

GSA

SmartPay[®]

Supporting your mission

Helpful Hints for Travel Account Use

FOR OFFICIAL GOVERNMENT USE ONLY



SmartPay³

Supporting your mission

United States of America

If misuse suspected, call (800) xxx-xxxx



1234 5678 9012 3456

1234

Valid Thru 12/31/26

JOHN SMITH

FOR JOHN SMITH



The GSA SmartPay[®] Travel Account

The Travel and Transportation Reform Act of 1998 (Public Law 105-264) mandates Federal Government account holders to use the contractor-issued travel account¹ for official government travel expenses.

Having this account provides your agency/organization with numerous benefits and certain responsibilities. This booklet is intended as a quick reference for “Dos and Don’ts” to using your travel account. It also provides helpful information about your account.

¹Travel account refers to both a Traditional Travel account and the Travel Tax Advantage account.

Account Holder Responsibilities: DO's

In addition to your agency's travel policy, you should comply with the following guidelines:

DO use your government travel account to pay for official travel expenses.

DO review tax exemption information before traveling to determine whether the state provides exemption and if you need to complete any forms.

DO track your expenses and keep receipts while on travel so you have accurate information for filing your travel claim.

DO file your travel claim within five days after you complete your trip or every 30 days if you are on continuous travel.

DO submit payment in full for each monthly bill.

DO follow your bank's dispute process for charges that are incorrect.

DO contact your bank's customer service number if you have questions about your monthly bill.

DO be aware that misuse of the travel account could result in disciplinary actions by your agency.

DO be aware that failure to pay your bill in a timely manner can result in suspension or cancellation of your account and could affect your personal credit rating.

DO contact your Agency/Organization Program Coordinator (A/OPC) for proper guidance on destroying your card if you leave your agency or retire.

DO immediately report your lost or stolen account to your A/OPC and the issuing bank.

DO destroy any lost or stolen cards that are recovered.

DO be aware of identity theft schemes attempting to gain access to financial information.

DO check with your A/OPC and/or agency policy before using your travel account to cover local travel expenses.

Account Holder Responsibilities:

DON'Ts

DON'T use your travel account for personal use.

DON'T obtain travel advances through the ATM which exceed your expected out of pocket expenditures for a trip.

DON'T obtain travel advances through the ATM unless you are on travel or will be on travel shortly.

DON'T allow your monthly bill to become overdue because this could result in suspension or cancellation of your account.

DON'T wait for receipt of your monthly billing statement to file your travel claim.

DON'T forget that the account is issued in your name and liability for payment is your responsibility.

DON'T write your personal identification number (PIN) on your account or carry your PIN in your wallet.

DON'T use your account to cover the expenses of other government employees (except when sharing transportation, such as a taxi).

Local Travel Information

The Federal Travel Regulation (FTR) Amendment 2010-02 removed references to local travel and clarified that the FTR applies only when an employee is on temporary duty (TDY) travel. The terms and conditions of the GSA SmartPay 3 Master Contract are in compliance with the FTR Amendment.

The GSA SmartPay 3 Master Contract permits agency/organizations to use the travel account.

Since local travel policies differ by agency, please be sure to check with your agency policy or A/OPC before using your travel account for local travel purposes.

Paying Your Travel Account Bill

Make payment for all undisputed charges on your travel account bill in full by the statement billing due date, which is 25 to 30 days after the closing date on the billing statement. The due date is printed on the bill.

Failure to pay your monthly bill in a timely manner will result in the loss of your charging privileges. If your account is suspended, you will be unable to use it until your bank receives payment. If your account is cancelled due to non-payment, your delinquency may be reported to credit bureaus, be referred to collection agencies, lead to other collection actions or make you ineligible to receive a new account.

Reporting a Lost or Stolen Account

Immediately report your lost or stolen travel account to:

- Your issuing bank;
- Your A/OPC; and
- Your supervisor.

You will be responsible for those charges made before the travel account was reported lost or stolen. The bank will assign a new account number and mail a replacement card to you within 48 hours form 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 Travel Account Holder training. Here you will receive detailed training on use of the travel 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 a certificate of completion. You will receive 1 CLP training credit.

Resources

Bank Contacts

Account holders who have questions related to their specific account, must contact their agency's issuing bank directly:

Citibank: (800) 790-7206

USBank: (888) 994-6722

For additional information on the GSA SmartPay program, visit [**https://smartpay.gsa.gov**](https://smartpay.gsa.gov)

Contact Your Program Coordinator

Write the name, phone, and e-mail of your Agency/Organization Program Coordinator (A/OPC) here:

Contact your A/OPC if you have any questions regarding your travel account.

How do I know my card type?

Sixth Digit of GSA SmartPay Travel Account	Account Type
0	CBA
1	IBA
2 – 4	IBA
5	IBA/CBA, Tax Advantage
6 – 9	CBA

When packing for your trip don't forget:

- ✓ Your Government issued picture ID card/badge or driver's license.
- ✓ A copy of your travel authorization.
- ✓ Your GSA SmartPay travel account to pay for official travel expenses.
- ✓ Personal cash or personal credit cards to pay for personal expenses.
- ✓ Lodging tax exempt forms; if required.
- ✓ A record of expenses - write them down and save receipts.
- ✓ Lodging receipts are required by all agencies. Follow agency policy with regard to other receipts

How to reach us

For additional information,
visit our website:

<https://smartpay.gsa.gov>