

# Government Designated Billing Office Guide

May 2019



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## General Overview

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

- Reduce paperwork and administrative costs for the Purchase, Fleet, Integrated and Centrally/Individually Billed Travel Card accounts
- 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 decision making regarding Government Purchase, Fleet, Integrated and Travel Card programs

## Responsibilities of Program Participants

### Designated Billing Office (DBO)

The Designated Billing Office (DBO) or finance office is responsible for paying Purchase, Fleet, Integrated, 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 SmartPay Master Contract and Agency/Organization Task Order. The DBO will be sent a proper invoice, as defined by the GSA SmartPay Master Contract. 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. Electronic invoices and statements are the default format under GSA SmartPay 3, unless otherwise stated in the Agency/Organization Task Order.

For typical DBO responsibilities, please refer to Attachment 5 of the GSA SmartPay Master Contract.

The DBO is not authorized to change any terms and conditions of the GSA SmartPay 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, Citibank and GSA.

### 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 A/OPC and other appropriate personnel. After review, the AO may have to sign the account statement. They must maintain the documentation for record.



## 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 GSA SmartPay Master Contract 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 Centrally Billed Account (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 6 of the GSA SmartPay Master Contract.

## Unique International Use Procedures

Procedures for international use conform to those set by the bankcard associations (Visa or MasterCard). Charges in a foreign country will be posted and shown on your invoice in U.S. dollars. The Bank will pass along all charges assessed by the bankcard associations. The total foreign currency transaction charges will either be added to, and integrated with, the applicable currency conversion rate or added to, and integrated with, the posted transaction amount as specified by the agency Task Order.

## Authorized Card Use

### Purchase Card

The GSA SmartPay 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 GSA SmartPay 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 GSA SmartPay Travel Card, including IBA, CBA, and Tax Advantage 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.

### Integrated Card

The GSA SmartPay Integrated Card by Citibank is intended for use to combine all of the three above products and usages. 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 uses of the card 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 SmartPay 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 CitiManager) or paper formats, depending upon Agency/Organization requirements. Citibank supports the Federal Government's Green initiatives and recommends electronic invoicing and payments.

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

## Reconciliation

Citibank provides billing in electronic formats and files to assist Agencies/Organizations in transaction reviews and account reconciliation. Paper copies are provided in accordance with Agency/Organization requirements.

### 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 and within Agency/Organization timelines 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) > Public Sector Solutions > GSA SmartPay Program Forms and Resources)) 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) > Public Sector Solutions > GSA SmartPay Program Forms and Resources) 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 online via CitiManager®.

Please see the Citibank Government Card Transaction Dispute Office Guide ([www.citimanager.com](http://www.citimanager.com) > Public Sector Solutions > GSA SmartPay Program Forms and Resources) 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, Fedwire transfer or an electronic form, as required in the Agency/Organization task order.

The GSA SmartPay Program with 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 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, N.A.  
P.O. Box 78025  
Phoenix, AZ 85062-8025

**Express Mail:** Citibank, N.A.  
Attn: Payment Processing Center 78025  
1820 E. Sky Harbor Circle South STE 150  
Phoenix, AZ 85034

### 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 direct at 1-904-954-7850.

## Suspension

Citibank has available Pre-Suspension/Pre-Cancellation Reports on CitiManager -Reporting for 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 send a letter to the cardholder requesting payment on past due accounts for the undisputed principal amount.

Citibank shall follow the prescribed suspension procedures for all accounts; however, your agency/organization may have negotiated different timing regarding suspension. Please consult with your A/OCO if you have any questions related to your agency/organization's timing.

- Citibank will document all suspension actions 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 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.
- 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.

## 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:

- In accordance with section C.3.3.12 of the GSA SmartPay Master Contract, Citibank may initiate cancellation procedures when payment of the undisputed principal amount on an account has not been received by contacting the DBO & A/OPC 120 days past billing. \*Please note that your agency/organization may have negotiated unique timelines for cancellation. Please consult with your A/OCO for additional information related to your agency/organization.
- The account is 125 days past billing cycle date and the procedures for suspension of the account have been met in accordance with section C.3.3.11.

