GSA SmartPay® 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 Card

Purchase Cards
Used for purchasing general supplies & services

Fleet Card

Fleet Cards
Used for fuel and maintenance for government vehicles

Travel Card

Travel Cards
Used for travel expenses for official travel; airline, hotel, meals, & incidentals

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 though 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
Accounts	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
Accounts	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
Accounts	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
Accounts	606.2K	608K	565K

Spend (Billions) — FY 2013, FY 2014, FY 2015
Transactions (Millions) — FY 2013, FY 2014, FY 2015
Accounts (Millions) — FY 2013, FY 2014, FY 2015
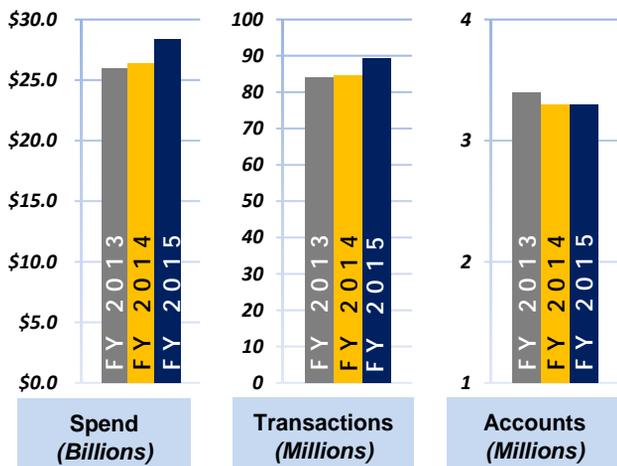
In Fiscal Year 2015:

- The total spend was *$28.4 billion*
- Agencies/organizations received *$282.2 million* in refunds
- Each GSA SmartPay *account holder*, on average, *spent approximately $8,605*
- The *Department of Veterans Affairs* was the top agency by program spend with *$10.2 billion (36% of total spend)*

Future Enhancements to the GSA SmartPay Program

ePayables/Virtual Cards	Chip and Pin Cards/ EMV
Expanded Point of Sale Recognition	Declining Balance Cards
Customer Communication Channels	Enhanced Customer Training Programs