

commercial cards
Government Services News

Summer 2005
Special Conference
Edition

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Citibank® Commercial Cards,
Government Services at the 7th Annual
GSA SmartPay Conference

Ahoy! Citigroup is proud to once again be taking an active part in this year's GSA SmartPay Conference. And while we may not know the difference between bow and stern, or the jib versus the mainsail – we do know that Boston offers a little something for everyone...sailor, historian and businessperson alike. Likewise, our sessions have been designed to meet your varying needs with interactive roundtables, informative presentations, hands-on training and live demonstrations.

Get Your Sea Legs at the Citigroup Welcome Center

When you get to Boston, stop in at the Citigroup Welcome Center, located in Room 306 at the Hynes Convention Center. Open before, during and after conference hours each day, you can meet our many experts including your Business Development Manager and Client Account Specialist. As in previous years, we

will also have representatives from the National Industries for the Blind on hand to demonstrate some of their newest product offerings. And, of course, you will find us around every corner throughout the conference – taking candid snaps of attendees in action that you will be able to view in our popular slide presentation any time Wednesday and Thursday. It is a must-see, so be sure to come by.

(continued)

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Let Citigroup Show You the Ropes

The Citigroup Technical Demonstration Center, located in Room 305 of the Hynes Convention Center, gives you access to our technology experts for one-on-one assistance and hands-on training. And this year, in addition to our live demonstrations, we are introducing a series of 10-minute “mini-sessions” based on subjects you have asked about. These mini-sessions will cover a variety of topics related to the CitiDirect® Card Management System, Citibank® Custom Reporting System, Citibank® Electronic Reporting System and Citibank® Online Statements. Our Demonstration Center will be open Monday from 1:00 p.m. to 4:00 p.m., Tuesday from 11:00 a.m. to 5:00 p.m., Wednesday from 8:00 a.m. to 5:00 p.m. and Thursday from 8:00 a.m. to 1:00 p.m. Be sure to check out the schedule of mini-sessions on page five.

Let Citigroup Help You Navigate Uncharted Waters

This year, based on your feedback, we have designed many of our sessions to focus on specific responsibilities related to purchase, travel and fleet card programs. And, as in years past, we are offering a range of learning environments including our lively roundtable sessions and general sessions. We have also added some new subject matter this year to add to your scope of knowledge:

- *Information Security and Identity Theft:* An in-depth look at how to safeguard your critical information, as well as guidance for helping cardholders protect themselves from identity theft, phishing and spoofing scams.
- *Benchmarking the Success of Your Program:* An overview of techniques you can use to compare your program against industry standards, as well as other organizations in order to discover new ways to streamline processes and improve efficiency.

- *Navigating the GSA SmartPay Conference:* This year, we are introducing three new overview sessions to help you decide what you want to learn, where you want to be and what time you need to be there. Let us help you select what sessions are right for you to maximize your learning experience at the conference. You will benefit by creating your own personalized sailing itinerary – one with the right mix of lecture and hands-on sessions to benefit you most! These sessions will be conducted Tuesday morning at 11:00 am.

One if By Land, Two if By Sea

No, we will not be recreating Paul Revere’s midnight ride. But, we will be having our very own “Boston Sea Party” – even though we are sticking to land. Join us for our annual client appreciation event at 7:00 p.m. on Tuesday evening in the Grand Ballroom of the Boston Marriott Copley Place. We promise a night full of fun, food and dancing for all... with no swimming in Boston Harbor. ●



Citigroup's Boston Sea Party

Catch the waves and feel the wind of adventure...but stay out of the water!

Join us for an evening of fun, food, and adventure as we start this party off on its maiden voyage.

When: Tuesday, August 30
7:00 p.m. - 11:00 p.m.

Where: Marriott Grand Ballroom - Fourth Floor
110 Huntington Ave
Connected via walkway to the
Hynes Convention Center

Dress code: Casual (sailing attire encouraged!)



Past, Present and Future: **Seven Years in the Making**

Having had the pleasure of participating in the annual GSA SmartPay Conference now for seven years, we here at Citigroup are in the habit of taking pause at this time of year to reflect on what we have been able to accomplish together. Over the course of the past seven years, we have processed some 110,000,000 of your credit card transactions, answered more than 5,000,000 calls and set up over 1,900,000 card accounts.

But volume is only a small part of the story. Working hand-in-hand with you, we have also successfully introduced both enhancements and new features to our card programs that are designed to make your life a little easier, as well as help achieve your agency's objectives.

Citibank® Online Statements

With Citibank® Online Statements, cardholders have round-the-clock access to their statements in a secure, Web-based environment. Here they can view statements, and cardholders with bank accounts in the U.S. can also make payments online. No more waiting for the mail! And A/OPCs can also access statements via this application to further speed processing.

