Federal Acquisition Service

GSA SmartPay Fleet Management Essentials

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Center of Charge Card Management
General Services Administration

2018 Fed Fleet Forum
Introduction

This presentation will provide Fleet managers and cardholders information about the GSA SmartPay Fleet Card Program, which is available to Federal government agencies and organizations.
GSA SmartPay Program Overview

More than 560 Federal government agencies/organizations can access charge card products and services through the GSA SmartPay 2 master contract.

- Agencies/organizations issue task orders against the GSA SmartPay 2 master contract for charge card products and services from one of three contractor banks: 
  
  Citibank  
  JP Morgan  
  U.S. Bank

- Agencies/organizations pay no direct fees for using the GSA SmartPay Program

- Agency/organizations have the opportunity to earn refunds
GSA SmartPay Program Stakeholders

There are several GSA SmartPay stakeholders. The programmatic relationships are illustrated below:

- **Center of Charge Card Management**
  Provides overall program management and advocacy

- **Office of Management and Budget**
  Oversight of government-wide charge card program

- **Network Brands**
  Provides the transaction network for GSA SmartPay 2 charge cards

- **Agency/Organizations**
  Use card products and services to support missions

- **Banks**
  Provide charge card products and services through GSA SmartPay2 Master Contracts and issue charge cards.
FY17 GSA SmartPay Program Spend

**Spend**

- Total Spend: $28.6B
  ▲ 0.26% vs. FY16.

**Transactions**

- Purchase: 20,384,090
- Travel: 43,596,587
- Fleet: 28,973,844

**Accounts**

- Purchase: 293,230
- Travel: 2,580,653
- Fleet: 605,377
FY17 GSA SmartPay Fleet Spend

Fleet spend totaled $1.44B, 5.0% of total program spend ($28.6B).

Fleet Spend: FY16 vs. FY17

<table>
<thead>
<tr>
<th>Fleet</th>
<th>FY16</th>
<th>FY17</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spend</td>
<td>$1.33B</td>
<td>$1.44B</td>
<td>8.2%</td>
</tr>
<tr>
<td>Transactions</td>
<td>28.28M</td>
<td>28.97M</td>
<td>2.5%</td>
</tr>
<tr>
<td>Cards</td>
<td>551K</td>
<td>605K</td>
<td>9.9%</td>
</tr>
</tbody>
</table>

Fleet Spend: Top 5 FY17 Agencies

<table>
<thead>
<tr>
<th>Agency</th>
<th>$ (M)</th>
<th>% of Fleet Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. USPS</td>
<td>$613M</td>
<td>42.6%</td>
</tr>
<tr>
<td>2. GSA</td>
<td>$441M</td>
<td>30.6%</td>
</tr>
<tr>
<td>3. DHS</td>
<td>$127M</td>
<td>8.8%</td>
</tr>
<tr>
<td>4. USDA</td>
<td>$90.6M</td>
<td>6.3%</td>
</tr>
<tr>
<td>5. DOD</td>
<td>$56.7M</td>
<td>3.9%</td>
</tr>
</tbody>
</table>
GSA SmartPay Fleet Cards

Use of Fleet Cards enable agencies/organizations to reduce administrative processing costs, better manage tax payments/recovery and collect detailed fleet management data.

- Depending on the Agency, fleet Cards may be issued to cardholders or vehicles/equipment use.
- All government Fleet Cards are Centrally Billed Accounts and paid directly by the government to the bank.
- Agencies/organizations are liable for Fleet Card payment.
The benefits of using the GSA SmartPay Fleet card program include:

- Fleet card providers are accepted at 90% of fuel providers nationwide and there are an additional 45,000 maintenance locations that accept the GSA SmartPay Fleet Card.
- Real time authorization data available through robust platforms as Voyager and Wright Express provide Level-3 data (when available).
- Fraud monitoring using Level-3 data, as program data allows Fleet Managers to monitor and detect any instances of fraud, waste, or abuse.
## Comparison of Fleet Platforms

<table>
<thead>
<tr>
<th>Element</th>
<th>Visa/ MasterCard</th>
<th>WEX/Voyager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acceptance</td>
<td>High Acceptance</td>
<td>90% fuel locations, 3500 maintenance locations</td>
</tr>
<tr>
<td>Purchase Control</td>
<td>Dollar or Merchant Category Code</td>
<td>Custom card controls by dollar, number of swipes, and product codes such as fuel and maintenance</td>
</tr>
<tr>
<td>Driver ID</td>
<td></td>
<td>Pin number used for security</td>
</tr>
<tr>
<td>Data Capture</td>
<td>Lower levels of data capture</td>
<td>Level III data which allows for transaction review, life cycle costs, and tax recovery</td>
</tr>
<tr>
<td>EMV/Chip &amp; PIN</td>
<td>Liability shift extended to 2020</td>
<td>Liability shift extended to 2020</td>
</tr>
</tbody>
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Fleet Manager Roles/Responsibilities

