

A photograph of a road at night with long-exposure light trails from cars, creating streaks of yellow and red light against a dark background.

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GSA SmartPay Fleet Management Essentials

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Introduction

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This presentation will provide Fleet Managers and cardholders information about the GSA SmartPay Fleet Card Program, which are available to Federal government agencies and organizations. The Office of Charge Card Management (OCCM) will also discuss the roles and responsibilities in managing a Fleet Card program, share leading practices, and provide some general resources available to agencies/organizations.



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Overview of the GSA SmartPay Program



GSA SmartPay Overview

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More than 350 Federal government agencies/organizations can access charge card products and services through the GSA SmartPay2 master contract.

- Federal government agencies/organizations issue task orders against the GSA SmartPay2 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 Statistics

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➤ FY 2013 GSA SmartPay Statistics

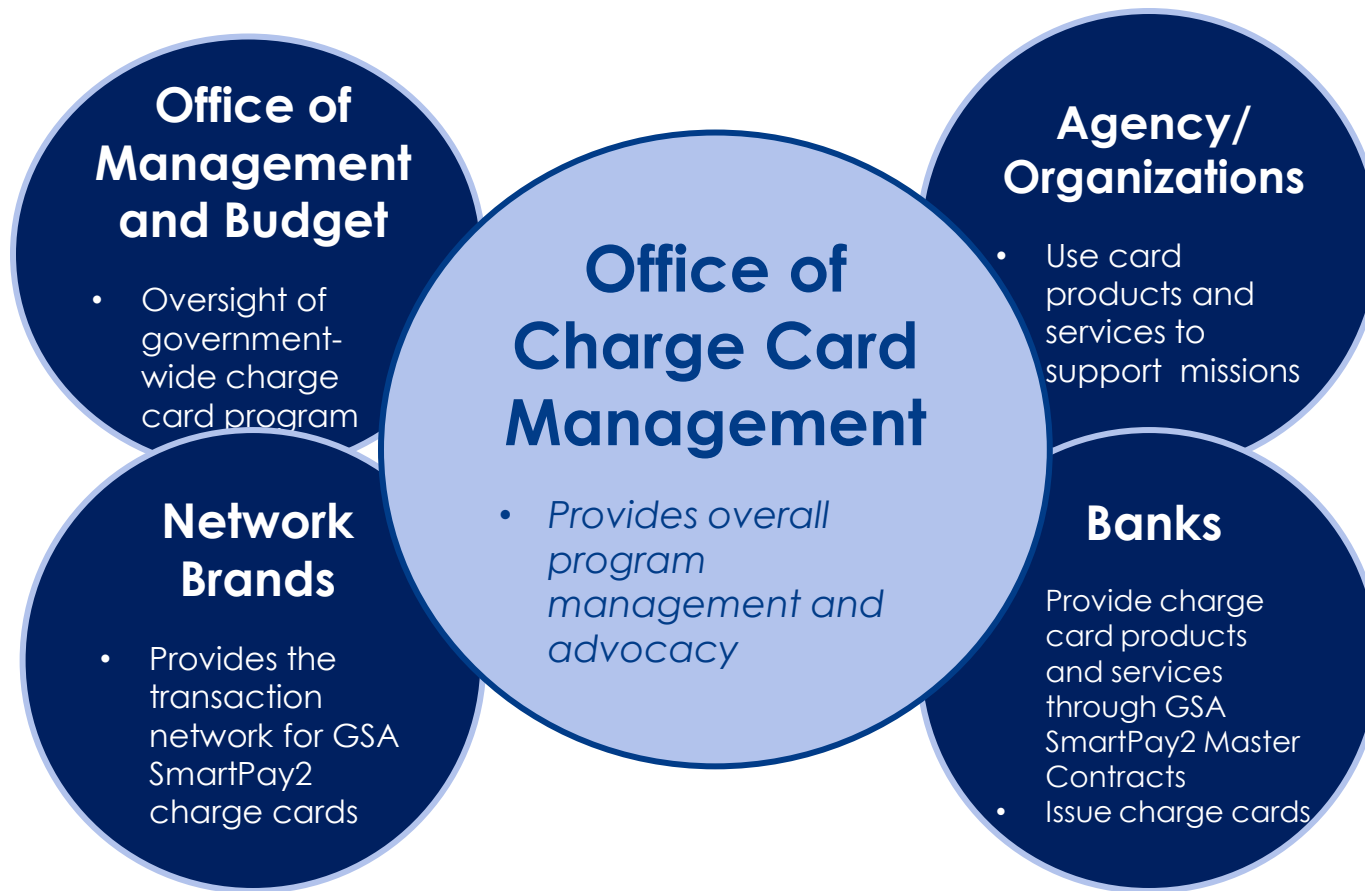
- **FY 2013 Total Program Spend:** \$25.4 Billion
- **FY 2013 Total Transactions:** 81.3 Million
- **FY 2013 Total Cards Issued:** 3.4 Million
- **FY 2012 Net Agency Refunds:** \$297.9 Million



GSA SmartPay Stakeholders

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There are several GSA SmartPay stakeholders and the graphic below illustrates each programmatic relationship.





