CitiDirect User Guide – Department of Defense Travel

AOPC

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Treasury and Trade Solutions

citi®

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User Guide Overview

Document Scope

This CitiDirect User Guide provides detailed step-by-step instructions for CitiDirect functions used by AOPCs.

Your Access May Vary

The functions you have access to are based on your role and entitlements. You may not have entitlements for all the functions described in this User Guide.

A Note About Navigation

All step-by-step instructions in this User Guide assume you are already logged into CitiDirect.

Unless otherwise noted, the step-by-step instructions begin from the **Card Management Home** screen.

1. Getting Started

Log in Through the CitiManager Site

Overview

Use this procedure to log into CitiDirect® through the CitiManager® Site.

Key Concepts

It is possible to log into CitiDirect through the CitiManager Site.

You must have a valid CitiManager Site username and password to log in.

Step-by-Step Instructions

To Access CitiDirect through the CitiManager Site:

Step	Action
1.	Navigate to www.citimanager.com/login. *The CitiManager Site Login screen displays.*
2.	In the **Username** field, type your username.
3.	In the **Password** field, type your password.
4.	Click the **Login** button. *The Challenge Question screen displays.*
5.	In the challenge answer field, type the answer to the challenge question.
6.	Click the **Continue** button. *The CitiManager Home screen displays.*
7.	Click the **Web Tools** tab or expand the **Web Tools** section. *The list of web tools displays.*
8.	Click the **CitiDirect Card Management System** link. *The hierarchies within your span of control display.* **Note:** You may have more than one hierarchy link depending upon your account access.
9.	Click the desired hierarchy link. *The CitiDirect Card Management System Home screen opens in a new window.*

2. Inbox

Approve Application

Overview

Use this procedure to approve applications submitted online within a unit.

Key Concepts

It is possible to approve or reject applications submitted for card accounts within an hierarchy structure.

Rejected applications typically require the applicant to make corrections or modifications before the application is resubmitted.

It is important to note that AOPCs must be assigned to the hierarchy structure in order to approve an application.

Step-by-Step Instructions

To Approve an Application:

Step	Action
1.	From the **Card Management Home** screen, click the **Inbox** tab.
2.	Click the **Application Approval** sub-tab. *The Application Approval search screen displays.* **Note:** The system automatically displays a default date range. However, you can modify the date range for any applications initiated outside of the default date range. Applications submitted within the past 90 days display below the search screen in the results section.
3.	In the **start** and **end** date fields, type the required search criteria. **Note:** Depending on the program, you may search by date range or Social Security Number.
4.	Click the **Search** button. *The search results screen displays showing all applications completed within the specified time frame.*
5.	To access the application for approval, click the applicant's name. *The application information screen displays.*
6.	To approve the application, click the **accept** button that displays at the bottom of the screen. *A Citi message displays indicating any application processed after 4 p.m. Eastern Standard Time may not be processed until the next business day.*
7.	Click the **OK** button. *The Accept Application screen displays.*
8.	In the **comments** field, type any comments and click the **submit** button. *The confirmation screen displays indicating the application was submitted for processing.* **Note:** If you do not wish to enter any comments, click the **cancel** button.

Step	Action
9.	Click the **Close** button. *The search results screen displays.*
10.	To reject an application, click the **reject** button that displays at the bottom of the screen. **Note:** An **Allow to Resubmit** checkbox displays for some programs. Keep this checkbox selected if you are allowing the cardholder to resubmit the application once errors are corrected on the application.
11.	In the **comments** field, type any comments and click the **submit** button. *The confirmation screen displays indicating the application was rejected.* **Note:** Comments are required when rejecting an application. The applicant will receive an email advising that the application was rejected.

View Account or Application Status

Overview

Use this procedure to check the status of applications and accounts processed online.

Key Concepts

It is possible to check the status of applications submitted for card accounts within an hierarchy.

The status of card applications and accounts initiated online by AOPCs is displayed.

Only a list of those card applications and accounts from the hierarchy assigned to you displays.

If an account has been established for the cardholder, an account number will display in the **account number** field.

If the application has not been approved by the PA or APC, or has not yet been processed by Citi, no account number will be available.

Statuses display for three categories: **Application Status**, **Card Status** and **Plastic Status**.

Application Status

The **Application Status** displays the status of an application for which a card has not been issued.

Examples of application statuses are: **Application Initiated**, **Submitted-Awaiting Supervisor Approval**, **Submitted-Awaiting PA** or **AOPC Approval** and **Application Approved**.

Applications with an **Application Initiated** or **Submitted-Awaiting Supervisor Approval** status can be re-sent to the targeted role by clicking the resend link next to the application.

Online applications can be deleted prior to PA or AOPC approval by clicking the **delete** checkbox next to the application and then clicking the **delete selected** or **delete all** button that displays at the bottom of the screen.

Card Status

The **Card Status** displays the status of an account to which a card has been issued.

Examples of card statuses are: **Card account active status** (DoD only), **Card account inactive status** (DoD only), **Card account opened** and **Card account closed**.

Plastic Status

The **Plastic Status** displays the status of the plastic associated with the card account.

Examples of plastic statuses are: **Plastic shipped**, **Plastic activated** and **Plastic undeliverable**. Undeliverable plastics are returned due to incorrect address information on file for the card recipients.

Step-by-Step Instructions

To Check the Status of an Application or Account:

Step	Action
1.	From the **Card Management Home** screen, click the **Inbox** tab.
2.	Click the **Account Status** sub-tab. *The Card State Transition screen displays.*
3.	Type the required search criteria in the fields provided. **Note:** Depending on the program you may search by cardholder name, account number or Social Security Number.
4.	Click the **search** button. *The Search Results screen displays showing the current status of the application, card account and plastic.*
5.	Click the account number next to desired cardholder. *The Modify account screen displays for the selected account holder.* **Note:** This screen allows you to perform account maintenance on this account.
6.	Click the **cancel** button. *The Card State Transition screen displays.*
7.	Click the name next to an account number. *The card and plastic history screen displays.* **Note:** Clicking the **+** sign for **Card** provides history for when the card was opened and its current status. Clicking the **+** sign for **Plastic** provides history on when the plastic was shipped and/or activated. You are also able to view account statements and modify the account by clicking the **view statement** or **modify account** button at the bottom of the screen.
8.	Click the **close** button. *The Card State Transition screen displays.*
9.	Click the name next to an application status. *The application status screen displays.*
10.	Click the link in the status field. *The Status Notes window displays showing the application work flow along with any notes that may be attached.* **Note:** If any notes were attached to this screen, an envelope to the left of an entry displays.

Step	Action
11.	Click the **close** button. *The application status screen displays.* **Note:** To expand the application time table, click the **+** sign.
12.	Click the **application** link. *The Application View screen displays.* **Note:** All completed items by the AOPC as well as the card applicant are provided.
13.	Click the **close** button. *The search results screen displays.*
14.	To expand the application flow, click the **+** sign. *The Application Process time table displays.*
15.	Click the **close** button. *The search results screen displays.*

View Report Log

Overview

Use this procedure to access the Report Log within CitiDirect.

Key Concepts

CitiDirect reports generated using the Reports feature can be viewed from the Report Log.

It is possible do delete reports, as necessary.

Step-by-Step Instructions

To View the Report Log:

Step	Action
1.	From the **Card Management Home** screen, click the **Reporting** tab.
2.	Click the **CitiDirect Reports** sub-tab. *The CitiDirect Reports screen displays.*
3.	Select the desired report by clicking the appropriate report name link under the **name** column. *The report options screen for the selected report displays.*
4.	As necessary, complete each of the report options by clicking the desired link. *The Report Option window displays.*
5.	For each report option, type or select the required criteria and click the **OK** button. **Note:** For the **Download As** report option, select the radio button for **Compressed** or **Non Compressed**, then click the **OK** button. Selecting the **Non Compressed** option may impact the time required to download the requested report and you may experience excessive run times or time-outs. If you are unable to utilize the **Compressed** option above, you may need to request your report at the lowest possible level in the hierarchy or lessen your date range.

Step	Action
6.	Once you have finished selecting the report options, click the **submit** button. *A confirmation message window displays. The report is submitted and will display in the Report Log. Click the OK button to close the message window.*
7.	From the **Card Management Home** screen, click the **Inbox** tab.
8.	Click the **Report Log** tab. *The reports requested link displays.*
9.	To view the report, click the **Download** link. *A text box displays, indicating the report may automatically save on the computer's hard disk and/or cache. Always clear cache after viewing reports.* **Note:** If the status of the report is **In-Queue**, the report will not be available for download until the status changes to **Download.** To delete reports, select the checkbox next to the desired report(s) and click **Delete Selected**. To delete all reports stored on the Report Log, click the **Delete All** link.
10.	To open the file, click the **OK** button. *The File Download window displays.* **Note:** You can run or save the report by clicking the **Run** or **Save** button.

