics Awareness Training.”

## 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.

## 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 12) that your registration was successfully saved. 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 Home Page

The AMTBRO Portal is accessed by opening Internet Explorer and navigating to the URL <https://mtbp.whs.mil/AMTBRO>. This page (see Figure 3 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 (Figure 3) and records will be displayed that require reviewing by the AMTBRO. If there are no pending applications then the following message will be displayed: “You currently have no applications awaiting your confirmation”.

Column Header

Page Toggle

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

Name	Application Type	Last Action Date	Civilian/Military	Org. Code	Actions
CHARLES D BROWNING (9228)	CHANGE	11/23/2011	Military	JCS (military only)	Review
MILTON S BUSBY (5293)	CHANGE	11/30/2011	Military	JCS (military only)	Review
ANGELA R CHAMBERS (6215)	CHANGE	12/01/2011	Civilian	39SPAWAR	Review
MICHAEL L CLAYTON (6770)	CHANGE	12/05/2011	Civilian	CSA - HQDA	Review
NIATA L COSTON (7752)	CHANGE	12/07/2011	Civilian	JTF CapMed/WRNMMC	Review
TISHSHA M DOWLEN (9370)	RECERTIFY	12/07/2011	Civilian	24NAVSEA	Review
JEFFREY L FENNEWALD (0578)	RECERTIFY	12/06/2011	Civilian	JTF CapMed/WRNMMC	Review
JACQUELINE P GALE (2783)	CHANGE	12/02/2011	Civilian	11N09BF	Review
ALPHONSO J HARRISON (3638)	CHANGE	12/06/2011	Civilian	14CNR	Review
MISHA J HEARD (2100)	CHANGE	12/02/2011	Civilian	24NAVSEA	Review
DANIEL B IRWIN (9665)	RECERTIFY	12/06/2011	Military	JCS (military only)	Review
ANTHONY B JEANPIERE (4685)	RECERTIFY	12/07/2011	Civilian	24NAVSEA	Review
CRYSTAL B JOHNSON (6604)	CHANGE	12/07/2011	Civilian	12DON/AA	Review
JESSE R JOHNSON (1483)	CHANGE	11/30/2011	Military	JCS (military only)	Review
MARY M JONES (2345)	ENROLLMENT	03/19/2012	Civilian	WHS	Review
NANCY N JORGE (1221)	ENROLLMENT	04/05/2012	Military	HAF	Review
SHERMAN D KELLY (7601)	CHANGE	12/05/2011	Military	JCS (military only)	Review
MICHAEL B KEMMERER (1341)	ENROLLMENT	12/05/2011	Civilian	JTF CapMed/FBCH	Review
JOSEPH F KORCZYNSKI (8224)	RECERTIFY	12/07/2011	Civilian	24NAVSEA	Review
JULIAN K KUSEL (6624)	CHANGE	12/05/2011	Civilian	14CNR	Review

1 2 3

Figure 3 - 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.

### 3.2 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.mi/DFD/PSD%20Services/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 21 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. 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 which applications you can search for.

### **Sub-Organization Restriction**

As an AMTBRO, you can only review and search for applications that belong to the sub-organizations you are assigned to; you cannot search for applications that belong to other sub-organizations. For example, if you are configured as an AMTBRO for DISA, then you will not be notified to review WHS applications and you will not be able to search for and view WHS applications.

### **Applicant Type Restriction**

In addition, you can only review and search for applications for the applicant types (Civilian, Military, or All) that you have been configured to see. For example, if you are configured to see only Civilian applications then you will not be notified to review Military applications and you will not be able to search for any Military applications.

## **4.2 Selecting an Application to Review**

### **4.2.1 From the AMTBRO Portal**

The AMTBRO can visit the AMTBRO Portal to see which applications are waiting to be reviewed. If there are pending applications then the home page will display them as shown in Figure 3. 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.


DoD National Capital Region


---

Welcome, MARY SMITH!
Home Search Reports Update Profile End Session Help


AMTBRO - Review Application

Privacy Act

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

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 (371) 236-0962.

Application Review Events:

Date	Event	User	Comments
11/23/2011 08:39:59 AM	Submitted to AMTBRO		n/a
11/23/2011 08:39:59 AM	Supervisor Approved	WRIGHT, DAVID M	n/a
11/23/2011 08:32:45 AM	Submitted to Supervisor		n/a
11/23/2011 08:32:45 AM	Program Office Approved	DUGAN, FREDERICK E	SmartBenefits® Status: Enrolled Applicant provided the following additional information: WORK - Metro Rail (Blue Line) from Van Dom ST Station to Crystal City Metro Station. HOME - Metro Rail (Blue Line) Crystal City Metro Station to Van Dom ST Station. WORK TO PENTAGON - Travel to the pentagon for meetings, coordination, etc, required a minimum of once per week
11/23/2011 08:27:09 AM	Administrative Edit	DUGAN, FREDERICK E	smartrip pricing/removed meeting costs

[Click for full history](#)

Review Application
Applicant
Applications and Claims

**Application**

**Applicant:**

**Tracking Number:** 51249409

**Application Type:** CHANGE

**Entry Type:** Entered by Applicant

**Last Name:** BROWNING

**First Name:** CHARLES

**Middle Initial:** D

**Last 4 Digits of SSN:** 9228

**SmartBenefits® Status:** Enrolled

**SmartTrip® Serial Number:** 00000005795

**Home:**

**Residence (City):** Home City

**State:** VA

**9-Digit Zip Code:** 20310-1155

**Days Commuted Monthly:** 20

**Total Monthly Commuting Cost:** 128.00

**Time Reporting to Work:** 07:15 AM

**Time Leaving from Work:** 05:00 PM

**Work:**

**Duty Station:** 1851 SOUTH BELL ST

**City:** ARLINGTON

**9-Digit Zip Code:** 20310-1155

**Work Telephone Number:** 703-123-4567

**Work E-Mail Address:** testnoemail\_applicant\_ctr@whs.mil

**Organization:** JCS (military only) - Joint Chiefs of Staff (Army)

**Applicant Type:** MILITARY-ACTIVE

**Military Member Type:** OFFICER

**Supervisor:**

**Last Name:** DAVE

**First Name:** WRIGHT

**Work Telephone Number:** 703-123-4567

**Work E-Mail Address:** testnoemail\_supervisor@whs.mil

**Expense Worksheets:**

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
COMPUTER RAIL	Metro Rail	DAILY	3.10	Van Dom ST Station	Crystal Cty	62.00
COMPUTER RAIL	Metro Rail	DAILY	3.30	Crystal City	Van Dom ST Station	66.00
<b>Monthly Grand Total Mass Transportation Commuting Costs:</b>						<b>128.00</b>

**Applicant provided the following additional information:**  
 WORK - Metro Rail (Blue Line) from Van Dom ST Station to Crystal City Metro Station. HOME - Metro Rail (Blue Line) Crystal City Metro Station to Van Dom ST Station. WORK TO PENTAGON - Travel to the pentagon for meetings, coordination, etc, required a minimum of once per week

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.

Reviewing Supervisor: WRIGHT, DAVID M

I approve this application.

I reject this application.

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.

Submit Application Audit Return to Portal

DO2845 JUN 2009

Figure 4 - Review Application Page

## 4.2.2 From an Email Notification

AMTBROs are 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 Figure 5.

Attn Reviewing Official:  
 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 below aspects of the applicant's application/information. Please also read the below text BEFORE clicking the application link.  
 [Go to <https://mtbp.whs.mil/AMTBRO/ReviewApplication.aspx?ApplicationKey=123399> 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/DFD/PSD%20Services/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 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.
- o An appropriate work schedule is listed (i.e. number of days worked per month. Average number of days is 21 days, unless a compressed or alternate work schedule is in place)
- o Supervisory signature.