Citibank® Program Audit Tool

To help mitigate fraud and misuse, Citigroup developed the new Citibank® Program Audit Tool to flag Purchase Card and Travel Card transactions that appear to be exceptions to the policies of your specific card program. The tool searches all card transactions based on criteria identified by your reviewing agency, including any thresholds you define such as MCC values or dollar amounts, among others. The Program Audit Tool then presents exception transactions for your cardholders to review and explain. We have built in the intelligence to spot transactions that appear outside the “norm” or simply need a note to explain the purchase.

We are currently piloting the Citibank Program Audit Tool with the Department of the Navy. We will be offering the tool to other agencies in the near future.

Citibank® Custom Reporting System

In addition to our range of standard reports, the Citibank® Custom Reporting System also makes it easy for you to build reports based on over 650 data elements – giving you access to just the information you need. With dynamic queries and simple wizards, you can perform detailed data mining and download even the largest reports into a variety of formats for easy viewing.

Program Optimization and Best Practice Reviews

The GSA SmartPay Conference has always served as an excellent forum for learning about the latest and greatest techniques. Citigroup has taken that process a step further by working with agencies during the year on detailed program reviews. The program optimization and best practice reviews start with Citigroup analyzing an agency’s spending patterns and account payables files. This thorough analysis is performed to determine how suppliers are being paid, opportunities to use the card and reviewing processes – all with the objective of optimizing your program.

The Social Security Administration, Department of Commerce and the Department of the Navy have opened their doors to these reviews, which are “soup-to-nuts” examinations that have uncovered many opportunities. Our goal is to do the “heavy lifting” for you and present you with the findings and work on action steps together. ●

Many of our enhancements are a direct result of your feedback. Please keep sharing how we might make your life a little easier so we are able to continually improve our Commercial Cards programs and streamline your day-to-day processes.

Technology Tip

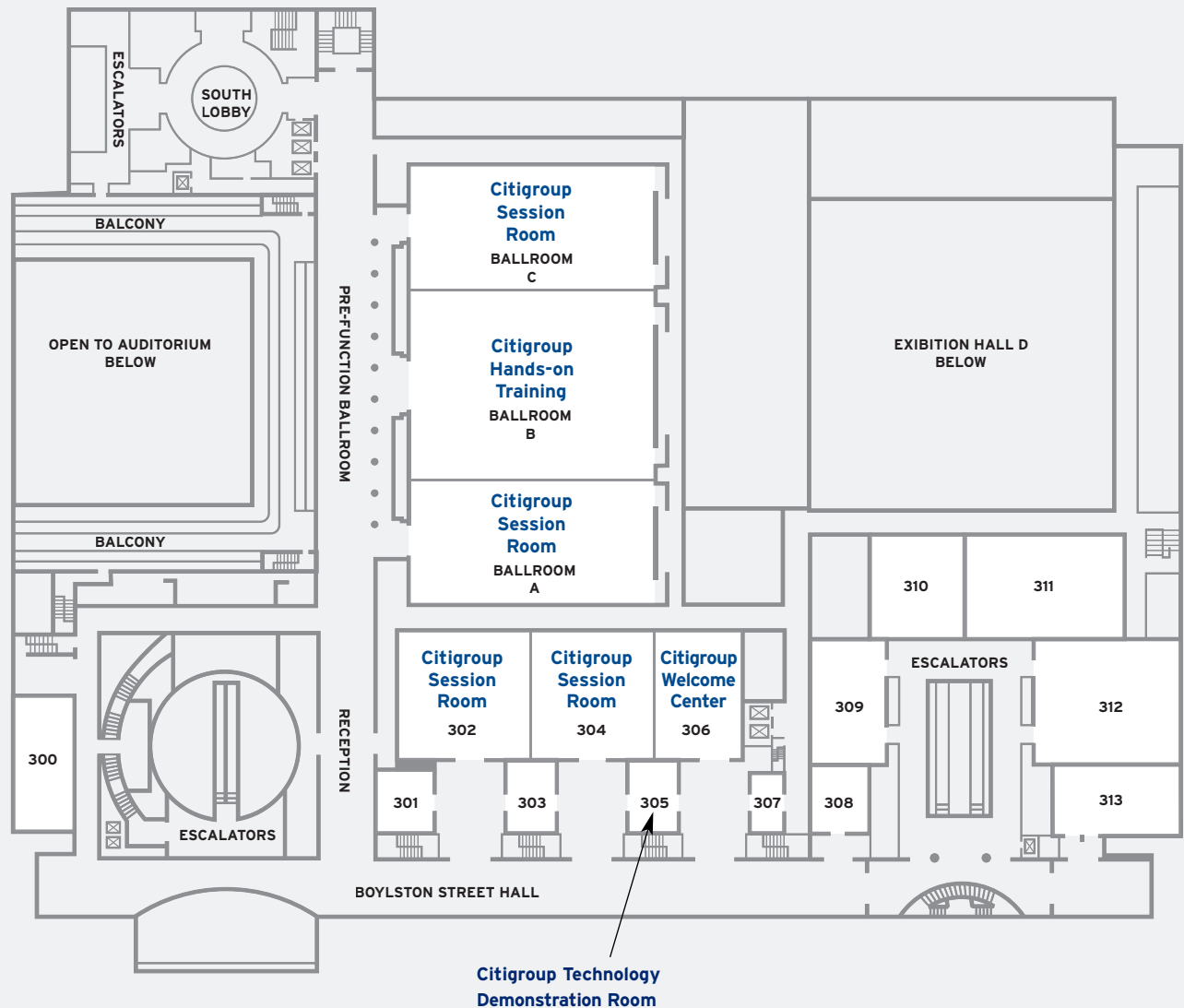
Citibank® Online Statements – New Transactions Feature

