

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's 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 during the annual GSA SmartPay Training Forum, which may take place in-person or virtually. Visit the [GSA SmartPay website](#) for more information on the dates and location for this year's forum. When the forum is held virtually, qualifying courses will be available during the established event dates, as well as for a few weeks after the event (on-demand through the web platform).

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

No. During in-person forums, RFID equipment will scan your badge, recording which sessions you attended. After the in-person forum, GSA will receive the RFID report of courses attended. During virtual forums, the web platform will track which sessions you attended. After the virtual forum, GSA will receive a report of courses attended. You must be in attendance for the entire length of the training session in order to receive credit.

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 I 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, about one month after the conclusion of 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 by selecting the “Create New Account” button.

8. When will my certificate be available?

Approximately one month after the conclusion of the GSA SmartPay Training Forum, candidates will receive an email with a link to the [GSA SmartPay Training site](#) where they will confirm that they have met the training and experience requirements. Certificates will be available immediately after the candidate confirms requirements have been met via the [GSA SmartPay Training site](#). A copy of the certificate will be maintained in the recipient’s [GSA SmartPay Training site](#) account and will be available whenever he/she accesses the 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. You will need to get recertified.

If you received the certification in 2017 and did not renew, yes. You will need to get recertified.

If you received the certification in 2018, please note that it expires in 2021. See Question #11.

If you received the certification (formerly named the Charge Card Manager Certification or CCMC) in 2019 or 2020, 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?

If you received the certification in 2018, please note that it expires in 2021. In order to renew the certification for another three years, 2018 recipients are required to certify that you took 5 ***total*** GSA Qualifying and/or Bank/Brand Qualifying classes over the course of the 2019, 2020, and/or 2021 forums. In September 2021, 2018 recipients will receive an email that explains how to certify that you’ve met the 5 ***total*** class requirement. Once you complete the steps detailed in that email, the renewed certification will be available to you for download.

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 or virtually.

13. Does the certification earn CLPs?

No, CLPs are not issued for the certification itself because each course required to obtain the certification already has CLPs associated with it.

To view the transcript for the classes that you took during the GSA SmartPay Training Forum, including CLPs earned:

- Go to the [forum's website](#).
- Click on the "Presentations/CLP Info" tab at the top of the page.
- Scroll down to the "CLP Certificates" section and follow the link to the CLP website to access your CLP information.
- Once you sign in to the CLP website, if you see any issues with your list of classes, send a message to the email address cited on the CLP website's login page. Your request to update/correct your class record will be reviewed.