

## U.S. Bank® SmartPay® 1 to SmartPay 2 Level 4 A/OPC Transition Training

### Overview

As the Level 4 Agency/Organization Program Coordinator (A/OPC), you are a key contact with U.S. Bank® during the transition from SmartPay® 1 (SP1) to SmartPay 2 (SP2). You have several important responsibilities, which are detailed in this document and in the accompanying SP2 Transition Chronology of Events document.

The seven required steps outlined below lead you through the chronological order and progression of the transition process. Each step builds on the previous one, providing you with a full, comprehensive process for transitioning your agency from SP1 to SP2.

Please review this document thoroughly. If you have questions, e-mail [sp2da@usbank.com](mailto:sp2da@usbank.com), and the Defense Agencies Relationship Management Team will provide the answers you need to move forward.

### Pre-Training

#### Step 1: Get the Tools You Need To Begin

Several documents and training materials are needed for your training session. You will receive four different emails, via Secure Mail or Data Exchange, containing a total of ten (10) Data Validation files with accompanying instructions for each agent assigned to you.

Additional transition materials are listed below on page two. These can easily be accessed via links in the training registration email sent to you. The documentation is also posted on the U.S. Bank Communications and Training website at [http://www.usbank.com/gov\\_forourclients](http://www.usbank.com/gov_forourclients).

To obtain a user ID and/or password, please contact U.S. Bank Customer Service:

From the U.S.:	(800) 254-9885	Option 2 for Access Online, Option 3 for an Account Coordinator
From Overseas, Call Collect:	(701) 461-2232	

## GOVERNMENT SERVICES

The following documents are vital to your training and your installation's successful transition. Please review them closely.

- 1. SP2 Chronology of Events – Defense Agencies:** provides a detailed timeline for the SmartPay 2 training and conversion process including activities, deadlines and tasks
- 2. SP2 Transition Training A/OPC Module – Defense Agencies:** details the SmartPay 2 training and conversion process including activities, deadlines and tasks for A/OPCs
- 3. SP2 Transition Training Financial Manager Module – Defense Agencies:** outlines the SmartPay 2 training and conversion process including activities, deadlines and tasks for Financial Managers
- 4. SP2 Transition Training Approving Official/Billing Official (AO/BO) Module – Defense Agencies:** covers the SmartPay 2 training and conversion process including activities, deadlines and tasks for the AO/BO
- 5. SP2 Transition Training Cardholder Module – Defense Agencies:** details the SmartPay 2 training and conversion process including activities, deadlines and tasks for the Cardholder
- 6. SP2 Data Validation and Data Quality Process Presentation:** presents A/OPCs and Financial Managers with the SmartPay 2 Data Validation files and data quality process, including activities and tasks
- 7. SP2 Data Validation Instruction Documents:** provides A/OPCs and Financial Managers with detailed instructions for the SmartPay 2 Data Validation files, including card delivery method files, Cardholder Mass Maintenance files, Financial Manager files and User ID files
- 8. Enabling Statement Notification Instructions:** provides step-by-step details to enable statement notification for A/OPCs, AO/BO and Cardholder Access Online user IDs
- 9. Add an Account Quick Reference Guide:** offers step-by-step instructions for cardholders to add an account to their existing Access Online User ID.
- 10. Single Purchase Limit Reference Guide:** explains how a cardholder would use Access Online to determine their assigned single purchase limit. Cardholders need this information when they activate their new accounts for SP2.
- 11. Frequently Asked Questions:** provides answers to the most frequently asked questions about the SP2 transition process
- 12. Everything You Need to Know about SmartPay 2:** identifies key GPC program requirements under the new contract
- 13. SP2 Purchase Card Design Document:** displays an image of the new design for the SP2 Purchase Card.

## Step 2: Register Yourself for SmartPay 2 Transition Training

This communication provides the link you need to register for an upcoming training session. Please use this information to register yourself. You are required to attend only one training session.

The DoD Purchase Card Program Management Office has authorized SP2 Transition Training for Level 4 A/OPCs. However, the Defense Agencies recommend that you invite Financial Managers to attend this training with you. Doing so fulfills the requirement that you provide transition training to your Financial Manager.

