



SmartPay 2

For DoDDS-E Cardholders



SmartPay 2

- **What is SP2?**
 - New Government Purchase Card Contract Through GSA
- **Current Contract – SP1:**
 - November 30, 1998 – November 29, 2003 w/5 1-year options to renew
- **New Contract:**
 - Base Period: March 17, 2008 – November 29, 2011
 - Option Period 1: November 30, 2011 – November 29, 2015
 - Option Period 2: November 30, 2015 – November 29, 2018



SmartPay 2

All purchase cards will be cancelled effective November 29, 2008 and reissued under the SmartPay 2 task order that starts effective November 30, 2008. We have around 160 cardholder accounts that will be affected.

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SmartPay 2

Our first jobs were to:

- Scrub existing accounts
- Provide accurate information to the bank for card re-issue
- Notify the bank how to deliver the cards – bulk or individual mailing

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Receiving the Card

- How will cardholders receive their cards?
 - SP2 Cards will be distributed by the Billing Officials
 - Cardholders will be expected to sign for receipt of the card

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Receiving the Card

- When will we receive the card?
 - US Bank will begin mailing the cards to the Billing Officials October 15th.
 - Cardholders can expect to receive their cards soon after that date.



Cardholder Responsibilities

- Cardholders must:
 - Receive SP2 card
 - Activate SP2 card
 - Link SP2 card to existing Access Online account
 - Start using SP2 card December 1, 2008
 - Destroy SP1 card December 1, 2008
 - Manage both SP1 and SP2 purchase records until all SP1 transactions have posted.
 - Update Merchants w/SP2 account details



SP2 Activation Procedures

- Activate your card as soon as you receive it!
- Before you begin, have the following information available:
 - Your 16-digit account number from the new card
 - Zip code of your address from your latest GPC statement
 - Your Single Purchase Limit (verify this in Access Online)
 - Your business phone number (999-999-9999)



Activating the Card

- 1. Call 888-994-6722 or outside the U.S. call collect 701-461-2232
- 2. Enter your 16-digit Account Number
- 3. Enter the 5-digit zip code of your billing address
- 4. Press "1" to activate your account
- 5. Enter your Single Purchase Limit in dollars only, followed by the pound (#) key.
- 6. The system will ask you to enter your business telephone number – please enter 999-999-9999.
- 7. Congratulations! Your account has been activated.

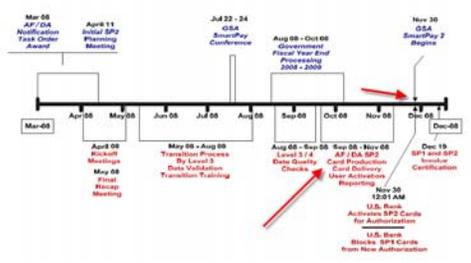
Impact

- Cardholders will reconcile and Approving Officials will review/approve two statements in December – one for SP1 card, one for SP2 card.
 - This may also happen in January, and again until all SP1 charges have posted.
 - Cardholders are encouraged to contact merchants and provide new card info.

Trailing Transactions

Orders placed on the SP1 account before November 29th where the merchant receives an authorization from VISA will still post to the SP1 account. If the merchant did not receive an authorization at the time the order was placed, you'll need to provide SP2 information and the charge will post to the new account.

SP2 Timeline



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SP2 Card

The diagram shows a GSA SmartPay 2 Visa card with the following callouts:

- Agency Name:** Points to the top left of the card.
- Misuse Number:** Points to the top right of the card.
- Line 1 Account Number:** Points to the main card number (1234 5678 9012 3456).
- Brand:** Points to the VISA logo.
- Line 2 Expiration Date:** Points to the date (08/12/08).
- Line 3 Cardholder's Name:** Points to the name (JOHN SMITH).
- BIN:** Points to the first four digits of the card number (1234).

Cardholder Information:

- Line 1 will list the Account Number
- Line 2 will list VALID THRU, all caps, stacked

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The diagram shows a US Bank Plus card with the following callouts:

- Date Design Histogram:** Points to the top left of the card.
- U.S. Bank Logo:** Points to the US Bank logo.
- Customer Service P.O. Box:** Points to the bottom left of the card.
- Signature Panel:** Points to the signature strip.
- Customer Service Number:** Points to the top right of the card.
- CVV2 Area:** Points to the three-digit security code (123).

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New Features with SP2

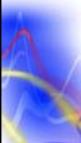
- **If Misuse Suspected Call (866) 397-9252**
 - Caller Leaves Voice Mail Message
 - U.S. Bank Collects Data Daily
 - Forward Information PMO for Action
- **Dispute Rights Timeframe**
 - 90 Days from Transaction Post Date
 - AF/DA Dispute Policy
 - Dispute as early as possible



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New Features with SP2

- Technical Help Desk
 - 24/7/365
 - (800) 254-9885
- Detailed Access Online User Guides
 - AF/DA Specific
- Higher Rebates!
- All Effective November 30, 2008





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Questions?

Please use the chat box to ask questions or make comments.