• You have ensured applicants are not in receipt of a parking subsidy through comparison of participant and parking databases.  
 Once you've reviewed the application and have found it to be accurate, please sign and approve and it will be forwarded on accordingly. If you find that you need more information or have questions regarding the information, please contact the applicant or applicant's supervisor for clarification prior to approving/rejecting. If you reject the application, you are required to indicate the reason for rejection. For program certification information, please click this link <http://www.whs.mil/DFD/Info/EthicsTraining.cfm> for "Ethics Awareness Training". If you have any questions, please feel free to contact the MTBP program office by email [transitpass@whs.mil](mailto:transitpass@whs.mil) or by phone at (571) 256-0962.  
 Thank you.

CLASSIFICATION:UNCLASSIFIED

**Figure 5 - 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

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 will be displayed. The “Review Application” page shows the information entered by the applicant and allows the AMTBRO to approve or reject the application. This 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.

#### 4.2.3.1 Application Review Event History

The event history section (see Figure 6) displays the most recent activity on the application.

The screenshot shows the AMTBRO - Review Application page. At the top, there is a banner for the Department of Defense National Capital Region Mass Transportation Benefit Program. Below the banner, the user is logged in as JOHNDOE TESTUSER. The page title is "AMTBRO - Review Application". A "Privacy Act" notice is displayed, stating that the application contains information subject to the Privacy Act of 1974. Below the notice, there is a section titled "Application Review Events" which contains a table of activity.

Date	Event	User	Comments
08/17/2010 11:00:01 AM	Administrative Edit	TESTUSER, JOHNDOE D	Changed supervisor for testing purposes
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 6 - Application Event History

#### 4.2.3.2 Application Details

The application details section (see Figure 7) displays the identity, residence and duty station information for the applicant as well as a worksheet listing the applicant’s commuting expenses.

**Application:**

<b>Applicant:</b>		<b>Home:</b>	
<b>Tracking Number:</b>	46167882	<b>Residence (City):</b>	HOME CITY
<b>Application Type:</b>	ENROLLMENT	<b>State:</b>	VA
<b>Entry Type:</b>	Entered by Applicant	<b>9-Digit Zip Code:</b>	20310-1155
<b>Last Name:</b>	PARENTE	<b>Days Commuted Monthly:</b>	21
<b>First Name:</b>	SUSAN	<b>Total Monthly Commuting Cost:</b>	74.97
<b>Middle Initial:</b>	G	<b>Time Reporting to Work:</b>	08:15 AM
<b>Last 4 Digits of SSN:</b>	9575	<b>Time Leaving from Work:</b>	04:30 PM

<b>Work:</b>		<b>Supervisor:</b>	
<b>Duty Station:</b>	PENTAGON	<b>Last Name:</b>	ANDREN
<b>City:</b>	WASHINGTON, DC	<b>First Name:</b>	CRAIG
<b>9-Digit Zip Code:</b>	20310-1155	<b>Work Telephone Number:</b>	703-123-4567 ext 123
<b>Work Telephone Number:</b>	703-123-4567	<b>Work E-Mail Address:</b>	christopher.hemmings.ctr@whs.mil
<b>Work E-Mail Address:</b>	christopher.hemmings.ctr@whs.mil		
<b>Organization:</b>	WHS - Washington Headquarters Services		
<b>Applicant Type:</b>	CIVILIAN		
<b>Military Member Type:</b>	N/A		

**Expense Worksheet:**

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	74.97
<b>Monthly Grand Total Mass Transportation Commuting Costs:</b>						74.97

**Applicant provided the following additional information:**  
 TESTING SYSTEM! TESTING SYSTEM! TESTING SYSTEM! TESTING SYSTEM! TESTING SYSTEM!

Figure 7 - Application Details

### 4.2.3.3 Application Review Options

The review section (see Figure 8) displays the certification statements that the applicant agreed 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, you can also audit an application by clicking the “Application Audit” button at the bottom of the page.

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 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.

Reviewing Supervisor: TESTUSER, JOHNDOE D

I approve this application.

I reject this application.

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.

DD2845 JUN 2009

**Figure 8 - 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.” Once the application is “closed”, the applicant will have to submit a new application. See “Review Reminders” section for notifications that are sent to the AMTBRO and to the applicant when an application is waiting for review and 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 you click the “Submit” button. In addition, your approval will be recorded in the Event History and an email notification will be sent to the applicant informing them that their application was approved.

### 4.4 Rejecting an Application

If you select “I reject this application ” you must enter a reason for your rejection in the textbox. 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 textbox will be included in the email notification to the applicant.

If the AMTBRO rejects the application, the applicant can resubmit the application if the applicant does it 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 you try to review that same application, you 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 complete application details. A similar message will be displayed if the applicant went back into the system to resubmit their application.

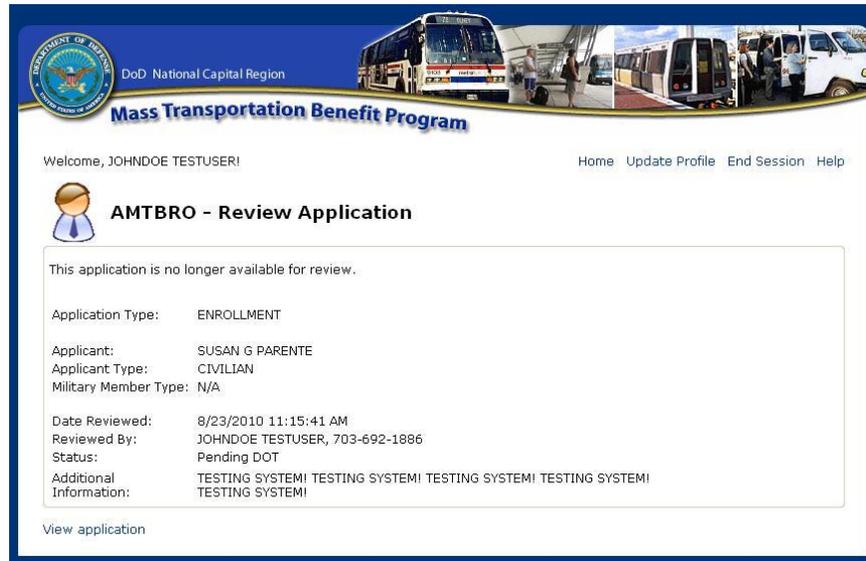


Figure 9 - Application No Longer Available For Review Message

Clicking on the “View Application” link will display the “View Application” Page as depicted in Figure 21.

## 4.6 Auditing an Application

### 4.6.1 Audit Application Page

When you click the “Application Audit” button on the application review page, you will see the Audit Application page. This page allows you 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 documents, click on the “Submit” button to submit the audit.



