

# GSA SmartPay® Program

## Fiscal Year 2015 Program Fact Sheet

### The GSA SmartPay Program at a Glance

- ✓ The GSA SmartPay Program was established in 1998 and is the premiere charge card program of the United States Federal government, serving more than 350 Federal agencies, organizations, and Native American tribal governments. The GSA Office of Charge Card Management (OCCM) manages the GSA SmartPay Program.
- ✓ The GSA SmartPay Program is the largest government charge card program in the world.
- ✓ Through the GSA SmartPay Program, agencies are able to obtain Purchase, Travel, Fleet, and Integrated Charge Cards (known as business lines) through a master contract with three banks; Citibank, JPMorgan Chase, U.S. Bank.
- ✓ The GSA SmartPay Program supports the Travel Motor Vehicles and Card Services portfolio by playing an integral role in the collaboration of multiple GSA programs, including Travel Card program discounts, Fleet Card expenditures, and Purchase Card transactions.



#### Purchase Cards

Used for purchasing general supplies & services



Fleet Card

#### Fleet Cards

Used for fuel and maintenance for government vehicles



Integrated Card

#### Integrated Cards

Used to integrate multiple business lines into one integrated card

### GSA SmartPay Program Benefits

- Administrative cost savings and efficiency
- Secure and accountable payment solution for making efficient and convenient transactions
- Travel cards provide access to City Pair program discounts
- Refunds to agencies based on transaction volume and payment performance
- Electronic transaction data enables enhanced ability to detect fraud, waste, and abuse
- Contracting banks are required to provide tax reclamation support to customers

### What the Card Cannot Be Used For

- Personal use or unauthorized purchases
- Purchases that do not comply with the Federal Acquisition Regulation or other procurement regulations

# Fiscal Year 2015 GSA SmartPay® Program Statistics

## OCCM Services

### Innovation

- Provides customers with payment solutions through bank master contracts
- Incorporates industry trends into new program initiatives
- Meets the evolving needs of GSA SmartPay customers
- Leverages the purchasing power of the government through the *Point of Sale Discount Initiative*

### Education & Training

- Facilitates working groups to encourage A/OPC interaction
- Delivers virtual training for each business line
- Provides charge card guidelines and leading practices
- Hosts the *GSA SmartPay Training Forum*
- Increases customer awareness through the GSA SmartTax communications campaign

### Customer Service

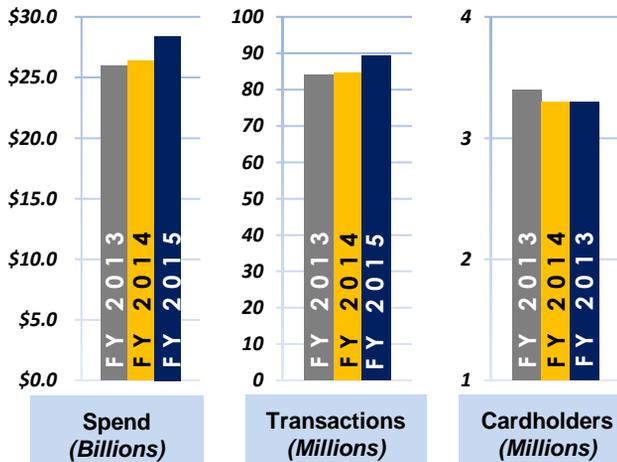
- Provides programmatic points of contact for A/OPCs
- Delivers online access to critical information
- Provides email and phone support during business hours
- Offers centralized GSA managed certification and accreditation process
- Reviews agencies refunds for accuracy and prompt payment

Total	FY 2013	FY 2014	FY 2015
Spend	\$26.0B	\$26.4B	\$28.4B
Transactions	84.0M	84.7M	89.3M
Cardholders	3.4M	3.3M	3.3M

Purchase	FY 2013	FY 2014	FY 2015
Spend	\$16.9B	\$17.1B	\$19.0B
Transactions	19.9M	19.9M	20.3M
Cardholders	300.1K	263.4K	261.4K

Travel	FY 2013	FY 2014	FY 2015
Spend	\$6.9B	\$7.0B	\$7.6B
Transactions	36.9M	37.3M	40.2M
Cardholders	2.4M	2.4M	2.5M

Fleet	FY 2013	FY 2014	FY 2015
Spend	\$2.2B	\$2.2B	\$1.8B
Transactions	27.2M	27.4M	28.8M
Cardholders	606.2K	608K	565K



### In Fiscal Year 2015:

- The total spend was *\$28.4 billion*
- Agencies/organizations received *\$282.20 million* in refunds
- Each GSA SmartPay cardholder on average, spent approximately *\$8,605*
- The *Department of Veteran Affairs* was the top agency by program spent with *\$10.2 billion (36% of total spend)*

## Future Enhancements to the GSA SmartPay Program

ePayables/Virtual Cards  
Expanded Point of Sale Recognition  
Customer Communication Channels

Chip and Pin Cards/ EMV  
Declining Balance Cards  
Enhanced Customer Training Programs