

Citi® Government Purchase Card Cardholder Guide

Citi Commercial Cards
Government Services



Welcome to the Citi Government Purchase Card Program

**Official Government
purchasing has just become
easier with the Citi®
Government Purchase Card.**

Since 1812, Citi has been serving customers with innovative banking and financial solutions. In the credit card industry, Citi has set the standard for the world.

We have combined our vast experience in worldwide procurement and unparalleled technological expertise to develop a flexible and convenient purchasing and payment tool. Your Citi Government Purchase Card makes procurement easier, while protecting against fraud, saving time and even reducing paperwork.

Cardholders benefit from:

Worldwide acceptance.

The Citi Government Purchase Card is accepted at over 27 million merchant locations and 1,500,000 ATM locations worldwide.

Exceptional dedicated customer service, wherever you are.

Our Customer Service Center is committed to satisfying the

needs of all Citi Government Purchase Cardholders. Inside the U.S., simply call us toll-free at **1-800-790-7206**, 24 hours a day, seven days a week, every day of the year. Outside the U.S., call collect at **1-904-954-7850**. We are here to answer your questions and provide the assistance you need.

If you have any emergency situations, you can contact us toll-free 24 hours a day, seven days a week. In addition, you should reach out to your AOPC to find out if there are specific procedures that you should follow during an emergency situation.

This guide presents basic procedures and rules for card usage. Should you have questions that are not answered in this guide, contact your Agency/Organization Program Coordinator (APC) or Citi Customer Service Center.

Key Responsibilities

As a Cardholder, you have a number of responsibilities. It is important to understand these responsibilities.

- You are responsible for understanding your Agency/Organization's policies and procedures regarding the definition of official Government purchases and the definition of authorized purchases, record keeping and reconciliation.
- You are responsible for complying with these policies and procedures when purchasing goods and services with the card.
- You are responsible for informing the merchant of the tax-exempt status of any purchases made with your Citi Government Purchase Card.

Authorized Use

Your card has been embossed with your name on it. It is for your use only. No other member of your family, office or Agency/ Organization is authorized to use it. In addition, your card can be used for official Government purchases only.

The Federal Acquisition Streamlining Act did not abolish the priorities for use of Government supply sources as stated in Part Eight of the Federal Acquisition Regulations. **Micro purchases are not exempt from this requirement.**

The following information is provided to assist you in locating sources that can supply required products and services:

- Committee for Purchase from People who are Blind or Severely Disabled*
(Visit <http://www.abilityone.com/> or call 1-703-603-7740)
- National Industries for the Blind*
(Visit www.nib.org or call 1-800-433-2304)
- NISH*
(Visit www.nish.org or call 1-703-560-6800)

- GSA Stock Program
(Visit GSA Global supply at: www.gsaglobalsupply.gsa.gov
You can also call 1-800-525-8027 or fax your order to 1-800-856-7057)
- GSA Federal Supply Schedules
(Visit GSA's website at www.gsa.gov/schedules or call the National Customer Service Center at 1-800-488-3111)
- Federal Prison Industries, Inc.
(Visit www.unicor.gov or call 1-800-827-3168)
- For excess supplies from other Agencies (Visit GSAXcess at <http://gsaxcess.gov> or call 1-866-333-7472)

*Under the Javits-Wagner-O'Day (JWOD) Program, each purchase of a SKILCRAFT or other JWOD/NIB/NISH product or service helps to generate employment and training opportunities for individuals who are blind or have other severe disabilities.

With an Internet connection, you can quickly browse through the GSA online shopping mall for thousands of commercial products and services including JWOD/NIB/NISH and UNICOR products. GSA Advantage was designed to link GSA schedule products, stock items, catalog descriptions, current pricing and delivery information in a single location to make ordering easier for you. To place an order, you can use your Citi Government Purchase Card. The address for GSA Advantage is www.gsaadvantage.gov

For any questions regarding GSA's Products and Services, call the National Customer Service Center (NCSC) at 1-800-488-3111 or DSN 465-1416.

Authorization Controls

Authorization controls provide your Agency/Organization with the ability to control how and where you use your card. Your card may have the following controls:

Per transaction dollar limit: The amount you are authorized to spend on a single purchase. A purchase may consist of a single item or the total value of all items you purchase at one time.

Total dollar limit: The amount you are authorized to spend in a single billing cycle.

Daily transaction limit: The number of transactions that can be authorized during any given day.

Card usage by Merchant

Category Code (MCC): A code assigned to a group of merchants offering similar products and services. You may be restricted from using your card at certain types of merchant establishments and to specific dollar limits.

Verifying Receipt of Your Card

You will receive an inactive card (i.e., a card not yet ready for use) which is indicated by the sticker on the card. We request that you verify receipt of this card as soon as you receive it. Simply follow the instructions on the card activation label. Once this process is completed, your card is verified.

