

# Citibank Government Services News

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## Navy Launches End-to-End Paperless Purchase Process in 2000

The Department of the Navy (DoN) is ushering in the new millennium by implementing its innovative Purchase Card Automation System (PCAS). This automated system combines purchasing, accounting and payment activities into one seamless integrated process. Using this end-to-end paperless process will help the Navy lower its payment cycle time by 25-30 days, while reducing Prompt Payment Interest and nearly doubling their rebates.

The foundation of the DoN's innovative PCAS is Citibank's electronic access system, CitiDirect<sup>®</sup>, and its eCommerce procurement portal, CitiMart<sup>SM</sup>. The Navy has authorized electronic certification of its eStatements through CitiDirect since the February cycle.

A customized version of CitiDirect allows Navy Cardholders to electronically review and submit their eStatements to their Approving Official (AO) for electronic payment certification.



This automated system combines purchasing, accounting and payment activities into one seamless integrated process.

The AO then forwards the certified eStatement to the Defense Finance and Accounting Service (DFAS) for payment by electronic funds transfer (EFT). Payment is normally made within 2-3 days of receipt.

CitiDirect allows the Navy to electronically manage its accounting data through the entry and validation of lines of accounting (LOAs) for use in automated reporting of obligations, charging

*see NAVY  
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to a default LOA, and when appropriate, reallocating charges to alternate LOAs. Cardholders and AOs choose this alternate LOA from a drop-down list housed in each Cardholder's profile.

Upon implementation, sailors and marines will have the ability to access CitiMart from their workstations to

compare Federal and open market contracts, charge their orders to their Citibank purchase card, and obligate funds with the click of a mouse. That same mouse will be used for reallocations, certification and forwarding of eStatements to DFAS for EFT payments at cycle end.

Using this end-to-end paperless process will help the Navy lower its payment cycle time by 25-30 days.

Implementing their end-to-end paperless purchase process will help move the Navy even closer to its vision for the future. You may find more information about this and other acquisition reform initiatives under consideration on the Internet at <http://www.navsup.navy.mil>. ■

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## GSA Plans GSA SmartPay Conference 2000: "Architecture for Success"

The General Services Administration (GSA) will hold its Second Annual GSA SmartPay Conference at the Chicago Sheraton Hotel and Towers August 29-31, 2000. More than 2500 Agency/Organization Program Coordinators (A/OPCs) are expected to attend the conference, along with senior procurement officials from GSA and other Government agencies and organizations. The GSA theme for this conference, "Architecture for Success," is complemented by our theme, "Citibank: Your Foundation for the Future."

To better meet the needs of our customers during this conference, Citibank will provide both introductory and advanced training opportunities. Introductory sessions are targeted for attendees who have two years or less as an A/OPC. The advanced sessions are for those with two or more years of experience. Introductory and advanced training sessions will be presented on best practices, CitiDirect, electronic reporting, and paper reporting. Additionally, sessions on disputes and on travel, will be available for all attendees.

Our hands-on training on CitiDirect, also to be presented at the introductory and advanced levels, will be offered on all

three conference days. We will offer hands-on sessions focussing solely on reporting as well.

Additionally, Citibank will present a session entitled "Citibank: Your Bridge Beyond 2000," which explores how Citibank is postured to meet your future needs through value-added services. There will also be presentations on CitiMart and eTravel. To support improving the internal operations of our customers, we have added sessions on maximizing rebates and task order management. The highlight of our Conference 2000 participation is our Leadership Forum, which reflects the Citibank conference theme, "Citibank: Your Foundation for the Future." This session features Citibank senior managers speaking about key issues and emerging technology in the e-Commerce environment.

