



"A Customer First Company" December 2012

Welcome to the December 2012 Edition of "On the Move"

Merry Christmas

As you spend time with family and friends this holiday season we would like to personally wish all of you a Merry Christmas.



We are so grateful that you have decided to join us during your daily commute. We appreciate you and pray for blessings for you and your family this Christmas.

Elimination of WMATA 3rd Party Allocations for TRANServe Federal Agencies

Effective for the January 2013 benefit month, there will be no access to 3rd party passenger allocations. TRANServe participants will no longer be able to allocate the transit benefit to 3rd party vendors via the Washington Metropolitan Area Transit Authority (WMATA) SmartBenefits® Program. *Note: The use of SmartBenefits® on Metrobus, Metrorail and local bus systems using the SmartTrip® card are excluded.*

Visit us at: www.ridek2k.com
Or Contact Us At: info@ridek2k.com
PO Box 2010, Chester, VA 23831
Local: (804) 275-3872 Fax: (804) 275-3873

Guidance on Credit Card Processing

If you are currently using SMARTBENEFITS, it will not be long before you will be switching to a credit card. Please note this change is not affecting all agencies the same way. The change only affects agencies that use the Department of Transportation (DOT) as their program administrator. It is DOT that is moving to the TRANServe credit card and only riders whose transportation subsidy is being processed by DOT/TRANSSERVE are being impacted by it.

Please find out from your agency when and if this change is becoming effective for you and follow the guidelines below.

When you first receive the card, it must be activated. This will allow your payment to be processed. The credit card form must be sent each month, with a current date on the form. K&K does not store data, and the system is not set up for automatic payment.

When filling out the information, please print legibly. This is most important because if inaccurate information is entered, it will slow down the process and may delay the processing of your funds. In addition, if credit card information is not processed on time, the government will remove funds. When writing your credit card number on the form, it will be very helpful if the numbers were written in groups of four (i.e., 1212 3434 5656). This will help in accurately reading card numbers.

In an effort to timely process your payment, K&K needs a two-day window from the time your agency informs you of the cut-off date before they remove the funds. The cut-off date is the 9th of each month. Therefore, if you do not receive an invoice by email in two days notifying you that your form has been received (especially if you are getting close to your cut off time), please call or email Keith Trent. K&K has put in place checks and balances for this process. The payment receipt is generated from K&K's credit card company.



"A Customer First Company" December 2012

Please be advised that K&K has limited staff. Over 200 credit card forms are processed each month. In order that the forms can be processed timely, please ensure we have received your credit card forms. Please use the two-day receipt as notification that we have received your fax or scan and have it processed. We are working hard to be able to process the credit cards on the evening that we received them

GRTC Holiday Schedule

Attention Customers! Christmas Holiday Schedule!

**On Monday, December 24, 2012
Christmas Eve**

GRTC Transit System will operate regular weekday service with reduced and special **mid-day service** on the following express routes:

26x Parham Express	64x Stony Point Express
27x Glenside Express	81x Chesterfield Express
29x Gaskins Express	82x Commonwealth 20/ Swift Creek Express

**On Tuesday, December 25, 2012
Christmas Day**

GRTC Transit System will operate a
SUNDAY SCHEDULE.

For specific times of service, please visit ridegrtc.com or call the GRTC Customer Service Center at 358-GRTC (4782)

Tougher Rules in Virginia Regarding Texting While Driving

Support is building in Virginia for tougher rules against drivers who text while at the wheel.

This month a bill was introduced that proposes to make texting while driving a primary offense. This means an officer can pull you over if you are spotted operating a hand-held device on the road.



This bill will not only include texting but emailing and similar activities. Driving while doing these activities will be considered "reckless driving," a Class 1 misdemeanor that could result in up to one year in prison, a \$2,500 fine or both.

Source: <http://washingtonexaminer.com/crackdown-on-texting-while-driving-gets-bipartisan-support-in-virginia/article/2515192#.UNNJRRgo5QJ>

K&K Connection December Birthdays

We would like to wish everyone born in December a special HAPPY BIRTHDAY!
Keith Trent

Time to renew registrations for the Emergency Ride Home Program

It is now time to renew your Emergency Ride Home program registration for 2013. If you need to download a form visit RideFinder's website at www.ridefinders.com

If we missed your birthday please let us know by emailing owilliams@ridek2k.com. Thank you!

Welcome To K&K Connections

We would like to say a BIG welcome to all of our new riders for the month of December. We are so very happy you have decided to join us!