



Government Purchase Card Guide

For Agency/Organization Program Coordinators



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General Overview

This manual provides general guidelines and policies for the administration of the Citibank[®] Government Purchase Card program. This document is organized into several sections to facilitate use by the Agency/Organization Program Coordinator (A/OPC). The General Overview section provides a comprehensive review of the entire Citibank[®] Government Purchase Card program.

The other sections of this guide include program information organized for each key participant. The contents are organized in a systematic, chronological order, designed to assist the A/OPC and other Agency/Organization program participants through the implementation and follow-on operations of this program.

A/OPCs may wish to tailor these guidelines to suit their specific needs and their unique organizational structures. The manual is intended to be a general guide that highlights basic policies and procedures for your program. Therefore, it has not taken into account your Agency/ Organization's specific requirements.

The Citibank[®] Government Purchase Card program is designed to meet the following objectives:

- Simplify the purchasing process
- Reduce paperwork and administrative costs associated with official Government purchases
- Streamline payment procedures and improve cash management practices
- Improve management controls, reporting and decision-making activities

Information provided in this manual will assist A/OPCs in successfully managing their programs and meeting these program objectives.

How to Use this Manual

The manual is a reference guide for processes and procedures used in the Citibank[®] Government Purchase Card program for Agencies/Organizations. The manual is divided into sections and includes appendices with ready references containing important phone numbers, e-mail addresses and specific procedures for electronic interface with Citibank. Listed below are the various sections of this manual and their intended use:

| Section | Use |
|--|------------------------|
| General Overview | Executive Summary |
| Responsibilities of Program Participants | Desk Reference |
| Account Setup Procedures | Desk Reference |
| Account Maintenance Procedures | Desk Reference |
| Authorized Card Use | Desk Reference |
| Transaction Activity | Desk Reference |
| Statements of Account and Invoices | Desk Reference |
| Reconciliation Procedures | Desk Reference |
| Disputes | Desk Reference |
| Payment Process | Desk Reference |
| Account Suspension, Cancellation and Reinstatement | Desk Reference |
| Essential, Standard and Ad Hoc Reports | Reporting Capabilities |
| Training | Training Planning |
| Appendices | Reference Data |

Product Offerings

The GSA Master Contract consists of core products and services, as well as value-added and customized products. As the world's largest issuer of MasterCard® and Visa®, Citibank plays a pivotal role in advancing new payment products and technologies which will also benefit its Government customers and their Cardholders.

Core Products and Services

The core products and services include the Purchase Card, convenience checks, A/OPC and Cardholder Assistance, Reporting and Electronic Access Systems.

Government Purchase Card program

The Purchase Card has three versions of authorized cards, along with a “cardless” account, specifically designed for the Government. These are Centrally Billed Accounts and may include Agency/Organization accounts.

Standard Cards

Citibank will use the GSA-specified standard (Government artwork) card with embossing of the account number, expiration date and a 20-character alphanumeric field for Agency/ Organization use. We will imprint the customer service toll-free and/or collect number on the back side of all cards.

Quasi-generic Cards

Quasi-generic cards are issued from non-Government Citibank credit card stock utilizing the account numbering structure for the Government program. The card will look like a regular corporate or consumer Citibank card; however, Cardholders are entitled to all features and benefits included in the GSA Master Contract.

Generic Cards

Generic cards are used by Agencies/Organizations for security reasons (e.g., traveling or purchasing abroad, undercover operations, etc.) Generic cards will be issued from non-Government credit card stock with a standard Citibank account numbering structure. These cards will be exempted from the statement insert, statement messaging and tax-exempt features of the Government's program.

Cardless Accounts

In certain situations a cardless account may be set up. Cardless accounts are account numbers assigned to Agency/Organization entities or individual Cardholders. Purchases are generally made electronically (e.g., by telephone, fax, e-mail, Internet, etc.) or through mail order. Cardless accounts can be controlled and limited to certain Merchant Category Codes (MCC).

Transition, Implementation and Training Support

The Citibank® Client Relationship Manager assigned to your Agency/Organization is available for implementation, training and management assistance.