3. Card Management

Initiate Online Cardholder Application

Overview

Use this procedure to initiate an application for a potential cardholder within an Individual Liability card program.

Key Concepts

Initiating an Online Cardholder Application is used primarily for travel card programs where the cardholder is liable for submitting payments to Citi.

A card can be expedited to the cardholder for a fee of $20.00. Expedited cards will arrive in two to three business days.

Once the application is submitted, the applicant will receive two emails from Citi, one containing the link and instructions to access this application, and a second that contains the passcode to access this application.

Step-by-Step Instructions

To Initiate a New Cardholder Application:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **New Application** sub-tab. *The New Application screen displays.*
4.	Type the required information in the text entry boxes. **Note:** The **Cardholder Last Name**, **Cardholder First Name**, **Cardholder email**, **Hierarchy** and **Plastic Type** fields are required to complete this section.
5.	To select the hierarchy to which the card will be assigned, click the **assign** button next to the **Hierarchy** field. *The Assign Hierarchy pop-up window displays.* **Note:** An account cannot be assigned to Hierarchy Level 1.
6.	Select the desired hierarchy level from the drop-down list and click the **Next** button to proceed to the next level. **Note:** Repeat this step until you have selected the hierarchy level where the card will be assigned.
7.	Click the **assign** button. *You are returned to the New Application screen.*
8.	To have the card expedited to the cardholder, select the **Expedited Card (2 to 3 day delivery)** checkbox. *A pop-up message displays advising that there is a $20 expedited card fee that will be charged to the account.*
9.	Click the **OK** button. *You are returned to the New Application screen.*

Step	Action
10.	Click the **submit** button. *A pop-up message displays stating "Any final cardholder application submitted after 4:00 p.m. Eastern Time may not be actually processed until the next business day due to nightly batch processing."*
11.	Click the **OK** button. *A Status Note pop-up window displays.* **Note:** Enter notes or comments here, if desired.
12.	Click the **submit** button. *The confirmation screen displays.*

Post Comments

Overview

Use this procedure to post comments or view comments posted to an account.

Key Concepts

It is possible for you to post notes or comments to an account.

Comments can be viewed by all AOPCs who have access to the account within their hierarchy.

Comments entered in CitiDirect are unique to each account and can be exported to a report.

Comments entered on an account by a Citi Associate in TSYS are not visible within CitiDirect.

The number of comments already posted to an account will display in parentheses () on the **post or view comments** button.

Comments cannot exceed 255 characters per entry, including spaces.

Step-by-Step Instructions

To Post Comments:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account search screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	To view the desired account, click on the account number link. *The Modify Account screen displays for the selected account.*

Step	Action
7.	Click the **post or view comments** button. *The Post Comments pop-up window displays.*
8.	Type the desired note or comment in the text entry field. **Note:** Comments cannot exceed 255 characters, including spaces.
9.	Click the **submit** button. *A confirmation message indicating that the comment has been saved displays.*
10.	Click the **OK** button. *The Post Comments screen displays with the new comments noted by an increase in the number of comments on the view comments button.*

To View Comments:

Step	Action
1.	From the **Modify Account** screen, click the post or **view () comments** button. *The Post Comments pop-up window displays.*
2.	Click the **view comments** button. *The View Comments screen displays.* **Note:** The comment displays in the **Comment** field. To view a log of changes to a comment, click the date/time link next to the desired comment in the **Posted on** field.
3.	When finished, click the **close** button. *The Modify Account screen displays.*

To Modify Comments:

Step	Action
1.	From the **Modify Account** screen, click the **post or view () comments** button. *The Post Comments pop-up window displays.*
2.	Click the **view comments** button. *The View Comments screen displays.*
3.	In the **Modify** column, click the radio button next to the comment you wish to modify.
4.	Click the **modify comment** button. *The Modify Comment screen displays.*
5.	Type the desired changes to the comment.
6.	Click the **modify** button. **Note:** The comment displays in the **Comment** field. To view a log of changes to a comment, click the date/time link next to the desired comment in the **Posted on** field.
7.	When finished, click the **close** button.

To Delete Comments:

Step	Action
1.	From the **Modify Account** screen, click the **post or view () comments** button. *The Post Comments pop-up window displays.*
2.	Click the **view comments** button. *The View Comments screen displays.*
3.	In the **Delete** column, select the checkbox next to the comment(s) to be deleted.
4.	Click the **delete comments** button. *A pop-up message displays indicating the number of comments to be deleted.*
5.	Click the **OK** button. *The comment is removed from the View Comments pop-up window.* **Note:** To view the comment that was deleted, click the **deleted** link in the **Delete** field.
6.	When finished, click the **close** button. *The Modify Account screen displays.*

Modify Cardholder Information

Overview

Use this procedure to update cardholder information on an account.

Key Concepts

A cardholder's demographic information can be maintained in CitiDirect.

Only a cardholder's first name is a non-real-time update in the demographics section.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a previous maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-by-Step Instructions

To Update Cardholder Information:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. The search results display at the bottom of the screen.

Step	Action
6.	Click the account number that displays to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	In the demographics section, update the cardholder information, as necessary in text entry fields and drop-down lists provided. **Note:** All required fields must be completed in order to submit the modifications. Required fields are marked with an asterisk (*).
8.	Scroll to the bottom of the screen and click the **submit** button. *The confirmation screen displays.*

Close Account

Overview

Use this procedure to close an account.

Key Concepts

An account can be closed using one of the following closure reasons.

- **B9-Closed — Deceased:** Cardholder has passed away
- **T1-Closed — Term:** Cardholder is no longer employed with your agency
- **V9-Closed — Agency:** Used for all other closure reasons

An account closed using the **V9** closure reason can be reopened in CitiDirect within 18 months of being closed. Accounts closed with a **B9** or **T1** closure reason must be reopened by Citi.

An account closed for 18 months with a zero (0) balance will be purged from the account hierarchy. The cardholder will have to reapply in order to receive a new account.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a previous maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-by-Step Instructions

To Close an Account:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number link to the left of the desired cardholder. T*he Modify Account screen for the selected account or cardholder displays.*

Step	Action
7.	In the demographics section, select the desired closure reason from the **Account Status** drop-down list. • **B9 – Closed Deceased** • **T1 – Closed Term** • **V9 – Closed Agency** **Note:** An account closed using the **V9** closure reason can be reopened in CitiDirect within 18 months of being closed. Accounts closed using a **B9** or **T1** closure reason must be reopened by Citi.
8.	Scroll to the bottom of the screen and click the **submit** button. *A pop-up message displays advising that if the card is lost or stolen, to contact Citi as opposed to closing an account using this function.* **Note:** All required fields must be completed in order to submit this function. Required fields are marked with an asterisk (*).
9.	Click **OK** to proceed with the closure. *The confirmation screen displays.*

View Paper Free Statement Detail

Overview

Use this procedure to determine when a cardholder accepted or declined the ability to receive paper free statements online.

Key Concepts

During the online application process, cardholders will be asked if they prefer to receive paper or paper free (online) statements. Based upon their selection, an APC can view and print the details of when the cardholder accepted or declined online statements.

If a cardholder declines paper free statements, a decline reason is required.

A cardholder can opt-in to receive paper free statements if initially declined during the application process by choosing the Go Paperless option in the CitiManager Site.

Step-by-Step Instructions

To View Paper Free Statement Detail:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.

Step	Action
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number link to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	In the **demographics** section, click the **detail** button next to the **Paper Free Statements** field. *The Paper free log window displays one of the following statuses:* • **Accepted** • **Declined** • **<Blank>** **Note:** The **Date/Time**, **Status** and **Decline Reason** fields display the current status.
8.	To print the **Paper Free Statements** detail, click the **print** button, or click the **close** button to exit. *The Modify Account screen displays.*

Activate/Deactivate Account Using Text Entry Fields

Overview

Use this procedure to manually activate/deactivate an account.

Key Concepts

If today's date is used as the **Active Start Date** or the **Active End Date**, then the account will activate or deactivate in real time once submitted.

If a future date is used as the **Active Start Date** or the **Active End Date**, then the account will activate or deactivate at midnight Eastern Standard Time on the selected day.

The maximum **Active End Date** that can be set on the account is November 29, 2018, which is the final day of the current SmartPay2 contract.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-by-Step Instructions

To Manually Activate/Deactivate an Account:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals, starts with, ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.

Step	Action
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number link to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	Scroll down to the **controls** section and check the text that displays in the **Active Status** field. If the **Active Status** is **Deactive**, type the date to activate the account in the **Active Start Date** field and type the date to deactivate the account in the **Active End Date** field. If the **Active Status** is **Active** and you choose to deactivate the account, type the date the account will deactivate in the **Active End Date** field. **Note:** If the account is to remain active for the life of the contract, type 11/19/2018 as the **Active End Date**.
8.	Scroll to the bottom of the screen and click the **submit** button. **Note:** All required fields must be completed in order to submit the activation/deactivation. Required fields are marked with an asterisk (*).
9.	Click the **OK** button. *The confirmation screen displays.*

Activate/Deactivate Account in Real Time

Overview

Use this procedure to activate/deactivate an account in real time.

