



Citi Quarterly

Your Source for SmartPay® News and Information

SPRING 2009 EDITION

SmartPay 2: A successful transition is just the beginning

To our GSA Partners,

It is with great pride that we thank you for your participation and support as we successfully completed the transition to the SmartPay 2 program. While we did not get here without challenges, we were able to see the opportunity for improvement that comes with each challenge and continued to forge ahead. To effectively support SmartPay 2, Citi strengthened its customer service presence, developed enhanced training content and platforms, and developed proprietary technology to ensure that Citi's SmartPay 2 program meets and exceeds your needs. The technology enhancements include:

- Single sign-on landing page: Log in with a single ID to access all applications within your entitlement, instead of having to log in for each application.
- Card-deployment dashboard: A graphical interface to help monitor when cards were sent, received, and account-verified by the cardholder.
- Real-time card management: CCMS users can perform account inquiry and maintenance, and view declined authorizations in real time.

Following our successful transition to SmartPay 2, Citi remains committed to continually improving our platform, infrastructure, and operating environment. As always, we will continue to ask for your valued feedback.

Another important matter to address is the challenging times currently faced by the financial industry. We want to provide our assurance of Citi's financial strength and Citi's commitment to the SmartPay 2 program. Citi is one of the best capitalized financial institutions in the world, with robust and stable operating income, access to funding, strong levels of liquidity, and the best talent in the business. Global Transaction Services (GTS) continue to be a growth business for Citi, and we remain committed to GTS as one of our core global businesses. Citi will continue to provide the most innovative technology solutions, transaction services, and best-in-class customer service throughout and beyond this period of market volatility.

On behalf of our colleagues, we would like to thank you for choosing Citi. We look forward to serving you and helping you achieve your SmartPay 2 card program goals in 2009.

Yours truly,

Julie Monaco,
Head of Global Transaction Services,
North America

Paul Simpson,
Global Head, Treasury
and Trade Solutions

Explore our latest newsletter and discover:



What's New in Technology?

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Merge IDs for streamlined access to Citi's Electronic Access System (EAS), and subscribe to new email alerts.



EAS training

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CitiDirect® EAS Video Teleconferencing (VTC) makes it easy to attend EAS training from any location.



Agency Program Coordinator (APC) Alert

7

A new Office of Management and Budget requirement makes cardholders responsible for reimbursing the government if they fail to dispute an erroneous charge.



Save the date

8

We're looking ahead to the 2009 GSA SmartPay Training Conference in Phoenix, Arizona, on July 28-30, 2009. Citi will offer more hands-on and technology-driven courses than ever.



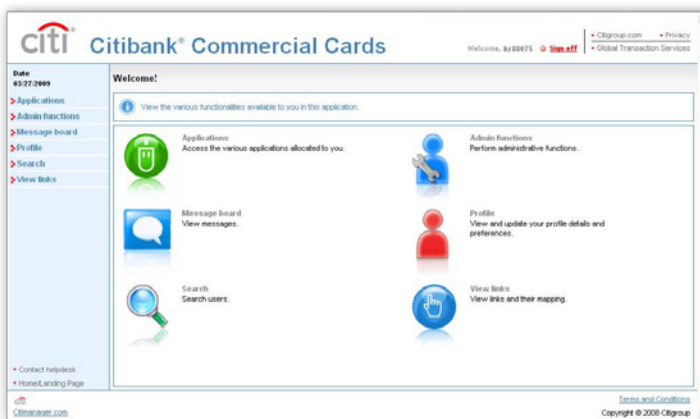
What's New in Technology?

