



# Government Designated Billing Office Guide

Treasury and Trade Solutions





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## General Overview

This manual provides general guidelines to manage billing and payment procedures for the Government Purchase, Fleet and Travel Card programs by Citibank®. These programs are designed to meet the following program objectives:

- Reduce paperwork and administrative costs for the Purchase, Fleet and Centrally/Individually Billed Travel Card accounts by Citibank
- Streamline procedures associated with management practices regarding purchase of goods or services, official Government travel and official travel-related expenditures, and fleet services provided to the Agency/Organization
- Provide procedural controls and feedback to improve management control and decisionmaking regarding Government Purchase, Fleet and Travel Card programs by Citibank

## Responsibilities of Program Participants

### Designated Billing Office (DBO)

The Designated Billing Office (DBO) or finance office is responsible for paying Purchase, Fleet and Centrally Billed Travel Card accounts within Prompt Payment Act time frames. Upon receipt of a proper invoice, the DBO may ease tracking by date-stamping the official invoice (electronic or hard copy), reconciling the account(s), and paying the invoice, less any disputed amounts, under the terms of the GSA Master Contract and Agency/Organization Task Order. A proper invoice, as defined by the Government as one that provides the invoice and transaction data, will be sent to the DBO. For the Travel Card, copies must also be sent to the Commercial Travel Office (CTO) and/or the Travel Management Center (TMC) concurrently. The invoice and copies must be readable and in the agreed-upon format.

For typical DBO responsibilities, please refer to Attachment 10 of the GSA Master Contract.

The DBO is not authorized to change any terms and conditions of the GSA Master Contract or the Agency/Organization Task Order.

### Agency/Organization Program Coordinator (A/OPC)

The Agency/Organization Program Coordinator (A/OPC) generally serves as the focal point for answering questions, completing contract administration activities, coordinating applications, issuing and destroying cards, establishing and reviewing reports, managing administrative training and serving as the overall point of contact for Cardholders, the Agency/Organization, Citi and GSA.

For further responsibilities, please refer to Attachment 10 of the GSA Master Contract.

### Approving Official (AO)

The Approving Official (AO) is responsible for ensuring that all purchases made by the cardholder(s) within his/her cognizance are appropriate and the charges are accurate. The AO must resolve all questionable purchases with the cardholder. In the event an unauthorized purchase is detected, the AO must notify the APC and other appropriate personnel. After review, the AO may have to sign the account statement. They must maintain the documentation for record.

For specific responsibilities, please refer to Attachment 10 of the GSA Master Contract.

## Cardholder

The Cardholder is the individual or Agency/Organization entity designated by the Agency/Organization who is issued a Citibank card and is responsible for the purchase of goods and services with that card in accordance with applicable regulations and Agency/Organization policies and procedures. It is the Cardholder's responsibility to understand and comply with his/her Agency/Organization's policies and procedures regarding authorized purchases, recordkeeping, reconciliation and payment of the Statement of Account. In addition, the Cardholder is responsible for informing the merchant of the tax-exempt nature of any purchase.

## Agency/Organization Contracting Office (A/OCO)

The Agency/Organization Contracting Office (A/OCO) has the responsibility for issuing the task order against the contract with Citibank for Purchase Card services. Administration of the Agency/Organization Task Order is typically the responsibility of the A/OCO. All A/OPC questions regarding the terms and conditions of this task order should be directed to the A/OCO in accordance with the Agency/Organization's policies and procedures.

## Commercial Travel Office/Travel Management Center (CTO/TMC)

The Commercial Travel Office/Travel Management Center (CTO/TMC) is responsible for following Agency/Organization policy for the proper use of the CBA Travel Card in accordance with its contract with the Government. The CTO/TMC typically receives a copy of the Travel Card invoice (which is also sent to the DBO), matches the charges to his/her accounting data, reports valid (matched) and unmatched charges to the Government agency and assists with resolving disputes. Depending upon the Agency/Organization's contractual agreement with the CTO/TMC, Citibank will provide a reconciliation file. This file may be used to add data to each charge on the invoice. This data includes the travel authorization/order number, traveler's name and identification number. The CTO/TMC may forward the appended file to the A/OPC and payment office to facilitate the Agency/Organization's approval and payment processes.

## The Transaction Dispute Office (TDO)

The TDO may be established to assist the Agency/Organization and Citibank in tracking and resolving disputed purchases.