DoD National Capital Region

## Mass Transportation Benefit Program



Welcome, JOHNDOE TESTUSER!
Home 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:**

<p><b>Applicant:</b></p> <p><b>Tracking Number:</b> 46167882</p> <p><b>Application Type:</b> ENROLLMENT</p> <p><b>Entry Type:</b> Entered by Applicant</p> <p><b>Last Name:</b> PARENTE</p> <p><b>First Name:</b> SUSAN</p> <p><b>Middle Initial:</b> G</p> <p><b>Last 4 Digits of SSN:</b> 9575</p>	<p><b>Home:</b></p> <p><b>Residence (City):</b> HOME CITY</p> <p><b>State:</b> VA</p> <p><b>9-Digit Zip Code:</b> 20310-1155</p> <p><b>Days Commuted Monthly:</b> 21</p> <p><b>Total Monthly Commuting Cost:</b> 74.97</p> <p><b>Time Reporting to Work:</b> 08:15 AM</p> <p><b>Time Leaving from Work:</b> 04:30 PM</p>
--	--

<p><b>Work:</b></p> <p><b>Duty Station:</b> PENTAGON</p> <p><b>City:</b> WASHINGTON, DC</p> <p><b>9-Digit Zip Code:</b> 20310-1155</p> <p><b>Work Telephone Number:</b> 703-123-4567</p> <p><b>Work E-Mail Address:</b> christopher.hemmings.ctr@whs.mil</p> <p><b>Organization:</b> WHS - Washington Headquarters Services</p> <p><b>Applicant Type:</b> CIVILIAN</p> <p><b>Military Member Type:</b> N/A</p>	<p><b>Supervisor:</b></p> <p><b>Last Name:</b> ANDREN</p> <p><b>First Name:</b> CRAIG</p> <p><b>Work Telephone Number:</b> 703-123-4567 ext. 123</p> <p><b>Work E-Mail Address:</b> christopher.hemmings.ctr@whs.mil</p>
--	--

**Expense Worksheet:**

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	74.97
<b>Monthly Grand Total Mass Transportation Commuting Costs:</b>						<b>74.97</b>

**Applicant provided the following additional information:**  
 TESTING SYSTEM! TESTING SYSTEM! TESTING SYSTEM! TESTING SYSTEM!

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.

Reviewing Supervisor: TESTUSER, JOHNDOE D

**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.

No documents have been added to this application.

Enter notes or comments for the audit.



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

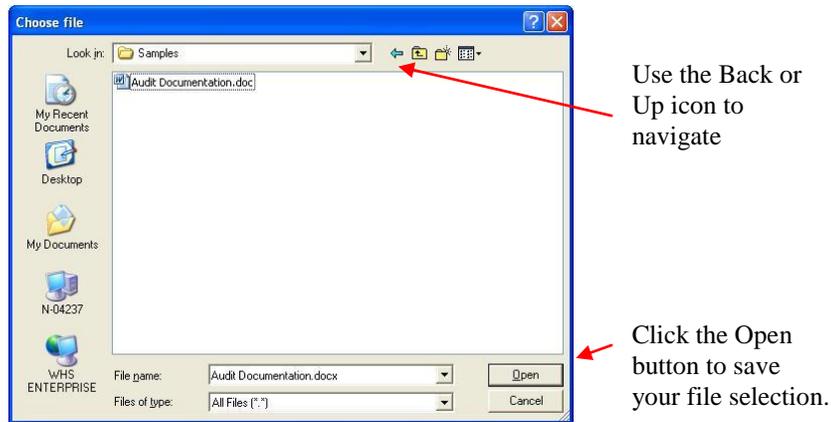


**Figure 10 - Audit Application Page**

## 4.6.2 Attaching Documents

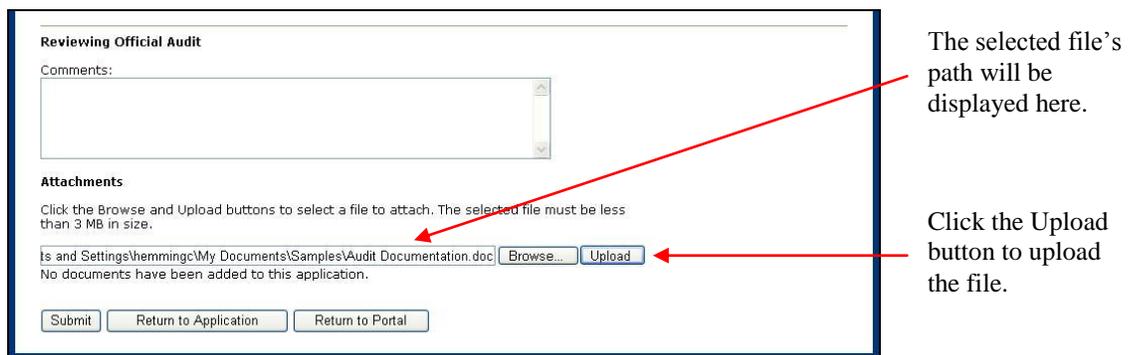
Click the “Browse” button to display the standard Windows “Choose File” dialog window. This window will allow you to browse your computer for a document file to upload. Select the desired file then click the “Open” button to save your selection and flag it for upload.

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



**Figure 11 - Open File Dialog Box**

After clicking the “Open” button you will be returned to the “Application Audit” Page. As shown in Figure 12, 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 12 - 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 will be displayed. The “Attachments” section will look like Figure 13 below.

**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.

Browse... Upload

Name	User	Date	Actions
Audit Documentation.doc	TESTUSER, JOHNDOE	08/23/2010	

Submit Return to Application Return to Portal

Click the X icon to delete a file.

**Figure 13 – 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 14 - 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 event history you will be redirected to the “View Application” page. The audit will be visible under the “Application Review Events” section.

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 15 - 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 (see Figure 16 below). These reminder emails will be sent once per day for 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.

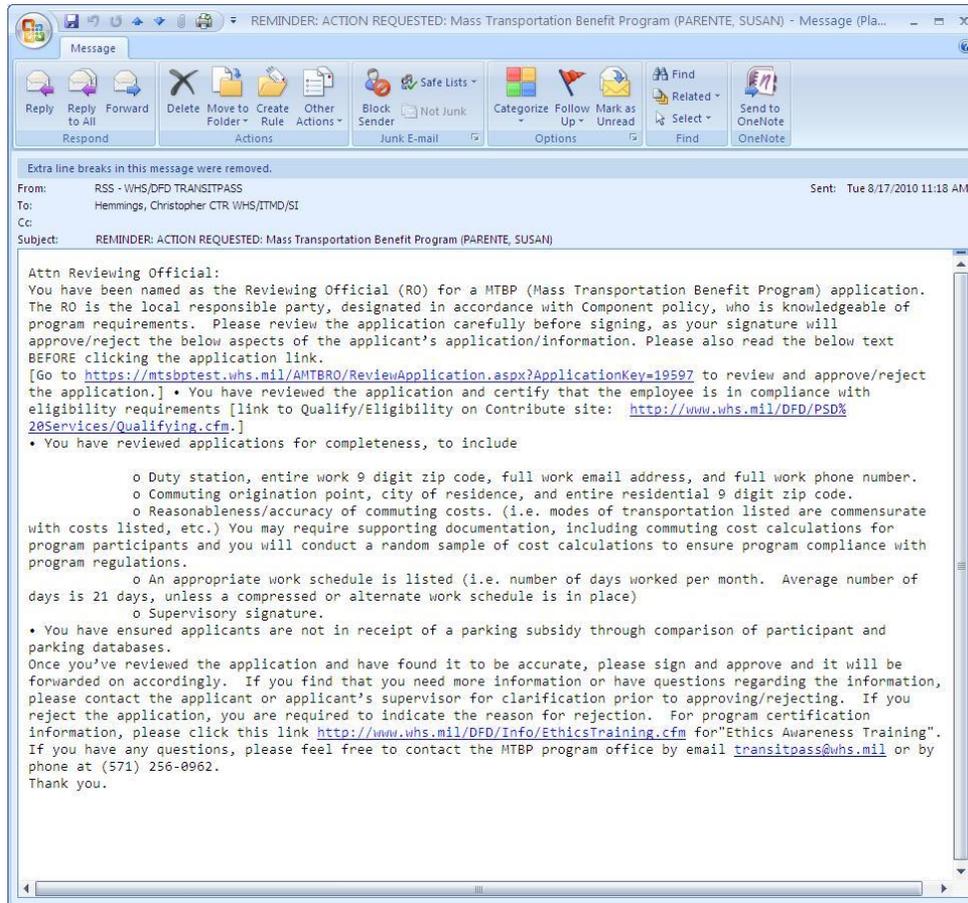


Figure 16 - Example Review Reminder Notification Email

### 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 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 also reach us by phone at 703-697-0532.

