**DEFENSE TRAVEL
MANAGEMENT OFFICE**

SmartPay 3 Transition Frequently Asked Questions for Cardholders

This document will be updated as we receive additional guidance and/or additional frequently asked questions.

I.   General Questions

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

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

2.   What is GSA SmartPay® 3?

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 SmartPay 3 – 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 SmartPay 2 end and when will SmartPay 3 begin?

The SmartPay 2 contract ends on November 29, 2018 at 11:59 p.m. ET and the SmartPay 3 contract begins on November 30, 2018 at 12:00 a.m.

4.   How should I prepare for the SmartPay 3 transition?

To help ensure a smooth transition, cardholders should:

- Register in CitiManager. CitiManager allows cardholders to manage their card account online 24/7. Existing CitiManager users can continue to use the same login credentials in GSA SmartPay 3.

- Ensure your mailing address is up-to-date. Cardholders can update their mailing address by logging into citimanager.com/login.

- Use your existing "grey" card for official travel expenses until its expiration date.

- When you receive your new travel card, immediately confirm receipt and set up a pin by going to: cardactivation.citi.com. Cardholders can retain their current PIN or set a new PIN.

- Monitor your existing GSA SmartPay 2 account and resolve any disputes, outstanding balances, credits/returns. Accounts are to be paid in full by the statement due date for all undisputed charges. Cardholders may check their balance by accessing citimanager.com/login.

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

    You can check your mailing address through CitiManager. Log in to citimanager.com/login, and click the card icon on the left-hand menu, then click "Card Maintenance" on the right-hand menu, and updating contact details on the page.

6. **How do I contact Citi in GSA SmartPay 3?**

    Citi Servicing contact information will not change. You may continue to contact Citi as you do today.

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

    Cardholders can retain their current PIN or set a new PIN. Cardholders can confirm receipt by visiting cardactivation.citi.com. 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.

8. **Will I be able to apply for a charge card under GSA SmartPay 3 if I charged off during SmartPay 2?**

    Charged off accountholders will need to complete a new SmartPay 3 application to include a credit worthiness assessment.

9. **Do I need to update my DTS profile with my new account number and expiration date?**

    Cardholder account number with expiration date will remain the same until the natural expiration date on your "grey" SmartPay 2 travel card. Because DTS and Citi are two separate systems, you will need to verify your card number and update your expiration date when you get your replacement card. To prevent declines, check your DTS profile to ensure the correct card number and expiration date are correctly saved. You should also take this opportunity to update your DTS profile with any new contact information and duty locations.

10. **How will split disbursements be handled by DTS during the cutover?**

    Split disbursements will be paid as usual by social security number. Cardholders can view their electronic statements via CitiManager. Cardholders should refer to the "Create a DTS Voucher: Instructions for Travelers" located at https://www.defensetravel.dod.mil for procedures on editing the payment totals so Citi receives the amount the cardholder owes.

11. **If my account is in salary offset what happens on November 30?**

    If amounts are still owed, your account will remain in salary offset until paid off.

12. **What happens if I have a credit balance on my current SmartPay 2 card? How do I get it back?**

    Credit balances on the SmartPay 2 card will be processed as usual and sent to the cardholder.

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

    Cardholders will see very little change regarding use of the card under SmartPay 3.

    - Credit defaults for standard cards remains the same at $7,500
    - Credit defaults for restricted cards remains the same at $4,000
    - As of November 30, 2018, the cash default will be $250
    - APCs will have the authority to raise limits to meet mission requirements
    - The ATM fee will remain the same at 2.4% of the amount withdrawn

- Since the new card remains VISA branded, cardholders will have the same worldwide charging privileges that currently exist.
- Starting in June 2019, a creditworthiness evaluation is required for all new IBA applicants (authorize a credit score or DD Form 2883).

14. How do I login to CitiManager® in SmartPay 3?

Your CitiManager login credentials will remain the same when we transition to SmartPay 3. Please continue to login to the system as you do today.

15. Can I continue to access my SmartPay 2 account in CitiManager?

Yes, for 6 months. DoD will convert to the Total Systems (TS2) platform on June 22, 2019.

16. What happens to accounts in mission critical (MC) or mission critical PCS (MC/PCS) status on Nov 30?

Accounts in mission critical will remain in mission critical until the scheduled end date. APCs may request mission critical for no more than 120 consecutive days from start date to end date. Accounts are placed in MC/PCS for up to 120 days, and cardholders have 60 days from disenrollment to pay outstanding balances.

17. Can a restricted cardholder apply to upgrade to a standard card?

Yes you can apply for an upgrade by authorizing Citi to obtain a credit score.

18. Will IBA billing cycles remain the same in SmartPay 3?

Yes, the IBA billing cycles will remain the same in SmartPay 3.
- Navy/USMC 6th of the month
- Army 11th of the month
- Air Force 22nd of the month
- DoD Independent agencies 23rd of the month

II. Centrally Billed Account (CBA) Questions

19. What will happen to GSA SmartPay 2 CBAs?

All GSA SmartPay 2 card Bank Identification Numbers (BINs), account numbers, and expiration dates will carry over to SP3. Cardholders will be issued new plastic with the same account number and updated expiration date prior to the card's expiration date. CBA reconcilers and account managers need to reconcile their SP2 accounts to clear delinquencies, prompt payment fees, and credit balances for a fresh start on November 30. Goals are to: minimize use of CBAs, mandate use of IBAs, close unnecessary CBAs, and reconcile outstanding CBAs. CBAs that have been closed/cancelled for an extended period of time demonstrate that the account is not needed.

20. Will CBA billing cycle dates remain the same in SP3?

Yes, unless your Component Program Manager (CPM) has requested otherwise.

21. Where can I go for more information?

Contact your APC, Component Program Manager, or visit the DTMO website at https://www.defensetravel.dod.mil/site/cardholder.cfm for more information and valuable resources.