Citibank will send a letter to the cardholder requesting payment on past due accounts for the undisputed principal amount. All delinquency information is also available via reporting in CitiManager – Reporting.

Cancellation actions will be documented by Citibank and, if requested, such documentation will be provided to the GSA Contracting Officer.

For 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. Please note IBAs, in accordance with C.3.3.12.1 & C.3.3.1.1 of the GSA SmartPay Master Contract, may conduct a credit worthiness assessment prior to reinstating the account.

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.

## EAS Capabilities – CitiManager

### Program Management Tools

Access CitiManager at [www.citimanager.com/login](http://www.citimanager.com/login) or find additional program and tool information at [www.citimanager.com](http://www.citimanager.com), > Web Tools.

### CitiManager

In accordance with section C.8.8 of the GSA SmartPay Master Contract, CitiManager Single Sign-on provides a client with a one ID/Authentication process, which includes multi-factor authentication, 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)

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
- **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; modify/ delete messages; run reports; or assign user entitlement
- **Self Registration on CitiManger:** 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

### CitiManager Transaction Management System (CTMS)

Citibank offers CitiManager - Transaction Management for A/OPCs as an electronic method to perform program maintenance. Transaction Management is a secure electronic method to perform required updates to cardholder profiles and submit new account requests. The self-help tools can be accessed from CitiManager ([www.citimanager.com/login](http://www.citimanager.com/login)) > Web Tools.

## **CitiManager – Reporting**

CitiManager – Reporting facilitates the A/OPC's ability to analyze trends in program spend habits. The 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 800 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 run at a requested time and can be reviewed at leisure
- Access to a history list of reports run in the past. Data will be available online for 6 years
- History list holds up to 50 reports at a time for a maximum of 180 days
- GSA SmartPay 3 Master Contract standard report templates can be easily accessed through one folder

## **CitiManager Online 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 60 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.

## **CitiManager Library**

The Citi Library module 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. You can also go to the Learning Center and register for training on the most up to date guides. In addition, once access is granted to CitiManager, you may log in and click on the Resources tab >Links/Help to view 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 1-904-954-7850.

## DoD

### **Cardholder Assistance**

Call toll-free 1-800-200-7056. For cardholders outside of the U.S., call 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 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

# CITIBANK GOVERNMENT CARD SERVICES

# Account Statement

Government Card Account  
J J CARDHOLDER



**Account Inquiries:**

Toll Free: 1-(800)-790-7206  
 Intl. Collect: 1-(904)-954-7850  
 TDD/TTY: 1-(877)-505-7276

**Account Number:** XXXX-XXXX-XXXX-XXXX

**Summary of Account Activity**

Total Activity \$466.33

Send Notice of Billing Errors and Customer Service Inquiries to:  
 CITIBANK, N.A., PO BOX 6125, SIOUX FALLS SD 57117-6125

**Not an invoice. For your records only.**

Statement Closing Date 08/15/2018  
 Days in Billing Period X

Did you know you can securely access your monthly statement and account information in CitiManage®? With CitiManager, you can easily view, download, and print online account statements, subscribe to account alerts, and much more! Visit [citimanager.com/login](http://citimanager.com/login) to get started.

You can also update the delivery method of your account statements to receive them online only. Simply login to [citimanager.com/login](http://citimanager.com/login) and from the homepage, hover over the **Statement icon** on the side navigation bar and select the **Go Paperless** option.