Key Concepts

Once the activate or deactivate button is clicked, maintenance will occur in real time.

If the account is activated in real time, the **Active Start Date** field will display the date the maintenance was performed. The Active End Date field will display as November 29, 2018, which is the final day of the current SmartPay2 contract.

If the account is deactivated in real time, the **Active Start Date** field and **Active End Date** field will not be populated.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-By-Step Instructions

To Activate/Deactivate an Account:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*

Step	Action
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number link to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	Scroll to the bottom of the screen to view the available button options. Locate the button labeled **activate now** or **deactivate now**. If the button is labeled **activate now**, go to Step 8. If the button is labeled **deactivate now**, go to Step 10.
8.	To activate the account, click the **activate now** button. *A pop-up message displays asking "Are you sure you want to Activate the account?"* **Note:** All required fields must be completed in order to submit the activation. Required fields are marked with an asterisk (*).
9.	Click **OK** to proceed with the activation. *The confirmation screen displays.*
10.	To deactivate the account, click the **deactivate now** button. *A pop-up message displays asking "Are you sure you want to Deactivate the account?"* **Note:** All required fields must be completed in order to submit the deactivation. Required fields are marked with an asterisk (*).
11.	Click **OK** to proceed with the deactivation. *The confirmation screen displays.*

Assign Mission Critical Status

Overview

Use this procedure to place an account in Mission Critical status.

Key Concepts

Mission Critical travel is defined as travel by Government personnel under competent orders who experience mission-related circumstances that may prohibit the prompt payment of the outstanding travel card balance.

The account can be placed in Mission Critical for at least one of the following reasons:

• The account holder will be engaged in an activity in a remote location and cannot file an interim voucher.
• Cardholders who through no fault of their own cannot pay the bill.
• The account holder is in an area where pay activity is not available – they are not able to file an interim voucher and mailing an interim voucher is unfeasible due to operational limitations.
• The account holder cannot file an interim voucher due to the nature of the mission (cannot be identified as a Government employee).

An account cannot be in a deactive status when placing it in Mission Critical status.

AOPCs Hierarchy Level 4–7 can place account in Mission Critical status for up to 120 days in CitiDirect. Requests that extend past 120 days must be made by Hierarchy Level 3 CPM.

Once Mission Critical expires on an account, the cardholder has 60 days to pay the outstanding balance before adverse actions are taken against the account.

Mission Critical is a non-real-time function. Once completed, this process will take effect on the next business day.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-by-Step Instructions

To Place an Account in Mission Critical Status:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number link to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	Scroll to the **controls** section. In the **Mission Critical Start Date** field, type the date the account will enter Mission Critical status.
8.	In the **Mission Critical End Date** field, type the date the Mission Critical status will expire.
9.	Click the **submit** button at the bottom of the screen. *A pop-up message displays advising "The mission critical would take effect the night of the mission critical start date."* **Note:** All required fields must be completed in order to submit mission critical status. Required fields are marked with an asterisk (*).
10.	Click the **OK** button. *The confirmation screen displays.*

Modify Temporary Credit Limit, Cash Limit and Spend Controls

Overview

Use this procedure to temporarily change credit limits, cash limits and spend controls on an account.

Key Concepts

Based on your company's entitlements, you may or may not have the ability to perform a permanent credit limit, cash limit or spend control change on an account. A grayed field indicates that maintenance is not available on that field.

Follow your company's guidelines to determine the limit increase authority and timelines assigned to your role.

Temporary limit increases can be performed using this function.

Temporary limits cannot be set to revert on a Saturday or Sunday.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a previous maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-by-Step Instructions

To Update Credit and Cash Limits:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	To perform a temporary change in spend controls, scroll to the controls section. Click the **set temporary limit** or **set expiration date** button. *The set temporary limit or set expiration date pop-up window displays.* **Note:** Available spend control fields are **Cycle/Credit Limit $, Single Transaction Dollar Limits $, Number of Transactions per Cycle, Number of Transactions per Day** and **Cash Advance.** Based on your company's entitlements, you may see some or all of these options.
8.	Type the required information in the text entry fields. Required fields are marked with an asterisk (*). **Note:** If today's date is used as the start date, the action will be processed real time. The account will revert back to the original limit at midnight Eastern Standard Time of the end date.

Step	Action
9.	Click the **OK** button. *The temporary limit will display with the effective dates next to the selected field.*
10.	Scroll to the bottom of the screen and click the **submit** button. *The confirmation screen displays.* **Note:** All required fields must be completed in order to submit the changes. Required fields are marked with an asterisk (*).

Request Replacement Card

Overview

Use this procedure to request a replacement for an account.

Key Concepts

Replacement cards are typically ordered if the card becomes inoperable prior to the card expiration.

Once a replacement card has been activated, the original card can no longer be used.

Do not order a replacement card if the card is lost, stolen or if you suspect fraudulent activity on the card. In these cases, contact Citi to report the card lost or stolen. Citi will close the old account and issue a new card with a new account number.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a previous maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-by-Step Instructions

To Order a Replacement Card:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **end with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number link to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	Scroll to the bottom of the screen and click the **request replacement card** button. *The Request Replacement Card pop-up window displays.*

Step	Action
8.	Type the required information in the text entry fields provided. **Note:** All required fields must be completed in order to submit the request for a replacement card. Required fields are marked with an asterisk (*).
9.	Click the **OK** button. *The confirmation screen displays.* **Note:** All required fields must be completed in order to submit this change. Required fields are marked with an asterisk (*).

Modify Account – View Statement

Overview

Use this procedure to view statements for an account.

Key Concepts

Statements for an account can be viewed for the previous 36 months.

Statements are generated based on the billing cycle.

Statements will be available to view in CitiDirect 24 to 48 hours after the billing date has been reached.

Step-by-Step Instructions

To View Account Statements:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **end with** and **contains**. The **contains** qualifier can act as a wildcard filter. If nothing is entered in the search option fields, all records will be retrieved.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the **account number** to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	Scroll to the bottom of the screen and then click the **view statement** button. *The Inquiry-Statement-Look up Statement screen displays.* **Note:** The most recent 36 months of statements will display.
8.	Click the account number for the desired statement cycle. *Transactions for the selected statement display.*
9.	Click the **close** button to return to the statement search results. *The Look up Statements screen displays.*

Modify Account – View Declined Transactions

Overview

Use this procedure to view declines for an account.

Key Concepts

Declined transactions can be viewed as far back as ten days.

Declined transactions from the current day can be viewed in real time.

Step-by-Step Instructions

To View Declined Transactions:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **end with** and **contains**. The **contains** qualifier can act as a wildcard filter. If nothing is entered in the search option fields, all records will be retrieved.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number link to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	Scroll to the bottom of the screen and click the **view authorization** button. *The Declined Authorization Search screen displays all of the declines that match your search criteria.* **Note:** The last ten days of declines display. If no declines occurred within the last ten days, then no results display.
8.	If desired, you may modify the **Date** field which defaults to a date ten days prior to today's date. **Note:** The **Date** field is a required field. The **Date To** field cannot be modified. The date range must be within a span of ten days.
9.	If you modified the date range, click the **search** button. *The system displays all of the declines that match the date range entered.*
10.	To view the declined/referred reason codes, click the **Declined** link for the desired transaction. *The Authorization – Declined Reasons window displays the reason codes along with the respective action.*
11.	When you are finished viewing the reason codes, click the **close** button.
12.	When you are finished viewing declines, click the **cancel** button. *The Modify Account screen displays.*

Modify Account – View Maintenance Log

Overview

Use this procedure to view the Maintenance Log which displays maintenance performed on accounts.

Key Concepts

The Maintenance Log allows you to search and view the maintenance details on accounts using a date range search no greater than 182 days. If this range is exceeded, the system displays a message and prompts you to modify the date range search.

AOPCs can only view the maintenance performed on accounts that are within their span of control.