Operational, Billing and Transaction Dispute Support

The Citibank Customer Service Center may be contacted 24 hours a day, seven days a week, every day of the year by calling 1-800-790-7206 (in the U.S.) and 904-954-7850 (if overseas, call collect) to assist Cardholders, A/OPCs, Designated Billing Office (DBO) and Transaction Dispute Office (TDO) officials with day-to-day questions and issues. A Client Account Manager (CAM), dedicated to your Agency/Organization, is also available to provide assistance.

Convenience Checks

Guaranteed against theft or loss, these pre-printed, pre-numbered, two-ply copy checks are issued to designated users. They have no preset amount; however, on request, a “not to exceed” amount may be printed on the check face. Convenience checks are designed for use at merchants worldwide that may not accept the Citibank[®] Government Purchase Card. Cleared checks are posted to a Cardholder Purchase Card account and appear on the Cardholder’s Statement of Account as a separate line item, identifying the check number, date processed and name of payee.

Reporting

Citibank provides all reports specified in the GSA Master Contract and your Agency/Organization’s Task Order, in a format designed to enhance management information analysis and report utilization. This information can be provided in electronic media to maximize timeliness for reporting and updating databases.

Electronic Access System

Citibank provides controlled electronic access through the Single Sign-On Landing Page to review account statements, perform account maintenance, review reports and register disputes. The modules accessed through the Landing Page include CitiDirect[®] Card Management System, Citibank[®] Custom Reporting System and Citibank[®] Online Statements and payments.

Value-added and Customized Products and Services

The Client Relationship Manager assigned to your Agency/Organization is available to discuss any customized products and services the Agency/ Organization may require. Value-added and customized products and services are listed in the GSA Master Contract.

Responsibilities of Program Participants

This section provides information on the duties and responsibilities of the individuals and Agency/Organization entities involved in managing, directing and controlling the Government Purchase Card program at Citibank.

The Government Purchase Card program at Citibank has many participants, each with unique responsibilities. Therefore, the collective actions will determine the effectiveness and efficiency of the Government Purchase Card program. The Master Contract and Agency/Organization Task Order define the responsibilities of the parties involved in this unique partnership. This manual addresses the responsibilities of the following parties:

- Agency/Organization Program Coordinator (A/OPC)
- Approving Official (AO) (optional)
- Cardholder
- Designated Billing Office (DBO)
- Transaction Dispute Office (TDO)
- Agency/Organization Contracting Office (A/OCO)
- Citibank

The Agency/Organization Program Coordinator (A/OPC)

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 Agency/Organization, Citi and GSA.

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

The Approving Official (AO) (Optional)

The Approving Official (AO) is responsible for ensuring that all purchases made by the cardholder(s) within his/her cognizance are appropriate and the charges are accurate. The AO must resolve all questionable purchases with the cardholder. In the event an unauthorized purchase is detected, the AO must notify the APC and other appropriate personnel. After review, the AO may have to sign the account statement. They must maintain the documentation for record.

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

The Cardholder

The Cardholder is the individual or Agency/Organization entity designated by the Agency/Organization who is issued a Purchase Card and is responsible for the purchase of goods and services with that card in accordance with applicable regulations and Agency/Organization policies and procedures. It is the Cardholder's responsibility to understand and comply with his/her Agency/Organization's policies and procedures regarding authorized purchases, record keeping, reconciliation and payment of the Statement of Account. In addition, the Cardholder is responsible for informing the merchant of the tax-exempt nature of any purchase being made with the Purchase Card.

The Designated Billing Office (DBO)

The DBO is responsible for processing and ensuring payment of the Centrally Billed Purchase Account invoices. For further detailed responsibilities, please refer to the Citibank[®] Government Card Designated Billing Office (DBO) Guide (see www.citimanager.com, U.S. Federal Government Services, Reference) or Attachment 10 of the GSA Master Contract.

The Transaction Dispute Office (TDO)

The TDO may be established to assist the Agency/Organization and Citibank in tracking and resolving disputed purchases. For further detailed responsibilities, please refer to the Citibank[®] Government Card Transaction Dispute Office (TDO) Guide (see www.citimanager.com, U.S. Federal Government Services, Reference) or Attachment 10 of the GSA Master Contract.