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

MTBP Program Office  
571-256-0962  
[transitpass@whs.mil](mailto:transitpass@whs.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 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 re-submitted by the Program Office.

Record maintenance is performed on an annual basis. Once at 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 Applications

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

## 4.10 Selecting Search Options

Clicking the “Search for an Application” link will display the search options page seen below. This page provides several search criteria for querying the MTBP system.

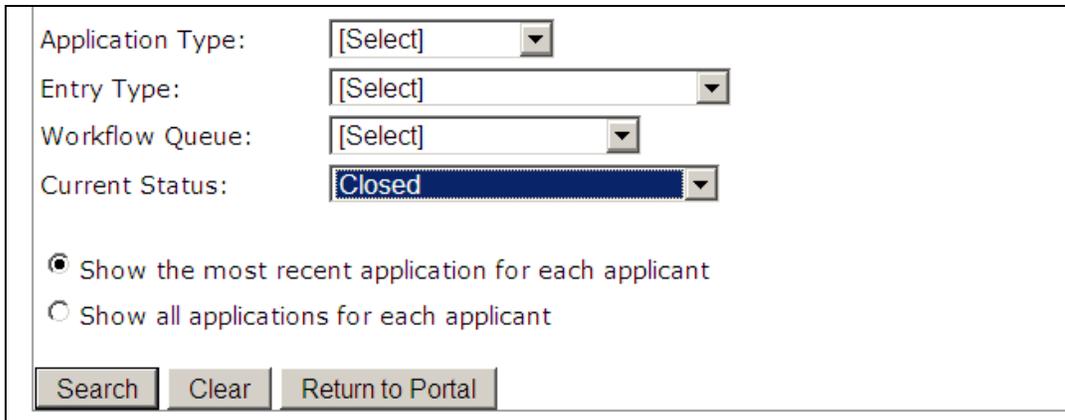
**Figure 17 - Application Search Options Page**

The Organization and Sub-organization(s) names displayed will depend on the Organization and Sub-organization(s) you are associated with. If these don’t appear to be correct, please contact the MTBP Program Office, and request they provide you with additional access.

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 applications in the MTBP system for your assigned sub-organization(s).

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

On the AMTBRO “Search for Applications” page, a “closed” option has been added to the “Current Status” pop-up menu. See the following screenshot.



Application Type: [Select] ▼

Entry Type: [Select] ▼

Workflow Queue: [Select] ▼

Current Status: Closed ▼

Show the most recent application for each applicant

Show all applications for each applicant

Search Clear Return to Portal

Figure 18 - Application Search Options with "Closed" Selected

#### 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 19. The results displayed depend on the criteria previously entered and applications are listed in alphabetical order by 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.

To view an application, click on the View Icon  for the application record you would like to view.

Click any column header to sort the results by that column.

Click this icon to view the application

Click here to page through the results

Figure 19 - 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. See the following sample screenshot.

**Application Search Results**

Use this screen to review all MTBP applications for your suborganization(s).

320 Application(s)

Name	Application Type	Last Action Date	Status	Org. Code	Actions
ANDREA W SMILE	CHANGE	07/16/2010	Closed	WHS	
LOVIE L TATE	CHANGE	01/08/2010	Closed	WHS	
MICHAEL L WHITE	CHANGE	05/11/2010	Closed	WHS	

Figure 20 - "Closed" Application Search Results

#### 4.12 Viewing an Application

After clicking on the “View Icon” for an application, the “View Application” page will be displayed. This page allows you to view the application details but does not allow you to edit the application.

Department of Defense  
DoD National Capital Region  
**Mass Transportation Benefit Program**

Welcome, JOHNDOE TESTUSER! Home Update Profile End Session Help

### Application Details

[Privacy Act](#)

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

**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](#)

**Application:**

**Applicant:**  
 Tracking Number: 46167882  
 Application Type: ENROLLMENT  
 Entry Type: Entered by Applicant  
 Last Name: PARENTE  
 First Name: SUSAN  
 Middle Initial: G  
 Last 4 Digits of SSN: 9575

**Home:**  
 Residence (City): HOME CITY  
 State: VA  
 9-Digit Zip Code: 20310-1155  
 Days Commuted Monthly: 21  
 Total Monthly Commuting Cost: 74.97  
 Time Reporting to Work: 08:15 AM  
 Time Leaving from Work: 04:30 PM

**Work:**  
 Duty Station: PENTAGON  
 City: WASHINGTON, DC  
 9-Digit Zip Code: 20310-1155  
 Work Telephone Number: 703-123-4567  
 Work E-Mail Address: christopher.hemmings.ctr@whs.mil

**Supervisor:**  
 Last Name: ANDREN  
 First Name: CRAIG  
 Work Telephone Number: 703-123-4567 ext 123  
 Work E-Mail Address: christopher.hemmings.ctr@whs.mil

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

**Expense Worksheet:**

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	74.97
<b>Monthly Grand Total Mass Transportation Commuting Costs:</b>						74.97

**Applicant provided the following additional information:**  
 TESTING SYSTEM! TESTING SYSTEM! TESTING SYSTEM! TESTING SYSTEM! TESTING SYSTEM!

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.

**Attachments**

Name	User	Date	Actions
Audit Documentation.doc		08/23/2010	

[Click here to perform an audit](#)

Application Audit Return to List Return to Portal

DD2845 JUN 2009

Click this link to view the full event history

Click here to view the attachment

Figure 21 - 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, noting 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:**

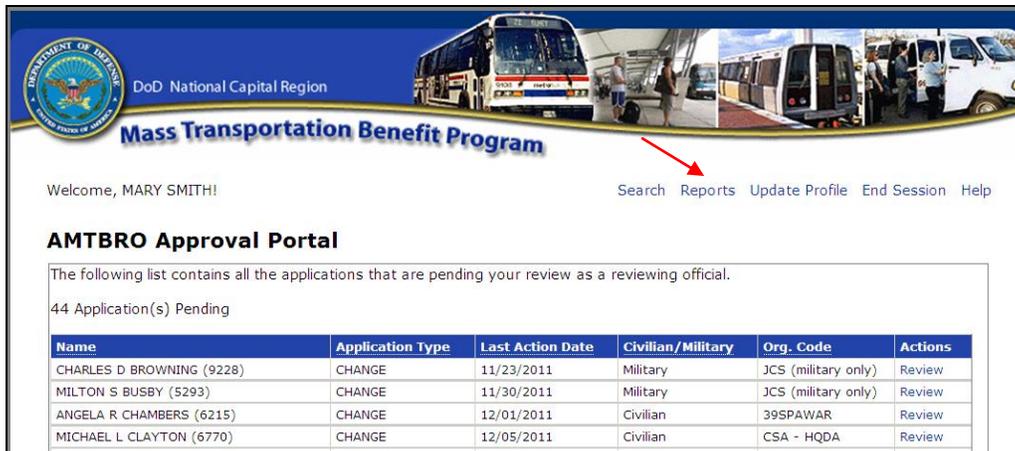
Date	Event	User	Comments
03/05/2012 04:51:35 PM	Closed	SYSTEM	Application is denied by Program Office and is now closed.

Figure 22 – Closed Application Banner

## 5. AMTBRO Reports

### 5.1 Accessing AMTBRO Report Portal

To go to the “AMTBRO Reports Portal” page from the “AMTBRO Approval Portal” page, click on “Reports” in the top right hand corner of the screen. See red arrow below.