Agency/Org ID: 1234567      Single Purchase Limit: \$2,500      Credit Limit: \$80,000  
 Billing Office ID: 1234567890      Discretionary Code: SAMPLE 1234      Tax Exempt#: 1234567890  
 Accounting Code: 1234567890ABCDEFGHIJ

**Transactions**

Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
***** NOTICE MEMO ITEM(S) LISTED BELOW *****					
08/15	08/13	5942	24614028227227000000039	1 AMAZONMKTPPLACEPMTS AMZN.COM/BILLWA 98109 US	19.64
08/15	08/14	5965	24614028227227000000047	2 OFFICEMAX/OFFICEDEPOT 800-463-3768 KS 66111 US	109.25
08/15	08/14	5111	24614028227227000000054	3 STAPLES DIRECT 800-3333330 OH 44125 US	131.47
08/15	08/13	5942	24614028227227000000062	4 AMAZONMKTPPLACEPMTS AMZN.COM/BILLWA 98109 US	70.25

Memo Section	Approval Section
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CARDHOLDER SIGNATURE

APPROVING OFFICIAL SIGNATURE

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION

CITIBANK, N.A.  
 PO BOX 6125  
 SIOUX FALLS SD 57117-6125

Account Number XXXX-XXXX-XXXX-XXXX  
 Statement Closing Date August 15, 2018

Not an invoice.  
 For your records only.

J J CARDHOLDER  
 DEPARTMENT OF GSA  
 ONE MAIN STREET  
 GOVERNMENT BUILDING  
 MAIL CODE 789  
 WASHINGTON DC 20001

00000432493

## Payment Information

### CitiManager® Online Tool:

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### Payments by Mail:

- Enclose your check or money order payable in U.S. dollars to Citibank, N.A. with this payment coupon, but do not staple or tape them together. Please do not send cash.
- Write your account number on the front of your check or money order.
- Please make sure the entire Citibank address appears through the window of your remittance envelope. If we receive your mailed payment in proper form at our processing facility by 5:00 p.m. Eastern Time, it will be credited as of that day.
- Payments, adjustments, and charges received after the date indicated on the front as "Statement Date" will appear on your next statement.

### Mall your payment In the envelope provided, or send your payment to:

Citibank, N.A.  
P.O. Box 78025  
Phoenix, AZ 85062-8025

### You may send your payment via overnight mail to:

Citibank, N.A.  
Attn: Payment Processing Center 78025  
1820 E. Sky Harbor Circle South STE 150  
Phoenix, AZ 85034

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You may also dispute a transaction by writing to Citi. You may If you think the Billing Statement is incorrect, or if you need more information about a transaction, write to us on a separate sheet at the address specified on the front of this statement as soon as possible. Please notify us no later than 60 days after the date of the bill on which the error or problem first appeared. Disputed amounts may be deducted from "Total Payments Due" after you notify Citi of disputed items.

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Citibank, N.A.  
PO Box 6125  
Sioux Falls, SD 57117-6125
- **Telephone inquiries through Citi Customer Service, 24 hours a day, 7 days a week:**  
**From within the U.S. and Canada:** 1-800-790-7206  
**International:** 904-954-7850

### Information About Your Citi® Government Card Account

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**From within the U.S. and Canada:** 1-800-790-7206  
**International:** 904-954-7850



Account: XXXX-XXXX-XXXX-XXXX

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**Transactions (con't)**

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Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
08/15	08/14	5111	24614028227227000000070 5	STAPLES DIRECT 800-3333330 OH 44125 US	135.72
***** TOTAL AMOUNT OF MEMO ITEM(S):					<b>\$466.33</b>



# CITIBANK GOVERNMENT CARD SERVICES

# Account Statement

Government Card Account  
JANE CARDHOLDER



### Account Inquiries:

Toll Free: 1-(800)-790-7206  
Intl. Collect: 1-(904)-954-7850  
TDD/TTY: 1-(877)-505-7276

Account Number: XXXX-XXXX-XXXX-XXXX

### Summary of Account Activity

Total Activity \$489.37

### Not an invoice. For your records only.

Statement Closing Date 08/15/2018  
Days in Billing Period X

Send Notice of Billing Errors and Customer Service Inquiries to:  
CITIBANK, N.A., PO BOX 6125, SIOUX FALLS SD 57117-6125

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You can also update the delivery method of your account statements to receive them online only. Simply login to [citimanager.com/log in](http://citimanager.com/log in) and from the homepage, hover over the **Statement icon** on the side navigation bar and select the **Go Paperless** option.

