

GSA SmartPay Program Certification (GSPC) FAQs

1. What courses do I need to take to qualify for the certification?

You must complete a total of 7 classes offered at the GSA SmartPay Training Forum: 2 GSA SmartPay Qualifying Classes and 5 Bank/Brand Qualifying Classes. About two weeks before the event, the [forum website](#) and the event's mobile app will indicate whether a course is a GSA SmartPay Qualifying Class or Bank/Brand Qualifying Class. Attending agency meetings does not count toward the certification requirements.

2. Where can I take these courses for the certification?

Qualifying courses will be provided in-person at the annual GSA SmartPay Training Forum. Visit the [GSA SmartPay website](#) for more information on the dates and location for this year's forum. Qualifying courses are not offered virtually at this time.

3. Do I need to submit certificates of completion to prove that I've taken courses at the forum?

No. Please be sure to wear your forum badge throughout the forum as it will be scanned automatically via RFID equipment as you enter/exit each training room. You must be in attendance for the entire length of the course in order to receive credit. Your course attendance information will be automatically submitted to GSA.

4. How much experience do I need to qualify for the certification?

A minimum of six (6) months of continuous, hands-on experience working with the GSA SmartPay program is required.

5. Who is this certification intended for?

This certification is available to all individuals who manage or execute a GSA SmartPay Program and are able to meet the experience and training requirements detailed above.

6. How do let GSA know that I plan to pursue the certification at this year's forum?

If you plan to pursue the GSPC at this year's forum, please be sure to indicate your intention by answering YES to the following two questions when prompted at the time of online registration:

- I intend to pursue the GSA SmartPay Program Certification at the Forum.
- I confirm that I have read Smart Bulletin No. 022 and am aware of the requirements and instructions pertaining to acquiring and maintaining this certification.

7. How do I apply for the certification?

First, you must satisfy the training requirements as defined in the answer to Question #1 above.

Then, after the forum, you will receive an email from smartpaygspc@gsa.gov with a link to the GSA SmartPay Training site where you will confirm that you have met the training and experience requirements.

If you do not already have an account on the GSA SmartPay Training site, please establish one at <https://training.smartpay.gsa.gov/>. Select "Register" at the upper right of the screen to create an account.

8. When will my certificate be available?

The certificate will be immediately available within the GSA SmartPay Training site after you confirm that the requirements have been met and will be available to you anytime you access your GSA SmartPay Training account.

9. If I already received certification at a previous forum, do I need to get recertified?

If you received the certification before 2017, yes.

If you received the certification (formerly named the Charge Card Manager Certification or CCMC) in 2017 or 2018, you do not need to get recertified before your current certificate expires.

10. When does my certification expire?

Certificates are good for 3 years.

11. How do I renew my certificate?

For renewal, you will need to complete five (5) training courses at an in-person GSA SmartPay Forum within a three (3) year period. Training courses must include a variety of bank/brand and GSA sessions. Again, agency meetings do not count towards the certification.

The year that your certification is due for renewal, you will receive an email after that year's forum with a link to the GSA SmartPay Training site asking you to confirm that you have met the renewal requirements.

The certificate will be immediately available within the GSA SmartPay Training site after you confirm that the requirements have been met and will be available to you anytime you access your GSA SmartPay Training account.

12. What happens if I don't take the courses for renewal?

Failure to take the required coursework by the year that it's due will result in the certification expiring. You will need to obtain a new certification (not a renewal) at the next GSA SmartPay Training Forum that you attend in-person.