



Division of Payment Management  
Post Office Box 6021  
Rockville, Maryland 20852

## INSTRUCTIONS FOR ACCESSING THE PAYMENT

## MANAGEMENT/SMART LINK SYSTEM & REQUESTING FUNDS

### Accessing PMS/SmartLink System

1. Go the Division of Payment Management (DPM) Web Site **www.dpm.psc.gov**.
2. Click on **“Payment Management System”** or **“Smart link”** located at the top right hand corner.
3. You should now be on the DPM Secure Systems Login Links Page. Click on **“SmartLink Payment Request”**.
4. In **CAPITAL LETTERS**, type in your assigned **USERNAME**. Note: Your Username never changes.
5. Type in your **Password**, then Click OK. Note: This is only a temporary password. You will use this to access the Payment Management/SmartLink System **only!**

### IMPORTANT! DO NOT CHECK THE BOX SAVE THIS PASSWORD

6. You will now see a grey bar that says, **“Click here to access the Payment Management System”**. Click on that grey bar. You are now going to change your temporary password.
7. On the left hand side of the split screen, scroll down until you see **“My User Info”**. Now, Click on it!
8. You are now in the **My User Info Screen**. Your User Name will be the first thing you see, preprinted for you. Below that is a field for **OLD PASSWORD**. Please enter your temporary password given in step 5. Then, click in the field directly below.

9. Your **NEW PASSWORD** is one that **you will create** now. Your password must contain the following:
  - a. It must be at least 6 characters long
  - b. It must be alpha-numeric (it must contain at least ONE letter and/or ONE number)

We recommend you use **capital letters** for consistency with your “User Name” which must always be capitalized.

10. After you decide on a password, type it in and click in the field directly below.
11. In the **Confirm Password box**, we just want you to type in your newly created password again. After doing so, **click on CHANGE**. The User Name may or may not be pre-printed in the next screen. If it is not, please re-enter it. Re-enter your newly created password, once again. Click OK.
12. The next screen should say, “**Change Transaction Complete**”.



**When/If your password expires or if you just want to change it.....**

1. **If you are changing your password (expired or not) & doing a draw**, go through steps **1 – 8**. In step 9, use your last or expired password. You cannot re-use an old password. Follow through with steps 10-12 and then click on “**Payment Request**” on the left side of the screen to begin requesting your funds.
2. **If you are just changing your password (expired or not)**, go through steps 1-8 normally. In step 9, use your last or expired password. Go through steps 10-12. You may now close your browser and log off. You cannot re-use an old password.

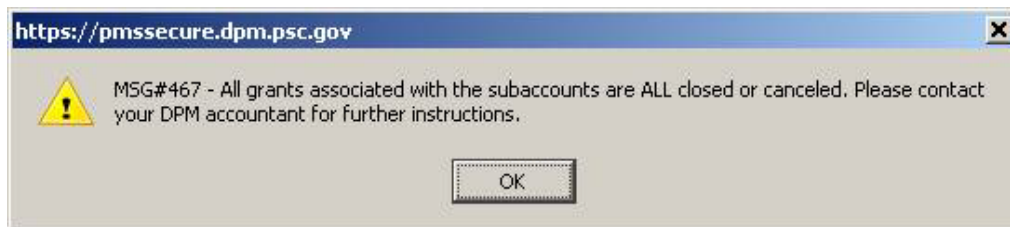
3. **If you lock yourself out of PMS/Smart link, please E-mail the Help Desk @ [PMSSupport@psc.gov](mailto:PMSSupport@psc.gov). Include your Name, Organization, Username and telephone #. Someone will contact you with a temporary password.**

**Help Desk Telephone # 877/614-5533 – Fax # 301/443-8362**

## Payment Request Instructions

1. On the left side of the split screen, click on **“Payment”**. You should now see **“Request for Payment”** appearing below. **Click on “Request for Payment”**.
2. Your screen should now say **“Request for Payment”**. There is a blank box for you to enter your Account Number. **Your Account Number is** located as a reference in your letter. After typing this in, click on **Account**.

**NOTE: If you receive the following message while accessing the Payment Management System, please contact your grants officer and inform them that no funds are available for you to request. When will the funds be posted for drawdown?**



3. Your Account Number will be pre-printed.
4. **Payment due date** is the next business day's date. Please type it in with the month/the day/the full year. **(For example, October 1, 2007 would be entered as: 10/01/2007).**
5. **Expected Disbursement Amount** is the amount you expect to spend! This refers only to funds that you want to be advanced (**Advances are for immediate disbursement needs ONLY!**) *If this request is for a cash advance only, type in the amount of the advance. If you are requesting a reimbursement, this should be 0!*
6. **Cash on Hand** can be positive, negative, or 0. If it is positive, it refers to the undisbursed funds you have on hand from a prior draw from PMS. Therefore, if this is your first draw, this number should not be positive. If you are seeking a reimbursement today, hit the dash key or (-) sign followed by the amount of the reimbursement you are seeking.
7. **Payment Request Amount** is the amount of money you want direct-deposited into your bank account the next business day.
8. Click **“Continue”**.
9. Select the **“subaccount(s)”** you wish to request the payment from by clicking in their respective boxes. You must select at least one subaccount.

A subaccount number is a reference number for either a specific award, a group of awards, or a specific federal year of an award. The subaccount number is established by the Awarding Agency. If you have any questions, please contact your Awarding Agency or your PMS Account Representative.

10. Click **“SubAmount”**.
11. Enter the subaccount payment amount for each selected subaccount. There must be an amount for every subaccount even it is zero. The sum of the subaccount payment amounts must equal the total payment request amount. This screen confirms the amount of your request and displays the balance of funds currently available in your Payment Management account.
12. If everything looks correct, click **“Request Payment.”**
13. The last screen you will see is the confirmation screen. This screen will give you a confirmation number and/or will tell you if your request for funds has been routed to a **“holding file”**.

Your payment request may be routed to the “holding file” for various reasons.

1. ***Payment Request been selected for DPM to review.*** It means that we will review the request and may follow-up with you by phone. There is also the possibility that you will not be called and your payment will be immediately processed for a next business day payment.
2. ***Delinquent PSC Report.*** It means that your account was flagged due to a delinquent PSC quarterly report. If you have not completed your report, you must do so before your funds will be released. Your PMS Account Representative will notify you if your request will not be paid.
3. ***Approval Required.*** It means that your payment request must be approved by the Awarding Agency before funds can be released.
4. ***Agency/Approve & Confirm.*** It means your Awarding Agency (Department of State, National Park Service, etc) will review and confirm your payment requests. Please contact them directly for payment issues.

### **For Your Next Request....**

You will do steps **1 - 6 under the “Accessing PMS/Smartlink Instructions” & the steps under the “Payment Request Instructions”**. You must use your newly created password and don’t have to change it for a period of up to 90 days. **After 90 days your password will automatically expire, unless you change it first (see instructions under “Accessing PMS/Smartlink”)**.