For further responsibilities, please refer to the Citibank Government Card Transaction Dispute Office (TDO) Guide or Attachment 10 of the GSA Master Contract.

## Authorized Card Use

### Purchase Card

The Government Purchase Card by Citibank is intended for use to streamline ordering and payment procedures for supplies and services that are obtained to fulfill official requirements within your Agency/Organization. Agencies/Organizations are required to follow internal guidelines as well as statutory requirements set forth under law. Cardholders are responsible for ensuring that purchases are authorized prior to obligation of Government funds.

### Fleet Card

The Government Fleet Card by Citibank is intended for use by authorized Cardholders and other authorized users for the purchase of fuel, maintenance and related vehicle services when authorized for the Agency/Organization. The Fleet Card can be used to procure various fuels and maintenance services such as unleaded gas, aviation fuel, marine fuel, oil changes, routine maintenance and emergency road repair. Cardholders and other authorized users should check with their Agency/Organization hierarchy for specifics related to this program.

### Travel Card

The Government Travel Card by Citibank is intended for use by designated individuals for official Government travel and authorized travel-related expenses. Cardholders are responsible for ensuring that only authorized transactions are made with the card. Any amounts charged in excess of the allowable reimbursement will be paid to Citibank out of the Cardholder's personal funds. Citibank shall ensure that only authorized users of the City Pair Program have the card design that denotes authorized use of the City Pair Program.

## Billing Cycles

Agency/Organizations can choose their billing cycle date (except 1, 2, 29, 30 and 31). Billing cycles consist of posted transactions from the first day after the close of the billing cycle through the end date. For example, if the billing cycle is 15, transactions in that cycle consist of transactions posted from day 16 through day 15. Because Agency/Organization-level reporting is also impacted by selection of billing cycle dates, the A/OPC and the DBO should jointly select a billing cycle suited to the Agency/Organization. They should consider operations, structuring the appropriate organizational hierarchy, and selecting the same billing cycle for major subordinate elements within the Agency/Organization for the overall processing of invoices. All cardholders will receive statements (either electronic or paper) when they have transaction activity. If paper, statements will be mailed directly to the Cardholder's address of record within five business days after cycle cutoff.

## Invoices

Citibank will invoice the DBO for Purchase, Fleet and Centrally Billed Travel Card accounts on a frequency designated by the Agency/Organization and mutually agreed upon by Citibank. Citibank will invoice Cardholders for IBAs within five business days from the Agency/Organization-specified billing cycle closing date.

Invoices incorporate all required data fields as defined in the GSA Master Contract and task order requirements. Required changes in data fields and ad hoc reporting requests can be accomplished through the reporting systems offered by Citibank.

Citibank will provide invoicing in either electronic format (through the CitiDirect® Card Management System) or paper formats, depending upon Agency/Organization requirements.

Samples of a Statement of Account and an Invoice are provided in Appendix A.

## Reconciliation

Citibank can provide various billing formats to Agencies/Organizations in either paper or electronic files to assist in transaction reviews and account reconciliation.

### Centrally Billed Accounts (CBAs)

The Cardholder should review and ensure that all transactions on the Statement of Account are appropriate as deemed by their agency/organization. This review should be accomplished in a timely manner to avoid incurring Prompt Payment Act interest charges. The Cardholder should have supporting documentation for each transaction in accordance with Agency/Organization guidelines. If an item has been returned and a credit voucher was received, the Cardholder must verify that the credit is reflected on the statement. If credits do not appear in a timely fashion (within 45 days), or if there are any other inconsistencies within the Statement of Account, the Cardholder should follow the dispute process as appropriate. Please see the Citibank Government Transaction Dispute Guide ([www.citimanager.com](http://www.citimanager.com), **U.S. Federal Government Services, Reference**) for dispute process procedures. It is the Agency/Organization's responsibility to ensure that the resolution of all disputes are properly tracked and reflected on the Statement of Account.

The Designated Billing Office (DBO) and/or the A/OPC reserve the right to audit/review all Statements of Account and supporting documentation. In the event of an unauthorized or inappropriate purchase, the A/OPC or the GSA Contracting Officer has the right to suspend or cancel a card.