GSA SmartPay Fleetcard

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

- Fleet Cards are not issued to cardholders, rather cards are only authorized for specific 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

FY 2013 Statistics

Spend:	\$2.2 Billion
Transactions:	26.6 Million
Cards:	856 K



Overview of the Fleetcard

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The benefits of using the GSA SmartPay Fleet card include:

- There are more than 135,000 fuel providers that accept the GSA SmartPay Fleet Card and there are more than 45,000 maintenance locations that accept the GSA Fleet Card for transactions below \$100
- 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
- If Fleet cards are lost, stolen, or damaged, replacement Fleet Cards are sent directly to GSA SmartPay Fleet Card Managers



Types of GSA SmartPay Fleet Cards

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There are four types of Fleet Cards, which are:

- *Full Service Cards*: Used to provide both fuel and maintenance to the majority of GSA Fleet
- *Mastercard Fleet Cards*: Mastercard branded cards offers greatest range of acceptance both internationally and within the U.S. (most commonly used internationally in Puerto Rico, Virgin Islands, and America Samoa)
- *Fuel Only Cards*: Used for short rental program to fuel vehicles, but does not cover maintenance
- *Maintenance Only Cards*: Used in rare instances, and is for vehicle maintenance only



Fleet Manager Roles and Responsibilities

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Fleet Managers are liaisons between the agency/ organization management, GSA SmartPay contractor banks, cardholders, and GSA OCCM. Roles may differ with each organization, but could include:

- Managing all agency/organization GSA SmartPay Fleet Card programs
- Promoting appropriate use of GSA SmartPay Fleet Cards
- Monitoring and taking appropriate action for fraud, waste, or abuse
- Resolving technical and operational problems between GSA SmartPay2 contracting bank and Fleet accounts, as required
- Developing agency/organization Fleet-specific program policies and procedures, as necessary
- Maintaining open lines of communication



AO Roles and Responsibilities

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Approving Officials (AO) are often the first line of defense against fraud, waste, and abuse. Roles may differ with each agency/organization, but could include:

- Review and approve all GSA SmartPay Charge Card transactions and verify transactions are appropriate and necessary for accomplishing the agency/organization's mission
- Monitor for and resolve all questionable charges
- Monitor employee compliance with charge card regulations/guidance
- Certify monthly invoices
- Verify receipt of purchases and/or transactions (applies to Fleet Managers too)



Bank Roles and Responsibilities

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The GSA SmartPay Program contractor banks – Citibank, JP Morgan Chase, and U.S. Bank – have important responsibilities, which include:

- Provide AO 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

Citibank

- MasterCard
- VISA
- Wright Express

JP Morgan

- MasterCard
- VISA

US Bank

- MasterCard
- VISA
- Voyager



Charge Card Leading Practices

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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, Abuse Risk

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Misuse by employees impacts agency/organization charge card performance and refund earning potential. Some leading practices to mitigate this risk include:

- Establish policies and procedures to detect and mitigate the risk of fraud, waste, and abuse and emphasize standards of conduct/ethics and clearly state consequences for misuse
- Monitor authorization controls and set reasonable transaction limits
- Review card activity through bank EAS reports and restrict spend use through Merchant Category Code (MCC) blocks
- Deactivate cards as appropriate – cards with little or no activity should be considered for \$1 spend limit adjustment
- Manage delinquency and implement proper training
- Establish internal controls to ensure accounts are closed, when necessary



Leading Practices – Reporting

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

- Monitor bank reports regularly, which allows Fleet Managers to oversee the Fleet Card program's financial condition and monitor for fraud waste, and abuse
- Use bank reports proactively, not reactively for activities such as invoice and payment data, and meeting OMB requirements
- Understand all 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



Leading Practices – Training

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

- Engage in bank-sponsored training
- Attend the Annual GSA SmartPay Training Conference
- Ensure training is easily accessible
- Address standards of conduct/ethics and clearly state consequences for misuse



Additional Resources

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OMB Circular A-123 Appendix B

http://www.whitehouse.gov/omb/circulars/a123/a123_appendix_b.pdf

GSA Fleet Website

www.gsa.gov/gsafleet

GSA Federal Travel Regulations

<http://www.gsa.gov/fttr>

Federal Acquisitions Regulations

www.acquisition.gov/far/

**Thank you for your time and
attention!**

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**Please feel free to provide your feedback and thoughts on our website,
available at <http://smartpay.gsa.gov/feedback>. Also, don't forget to visit
the GSA SmartBlog at: <https://smartpay.gsa.gov/blogs>**