You can view maintenance performed on accounts such as:

- Account Allocation
- Account Status
- Agent Number
- Billing Office Code/Corp ID
- Business Phone
- Cash Advance Limit %
- Convenience Check Indicator
- Credit Limit
- Department/Employing Unit
- Discretionary Code 2/Employee ID
- Discretionary Code 3
- Discretionary Code 1
- Email Address
- Expiration Date-Cash Advance
- Fax Number
- First Name
- Last Name
- Hierarchy
- Maintenance Restriction Indicator
- MCC Group(s)
- New Application
- Number of Transactions per Cycle
- Number of Transaction per Day
- Replacement Card
- Revert Cash Advance to
- Revert Single Transaction Dollar Limit to $
- Single Transaction Dollar Limit
- Social Security Number
- Statement Billing Address Line 1
- Statement Billing Address Line 2
- Statement Billing City
- Statement Billing State
- Statement Billing Zip
- Temporary Single Transaction Dollar Limit $
- Temporary Single Transaction Dollar Limit End Date
- Temporary Single Transaction Dollar Limit Start Date

- Temporary Credit Limit $
- Temporary Credit Limit End Date
- Temporary Credit Limit Start Date
- Temporary Credit Revert Limit
- Verification Limit

Step-by-Step Instructions

To Search for and View the Maintenance Log:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter. If nothing is entered in the search option fields, all records will be retrieved.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number link to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	Scroll to the bottom of the screen and click the **view maintenance log** button. *The Maintenance Log screen displays the past 30 days of maintenance activity for the account.*
8.	To view additional information for each item listed, click the **Chg Field** link. *The Maintenance Log details screen displays.* **Note:** This screen displays the **account number**, **date/time**, **requestor**, **name of field changed**, **original field value** and **new field value**.
9.	When you are finished viewing the Maintenance Log details, click the **OK** button. *The Maintenance Log screen displays.*

View Points of Contact

Overview

Use this procedure to view Points of Contact (POC) in your hierarchy.

Key Concepts

By default, CitiDirect displays the business unit number, business unit name and business unit contact detail in the **Manage Contacts** header.

You can view updates to POC information across business units within your span of control and view the Hierarchy Contacts Maintenance Log.

The Hierarchy Contacts Maintenance Log allows you to search for and view the maintenance details of POC information using a date range search that is no greater than 182 days. If this range is exceeded, the system displays a message and prompts you to modify the date range search.

Step-by-Step Instructions

To Search for and View Users in Unit:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account search screen displays.*
4.	Search for an account or cardholder using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals, starts with, ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	When you are finished entering your search criteria, click the **search** button. *The results display at the bottom of the screen based on the search criteria entered.*
6.	Click the account number link to the left of the desired cardholder. *The Modify Account screen for the cardholder displays.*
7.	To view the POC information, scroll to the bottom of the screen and click the **view contacts** button. *The Manage Contacts window opens.*
8.	To view the POC details, from the **Contacts in unit** section, click the **+** sign next to the desired POC. *The POC details display.*
9.	To view the change history for the POC (Point of Contacts Maintenance Log), click the **history** link from the **history** column. *The View History window opens and displays the change history for the POC selected and identifies which field was changed, the date it was changed and by whom.*

Perform Bulk Account Maintenance

Overview

Use this procedure to perform maintenance on multiple accounts simultaneously.

Key Concepts

A maximum of 3,000 accounts can be selected for each bulk account maintenance request.

If fewer than 100 accounts are selected, then the maintenance is performed immediately.

If more than 100 accounts are selected, additional processing time is required.

Lost/Stolen accounts and accounts with a processing pending request will not be included in bulk account maintenance updates.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a previous maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-by-Step Instructions

To Perform Bulk Maintenance on Accounts:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Bulk Maintenance** sub-tab. *The Bulk Account Maintenance screen displays.*
4.	Select the appropriate business unit checkbox for the business unit of the accounts to be maintained. **Note:** If the business unit displays as a link, clicking the link will show additional business units that fall under the span of control of the parent business unit.
5.	Click the **exclude accounts** button. *The search results display at the bottom of the screen for all eligible accounts in the business unit.*
6.	To select all accounts in the business unit for maintenance, click the account number checkbox at the top of the list of account numbers.
7.	To select individual accounts for maintenance, deselect the account number checkbox at the top of the list of account numbers. Select the accounts individually by selecting the checkbox next to the account number.
8.	Click the **continue** button at the bottom of the screen. *The Bulk Account Maintenance screen displays.*
9.	Click the checkbox next to the desired action(s). *The selected fields become active to update.*
10.	Update the selected fields with the required criteria.
11.	Click the **submit** button. *A pop-up message displays asking "Are you sure you want to perform bulk account maintenance on the selected number of accounts?"*
12.	Click the **OK** button. *The confirmation screen displays.*

Perform Bulk Account Maintenance Using the Upload Form

Overview

Use this procedure to perform maintenance on multiple accounts simultaneously using the Bulk Account Maintenance Upload form.

Key Concepts

A maximum of 3,000 accounts can be selected for each bulk account maintenance request using the online Bulk Account Maintenance function in CitiDirect. The Bulk Account Maintenance Upload form allows maintenance for more than 3,000 accounts.

Lost/Stolen accounts and accounts with a processing pending request will not be included in bulk account maintenance updates.

If more than one form will be uploaded, include a sequence number and date in the **Sequence Number** and **Date** fields to indicate the order the form is to be processed in relation to additional bulk maintenance forms being uploaded by you.

The form must be saved as an .xls file.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a previous maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-by-Step Instructions

To Perform Bulk Maintenance on Accounts Using the Upload Form:

Step	Action
1.	From the **Card Management Home** screen, click the **Assistance** tab.
2.	Click the **Guides** sub-tab. *The Guides screen displays.*
3.	Click the **CitiDirect Bulk Account Maintenance Template** link. *The File Download pop-up window displays for the Bulk_Account_Maintenance_Excel_Template.xlt.*
4.	Click the **Open** button. *The Bulk Account Maintenance Template loads in Excel.* **Note:** The **File Header** tab provides instruction on how to use the Bulk Account Maintenance template.
5.	Complete the required fields under the **Account Detail** tab using the instructions provided on the **File Header** tab. **Note:** If more than one form will be uploaded, include a sequence number and date in the **Sequence Number** and **Date** fields to indicate the order the form is to be processed in relation to additional bulk maintenance forms being uploaded by you.
6.	Once the form is completed, save the form to a file location on your computer.
7.	From the **Card Management Home** screen, click the **Card Management** tab.
8.	Click the **Account Management** sub-tab.
9.	Click the **Bulk Maintenance-Upload** sub-tab. *The Bulk Account Maintenance-upload screen displays.*
10.	Click on the **Browse** button. *The Choose File to Upload pop-up window displays.*
11.	Navigate to the file location of the saved Bulk Account Maintenance Upload form and select the file.
12.	Click the **Open** button. *The file location and name displays in the File name text field.*
13.	Click the **upload** button. *A pop-up message displays confirming that the file has uploaded successfully.*
14.	Click the **OK** button. *The Bulk Account Maintenance-upload screen displays listing the forms that have been uploaded.*

Step	Action
15.	To delete an uploaded form, click the **Delete** link to the right of the form. **Note:** Only a file with an **Uploaded** status can be deleted.

View Account (View Only)

Overview

Use this procedure to view cardholder accounts within one's span of control or assigned hierarchy unit(s).

Key Concepts

This is a view-only feature within CitiDirect that allows you to view account demographic, control and financial information. To modify an account, use the Modify Account procedure.

AOPCs must be assigned to the hierarchy structure in order to view cardholder account details.

Step-by-Step Instructions

To View Card Accounts:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **View Account** sub-tab. *The View Account search screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **end with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	To view the desired account, click the account number link *The cardholder's account information screen displays.* **Note:** To view an account statement, click the **view statement** button. To view pending authorizations or declines, click the **view authorization** button. To return to your search results, click the **cancel** button.

Transfer Single Account

Overview

Use this procedure to transfer (pull) a cardholder account into your hierarchy.

Key Concepts

AOPCs can transfer accounts into their hierarchy by either:

• Cardholder Account Number
• Cardholder Social Security Number

When a transfer is initiated, the gaining AOPC can view the primary point of contact details from the losing hierarchy including the name, email address and phone number.

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This information is pulled from the **Business Unit Contact Details (Primary contact)** section of the **Manage Contacts** screen within CitiDirect. If no primary point of contact details display, the losing unit did not enter this information on the **Manage Contacts** screen.

Once the transfer is complete, the AOPCs in the losing unit will receive an email advising that the account was transferred from their hierarchy.

When an account is transferred within an hierarchy with the same billing date, the account will be visible to the gaining unit on the next business day.

When an account is transferred from an hierarchy with a different billing date, the account will be visible to the gaining unit one day following the close of the losing unit's billing cycle.

For a newly created business unit, Citi must transfer at least one account into the unit before an account can be transferred using this function.