August 29-31, 2000

Sheraton Chicago  
Hotel and Towers

In keeping with the hallmark traditions set during the 1999 Conference, Citibank will again host an all-conferee event on the first night of the conference. This casual evening, similar to our Opryland "Power Party," will allow attendees to meet with Citibank representatives and senior management in a less formal atmosphere. So mark your calendars now for August 29-31, 2000. See you in Chicago! ■

## *Techie Tip of the Month*

Browser Upgrades	Latest Version	Web Address to get Download
<i>Netscape Navigator®</i>	4.72	<a href="http://home.netscape.com/download/">http://home.netscape.com/download/</a>
<i>Microsoft® Internet Explorer</i>	5.01	<a href="http://www.microsoft.com/downloads/">http://www.microsoft.com/downloads/</a>

Two popular Internet browsers are Netscape's Navigator® and Microsoft's Internet Explorer. Since being introduced, each has been upgraded many times. Software publishers like Microsoft® and Netscape® produce upgraded versions of their software to provide new functionality, as well as correct known problems.

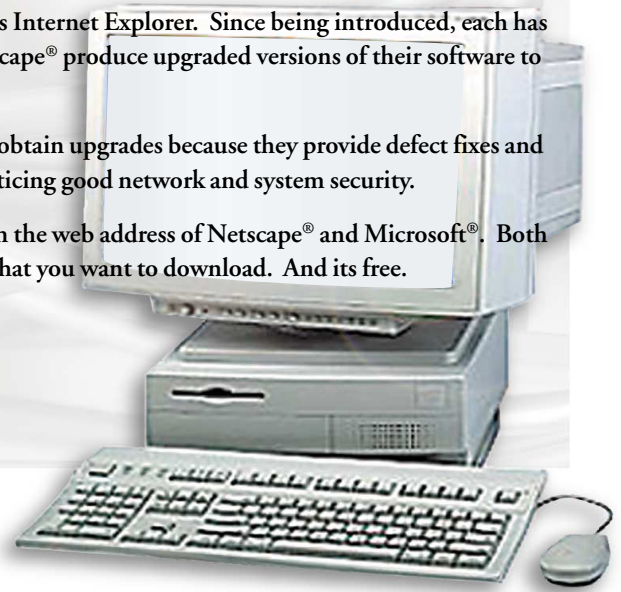
While it is always nice to get new functionality, it is also very important to obtain upgrades because they provide defect fixes and patch security holes. Keeping your software current is one method of practicing good network and system security.

The current commercial release of each browser is shown below, along with the web address of Netscape® and Microsoft®. Both companies have easy-to-use web pages that allow you to select the version that you want to download. And it's free.

Four good reasons to keep your Internet browser up-to-date are:

1. Your software may not work up to its potential without it
2. You get new functionality
3. You get defect fixes and security patches to keep your system secure
4. It's free

As always, be sure to coordinate your request with your Information Technology staff.



## Getting to Know the Euro

Citibank Cardholders that are fans of virtual reality will love the Euro. This new form of European currency has been in effect since January 1, 1999, but only in the virtual world of credit cards and bank, bond, and stock transfers. The national currencies of Austria, Belgium, Finland, France, Germany, Italy, Ireland, Luxembourg, the Netherlands, Spain, and Portugal are fixed against, and subordinate to, the Euro. As the only bank with offices in all European Union countries, Citibank leveraged its presence to ensure a seamless transition to the Euro currency for its customers.



The Euro is scheduled to replace current coin and paper in the above mentioned countries on January 1, 2002. Until then, the rates of exchange for travelers in the hotels, restaurants and places of business in these 11 countries will be posted in both Euros and the national currency.

Merchants are slowly moving to accept Euro travelers checks

and post charges in Euros. The transition appears to be gradual, as merchants are not required to make charges in Euros or accept Euro travelers checks at this time. Where Euro travelers checks are accepted, change will be given in national currency through 2001. When you charge Euros on your Citibank GSA SmartPay purchase or travel card, Euro transactions will be handled as any other foreign currency charges when the bill arrives.

As more prices are listed in both the national currency and the Euro, travelers gain price transparency. The Euro makes it possible to determine the difference between a 500 franc hotel room in Paris and a 250,000 Lire hotel room in Milan without a calculator and conversion tables.

