

**UNITED STATES DEPARTMENT OF AGRICULTURE  
FOOD SAFETY AND INSPECTION SERVICE  
WASHINGTON, DC**

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**TRANSITION TO USDA GOVERNMENT MASTERCARD TRAVEL CREDIT CARD**

**I. PURPOSE**

This notice announces that FSIS employees who travel will be receiving a new Government credit card (GOVCC) for travel. New MasterCards for travel will be mailed to employees beginning November 20, 2018, with an activation date of January 2, 2019. Employees are not to destroy their current VISA travel card until after January 2, 2019.

**II. BACKGROUND**

A. The General Services Administration (GSA) has awarded USDA the SmartPay 3 travel credit card contract to U.S. Bank. Under the new contract, the credit card type is changing from VISA to Mastercard. New cards will be mailed to employees beginning on November 20, 2018, with an activation date of January 2, 2019. The old Visa travel credit cards will be deactivated on January 2, 2019, and should not be destroyed until after that date. Employees are to keep and use their current cards for travel as needed until January 2, 2019, and until their new card is active.

B. However, the transition to a new card impacts the Department's processes for making "split pay" disbursements for approved vouchers and necessitates imposing cut off dates relative to when charges made against current cards can be paid directly to the GOVCC. If approved vouchers are not received by the cut-off date, the employee will be reimbursed directly for the total amount of the approved voucher and will be responsible for paying the full balance of outstanding charges that were made to the current GOVCC. Below are key dates on the conversion, including cutoff dates for submitting vouchers that can be split paid (i.e., approved charges paid directly to GOVCC with the remaining approved voucher balance paid to the employee).

1. On November 20, 2018, USBank is scheduled to begin sending out the new Travel cards directly to FSIS employees.
2. Due to the change in the travel card, the Department will be turning off split disbursement in CONCUR from December 24, 2018, through January 1, 2019. This means that any vouchers approved on or after December 24, 2018, will not pay directly to the SmartPay 2 travel card (VISA) but will pay 100% directly to the traveler. The traveler will be responsible for reimbursing the bank for any balances remaining on the SmartPay 2 travel card;
3. The Travel Management Center will ticket all airline reservations in CONCUR approved before December 13 for all trips beginning on December 14, 2018, through January 11, 2019. The traveler needs to do a pre-trip voucher for the airline ticket in order to directly

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Field Employees

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reimburse the SmartPay 2 travel cards for the airline costs prior to leaving for the trip. The traveler will be able to process a final voucher for all remaining expenses upon their return;

4. On January 2, 2019, the new Travel Mastercard will be available for use and will be loaded into each traveler’s profile in CONCUR; and
5. The SmartPay 2 VISA travel card will no longer be valid after January 1 and should be destroyed.

C. Listed below is a timeline summary of events for the transition and a separate section on Frequently Asked Questions.

### III. TRANSITION TIMELINE

Below is a timeline for the USDA transition from SmartPay 2 to SmartPay 3, and the use of the new Mastercard for travel.

<b>Date</b>	<b>Event</b>
11/20/2018	New Mastercard Travel card deliveries to employees begin
12/13/2018	Rodgers Travel company will ticket all approved reservations scheduled between 12/14/2018 and 1/11/2019
12/23/2018	Last day to approve a voucher to include split disbursement
12/24/2018	Split disbursement to Visa SmartPay 2 travel GOVCCs is disabled in ConcurGov
12/25/2018	Last day to complete travel reservations in ConcurGov without FSC assistance
01/01/2019	Last day to charge expenses to Visa SmartPay 2 travel Cards
01/02/2019	<ol style="list-style-type: none"> <li>1. Mastercard SmartPay 3 travel cards valid for use;</li> <li>2. Visa SmartPay 2 travel cards no longer valid for use;</li> <li>3. Normal procedures for reservations in ConcurGov with your Mastercard SmartPay 3 travel card; and</li> <li>4. Split disbursement turned back on</li> </ol>

### IV. FREQUENTLY ASKED QUESTIONS

**Q1. Why is Rodgers Travel company ticketing approved authorizations on 12/13/2018 for all travel that departs between 12/14/2018 and 1/11/2019?**

This is designed to allow you the opportunity to file a pre-trip voucher to take advantage of the split pay option before it is disabled on 12/24/2018.

**Q2. My travel ends on or before 12/20/2018, what do I need to do?**

You need to complete your voucher before 12/28/2018. If you have a GOVCC, see Question 13 in Section IV below for reimbursement guidance.

**Q3. What are the procedures if my travel includes dates from 12/21/2018 to 1/11/2019, I do not have a Visa SmartPay 2 GOVCC, and my travel does not require an airline reservation in ConcurGov?**

You will complete your authorization normally. Your voucher should be completed on or after 1/2/2019.

**Q4. What are the procedures if my travel includes dates from 12/21/2018 to 1/2/2019, I require an airline reservation, and I have a Visa SmartPay 2 GOVCC?**

A. If possible, your authorization should be approved before 12/13/2018. This will give you time to file a pre-trip voucher so your Visa SmartPay2 travel GOVCC can receive reimbursement before split disbursement is disabled.

B. If your authorization is not completed before 12/13/2018, you need to book your travel, complete your authorization, and contact [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) to ensure your tickets are issued on or before 12/25/2018.

C. You will have to complete your final voucher on or after 1/2/2019. If you did not file a pre-trip voucher for your flight, on your final voucher you will have to set your payment method for the flight to personal and directly pay your travel GOVCC. See Question 13 for more information.