Agency/Organization Contracting Office (A/OCO)

The Agency/Organization Contracting Office (A/OCO) has the responsibility for issuing the task order against the contract with Citibank for Purchase Card services. Administration of the Agency/Organization Task Order is typically the responsibility of the A/OCO. All A/OPC questions regarding the terms and conditions of this task order should be directed to the A/OCO in accordance with the Agency/Organization's policies and procedures.

Citibank

Citibank will provide timely delivery of all products and services specified in the Agency/ Organization Task Order, within the parameters established under the GSA Master Contract.

- The Client Relationship Manager (CRM) assigned to your Agency/Organization provides developmental services for the life of the contract. Non-DoD Travel organizations can reach their CRM toll-free at 1-800-790-7206 or collect at 904-954-7850. He/she serves in the role of Task Order Manager in accordance with Section C.2.13.2 of the Master Contract. They will utilize the entire spectrum of resources within Citibank to make your Agency/ Organization's Purchase Card program a success from implementation to program rollout. Your Client Relationship Manager provides ongoing program management
- Your dedicated Client Account Manager will take over day-to-day transactional support activities

Citibank will provide the Agency/Organization and its employees with dedicated and responsive customer service representatives 24 hours a day, seven days a week, every day of the year through the Citibank[®] Customer Service Center. This service will enable all program participants to obtain information and resolve problems associated with their Government Purchase Card program.

Citibank will also provide an electronic access system. Electronic communication not only reduces turnaround time, it also helps to improve the timeliness and accuracy of system updates.

Citibank will use the CitiDirect[®] Card Management System to provide each A/OPC office with an electronic method to obtain and submit program forms. These forms will be provided upon request, in the format specified in the Agency/Organization's respective Task Order. For security reasons, these software packages will be password protected, and access will be limited to individuals authorized in writing by the A/OPC.

Citibank personnel will assist the Agency/ Organization with account setup, account maintenance, reporting and establishing billing, reconciliation and dispute processes that properly support the use of the Purchase Card program.

Citibank meets all security requirements as specified in the Master Contract. Creditworthiness checks will not be used as part of the issuance procedures for Purchase Card accounts.

Electronic Access System (EAS)

Program Management Tools

Access the Citibank[®] Landing Page at <https://home.cards.citidirect.com> or find additional program and tool information at www.citimanager.com, U.S. Federal Government Services, Web-based Tools.

Citibank[®] Landing Page

The Single Sign-on Landing Page provides a client with a one ID/Authentication process to gain access to all of Citibank's program management tools as listed below. This can be accessed at <https://home.cards.citidirect.com>.

Features include:

- Single Sign-On: This function will enable the user to access multiple applications using single sign on in the Landing Page screen.
- Landing Page: This screen will show the user links they can access and external applications they can access based on entitlements.
- Message Board: This functionality enables the user to view the broadcast messages for their hierarchy on a message board. It also enables them to create messages and publish them after an authorization of the posted message.
- User Profile Update: This functionality will allow the user to update the details about their own profile; for example, their email id, security question, and/or address.
- Administration Functions: This functionality will enable the user to perform various administrative functions such as create a user; activate/deactivate a user; reset a password; assign applications; review pending user requests; post messages; approve messages; modify/delete messages; run reports; or assign user entitlement.
- New User Signup: This functionality will enable a user to register in order to access the application. The registration can be as a card holder or as a non-card holder.

CitiDirect[®] Card Management System (CCMS)

Citibank offers CCMS for A/OPCs as an electronic method to perform program maintenance. CCMS is a secure electronic method to perform required updates to cardholder profiles and submit new account requests. Additionally, A/OPCs will have access to the Citibank[®] Help Desk support, as well as onsite training, comprehensive online learning and self-help tools to help manage the your card program. The self-help tools including a User Guide and job aids can be accessed from the EAS Landing Page, <https://home.cards.citidirect.com>, by clicking on APPLICATION, the CCMS link, the ASSISTANCE tab, the GUIDES sub-tab, and the CITIDIRECT A/OPC QUICK REFERENCE CARD link.