Step-by-Step Instructions

To Transfer An Account:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Transfer Account** sub-tab. *The Transfer Account screen displays.*
4.	Type in either the card account number or the Social Security Number in the text fields provided. **Note:** This feature is available if the agency/organization has it enabled. You must enter 16-digit card account number for the account number or the nine-digit Social Security Number. To cancel a pending account transfer, click the **cancel** button.
5.	Click the **transfer** button. *The Transfer Account screen displays the available hierarchy levels.* **Note:** When transferring an account, the primary contact details from the losing hierarchy display at the bottom of the screen. The primary contact details for the losing hierarchy only display at the time of transfer. This information is pulled from the **Business Unit Contact Details (Primary contact)** section of the **Manage Contacts** screen within CitiDirect. If no primary point of contact details display, the losing unit did not enter this information on the **Manage Contacts** screen.
6.	To select the hierarchy to which the card will be assigned, click the **select** button. *The Assign Hierarchy pop-up window displays.* **Note:** An account cannot be assigned to Hierarchy Level 1.
7.	Select the desired hierarchy level from the drop-down list and click the **Next** button to proceed to the next level. **Note:** Repeat this step until you have selected the hierarchy level where the card will be assigned.
8.	Once the desired hierarchy is displayed, click the **select** button. *The Transfer Account screen displays.*
9.	Click the **submit** button to initiate the account transfer. *Account transfer submission confirmation message displays.*

Step	Action
10.	Click the **OK** button.
	The Transfer Account screen displays.
	Note: When an account is transferred within an hierarchy with the same billing date, the account will be visible to the gaining unit on the next business day.
	When an account is transferred from an hierarchy with a different billing date, the account will be visible to the gaining unit one day following the close of the losing unit's billing cycle.

Transfer Multiple Accounts – Bulk

Overview

Use this procedure to transfer/pull multiple cardholder accounts into your hierarchy.

Key Concepts

CitiDirect allows you to pull accounts into your hierarchy. Utilizing the bulk account transfer is an efficient way to transfer multiple accounts. The bulk account transfer function allows you to transfer a maximum of 100 accounts for each transfer.

AOPCs can transfer accounts into their hierarchy by either:

• Cardholder Account Number
• Cardholder Social Security Number

When a transfer is initiated, the gaining AOPC can view the primary point of contact details from the losing hierarchy including the name, email address and phone number. This information is pulled from the **Business Unit Contact Details (Primary contact)** section of the **Manage Contacts** screen within CitiDirect. If no primary point of contact details display, the losing unit did not enter this information on the **Manage Contacts** screen.

Once the transfer is complete, the AOPCs in the losing unit will receive an email advising that the account was transferred from their hierarchy.

When an account is transferred within an hierarchy with the same billing date, the account will be visible to the gaining unit on the next business day.

When an account is transferred from an hierarchy with a different billing date, the account will be visible to the gaining unit one day following the close of the losing unit's billing cycle.

For a newly created business unit, Citi must transfer at least one account into the unit before an account can be transferred using this function.

Step-by-Step Instructions

To Transfer Multiple Accounts:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Transfer Account** sub-tab.
	The Transfer Account screen displays.
4.	Click the **here** link to perform a bulk account transfer.
	The Bulk Account Transfer screen displays.
	Note: A maximum of 100 accounts can be selected for each transfer.

Step	Action
5.	Type either the card account number or the Social Security Number in the text fields provided and click the **add to list** button. *The list of selected accounts to be transferred displays at the bottom of the screen.* **Note:** Repeat this step until all desired accounts have been selected. **Note:** When transferring an account, the primary contact details from the losing hierarchy display at the bottom of the screen in the **List of Accounts to be Transferred** section. The primary contact details for the losing hierarchy only display at the time of transfer. This information is pulled from the **Business Unit Contact Details (Primary contact)** section of the **Manage Contacts** screen within CitiDirect. If no primary point of contact details display, the losing unit did not enter this information on the **Manage Contacts** screen.
6.	To select the hierarchy to which the card will be assigned, click the **assign** button next to the **Hierarchy** field. *The Assign Hierarchy pop-up window displays.* **Note:** An account cannot be assigned to Hierarchy Level 1.
7.	Select the desired hierarchy level from the drop-down list and click the **Next** button to proceed to the next level. **Note:** Repeat this step until you have selected the hierarchy level where the card will be assigned.
8.	Click the **assign** button. *You are returned to the Transfer Account screen.*
9.	To initiate the account transfer, click the **transfer** button. *Account transfer submission confirmation message displays.*
10.	Click the **close** link. *The Transfer Account screen displays.* **Note:** The bulk account transfer message states that the accounts have been submitted for hierarchy transfer and to refer to the maintenance log for the bulk account transfer status. When an account is transferred within an hierarchy with the same billing date, the account will be visible to the gaining unit on the next business day. When an account is transferred from an hierarchy with a different billing date, the account will be visible to the gaining unit one day following the close of the losing unit's billing cycle.

Create New Merchant Category Code Group

Overview

Use this procedure to create a new Merchant Category Code Group (MCCG).

Key Concepts

You are only able to create a new MCCG if your agency/organization has MCCG Management feature enabled for you.

The **MCCG Management — New MCCG** screen is used to:

• Create a new MCCG request.
• View the existing MCCG requests.
• Create a copy of selected MCCG requests made in CitiDirect.

The **MCCG Name** field can accommodate up to five characters. The numbers displayed in the name field are used to identify this MCCG as belonging to your specific organization and are not part of the MCCG name.

When assigning an MCCG, you only need to identify the MCCG using the name you have assigned.

Step-by-Step Instructions

To Create a New MCCG:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **MCCG Management** sub-tab.
3.	Click the **New MCCG** tab. *The New MCCG screen displays.*
4.	To view the details of a particular MCCG, click the link of a MCCG name in the **MCCG name** column. *The pop-up window displays showing the details of the selected MCCG.* **Note:** Clicking the MCCG name link will display all MCCs assigned to this group.
5.	To create a new MCCG from a copy of the selected MCCG, click the **create a copy of this MCCG** button. *The Create MCC Group pop-up window displays.*
6.	In the **Group Name** field, type the name of the new MCCG.
7.	In the **Contact Phone** field, type the contact phone number.
8.	To determine if the MCCs in this group will be included or excluded from authorizations, click the **Include** or **Exclude** radio button. **Note:** Selecting **Include** will open all MCCs in this group to authorization if funds are available on the account. Selecting **Exclude** will close all MCCs in this group from authorization.
9.	The MCCs for the original MCCG are selected on the screen. Select any additional MCCs to add to the new MCCG.
10.	Click the **Create** button. *A pop-up message displays indicating that your MCCG create request has been logged for processing.*

Step	Action
11.	Click the **OK** button.
	The New MCCG screen displays with the newly created MCCG at the top of the screen.
	Note: Newly created MCCGs will be available to assign to cardholder accounts within 24 hours of being created.
12.	To create a new MCCG, from the **New MCCG** screen, click the **create MCCG** button at the bottom of the screen.
	The Create MCC Group pop-up window displays.
13.	In the **Group Name** field, type the name of the new MCCG.
14.	In the **Contact Phone** field, type the contact phone number.
15.	To indicate if the MCCs in this group will be included or excluded from authorizations, click the **Include** or **Exclude** radio button.
	Note: Selecting **Include** will open all MCCs in this group to authorization if funds are available on the account. Selecting **Exclude** will close all MCCs in this group from authorization.
16.	Select the checkbox next to the MCCs to be included in this group.
17.	Click the **create** button.
	A pop-up message displays indicating that your MCCG create request has been logged for processing.
18.	Click the **OK** button.
	The New MCCG screen displays with the newly created MCCG at the top of the screen.
	Note: Newly created MCCGs will be available to assign to cardholder accounts within 24 hours of being created.

Add or Delete Merchant Category Code Groups

Overview

Use this procedure to add or delete Merchant Category Code Groups (MCCG) on accounts.

Key Concepts

When a merchant accepts Visa or MasterCard as a method of payment, a four-digit code called a merchant category code is assigned to the merchant. This code identifies the type of product or service the merchant provides.

Merchant category codes are grouped by similar merchants or by anticipated business needs. They are attached to accounts to control where the card can be used.

MCCGs attached or deleted on accounts are effective in real time.

A list of MCCGs available to your company is located in this tool and can be accessed by clicking **Card Management > MCCG Management > New MCCG.**

MCCG actions are as follows:

- **Include** — Merchant is approved for use.
- **Exclude** — Merchant is not approved for use.
- **Divert** — Transaction from this merchant should be diverted to a different account.
- **Default** — This MCC group is set as the default group for this account.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) symbol indicate a previous maintenance request has been submitted but not yet processed. Fields with no symbol are updated in real time.

