



## Provider Frequently Asked Questions

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[BOWL.com/SMART](http://BOWL.com/SMART)

# SMART PROVIDER FAQ

## ACCOUNT INFORMATION

### 1. How do I open a SMART account?

The online [Provider Account Form](#) must be completed and signed requesting to open an account.

### 2. How do I add/remove someone from an existing SMART account?

Submit a [Provider Account Form](#) to request the change.

We will need the:

- organization/SMART account name
- SMART account number
- name & USBC ID number of person being removed/added (must be a USBC Registered Volunteer)
- email address of new person
- an authorized signature from one of the following:
  - current primary provider
  - center manager/owner on a center account
  - state/local Association Manager or President on an association account

### 3. Can I share SMART portal login username and password with someone who helps me?

No. Your login is specific to you and should not be given to anyone. Consequently, any action within the account using your information will reflect back to you.

It is easy to add someone to an account. Each user will have their own unique login. See FAQ #2 on how to add someone to an existing account.

### 4. I do not have a SMART account. Can I give a list and \$1,000 to a friend to put into his SMART account?

You are responsible to get the funds into the youth's account. Consequently, if your friend does not submit the funds, you could be held responsible.

Here are some alternatives if you do not want to open a SMART account:

- Ask your friend to add you to their account. (see FAQ #2)
- Send the recipient list, to include USBC ID numbers, and check directly to SMART at the address below. Be sure to include the SMART account number (if applicable) that the funds are to go through. Scholarship lists/funds will only be accepted from USBC Registered Volunteers.

SMART  
621 Six Flags Dr.  
Arlington, TX 76011

### 5. How do I log into the SMART portal?

Your USBC Community Login for BOWL.com is also your login for SMART. If you do not have a Community Login created yet, you will need to do so using your USBC ID number and birthdate. Please contact our office if you are using two different logins for BOWL.com and SMART.

Go to BOWL.com. In the upper right-hand corner click "Login", then go to "Sign up for a USBC Community Account" to create a username and password. Once created and verified by email, go to [BOWL.com/smart](https://www.bowl.com/smart) to log into the SMART account.

**6. What if I forgot my username?**

Go to BOWL.com. In the upper right-hand corner click "Login". Click the link that says, "Forgot username?" at the bottom of the login box. If you still need help, please email us at [smart@bowl.com](mailto:smart@bowl.com). We will need your:

- name
- birthdate
- USBC ID number
- SMART account number, or account name

**7. What if I forgot my password?**

Go to BOWL.com. In the upper right-hand corner click "Login". Click the link that says, "Forgot password?" at the bottom of the login box. An email to reset your password will be sent.

**8. What do I need to do when I initially log into the account?**

Check your contact information to ensure it is correct. We communicate with you via email, so please make sure we have a good contact email. You can update your:

- address
- phone number
- email address

**9. Once I have the account set up, can I change my contact information on my own?**

Yes. You may update your contact information by clicking the "SMART Program" tab, then "Update Personal Profile". This will also update your BOWL.com account.

**10. I am listed as a Provider on multiple SMART accounts. Do I need more than one Username and Password?**

No. You will have one login with which you can toggle between the accounts.

If you have multiple logins, please let us know. The USBC ID associated with the SMART Provider account is displayed on the Update Profile page in your account. Please email [smart@bowl.com](mailto:smart@bowl.com) with your name, ID numbers and which login you want to keep.

Once the accounts are linked, there is a drop-down in SMART Scholarship Setup page for you to choose an account.

**NOTE:** If you add other users to an account, they will only see the account(s) to which you have given them access to, not all of the accounts you manage.

**11. Can I have a unique ID number for each SMART account I manage in order to keep them separate?**

No. Having multiple USBC IDs causes problems with your data.

**12. I manage five SMART accounts and want various people to help me in some of them, but I do not want them to have access to all accounts. Can I do this?**

Yes. Accounts are linked upon request, and we use USBC ID numbers. People are only given access to the specific account authorized. Please use the [Provider Account Form](#) add people to an account. All providers on an account must be Registered Volunteers.

### 13. What does USBC Community Login include?

USBC has created Community Login to connect all your bowling information in one account, such as:

- Coaching
- Collegiate
- SMART
- Leagues in which you bowl & your league averages
- USBC Championship & National tournament login/average
- Find a (member, tournament, volunteer, etc.)