Citibank[®] Custom Reporting System (CCRS)

Citibank[®] Custom Reporting System facilitates the A/OPC's ability to analyze trends in program spend habits. The CCRS system provides users with the following:

- Pre-defined reports that can be used as-is, or that can serve as templates for customized reports
- Access to over 650 data elements
- Ability to schedule reports to run at a variety of time periods, including daily, weekly or at month-end
- Ability to "subscribe" to reports, so that they are run after hours and can be reviewed at leisure
- Access to a history list of reports run in the past. Data will be guaranteed 36 months back.
- GSA standard report templates can be easily accessed through one folder in CCRS

Citibank® Online Statements and Payments (OLSP)

With our online statements capability, Cardholders and A/OPCs can securely access all of the details of card charges easily online and streamlined for review. Account statements can be viewed any time for up to 12 cycles. Statements can also be printed or downloaded for your records. Unbilled transactions can be viewed and downloaded as well. Only account balances for individual bill/individual liability accounts can be paid through the online statement system.

Citibank® Electronic Reporting System (CERS)

The Citibank® Electronic Reporting System is a Web-based reporting tool that allows users to access their TBR (Total Business Reporting) reports electronically in a completely secure environment. It also allows users the ability to upload and/or download files in a secure environment.

Tool Set Training

A complete Agency/Organization training strategy will be established during implementation and on an ongoing basis. Also, once access is granted to the EAS, you may log in and click on the “Help” link for quick reference materials.

Account Setup Procedures

Initial Agency/Organization account setup is accomplished as a result of the issuance of an Agency/Organization Task Order against the GSA Master Contract. This task order delineates the requirements set forth by the Agency/Organization, including any value-added requirements (Tier 2). A task order can be tailored to specific Agency/Organization needs, provided that the requirements fall within the scope of the GSA Master Contract award.

Citibank will provide detailed and comprehensive assistance to the Agency/Organization to simplify account setup upon award of a task order.

Hierarchy Structure Setup

Upon receipt of a task order from the Agency/Organization, Citibank will coordinate with A/OPCs and other designated Agency/ Organization personnel to initiate the process of account hierarchy setup and information reporting requirements. Processing the necessary information to set up the Agency/Organization master file and account structure must be completed prior to initiating Agency/Organization accounts.

The Agency/Organization internal structure, geographic location and size determine the Purchase Card hierarchy structure. The Agency/ Organization hierarchy can contain up to seven levels, offering greater control for Agencies/ Organizations with multiple geographic locations and large numbers of personnel. Typically, however, the basic hierarchy contains only five levels as defined below:

- Level I: Agency/Organization
- Level II: Agency/Organization Program Coordinator (A/OPC)
- Level III: Division/Branch (Sub-Unit)
- Level IV: Approving Official (AO) (optional)
- Level V: Cardholder (Individual)

The following example depicts a five-level hierarchy reporting setup process:

| Hierarchy Level | | Example |
|-----------------|-------------------------------|---------|
| I | Agency/Organization | 11111 |
| II | Program Coordinator | 23456 |
| III | Division/Branch | 12345 |
| IV | Approving Official (optional) | 98765 |
| V | Cardholder | 77777 |

Each hierarchical level is unique, and all levels of the Agency/Organization's hierarchy are required for each Cardholder.

Fourth Line Embossing

During the setup process, the Agency/ Organization has the ability to designate the fourth line of embossing on issued cards. This line normally contains the Agency/Organization name and may be used for the Agency/Organization's tax-exempt number. This field uses a maximum of 24 characters.

Printing

The Agency/Organization name, the phrase “U.S. Government Tax Exempt” and a maximum 15-digit alphanumeric discretionary field may be printed on the card.

Division/Branch Management Control Setup

As part of the initial hierarchy setup, the A/OPC shall submit all Cardholder and management control account setup information to Citibank®. Management control is the responsibility of the A/OPC’s designated representative within the division/branch management structure. Larger agencies with a large number of accounts may choose to use Approving Officials in this capacity. If used, each Approving Official will occupy a place in the Agency/Organization hierarchy. If an AO approach is used, all Cardholders shall be assigned to an AO for control, billing and reporting. Approving Officials should be personnel in supervisory management positions to ensure appropriate authority and control. In smaller organizations with fewer accounts, the A/OPC may serve in this capacity.

The following minimum information should be forwarded to Citibank at the time of account setup:

- Hierarchy listing of A/OPCs, Division/Branch designated representatives or Approving Officials and Cardholders (not required for start-up transition)
- Designated Billing Offices and Transaction Dispute Offices
- Cardholder Account Setup Form (not required for start-up transition). See **Appendix A**, or www.citimanager.com, **U.S. Federal Government Services, Reference, Appendix B**.

