

Citi® Department of Defense Travel Card Guide

For the Designated Billing Office

General Overview

This guide provides general guidelines to manage billing and payment procedures for the Citi® Department of Defense (DoD) Travel Card program. This program is designed to meet the following program objectives:

- Reduce paperwork and administrative costs for the Centrally Billed Travel Card accounts (CBAs) by Citi
- Streamline procedures associated with management practices regarding official DoD travel and official travel-related expenditures
- Provide procedural controls and feedback to improve management control and decision-making regarding Citi® DoD Travel Card programs

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

Responsibilities of Agency Participants

Designated Billing Office (DBO)

The Designated Billing Office (DBO) is designated by the DoD to receive the official invoice and, in some instances, to make payment. The DBO will not provide any supervisory or instructional assistance to Citi personnel. The DBO is not authorized to change any terms and conditions of the GSA Master Contract or the DoD Task Order.

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

Agency Program Coordinator (APC)

The Agency Program Coordinator (APC) generally serves as the focal point for answering questions, completing contract administration activities, coordinating applications, issuing and destroying cards, establishing and reviewing reports, managing administrative training and serving as the overall point of contact for Cardholders, the DoD, Citi and GSA. The APC is a resource for the DBO in the performance of its payment-related functions.

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

Cardholder

The Cardholder is responsible for:

- Understanding the DoD's policies and procedures regarding the definition of official DoD travel and the definition of authorized purchases as they relate to official DoD travel

- Keeping account information, such as names, addresses and phone numbers, up-to-date
- Using the Citi® DoD Travel Card only for purchases that comply with these policies

Commercial Travel Office (CTO)

The Commercial Travel Office (CTO) is responsible for following DoD policy for the proper use of the CBA Travel Card. The CTO typically receives a copy of the Travel Card invoice (which is also sent to the DBO), matches the charges to his/her accounting data, reports valid (matched) and unmatched charges and assists with resolving disputes. Depending upon the DoD's contractual agreement with the CTO, Citi will provide an invoice file. This file may be used to add data to each charge on the invoice. This data includes the travel authorization/order number, and the traveler's name and identification number, if available. The CTO may forward the appended file to the APC and payment office to facilitate the DoD's approval and payment processes.

Transaction Dispute Office (TDO)

The Transaction Dispute Office (TDO) assists the DoD and Citi in tracking and resolving disputed transactions for CBAs. Please refer to the *Citi® Department of Defense Transaction Dispute Office (TDO) Guide* for further details on disputes (www.citimanager.com, U.S. Federal Government Services, Reference).

Invoices

Citi will invoice the DBO for CBAs on a frequency designated by the DoD and agreed upon by Citi.

Citi will provide invoicing in either electronic or paper formats, depending upon requirements.

If the DoD selects the EC/EDI invoice option, these invoices will be structured and formatted in accordance with I-FSS-599, Electronic Commerce-FACNET.

Dispute Procedures

When a dispute is reported, the DBO should pay the invoice, less disputed items. It is the DBO's responsibility to interface with Cardholders, the APC, the Approving Official (AO) and Citi as necessary to ensure proper payments are made.

Please see the *Citi® Department of Defense Transaction Dispute Office (TDO) Guide* for more detailed information regarding disputes (www.citimanager.com, U.S. Federal Government Services, Reference).

Reconciliation

Invoices should be reviewed by the DoD for accuracy. For any undisputed transactions, the amount will remain in the balance due and will incur Prompt Payment Interest if unpaid by the due date. If an item has been returned and a credit voucher was received, the Cardholder verifies that the credit is reflected on the statement. If credits do not appear in a timely fashion (within 45 days), or if there are any other inconsistencies within the Statement of Account, the Cardholder and/or AO should follow the dispute process as appropriate. It is the DoD's responsibility to ensure that the resolution of all disputes is properly tracked and reflected on the Statement of Account.

If the Cardholder does not have supporting documentation for a transaction, he/she should make an appropriate notation in his/her account records or file. If the Cardholder does have the supporting documentation, he/she should provide it to the AO for reconciliation and review, as well. The AO also will have available from Citi a consolidated report reflecting the activity of all Cardholders/Users for whom he/she is responsible.

For more information regarding the reconciliation process, please consult your APC.

Payment

Citi creates invoices based on established billing periods. These invoices are delivered from Citi to the DoD in a paper or an electronic form. Electronic invoices are formatted using either American National Standards Institute (ANSI) standards, better known as Electronic Data Interchange (EDI), or GSA Master Contract or DoD Task Order designated formats. Citi will accept payment for invoices either by check, Federal Reserve wire transfer or an electronic Automated Clearing House (ACH) payment.