In the future, USBC will be moving all logins to the Community login system, to include your tournament certification login.

## SUBMITTING NAMES AND LISTS

### 14. How do I submit scholarships?

The winner's names, ID numbers and prize amounts are entered into the SMART portal in your account. Click [here](#) for step-by-step directions on entering scholarship lists to include a bulk upload option.

### 15. If I make a mistake when entering a recipient list online, can I fix it, or do I have to contact SMART?

You can fix it but only if the list is in the "Editable Draft" format. Once you submit the list, you cannot make changes and must contact SMART.

**NOTE:** If the list was funded, it may be too late to make changes. If the total list amount should have been more, a new scholarship can be entered for the additional funds.

### 16. My association does not conduct leagues or tournaments but receives donations for us to give scholarships. Can these funds be submitted to SMART?

ALL association-awarded scholarships MUST be sent to SMART. If you send the funds into SMART in advance of knowing who the winner(s) will be, the funds will be placed in the account's provider deposited unassigned funds. Then, when you submit the list, you will fund it by using the provider deposited unassigned funds.

## FUNDS

### 17. How can I pay for a scholarship list?

- **Credit/Debit Card:** Use a credit/debit card online within the SMART portal to fund a list directly, or to add funds to the account's provider deposited unassigned funds for future use.
- **Check/Money order:** Made payable to SMART. Include the SMART account number on the check/money order and a copy of your scholarship list to ensure it is applied to the correct account. Mail it to:  
SMART  
621 Six Flags Dr.  
Arlington, TX 76011

**18. Can I use EFT to pay for my scholarship list?**

Not at this time.

**19. How do I know when my deposit is received?**

Not only will you see it recorded in the Provider account, but a notification email will be sent to all Providers linked to the account to confirm the deposit.

**20. Do you notify the recipients you have their funds in SMART?**

Yes. Every time a recipient receives a new scholarship they are notified via email. It is important to encourage the youth and/or parents to log into their account to keep their contact information up to date.

**21. Is it better to put a large sum in the account or to submit each scholarship individually?**

There is no preferred method as we do not regulate extra unassigned funds you submit. Funds can be sent in at any time, and they will be placed in your provider deposited unassigned funds if you do not specify how to apply them. Please be specific if you wish to apply funds to a list(s), otherwise they will be added to your unassigned funds.

**22. If there are unassigned funds in the Provider account, do I still need to submit more funds after my event, or can I just use those?**

If you collected prize/scholarship money from your league or tournament, you must use those funds first as they were collected for that league or tournament specifically. You can use unassigned funds to enhance the collected prize fund.

**23. Do assigned Recipient funds that expire become available as new unassigned funds?**

Yes. 100% of unused recipient scholarships that expire become available in the Provider account as new SMART deposited unassigned funds (see FAQ 35-37). If not used within two years, these funds will expire on July 31 and be added to the earnings allocation for disbursement.

**24. Do unassigned funds ever expire?**

SMART deposited unassigned funds will expire on July 31<sup>st</sup>, two years from their year of deposit. SMART will not grant extensions for unassigned funds that are not used by their expiration date. Provider deposited unassigned funds will not have an expiration date.

**25. What are Provider deposited funds?**

Provider deposited funds are funds submitted by the Provider, but not assigned to a scholarship list. These funds have no expiration.

Provider deposited funds could be:

- Donated funds, such as those from a sponsor.
- Funds that are submitted prior to a scholarship list being entered into the account. These funds are placed into the provider's unassigned funds for holding until the list is received and ultimately funded.

**26. What are SMART deposited funds?**

Funds placed into the account by SMART. These funds are subject to expiration and come from:

- Annual SMART Allocation
- Expired Recipient Funds (when a recipient does not use their funds before their expiration date)

**27. How do I know the difference between Provider deposited funds and SMART deposited funds?**

Unassigned funds are separated between Provider Deposited and SMART Deposited. The top right-hand corner of your Provider portal will show you how much you have available of each type, as well as when they will expire (SMART deposited funds only). For full details, you can view the "Unassigned Detail" report located in the Provider portal.

**28. What can I use unassigned funds for?**

Unassigned funds can be used to enhance prize lists, but cannot take the place of collected prize fund. Please see the [Use of Unassigned Funds](#) document for ideas.