### Individually Billed Accounts (IBAs)

The Cardholder is responsible for reconciling and paying all charges on the account each month unless they are disputed through notice to Citibank. Payment in full is required for all charges incurred by the Cardholder. Further, reconciliation and documentation necessary to obtain reimbursement of Travel Card expenditures are the responsibility of the IBA Cardholder.

Please see the Citibank Government Travel Card Cardholder Guide ([www.citimanager.com](http://www.citimanager.com), **U.S. Federal Government Services, Reference**) for detailed information regarding Individually Billed Travel Card accounts.

## Dispute Procedures

A Cardholder may disagree with any charge that appears on his/her Statement of Account or invoice. It does not matter whether the card is a Purchase Card, Fleet Card or Travel Card. While there may be some variations by card type in terms of who initiates the communication, the dispute process tends to be the same.

When a dispute is reported to the DBO, the DBO should pay the invoice less disputed items. It is the DBO's responsibility to interface with Cardholders, the A/OPC, the AO, if applicable, and Citibank as necessary to insure proper payments are made.

Disputes may be initiated via the CitiDirect Card Management System (CCMS) or via a paper form.

Please see the Citibank Government Card Transaction Dispute Office Guide ([www.citimanager.com](http://www.citimanager.com), **U.S. Federal Government Services, Reference**) for more detailed information regarding disputes.

## Payment

Citibank creates invoices based on established billing periods. These invoices are delivered from Citibank to the Agency/Organization in a paper or an electronic form. Citibank will accept payment for invoices either by check, an electronic Automated Clearing House (ACH) payment, or Fedwire transfer.

The Government Card Program by Citibank uses "billing accounts" to accommodate billing and payment. Billing accounts are defined at either the individual card/account level or a centrally billed/entity level. Citibank titles entity-level accounts as Agency/Organization Billing Accounts. Citibank titles individual card accounts as Individual Billing Accounts. All Government Card invoices are based on billing accounts, whether entity or individual. When paying Citibank for invoiced billing accounts, an Agency/Organization must reference the billing account or accounts that are being paid.

Citibank will accept payments from multiple sources against CBA and IBA accounts, and will post payments within two business days from date of receipt. The Citibank payment processing centers are open 24 hours a day, 7 days a week to accept payments. When required data elements are missing from the payment, which preclude accurate posting, this time frame may be adjusted.

Payments for invoices must be received by the payment due date as identified within the invoice. Payments not received in accordance with the Prompt Payment Act will be assessed Prompt Payment Act interest as specified in the Prompt Payment Act. The Government requires that payments be applied to the principal first and then to any Prompt Payment Act interest. Citibank will apply payments accordingly. The Agency/Organization will be notified in the event of any payment discrepancy. All payments received on accounts will be credited against the overall balance due on that account. Payments cannot be posted for credit against a specific time period, but will be applied to the overall balance due and are reflected in the account aging reports accordingly.

The Citibank statement or electronic statement for a billable account is equivalent to one invoice. Payments are initiated from the Agency/Organization's disbursing office. The method of payment initiation is by choice of the disbursing office. Citibank has no requirements for "how" the payment is initiated.

There are three methods of payment that can be utilized by the Agency/Organization DBO to pay CBA accounts, as follows:

### Check Payments

Check payments for Government Card invoices must be received by the payment due date as identified within the invoice. The disbursing office should send the payment through regular mail using a Government voucher identifying the Citibank 16-digit Government account number for payment posting.

**Remit Address:** Citibank Government Card Services  
PO Box 183173  
Columbus, OH 43218-3173

**Express Mail:** Citibank Government Card Services  
Payments Department  
1500 Boltonfield Street  
Columbus, OH 43228

### Automated Clearing House (ACH) Electronic Payments

This payment option may be used when Citibank delivers either a paper or an electronic invoice. The payment must conform to the National Automated Clearing House Association (NACHA) standards.

### CTX Format

The Citibank statement or electronic statement for a "billable" account is equivalent to one invoice. The CTX payment is most typically used when an Agency/Organization wants to pay Citibank with one electronic payment for multiple accounts. Payments are initiated from the Agency/Organization disbursing office. The CTX payment is expected to be a result of using the ANSI X12 Electronic Data Interchange (EDI) standards for payment initiation. Citibank requires that each billing account being paid be referenced within the "addendum" area of the CTX payment.

Electronic payments must be delivered to Citibank. Please send your electronic ACH CTX payment using Bank Routing/ABA Number 091409571 and pay it to Citibank USA, N.A., payable through Citibank (South Dakota), N.A.

