

Frequently Asked Questions for Debit Card

Question 1: What is a debit card?

Answer: A debit card is a TranServe Visa card that is to be used only for Commuter Bus, MARC and VRE. Employees in the field would use in place of vouchers once in your area.

Question 2: How do I get a debit card?

Answer: If you are already in the transit program the Department of Transportation is aware that you will need a debit card. If you are new to the program you would **complete** the NOAA 42-28 and submit to your Point of Contact (POC).

Question 3: What if I use more than one mode of commuting? (Metropolitan Area Only)

Answer: If you use more than one mode of commute and you want to split your funds you need to show on application as to what goes to debit and what goes to smart benefit card.

Question 4: Will funds carryover.

Answer: No funds will no longer carryover. SmartCard funds are removed at the end of the month. Debit card funds are removed the 9th of the month and replenished the 10th for the coming month. (example: funds removed Aug. 9th and replenished Aug. 10th for Sept.)

Question 5: Who will input the information on the NOAA 42-28 where it ask for "Common Identifier" Telephone number and zip and what information is to be typed their?

Answer: Common Identifier is a word or phrase. When debit cards go to the different zones DOT contacts the POC in that area and send them a list of names they have in that area. The POC will then create a Common Identifier give their phone number and zip. This should be for all employees that in that area under that POC only if there is more than one POC in the same area would there be another Common Identifier, phone number or zip assigned.