Name	Application Type	Last Action Date	Civilian/Military	Org. Code	Actions
CHARLES D BROWNING (9228)	CHANGE	11/23/2011	Military	JCS (military only)	Review
MILTON S BUSBY (5293)	CHANGE	11/30/2011	Military	JCS (military only)	Review
ANGELA R CHAMBERS (6215)	CHANGE	12/01/2011	Civilian	39SPAWAR	Review
MICHAEL L CLAYTON (6770)	CHANGE	12/05/2011	Civilian	CSA - HQDA	Review

Figure 23 - AMTBRO Approval Portal

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



Figure 24 - AMTBRO Reports Portal

## 5.2 Agency Participant List Report

The “Agency Participant List” Report is a listing of all participants in an org/sub-org 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-org, 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:

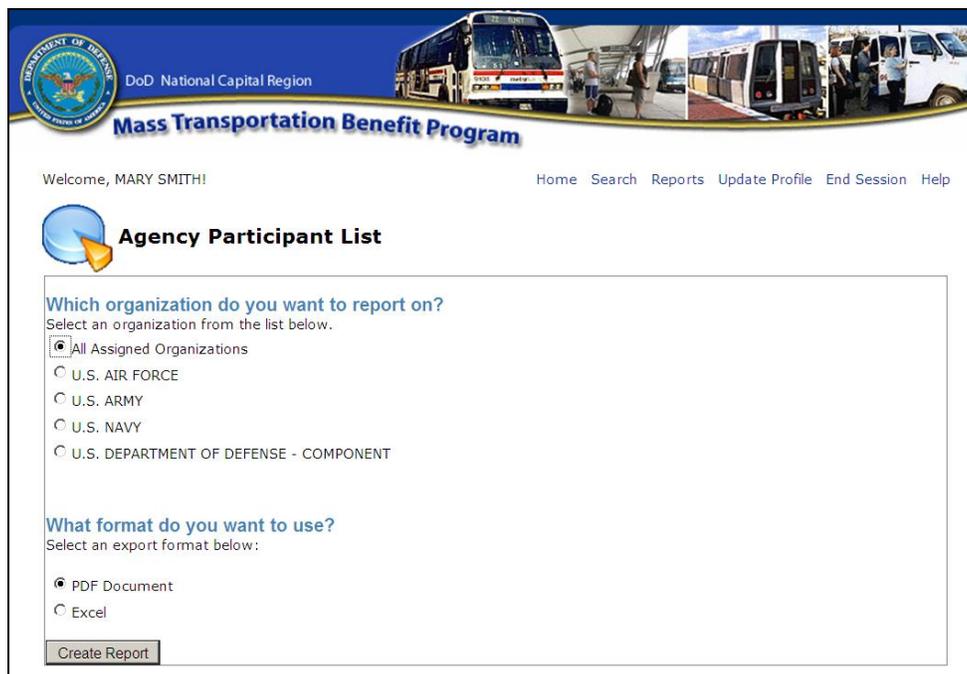


Figure 25 - Agency Participant List Selection Screen

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-orgs and just want to select one or more of those sub-orgs, you can do so by selecting the top level organization first; then select the sub-orgs that you want included in the report. For example, if you are a Reviewing Official for the Army and you are affiliated with multiple sub-orgs, when you select “Army,” the screen will change similar to the following screen display and display the sub-orgs that you are affiliated with. If you want to remove any of the sub-orgs from being included in the report, deselect the sub-org by clicking on the checkbox in the “Include” column for that sub-org. This will remove the check from within the checkbox and the sub-org 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-orgs they want included in the report.

Welcome, MARY SMITH! [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

**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](#)

Figure 26 - Agency Participant List Displaying Multiple Sub-orgs

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

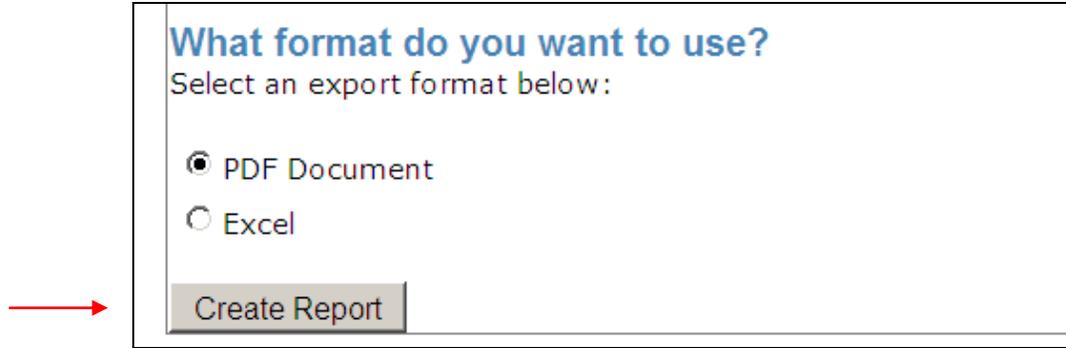


Figure 27 - Report Format Types

The following screenshot displays page 1 of a sample “Agency Participant List Report” in Adobe pdf format.

FOR OFFICIAL USE ONLY

**Agency Participant List Report**

**DOD-NCR - U.S. ARMY**

Date Report Ran: 5/2/2012

MTBP ID	Name	SSN	Building	Admin	MorC	Telephone	Cost
47462	ABDUL-WAHAB, UMAR	3872	200 ARMY PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
65504	ALEXANDER, TOM	1506	1500 PENTAGON	A-CSA - HQDA	M	703-123-4567	\$125.00
1878	ANDERSON, CHARLESETTA	1530	PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
55292	AULD, TODD	1426	PENTAGON	A-CSA - HQDA	M	703-123-4567	\$125.00
67908	BAILEY, GILBERT	3874	200 ARMY PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
62961	BAKER, GREGORY	9016	4000 ARMY PENTAGON	A-CSA - HQDA	M	703-123-4567	\$123.90
59501	BARRETT, MEGHAN	5593	FBCH	A-CSA - HQDA	M	703-123-4567	\$125.00
3200	BATTLES, KAY	2746	400 ARMY PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
56486	BERRY, KEVIN	2617	200 ARMY PENTAGON	A-CSA - HQDA	M	703-123-4567	\$125.00
3835	BEVIL, ANDREW	3336	200 ARMY PENTAGON, ROOM 2A476	A-CSA - HQDA	C	703-123-4567	\$125.00
4879	BRDA, ANDREA	4315	PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
4880	BREADY, EDWARD	4316	PENTAGON RM 2C566	A-CSA - HQDA	C	703-123-4567	\$125.00
54657	BRESLIN, RACHEL	0793	PENTAGON	A-CSA - HQDA	M	703-123-4567	\$125.00
5033	BRITT, MARCUS	4464	200 ARMY PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
69741	BRUNSON, LAHAVIE	5700	200 ARMY PENTAGON	A-CSA - HQDA	M	703-123-4567	\$125.00
71320	BUCK, EDWARD	7271	1700 N MOORE ST	A-CSA - HQDA	M	703-123-4567	\$125.00
5702	BURBACK, STEVEN	5100	PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
65839	BURNETT, JEFFREY	1834	PENTAGON	A-CSA - HQDA	M	703-123-4567	\$125.00
66974	BYNUM, BOBBY	2958	3200 ARMY PENTAGON	A-CSA - HQDA	M	703-123-4567	\$18.50
43063	BYRD, ANDREW	9659	1700 N MOORE ST	A-CSA - HQDA	M	703-123-4567	\$125.00
67275	CANN, ERICA	3258	PENTAGON	A-CSA - HQDA	M	703-123-4567	\$125.00
6455	CARLOCK, RICHARD	5795	PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
6783	CASTRO, ERICKA	6097	200 ARMY PENTAGON	A-CSA - HQDA	M	703-123-4567	\$125.00
43494	CAVAGNA, ROBERT	0070	OFFICE OF THE CHIEF OF STAFF, ARMY	A-CSA - HQDA	M	703-123-4567	\$125.00
7498	CLAYTON, MICHAEL	6770	600 PENTAGON	A-CSA - HQDA	C	703-123-4567	\$77.40
66626	CURL, JASON	2610	ROSSLYN METRO CENTER 1700 N MOORE ST.	A-CSA - HQDA	M	703-123-4567	\$125.00
69012	DANCKWART, KATHERINE	4974	4000 ARMY PENTAGON ROOM 2B475	A-CSA - HQDA	M	703-123-4567	\$63.00
64971	DAVIS, IN	0988	PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
9304	DAVIS, SHEDRICK	8438	PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
44668	DENMARCO, BRANDY	1169	PENTAGON 200 ARMY PENTAGON	A-CSA - HQDA	M	703-123-4567	\$125.00
9712	DESETT, NORA	8812	PENTAGON	A-CSA - HQDA	C	703-123-4567	\$125.00
72419	DIA, THIERNO	8363	PENTAGON	A-CSA - HQDA	M	703-123-4567	\$60.00