Include your Citibank 6-digit bin number (first 6 digits of your account number), followed by 10 zeroes:

**Ex: 4611100000000000**

**Addendum Records:** The creation of the addendum records ("Type 7" records) within the CTX should use the American National Standards Institute (ANSI) X12 820 Payment Remittance Advice. This EDI payment should be initiated by your disbursing office. Citibank can support any ANSI X12 820 version. The following technical details are required by Citibank to accept and process the CTX payment:

- Data Segment Terminator must be "~" (tilde) or "/" (back-slash) within the 820
- Data Element separator must be an "\*" (asterisk) within the 820

If using ANSI X12 (version 3010 or earlier), place each Citibank 16-digit account sequence, as per above, in the "RMT02" data element of the "RMT" data segment, or place the Citibank invoice number from the Citibank ANSI X12 810 invoice in the "RMT02" data element. The Citibank invoice number can be found in the "BIG02" data element of the "BIG" data segment of the Citibank 810 invoice.

If using ANSI X12 (version 3020 or later), place each Citibank 16-digit account sequence, as per above, in the "RMR02" data element of the "RMR" data segment, or place the Citibank invoice number from the Citibank ANSI X12 810 invoice in the "RMR02" data element. The Citibank invoice number can be found in the "BIG02" data element of the "BIG" data segment of the Citibank 810 invoice. Place your Agency/Organization in the "Company Name" field in the "Type 5" record of the NACHA CTX format.

### CCD or CCD+ Format

Each ACH CCD or CCD+ payment must be equivalent to one billed account invoice. If multiple accounts are invoiced, Citibank expects to receive one ACH CCD or CCD+ for each invoice. A disbursing officer can initiate ACH electronic payments by having a Demand Deposit Account (DDA) debited. All electronic payments must be delivered to Citibank. Payment is to be made to Citibank USA, N.A., payable through Citibank (South Dakota), N.A. Please send your electronic ACH CCD or CCD+ payments using Bank Routing/ABA Number 091409571 and make it payable to your Citibank 16-digit Government Card Account Number.

Technical Notes: Reference your Agency/Organization in the "Company Name" field in the "Type 5" record of the NACIIA CCD+ format. Standard ACH pre-notification processing is required.

If your Agency/Organization is set up with multiple accounts, you must submit one CCD or CCD+ for each account.

### Wire Payments

The disbursing office can initiate a wire payment by sending a cash letter to Citibank. The payment must conform to the Federal Reserve Wire Transfers Standards. Each wire transfer payment must be equivalent to one billed account invoice. If multiple billing accounts are invoiced, Citibank expects multiple wire transfers, one for each invoice. Payments made by 2:00 p.m. EST will post the same business day. If made after 2:00 p.m. EST, the payment will be posted the following business day. All electronic payments must be delivered to Citibank. Please send wire transfer payments indicating the Citibank 16-digit Government Card account number and using Bank Routing/ABA Number 091409571. Please make your payment to Citibank USA, N.A., payable through Citibank (South Dakota), N.A. Please note that if your Agency/Organization is set up with multiple billing accounts, you must submit one wire transfer for each billing account.

Citibank will provide for IBA split disbursement payments and will process such transactions as directed. The traveler's name and identification number will be recorded, as well as other necessary data (e.g., the common carrier ticket number, hotel/motel charges).

For any clarifications or questions, please contact your CAS manager toll-free at 1-800-790-7206 or collect at 1-904-954-7850.

## Suspension

Citibank will make available Pre-Suspension/Pre-Cancellation Reports to the A/OPC to identify undisputed amounts that are past due on all Agency/Organization accounts. An account is considered past due if payment for undisputed principal amounts has not been received within 45 calendar days from the billing date. Citibank will (1) send an email; and (2) send a letter to the A/OPC and Designated Billing Office or document a telephone call to the A/OPC and Designated Billing Office requesting payment on past due accounts for the undisputed principal amount.

