



# SmartPay<sup>®</sup>3 Frequently Asked Questions

*This document will be updated as new information is received and developed.*

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## I. General Questions

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### 1. What is an Agency Program Coordinator (APC)?

APCs play an important role in the overall management and day-to-day operations of the charge card program. Their duties include but are not limited to: maintenance of hierarchy structure; activation and deactivation of individually billed accounts (IBA); termination of accounts upon cardholder's dismissal, retirement, or separation from the Department; monitoring for misuse and delinquencies and taking appropriate action as necessary; assisting with cardholder education; and ensuring program compliance.

### 2. What is GSA SmartPay3?

The GSA SmartPay program enables Federal agencies and other authorized users to obtain purchase, travel, fleet, and integrated charge card products and services through Master Contracts GSA has established with two banks for SmartPay3 – Citibank, and US Bank. Agencies/Organizations issue task orders against these existing Master Contracts to obtain charge card products and services.

### 3. When does GSA SmartPay2 end and when will SmartPay3 begin?

The Department of Commerce SmartPay2 task order with JPMorgan Chase (JPMC) ends on May 3, 2019 at 11:59 p.m. ET and the new SmartPay3 task order with Citibank begins on May 4, 2019 at 12:00 a.m. ET.

### 4. How should I prepare for the SmartPay3 transition?

To help ensure a smooth transition, cardholders should:

- **Ensure their mailing address is up-to-date in the JP Morgan Chase PaymentNet system.**
- **Monitor their existing SmartPay2 account and resolve any disputes, outstanding balances, credits/returns at the close of SmartPay2.**
- **Plan accordingly if traveling during the cutover.** If you have travel planned over the cutover period (May 3<sup>rd</sup> – May 4<sup>th</sup>), carry both your SmartPay2 and SmartPay3 cards. Your SmartPay2 card will not work after 11:59 p.m. ET. May 3, 2019. SmartPay3 cards will be issued in late March.

### 5. Will I have to apply for a new card?

Citibank will automatically issue new cards to current charge card cardholders.

**6. When will I receive my new card?**

New cards will be issued in late March and cardholders will begin to receive new cards beginning April 12, 2019.

**7. What should I do when I receive my new card?**

When you receive your new card, following the instructions on the sticker on the front of the card to verify receipt, setup a PIN, and activate your card. Place the card in a safe place until it is ready for use starting at 12:00 a.m. ET on May 4, 2019.

**8. How do I get my Personal Identification Number (PIN)?**

You will be asked to setup a PIN when you verify receipt of your new card. As an added security measure, it is a requirement to have a PIN setup before using the card.

**9. How will I manage my Citibank Account under SmartPay3?**

CitiManager, [www.citimanager.com/login](http://www.citimanager.com/login), allows cardholders to manage their card account online 24/7. After activation of your Citibank card, you will be provided with credentials to log into CitiManager. If you do not receive your credentials after activating your card, check your spam.

**10. How can I check if my mailing address is up-to-date?**

You can check your mailing address through PaymentNet.

**11. My mailing address has changed. How can I get my card mailed to me?**

If you changed your address in PaymentNet after March 11, 2019, contact your APC to ensure your card is mailed to the correct address.

**12. I'm currently working/stationed overseas. What can I do to ensure I get my new card?**

APCs are making provisions to ensure SmartPay3 cards are distributed promptly to OCONUS cardholders. To assist with this process, make sure your mailing address overseas is in your PaymentNet profile.

**13. What do I do if I misplace my new Smartpay3 card before May 4, 2019?**

Contact your APC and Citibank immediately.

**14. What if my new card is lost or stolen after I verify receipt?**

If a new card has been lost or stolen, contact Citibank immediately and follow up with your APC.

**15. What happens if I don't receive a new card?**

Notify your APC if you do not receive your new Citibank card by April 30, 2019.

**16. What will happen to my existing account?**

All SmartPay2 card accounts will be closed on May 3, 2019 at 11:59 p.m. ET. SmartPay3 cards will be mailed to cardholders prior to the start of the program. SmartPay3 cards will be available for use beginning May 4, 2019 at 12:00 a.m. ET.

**17. What should I do with my JPMorgan Chase Card after May 3, 2019?**

All Smartpay2 cards with JPMorgan Chase will be deactivated on May 3, 2019 at 11:59 p.m. ET and cards should be destroyed.

**18. Can I continue to access my SmartPay2 account in PaymentNet?**

The last day to access PaymentNet is May 31, 2019.

**19. What if I have a dispute on my SmartPay2 account?**

Transaction disputes on your JP Morgan Chase SmartPay2 account must be initiated by August 1, 2019. Disputes initiated after May 31, 2019, must be initiated by phone at 800-282-1830.