Cardholder Setup and Activation

After completion of the Division/Branch management control account setup procedures, setup forms are sent to the A/OPC for transmission to Citibank. Forms may be submitted via the CitiDirect® Card Management System. Citibank will issue cards within three days of receipt of the completed forms. Cards are sent directly to the individuals designated as the Cardholder, unless the A/OPC indicates otherwise. Prior to submission of the setup forms for Cardholder privileges to Citibank, the A/OPC should conduct the following checks to verify information and ensure expeditious issue of the card to the Cardholder:

- Validate information provided
- Complete the hierarchy (see hierarchy structure above)
- Assign the appropriate credit and cash limits (if applicable)
- Indicate if a cash limit includes ATM cash access (if applicable)
- Include Merchant Category Code (MCC) exclusions/inclusions. See www.citimanager.com, **U.S. Federal Government Services, Reference, Appendix E**.
- Set billing cycle office limits

All cards issued by Citibank to individual Cardholders are inactive in order to reduce the potential for fraud. Cardholders who receive Government Purchase Cards from Citibank will be required to activate their cards through the Citibank® Customer Service Center. During activation, Cardholders will be asked to provide a unique identifier which was established during account setup. Activation can be completed through our automated system or with one of our customer service representatives, 24 hours a day, seven days a week. The telephone number for the Cardholder to use is on the activation notice affixed to his/her individual Purchase Card. Cards will not work until the activation process has been completed.

Upon receipt of the card, the following steps should be performed by the Cardholder:

| | |
|---------------|---|
| Step 1 | The new Cardholder opens the card issuance mailer to verify receipt of the card and Cardholder Guide. NOTE: Your Agency/Organization may elect for all cards to be issued through the A/OPC and Approving Official. You will have to follow internal procedures to issue the cards to the Cardholders. In addition, some Agencies/Organizations require Cardholders to notify the A/OPC of card receipt. |
| Step 2 | The Cardholder checks the spelling of his/her name and signs the signature strip on the back of the card. |
| Step 3 | The Cardholder then calls the toll-free number on the activation notice and enters the information requested by the prompt to verify receipt. The card is now activated and ready for use. |

New Organizations

The account setup process described above is also used for adding new organizational entities to your hierarchy. The A/OPC will need to coordinate the effort of making changes to the hierarchy with the Citibank® Client Account Manager.

Account Maintenance Procedures

Information Updates

The A/OPC must ensure that the master file information is kept up-to-date to ensure the smooth functioning of the program. The A/OPC must maintain individual Cardholder information, the hierarchy and DBO and TDO points of contact. The A/OPC must also regularly update A/OPC and EO information. Information updates are accomplished using the Citibank® Account Maintenance Forms (See Appendix B, or www.citimanager.com, U.S. Federal Government Services, Reference, Appendix B) or via the CitiDirect® Card Management System. Faxes can be sent to 1-605-335-1417 and correspondence can be sent to:

Citibank Customer Service Center
P.O. Box 6125
Sioux Falls, SD 57117-6125

For those Agencies/Organizations that currently are not able to utilize electronic media, Citibank will accept faxes and/or hard copy of completed forms.

Authorization Control Changes

On occasion the A/OPC may find it necessary to change the Agency/Organization's cycle limit or the Cardholder's single purchase or cycle limit. The A/OPC is the only individual authorized to make changes to these limits.

Account Renewal

All Government Purchase Cards at Citibank are issued with an expiration date, usually two to three years after issue. Prior to the expiration of the card, Cardholder requirements should be re-evaluated within the Agency/Organization. Individual accounts that show no activity over a six- to 12-month period should be reviewed for possible cancellation due to minimal usage, thereby saving card administration costs.

To expedite account renewal and preclude a break in the availability of services to the Cardholder, the following actions should be taken:

- Ninety days prior to expiration of each account or card, Citibank will provide a report to the A/OPC listing each expiring account or card
- Notify Citibank within 45 days of the expiration date of all accounts that are not to be reissued
- Account renewal information is supplied to the A/OPC by the Renewal Report
- Renewed cards will be sent no earlier than 40 calendar days before the expiration date of the existing card and no later than 20 calendar days before the expiration date

Unique International Use Procedures

Procedures for international use conform to those set by the associations.