Citibank shall follow the prescribed suspension procedures for all accounts:

- Citibank will document all suspension actions and, if requested, such documentation will be provided to the GSA Contracting Officer
- Citibank will notify the A/OPC and Designated Billing Office that it has begun the suspension process if payment for the principal amount is not received by close of business on the 54th calendar day from the billing date of the billing period in which the charge appeared
- The suspension process involves (1) notifying the A/OPC and Designated Billing Office by email and by written letter that the account will be suspended if payment of the undisputed amount is not received in full by the close of the fifth (5th) calendar day after notification and (2) notifying the A/OPC and Designated Billing Office of the Contractor's point of contact to assist in resolving the past due account(s)
- If payment for the undisputed principal amount has not been received by the close of the 60th calendar day from the billing date of the billing period in which the charge appeared, Citibank may suspend the account on the 61st day, unless otherwise directed by the A/OPC. If Citibank does not initiate suspension within 180 calendar days of the billing cycle date, it waives its right to suspend the account for the particular charge
- Items which are in dispute will not be considered past due. The amount of the dispute is subtracted from the payment due on the Statement of Account. Therefore, items in dispute will not result in suspension of charge privileges
- In accordance with the requirements of this contract, the A/OPC and the GSA Contracting Officer will have the authority to suspend accounts under their purview. Documentation of the reason for suspension is required

## Cancellation

While payment performance is important, Citibank's first priority to the Agency/Organization is to ensure access to charging ability. To protect this ability, Citibank will begin the cancellation process when the account is past due for the undisputed amounts, and the requirements for cancellation have been met, as follows:

- The account has been suspended two times during a 12-month period for undisputed amounts and is past due again. Citibank will give consideration to the amount of elapsed time between the second suspension and the third occurrence for late payment. Citibank may initiate cancellation procedures when payment of the undisputed principal amount on an account has not been received 120 calendar days from the billing date
- The account is 120 days past due for the undisputed amounts, and the procedures for suspension of the account have been met

Citibank will (1) send an email; and (2) send a letter to the A/OPC and Designated Billing Office or make a documented telephone call to the A/OPC and Designated Billing Office requesting payment on past due accounts for the undisputed principal amount. If Citibank chooses to begin cancellation procedures, and one or more of the above conditions have been met, Citibank will follow the procedures listed below:

1. Notify the A/OPC and Designated Billing Office by email and by written letter that the account will be canceled if payment of the undisputed amount is not received in full by the close of the fifth (5th) calendar day after notification; and
2. Notify the A/OPC and Designated Billing Office of the Contractor's point of contact to assist in resolving the past due account(s).

Cancellation actions will be documented by Citibank and, if requested, such documentation will be provided to the GSA Contracting Officer. If payment for the undisputed principal amount has not been received by the close of the 125th calendar day from the billing date of the billing period in which the charge appeared, Citibank may cancel the account on the 126th calendar day, unless otherwise directed by the A/OPC. For these individually billed accounts, Citibank may report delinquent accounts to credit bureaus and outside debt collection agencies.

The A/OPC and the GSA Contracting Officer will have the authority to suspend or cancel CBAs under their purview. Documentation of the reason for cancellation or suspension is required. Additionally, the A/OPC and the GSA Contracting Officer will have the authority to void account numbers.

## Reinstatement

Citibank, in coordination with the Agency/Organization, may reinstate suspended and/or canceled accounts upon receipt of payment of the undisputed principal amount and Prompt Payment Act interest if received within 180 days.

Citibank will maintain a Suspension/Cancellation Reinstatement File, which, upon request, will be made available to the A/OPC, the DBO and/or the GSA Contracting Officer.

## CitiManager®

### Program Management Tools

Access CitiManager® at <https://home.cards.citidirect.com> or find additional program and tool information at [www.citimanager.com](http://www.citimanager.com), > Admin & Online Tools.

#### CitiManager®

CitiManager Single Sign-on provides a client with a one ID/Authentication process to gain access to all of Citi's program management tools as listed below. This can be accessed at [www.citimanager.com/login](http://www.citimanager.com/login) or <https://home.cards.citidirect.com>.