Fleet Managers are liaisons between the agency/organization, contractor banks, cardholders, and GSA CCCM. General roles may include:

- Managing agency/organization Fleet Card programs.
- Promoting appropriate use of GSA SmartPay Fleet Cards.
- Monitoring fraud, waste, and/or abuse.
- Resolving technical and operational problems between contracting bank and Fleet accounts.
- Developing agency/organization Fleet-specific program policies and procedures (as necessary).
- Maintaining open lines of communication.
- Verifying receipt of purchases and/or transactions.
AO Roles/Responsibilities

Approving Officials (AO) are often the first line of defense against fraud, waste, and/or abuse. General roles may include:

- Review and approve transactions.
- Verify transactions are appropriate and necessary for accomplishing the agency/organization’s mission.
- Monitor for and resolve questionable charges.
- Monitor employee compliance with charge card regulations/guidance.
- Certify monthly invoices.
- Verify receipt of purchases and/or transactions.
Bank Roles/Responsibilities

Contractor bank responsibilities include:

- Provide AO and/or Fleet Manager ability to view current statements, payment history, and account information for electronic payments.
- Issue required reports to Fleet Managers.
- Provide assistance with audits and investigations.

### GSA SmartPay Fleet Card Service Providers

<table>
<thead>
<tr>
<th>Citi</th>
<th>JP Morgan Chase</th>
<th>US Bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>• MasterCard</td>
<td>• MasterCard</td>
<td>• MasterCard</td>
</tr>
<tr>
<td>• VISA</td>
<td>• VISA</td>
<td>• VISA</td>
</tr>
<tr>
<td>• WEX</td>
<td>• Voyager</td>
<td></td>
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</tbody>
</table>
Leading Practices

There are some leading practices that may help AOs and Fleet Managers in more effectively managing their GSA SmartPay Fleet Card Program.

- Monitor appropriate reports and ensure Fleet accounts are paid in a timely manner, to avoid becoming delinquent.
- Publish “Frequently Asked Questions” on the agency/organization’s internal website.
- Create a monthly newsletter for agency/organization Fleet policies and procedures.
- Develop automated reports, to eliminate manually performing data analysis.
Mitigating Fraud, Waste and Abuse

Misuse by employees impacts agency/organization charge card performance and refund earning potential. Mitigating risk can include:

- Establishing policies, procedures and internal controls to detect and mitigate the risk of fraud, waste, and abuse.
- Emphasizing standards of conduct/ethics and clearly state consequences for misuse.
- Monitoring authorization controls and setting reasonable transaction limits.
- Reviewing card activity through reports and restrict spend use through Merchant Category Code (MCC) blocks.
- Deactivating cards as appropriate.
- Managing delinquency and implement proper training.
Reporting

Contractor banks are required to issue reports to Fleet Managers that address transactions, payments, disputes, and delinquencies. Fleet Managers should:

- Monitor bank reports regularly to oversee program’s financial condition and monitor for fraud waste, and abuse.
- Use bank reports proactively, for invoicing, monitoring payment data, and meeting OMB Requirements.
- Understand available reports.
- Develop automated reports, specific to the agency/organization.

Available Reports
Reports include, but are not limited to:
- Account Activity Report
- Declined Authorizations Report
- Dispute Report
- Unusual Spending Activity Report
- Master File
Training

Training cardholders is a powerful tool in managing an agency/organization’s GSA SmartPay Program. Fleet Managers are encouraged to:

- Engage in bank-sponsored training.
- Attend the GSA SmartPay Training Forum.
- Ensure training is easily accessible.
- Address standards of conduct/ethics and clearly state consequences for misuse.
GSA SmartPay 3
GSA SmartPay 3 vs. GSA SmartPay 2

The GSA SmartPay 3 Master Contract contains significant new opportunities for customer agencies to improve their programs and maximize card and cardless payment solutions.

- GSA SmartPay 3 includes Tier 1 (Required) and Tier 2 (Optional) products and services as outlined in Sections C.3.1.1 and C.3.1.2 of the master contract.