Many of our agencies are taking advantage of Citibank® Online Statements, which enables cardholders to view their monthly billing statements via the Internet. This convenient feature provides “anywhere, any time” online access to view statements as soon as they are available rather than waiting for the paper statement to be generated and mailed. In addition, Citibank Online Statements provides a method for the Individually Billed Travel cardholder to remit electronic payments for prompt credit.

And now, the Citibank Online Statements solution has just been enhanced to allow cardholders to view New Transactions, also known as unbilled transactions or an interim statement, within two days of Citigroup receiving them from the merchant. The convenience and timeliness afforded by this valuable new tool helps cardholders effectively manage their activity and card use.

Any agency interested in having this feature turned on for their Citibank Online Statements access should contact its Solutions Engineer to initiate the brief implementation efforts required.

3rd Floor of the Hynes Convention Center



Technical Demonstration Center **Mini-Sessions**

Mini-Sessions	Day	Time
Citibank® Custom Reporting System		
Exporting Data	Tuesday	12:30 - 1:40 p.m.
Using Filters	Tuesday	2:00 - 3:10 p.m.
Subscribing to Reports	Wednesday	12:30 - 1:40 p.m.
CitiDirect® Card Management System		
Applying for a Card Online	Tuesday	3:30 - 4:40 p.m.
Managing Disputes	Wednesday	2:00 - 3:00 p.m.
Assigning ASCs	Wednesday	3:30 - 4:40 p.m.
Reallocating Transactions	Thursday	11:00 a.m. - 12:10 p.m.

Mini-Sessions	Day	Time
Citibank® Online Statements		
Self-registering and Using the System	Wednesday	8:00 - 9:10 a.m.
Making Individually-Billed Travel Card Payments Online	Wednesday	9:30 - 10:40 a.m.
Citibank® Electronic Reporting System		
Electronic TBR reports	Thursday	8:00 - 9:10 a.m.
Uploading Files	Thursday	9:30 - 10:40 a.m.