Features include:

- **Single Sign-On:** This function will enable the user to access multiple applications using Single Sign-On at the CitiManager login screen
- **CitiManager home page:** This screen will show the user links they can access and external applications they can access based on entitlements
- **Message Board:** This functionality enables the user to view the broadcast messages for their hierarchy on a message board. It also enables them to create messages and publish them after an authorization of the posted message
- **User Profile Update:** This functionality will allow the user to update the details about their own profile; for example, their email ID, security question, and/or address
- **Administration Functions:** This functionality will enable the user to perform various administrative functions such as create a user; activate/deactivate a user; reset a password; assign applications; review pending user requests; post messages; approve messages; modify/delete messages; run reports; or assign user entitlement
- **New User Signup:** This functionality will enable a user to register in order to access the application. The registration can be as a cardholder or as a non-cardholder

#### CitiDirect® Card Management System (CCMS)

Citibank offers CCMS for A/OPCs as an electronic method to perform program maintenance. CCMS is a secure electronic method to perform required updates to cardholder profiles and submit new account requests. Additionally, A/OPCs will have access to the Citibank Help Desk support, as well as onsite training, comprehensive online learning and self-help tools to help manage the card program. The self-help tools can be accessed from CitiManager (<https://home.cards.citidirect.com>) > Web Tools> CCMS link> ASSISTANCE tab > GUIDES sub-tab> CITIDIRECT AOPC QUICK REFERENCE CARD link.

#### Citibank® Custom Reporting System (CCRS)

Citibank Custom Reporting System facilitates the A/OPC's ability to analyze trends in program spend habits. The CCRS system provides users with the following:

- Pre-defined reports that can be used as-is, or that can serve as templates for customized reports
- Access to over 650 data elements
- Ability to schedule reports to run at a variety of time periods, including daily, weekly or at month-end
- Ability to "subscribe" to reports, so that they are run after hours and can be reviewed at leisure
- Access to a history list of reports run in the past. Data will be guaranteed 36 months back
- GSA standard report templates can be easily accessed through one folder in CCRS

#### Citi® Card Statements and Payments

With our online statements capability, Cardholders and A/OPCs can securely access all of the details of card charges easily online and streamlined for review. Account statements can be viewed any time for up to 12 cycles. Statements can also be printed or downloaded for your records. Unbilled transactions can be viewed and downloaded as well. Only account balances for individual bill/individual liability accounts can be paid through the online statement system.

### **Citi® Library**

The Citi Library module allows users to access their Total Business Reporting (TBR) reports electronically in a completely secure environment. It also allows users the ability to upload and/or download files in a secure environment.

### **Tool Set Training**

A complete Agency/Organization training strategy will be established during implementation and on an ongoing basis. Also, once access is granted to CitiManager, you may log in and click on the Resources tab> Links/Help for quick reference materials.

## **Reports**

Samples of each of these relevant reports can be provided upon request. Please see the Citibank Government Purchase or Travel Card Guides or contact your Client Account Manager for a full list of reports offered.

### **Invoice**

Citibank provides invoices on a daily, weekly, semi-monthly or monthly basis, in both electronic and hard copy formats. The Agency/Organization can modify the frequency interval on request.

### **Invoice Status Report**

This user-requested report identifies all outstanding invoices (CBAs) and statements (IBAs) and includes all transaction data and a field that calculates interest penalty. It is supplied electronically, normally to the DBO, and can be modified to assist in tracking and allocating refunds as applicable.

### **Delinquency Report**

This report lists all delinquent account balances. The report summarizes delinquency level (30, 60, 90, 120 days+) and allows the user to access detail-level data. This report is generally available to the Designated Billing Officer and the Chief Financial Officer to identify and manage delinquencies.

### **Write-off Report**

This report lists the date and any balances that have been written off as uncollectible. The report is summarized by Agency/Organization and then by program. The user will have the capability to access detail-level data. Available upon request at the Agency/Organization level. This report can be used to analyze the data and cross-reference delinquency data to assist Government managers in programmatic delinquency control.

## Exception Report

There are two reports available that accomplish what this report requires: Lost, Stolen, Invalid or Cancelled Accounts Report and Unexpected Posted Transactions Report. These identify lost, stolen, invalid or canceled cards, declined transactions and unusual spending activity, and details such transaction activity. These reports are generally used by the A/OPC and the DBO to monitor Cardholder activity, track misuse and identify training needs.

## Pre-Suspension/Pre-Cancellation Report

This report lists accounts eligible for suspension or cancellation. The report is summarized hierarchically, and the user has the capability to access detailed account-level data.

## Suspension/Cancellation Report

This report lists accounts that are suspended or canceled. The report is summarized hierarchically, and the user has the capability to access detailed account-level data.