Step-by-Step Instructions

To Add an MCCG:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **Account Management** sub-tab.
3.	Click the **Modify Account** sub-tab. *The Modify Account screen displays.*
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **end with** and **contains**. The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	Click the account number to the left of the desired cardholder. *The Modify Account screen for the selected account or cardholder displays.*
7.	Scroll to the controls section and click the **add/modify** button in the **MCC Groups** field. *The Modify MCC Groups pop-up window displays with the current MCCGs that are attached to the account.*
8.	To attach an additional MCCG to the account, click the **add** button. *The Add Group Name pop-up window displays.* **Note:** All required fields must be completed in order to submit the addition. Required fields are marked with an asterisk (*).
9.	Type the Citi-owned MCCG in the **Group Name** field or the Custom MCCG in the **Group Name (prefixed with agency code)** field. **Note:** Citi-owned MCCGs begin with letters, for example, CCSA1. Custom or client MCCGs begin with the company's agency code, for example, 06600CCSA1.
10.	To view a list of valid MCCs for the MCC Group selected, click the **view MCC** button next to the **Group Name** field. *A MCC pop-up box displays with the MCCs for the selected group.*
11.	Click the **close** button. *The MCC pop-up window closes.*

Step	Action
12.	From the **Action** drop-down list, select the desired action. *A list displays showing the available MCCG actions.* **Note:** Available actions are as follows: **Include**, **Exclude**, **Divert** and **Default**.
13.	Type any additional account spend controls in the text entry fields provided. **Note:** Available text entry fields are ***Diversion Account** (only if Divert is the action selected), **End Date**, **Cycle limit $**, **Cycle Volume Limit**, **Daily Limit $**, **Daily Volume Limit** and **Single Purchase Limit $**.
14.	Click the **OK** button. *The selected MCCG is populated in the Modify MCC Groups pop-up window.*
15.	Click the **OK** button. *The added MCC Group displays in the MCC Group(s) text field.*
16.	Click the **submit** button. *The confirmation screen displays.* **Note:** All required fields must be completed in order to submit this change. Required fields are marked with an asterisk (*).

To Delete an MCCG:

Step	Action
1.	From the **Modify Account** screen, scroll to the controls section and then click the **add/modify** button next to the **MCC Group(s)** field. *The Modify MCC Groups pop-up window displays with the current MCCGs that are attached to the account.*
2.	Scroll to the controls section and then click the **add/modify** button in the **MCC Group(s)** field. *The Modify MCC Groups pop-up window displays with the current MCC Groups that are attached to the account.*
3.	Click the radio button next to the MCC Group to be deleted from the account.
4.	Click the **delete** button. *The MCC Group is deleted from the Modify MCC Groups pop-up window.*
5.	Click the **OK** button. *The MCC Group is removed from the MCC Group(s) field.*
6.	Click the **submit** button. *The confirmation screen displays.* **Note:** All required fields must be completed in order to submit the deletion. Required fields are marked with an asterisk (*).

Modify Existing Merchant Category Code Group

Overview

Use this procedure to modify an existing Merchant Category Code Group (MCCG).

Key Concepts

When modifying or assigning an MCCG, you only need to identify the MCCG using the name you have assigned.

The MCCG name field can accommodate up to five characters. The numbers displayed in the name field are used to identify this MCCG as belonging to your specific organization and are not part of the MCCG name.

When assigning an MCCG, you only need to identify the MCCG using the name you have assigned.

Step-by-Step Instructions

To Modify an Existing MCCG:

Step	Action
1.	From the **Card Management Home** screen, click the **Card Management** tab.
2.	Click the **MCCG Management** tab.
3.	Click the **Modify MCCG** sub-tab. *The Modify MCCG screen displays.*
4.	In the **Group Name** field, type a valid **MCCG** name.
5.	Click the **search** button. *The search results display at the bottom of the screen.*
6.	In the **MCCG name** column, click the link of the MCCG *A pop-up window displays showing the details of the selected MCCG.*
7.	In the **Contact Phone** field, type a **Contact Phone** number for the MCCG.
8.	Choose the desired MCCs by selecting the checkbox next to the ones to be included in the MCCG. **Note:** At least one MCC must be selected.
9.	Click the **submit** button. *A pop-up message displays a message confirming processing.*
10.	Click the **OK** button. *The MCCG View screen displays.*
11.	To close the window, click the **Close** button.

4. Hierarchy

Create New Hierarchy Sub-unit

Overview

Use this procedure to create a sub-unit in the hierarchy.

Key Concepts

New units can only be created at or below an existing level. For example, if Levels 1, 2 and 3 exist, a new unit at Level 5 cannot be created unless you first create a unit at Level 4.

A new unit must be created and processed before you can create any sub-units under it.

This function is not in real time. Once the unit is created, Citi will review the request and create, if approved.

Step-by-Step Instructions

To Create an hierarchy Sub-unit:

Step	Action
1.	From the **Card Management Home** screen, click the **Hierarchy** tab.
2.	Click the **View** sub-tab. *The Hierarchy-View screen displays.*
3.	Click the **create sub-unit** button. *The Business Unit Contact pop-up window displays.*
4.	Type or select the required information in the text entry fields and drop-down lists provided. Required fields are marked with an asterisk (*).
5.	Click the **Submit** button. *A confirmation screen displays.* **Note:** The request for a new sub-unit is submitted to Citi for approval and processing. Contact your CAS Manager to check on the status of the request.

View Accounts in Hierarchy

Overview

Use this procedure to view accounts that are in your hierarchy.

Key Concepts

CitiDirect displays records for accounts assigned for the selected business unit.

If an AOPC has sub-units with accounts that fall below the default business unit, clicking on the link for your default business unit will display a listing of your sub-units.

Step-by-Step Instructions

To View Accounts in Your Hierarchy:

Step	Action
1.	From the **Card Management Home** screen, click the **Hierarchy** tab.
2.	Click the **View** sub-tab. *The Hierarchy View screen displays.* **Note:** Your default hierarchy business unit displays. If the business unit name displays as static text, then all of the accounts within your span of control are within your default business unit. If the business unit name displays as a link, clicking on the link will display a listing of your sub-units where accounts are located.
3.	Click the radio button next to the desired business unit.
4.	Click the **view accounts** button. *The View Accounts pop-up window displays the accounts within the selected business unit.* **Note:** You can narrow your search by using the search by criteria located at the top of the window. The **%** sign acts as a wildcard filter. The **Account Number**, **Employee ID** and **SSN** fields do not allow a wildcard search.
5.	Click the radio button next to the selected account.
6.	To modify an account, click the **modify** button. *The modify account screen displays.*
7.	To view a statement, click the **view statement** button. *The Lookup Statement screen displays for the selected account.*

Add New Point of Contact

Overview

Use this procedure to add a new Point of Contact (POC) to your hierarchy.

Key Concepts

Adding a POC automatically creates a customer service record for the POC. This ensures that Citi is able to provide account information to the POC when customer service is called.

There is no limit to the number of POCs assigned to an hierarchy unit.

In order to grant the new POC access to CitiManager and CitiDirect, the **Create login** checkbox must remain selected upon submission of the entry.

You can also designate a POC as the Primary POC and add multiple hierarchies to the POC's span of control.

If you are granting access to an existing CitiManager user, and wish to have this business unit linked to their CitiManager username, the POC's email, zip and business phone must match exactly as it is listed in their CitiManager user profile.

If you are adding an additional hierarchy level to an existing user, the POC's email, zip and business phone must match exactly as it is listed in their CitiManager user profile.

Step-by-Step Instructions

To Add a New Contact:

Step	Action
1.	From the **Card Management Home** screen, click the **Hierarchy** tab.
2.	Click the **View** sub-tab. *The Hierarchy-View screen displays.* **Note:** If the default business unit name displays as static text, then all of your contacts fall within your default business unit. If the business unit name displays as a link, clicking on the link will display a listing of your sub-units where contacts are located.
3.	Click the radio button next to the desired business unit.
4.	Click the **manage contacts** button. *The Manage Contacts pop-up window displays.*
5.	To add a new POC's information, click the **add new contact** button. *The Add New Contact pop-up window displays.*
6.	Type or select the required information in the text entry fields and drop-down lists provided. Required fields are marked with an asterisk (*). **Note:** For **User Group**, **AOPC** is the default selection and should be used when creating access to AOPCs with maintenance and reports requirements. For **Contact Type**, **AOPC Inquire** is the default selection.
7.	Click the **OK** button. *A confirmation message displays.*
8.	Click the **confirm** button. *The new contact displays in the Manage Contact pop-up window.*

Edit Primary Contact Information

Overview

Use this procedure to edit the primary business unit contact details.

Key Concepts

The system by default displays the business unit number, business unit name and business unit contact detail in the header.

Step-by-Step Instructions

To Edit Primary Contacts:

Step	Action
1.	From the **Card Management Home** screen, click the **Hierarchy** tab.
2.	Click the **View** sub-tab. *The Hierarchy-View screen displays.* **Note:** If your default business unit name displays as static text, then all of the contacts within your span of control are within your default business unit. If the business unit name displays as a link, clicking on the link will display a listing of your sub-units where contacts can be managed.

