

GSA SmartPay® Program Fiscal Year 2016 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 560 Federal agencies, organizations, and Native American tribal governments. The newly renamed GSA Center for Charge Card Management (CCCM), aligned under the Office of Professional Services and Human Capital Categories (PSHC), 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
- EMV Chip Cards provide account holders with additional security
- 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 2016 GSA SmartPay® Program Statistics

CCCM 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
- Facilitate working group sessions to encourage knowledge sharing and best practices among A/OPCs
- Delivers virtual training for each business line
- Provides charge card guidelines and leading practices
- Hosts the *GSA SmartPay In-Person Training Forum*
- Increases customer awareness through the GSA SmartTax communications campaign

Customer Service

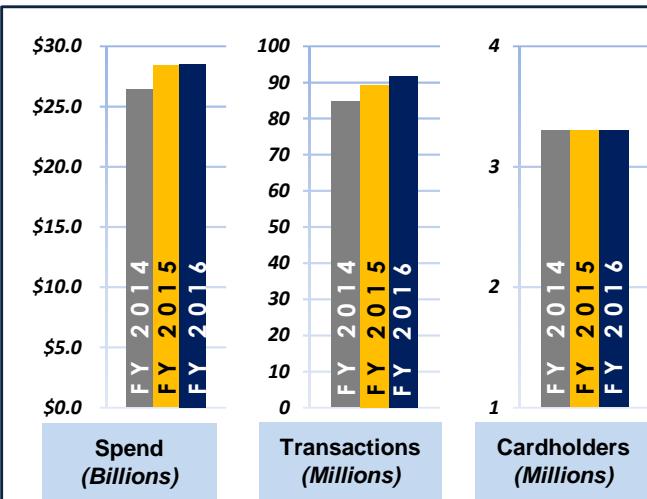
- Provides programmatic points of contact for A/OPCs
- Delivers online access to critical information
- Provides email and phone support during business hours
- Offers centralized GSA managed certification and accreditation process
- Reviews agencies refunds for accuracy and prompt payment

Total	FY 2014	FY 2015	FY 2016
Spend	\$26.4B	\$28.4B	\$28.5B
Transactions	84.7M	89.3M	91.7M
Cardholders	3.3M	3.3M	3.3M

Purchase	FY 2014	FY 2015	FY 2016
Spend	\$17.1B	\$19.0B	\$19.1B
Transactions	19.9M	20.3M	20.5M
Cardholders	263.4K	261.4K	289.8K

Travel	FY 2014	FY 2015	FY 2016
Spend	\$7.0B	\$7.6B	\$8.1B
Transactions	37.3M	40.2M	42.9M
Cardholders	2.4M	2.5M	2.5M

Fleet	FY 2014	FY 2015	FY 2016
Spend	\$2.2B	\$1.8B	\$1.3B
Transactions	27.4M	28.8M	28.3M
Cardholders	608K	565K	550K



In Fiscal Year 2016:

- Total spend was \$28.5 billion
- Agencies/organizations received \$292 million in refunds
- Each GSA SmartPay cardholder, on average, spent approximately \$311 per transaction.
- The Department of Veterans Affairs was the top agency by program spend with \$10.3 billion (36% of total spend)

Future Enhancements to the GSA SmartPay Program

Electronic Payables Solutions
Expanded Point of Sale Recognition
Mobile Application

Mobile Payments
Straight Through Processing
Enhanced Customer Training Programs

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