# Customer Assistance

The Customer Service Center at Citibank is available 24 hours a day, 7 days a week, every day of the year to provide assistance to DBO personnel. The Client Account Manager assigned to your Agency/Organization is fully capable of answering questions and resolving issues related to the billing of all Government card programs.

## Non-DoD Agencies/Organizations

The Customer Service Center may be reached toll-free at 1-800-790-7206. For those outside the U.S., call collect at 1-904-954-7850.

## DoD

### Cardholder Assistance

Call toll-free 1-800-200-7056. For cardholders outside of the U.S., call collect to 1-757-852-9076. Full service is available 24x7 including Help Desk support for online statements.

### APC Assistance

Call toll-free 1-866-670-6462. For APCs outside of the U.S., call collect to 1-757-853-2467. The Client Account Representatives (APC Support) are available Monday through Saturday 7am-9pm EST. The Client Account Specialists (CPM support) are available Monday through Friday 7am-6pm.

Centrally Billed Account Representatives are available Monday through Friday, 7am-6pm. After hours emergency support is available 24x7 through the Cardholder Assistance group.

## Appendix A



41900225165602404102404100004

| Account Number | Due Date | Total Amount Due | Enter Amount Paid |
|----------------|----------|------------------|-------------------|
|                |          |                  |                   |

JOHN DOE  
GENERAL SERVICES ADMINISTRATION  
1234 ANY ST.

ANYTOWN, USA 54321-9873

For telephone or address change on travel cards, please place an X in the parentheses and make the desired changes on the reverse side.( )

Payment coupon: Please cut along perforation and return this portion with your payment. Make check or money order payable in U.S. dollars on a U.S. bank to Citibank. Include account number on check or money order. No cash please. Do not staple or tape your check to this coupon.

**Address Correspondence to:**

CITIBANK GOVERNMENT CARD  
SERVICES.  
P.O. Box 183173  
COLUMBUS, OH 43218-3173

### CITIBANK GOVERNMENT COMMERCE SERVICES CARD STATEMENT

| Previous Balance | Payments And Credits | New Charges | New Balance |
|------------------|----------------------|-------------|-------------|
| \$0.00           | \$0.00               | \$0.00      | \$0.00      |

Invoice Date  
DD/MM/YYYY

Due Date  
DD/MM/YYYY

FOR CUSTOMER SERVICE CALL 1-800-790-7206 OR WRITE P.O. Box 45134, JACKSONVILLE, FL 32232-5134  
OUTSIDE THE U.S. AND CANADA CALL COLLECT 904-954-7850  
SEND PAYMENTS TO: CITIBANK GOVERNMENT CARD SERVICES. P.O. Box 183173 COLUMBUS, OH 43218-3173

|                             |                       |                     |
|-----------------------------|-----------------------|---------------------|
| Agency Name:                | Account Number        | 0000-0000-0000-0000 |
| Accounting Code/Cost Center |                       |                     |
| Billing Office Id:          | Agency/Org Id:        |                     |
| Discretionary Code:         | Tax Exempt#:          |                     |
| Single Purchase Limit:      | Cycle Purchase Limit: | \$0.00              |

| Sale Date | Post Date | MCC Code | Reference Number | Description | Total Amount |
|-----------|-----------|----------|------------------|-------------|--------------|
|-----------|-----------|----------|------------------|-------------|--------------|

### TRANSACTION DETAIL

| ACCOUNT SUMMARY<br>CURRENT PERIOD |                                 | Previous Balance | Payments | Credits                   | Purchases and<br>Advances | Taxes and Fees | New Balance |
|-----------------------------------|---------------------------------|------------------|----------|---------------------------|---------------------------|----------------|-------------|
|                                   | Purchases<br>Advances<br>TOTALS |                  |          |                           |                           |                |             |
| Memo Section                      |                                 |                  |          | Amount Over Credit Limit: |                           | \$0.00         |             |
|                                   |                                 |                  |          | Amount Past Due:          |                           | \$0.00         |             |
|                                   |                                 |                  |          | Net Total Charges:        |                           | \$0.00         |             |
|                                   |                                 |                  |          | Total Cash Advances:      |                           | \$0.00         |             |
|                                   |                                 |                  |          | Current Period Total:     |                           | \$0.00         |             |
| Approval Section                  |                                 |                  |          |                           |                           |                |             |

CARDHOLDERS SIGNATURE

APPROVING OFFICIAL SIGNATURE(Except Travel)