Agency/Org ID: 1234567      Single Purchase Limit: \$7,000      Credit Limit: \$80,000  
Billing Office ID: 1234567890      Discretionary Code: SAMPLE 567XYZ      Tax Exempt#: 1234567890  
Accounting Code: GSA MASTER ACCOUNTING CODE - 150 BYTES

### Transactions

Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
***** NOTICE MEMO ITEM(S) LISTED BELOW *****					
08/15	08/13	5942	24614028227227000000088	1 BARNES & NOBLE JACKSONVILLE FL 32221 US	56.41
08/15	08/12	5942	24614028227227000000096	2 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	13.55
08/15	08/14	5941	24614028227227000000104	3 DICK'S SPORTING GOODS JACKSONVILLE FL 32221 US	265.09
08/15	08/13	5111	24614028227227000000112	4 STAPLES DIRECT 800-3333330 OH 44125 US	36.00
08/15	08/14	5942	24614028227227000000120	5 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	105.45

Memo Section	Approval Section
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CARDHOLDER SIGNATURE

APPROVING OFFICIAL SIGNATURE (Except Travel)

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION

Page 1 of 4

CITIBANK, N.A.  
PO BOX 6125  
SIOUX FALLS SD 57117-6125

Account Number XXXX-XXXX-XXXX-XXXX  
Statement Closing Date August 15, 2018

Not an invoice.  
For your records only.

JANE CARDHOLDER  
DEPARTMENT OF GSA  
ONE MAIN STREET  
GOVERNMENT BUILDING  
MAIL CODE 123  
WASHINGTON DC 20001

00000432494

## Payment Information

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Account: XXXX-XXXX-XXXX-XXXX

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**Transactions (con't)**

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Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
08/15	08/13	5965	24614028227227000000138 6	OFFICEMAX/OFFICEDEPOT 800-463-3768 KS 66111 US	12.87
*****					TOTAL AMOUNT OF MEMO ITEM(S): <b>\$489.37</b>



# CITIBANK GOVERNMENT CARD SERVICES

# Account Statement

Government Card Account  
JOHN CARDHOLDER



### Account Inquiries:

Toll Free: 1-(800)-790-7206  
Intl. Collect: 1-(904)-954-7850  
TDD/TTY: 1-(877)-505-7276

Account Number: XXXX-XXXX-XXXX-XXXX

### Summary of Account Activity

Total Activity \$612.87

### Not an invoice. For your records only.

Statement Closing Date 08/15/2018  
Days in Billing Period X

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CITIBANK, N.A., PO BOX 6125, SIOUX FALLS SD 57117-6125

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Agency/Org ID: 1234567

Single Purchase Limit: \$15,000

Credit Limit: \$80,000

Billing Office ID: 1234567890

Discretionary Code: SAMPLE 7890

Tax Exempt#: 1234567890

Accounting Code:

### Transactions

Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
***** NOTICE MEMO ITEM(S) LISTED BELOW *****					
08/15	08/14	5942	24614028227227000000146	1 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	223.76
08/15	08/12	5111	24614028227227000000153	2 STAPLES DIRECT 800-3333330 OH 44125 US	31.52
08/15	08/13	5942	24614028227227000000161	3 BARNES & NOBLE JACKSONVILLE FL 32221 US	96.75
08/15	08/14	5942	24614028227227000000179	4 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	65.28
08/15	08/14	5942	24614028227227000000187	5 BARNES & NOBLE JACKSONVILLE FL 32221 US	117.44
08/15	08/13	5942	24614028227227000000195	6 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	109.64

Memo Section

Approval Section

CARDHOLDER SIGNATURE

APPROVING OFFICIAL SIGNATURE (Except Travel)

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION

Page 1 of 4

CITIBANK, N.A.  
PO BOX 6125  
SIOUX FALLS SD 57117-6125

Account Number XXXX-XXXX-XXXX-XXXX  
Statement Closing Date August 15, 2018

Not an invoice.  
For your records only.