Step	Action
3.	Click the radio button next to the desired business unit.
4.	Click the **manage contacts** button. *The Manage Contacts pop-up window displays.*
5.	To edit the primary contact for the unit, click the **edit** link next to **Business Unit Contact Detail (Primary Contact)** field. *The Business Unit Contact pop-up window displays.*
6.	Type or select the required information in the text entry fields and drop-down lists provided. Required fields are marked with an asterisk (*).
7.	Click the **submit** button. *The updated primary contact information displays in the Manage Contact pop-up window.*

Update/Delete Point of Contact

Overview

Use this procedure to update or delete a Point of Contact (POC).

Key Concepts

The process of deleting POCs cannot be reversed. If necessary, a deleted POC will have to be added again.

In order to delete a Primary POC, a new Primary POC must be assigned. This can be done by updating an Alternate POC or by creating a new POC.

If the Primary POC has been changed, update the Business Unit's contact information to reflect the change.

Step-by-Step Instructions

To Update a Contact:

Step	Action
1.	From the **Card Management Home** screen, click the **Hierarchy** tab.
2.	Click the **View** sub-tab. *The Hierarchy-View screen displays.* **Note:** Your default hierarchy business unit displays. If the business unit name displays as static text, then all of the contacts within your span of control are within your default business unit. If the business unit name displays as a link, clicking on the link will display a listing of your sub-units where contacts can be managed.
3.	Click the radio button next to the desired business unit.
4.	Click the **manage contacts** button. *The Manage Contacts pop-up window displays.*
5.	To view a POC's information, click the **+** sign next to the desired POC. *The contact details display for the selected POC.*

To View Update History for a Contact:

Step	Action
6.	To view the history of changes made to a POC's information, click the **history** link located next to the desired POC. *The View History pop-up window displays.* **Note:** The **View History** screen displays the field changed and date the change was made. You will also see who made the change along with the original and new field values.
7.	To return to the Manage Contacts pop-up window, click the **close** button.
8.	To edit a POC's information, click the edit link located to next to the desired POC. *The Edit Contact screen displays for the selected POC.*
9.	Type or select the required information in the text entry fields and drop-down lists provided. Required fields are marked with an asterisk (*).
10.	Click the **OK** button. *The Manage Contacts pop-up window displays.*

To Delete a Contact:

Step	Action
11.	To delete a POC, click the **delete** link next to the desired POC. *A Delete contact – Confirm message displays confirming that the contact will be deleted permanently from the system. This action cannot be reversed.*
12.	Click the **confirm delete** button. *The POC's name is deleted from the Active list.* **Note:** The deleted POC will no longer be able to access the accounts within this hierarchy via CitiDirect.

Review the Hierarchy Contacts Maintenance Log

Overview

Use this procedure to review updates to Point of Contact (POC) information across business units within your span of control.

Key Concepts

The read-only Contacts Maintenance Log reflects changes made to primary contacts and non-cardholders.

The system only allows you to search the Contacts Maintenance Log for a period of 182 days. When the search exceeds 182 days, an error message displays. Modify the date range used in your search criteria.

Step-by-Step Instructions

To View Contacts Maintenance Log Data:

Step	Action
1.	From the **Card Management Home** screen, click the **Hierarchy** tab.
2.	Click the **Contacts Maintenance Log** sub-tab. *The Contacts Maintenance Log search screen displays.*
3.	Search for a maintenance request by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
4.	Click the **search** button. *The search results display at the bottom of the screen.*
5.	To see additional information for each item listed in the search results, click the link in the **change field** column. *The Contacts Maintenance Log Details dialog box displays the details of the field that was changed.*

5. Reporting

Run CitiDirect Reports

Overview

Use this procedure to access the reports available in CitiDirect.

Key Concepts

The reporting feature of CitiDirect allows you to select reports from a key list of reports specifically for the type of card program for your agency/organization and available based on your role and entitlements.

You can run reports from your level of the hierarchy on down. The higher in the hierarchy and the larger the database, the longer the period of time required to produce the report.

Scheduled reports are kept in the **Report Log** available from the **Inbox** tab.

Note: Requesting a high-level report can potentially impact the overall performance of the system for all users. Therefore, run reports at the lowest possible level in the hierarchy.

Step-by-Step Instructions

To Run and View CitiDirect Reports:

Step	Action
1.	From the **Card Management Home** screen, click the **Reporting** tab.
2.	Click the **CitiDirect Reports** sub-tab. *The CitiDirect Reports screen displays report name and number columns.*
3.	Select the desired report by clicking the appropriate report name link under the **name** column. *The report options screen for the selected report displays.*
4.	As necessary, complete each of the report options by clicking the desired link. *The Report Option window displays.*
5.	For each report option, type or select the required criteria and click the **OK** button. **Note:** For the **Download As** report option, select the radio button for **Compressed** or **Non Compressed**, then click the **OK** button. Selecting the **Non Compressed** option may impact the time required to download the requested report and you may experience excessive run times or time-outs. If you are unable to utilize the **Compressed** option above, you may need to request your report at the lowest possible level in the hierarchy or lessen your date range.
6.	Once you have finished selecting the report options, click the **submit** button. *A confirmation message window displays. The report is submitted and will display in the Report Log. Click the OK button to close the message window.*

6. Inquiry

View and Print Statements

Overview

Use this procedure to view and print a statement.

Key Concepts

From the **Inquiry Statement** screen, you can inquire about statements, view individual transactions as well as print statements for cardholders assigned to you.

There is a transaction count for each cardholder and a maximum of 2,000 transactions can be selected for each print statement request.

From the **Cardholder Memo Statement** screen the system provides an AOPC with the transaction detail information necessary for performing Transaction Allocation.

Step-by-Step Instructions

To View and Print Statements:

Step	Action
1.	From the **Card Management Home** screen, click the **Inquiry** tab.
2.	Click the **Statement** sub-tab. *The Look up Statement screen displays.*
3.	From the **Status** drop-down list, select a status. **Note:** The following options display: **All, Close all, New, Pending approval, Interim, Approved, Closed, Rejected, Auto closed, Exception closed** and **Termination closed.** The system default for a status search is **All.**
4.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **last name** and **first name** fields include **equals, starts with, ends with** and **contains.** The **contains** qualifier can act as a wildcard filter.
5.	Click the **search** button. *The search results displays at the bottom of the screen.*
6.	Click the radio button next to each statement you want to print. **Note:** A maximum of 2,000 transactions can be selected for each printing request.
7.	Click the **print statements** button. *The Statement Print options display in a pop-up window.* **Note:** The available print options are: **Statement, Summary Only, Statement Summary with Transaction Details, Name of Approver, Merchant Information, Transaction Notes, Tax Information, Tax Information, TDI/TDDs, Line Items, Transaction Allocations** and **Include Barcode.**
8.	Select the desired print option.

Step	Action
9.	Click the **Print** button. *A cardholder statement displays in the selected format.*
10.	Click the **Print** button. *The printer options display.* **Note:** To print from your computer, follow the prompts.

View Transactions

Overview

Use this procedure to search for and view transactions meeting specific criteria.

Key Concepts

The **Transaction Detail** box allows you to view the following transaction information:

- Account
- Post Date
- Item
- Discount
- Merchant

The system only allows you to search disputes for a period of 182 days. When the search exceeds 182 days, an error message displays. Modify the date range used in your search criteria.

To view transaction detail, click the dollar amount of the transaction in the **amount** field. Line item detail will display for the transaction if the merchant provides the level of detail.

You can also read a note attached to a transaction.

Step-by-Step Instructions

To View Transactions:

Step	Action
1.	From the **Card Management Home** screen, click the **Inquiry** tab.
2.	Click the **Transaction** sub-tab. *The Look up Transaction screen displays.*
3.	Type or select the required information in the text entry fields and drop-down lists provided. Required fields are marked with an asterisk (*). **Note:** Additional qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
4.	Click the **search** button. *The Transaction results display at the bottom of the screen.* **Note:** The system searches for all transactions that match the search criteria.

Step	Action
5.	To view the statement to which the transaction is posted, click the account number link for the desired account holder in the **account number** field. *The system displays the statement on which the transaction is being posted.* **Note:** To return to the transaction search results, click the **close** button.
6.	To view merchant detail where the transaction occurred, click the name of the merchant in the **merchant** field. *A pop-up box displays with the merchant detail information.* **Note:** To return to the transaction search results, click the **close** button.
7.	To view transaction detail, click on the dollar amount of the transaction in the **amount** field. *A pop-up box displays the transaction detail information.* **Note:** If the merchant provided line item detail, it will be visible for the transaction under this link. To return to the transaction search results, click the **close** button.

View Dispute Log

Overview

Use this procedure to view the Dispute Log.

Key Concepts

If your search results return no disputed transactions, the system displays an error message indicating that no dispute records were found based on the search criteria provided.

The system only allows you to search disputes for a period of 182 days. When the search exceeds 182 days, an error message displays. Modify the date range used in your search criteria.