### REMEMBER

*This training is not intended for Cardholders or Billing/Approving Officials.*

### SmartPay 2 Transition Training Schedule:

- June 17: **Class Number SP2DA1** - 3:00 a.m. - 7:00 a.m. EDT
- June 18: **Class Number SP2DA2** - 3:00 a.m. - 7:00 a.m. EDT
- June 18: **Class Number SP2DA3** - 9:00 a.m. - 12:00 p.m. EDT
- June 18: **Class Number SP2DA4** - 1:00 p.m. - 4:00 p.m. EDT
- June 19: **Class Number SP2DA5** - 3:00 a.m. - 7:00 a.m. EDT
- June 19: **Class Number SP2DA6** - 1:00 p.m. - 4:00 p.m. EDT
- June 24: **Class Number SP2DA7** - 3:00 a.m. - 7:00 a.m. EDT
- June 24: **Class Number SP2DA8** - 9:00 a.m. - 12:00 p.m. EDT
- June 24: **Class Number SP2DA9** - 1:00 p.m. - 4:00 p.m. EDT
- June 25: **Class Number SP2DA10** - 3:00 a.m. - 7:00 a.m. EDT
- June 25: **Class Number SP2DA11** - 9:00 a.m. - 12:00 p.m. EDT
- June 25: **Class Number SP2DA12** - 1:00 a.m. - 4:00 p.m. EDT
- June 26: **Class Number SP2DA13** - 9:00 a.m. - 12:00 p.m. EDT
- June 26: **Class Number SP2DA14** - 1:00 p.m. - 4:00 p.m. EDT

## Step 3: Test the Microsoft® Office Live Meeting connection

You will need to test the Microsoft Office Live Meeting connection at your testing location. The DoD Purchase Card Program Management Office has authorized Live Meeting as the method of training for the SmartPay 2 transition for Level 4 A/OPCs.

This internet-based system allows U.S. Bank relationship and account managers to deliver training to all locations with no travel involved. The best training experience occurs when participants secure a training location free of disruption. By minimizing distractions, like those that occur at your desk, you facilitate participant interaction, which generates questions and sparks helpful discussion.

U.S. Bank will host Link Checks on three separate dates. You will select the date and time that best fits your schedule. We recommend you select the earliest date possible to allow your IT personnel time to resolve any connectivity issues before the training.

Link Checks are scheduled on the following dates and times:

- June 6: 3:00 a.m. EDT; 9:00 a.m. EDT; 3:00 p.m. EDT
- June 13: 3:00 a.m. EDT; 9:00 a.m. EDT; 3:00 p.m. EDT
- June 16: 3:00 a.m. EDT; 9:00 a.m. EDT; 3:00 p.m. EDT

#### **Step 4: Secure and use the necessary websites and passwords**

The following web links and passwords are needed for SP2 Transition Training.

##### **4.1. SP2 Transition Training Registration Site**

<http://guest.cvent.com/i.aspx?5S.M3.5b7d1a86-d6dd-49bb-992d-bf2dae946957>

##### **4.2. Live Meeting - SP2 Transition Training Sessions**

- **3:00 AM Sessions**

**Courtesy Link Check:**

<https://www.livemeeting.com/cc/paymentsolutions/join?id=USAF+Training&role=attend&pw=learn>

Phone Number: (866) 687-7531

Password: 253244

**Training Session Link** (please also refer to the registration confirmation e-mail)

<https://www.livemeeting.com/cc/paymentsolutions/join?id=USAF+Training&role=attend&pw=learn>

Phone Number: (866) 687-7531

Password: 253244

- **9:00 AM and 1:00 PM Sessions**

**Courtesy Link Check:**

<https://www.livemeeting.com/cc/paymentsolutions/join?id=SP2&role=attend&pw=attend>

Phone Number: (866) 802-4976

Password: 851002

**Training Session Link** (please also refer to the registration confirmation e-mail)

<https://www.livemeeting.com/cc/paymentsolutions/join?id=SP2&role=attend&pw=attend>

