



## DEFENSE TRAVEL MANAGEMENT OFFICE

# GTCC IBA Credit Balances

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## I. Background

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A cardholder's Individually Billed Account (IBA) may have a credit balance for a variety of reasons:

- Split-disbursed more than was owed on the account
- Made both a split-disbursement and an off-line/separate payment
- Received a credit for a changed airline ticket or unauthorized charge

In a typical month, Citibank processes over 20K credit balance refund payments totaling more than \$20M. The majority of these payments are made via check (to the account holder's address on file) and a large number of those either get "returned to sender" or are never cashed/deposited, resulting in DoD cardholders not earning the credit they are due.

To help ensure this does not occur, this document provides 1) information on how APCs can identify cardholders who have a credit balance on their account in order to notify them, and 2) information on how cardholders can have those payments made electronically to their bank account instead of payment via check.

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## II. Process

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(1) How does an APC or cardholder know there is a credit balance on an account?

APCs should access the Credit Balance Report in the CitiManager Reporting Tool to identify accounts (open or closed) with a credit balance. Steps to obtain the report are provided below:

**Log into Citimanager**

<https://home.cards.citidirect.com/CommercialCard/ux/index.html#/login>

**In CitiManager select Web Tools** (wrench symbol)

Web Tools>Reporting

**Select the IBA Hierarchy**

**Follow the breadcrumbs:** Citibank Commercial Card Report System – GSA > Shared Reports > Organizational Shared Folders > Department of Defense Travel Shared Reports > Supplemental Reports Folder > IBA Supplemental Reports Folder > IBA Account Listing with Credit Balances

**Complete** the Prompts for an IBA Account Listing with Credit Balances:

1. **Select** the hierarchy levels desired and move them to the right “selected box” by using the > to move one at a time or the double >> to move all from available to selected
2. Select **Both** for account status (to obtain closed and open accounts with credit balances)
3. Select **Individual** for billing type
4. The DoD Account Type can be selected but is not a required entry
5. Leave the default “N” to include only the Non-Purged Accounts
6. Enter Hierarchy Level 1 (the report will run if you indicate Hierarchy Level 2 in prompt 7)
7. Enter Hierarchy Level 2 (enter the Hierarchy Level 2 number for the IBA Hierarchy)
8. Enter Hierarchy Level 3 for the IBA Hierarchy
9. Prompts 9-13 can be entered for specifying Hierarchy Levels 4 – 8 (if desired)

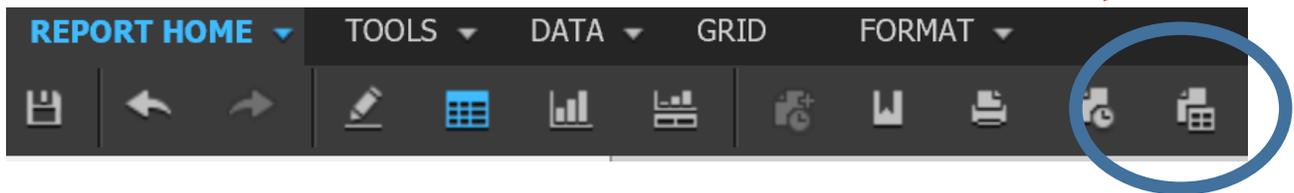
**Report Message Name:** Your preference - recommend the report date be added

**Select** Run Report

**The Current Balance field** (far right of screen) **shows credit balances on accounts in parentheses**

**Sort the Credit Balance field:** Right click on the Current Balance header. Select sort “Ascending” to list the credits from the highest to the lowest dollar amount.

**Export** the report to excel. Click on **Report Home** and the export icon. A cache warning may pop-up select OK.



**Select Export** Whole Report and Excel with Formatting. Select Export in the right corner.

- (2) How can a cardholder request payment of the credit balance refund electronically rather than by check?

Cardholders can arrange to have the credit balance payment made electronically by accessing their account information in Citibank’s self-service on-line tool, CitiManager®, at [www.citimanager.com/login](http://www.citimanager.com/login). Once logged in, select the Card Details (the travel card icon in the upper left of the screen) option and then the Request Refund option on the right side of the screen to request the refund and provide banking information.

Cardholders can also call the Citibank customer service number on the back of their card and use the self-service automated telephone system. Cardholders who have a credit balance on their account will be provided information on how to request the refund when selecting option #1 from the menu. Cardholders can also speak to a customer service representative if they choose not to use either of the self-service options.