**20. What will be the new billing cycle dates with Citibank?**

The billing cycle for SmartPay3 with Citibank will end on the 3rd day of each month. This is when your monthly statement will be generated.

**21. Will Citibank provide training for their CitiManager system for cardholders?**

Yes, there will be training sessions provided for cardholders. Training registration will begin in mid-April.

**22. How do I contact Citibank in SmartPay3?**

For general customer services inquiries, contact the Citibank customer service team at 1-800-790-7206.

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**II. Travel Card Program Questions**

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**23. Do I need to update my E2/ETS2 (CWTSato/ADTRAV) profile with my new SmartPay3 account information?**

Yes, once your new SmartPay3 Citibank card is activated, you must add your new card information to your E2 profile. To prevent declines, prior to any official travel using your new Citibank card, ensure that the correct card number and expiration date are correctly saved.

**24. What do I do if I am scheduled for a long term TDY or will be in the middle of a PCS when my new card is supposed to arrive? What should I do if I am on TDY or Long-Term travel during card delivery?**

It is important that you notify your APC of your travel plans as soon as you are aware. APCs are making provisions to accommodate delivery of SmartPay3 cards to cardholders on long term TDY and/or PCS.

**25. What if I already have hotel reservations booked on my JPMorgan Chase SmartPay2 charge card?**

If your reservations are booked for dates on or after May 4, 2019, you will need to call your hotel directly to give them your new credit card information. This is imperative to prevent cancellation of your reservations.

**26. What if I am unable to receive my SmartPay3 travel charge card by May 4, 2019, how should I charge my travel expenses?**

You must work with your APC to have an exception to the DOC Travel Policy, granted by your bureau CFO or Deputy CFO, to allow you to use your personal credit card until you can receive your travel charge card.

**27. How do I handle travel reservations booked over the cutover?**

Keep in mind that your JPMC travel card will only work until 11:59 p.m. ET on May 3, 2019 and the new

Citibank card will not accept charges before 12:00 a.m. on May 4, 2019. This means that if you are traveling over the cutover, you may have to provide both cards to the vendor. See below.

**Hotel Reservations:**

All hotel reservation being confirmed (e.g. late arrival guarantees or deposits) on or before May 3, 2019, should be placed on your current SmartPay2 (JPMC) travel card. If your hotel visit is over the transition period, (e.g. check-in is on or before May 3<sup>rd</sup> and check-out is on or after May 4<sup>th</sup>) you will need to check-in using your JPMC travel card but check-out settling **ALL** hotel charges using your new Citibank travel card. If using an express check-out option, be sure your new Citibank GTCC is on file with the hotel.

**Rental Car Reservations:**

For rental car reservations where the pick-up is on or before May 3<sup>rd</sup> and drop-off is on or after May 4<sup>th</sup>, use your current JPMC travel card at the time of pick-up. Be certain NOT to use the “express” drop-off option since you will need to change your method of payment to your new Citibank GTCC.

**Airline Reservations:**

Most airline reservations are ticketed three days in advance of departure. If it is a restricted airfare, this window may be shortened. Travelers must be aware of when reservation bookings are made, and ticketing occurs. In situations where reservations are booked on the SmartPay2 card, but ticketing occurs after May 4, 2019, the ticket will be charged to the SmartPay3 card. For airline reservations where ticketing is on or before May 3, 2019 your current SmartPay2 travel card (JPMC) will be charged. If ticketing on or after May 4, 2019 use your SmartPay3 travel card (Citibank) to make the reservation. E2/ETS2 is expected to handle this automatically so it is seamless to the traveler.

**28. My trip departs on May 3, 2019 and I was told my air reservations will be ticketed on April 30, 2019, with the expense charged to my current travel card. How will the split disbursement be handled?**

All split reimbursements will be applied first to the current SmartPay2 card balance unless the traveler directs the reimbursement to go to the new card. Any residual disbursements to the GTCC will be automatically transferred to the new SmartPay3 card. Your reimbursement will first be applied to any charges on your travel card, then the residual will be applied to the charges on your new (Citibank) card.

- **Tickets issued on or before May 3, 2019 (trip departure date on or before May 6, 2019)**  
All reservations ticketed on or before May 3, 2019, must be charged to your current JPMC SmartPay2 travel account. Since Travel Management Centers (TMCs) generally issue tickets **3 business days** prior to cutover (specifically May 4 - 6, 2019), your ticket will be issued just before the transition and therefore must be charged to your current travel card. If it is a restricted airfare, this window may be shortened. For example, trips beginning on May 6<sup>th</sup> will have airline/rail tickets issued on May 4<sup>th</sup>. Although the trip takes place after the transition, all other travel-related expenses will need to be charged to the new travel card. Therefore, for this trip, the ticket will be charged to the JPMC travel card and other travel related expense will be on the Citibank travel card. Your reimbursement will first be applied to any charges on your JPMC travel card, then the residual will be applied to the charges on your Citibank travel card.
- **Tickets issued on or after May 4, 2019 (trip departure date on or after May 7, 2019)**  
All reservations being ticketed on or after May 4<sup>th</sup>, will be charged to the new Citibank SmartPay3 travel card.

