



## 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?

A [Provider Account Form](#) must be completed and signed.

Submit the completed form to:

Email: [smart@bowl.com](mailto:smart@bowl.com)

Fax: 817-385-8260

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

To add/remove someone to an existing account fill out and submit the [Provider Account Form](#).

We will need the:

- organization name
- account number
- name of person being added/removed
- USBC ID number of person being added/removed
- email address of new person
- an authorized signature from one of the following:
  - current provider
  - center manager/owner on a center account
  - state/local association officer on an association account

Submit the completed form to:

Email: [smart@bowl.com](mailto:smart@bowl.com)

Fax: 817-385-8260

### 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 and check directly to SMART at the address below. Be sure to include the SMART account number (if applicable) the funds are to go through.

SMART  
621 Six Flags Dr.  
Arlington, TX 76011

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

Your USBC Community Login for BOWL.com will work 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.

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?**

Email us at [smart@bowl.com](mailto:smart@bowl.com). We will need your:

- Name
- Address
- USBC Member Number
- SMART account number, or account name

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

If your username is:

- An email address – You can retrieve your password through BOWL.com by clicking on "Forgot Password" in the upper right-hand corner.
- Not an email address – Email us at [smart@bowl.com](mailto:smart@bowl.com). We will need:
  - Name
  - Address
  - USBC Member Number
  - SMART account number, or account name

**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 (required)
- Email address (required)

**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 should only 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.
- 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 bowling logins to the Community login system, such as 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.
  - Click [here](#) for the **Bulk Upload** instructions.
- 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 and a youth requested funds, it will be too late to reduce the amount. However, if the amount should have been higher, a new scholarship can be entered to correct any 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?**  
Yes. These funds will be placed in [your](#) unassigned funds. Then, when you award the scholarship(s), submit the list and pay by using unassigned funds.

## FUNDS

### 17. How can I pay?

- **Credit/Debit Card:** Use a credit/debit card online to fund a list or add funds to your unassigned funds.
- **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 an email will be sent to the email address on file with the account to confirm the deposit.

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

Yes, 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 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 I have unassigned funds in my 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.

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

Yes. 100% of Recipient accounts that expire become available in the Provider account as new SMART deposited unassigned funds (see FAQ 32). If not used within two years, these funds will expire on Feb. 14 and be added to the earnings allocation for disbursement.

### 24. Do Unassigned funds ever expire?

SMART deposited unassigned funds will expire every two years starting Feb. 14, 2024. SMART will not grant extensions for unassigned funds that are not used by their 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.

- 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?**

You can view the "Unassigned Detail" report located in the Provider portal. (see FAQ 32)

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

Unassigned funds can be used to give additional scholarships 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?**

Each February, the USBC Board determines if the financials warrant an income earnings distribution to Provider accounts, which we call an "allocation." If an allocation is given, a news release is sent notifying providers the funds were added. For details on how this distribution is formulated, please see 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. The allocation will be visible within the SMART portal yearly on Feb. 15.

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

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

"Funds are to be RECEIVED by SMART within 30 days:

- Of the last date of the league
- Of the last date of the tournament
- From award date for meritorious awards"

See also [USBC Playing Rules](#) 104d and 104g, (league) and 301d, (tournament).

## 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 college 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 with "alloc" or "expired" are SMART deposited. Funds titled "Payment" or containing a check number, are provider deposited.

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 the funds?

- 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 youth have to be enrolled as a full-time student?

No. Youth can be a part-time student or just take one class. The class may be credit or non-credit in nature, or it could be something that will help them in their job. By using the Recipient Expiration report, you can get a list of those graduating and encourage them to use the funds.

**35. How long does a Recipient have to use the scholarship once the award is placed with SMART?**

- 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 - The number of years in the first enlistment will be added to the eight years from high school graduation/award date. Request **MUST** be made prior to expiration of scholarship.

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

SMART will deposit the unused funds into the awarding Provider account as unassigned funds at the end of each calendar year (December 31). These funds will expire if not used within two years.

**37. What is the SMART Pell Grant Match Program?**

SMART will match Federal Pell Grant awards for students with a history of at least two years of USBC bowling participation (at least one being youth). Students simply submit an application, proof of their Pell Grant award for the 2022-2023 academic year, and 2022-2023 class schedule, and SMART will match the Federal Pell Grant dollar for dollar via a new SMART deposited scholarship.

**38. How does someone qualify for a SMART Pell Grant Match?**

A student applying for a SMART Pell Grant Match must be approved for a Federal Pell Grant and have two years of USBC Membership history, one of which being youth. They do not have to be consecutive. The student must also still be within eight years of their high school graduation.

## **SELF - MANAGED PROGRAMS**

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

No. In 2008, USBC announced the required that all former awarded (assigned to a person) scholarships issued through an association, including those issued for academic or meritorious accomplishments, must be deposited with SMART.

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

No. Effective in 2008, all USBC 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](mailto:smart@bowl.com) or 800-514-2695 ext. 8968 for assistance.

**NOTE:** DO NOT enter old lists until you have called us for the "code". 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 however, if you would like to enter the lists yourself, you can contact us at [smart@bowl.com](mailto:smart@bowl.com) or 800-514-2695 ext. 8968, and we can provide you with the "code" to ensure proper expiration of a recipient's funds.

**44. 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.

**45. When I transfer my program to SMART, will the recipients age out correctly?**

Yes. As long as you contact us and we either provide you with the "code" or we input the list for you. Contact us first at [smart@bowl.com](mailto:smart@bowl.com) or 800-514-2695 ext. 8968 before entering an older list.

**46. 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.

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

Youth may have multiple USBC IDs or have been merged into another ID. Any information you can give us to identify the youth is appreciated. We want to ensure we have the correct individual. While we will enter the information, we will work with you to ensure we have the correct youth.

For the individual(s) we will need:

- Name
- Address
- Phone number
- Birthdate
- USBC ID Number
- High school graduation date
- Phone Number

For the program we need:

- SMART Account Number
- Name of the event
- Year of the event

#### **48. 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 manage the program.
- c. USBC Rules 104d, 104g and 301d requires 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 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 is sent directly to the educational institution within 1-3 business days. The recipient is notified via email when the check has been sent.
- 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.

#### **MISCELLANEOUS**

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

We have sample scholarship award templates 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.

#### **50. 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.

#### **51. 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.

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

Phone: 800-514-2695, ext. 8968

Email: [smart@bowl.com](mailto:smart@bowl.com)

Address: SMART  
621 Six Flags Drive  
Arlington, TX 76011