New, streamlined access to multiple Electronic Access System (EAS) functions

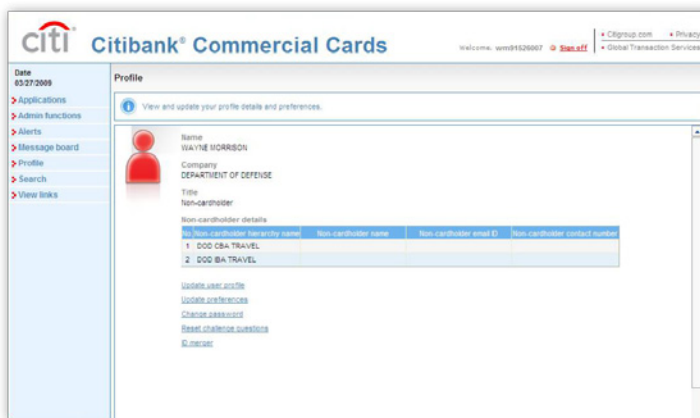
Designed to help users achieve a streamlined and more efficient process, the “merge landing page IDs” capability was developed based on user input. Now, you can merge multiple log-in IDs into a single ID that provides complete access to all your information.

How to merge IDs: A step-by-step guide

- 1 Log in to the EAS landing page using the ID you want as your single sign-on ID.



- 2 Click the profile link on the left side of the menu or click the profile icon.
- 3 Click on the ID merge link displayed at the bottom of the profile screen.



Checklist for merging IDs

The new merge-ID process supports IDs for cardholders and non-cardholders only if:

- The ID has been activated or self-registered
- Your agency has a single company name

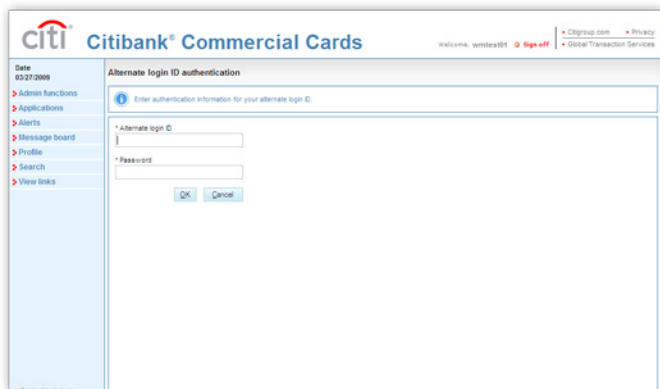
To check whether your agency has a single company name:

- Go to the EAS landing page and select profile
- Under profile, you will see “company” within the landing page; your company’s name will be below it
- Check the company name for all your log-in IDs to make sure they have the same name

Note: Only one ID can be merged with the primary sign-on ID at a time.

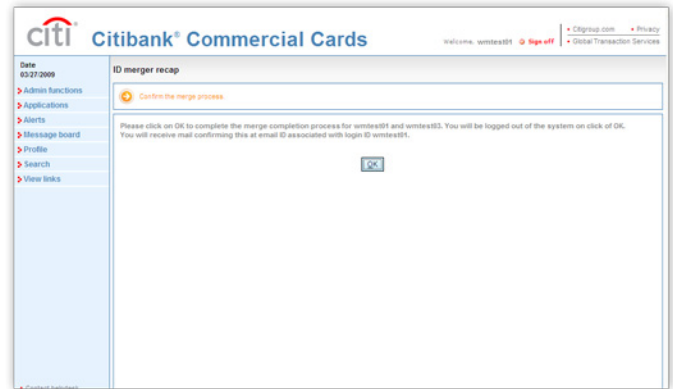


- 4 The disclaimer page will display. After you read the disclaimer, click the accept button and you will be directed to the alternate ID log-in page.
- 5 Enter the log-in ID that you want to merge with the single sign-on ID in the alternate log-in ID field.



- 6 Enter the password that you use with that alternate log-in ID, and click the OK button.
- 7 The system will verify that the information is correct.

- 8 If the system finds that the alternate ID is active, it will take you to a second-level authentication: *You will be prompted with one of the three challenge questions created for the alternate ID.*
- 9 Enter the answer to the challenge question and click continue: *If the question is answered correctly, the ID-merger recap screen will be displayed. It will show which user ID has been merged with the primary ID.*
- 10 Click on the OK button, and you will be logged out of the system.
- 11 A confirmation email will be sent to the email address registered for the primary ID. The just-merged alternate ID will no longer be active and cannot be reactivated.
- 12 If the two merged IDs had different functionalities available, these will be merged and available on the primary ID. For example, an Agency Organization Program Coordinator (AOPC) who merges their cardholder ID with their AOPC ID will have all the functionality of both an AOPC and a cardholder.