**29. Does a SMART Provider account receive interest?**

Not exactly. Each February, the SMART Committees & USBC BOD review the SMART investment performance to determine if they can support an earnings distribution, which is referred to as an "allocation." If an allocation is given, notification is sent via a news release as well as email. For details on how this distribution is formulated, please see Chapter 5 of the [SMART Policy Manual](#).

**30. How is an annual allocation determined and shown?**

An allocation of new unassigned funds may be available for providers with a balance of assigned funds over \$100 based on the previous calendar year. An allocation will be visible within the Provider's SMART portal by Feb. 15.

**31. When do scholarship funds need to be submitted to SMART?**

Chapter 3, item 2a of the [SMART Policy Manual](#) states:

"Submitting scholarship lists and funds either through the SMART Portal or to SMART, 621 Six Flags Drive, Arlington, TX 76011, **within 30 days** from:

- The last date of the league
- The last date of the tournament
- Award date for meritorious awards

Once scholarship funds are submitted to SMART, they are non-refundable."

See also [USBC Playing Rules](#) 100b, 104d Item 2, and 301d, along with the [Association Policy Manual](#).

## REPORTS

**32. What type of reports are available to me in the Provider portal?**

**A. Transaction Details** (*pulls by date range*)

Shows deposits, check numbers, allocations given, checks sent to schools, lists funded and funds returned by school when a youth does not attend.

- Award Date-----List and date entered
- Payment Received-----Credit Card "CC" or Check #
- Deceased individual-----Name
- Earnings Alloc-----Year of allocation
- Expired Recipients-----Recipients who did not use their funds.

**B. Assigned Summary** (*pulls by fiscal year, such as 2017-18*)

Shows the total assigned amount for the year, lists entered, and disbursements taken by a recipient.

C. **Expiring Recipients** (*pulls by year*)

Shows a list of recipients who have not taken their funds and will expire at the end of the year if funds are not used.

This report can be used to contact the recipient, encouraging them to use their funds. If a recipient does not go on to school, you will know what SMART is depositing into the account in expired funds.

D. **Recipient Details**

Shows name, contact info, USBC ID, balance in their account, expired recipients and disbursements.

E. **Scholarship Summary**

Shows a list of all funded and unfunded scholarships with the amount and date they posted.

F. **Unfunded Amounts**

Quick view of lists submitted but remains unfunded.

G. **Unassigned Detail**

Shows a list of all unassigned funds currently in a provider account. Funds are separated between Provider Deposited or SMART Deposited. SMART deposited funds will also contain an expiration date.

H. **PDFs** (*if applicable*)

Two years live data and three years as PDFs. At the end of the year, we will PDF the oldest year.

## RECIPIENT INFORMATION

Please look at [Recipient FAQ](#) for more information.

### 33. Where can a youth use their scholarships?

- Business Schools
- Technical Schools
- Trade Schools
- Vocational Schools
- Universities
- Colleges

(This includes online schools that accept outside scholarships.)

- Reimbursement of paid Tuition or required student related expenses
- Off-campus Housing (funds sent to the landlord or housing company)
- Student Loans (paid directly to the loan company)

### 34. Does the recipient have to be enrolled as a full-time student?

No. Students can be part-time or just take one class. The class may be credit or non-credit in nature, or it could be continuing education for their career. By using the Recipient Expiration report, you can get a list of soon to expire recipients and encourage them to use the funds.

**35. How long does a Recipient have to use SMART scholarships?**

- Eight years from their high school graduation date for scholarships earned prior to high school graduation.
- Eight years from the date earned if earned after high school graduation.

**NOTE:** MILITARY – A 6-year extension will be added to the eight years from high school graduation date. Notification MUST be made with SMART prior to the default expiration of scholarships.

**36. Can a recipient give their scholarships to someone else if they won't use them?**

Yes. The original recipient must be at least 21 years old before they can transfer their funds to a qualifying family member. To qualify, the family member must have at least 4 seasons of USBC membership history and still be within 8 years of their own high school graduation. A completed [Scholarship Funds Transfer Form](#) is required. SMART awarded scholarships, such as the *Active Recipient Bonus Scholarship* or a *Pell Grant Match*, are not transferrable.

**37. What happens to the scholarship funds if an individual doesn't use them?**

SMART will deposit expired recipient funds into the original awarding Provider's SMART account as new SMART deposited unassigned funds at the end of each calendar year. These funds will expire from the Provider's account if not used within two years.