Citi will accept payments from multiple sources and will post payments within two business days from date of receipt.

Payments must be received by the payment due date as identified within the invoice. Payments not received in accordance with the Prompt Payment Act will be assessed Prompt Payment Act interest. The Government requires that payments be applied to the principal first and then to any Prompt Payment Act interest. Citi will apply payments accordingly.

There are three methods of payment that can be utilized by the DBO to pay accounts:

Check Payments

Check payments for DoD Travel Card invoices must be received by the payment due date as identified within the invoice. The DBO should send the payment through regular mail using the payment coupons supplied identifying the Citi 16-digit billing account number for payment posting.

Remit Address:

CITI
P.O. Box 183173
Columbus, OH 43218-3173

Express Mail:

CITI GCS
1500 Boltonfield Street
Columbus, OH 43228

Wire payments

The DBO can initiate a wire payment by sending a cash letter to Citi. The payment must conform to the Federal Reserve Wire Transfers Standards. Each wire transfer payment must be equivalent to one billed account invoice. If multiple billing accounts are invoiced, Citi expects multiple wire transfers, one for each invoice. Payments made by 1:00 p.m. ET will post the same business day. If made after 1:00 p.m. ET, the payment will be posted the following business day. All electronic payments must be delivered to Citi.

Please send wire transfer payments, indicating the Citi 16-digit billing account number, using Bank Routing/ABA Number 091409571. Please make your payment payable through Citi (South Dakota), N.A.

Automated Clearing House (ACH) Electronic Payments

Any ACH payment inquiries should be addressed through the Citi Client Account Services team.

Suspension

Citi will provide delinquency reports to identify accounts that are past due. Accounts will be considered past due if payment for the principal amounts have not been posted 45 calendar days from the billing dates on the Statement of Accounts in which the charges appeared. If payment has not been received 55 calendar days from the closing date, the DoD and the Cardholder will be notified that the suspension process will be initiated.

Citi shall follow the suspension procedures for CBAs as described in the Master Contract. If payment for the undisputed principal amount has not been received by the close of the 60th calendar day from the billing date of the billing

period in which the charge appeared, Citi may suspend the account on the 61st day. Suspension must be initiated within 180 calendar days of the billing cycle date in which the charge appeared or Citi waives its right to suspend the CBA for the particular charge. Reinstatement of suspended CBAs will be automatic upon payment of the undisputed principal amount and the Prompt Payment Act interest, unless otherwise specified by the APC. In accordance with the requirements of this contract, the APC and the GSA Contracting Officer will have the authority to suspend accounts under their purview. Documentation of the reason for suspension is required.

Cancellation

Citi shall follow the cancellation procedures for CBAs as described in the Master Contract. Citi will provide delinquency reports to identify accounts that are past due. Citi will not initiate cancellation procedures on a CBA without first going through the suspension process. Cancellation must be initiated within 180 calendar days of the billing cycle date in which the charge appeared or Citi waives its right to cancel.

There are two reasons Citi may initiate cancellation of a CBA for nonpayment of undisputed amounts:

- 1) If the account has been suspended two times during a 12-month period for undisputed amounts and is past due again within the same 12-month period; or

- 2) If the undisputed amounts are 120 calendar days past the closing date where all suspension procedures have been met by Citi.

If payment for the undisputed principal amount has not been received by the close of the 125th calendar day from the billing date of the billing period in which the charge appeared, Citi may cancel the account on the 126th calendar day, unless otherwise directed by the APC.

While payment performance is important, Citi's first priority to the DoD is to ensure access to charging ability.

Reinstatement File

Citi will maintain a Suspension/Cancellation Reinstatement File on all accounts. If requested, this file will be made available to the APC, the DBO and the GSA Contracting Officer.

Reports

Invoice Report

Citi provides invoices on a cycle basis. All transaction-level details will be provided as they are available.

Invoice Status Report

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

Delinquency Report

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

Master File Report

This report is offered on a monthly, quarterly and annual basis and reflects new accounts. Electronic and print media deliveries are available.

Write-off Report

This user-requested report lists the dates and balances that have been written off as uncollectible. This report also lists the write-off amounts and the dates written off for IBAs. The user has the capability to access detail-level data. This report can be used to analyze the data and cross-reference delinquency data to assist DoD managers in programmatic delinquency control.

Global Transaction Services

www.transactionservices.citi.com

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