Technology Release Dates

- Citi's new landing page will launch April 25, 2009
- A new CCMS release will be available April 17, 2009



New features make it easy to manage email alerts and addresses

Now you can add up to five email addresses to receive email alerts, and manage them via a new link on the Alerts screen.

To add, modify, or delete email alerts, simply click the link to access the maintenance screen.

How it can help: Agencies can manage accounts more efficiently.

- If an APC or AOPC wants cardholders to notify certain individuals when a payment is made to Citi, the cardholders can add their email addresses and they will automatically receive email alerts when a payment is made.
- To help manage nonpayment of accounts, APCs or AOPCs can instruct cardholders to add their email addresses so that account-suspension notifications will be sent to the APC or AOPC as well as to cardholders.

How to subscribe to email alerts:

This guide describes how to subscribe to available alerts and includes a description for each alert

- 1 Open your browser and type the URL <https://home.cards.citidirect.com> and press **Enter**.
- 2 Enter your username and password and press **Enter**. Answer the additional security question and press **Continue**.
- 3 The EAS landing page appears. Select the **Alerts** link from the left menu or click on the **Alerts** icon.
- 4 Click the check box for each alert you wish to activate for your account so that a checkmark appears in the box. To select all alerts, click the top check box next to **Alert description**. Click **Save**.

No.	<input type="checkbox"/>	Alert Description
1.	<input type="checkbox"/>	Payment Due (CBA)
2.	<input type="checkbox"/>	Payment Past Due (CBA)
3.	<input type="checkbox"/>	Payment Received (CBA)
4.	<input type="checkbox"/>	Invoice
5.	<input type="checkbox"/>	Payment
6.	<input type="checkbox"/>	Cycle
7.	<input type="checkbox"/>	Due Date
8.	<input type="checkbox"/>	J2 Credit Rating (The card is temporarily closed pending an address update.)
9.	<input type="checkbox"/>	Account Suspension
10.	<input type="checkbox"/>	Account Cancellation
11.	<input type="checkbox"/>	Account Canceled



Citi Provides Hands-on Training in Norfolk, Virginia, and Washington, D.C.

Citi offers ongoing training for APCs, including sessions on how to manage your card programs beyond the SmartPay 2 transition. Training takes place in two state-of-the-art, hands-on classrooms in Norfolk, VA, and Washington, DC.

In addition to our training facilities, Citi uses the Web to reach our clients around the U.S. and the world. Our training sessions are no longer limited to a building or geographical location—nor do we need you to travel to a specific location.

Our training, whether delivered in person or via the Web, is focused on teaching program administrators how to use our Electronic Access System. Training covers these topics:

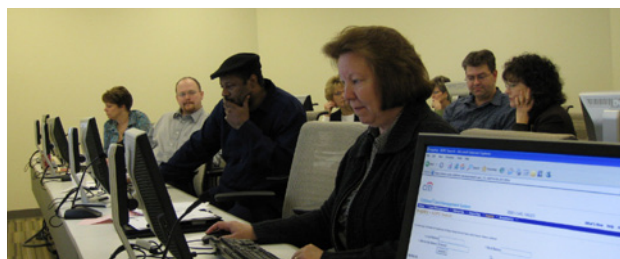
- How to manage your card program
- How to maintain accounts in your card program
- How to create reports in your card program

In our sessions, we stress hands-on training by logging into our EAS, so users can actually see and experience how the system works when reviewing statements and transactions, requesting card maintenance, and creating and running reports.

CitiDirect® training at your installation or facility is also available at no cost for agencies that meet the required minimum of 20 participants, as defined in the GSA SmartPay 2 Master Contract. To host CitiDirect training at your installation or facility, just [click here](#) for the On-Site EAS Training Request Form and email it to commcard.training@citi.com or fax it to 1.866.882.9944. A training coordinator will contact you directly to set up your training session.



In the Norfolk classroom, Citi trainer Chet Tantillo is instructing MM3 Rocio Pinzon and Mr. Robert (Bob) Lamneck on advanced functionality within CitiDirect.