Reporting Lost or Stolen Cards

Should you lose your card, realize that it has been stolen, or notice a fraudulent charge on your Account Statement, notify your A/OPC and Citi immediately. To reach the Citi Customer Service

Center, call **1-800-790-7206**, 24 hours a day, seven days a week, every day of the year. If you are outside of the U.S., call Citi collect at **1-904-954-7850**.

After you report a lost or stolen card, Citi will send you a letter. Follow the instructions in that letter. Cards that have been reported lost or stolen are blocked immediately from usage. If unauthorized transactions appear on your Account Statement, you should contact the Citi Customer Service Center.

Ordering Replacement Cards

If your card becomes worn out, damaged or defective in any way, contact the Citi Customer Service Center to request a replacement card. In the U.S., please call **1-800-790-7206**. Outside the U.S., call Citi collect at **1-904-954-7850**.

General Card Use and Reconciliation Procedures

Over-the-counter Purchases: Using your Citi Government Purchase Card for over-the-counter purchases is easy and straightforward. However, before making a purchase, be sure to inform the merchant of your

Agency/Organization's tax-exempt status.

Present your Citi Government Purchase Card for payment. The merchant will total your transactions and process your card through a telephone authorization system. When the merchant receives an authorization number, you will be given a merchant sales receipt.

Carefully review the transaction. When you are satisfied, sign the sales receipt. By examining the receipt prior to signing it, you will reduce the number of potential disputes. Keep your sales receipts to help reconcile your account.

Telephone Transactions: Confirm all the charges, especially those above and beyond the cost of the item. These usually include shipping and handling costs or processing charges and will affect the amount billed to your account. Be sure to inform the merchant of your Agency/Organization's tax exempt status.

Mail or Catalog Purchases: Mail or catalog purchases usually require that you provide the same information as in a telephone transaction. If there is an order form, complete all the necessary information. Be sure

to provide your shipping address, a contact name and telephone number, tax-exempt status and other pertinent information to ensure that your goods will be delivered on time and that your account will be billed accurately.

E-mail or Internet Purchases:

When making Internet purchases, you can avoid disputes by giving your account information only to reputable merchants. Many Internet sites also have security software, which prevents theft of your account information.

Provide all the pertinent information requested, including shipping address, name and telephone number, correct account information and your Agency/Organization's tax exempt status. Also provide the merchant with the shipping requirements of your Agency/Organization.

Reconciliation Procedures:

Cardholders are required to reconcile all transactions posted to their statement. Good record-keeping is important as we have described in the paragraphs above. Your agency may require you to keep a log of purchases and receipts which should be verified against transactions that you see posted to your statement.

You must have documentation for all purchases and transactions that have posted to your account.

Convenience checks

Convenience checks are issued to designated Cardholders and can be used at merchants worldwide that do not accept the Citi Government Purchase Card.

Like any other checks, keep these in a safe and secure place. If your convenience checks are ever lost or stolen, call the Citi Customer Service Center immediately at **1-800-790-7206** in the U.S., or call collect at **1-904-954-7850** if you are outside the U.S. If additional checks are needed, contact your A/OPC.

Convenience checks are subject to the authorized uses established by your Agency/Organization.

Additionally, the checks may be printed with a "NOT TO EXCEED" dollar amount. Cleared convenience checks will be shown on your Account Statement, reflecting the check number, the amount, the payee name and the date the check was processed. Your A/OPC can answer any other questions regarding your Agency/Organization's policies and use of convenience checks.

Account Statement

A paper statement will be mailed within five business days or an electronic Account Statement will be available within two days of the end of each billing cycle. The Account Statement will show all transactions that were posted during the billing cycle. You are required to review the statement to verify that you made all the charges and that they are correct.


Your Agency/Organization has set deadlines for reconciling accounts. Consult your A/OPC for these and other important details about reconciling your account. A sample Account Statement is shown on the opposite page. It is important to familiarize yourself with its details. The Account Statement includes:

- A.** Invoice Date
- B.** Cardholder's Name and Address
- C.** Amount Due in total dollars
- D.** Citi Customer Service Center toll-free and collect telephone numbers
- E.** Citi Customer Service Center address

*Information about transaction disputes is shown on the reverse side of the statement.

