

# GSA SmartPay® Program

## Fiscal Year 2017 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 GSA Center for Charge Card Management (CCCM) manages the GSA SmartPay Program.
- ✓ GSA SmartPay is the largest government charge card program in the world and the program's payment solutions are designated by OMB as 'Best in Class - Preferred'.
- ✓ 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 Office of Professional Services and Human Capital (PSHC) by providing customer agencies with increased awareness of available payment solutions under the GSA SmartPay master contract and opportunities to increase payment efficiencies and earn refunds.



Purchase Card

#### Purchase Cards

Used for purchasing general supplies and services



Fleet Card

#### Fleet Cards

Used for fuel and maintenance for government vehicles



Travel Card

#### Travel Cards

Used for official travel expenses; airline, hotel, meals, and incidentals



Integrated Card

#### Integrated Cards

Used to integrate multiple business lines into one card

### GSA SmartPay Program Benefits

- Administrative cost savings and efficiency
- Secure and accountable payment solutions promote 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 2017 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*

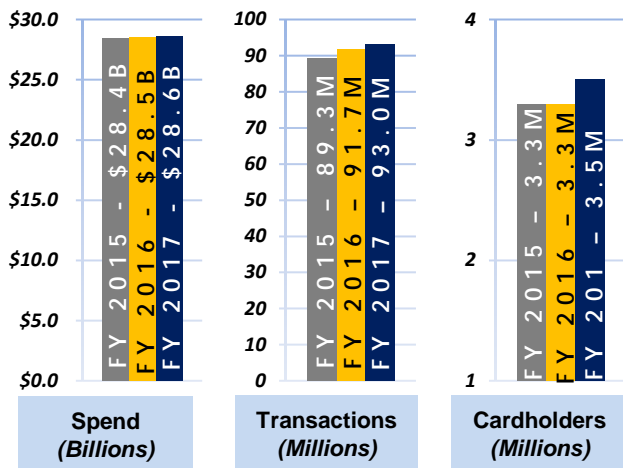
### Education & Training

- Facilitates working groups to encourage Card Manager interaction
- Facilitate working group sessions to encourage knowledge sharing and best practices among Card Managers
- 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 Card Managers
- 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 2015	FY 2016	FY 2017
<i>Spend</i>	\$28.4B	\$28.5B	\$28.6B
<i>Transactions</i>	89.3M	91.7M	93.0M
<i>Cardholders</i>	3.3M	3.3M	3.5M
<b>Purchase</b>	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>
<i>Spend</i>	\$19.0B	\$19.1B	\$18.9B
<i>Transactions</i>	20.3M	20.5M	20.4M
<i>Cardholders</i>	261.4K	289.8K	293K
<b>Travel</b>	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>
<i>Spend</i>	\$7.6B	\$8.1B	\$8.3B
<i>Transactions</i>	40.2M	42.9M	43.6M
<i>Cardholders</i>	2.5M	2.5M	2.6M
<b>Fleet</b>	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>
<i>Spend</i>	\$1.8B	\$1.3B	\$1.4B
<i>Transactions</i>	28.8M	28.3M	29.0M
<i>Cardholders</i>	565K	550K	605K



### In Fiscal Year 2017:

- The total spend was *\$28.6 billion*
- Agencies/organizations received *\$298.4 million* in refunds
- Each GSA SmartPay cardholder, on average, spent approximately *\$307 per transaction*.
- The *Department of Veterans Affairs* was the top agency by program spend with *\$10.4 billion (36% of total spend)*

## Future Enhancements to the GSA SmartPay Program

Electronic Payables Solutions  
Government-to-Government Transactions  
Mobile Payments

Straight Through Processing  
Enhanced Customer Training Programs  
Tax Advantage Travel Card