**Citigroup
Training Sessions
will be held at the
Hynes Convention Center
on the Third Floor**

GSA SmartPay 2005 At a Glance

Day	Time	Session / Event	Location	
Monday August 29	1:00 - 4:00 p.m.	Citigroup Welcome Center	Room 306 - Third Floor	
	1:00 - 4:00 p.m.	Citigroup Technical Demonstration Center	Room 305 - Third Floor	
Tuesday August 30	10:10 - 11:00 a.m.	Navigating the GSA SmartPay Conference for the Department of Navy	Ballroom A - Third Floor	
	10:10 - 11:00 a.m.	Navigating the GSA SmartPay Conference for Citigroup Clients	Ballroom C - Third Floor	
	10:10 - 11:00 a.m.	Navigating the GSA SmartPay Conference for Veteran Affairs	Room 302 - Third Floor	
	11:00 a.m. - 5:00 p.m.	Citigroup Welcome Center	Room 306 - Third Floor	
	11:00 a.m. - 5:00 p.m.	Citigroup Technical Demonstration Center	Room 305 - Third Floor	
	12:30 - 1:40 p.m.	Citibank® Travel Card Electronic Tools Overview	Ballroom A - Third Floor	
	12:30 - 1:40 p.m.	Citibank® Purchase Card Electronic Tools Overview	Ballroom C - Third Floor	
	12:30 - 1:40 p.m.	CitiDirect® Card Management System for New Users, Hands-on Training	Ballroom B - Third Floor	
	2:00 - 3:10 p.m.	Travel Card Best Practices	Ballroom A - Third Floor	
	2:00 - 3:10 p.m.	Purchase Card Best Practices	Ballroom C - Third Floor	
	2:00 - 3:10 p.m.	CitiDirect® Card Management System Hands-on Training for the Department of Navy	Ballroom B - Third Floor	
	3:30 - 4:40 p.m.	Best Practices Payments, Collections & Delinquency Management in Your Travel Card Program	Ballroom A - Third Floor	
	3:30 - 4:40 p.m.	National Industries for the Blind	Ballroom C - Third Floor	
	3:30 - 4:40 p.m.	Techniques to Grow Your Program	Room 302 - Third Floor	
	3:30 - 5:00 p.m.	Citibank® Custom Reporting System Hands-on Training For Purchase Card Programs	Ballroom B - Third Floor	
	7:00 - 11:00 p.m.	Citigroup's Boston Sea Party	Boston Marriott Copley Place Grand Ballroom - Fourth Floor	
	Wednesday August 31	8:00 a.m. - 5:00 p.m.	Citigroup Welcome Center	Room 306 - Third Floor
		8:00 a.m. - 5:00 p.m.	Citigroup Technical Demonstration Center	Room 305 - Third Floor
		8:00 - 9:10 a.m.	Techniques for Establishing a Successful Audit Process	Ballroom A - Third Floor
8:00 - 9:10 a.m.		A Training Guide for the NEW A/OPC	Ballroom C - Third Floor	
8:00 - 9:10 a.m.		CitiDirect® Card Management System for Experienced Users, Hands-on Training	Ballroom B - Third Floor	
9:30 - 10:40 a.m.		Best Practices for Payments and Delinquency Management - Purchase Card Program	Ballroom A - Third Floor	
9:30 - 10:40 a.m.		A Training Guide for the EXPERIENCED A/OPC	Ballroom C - Third Floor	
9:30 - 10:40 a.m.		Fleet Card Overview	Room 302 - Third Floor	
9:30 - 10:40 a.m.		CitiDirect® Card Management System Hands-on Training for the Department of Navy	Ballroom B - Third Floor	
11:00 - 12:10 p.m.		Citibank® Custom Reporting System for the Department of Commerce	Ballroom B - Third Floor	
12:30 - 1:40 p.m.		Disputes – Resolutions Without Delay (Purchase & Travel)	Ballroom A - Third Floor	
12:30 - 1:40 p.m.		Information Security and Identity Theft	Ballroom C - Third Floor	
12:30 - 1:40 p.m.		CitiDirect® Card Management System Hands-on Training for the Experienced User Purchase Card Reallocation	Ballroom B - Third Floor	
2:00 - 4:00 p.m.		Citibank® Travel Card Roundtable	Ballroom A - Third Floor	
2:00 - 4:00 p.m.		Citibank® Purchase Card Roundtable	Ballroom C - Third Floor	
2:00 - 4:00 p.m.		Citibank® Custom Reporting System Advanced Hands-on Training	Ballroom B - Third Floor	
Thursday September 1		8:00 a.m. - 1:00 p.m.	Citigroup Welcome Center	Room 306 - Third Floor
	8:00 a.m. - 1:00 p.m.	Citigroup Technical Demonstration Center	Room 305 - Third Floor	
	8:00 - 9:10 a.m.	Citigroup & Visa Presentation	Ballroom A - Third Floor	
	8:00 - 9:10 a.m.	Citigroup & MasterCard Presentation	Ballroom C - Third Floor	
	8:00 - 9:10 a.m.	Citigroup Roundtable for the Department of Navy	Room 302 - Third Floor	
	8:00 - 9:10 a.m.	CitiDirect® Card Management System for Experienced Users, Hands-on Training	Ballroom B - Third Floor	
	9:30 - 10:40 a.m.	How to Use Citibank® Online Statements, including the Payment Option	Ballroom A - Third Floor	
	9:30 - 10:40 a.m.	Benchmarking the Success of Your Program	Ballroom C - Third Floor	
	9:30 - 10:40 a.m.	Department of Navy Purchase Log Session	Room 302 - Third Floor	
	9:30 - 10:40 a.m.	Citibank® Travel Card Administration Using Electronic Solutions Hands-on Training	Ballroom B - Third Floor	
	12:30 - 2:30 p.m.	Preventing Fraud and Misuse in Your Card Program	Ballroom A - Third Floor	
	12:30 - 1:40 p.m.	Citibank® Online Statements and the Citibank® Electronic Reporting System Hands-on Training	Ballroom B - Third Floor	
	2:00 - 3:10 p.m.	CitiDirect® Card Management System Hands-on Training for the Experienced User – Purchase Card Reallocation	Ballroom B - Third Floor	
	3:30 - 5:00 p.m.	Citibank® Custom Reporting System Hands-on Training for Travel Card Programs	Ballroom B - Third Floor	

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