**29. Will the reimbursement for expenses be split between the SmartPay2 card and the SmartPay3 card during the cutover (May 3 - 4, 2019)?**

Yes, the reimbursement for expenses will be split between the two vendors’ charge cards and the CBAs. Your reimbursement will first be applied to any charges on your JPMC travel card, then the residual will be applied to the charges on your new Citibank card.

**30. What happens if I have a credit balance on my current SmartPay2 card? How do I get it back?**

Credit balances on the SmartPay2 card will be processed as usual and sent to the cardholder. SmartPay2 balances will not be transferred to SmartPay3 accounts.

**31. Will there be any changes to credit limit, travel policy, etc. under the new Citibank contract?**

Cardholders will see very little change regarding use of the card.

- The credit limit and cash default will be the amount that each Bureau requested during account validation effective May 4<sup>th</sup>.
- APCs will have the authority to raise limits to meet mission requirements.
- **The ATM fee will change to \$4.50 per transaction effective May 4<sup>th</sup>.**
- The new Citibank travel card is VISA branded, cardholders will have the same worldwide charging privileges that VISA offers.

**32. What happens if my account is already in salary offset on May 4, 2019?**

JPMorgan Chase accounts that are in a salary offset status as of 11:59 p.m. ET on May 3, 2019 will stop and then they will be processed through the normal collections process (please refer to JPMC for any indebtedness or collections actions).

**33. When will the new Centrally Billed Account (CBA) cards be distributed?**

The SmartPay3 CBA cards were received during the first quarter of fiscal year 2019.

**34. Will the current CBA numbering system be retained?**

No, new account numbers, expiration dates, and Bank Identification Numbers for SmartPay3 CBAs will be assigned.

**35. I oversee a CBA. Who will notify the Travel Management Companies (TMCs) of the new account numbers? Am I responsible?**

Travel Management Division will provide the new CBA account numbers to the TMCs.

**36. What if I am due a credit or refund, or owe a payment on my SmartPay2 JPMorgan Chase card after May 4, 2019?**

JPMorgan Chase account holders will be able to receive credits, refunds, and/or process payments any time after May 3, 2019 although the accounts are closed.

**37. What if I have a payment plan agreement with JPMorgan Chase before May 4, 2019?**

Individually Billed Account (IBA) Payment Plan agreements put in place with JPMorgan Chase prior to 11:59 p.m. on May 3, 2019 will still be honored and in place after May 4, 2019.

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### III. Purchase Card Program Questions

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**38. What changes will be made to the purchase card program under SmartPay3?**

Purchase card program participants will see little change in the purchase card program and policies and procedures under SmartPay3. However, cardholders and approving officials will use Citibank's CitiManager tool to reconcile and approve transactions and statements.

**39. Will I receive training on Citibank's Reconciliation tool?**

Yes, cardholders and approving officials will receive training on the CitiManager reconciliation tool. Training registration for cardholders and approving officials will begin in April.

**40. Will convenience checks be available under SmartPay3?**

Yes, convenience checks are available as a method of payment under SmartPay3. Cardholders with convenience checks attached to their accounts under SmartPay2 will receive convenience checks for SmartPay3 prior to May 4, 2019.

**41. How do I make changes to my SmartPay2 account after the March 11, 2019 delta file extract was sent to Citibank?**

If you need to make changes to your SmartPay2 account after March 11, 2019, contact your APC. Changes made after March 11, 2019 will need to be captured in PaymentNet and CitiManager.

**42. What if I need to open a new purchase card account before May 4, 2019?**

The last day to open SmartPay2 accounts and submit for standard processing with JPMorgan Chase is April 17, 2019.

**43. What if I need to replace my SmartPay2 card before May 4, 2019?**

The last day to request a SmartPay2 replacement account is April 25, 2019 for standard delivery and April 29, 2019 for rush delivery.

**44. What is the last day to order and use convenience checks under SmartPay2?**

The last day to order new convenience checks under SmartPay2 is April 9, 2019. The last day to use convenience checks under Smartpay2 is April 16, 2019. Cardholders should advise merchants to cash all convenience checks before 11:59 p.m. May 3, 2019 in order to avoid checks being declined.