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Figure 28 - Agency Participant List Report in PDF Format

To generate the 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.

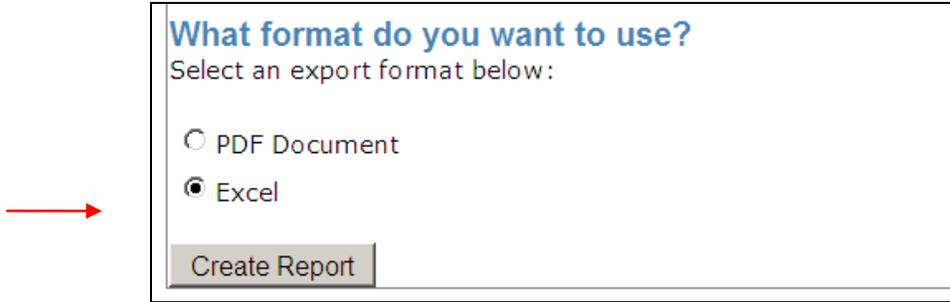


Figure 29 - Report Format Types

See sample report data in Excel format below.

**Note:** Data in test environment where screenshots are made has been “manipulated” so, data that displays is not actual data. For example, the email is the same for both records in the following example and the Last four SSN is not the actual for the name as well as the telephone number has been changed.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	MTBP ID	Name	SSN	Building	Admin	MorC	Telephone	Cost	Email				
2	47462	ABDUL-WAHAB, UMAR	3872	200 ARMY PENTAGON	A-CSA	C	703-123-4567	\$125.00	christopher.hemmings.ctr@whs.mil				
3	65504	ALEXANDER, TOM	1506	1500 PENTAGON	A-CSA	M	703-123-4567	\$125.00	christopher.hemmings.ctr@whs.mil				

Figure 30 - Sample "Agency Participant List Report" Data

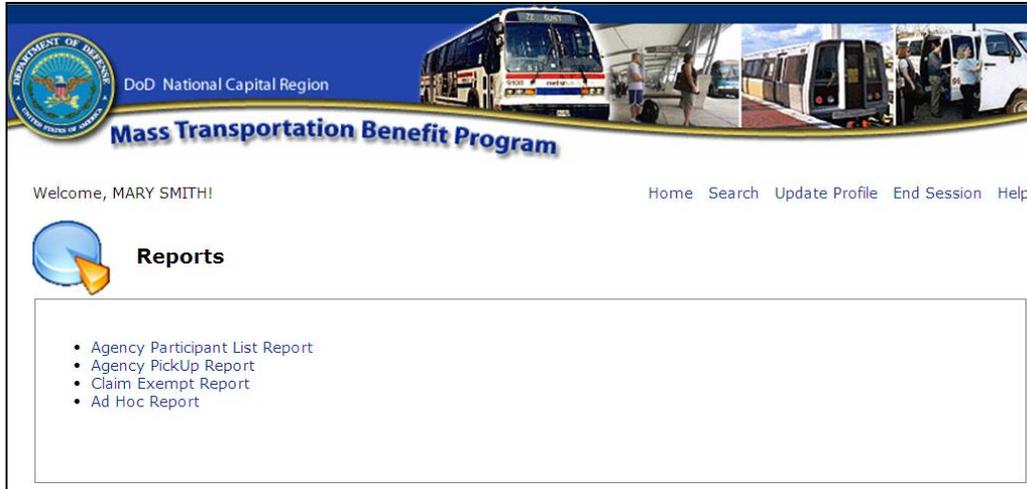
To return to the Reports Portal Screen, exit out of the report and click on “Reports” in the upper right hand corner at the MTBP system screen. See example below.



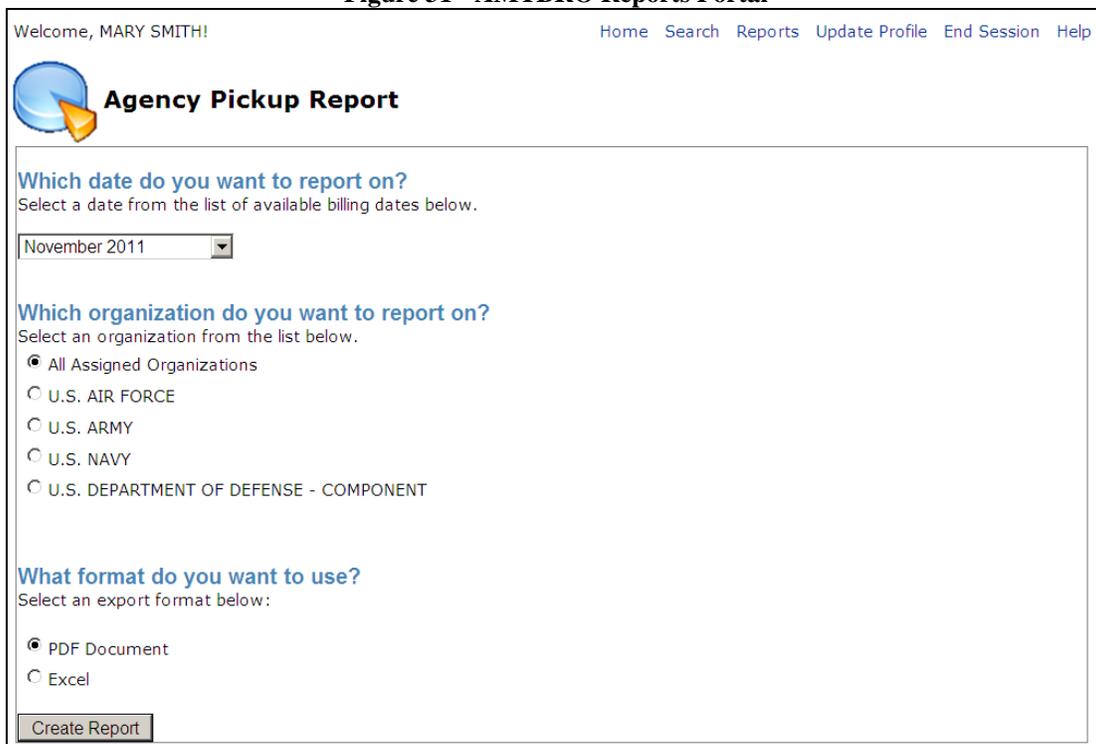
### 5.3 Agency Pick-up Report

The “Agency Pick-up Report” covers a monthly time period and displays actual benefit amount (up to the maximum benefit amount) distributed/used by the participant. This report is organized by org/sub-org and into Civilian and/or Military sections 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. This report includes Account Code sub-totals for type of participant (military or civilian) and totals for sub-organizations and sub-totals and totals for benefit amounts issued as well as a grand total for the report.