Citibank's wide European network, as well as our country neutrality, will ensure we provide the optimum Euro solutions to meet our GSA Smart Pay customer needs. For the latest information on the Euro's progress, check the official web site, <http://europe.eu.int/euro/html/entry.html>. ■



# CitiMart<sup>SM</sup>: Your Electronic Purchasing Solution

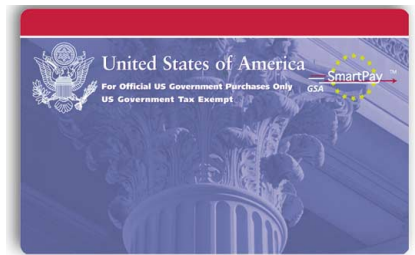
Citibank recently introduced CitiMart, a web-based e-Mall consolidator that simplifies electronic purchasing for Citibank GSA SmartPay purchase cardholders. Using secure, global access via CitiDirect, CitiMart allows Cardholders to simply point and click to search for products, make value comparisons among vendors, request discount negotiation quotes, and make purchases right from their desk.

CitiMart always searches mandatory sources such as NIB/NISH and UNICOR. It combines Federal/GSA mandatory sources and contracts with commercial sources to allow Cardholders to make knowledgeable comparisons and best value purchase

CitiMart always searches mandatory sources such as NIB/NISH and UNICOR.

decisions. CitiMart preserves Level III (line item) data and automatically logs purchases for Agencies who have negotiated for this service.

CitiMart is not only Cardholder-friendly, it's vendor-friendly as well. It levels the playing field for large and small vendors, providing equal access and consideration. There is no start-up investment for vendors, and CitiMart provides flexible catalog update mechanisms and flexible ordering options. Ordering via electronic data interchange (EDI) and encrypted e-mail conform to Citibank's strict security guidelines, meeting the needs of both the vendor and the Government purchaser.



## Purchase Program Update

Future innovations for CitiMart include workflow and approvals routing, receipt-of-goods tracking, and end-to-end paperless purchase and reconciliation. Additionally, Citibank is working to triple the number of open market vendors available through CitiMart. For more information about when you will be able to make purchases using CitiMart, contact your A/OPC. ■

# Travel Regulation Change and Implementation



## Travel Program Update

The Congress passed the Transportation and Travel Reform Act of 1998, Public Law 105-264, and the President signed the legislation on October 19, 1998. This travel related legislation has provisions that impact your GSA SmartPay travel card. It requires use of the travel card, provides for collection on past due amounts owed on the card, and requires timely reimbursement of authorized travel expenses.

GSA issued the implementing regulation with an effective date of February 29, 2000. Due to top system concerns, some agencies will be allowed to move the effective date to May 1, 2000. Aside from requiring the use of the travel card for all official travel expenses,

the regulation also has guidelines on appropriate disciplinary action for those Federal employees who improperly use the card. Also, the regulation provides for specific exemptions from travel card use for certain individuals and expenses.

For additional information on travel regulation changes, please contact Sandra Batton at 202-501-1538. The regulation and other policy and program information can be viewed on GSA's web site at [www.policyworks.gov/travel](http://www.policyworks.gov/travel). For travel management information use <http://www.region9.gsa.gov/fss/tmcservices/>. For contact airline and travel agent information use <http://pub.fss.gsa.gov/fbt/travel.html>. ■



## FedFleet 2000

# Millennium Madness: A Clear Perspective

Federal, state and local fleet officials and members of the private sector met at the Omni Rosen Hotel in Orlando Florida July 30 through August 2 for FedFleet 2000. The goal of this conference was to provide a forum for communicating, networking and exchanging information on advancements in fleet management. The conference was sponsored by the Federal Fleet Policy Council (FEDFLEET), the U.S. Postal Service, the U.S. Department of Energy and the U.S. General Services Administration (GSA) Office of Governmentwide Policy (OGP).

