

# Emergency Procedures for Opening MCC Codes for State of Texas Card Program Administrators

## 1. For an immediate response when there is an emergency.

- Agencies are encouraged to call and speak with CAS during normal business hours for specific needs.
- If an emergency occurs after hours, request to speak with the Customer Service Manager on DUTY for assistance.  
**Business Hours: (855)-867-0772 option 3 (State of Texas CAS line)**  
**7:00 a.m. to 8:00 p.m. CT, Monday through Friday**  
**After Hours: 800-248-4553 (Customer Service) 24/7**

## 2. In order to work with CAS, personnel must be valid authorized program administrators.

## 3. Emergency account setup procedures.

- Citi is able to respond to unique emergency situations for the State of Texas Purchase and Travel Program.
- Managing existing cards.
- Ability to adjust credit limits.
- Adjust MCC templates assigned to cards.

## 4. Assigning emergency MCC template.

- Refer to MCC Template list.
- Contact CAS or Customer Service for appropriate template for cardholder.

## 5. Credit limit.

- Work with CAS or Customer Service to establish necessary credit limits.

## 6. Emergency DART setup.

- Preissued declining balance card.
- Contact CAS via phone to set up, change or modify; real-time processing.
- E-mail to CAS can take 24 to 48 hours to process.

## 7. Technical helpdesk issues.

- Online/Web-based toll-free helpdesk:  
(855)-867-0772 Option 1