

Helpful Resources and Documents:

- HRIS Training – [Transit Card Processor](#)
- Capitol Rideshare website <http://www.capitolrideshare.com/>

Forms:

[GAO-624](#) Platinum Pass Application and Payroll Deduction Authorization

Transit Card Liaison functions:

1. Process completed and signed GAO-624 application by assigning, replacing and canceling cards in HRIS.
2. Request final billing for employees leaving State service
3. Select transit card deduction to be included in final payment
4. Cancel transit cards for employees not requesting a replacement

Deadlines:
Request final billing at least 4 working days before final pay is computed

PLATINUM PASS PROGRAM

Capitol Rideshare provides a subsidy to State employees, who reside in Maricopa County and, who commute to work using a Valley Metro bus or the light rail. Eligible rides are tracked using the Platinum Pass card. The initial card is free and the fare is deducted monthly from the employee’s paycheck on a pre-tax basis. The employee will complete the GAO-624 Platinum Pass Application and Payroll Deduction Authorization to obtain their initial card and any subsequent replacement cards (if lost, stolen or damaged). Employees ride first and are charged later.

BILLING PROCESS

Regular Billing

The billing cycle is from the 1st of the month through the end of the month. Employees are charged for rides taken up to a monthly maximum. After the charges are received by the GAO, a subsidy (currently 50%) is applied and the employee’s total deduction amount is added to the HRIS as a one-time deduction, less any amounts already pre-paid. After the close of each monthly billing period, deductions are calculated and appear on the next payroll. Any one-time deductions remaining after payroll processes are charged to the agency. The Agency is responsible to recover these charges from the employee.

Final Billing

Charges during the billing cycle can be requested for employees resigning/terminating employment. The request can take up to 4 business days to complete. Final billing charges will be added to the HRIS as a one-time deduction. The final billing can be selected on a handwrite or deducted through compute.

Detailed Billing

Although detailed billing is not available to employees, it can be requested by agency management as part of an investigation or disciplinary action. For assistance, please contact GAO Central Payroll.

TRANSIT CARD MAINTENANCE AZ10.1

HRIS screen AZ10.1 Employee/Transit Card Maintenance displays an employee’s Transit Card history and is used to cancel an existing card. The most recent card is displayed in row 1.

Field Descriptions:

- Type: E Express
- Status: A Active
- D Final Billing Requested
- G Inactivated by GAO Central Payroll
- I Inactive

Issue a Card

An employee can request a card by completing the Form GAO-624 and submitting it to his or her agency transit card liaison. The Agency will review the form for completeness and process the request using AZ10.1 screen in the HRIS. This process typically takes 3-5 business days, and cannot be expedited.

GAO Central Payroll mails the card to the employee's address in HRIS usually by the next business day. Agencies will be notified via email to send a courier for any transit cards that are undeliverable to the employee and returned to the GAO.

If a card is not received within 10 days, and has not been returned to the GAO as undeliverable, the employee should contact their Agency to cancel the card. For a replacement of a card that has been lost in the mail, the employee can submit in a self-addressed stamped envelope to the GAO or elect to pick it up at the GAO after they have been notified it is ready for pickup. The \$5.00 **may** be waived.

Lost, Damaged or Stolen Cards

An employee can request a new card by completing the GAO-624 form and selecting the "Replacement" box. The Agency should assign a replacement card. The charges from the old card will be combined with charges from the replacement card up to the monthly maximum amount. Canceling the old card and assigning a new card at a different time (not using the replacement process) will prevent the charges from being combined in regard to the monthly maximum; each card will have the maximum amount applied. A replacement cost of \$5 will be deducted from the employee's next paycheck and will appear as deduction code 3513 – BUS CARD – REISSUE – EE.

If the employee doesn't want a replacement card, the Agency must cancel the card on the AZ10.1. On the AZ10.8 sub-form, select Reason: Lost Card, Stolen Card, Damaged Card or Cancel no Final Billing. The End Date will populate with the current date; DO NOT BACK DATE or use a Saturday or Sunday date in the End Date field. The End Date is used to generate the nightly cancellation file that will be sent to City of Phoenix the next business day. Using a Friday End Date will generate the cancel to be effective Monday. Any usage will be received on the regular monthly bill and deducted from the employee as a payroll deduction.

Employee Leaving State service

Transit cards are considered State property and must be returned at separation (not transferring). Final billing charges can be requested for an employee separating/terminating (retiring, resigning or dismissed) from employment.

To request final billing, cancel the card on AZ10.1. On the AZ10.8 sub-form, select the reason "Cancel w/ Final Billing". The End Date will populate with the current date; DO NOT BACK DATE the End Date field. The End Date can be adjusted to a future date (used mostly for resignations and retirees). The End Date is used to generate the nightly final billing request file that will be sent to City of Phoenix the next business day and will be returned to GAO within 4 business days. Upon receipt, GAO will enter the final charges in the 'Pre-Pay' box on AZ10.1 and a one-time deduction will be created. The final billing can be selected on a handwrite or deducted through compute.

Employee Transferring to another State Agency

Do not cancel a card if the employee is transferring to another State agency. The card information will transfer with them to their new agency.

CARD CANCELED/ASSIGNED/REPLACED IN ERROR

If you have taken action on a card in error, contact GAO Central Payroll the same business day, it may be possible to reverse the action.

TRANSIT CARD REPORTS

AZ273 – Replaced-Canceled Transit Cards Report. This report lists all cards that will be canceled by City of Phoenix. The report also includes cards that will be linked together.

AZ278 – Inactive Employees with Active Transit Cards: This report shows all employees in R2, R3, T2, T3, U1 or U2 status with an active transit card. Cancel the cards on AZ10.1 to prevent further charges from being incurred and possibly becoming 100% chargeable to the Agency.

AZ283 – Employee Transit Card Report: This report lists all active, inactive or both types of cards for the Agency.

TRANSIT CARD RENEWAL

The Platinum Pass Transit Cards expire every 4 years. The next renewal is scheduled for September 2020. The mass renewal is processed by GAO Central Payroll.