GSA SMARTPAY® SMART BULLETIN

U.S. GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
SMART BULLETIN NO. 022

GSA SmartPay – Charge Card Manager Certification (CCMC) Program

EFFECTIVE DATE: December 19, 2017 and shall remain in force until modified or rescinded.

BUSINESS LINE(S) AFFECTED:
All Business Lines

INTRODUCTION:

Public Law 112-194, The Charge Card Abuse Prevention Act of 2012, and Office of Management and Budget (OMB) Circular A-123, Appendix B, “Improving the Management of Government Charge Card Programs,” emphasize the need for agencies to effectively manage their charge card programs. Therefore, Agency/Organization card managers must possess a thorough understanding of applicable statutes, policies, procedures and best practices to help ensure charge card programs are managed properly and agency refund potential is maximized. Agency/organization card managers are also charged with the responsibility of ensuring cardholder accounts are correctly established, maintained and closed out, cardholders are trained (including maintenance training), appropriate transaction monitoring is conducted, and agency/organization management is advised when corrective action is required.

SUMMARY:

Agency/organization card managers once again have an optional opportunity to earn a “Charge Card Manager Certification” (CCMC). This designation is obtained by completing a required set of coursework offered through the annual GSA SmartPay Training Forum, possessing actual “hands-on” experience in managing a card program, and in dealing with account holders and managers. Use of this certification program is intended to help customer agencies ensure their card management personnel have the fundamental training and experience needed to manage a card program.
Agency/organization use of this program is encouraged, but voluntary.

Please note: If you've received the CCMC certification prior to 2017, you will have to re-qualify for the certification at a GSA SmartPay Training Forum by taking the mandatory and elective classes in addition to confirming a minimum of six (6) months of continuous, hands-on experience managing an agency/organization card program.

How is the Certification obtained?

Coursework: All required courses will be offered through the 2018 GSA SmartPay Training Forum. The curriculum includes both mandatory courses and electives.

Experience: An agency/organization card manager must have a minimum of six (6) months of continuous, hands-on experience managing an agency/organization card program prior to applying for the certification from CCMC.

Maintenance Training: Once certification is obtained it will remain active for three (3) year provided the recipient complies with the maintenance training requirements required by OMB Circular A-123, Appendix B.

Certification Renewal: Certification is renewed by taking five (5) training courses at a GSA SmartPay Forum within that 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.
- Prior to the Forum an email will go out to all attendees reminding them of the certification renewal process.
- After the Forum a Google Form will be sent to fill in the courses they attended. CCMC will check the forms against the RFID report.

For example, if certification was received in 2017, certification holder must take five bank/brand or GSA sessions at GSA SmartPay Training Forums before 2021.

CCCM may modify these requirements if program performance so warrants. These changes will be conveyed in a revision to this Smart Bulletin

ACTION:

Candidates for CCMC will need to comply with the following procedures:

1. 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 intend to pursue the Charge Card Manager Certification at the Forum."
   - "I confirm that I have read Smart Bulletin No. 022 and am aware of requirements and instructions pertaining to acquiring and maintaining this certification."

2. Satisfy the training requirements as defined below:

   All candidates for the "Certified Charge Card Manager" designation must complete a total of 7 courses: 2 mandatory GSA courses and 5 bank and/or brand electives. Course attendance will be tracked at the GSA SmartPay Training Forum and automatically submitted to the CCMC Certification Manager. Forum badge must be scanned and you must be in attendance for the entire length of the course to receive credit.

   Mandatory Courses (2)
   Complete 2 GSA SmartPay Courses. Candidate can choose any 2 GSA courses offered throughout the duration of the annual GSA SmartPay Training Forum.
Electives (5)

Complete 5 Electives (/Bank/Brand courses). Electives must be actual courses offered at the annual GSA SmartPay Training Forum and officially tracked by GSA at the forum. Attendance at agency meetings occurring throughout the Forum does not count toward the certification requirements.

3. 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.

Candidate will confirm requirements completion by answering the following two questions in the affirmative when they are presented on the SmartPay Training web site:

a. Coursework: I have completed all required courses offered through the GSA SmartPay Training Forum including both mandatory courses and electives as outlined in Smart Bulletin No. 022.

b. Experience: I have a minimum of six (6) months of continuous, hands-on experience managing an agency/organization card program prior to applying for the certification from CCCM.

Failure to answer these questions positively will display the following message, “You have not met the minimum requirement to be issued a Charge Card Manager Certification. Please see Smart Bulletin No. 022”. Candidate can re-submit answers at any time after requirements have been completed.

Failure by the candidate to confirm requirements via the SmartPay Training website will result in Charge Card Manager Certificate not being issued.

4. Certificate will be available immediately after candidate confirms requirements have been met via the SmartPay Training site.

5. A copy of certificate will be maintained in the recipients GSA SmartPay Training site account and available whenever he/she accesses the account.

Candidates for CCMC Renewal will need to comply with the following procedures:

1. 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.

2. After each Forum attended, certification holder must report qualifying courses attended to the Charge Card Certification Manager via the Google Form that will be sent after the yearly Forum. CCCM will check the forms against the RFID report.

   Failure to report qualify 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.

If you have any questions or comments regarding this Smart Bulletin, please contact CCCM at 703-605-2808 or via email at: gsa_smartpay@gsa.gov

[END]