Emergency Card Issuance

If new cards are needed as the result of an emergency or mobilization, Citibank will accept verbal

instructions from the A/OPC or the GSA Contracting Officer for emergency account setup. Client Account Managers are available 24 hours a day, seven days a week, every day of the year to handle such requests. Delivery will be completed within 24 hours of initial notice both in the U.S. and overseas. The A/OPC must provide written validation of all verbal instructions for emergency cards to the Citibank Customer Service group within three business days of the verbal instructions. To avoid duplication, these written instructions must be clearly marked as “Confirmation of Verbal Instructions.”

A/OPC Termination of Accounts and Cancellation of Cards

Using the Account Maintenance Form, the A/OPC should notify Citibank immediately when a Cardholder leaves an Agency/Organization, is terminated from employment or no longer requires a Government Purchase Card at Citibank. This may be completed via the CitiDirect[®] Card Management System. When the cancellation request is received, the employee’s card will be canceled immediately. The A/OPC or his/her designated representative should thereafter retrieve and destroy the Citibank[®] Government Purchase Card. If an employee attempts to use the card before it is retrieved and destroyed, the merchant requesting the authorization against the canceled account will be instructed to confiscate the card. The A/OPC should ensure destruction of the card and termination of accounts of individual Cardholders.

When a Cardholder leaves the Agency/ Organization, his/her Agency/Organization employee clearance procedures should be followed.

Lost or Stolen Accounts/Cards

A/OPCs and Cardholders must promptly report lost or stolen account numbers and cards to Citibank. The Customer Service Center is staffed 24 hours a day, seven days a week, every day of the year to accept calls from A/OPCs and/or Cardholders reporting lost or stolen cards. Subsequently, a replacement card with a new account number will be sent to the Cardholder. Cards reported lost or stolen are immediately blocked from accepting additional charges. If unauthorized charges have occurred, they should be disputed.

Government-wide Shutdown

In the event of a Government-wide shutdown, many Agencies/Organizations, Account Holders and Cardholders may be unable to make payments. Citibank will ensure that during such periods accounts will not age delinquent or be suspended or canceled. During this time finance charges will not be assessed; however, Statements of Account will continue to be generated.

Authorized Card Use

Use of the Government Purchase Card at Citibank should be consistent with established guidelines for required sources of supply and applicable acquisition procedures, such as those applicable to micro purchases or to acquisitions below the simplified acquisition threshold. Procurements paid for with the card are subject to the acquisition rules established in the Federal Acquisition Regulations (FAR) and Agency/Organization policies and procedures.

The Federal Acquisition Streamlining Act did not abolish the priorities for use of Government supply sources as stated in Part Eight of the Federal Acquisition Regulations. Micro purchases are not exempt from this requirement.

The following information is provided to assist you in locating sources that can supply required products and services:

Committee for Purchase from People who are Blind or Severely Disabled*
Visit <http://www.abilityone.com/> or call 1-703-603-7740

National Industries for the Blind*
Visit www.nib.org or call 1-800-433-2304

NISH*
Visit www.nish.org or call 1-703-560-6800

GSA Stock Program
Visit GSAXCESS at <http://gsaccess.gov>.
You can also call 1-866-333-7472 or fax your order to 1-800-856-7057

GSA Federal Supply Schedules
Visit GSAXCESS at <http://gsaccess.gov> or call 1-866-333-7472

Federal Prison Industries, Inc.
Visit www.unicor.gov or call 1-800-827-3168

For excess supplies from other Agencies
Visit GSAXCESS at <http://gsaccess.gov> or call 1-866-333-7472

With an internet connection, you can quickly browse through the GSA online shopping mall for thousands of commercial products and services including JWOD/NIB/NISH and UNICOR products. GSA Advantage was designed to link GSA schedule products, stock items, catalog descriptions, current pricing and delivery information in a single location to make ordering easier for you. To place an order, you can use your Citibank® Government Purchase Card. The address for GSA Advantage is www.gsaadvantage.gov

For any questions regarding GSA's Products and Services, call the National Customer Service Center (NCSC) at 1-800-488-3111 or DSN 465-1416.