- Significant new Tier 1 required offerings include ePayables - Supplier-Initiated Payments (SIP), GSA SmartPay Tax Advantage Travel Card Accounts, Mobile Payments, and Non-Interchange Based Government-to-Government transactions.

- More information on the differences between the GSA SmartPay 2 and GSA SmartPay 3 Master Contracts can be found in the Master Contract Updates Quick Sheet, Frequently Asked Questions, and ePayables and Tax Advantage Card handouts at: smartpay.gsa.gov/resources.
# GSA SmartPay 3 Tier 1 Products & Features

<table>
<thead>
<tr>
<th>All Business Lines</th>
<th>Purchase</th>
<th>Travel</th>
<th>Fleet</th>
</tr>
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<tbody>
<tr>
<td>• 24-hour EAS Customer Service</td>
<td>• Convenience Checks</td>
<td>• ATM Access</td>
<td>• No additional business line-specific Tier 1 products or services</td>
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<tr>
<td>• Accounts Payable File Review</td>
<td>• Declining Balance Cards</td>
<td>• Declining Balance Cards</td>
<td></td>
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<tr>
<td>• Association Program Management Tools</td>
<td>• Foreign Currency Cards</td>
<td>• Foreign Currency Cards</td>
<td></td>
</tr>
<tr>
<td>• Chip &amp; PIN / Signature Cards</td>
<td></td>
<td>• GSA SmartPay Tax Adv. Travel Card Account</td>
<td></td>
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<tr>
<td>• Email / SMS Alert Service</td>
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<td></td>
<td></td>
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<tr>
<td>• ePayables - Supplier-Initiated Payments (SIP)</td>
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<td></td>
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<tr>
<td>• Ghost Card</td>
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<tr>
<td>• Interchange-Based Government-to-Government (G2G) Transactions</td>
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<tr>
<td>• Mobile Applications</td>
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<tr>
<td>• Mobile Payments</td>
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<tr>
<td>• Net Billing</td>
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<tr>
<td>• Non-Interchange based Government-to-Government (G2G) Transactions</td>
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<tr>
<td>• Real-Time Web Assistance</td>
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<tr>
<td>• Single Use Account (SUA)</td>
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<tr>
<td>• Tokenization</td>
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<td>• Virtual Cards</td>
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Agency SP3 Notional Transition Timeline

**FY18**

- **Q1 FY18**
  - Agencies identify program needs & write Task Order (TO) Requirements
  - Through Dec 2017

- **Q2 FY18**

- **Q3 FY18**

- **Q4 FY18**
  - Agency TO Post-Award Implementation
  - Apr 2018 thru Nov 29, 2018

**FY19**

- **Q1 FY19**
  - Transactional Period of Performance Begins
  - Nov 30, 2018

**Agency TO Evaluation & Award**
- Jan 2018 thru Mar 2018

Continuous updating of CCCM Transition Tracking Tool
GSA SmartPay 3 Transition Support

Customer agencies/organizations can access Program-developed transition tools on the GSA SmartPay website. CCCM has hosted virtual training on the transition tools that are also accessible on-demand through the GSA SmartPay training site for HQ Agency/Program Coordinators. Other available transition resources include the following:

<table>
<thead>
<tr>
<th>GSA SmartPay 3 Tool</th>
<th>Purpose</th>
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<tbody>
<tr>
<td><strong>Needs Assessment</strong></td>
<td>Used as a starting point for agencies/organizations to determine payment solution program needs. Assists with Task 1, Define Needs, as part of Pre-Award Transition activities.</td>
</tr>
<tr>
<td><strong>Task Order Type Tool</strong></td>
<td>Assists lead A/OPCs and/or their Contracting Officers as they conduct their agencies’/organizations’ Pre-Award Transition Activities</td>
</tr>
<tr>
<td><strong>Task Order Guide</strong></td>
<td>The guide is intended to help A/OPCs and/or their Contracting Officers develop and award task orders.</td>
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<tr>
<td><strong>Transition Executive Briefing</strong></td>
<td>A guiding document for a discussion between an agency/organization’s Lead A/OPC(s) and Agency Executives.</td>
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| **GSA SmartPay 3 Kickoff Forum Training** | Task Order Pricing Basics -- Refunds vs Fee-Based Pricing, Master Contract Pricing Structures, and Task Order Pricing Structures  
Ordering Procedures – Fair Opportunity requirements and evaluation processes for Standard and Tailored task orders. |
Audience Questions
Thank you for your time and attention!

Contact Information

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Please provide your feedback and thoughts on our website, available at smartpay@gsa.gov.

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- Twitter: @GSASmartPayNews
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- Google: GSA SmartPay