Step-By-Step Instructions

To View the Dispute Log:

Step	Action
1.	From the **Card Management Home** screen, click the **Inquiry** tab.
2.	Click the **Dispute Log** sub-tab. *The Look up Dispute Log screen displays.*
3.	Search for an account or cardholder by using the search options provided. **Note:** Available qualifiers for the **Last Name** and **First Name** fields include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter.
4.	Click **search** button. *The dispute search results display.* **Note:** The system displays the following Dispute Log results information for each dispute: **post date cardholder name**, **reference number**, **dispute date**, **dispute reason**, **transaction date**, **merchant name**, **amount**, **dispute status**, **date resolved** and **disputed by**.

Search for a Point of Contact

Overview

Use this procedure to search for a point of contact within your hierarchy chain. You can view all points of contact at your default hierarchy level and below. Your company defines the number of levels above your hierarchy level for which points of contact can be viewed.

Key Concepts

You can search for any point of contact within your hierarchy chain to display their contact information.

Step-By-Step Instructions

To Search for a Point of Contact:

Step	Action
1.	From the **Card Management Home** screen, click the **Inquiry** tab.
2.	Click the **Point of Contact Search** sub-tab. *The Point of Contact Search screen displays.*
3.	Search for a point of contact using the search options provided. **Note:** The search options include **Hierarchy**, **Last Name**, **First Name User Group** and **Contact Type**.
4.	Click the **Search** button. *The Point of Contact Search Results screen displays.*
5.	To edit contact details for the selected point of contact, click the contact's name. *The Edit Contact window displays.*
6.	Update the point of contact information and click the **OK** button. *The Point of Contact Search Results screen displays.*
7.	To email the selected point of contact, click the contact's email address. *Your local email editor window displays.*

Search for an AOPC

Overview

Use this procedure to perform an AOPC search.

Key Concepts

Use this procedure to search for an AOPC in the entire Department of Defense organization.

Step-By-Step Instructions

To Search for an AOPC:

Step	Action
1.	From the **Card Management Home** screen, click the **Inquiry** tab.
2.	Click the **AO Search** sub-tab. *The AOPC Search screen displays.*

Step	Action
3.	Search for an AOPC using the search options provided.
	Note: The search options are **Last Name**, **First Name** and **Hierarchy Name**. Available qualifiers include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter. If nothing is entered in the search option fields, all records will be retrieved.
4.	Click **Search** button.
	The AOPC Search Results screen displays.
5.	To display contact details for the selected AOPC, click the **+** sign next to the **Contact Name** column.

View Declined Transactions (Inquiry)

Overview

Use this procedure to view declined transactions.

Key Concepts

In order to view declines your company must have this feature turned on within CitiDirect.

You can view declines for the past ten days.

The following decline information displays:

• Referred and Declined authorizations
• Respective Date
• MCC
• Declined Amount
• Status

Step-by-Step Instructions

To View Declined Transactions:

Step	Action
1.	From the **Card Management Home** screen, click the **Inquiry** tab.
2.	Click the **Authorization** sub-tab.
	The Authorization − (Cardholder Search) screen displays.
3.	Search for an account or cardholder by using the search options provided.
	Note: Available qualifiers include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter. If nothing is entered in the search option fields, all records will be retrieved.
4.	Click **search** button.
	Search results display at the bottom of the screen.
5.	Click the account number link next to the desired cardholder.
	The Authorization − (Authorization Search) screen displays.
	Note: The last ten days of declines display. If no declines occurred within the last ten days, then no results display.

Step	Action
6.	If desired, you may modify the **Date** field which defaults to a date ten days prior to today's date. **Note:** The **Date** field is a required field. The **Date To** field cannot be modified. The date range must be within a span of ten days.
7.	If you modified the date range, click the **search** button. *The system displays all of the declines that match the date range entered.*
8.	To view the declined/referred reason codes, click the **Declined** link for the desired transaction. *The Authorization – Declined Reasons window displays the reason codes along with the respective action.*
9.	When you are finished viewing the reason codes, click the **close** button.
10.	When you are finished viewing declines, click the **cancel** button. *The Modify Account screen displays.*

Perform Account Lookup

Overview

Use this procedure to perform an account lookup.

Key Concepts

Account Lookup allows you to determine if a card applicant has an account with your company prior to issuing a new account application.

The Social Security Number is required in order to use the Account Lookup.

Account details will not be displayed in the search results.

One of two results will display for your search:

• No account exists for the Social Security Number entered:
  – Initiate on online application for the applicant, or provide the applicant with a copy of the paper application
• There is an account associated with the Social Security Number entered:
  – Transfer the account into your unit by using the Transfer Account feature in CitiDirect

Citi will not provide any account information regarding the status of an account until the account transfer is completed and the account is in your hierarchy.

Once an account transfer occurs, the unit APC from which the account is being transferred will receive an email advising that the account has been transferred from their unit.

Step-by-Step Instructions

To Look Up a Cardholder Account:

Step	Action
1.	From the **Card Management Home** screen, click the **Inquiry** tab.
2.	Click the **Account Lookup** sub-tab. *The Account Lookup screen displays.*
3.	In the **SSN** field, type the nine-digit numerical Social Security Number.
4.	Click **search** button. *If the Social Security Number is not in CitiDirect, then the "No Account has been found for the Social Security Number you have entered." message displays. If the Social Security Number is in CitiDirect, then the "An Account Already Exists with the Social Security Number you have entered." Message displays.*
5.	Click the **OK** button to close the message and return to the **Account Lookup** search screen.

7. Assistance

Access CitiDirect User Guides

Overview

Use this procedure to view User Guides posted in CitiDirect.

Key Concepts

It is possible to access and view CitiDirect User Guides and reference material from CitiDirect.

Step-by-Step Instructions

To View User Guides:

Step	Action
1.	From the **Card Management Home** screen, click the **Assistance** tab.
2.	Click the **Guides** sub-tab. *A list of available guides displays.*
3.	Select the guide you would like to view. *The guide displays in a .pdf format.*
4.	Once you have viewed the guide, you may close it by clicking on the **X** in the upper right-hand corner of the document.

Change Email Address

Overview

Use this procedure to change your email within CitiDirect.

Key Concepts

It is possible to change your email address within CitiDirect.

This email address will be used to receive alerts subscribed to within CitiDirect.

Step-by-Step Instructions

To Change Your Email Address in CitiDirect:

Step	Action
1.	From the **Card Management Home** screen, click the **Assistance** tab.
2.	Click the **Change Email Address** sub-tab. *The change email address screen displays.*
3.	In the text field, type in the new email address.
4.	Click the **submit** button. *The confirmation screen displays.*

Configure Email Alerts

Overview

Use this procedure to configure your email alerts within CitiDirect.

Key Concepts

It is possible to configure your email alerts within CitiDirect.

Email alerts are sent to the AOPC or PA when an account meets the criteria associated with the alert.

Step-by-Step Instructions

To Configure CitiDirect Email Alerts:

Step	Action
1.	From the **Card Management Home** screen, click the **Assistance** tab.
2.	Click the **Configure Email Alerts** sub-tab. *The configure email alerts screen displays.*
3.	To subscribe to an email alert, select the checkbox next to the email alert. To unsubscribe to an email alert, deselect the checkbox next to the email alert. You may also subscribe to all the alerts by selecting the checkbox next to **subscribe**.
4.	Click the **submit** button.
5.	You will be asked to confirm your changes. If so, click on the **OK** button. *The confirmation screen displays.*

8. Appendix

CitiDirect User Groups

Role	Description
AOPC	An Agency/Organization Program Coordinator has update access to Card Management functions; update Hierarchy, view access in Inquiry and single sign-on access to CCRS for Standard Reports.
AOPC Limited Read Only	An AOPC who has limited read-only access to Card Management functions, read only to Hierarchy, transaction and statement viewing and single sign-on access to CCRS for Standard Reports. The limited access means that this user will not see any restricted data such as account number, SSN and verification information.
AOPC-ADHOC	An AOPC with access to Citibank Custom Reporting System.
AOPC-CERS	An AOPC with access to Citibank Electronic Reporting System.
AOPC-CERS/ADHOC	An AOPC with access to Citibank Electronic Reporting and Custom Reporting.
AOPC-Read Only	An AOPC who has read-only access to Card Management functions and Hierarchy, along with single sign-on access to CCRS for Standard Reports.
AOPC-Read Only ADHOC	An AOPC Read Only with access to Citibank Electronic Reporting System.
AOPC/FO	An AOPC/FO has the same privileges as an AOPC in addition to ASC Sub-field Definition and Maintenance.
e-Statement Approver	First level of statement approval when multiple approvals are desired. User has access to past statements and transactions for cardholder he/she manages, but does not have access to Card Management functions, Reports or Hierarchy.

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efficiency, renewable energy & mitigation