*Under the Javits-Wagner-O'Day (JWOD) Program, each purchase of a SKILCRAFT or other JWOD/NIB/NISH product or service helps to generate employment and training opportunities for individuals who are blind or have other severe disabilities.

Training

In accordance with the GSA Master Contract, Citibank will assist in training the Agency/ Organization on all aspects of the Government Purchase Card program at Citibank. A complete Agency/Organization training strategy will be established in conjunction with your Client Account Manager at Citibank during implementation and on an ongoing basis. All Agency/Organization program officials (A/OCO, A/OPC, and billing and dispute officials) will be invited to participate in an initial orientation, which will address program conversion issues (Citibank differences in reporting, processing, etc.). This orientation will also provide an overview of the electronic capabilities of the CitiDirect® Card Management System, and will present a Train-the-Trainer approach for initial Cardholder training and backup key personnel training. It is strongly suggested that a full complement of Agency/Organization personnel participate in the orientation to present internal policies and procedures and to explain Agency/ Organization program interfaces.

Training of Purchase Card Cardholders is a vital part of the Government Purchase Card program at Citibank. Through comprehensive training, Cardholders become fully knowledgeable about the appropriate uses of the Agency/Organization's Purchase Cards. This minimizes mistakes and streamlines procurement processes. Purchase Card Users will be trained on the processes for using the Purchase Card and the Agency/ Organization's requirements for maintaining the supporting purchase documentation.

Comprehensive training for Cardholders, A/OPCs, DBOs and TDOs is available directly from Citibank in the following media:

- Paper and electronic program documentation
- Paper and electronic self-paced training texts
- Electronic interactive formats

Electronic media includes:

- CD-ROM
- Internet (the CitiDirect® Card Management System and the Citibank document delivery Web site)
- Intranet access

A/OPC training materials focus on A/OPC responsibilities, program requirements and processes and the electronic capabilities of the CitiDirect® Card Management System. Materials also cover manual processes needed to function in a non-CitiDirect system environment.

A/OPCs are responsible for ensuring that Cardholders are trained properly on the Government Purchase Card program at Citibank.

Transaction Activity

Making a Transaction

The purchase of supplies and services with the Government Purchase Card can be made either face-to-face, via e-mail or by telephone, Internet or fax. When ordering using the card, an audit trail must be maintained that will support all purchases in accordance with Agency/ Organization policies and procedures.

The Cardholder must inform the merchant that a tax-exempt Government Purchase Card is being used. If the Agency/Organization Task Order requires it, a tax-exempt number will appear on each card (except generic cards) to facilitate this process. If state or local taxes are charged, the Cardholder shall attempt to receive an exemption.

Transaction Authorization

Citibank provides domestic and international transaction authorization support 24 hours a day, seven days a week, every day of the year. Standard commercial authorization controls, selected by the A/OPC at account setup, will be applied to each transaction. Transaction authorization requests which do not meet the specific criteria established by the A/OPC will be denied.

Transaction Overrides

Citibank, at the direction of the A/OPC, has the ability to authorize transactions that may be blocked as a result of risk mitigation or other Agency/Organization-elected controls. Our Customer Service Center will handle these requests for A/OPCs and other authorized personnel designated by the A/OPC. The functionality will allow any restricted requests (MCC, dollar limit, etc.) to be approved by the Citibank authorization system. In unusual circumstances, certain MCC blocking patterns may preclude authorization of acceptable purchases. The Customer Service Center can also handle these requests and, where appropriate, authorize these transactions.

Shipping Instructions

If shipping is included in a transaction, the Cardholder is required to provide the merchant with a complete shipping address for delivery of goods or services ordered. This information is reflected in the transaction data reported to the A/OPC. If the shipping destination is different from the location of the Cardholder, the destination office should confirm receipt of the goods or services to the Cardholder.

Deliveries

The A/OPC and Cardholder should ensure that delayed deliveries, split deliveries, or back orders from merchants are not billed until such items have been shipped. If purchases appear on the Cardholder's Statement of Account but have not yet been received, the Cardholder should contact the supplier for problem resolution. If the supplier does not resolve the problem, the dispute process should be initiated in order to avoid premature payments.