Phone Number: (866) 802-4976

Password: 851002

##### **4.3. Access the Communications and Training Website**

[http://www.usbank.com/gov\\_forourclients](http://www.usbank.com/gov_forourclients)

##### **4.4. Contact Information**

- **Access Online Technical Help Desk–6:30 a.m. to 8:00 p.m. EDT (A/OPCs and Financial Managers)**  
From the U.S.: (800) 254-9885; Option 2

## GOVERNMENT SERVICES

- From Overseas, Call Collect: (701) 461-0186
- **Account Coordinator Support (A/OPCs)**  
From the U.S.: (800) 254-9885; Option 3  
From Overseas; Call Collect: (612) 973-3183
  - **24/7 Customer Service Support (AO/BO and Cardholders)**  
From the U.S.: (888) 994-6722  
From Overseas; Call Collect: (701) 461-2232

## Training

### Step 5: Review and join in the training

The activities listed below will be discussed during the 4-hour SP2 Transition Training session. You will receive detailed information on the following SP2 Transition topics:

- SP2 General Transition Information and Reporting
- Data Validation and Data Quality Process
- A/OPC Transition Roles and Responsibilities
- SP2 Chronology of Events
- Train the Trainer—SP2 Transition

### Step 6: Train Your Financial Managers, Cardholders and Approving /Billing Officials on Their Roles and Responsibilities in the SP2 Transition Process

As the Level 4 A/OPC, it is your responsibility to train your Financial Managers, Cardholders and Approving/Billing Officials. U.S. Bank offers “Train the Trainer” tools and techniques to assist you, which will be discussed during your training.

The Defense Agencies recommend that you invite Financial Managers to attend this training with you. Doing so fulfills the requirement that you provide transition training to your Financial Manager.

### Step 7: Schedule Your Data Validation Process

As part of the Data Validation process, you will receive ten (10) files via U.S. Bank Secure Mail along with complete instructions for validating the files. The file names are as follows:

#### **Email 1:**

1. Card Delivery Method file for plastic accounts
2. Delivery Method file for non-plastic accounts

#### **Email 2:**

3. Cardholder Mass Maintenance File for plastic accounts
4. Cardless, Foreign Draft and Convenience Check reference file
5. Managing Account reference file

#### **Email 3:**

6. Cardholder User ID reference file
7. A/OPC, Alt A/OPC, Financial Manager, A/O and Alt A/O User ID reference file

**Email 4:**

8. Cardholder and Managing Accounts Default Accounting Code (DAC) reference file
9. Managing Account Alternate Accounting Codes (AACs)
10. Managing Account EDI Flags and Routers File

It is critical that you complete the Data Validation process after receiving training. Please refer to the SP2 Defense Agencies Chronology of Events document for your specific training dates and Data Validation timelines.

## Level 4 A/OPC Responsibilities Summary

To summarize, here are your duties as a Level 4 A/OPC:

1. Register for training using the online registration system.
2. Test your Microsoft Office Live Meeting connection by participating in ONE Link Check (See Step 3 for dates and times)
3. Review your Data Validation files sent via U.S. Bank secure mail or Data Exchange.  
(Have the files available to discuss during SP2 Transition Training)
4. Verify that you are prepared for training. This includes:
  - a. Secure a training location free from disruptions.
  - b. Obtain proper training equipment: telephone with mute function and computer.
  - c. Validate that computer has connectivity to Live Meeting before the actual training date by performing the Link Check at one of the scheduled times.
5. Print class documents and SP2 transition materials.
6. Invite your Financial Manager to attend the Microsoft Office Live Meeting training with you.
7. Use the SP2 Defense Agencies Chronology of Events to manage the timing for your SP2 Transition Process.

Once again, thanks for your partnership. The Level 4 A/OPC role in the SmartPay 2 Transition process is critical, and U.S. Bank appreciates your time and effort. With your assistance, the DoD can move forward with a successful SP2 Transition.

### **For More Information**

If you have questions regarding your role or any of the above information, please email [sp2da@usbank.com](mailto:sp2da@usbank.com).

**usbank.com**

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