JOHN CARDHOLDER  
DEPARTMENT OF GSA  
ONE MAIN STREET  
GOVERNMENT BUILDING  
MAIL CODE 123  
WASHINGTON DC 20001

00000432495

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Account: XXXX-XXXX-XXXX-XXXX

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**Transactions (con't)**

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Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
08/15	08/13	5111	74614028227227000000208 7	STAPLES WASHINGTON DC 20001 US	31.52 CR
***** TOTAL AMOUNT OF MEMO ITEM(S): \$612.87					





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**Account: XXXX-XXXX-XXXX-XXXX**

Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
No activity this statement.					

**Cardholder Transactions**

**Account: XXXX-XXXX-XXXX-XXXX J J CARDHOLDER Total Activity: \$466.33**

Credits: \$0.00 Purchases/Cash Adv: \$466.33  
 Agency/Org ID: 1234567 Single Purchase Limit: \$2,500 Credit Limit: \$80,000  
 Billing Office ID: 1234567890 Discretionary Code: SAMPLE 1234 Tax Exempt#: 1234567890  
 Accounting Code: 1234567890ABCDEFGHIJ

Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
08/15	08/13	5942	24614028227227000000039	1 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	19.64
08/15	08/14	5965	24614028227227000000047	2 OFFICEMAX/OFFICEDEPOT 800-463-3768 KS 66111 US	109.25
08/15	08/14	5111	24614028227227000000054	3 STAPLES DIRECT 800-3333330 OH 44125 US	131.47
08/15	08/13	5942	24614028227227000000062	4 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	70.25
08/15	08/14	5111	24614028227227000000070	5 STAPLES DIRECT 800-3333330 OH 44125 US	135.72

**Account: XXXX-XXXX-XXXX-XXXX JANE CARDHOLDER Total Activity: \$489.37**

Credits: \$0.00 Purchases/Cash Adv: \$489.37  
 Agency/Org ID: 1234567 Single Purchase Limit: \$7,000 Credit Limit: \$80,000  
 Billing Office ID: 1234567890 Discretionary Code: SAMPLE 567XYZ Tax Exempt#: 1234567890  
 Accounting Code: GSA MASTER ACCOUNTING CODE - 150 BYTES

Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
08/15	08/13	5942	24614028227227000000088	1 BARNES & NOBLE JACKSONVILLE FL 32221 US	56.41
08/15	08/12	5942	24614028227227000000096	2 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	13.55
08/15	08/14	5941	24614028227227000000104	3 DICK'S SPORTING GOODS JACKSONVILLE FL 32221 US	265.09
08/15	08/13	5111	24614028227227000000112	4 STAPLES DIRECT 800-3333330 OH 44125 US	36.00
08/15	08/14	5942	24614028227227000000120	5 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	105.45
08/15	08/13	5965	24614028227227000000138	6 OFFICEMAX/OFFICEDEPOT 800-463-3768 KS 66111 US	12.87

**Account: XXXX-XXXX-XXXX-XXXX JOHN CARDHOLDER Total Activity: \$612.87**

Credits: \$31.52 Purchases/Cash Adv: \$644.39  
 Agency/Org ID: 1234567 Single Purchase Limit: \$15,000 Credit Limit: \$80,000  
 Billing Office ID: 1234567890 Discretionary Code: SAMPLE 7890 Tax Exempt#: 1234567890  
 Accounting Code:

Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
08/15	08/14	5942	24614028227227000000146	1 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	223.76
08/15	08/12	5111	24614028227227000000153	2 STAPLES DIRECT 800-3333330 OH 44125 US	31.52
08/15	08/13	5942	24614028227227000000161	3 BARNES & NOBLE JACKSONVILLE FL 32221 US	96.75
08/15	08/14	5942	24614028227227000000179	4 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	65.28
08/15	08/14	5942	24614028227227000000187	5 BARNES & NOBLE JACKSONVILLE FL 32221 US	117.44
08/15	08/13	5942	24614028227227000000195	6 AMAZONMKTPLACEPMTS AMZN.COM/BILLWA 98109 US	109.64
08/15	08/13	5111	74614028227227000000208	7 STAPLES WASHINGTON DC 20001 US	31.52 CR



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