To run the “Agency Pick-up Report,” point and click on the “Agency PickUp Report” option on the AMTBRO “Reports” Portal Page. See below.



**Figure 31 - AMTBRO Reports Portal**



**Figure 32 - Agency Pickup Report Options**

To run the Agency Pickup Report, select the “Month/Year” option that you want to run the report for; select the “organizations/sub-orgs” you want included in the report. If you are affiliated with multiple sub-orgs and just want to select one or more of those sub-orgs, you can do so by selecting the top level organization first; then select the sub-orgs that you want included in the report.

For example, if you are a Reviewing Official for the Army and you are affiliated with multiple sub-orgs, when you select “Army,” the screen will change similar to the following screen display and display the sub-orgs that you are affiliated with. If you want to remove any of the sub-orgs from being included in the report, deselect the sub-org by clicking on the checkbox in the

“Include” column for that sub-org. This will remove the check from within the checkbox and the sub-org will be deselected and not be included in the report. Next, select the “format” type if you don’t want the default which is “pdf” format.

Welcome, MARY SMITH! [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 33 - Agency Pickup Report Parameter Selection Screen

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

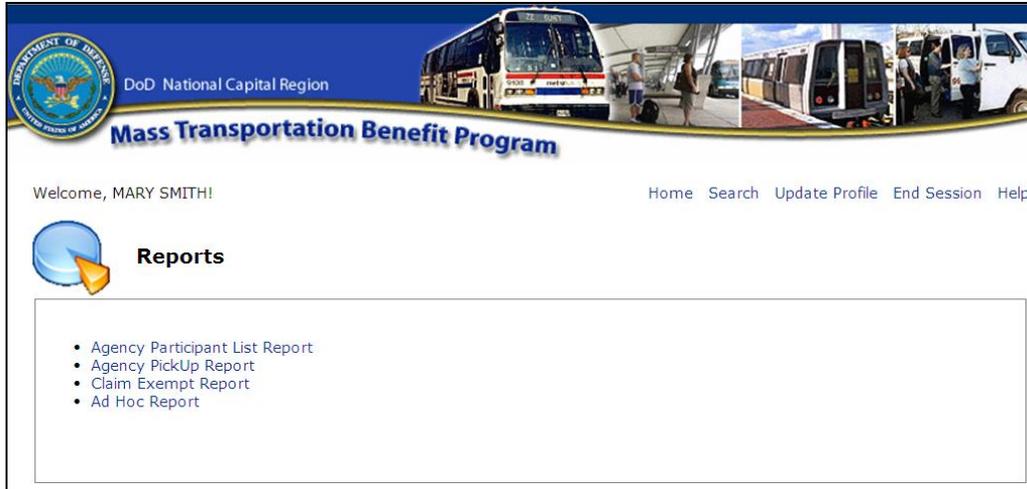
A report with the options you selected will display on the screen and will look similar to the following example.

FOR OFFICIAL USE ONLY						
Transit Benefit Detail Report for						
DOD-NCR						
Transit Benefits Disbursed During November 2011						
Date Report Ran: 5/2/2012						
SSN	Last Name	First Name	MI	Acct Code	Amt Issued	Date
-----						
<b>Civilian</b>						
9091	SHENOY	DEVANAND			\$7.00	11/01/2011
9118	SHERMAN	LINDA			\$27.45	11/01/2011
Total For: Civilian					2	\$34.45
Total For: -----					2	\$34.45
<b>A-150th JA DET</b>						
<b>Civilian</b>						
8962	MARTA	TIMOTHY	J		\$96.05	11/01/2011
Total For: Civilian					1	\$96.05
Total For: A-150th JA DET					1	\$96.05
<b>A-AAA - HQDA</b>						
<b>Civilian</b>						
6902	ASHLEYSAWYER	TONI			\$195.00	11/01/2011
3793	BITTNER	RICHARD			\$227.00	11/01/2011
6778	CLEARY	DAVID			\$28.90	11/01/2011
1893	FENZAU	DANIEL			\$165.50	11/01/2011
7356	CLADWILL	RICHARD	F		\$140.00	11/01/2011

Figure 34 - Agency Pickup Report/Transit Benefit Detail Report

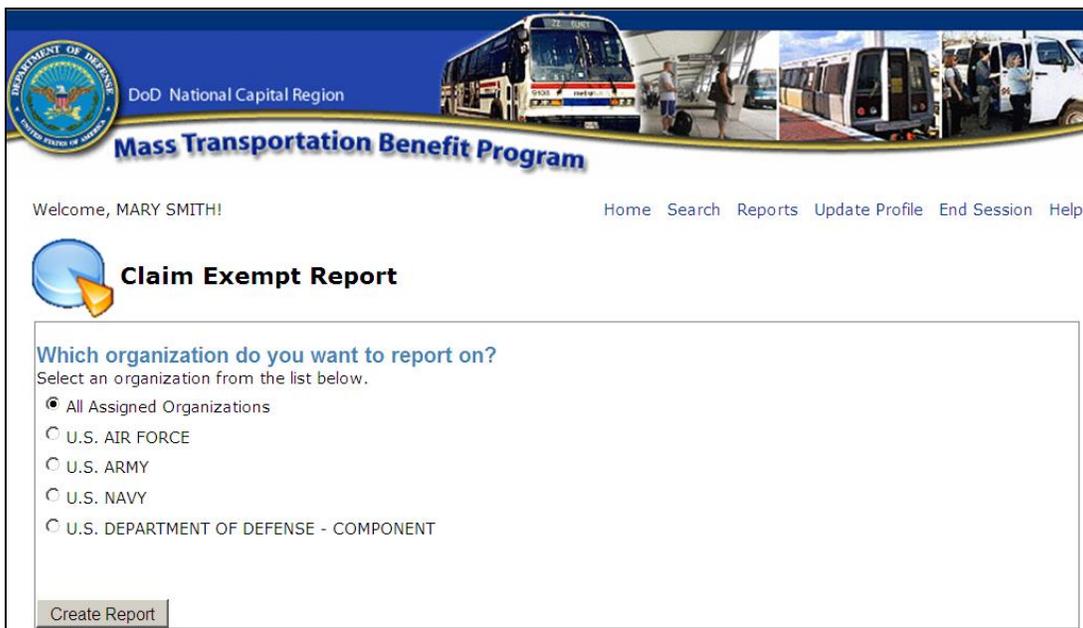
### 5.4 Claim Exempt Report

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 benefit for the next benefit period. These participants 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 validate that all participants’ status has not changed since the previous month. To run the “Claim Exempt Report,” point and click on the “Claim Exempt Report” option on the AMTBRO “Reports” Portal Page. See below.



**Figure 35 - AMTBRO Reports Portal**

The following “Claim Exempt Report” Organizational screen will display:



**Figure 36 - Claim Exempt Report Default Selection Screen**

The AMTRBO can use the default setting which includes all of the organizations/sub-organizations that you are affiliated with and just point and click on the “Create Report” button. A sample of the report headings that is created is displayed below.

**Note:** The user may have to expand the columns to see all of the data in the column by pointing and clicking on the right boarder in the column heading.

