GSA SmartPay 3 Transition Topics
GSA SmartPay Training Forum, August 7-9, 2018

Joline McDonald
Transitioning to GSA SmartPay 3

- The GSA SmartPay 3 Transactional Period begins November 30, 2018.
- Post-award transition responsibilities are very important to ensure a successful transition for your agency.
- Three major areas of transition include:
  - Coordination with GSA SmartPay 2 (SP2) Contractor and GSA SmartPay 3 (SP3) Contractor
  - Communications with agency personnel
  - Reviewing and making decisions regarding new SP3 offerings
- Agency Transition Tips
Contractor Coordination
GSA SmartPay 2 Contractor

- Identify information that your agency/organization will need from your current contractor and coordinate on information transfer. This will include:
  - Master File Information
  - Existing Hierarchical Information
- Establish card closeout procedures
  - Card destruction procedures
  - Account reconciliation
  - Subscriptions and trailing transactions
GSA SmartPay 3 Contractor

• Establish procedures for coordination and communication of key tasks
  – Kickoff Meeting
  – Project plan and milestones

• Confirm task order variances and deliverables
  – Establish card options (type, number, etc.)
  – Establish billing options (cycle date)
  – Establish authorization controls and hierarchy
  – Plan and coordinate training
GSA SmartPay 3 Contractor

- Plan and coordinate training
  - Establish training schedule/milestones
  - Identify types of training and training list (personnel)
- Complete IT-related tasks
  - Finalize data and interface requirements and EAS specifications
  - Set up all interfaces and EAS
  - Develop and complete interface and EAS testing
  - Complete any necessary security checks in accordance with agency policies (NOTE: Review all Master Contract Security information)
New Offerings for GSA SmartPay 3
A/P File Review

- Section C.3.1.1 requires all SP3 Contractors to provide agencies with Accounts Payable File Reviews (A/P File Review) at no cost
- GSA recommends that agencies take advantage of this service during the transition period to maximize benefits
- A/P File reviews allow Contractors to review payment information and find strategic gaps where various offerings can be utilized
- Agencies can gain insight into their payments and expand their use of the GSA SmartPay program
  - More efficient payment possibilities
  - More potential refunds back to the agency
Expanded No Cost Offerings

- The GSA SmartPay 3 Master Contract contains many new offerings that are provided at no additional cost to agencies
- Some of the highlights to consider during transition implementation include:
  - Association Program Management Tools (Data Mining Tools, Fraud Analytics)
  - Case Management Tools
  - Declining Balance and Virtual Cards
  - Mobile Applications and Payments
Agency Transition Tips
**Agency Transition Tips**

- Debbie Lewis-Manni – DTMO Travel Card Program
  - 12 years total experience, 4.5 years as program lead, 25 years of travel industry experience
- Suzanne Honeycutt – NASA Purchase Card Program
  - 19 years total experience, 9 years as program lead
- Brian Mosley – GSA Fleet Card Program
  - 12 years total experience, 6.5 years as program lead
- Jessica Summerall – GSA Fleet Card Program
  - 9.5 years total experience, 1.5 years as program lead
NASA Tips

- Preparation: Establish a Transition Management Team (TMT) and develop a project schedule along with the SP3 bank
- Major project categories and tasks, at a minimum, should include:
  - Preparing for the master data file transfer. Clean-up the data housed within the current EAS to ensure that names, addresses, phone numbers, email addresses are all accurate. Engage A/OPCs at the bureau and at each level within your hierarchy structure.
  - Coordinating with your technical teams and the new to ensure that testing and interfacing activities are scheduled as early after award as possible.
NASA Tips

• Preparation
  – Monitoring account delinquencies – It is critical to ensure that all accounts have a zero balance
  – Updating all policies, training courses, internal work instructions, etc. Learning any new processes with your SP3 bank and adjust your internal workflows and work instructions accordingly
  – Identifying any employees who may be on extended TDY or traveling during the go-live timeframe. New cards may need to be delivered to a hotel or alternate location
• Preparation
  – Considering stopping split disbursement one month prior to go-live and one month after go-live
  – Reminding cardholders that during the period of November, December, January and possibly even later, they will have to reconcile two separate monthly statements, one for the SP2 bank and the other for the SP3 bank until all remaining transactions have posted to the SP2 accounts;
  – Maintaining the official contract file and ALL associated transition activity documents
NASA Tips

• Effective Communication Plan:
  – Identifying all audiences (to include the key stakeholders at the higher levels of the organization, cardholders and approving officials, Budget, Accounts Payable/Accounts Receivable, Call Center personnel who receive inquiries from employees, and IT Team for webpage updates)
  – Identifying the media that will be used – Emails targeting specific communities, mass auto-generated emails, webpages, organizational web links, newsletters, organizational news bulletins or newspapers, bulletins in elevators, SP3 bank statement messaging, etc.
Training:
- Create a Training Plan to identify any and all employees who may need to get trained. Scheduling and encouraging maximum participation in all training sessions offered by the bank.
- Considering the various methods of training which may be available, e.g. face-to-face, Skype sessions, webinars, ViTS, and perhaps video training sessions which may be viewed at a later date.
- Attending the GSA SmartPay Training Forum where a wealth of transitional information and EAS training will be offered;
• Have a Comprehensive, Detailed Transition plan
  – A critical path compass in the midst of transition turmoil
  – Include strategies for Communications, Training, and Data/Systems Interfaces
• Begin Transition Activities Early
  – Reconcile and closeout SP2 Program
  – Resolve all SP2 delinquencies and credit balances
  – Cleanup hierarchies
  – Prepare for SP3 (e.g. update cardholders’ and AOPCs’ information, initiate Master File and Quality Control content)
DTMO Tips

- Communicate, Communicate, Communicate
  - Include all organizational levels and key stakeholders
  - Identify target audience, customize message, leverage a variety of mediums
- Form Government Integrated Project Team (multi-disciplined team of SMEs and decision-makers from critical business areas)
- Conduct End-to-End Testing of Primary Products, Interfaces, and Integrated Business Processes
DTMO Tips

- After Implementation – Take Leave
- Travel Somewhere Relaxing & Pamper Yourself
- Congratulate Yourself on a Successful Transition!
GSA Fleet Tips

- Systems Integration Plan:
  - This takes the most time and requires the most coordination and
    clarified timelines to ensure appropriate availability on both sides so
    begin discussions as early as is feasible
- Coordination Plan:
  - For fleet cards, and possibly more for us than others, card
    production and distribution is huge. We have to ensure our leasing
    drivers receive those new cards in time, with the necessary
    instructions to make that transition on the proper day and with
    everything they need to know to utilize the card successfully. Our
    drivers are not our employees they are our customers so ensuring
    this goes well is critical to our success.
GSA Fleet Tips

• Communication Plan:
  – Planned, clear, concise communication no matter how much chaos is going on behind the scenes, it takes a lot of time and resources to get through this but ensuring everyone knows what they need to know when they need to know it remains the key for ensuring it goes off with a minimum of disruption.

• Transition/Personnel Plan:
  – In person transition meeting with the Contractor is key to getting this all done giving us the opportunity to meet with all the key players and go over our timeline for each critical function: systems, card production, fraud, finance/invoicing, merchant support, customer service, etc.
Questions???
Summary and Resources

• Coordinate early and often with your current and future contractor banks
• Prepare for administrative and logistic changes on Day One of GSA SmartPay 3
• Engage your agency/organization IT professionals for technology preparedness
• Leverage GSA SmartPay 3 Post-Award Transition Resources including Post-Award Checklist, FAQs, and IT Quick Reference.