

GSA

SmartPay®

Supporting your mission

# Helpful Hints for Purchase Account Use



# **The GSA SmartPay® Purchase Account**

In accordance with the Federal Acquisition Regulation (FAR) 13.301, the governmentwide commercial purchase account is authorized for use in making and/or paying for purchases of supplies, services or construction.

As an account holder, you are responsible for deciding what to purchase, when to buy it, and from whom.

Having this account provides your agency/organization with numerous benefits. With these benefits come certain responsibilities for you. This booklet is intended as a quick reference for “Dos and Don’ts” to using your purchase account in addition to other helpful information.

# Account Holder Responsibilities:

## DOs

You are the government's agent for each purchase made with the purchase account. You are responsible and accountable for each transaction. In addition to the responsibilities listed here, you must comply with all applicable regulations and procedures of your agency/organization.

- DO** keep your account information safe and secure.
- DO** maintain a log of all your purchases.
- DO** keep your receipts for all purchases.
- DO** use the account only to make informed buys of approved goods and services.
- DO** ensure availability of funds before making a purchase.
- DO** observe all dollar limits on purchases.
- DO** seek tax exemption whenever possible.

- DO** reconcile all transactions.
- DO** use the account ethically.
- DO** resolve disputes in a timely manner.
- DO** leverage buying options to save your agency money.
- DO** return your card to your Agency/ Organization Program Coordinator (A/OPC) if you leave your agency/ organization or retire.
- DO** immediately report your lost or stolen account to your A/OPC and the issuing bank.
- DO** destroy a lost or stolen card that is recovered.
- DO** purchase supplies and services from mandatory sources such as AbilityOne (see FAR 8.7).
- DO** be aware of identity theft schemes attempting to gain access to financial information.
- DO** be aware that misuse of the purchase account could result in disciplinary actions by your agency.

## Account Holder Responsibilities:

# DON'Ts

**DON'T** use the purchase account to purchase:

- Long-term rental or lease of land or buildings;
- Travel or travel-related expenses (with the exception of meeting spaces and local transportation services, such as metro fare cards, subway tokens, etc.);
- Cash advances, unless permitted by agency/organization selected value-added option;
- Personal items; or
- Items that exceed the government's actual need (e.g., designer items when less expensive items are available).

**DON'T** allow others to use your account. It is assigned to you and is your responsibility.

**DON'T** split purchases in order to stay below your authorized spend limit. If you do so, your account privileges may be suspended and you could face further disciplinary action.

If you are uncertain as to whether a purchase is appropriate, ask your Approving Official (AO) or your A/OPC. Your agency organization may have additional restrictions for the use of the account, which you should follow.

## **Reconciling Your Purchase Account**

One of your primary jobs as the account holder is reviewing and reconciling your monthly billing statement within the timeframes required by your agency/organization (usually 3-5 days). Reconciling your statement includes certifying receipts, annotating accounting codes, identifying disputed items and completing any other documentation required by your agency/organization before forwarding your statement to your Approving Official (AO) or the appropriate payment/ finance office.

For all billing and delivery issues, first try to solve the problem with the merchant. Should the merchant fail to resolve the issue satisfactorily and the purchase account has already been charged, the account holder should dispute the transaction through the issuing bank as soon as possible. An undisputed charge become delinquent if unpaid for more than 61 days past the statement due date. However, the master contract allows the account holder 90 calendar days from the date the transactions was processed to initiate a dispute.

Remember, the government is liable for all undisputed charges made by an authorized account holder. Know your responsibilities!



## **Reporting a Lost or Stolen Account**

Immediately report your lost or stolen purchase account to your A/OPC and the issuing bank. The liability for a lost or stolen account shall not exceed the lesser of \$50 or the amount of money, property, labor or services obtained before notification to the bank. If required, the bank will mail a replacement card with a new account number to you within one business day from the time the theft or loss was reported.

# Resources

## *Online Training*

Visit our training website at <https://training.smartpay.gsa.gov> for online GSA SmartPay purchase account holder training. Here you will receive detailed training on use of the purchase account. When visiting the site, login or register if it is your first time. After logging in and completing the training module, take the online quiz. A passing score on the quiz will enable you to print out a certificate of completion and you will receive 1 CLP training credit.

# Resources

## ***Bank Contacts***

Citibank: (800) 790-7206

JPMorgan: (888) 297-0781

US Bank: (888) 994-6722

*For additional information on the  
GSA SmartPay purchase program, visit  
<http://smartpay.gsa.gov>*

## **Contact Your Program Coordinator**

Write the name, phone number,  
and email address of your Agency/  
Organization Program Coordinator  
(A/OPC) here:

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# NOTES

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## How to reach us

For additional information,  
visit our website:  
<https://smartpay.gsa.gov>