	A	B	C	D	E	F	G	H	I	J
1	Organization Code	SubOrganizationCode	Last Name	First Name	MI	Last Four SSN	Email	Telephone	Monthly Expense Amount	SmartTrip Serial Number
2	A	INSCOM	CORNELIUS	AKIL	A	0406	christopher.hemmings_ctr@whs.mil	703-123-4567	\$113.90	00000009040
3	A	INSCOM	HARVEY	DELAINE	I	7288	christopher.hemmings_ctr@whs.mil	703-123-4567	\$230.00	00000001456

	K	L	M	N	O	P
1	SmartBenefits	Status	Comments	Supervisor	Reviewing Official	Reviewing Official Status
2	Enrolled			SCARFO, CAROLYN	testnoemail_admin.ctr@whs.mil	Active
3	Enrolled		WOLFE, KAREN	SCARFO, CAROLYN	testnoemail_admin.ctr@whs.mil	Active

If you want to select some of the sub-organizations that you are affiliated with but, not all, select your top level organization, for example, Army and then click on “Clear All” and then select the sub-organizations to be included in the report by clicking on the appropriate row’s box in the “Include” column. Then click on “Create Report” button.

Figure 37 - Claim Exempt Report Org/Sub-org Screen

Sample “Claim Exempt Report” data below.

	A	B	C	D	E	F	G	H	I	J
1	Organization Code	SubOrganizationCode	Last Name	First Name	MI	Last Four SSN	Email	Telephone	Monthly Expense Amount	SmartTrip Serial Number
2	A	INSCOM	CORNELIUS	AKIL	A	0406	christopher.hemmings.ctr@whs.mil	703-123-4567	\$113.90	00000009040
3	A	INSCOM	HARVEY	DELAINE	I	7288	christopher.hemmings.ctr@whs.mil	703-123-4567	\$230.00	00000001456

	K	L	M	N	O	P
1	SmartBenefits	Status	Comments	Supervisor	Reviewing Official	Reviewing Official Status
2	Enrolled			WOLFE, KAREN	SCARFO, CAROLYN	testnoemail_admin.ctr@whs.mil
3	Enrolled			WOLFE, KAREN	SCARFO, CAROLYN	testnoemail_admin.ctr@whs.mil



To save the report, click on  and click on “Save as” and select a folder name by using the dropdown arrow and then give the file a name in the “Name” field and click on “Save.” Then you can exit Excel by clicking on the “X” in the upper right hand corner of the screen.

## 5.5 Ad Hoc Report

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

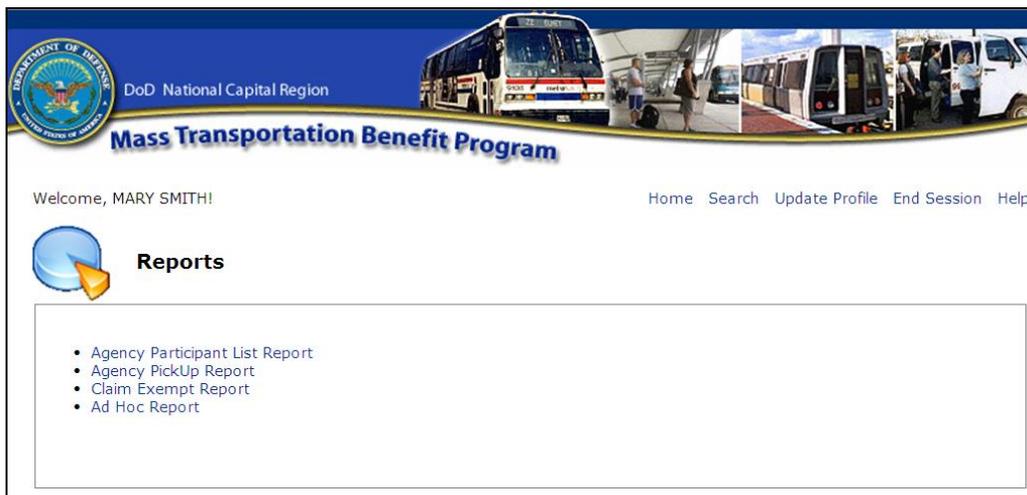


Figure 38 - AMTBRO Reports Screen

After selecting the Ad Hoc Report, the follow parameters page will display. See illustrated screenshot below.

Department of Defense National Capital Region  
**Mass Transportation Benefit Program**

Welcome, MARY SMITH! [Home](#) [Search](#) [Reports](#) [Update Profile](#) [End Session](#) [Help](#)

### Ad Hoc Report

**Which applications do you want to include?**

Enter the search criteria that will be used to filter the applications.

Application Period (start/end):   Workflow Status:  Transportation Mode:

Organization:  Suborganization:

<b>Residence</b>		<b>Work</b>	
Residence City:	<input type="text"/>	Duty Station:	<input type="text"/>
Residence State:	<input type="text"/>	City:	<input type="text"/>
Zip Code:	<input type="text"/>	Zip Code:	<input type="text"/>
Supervisor:	<input type="text"/>		
Parking Status:	<input type="text" value="[All]"/>		

**Figure 39 - Ad Hoc Report Options**

The report options can include an “Application Period - date range for when the application was submitted, application Workflow Status, Transportation Mode, Organization, Sub-organization, Residence City, State, Zip Code and work information – Duty Station, City, and Zip Code; Supervisor name, Reviewing Official as well as Parking Status.” Most fields are self explanatory. However, for the fields that include a dropdown with options to choose from, those fields and their options are listed 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.

The Organization and Sub-organization(s) shown will depend on the Organization and Sub-organization(s) you are associated with. If these don't appear to be correct, please contact the MTBP Program Office, and request they provide you with additional 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.

## 5.6 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 40 - 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 41 - Update Profile Link

After clicking the link you will see the “Update Profile” page where you can change your “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 here.

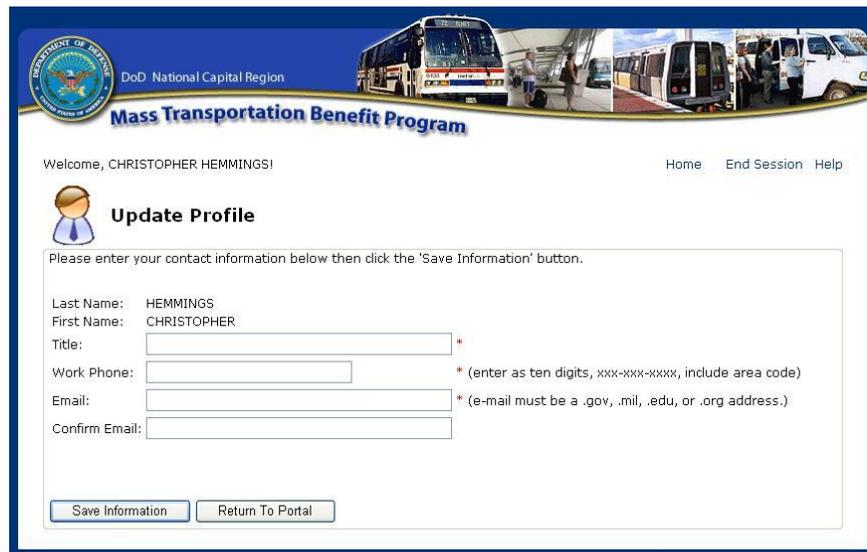


Figure 42 - Update Profile Page

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 the “End Session” page header link or by simply closing the Internet Explorer web browser. When you click the “End Session” link you will be asked to confirm. Click the “*Ok*” button to close the browser; click the “Cancel” button to return to the page you were on.



**Figure 43 - 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/DFD/Info/NCRTransitSubsidy.cfm>

### 8.2 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**

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**

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**

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**

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**

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 - 571-256-0962, so they can escalate this issue to their technical IT staff for resolution.

**Issue: I get a “Session time out” message**

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.

### **8.3 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 [transitpass@whs.mil](mailto:transitpass@whs.mil) or by phone at 571-256-0962.

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

If you did not receive an email notification then use the “Update Profile” page header link to ensure that the email address in your profile is correct. If your profile email is correct then contact the WHS PO - 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?**

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.