

## Charge Card Manager Certification FAQs

1. What courses do I need to take?

All candidates must complete a total of 7 classes: 2 GSA SmartPay Qualifying classes and 5 Bank/Brand Qualifying classes. Forum badge must be scanned and you must be in attendance for the entire length of the course to receive credit.

**GSA SmartPay Qualifying Classes (2)**

- Complete 2 GSA SmartPay qualifying classes offered during the annual GSA SmartPay Training Forum.

**Bank/Brand Qualifying Classes (5)**

- Complete 5 Bank/Brand qualifying classes offered during the annual GSA SmartPay Training Forum.
- Attendance at agency meetings occurring throughout the Forum does not count toward the certification requirements.

***Download the forum's mobile app, which lists whether a course is a GSA SmartPay Qualifying Class or a Bank/Brand Qualifying Class.***

2. Where can I take these courses?

These courses will be provided at the 2018 GSA SmartPay Training Forum in New Orleans, LA August 7-9, 2018.

3. Do I need to submit certificates to prove I've taken the courses?

No, course attendance will be tracked at the GSA SmartPay Training Forum and automatically submitted to the CCCM Certification Manager. This is why you must be sure your forum badge is scanned.

4. How much experience do I need to qualify?

A minimum of six (6) months of continuous, hands-on experience managing an agency/organization card program is required to qualify for this certification.

5. Who is this certification intended for?

This certification is for government charge card program managers who have at least six (6) months of continuous hands-on experience managing an agency/organization's card programs, and who can attend and complete required training provided at the annual GSA SmartPay Training Forum.

6. How do I apply?

- a. Indicate your intention to pursue the Charge Card Manager Certification at time of forum registration by answering the following two questions in the affirmative when they are presented during the online forum registration process:
  - i. "I intend to pursue the Charge Card Manager Certification at the Forum."
  - ii. "I confirm that I have read Smart Bulletin No. 022 and am aware of requirements and instructions pertaining to acquiring and maintaining this certification."
- b. Satisfy the training requirements as defined in question #1.
- c. After the SmartPay Training forum, candidates will receive an email from smartpayccmc@gsa.gov with a link to the SmartPay Training site where candidates will confirm that they have met the training and experience requirements. If a candidate does not already have an account on the GSA SmartPay Training site, an account will need to be established by visiting this site <https://training.smartpay.gsa.gov/> and selecting "Register" at the upper right of the screen.

7. When will my certificate be available?

Certificates will be available immediately after candidate confirms requirements have been met via the SmartPay Training site. A copy of certificate will be maintained in the recipients GSA SmartPay Training site account and available whenever he/she accesses the account.

8. If I already received certification at a previous forum, do I need to get recertified?  
If it was before 2017, yes. If certification was received in 2017 or later, no.

9. When does my certification expire?

Certificates are good for 3 years.

10. Can I renew my certificate?

Yes. Candidates for CCMC Renewal will need to:

- a. Satisfy the training requirements as defined below:

All candidates for the "Certified Charge Card Manager" renewal must complete five ( 5) training courses at a GSA SmartPay Forum within a three (3) year period (training courses CANNOT include agency meetings). Courses must include a variety of bank/brand or GSA sessions and can only be obtained at GSA SmartPay Training Forums.

- b. During the Forum, applicable courses will be RFID scanned via your Forum badge. After the Forum, CCCM will receive the RFID report of courses attended.
  - c. The year your certification is due for renewal, you will received an email after that year's forum with a link to the GSA SmartPay Training website asking you to confirm that you have met the renewal requirements.
11. What happens if I don't take the courses for renewal?
- Failure to take required course work by year due will result in certification expiring and candidate will need to obtain a new (not renewal) certification the following year at the GSA SmartPay Training Forum.