CPMs participate in live training in the Norfolk classroom.

February focus group tours the new Citi call center

The DTMO and Component Program Managers (CPMs) conducted a training focus group on February 10-11, 2009, at the Norfolk Operations Center. The group reviewed the training metrics throughout the transition to SmartPay 2, focusing on the change in curriculum after the transition. Feedback from many of the APCs that took training during the transition resulted in a change in curriculum—training was increased from four hours to a full day, using the live EAS system.

The group also toured the new Citi call center, where they reviewed call-center and operations statistics and listened to calls from APCs and cardholders. The DTMO and CPMs also had the opportunity to experience Citi's new hands-on, live training curriculum in the Norfolk facility classroom.



New Video Teleconferencing (VTC) now available

It's never been easier to attend EAS training!

Citi now offers CitiDirect® EAS Video Teleconferencing from the Norfolk, VA, training site. Citi VTC sessions save time and money and provide virtual face-to-face training for participants who are geographically dispersed.

The Citi training site at Norfolk is a state-of-the-art venue for large and small conference training sessions, including locations outside the continental U.S. (OCONUS). Along with audio conferencing, Citi's EAS distance-learning sessions provide a convenient, flexible alternative that allows you to fit EAS training into your business day.

Participants will learn the basics of operating and navigating the CitiDirect® Card Management System (CCMS) and the Citibank® Custom Reporting System (CCRS) in a virtual-classroom environment. Citi's VTC learning sessions support multi-point calls at several bandwidths and work with equipment that is H.320 standards compatible.

If you are interested in hosting a CitiDirect EAS Video Teleconferencing training session at your installation, please [click here for the On-Site EAS Training Request Form](#), indicate Video Teleconference, and email it to commcard.training@citi.com. A Citi training coordinator will contact you directly to set up your training session.

New Office of Management and Budget (OMB) requirement

APC/AOPC Alert: New OMB requirement for erroneous charges

Charge card managers are responsible for ensuring charge cards are only used for authorized purchases or expenses, but a new requirement in OMB Circular 123-A, dated January 15, 2009, makes cardholders responsible for reimbursing the government if they fail to dispute an erroneous charge.

APC/AOPCs should include this requirement in all cardholder training, since cardholders could incur significant costs if they do not adhere to the policy of disputing an erroneous charge within the timeframe specified by your agency's policy. This includes non-receipt, duplicate charges, and fraudulent charges.

Section 4.8 of the circular states, "In cases where a cardholder fails to resolve and/or timely dispute (if necessary) an erroneous charge, the cardholder, consistent with agency policy, shall reimburse the government for the cost of that transaction. When a cardholder makes an improper purchase, the cardholder, in accordance with agency policy, shall: (a) reimburse the government for the cost of the purchase and (b) be subject to disciplinary action."

For more information, you can read or download the OMB Circular at:

http://www.whitehouse.gov/omb/assets/omb/circulars/a123/a123_appendix_b.pdf



Success is in the Cards: A Decade of Achievement

Where: Phoenix, Arizona **When:** July 28-30, 2009



Save the date! The 11th Annual GSA SmartPay® Training Conference is on the horizon, and Citi is pleased to participate as we build on this year's theme, "Success is in the Cards - A Decade of Achievement." Following the transition to SmartPay 2, Citi's goal is to provide the tools, resources, and support you need to efficiently and successfully manage your card program.

Citi will offer more hands-on and technology-driven courses than ever this year, and, as always, we will provide attendees with individualized attention. With 47 courses, 136 sessions, 10 hands-on classes, and 37 lectures—as well as mini sessions and computer labs—attendees can choose the sessions and training that best meet their needs.

We look forward to sharing important information and best-practices for managing your card program, and we invite you to drop by the Citi Welcome Center (across from the GSA General Session) to meet our team of experts. Or, stop by the Citi Computer Lab where you can ask for help on specific program functions in the Citi Electronic Access System (EAS).

Citi would also like to inform attendees that in response to the current economic climate, Citi will not be hosting a reception at this year's conference. We look forward to seeing all of our GSA clients in Phoenix, and helping you achieve your training and program goals for 2009.

Global Transaction Services
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