**Q5. What are the procedures if my travel includes dates from 12/21/2018 to 1/2/2019, I require an airline reservation, I do not have a GOVCC, and I do not need an advance?**

A. If possible, your authorization should be approved before 12/13/2018. This will give you time to file a pre-trip voucher to fully reimburse the Centrally Billed account (CBA).

B. If your authorization is not completed before 12/13/2018, you need to book your travel, complete your authorization, and contact [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) to ensure your tickets are issued on or before 12/25/2018.

C. You need to have your pre-trip voucher for any CBA expenses approved before 12/29/2018. Pre-trip vouchers needs to be completed 3 days before your departure date. If you are unable to have your pre-trip voucher approved in time, contact [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) for further instructions.

**Q6. What are the procedures if my travel includes dates from 12/21/2018 to 1/2/2019, I require and airline reservation, I do not have a GOVCC, and I need an advance?**

If you meet the requirements under [FSIS 3800.12 Part Two \(I\)](#) and require an advance, you need to create two authorizations:

1. The first authorization is for the airfare, Travel Management Center (TMC) fees, and voucher fee, only. There will not be an advance on this authorization. If possible, your authorization should be approved before 12/13/2018. This will give you time to file a pre-trip voucher to fully reimburse the CBA.
  - a. If your first authorization is not completed by 12/13/2018, you need to book your travel, complete the authorization, and you need to contact [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) on or before 12/25/2018 to ensure your tickets are issued; and
  - b. For the first authorization, create a pre-trip voucher for the airfare and fees, and have it approved before 12/29/2018. Pre-trip vouchers need to be completed 3 days before your departure date. If you cannot get your pre-trip voucher approved in time, contact [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) for further instructions.

2. Your second authorization is for the remaining expenses (including lodging, meals and incidental expenses (M&IE), baggage fees, etc.) and will include your advance. You can complete the voucher for this authorization after you return from your travel.

**Q7. I have a GOVCC and I missed the 12/25/2018 deadline to get reservations through ConcurGov, what do I do?**

Even though you cannot book reservations in ConcurGov, you can contact Rodgers Travel and give them your credit card over the phone and then complete the authorization in ConcurGov. When filing this voucher, you need to ensure that your payment method in ConcurGov is set to personal, so you can pay your Visa SmartPay 2 travel GOVCC. See Question 13 for more information.

**Q8. I do not have a GOVCC. Can I make airline reservations in ConcurGov between 12/25/2018 and 1/2/2019?**

A. You can make reservations on or before 12/25/2018. However, on or before 12/25/2018 you need to book your travel, complete your authorization, and contact [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) to ensure your tickets are issued. You need to have your pre-trip voucher for any CBA expenses approved before 12/29/2018. If you can't get your pre-trip voucher approved in time, contact [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) for further instructions.

B. If you need to make an emergency airline reservation on 12/26/2018 and 1/1/2019, contact [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) for further instructions.

C. Reservations booked on or after 1/2/2019 follow normal procedures.

**Q9. I received my new Mastercard SmartPay 3 travel card. What is my next step?**

You need to call US Bank to confirm receipt, but the card will not be activated until 1/2/2019; this use includes ConcurGov and point of sale transactions.

**Q10. Do I need to enter my new Mastercard SmartPay 3 travel Mastercard into my ConcurGov profile?**

No. Your new card information will be added to your ConcurGov profile by the Department for your convenience.

**Q11. Does my login information for US Bank Access Online change under SmartPay 3?**

It does not change. Your user id for Access online will stay the same.

**Q12. I have a hotel reservation that spans 1/1/2019 and 1/2/2019. Which travel GOVCC do I put it on?**

While you will likely have to use your Visa SmartPay 2 travel card to make the reservation and check in, when you check out on or after 1/2/2019 you can use the Mastercard SmartPay 3 travel card for the entire stay.

**Q13. If split disbursement to GOVCCs is turned off on 12/24/2018, how will the airline and hotel expenses on my SmartPay 2 GOVCC be paid?**

The funds for all your expenses will be reimbursed directly to your personal bank account. You will use that money to pay your Visa SmartPay 2 travel GOVCC.

**Q14. How can I access information about my Visa SmartPay 2 travel GOVCC and make a payment?**

There are two methods:

1. We highly recommend that cardholders create a user profile with Access Online: This allows you access to your account demographics, billing statements and pending transactions list.
  - a. Navigate to:  
<https://access.usbank.com/cpsApp1/AxolPreAuthServlet?requestCmdId=login;>
  - b. Click Register Online;
  - c. Enter Organization Short name: USDA;
  - d. Enter your full account number & Expiration date; and
  - e. Click register account.
2. You can make a payment over the phone by calling the number on the back of the card: 1-888-994-6722.

**Q15. What do I do with my Visa SmartPay 2 travel card?**

Ensure that the account balance has reached \$0. You should destroy your Visa SmartPay 2 travel GOVCC after 1/2/2019.

**Q16. What if I do not know how to submit a pre-trip voucher. Where can I go for help?**

You can contact your FATA or the FSC for guidance at [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) or 1-800-949-3964, option 4 for FATAs and option 5 for travelers.

**V. QUESTIONS**

Refer questions to the Financial Services Center at [FSCGeneral@fsis.usda.gov](mailto:FSCGeneral@fsis.usda.gov) or 1-800-949-3964, option 4 for FATAs and option 5 for travelers.



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