

## U.S. Bank<sup>®</sup> SmartPay<sup>®</sup> 1 to SmartPay 2 Frequently Asked Questions

### Overview

The current GSA SmartPay<sup>®</sup> Master Contract expires on November 29, 2008. The future program is referred to as GSA SmartPay 2 (SP2). This document addresses some of the most frequently asked questions program participants may have about the transition the new contract.

### Transition Training

**1. Is U.S. Bank<sup>®</sup> providing training to all Government Purchase Card (GPC) participants?**

No, U.S. Bank is providing training to Agency/Organization Program Coordinators (A/OPCs), who will then provide appropriate training to their Financial Managers (FMs), Approving/Billing Officials (A/BOs) and Cardholders. However, FMs may attend the bank training with their A/OPC, eliminating the need for additional transition training to this user group.

**2. Is U.S. Bank providing training tools to A/OPCs?**

Yes, training tools include all of the Modules, Data Validation, and supporting documents created specifically for the transition to SP2. In addition, ongoing and refresher training is provided via Recorded Sessions available now via Web-Based Training.

Modules:

- Transition Training A/OPC Module
- Transition Training Financial Manager Module
- Transition Training Approving/Billing Official
- Transition Training Cardholder Module
- Data Validation and Data Quality Process
- Data Validation Instruction Documents

Supporting Documents:

- Chronology of Events
- Frequently Asked Questions
- Everything You Need To Know About SmartPay 2
- Data Exchange Upload Instructions
- How to Enable Email Notification
- How to Find a Single Purchase Limit for Account Activation
- How to Link Your SmartPay 2 Account to Your Access Online User ID
- New SmartPay 2 Purchase Card Design

Recorded Sessions:

- Access Online System Overview
- Cardholder Account Setup
- Cardholder Account Maintenance
- Managing Account Setup
- Managing Account Maintenance
- Transaction Management Basics
- Creating and Maintaining Orders
- Matching Orders and Transactions
- Account Approval Process – Confirm and Pay
- Account Approval Process – Pay and Confirm
- Accounting Code Management
- Data Exchange
- Custom and Shared Reports
- Standard Reports

### Data Validation Instructions

3. **As an A/OPC, I am supposed to be receiving four different emails, or Data Exchange messages, each containing a set of validation files. Will there be instructions provided so we know what we're supposed to do?**

Yes, each email or data exchange message will include a set of instructions for the files included in that particular communication.

4. **If I want to have all cardholder cards sent to me as the A/OPC, do I still need to send the card delivery file back to U.S. Bank?**

Yes. Regardless of how you want to have the cards delivered by U.S. Bank, you MUST return the card delivery file to U.S. Bank.

5. **On my NonPlastic Account File, I am going to have all the accounts renewed for SP2. Do I still need to return that file to U.S. Bank?**

Yes, you will still return that file to U.S. Bank.

6. **If I have more than fifty corrections that need to be made to my mass maintenance file, do I still need to return that file to U.S. Bank or can I make the corrections in Access Online myself.**

You are not required to return this file to U.S. Bank. You may perform the maintenance yourself if you prefer.

### Card Delivery

7. **How will bulk cards be packaged? Will there be an accompanying list of accounts, or a listing showing the sequence of how the cards are arranged in the delivery?**

The cards will be sent in a plain white package to the A/OPC. There will be no accompanying information. We recommend you use your Card Delivery File as a checklist tool to determine what is included in the shipment.

8. **It's possible my cardholders will be receiving their new SP2 cards by the end of October. Should they wait until the end of November to activate their card?**

No. Cardholders should activate their cards as soon as they are received. This will indicate to U.S. Bank that the cards were received and not lost in the mail. Cardholder Activation confirms receipt of the card by the appropriate user; it does not allow the card to be used for purchases. Cards will remain inactive for purchasing until November 30, 2008. .

9. **What should a Cardholder do if his/her card does not arrive?**

The A/OPC will be provided with an expected delivery date for their account(s). If the new account(s) do not arrive by the end of the expected delivery date, please call Customer Service at 888-994-6722. Customer Service will cancel the sent card and issue a new one expeditiously.

10. **What should I do with my old card?** Please destroy all SP1 cards on November 30, 2008.

11. **What is the final date that a trailing transaction will process?** Transactions with legitimate authorizations will be processed indefinitely. Therefore, it is very important that Cardholders contact merchants to provide new SP 2 account numbers for recurring transactions.

12. **If I build a new cardholder account under a current managing account after I have sent in my card delivery file, how will the new SP2 Card be delivered?** The new SP2 Card for new cardholder builds under existing managing accounts will be delivered to the address you selected on the card delivery file. **\*\*Note - NEW MANAGING ACCOUNT BUILDS WITH NEW CARDHOLDER ACCOUNTS BUILT AFTER THE DELIVERY FILE IS SENT BACK WILL RESULT IN CARDS BEING DELIVERED DIRECTLY TO THE CARDHOLDERS ADDRESS ON FILE.**

## SmartPay 2 Accounts

**13. With all new accounts being created for SP2, will the expiration dates be different?**

Yes, all accounts will expire over a three-year period with staggered expiration dates.

**14. If a merchant applies a credit to my account after November 30, 2008, will that credit apply to my SP 1 or SP 2 account?**

If the credit is for a transaction that occurred on your SP1 account, the credit would be applied to the same account.

## Convenience Checks

**15. We understand that the purchase card will have a different look to it in SP2, but will the convenience checks also look different?**

GSA did not direct that a different look be applied to convenience checks; therefore, checks will have the same appearance in SP2 as they currently have in SP1.

**16. Can the A/OPC direct that convenience checks be bulk shipped to the A/OPC?** No, all NonPlastic accounts, including convenience checks, must be shipped directly to the account holder.

**17. What is the last date a SmartPay 1 check will be honored?**

SP 1 checks will be processed indefinitely. Please take steps to destroy SP 1 checks on November 30, 2008 and to log any outstanding checks that have not yet processed. Please also contact your U.S. Bank Account Coordinator to identify these outstanding checks. Your Account Coordinator can be reached at 800-254-9885, option 3.

Once again, thank you for your partnership. The A/OPC role in the GSA SP1 to GSA SP2 transition process is a critical one and U.S. Bank appreciates your time and effort. With your assistance, the DoD transition project will be very successful.

## For More Information

If you have questions regarding any of the information above, please submit them to:

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Defense Agencies send to [SP2DA@usbank.com](mailto:SP2DA@usbank.com)

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