FedFleet 2000 activities started on Sunday, July 30th with a "Ride & Drive" test drive of vehicle models for the year 2000 and beyond. With the Federal mandate on the use and purchase of alternative fuel vehicles, this event, as expected, drew high interest. Along with the Ride & Drive on Sunday, the Exhibit Hall was open for networking opportunities.

A key role of FedFleet 2000 was to provide a forum for Federal agencies to discuss concerns and devise solutions to common problems. FEDFLEET fulfilled this role fostering good



## Fleet Update

### TRADEMARK LEGEND TRADEMARK LEGEND TRADEMARK LEGEND

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## Fleet Update

management practices by encouraging attendees to attend pertinent workshops being offered at FedFleet 2000. There were 48 sessions, with topics ranging from Accident Damage to Visionary Trends. Topics of interest to fleet managers utilizing the Citibank MasterCard fleet card or the Citibank Voyager fleet card include "AFV Acquisition," "Fleet Management Information Systems," "Fleet Reporting Requirements," "GSA Fleet Initiatives," "Regulations/Legislation," and a session where Federal fleet managers were provided overviews of their mission, fleet profile, and current and future management initiatives. Additionally, there was a Manufacturer's Panel on Tuesday morning.

Citibank's fleet card team attended FedFleet 2000 to respond to questions and discuss issues about our global card

program and business processes. For more information on Citibank's Fleet Card Program, please call Scott Gottlieb at 847-955-0153.

Information on FEDFLEET may be obtained by calling the FedFleet 2000 Help Line at 888-609-3895. ■



# A Note From Customer Service

When calling Citibank Customer Service, Cardholders have the option to speak with a customer service representative or they may use the interactive voice response (IVR) system to access general account information.

Citibank's IVR system allows Cardholders access to balance, available credit and payment information. The IVR will also allow new Cardholders to activate their cards by dialing 1-800-645-6497. To access the IVR, Cardholders may simply dial the Citibank Customer Service Center at 1-800-790-7206. Upon answering, the system will instruct Cardholders to choose "option 1" to access account information. The Cardholder will then be asked to input their sixteen-digit account number and last four digits of their social security number. If Citibank does not have the Cardholders social security data on file, the IVR will deny access to the automated account information. If Cardholders encounter this situation, they need to contact the Customer Service Center and have a representative update the social security number on the account. Once the account is updated, the Cardholder will have full access to his or her automated account information.

Based upon customer recommendations, Citibank continues to improve the IVR, giving Government Cardholders greater access to their account information. By the end of FY 2000,

account information into the phone rather than pushing the numbers on the keypad. Citibank's IVR system allows Cardholders access to balance, available credit and payment information. This will allow Cardholders with rotary phones and Cardholders calling from overseas to have access to their automated account

## How to Contact Customer Service

### Call:

- Toll Free (800) 790-7206
- Collect (904) 954-7850
- Fax (904) 954-8710
- or (904) 954-8713

### Mailing Address:

*Citibank GCS*  
*P.O. Box 45134*  
*Jacksonville, FL 32232-5134*

**Citibank Government Services Customer Service Center is available 24 hours a day, 7 days a week, every day of the year.**



Citibank Government Cardholders will be able to access and change their personal identification number (PIN) over the telephone. This will allow Cardholders to update their PIN in minutes. The new system will also allow Cardholders to speak their

information.

Citibank prides itself in customer satisfaction and is dedicated to making the Government card automated telephone experience informative, efficient and user-friendly. If you have a suggestion to enhance or improve our IVR system, please call the customer service center today. ■

## Citibank Government Services News: Information for GSA SmartPay Program Officials



Citibank's Government Card Services publishes this newsletter quarterly to provide information about products, services and issues vital to those Government personnel managing and participating in the GSA SmartPay program. Questions and comments about this publication may be directed to [editor@citinewsltr.com](mailto:editor@citinewsltr.com)

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