**38. What is the SMART Pell Grant Match Program, and how does someone qualify?**

SMART will match Federal Pell Grant awards for students that are still within 8 years from their high school graduation date and who have a history of at least 4 prior seasons of USBC membership history (at least one being youth). They must also have a current SMART account balance of less than \$1,000.

Qualifying students simply submit a [Pell Grant Match Application](#) with proof of their Pell Grant award for the year and class schedule, and SMART will match their Federal Pell Grant award dollar for dollar via a new SMART awarded scholarship.

## **SELF - MANAGED PROGRAMS**

**39. Is my association allowed to manage their own scholarship program?**

No. All scholarships awarded through an association, including those issued for academic or meritorious accomplishments, must be deposited with SMART.

**40. I run USBC certified youth leagues/tournaments and manage my own scholarships. Is that permissible?**

No. All USBC certified leagues and tournaments are required to submit funds to SMART within 30 days of the end of the event.

**41. Why can't I run my own program?**

It is against the USBC Playing Rules and SMART Policy.

Too often, youth cannot find self-managed programs years after it is earned. The youth has moved out of the area, can't remember the name, or the youth has outdated contact information for the person holding the funds.



SMART receives several complaints each year when a youth, or their parent/legal guardian, cannot find or remember a person managing scholarships separately from SMART. We do our best to track down the scholarship, but sometimes we cannot find it. This can be a hardship for the youth when funds can't be found.

**42. Can I transfer my program to SMART now?**

Yes. We can assist you in moving the program to SMART. Please contact us at smart@bowl.com or 800-514-2695 for assistance.

**NOTE:** DO NOT enter old lists. The expiration date will not calculate correctly, and we want to ensure expired funds are promptly returned to your account.

**43. Who enters the lists when transferring a program to SMART?**

This is a service SMART provides. Please email us the full list of awards to be submitted to SMART. While we will enter the information, we will work with you to ensure we have the correct youth.

**44. What information does SMART need to transfer the program?**

Information for each event/award to include:

- Name
- Date
- Center (if applicable)
- USBC league/tournament certification number (if applicable)

Recipient information for each event, to include:

- Name
- USBC ID number (if there is no ID, we will also need):
  - Address
  - Phone number
  - Birthdate
  - Email

**45. What format does SMART need to transfer the program?**

While we can work with anything, it is preferred to use Microsoft Excel so we can directly upload the document to your SMART account.

**46. When I transfer my program to SMART, will the recipients be able to use their funds immediately?**

Yes. Once the list is created and funded, the scholarships are available to the recipients. We send them an email notification of any new scholarships they receive.

**47. Why use SMART?**

- a. SMART is the only bowling scholarship management company recognized by amateur organizations such as NCAA and NAIA. By managing your own program, you jeopardize your youth's eligibility to compete at the collegiate level in any sport, not just bowling.
- b. The [USBC Association Policy Manual](#) mandates that SMART manages the program.
- c. USBC Rules require scholarship funds be sent to SMART.
- d. The more funds assigned in your account determines your annual allocation; the higher the amount assigned, the greater the allocation.
- e. Dedicated SMART staff are available to answer not only your questions, but questions from youth, parents and colleges as well.

- f. We have an online system in place to enter lists and request funds with easy access 24/7.
- g. We are transparent; our financials are online. Click [here](#) to review them.
- h. Youth request their school funds online and a check/ACH payment is sent directly to the educational institution within 1-3 business days. The recipient is notified via email when the payment has been sent and checks cleared.
- i. Regardless of where a youth lives or goes to school, he or she has easy access to their account online and only one place to request scholarships.

## MISCELLEANOUS

### **48. Where can I find a certificate to present my youth?**

We have sample scholarship award certificates available on our [Provider page](#).

The certificates have all the sections you need, including a signature and date field. These certificates can be edited directly on your computer and printed with ease.

### **49. Do I need a SMART account to certify my league or tournament with USBC?**

Yes. The league application and online tournament certification asks for your SMART account number.

### **50. Where can I find more information on SMART?**

Visit [BOWL.com/smart](http://BOWL.com/smart). We have information on the program, entering lists, SMART Policy Manual, etc.

### **51. How can I reach SMART?**

Phone: 800-514-2695  
Email: [smart@bowl.com](mailto:smart@bowl.com)  
Address: SMART  
621 Six Flags Drive  
Arlington, TX 76011