Memo statement

491002251656D24D41024D4100004			
Account Number	Due Date	Total Amount Due	Enter amount paid
		\$0	

 <p>JOHN DOE GENERAL SERVICES ADMINISTRATION 124 ANY ST ANYTOWN, USA54321-9876</p>	<p>CITIBANK GOVERNMENT COMMERCE SERVICES P.O. BOX 6575 THE LAKES, NY 89901-6575</p>
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CITIBANK GOVERNMENT COMMERCE SERVICES

CARD STATEMENT

Previous Balance	Payments and Credits	New Charges	New Balance
\$0		\$0	

Billing Cycle
Due Date
Minimum Payment

FOR CUSTOMER SERVICE CALL 1-800-556-7556 OR WRITE P.O. BOX 4126, BUCK PAULS, ED 571-747-05 OUTSIDE THE U.S. AND CANADA MAIL COLLECT 00AS647556 SEND PAYMENTS TO CITIBANK GOVERNMENT COMMERCE SERVICES, P.O. BOX 6575, THE LAKES, NY 89901-6575

Agency Name: Bidding Office: Billing Office ID: Branching Code: Single Purchase Limit:	Account Number: Agency/City ID: Tax Identifier: Cycle Purchase Limit:
	00000000000000000000 \$0.00 \$0.00

Date	Paid	A/C	CC	Card	Number		Total Amount
						256010001	

TRANSACTION DETAIL

ACCOUNT NUMBER/ CURRENT PERIOD	Previous Balance	Payments	Credits	Payments and Advances	Taxes and Fees	New Balance
Purchase	\$0	\$0	\$0	\$0	\$0	\$0
Payment	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL	\$0	\$0	\$0	\$0	\$0	\$0
Other details				Amount Over Total Taxes \$0 Amount Paid Total \$0 Net Cash Charges \$0 Total Cash Advances \$0 Current Period Total \$0		
Approval details						

CARDHOLDER'S SIGNATURE _____
 PAGE 1 OF 1

APPROVING OFFICIAL'S SIGNATURE (Employer's Use) _____

Foreign Currency Conversion

If you make charges to your Citi Government Purchase Card in a foreign currency, your transaction will be posted and shown on your Account Statement in U.S. dollars. The Bank will pass along all charges assessed by the bankcard associations. The total foreign currency transaction fee will either be added to, and integrated with, the applicable currency conversion rate or added to, and integrated with, the posted transaction amount.

The CitiDirect Electronic Access System (EAS)

Citi provides a web-based electronic access system (EAS) designed for cardholders to access account and other card-related information online.

The Citi EAS has a broad array of features and functionality, for your access, based on your entitlements. You can view your statement, review transactions, maintain your profile, receive e-mail alerts, perform accounting code reallocations, add notes on transactions and send your statement to your approving official.

Resolving Transaction Disputes

You are responsible for initiating the dispute resolution process if your Account Statement lists charges which are:

- Unauthorized
- Incorrect
- For merchandise that has not been received
- For returned merchandise

You should also initiate the process if your Account Statement incorrectly lists a credit as a charge or if a credit, for which you have been issued a credit slip, is not shown.

To begin the dispute resolution process, Citi offers options for you. You can call our Customer Service Department, mail us the cardholder dispute form, fax this form to us or use the Citi Electronic Access System (EAS). Many disputes can be resolved over the phone; however, as a follow-up we may ask you to fax us a form for documentation purposes.

If you have access to the Citi EAS you can initiate your dispute electronically. In the CitiDirect Card Management System (CCMS), when you are reviewing transactions on your statement and see a transaction that you believe needs to be disputed, please follow these steps:

Expand the transactions by clicking on the "+" sign next to the transaction. Additional detail will be displayed.

To initiate a dispute, click on the "Dispute" button below the transaction display.

A pop up Dispute Form will appear.

Complete the form and click "Submit."

This completes your disputes

initiation electronically.

If you choose to use fax or mail, please retrieve the Cardholder Dispute Form at www.citimanager.com or contract your AOPC.

Mail your form to:
Citi
PO Box 6125
Sioux Falls, SD 57117

Or fax your form to:
1-605-357-2019

You must return the form to Citi within 60 days of the disputed Account Statement. If you do not submit the form within this time frame, you may be responsible for payment of the charges.

You are not responsible for payment of any disputed amount while Citi is researching the dispute. However, your Agency/Organization must still pay the amount of the bill that is not in dispute status.

For more information about resolving disputes, call the Citi Customer Service Center at **1-800-790-7206**. Outside the U.S., call collect at **1-904-954-7850**.

Suspension/Cancellation Procedures

If your card is used for unauthorized purposes, Citi has your Agency/Organization's permission to suspend or cancel your card. Additionally, your A/OPC and the GSA Contracting Officer have the authority to void account numbers or suspend or cancel accounts under their purview.

Citi, in coordination with your Agency/Organization, may reinstate suspended/cancelled accounts upon request of the Agency/Organization.

Citi Customer Service Center toll-free number:
1-800-790-7206.

Outside the U.S., call collect at
904-954-7850.

Available 24 hours a day, seven days a week, every day of the year.

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Global Transaction Services
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