Receipt Retention

Please ensure that for each purchase made a merchant receipt is received and retained per organization policy. The Cardholder should identify the specifics of the purchase on the merchant receipt. These documents should be retained in accordance with Agency/Organization policy and may be used to verify purchases shown on the Cardholder Statement of Account.

Posting Transactions

Citibank posts all settled transactions received from MasterCard® and Visa® within two business days. Transactions received before the established cutoff time of 1:00 p.m. EST are posted to the accounts the day of receipt. Transactions received after this time will be posted the following business day. Tracking controls will be utilized for manually processed transactions.

Statements of Account and Invoices

The Statement of Account is sent to the Cardholder detailing all posted activity for the designated billing period. Citibank will send an itemized Statement of Account to each Cardholder within five business days of the end of each billing cycle. This statement will include all transaction data elements required in CP.1.18.1.1 of the Master Contract.

Citibank provides the invoice to the DBO, with a roll-up listing of transactions and total dollar amounts for each Cardholder account and a final amount to be paid. This final total is a roll-up of total dollar amounts for each Cardholder.

Charges made in foreign currencies will be converted into U.S. dollars using a favorable conversion rate established by an interbank rate or, where required by law, the official rate. The conversion rate used shall be the one in existence at the time the transaction is processed, and will be identified on the Statement of Account, the invoice and all related reports. Citibank will not charge a conversion fee.

Samples of a Statement of Account and an Invoice are provided in Appendix C.

Reconciliation Procedures

The Cardholder should review and ensure that all transactions on the Statement of Account are appropriate as deemed by their agency/organization. This review should be accomplished in a timely manner to avoid incurring Prompt Payment Act interest charges. The Cardholder should have supporting documentation for each transaction in accordance with Agency/Organization guidelines. If an item has been returned and a credit voucher was received, the Cardholder must verify 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 should follow the dispute process as appropriate. Please see the Citibank® Government Transaction Dispute Guide (www.citimanager.com, **U.S. Federal Government Services, Reference**) for dispute process procedures. It is the Agency/Organization's responsibility to ensure that the resolution of all disputes are properly tracked and reflected on the Statement of Account.

The Designated Billing Office (DBO) and/or the A/OPC reserve the right to audit/review all Statements of Account and supporting documentation. In the event of an unauthorized or inappropriate purchase, the A/OPC or the GSA Contracting Officer has the right to suspend or cancel a card.

Disputes

Reasons for disputing a transaction may vary from dissatisfaction with the goods or services provided, to non-recognition of the reported merchant or charge. In all cases, the first course of action is for the Cardholder to contact the supplier and attempt to resolve the dispute directly. If attempts to resolve the dispute with the supplier have not been successful, or if attempts to contact the supplier are not possible (supplier is not recognized, contact information is not available, etc.), the following process should be initiated by the Cardholder or his/her representative within the Agency/Organization:

Step 1

Internal policies within Agencies/Organizations may vary; however, communication with Citibank must be initiated by either the Cardholder or the Agency/Organization's representative on the Cardholder's behalf. Authorized representatives of the Agency/Organization normally include the TDO, the DBO and the A/OPC. This communication is normally done via telephone through the toll-free number, or online via the CitiDirect® Card Management System. All disputes unresolved at the supplier-Cardholder level must be submitted to Citibank within 60 days of receipt of the invoice on which the charge(s) first appeared. After 60 days, the right to dispute a charge may be relinquished.

Step 2

Citibank will instruct the individual making contact concerning next steps. The Cardholder will normally be required to complete either a paper or electronic Dispute Form and send the completed form to Citibank (see **Appendix D in this guide** or www.citimanager.com, **U.S. Federal Government Services, Reference, Appendix B**). The Cardholder should always keep a copy of the completed Dispute Form for his/her reference. The Cardholder may also be required to provide a copy of the Dispute Form to appropriate entities within the Agency/Organization, such as the TDO.

Step 3

Citibank will suspend the disputed charge from the outstanding balance due once it receives notice of the dispute. Citibank will acknowledge the initiation of a dispute to the Cardholder, confirming that the Cardholder does not have to pay the amount in question pending the outcome of the dispute process.

The suspension process places the amount in question in a special category of transactions. Suspended transactions are tracked and reported to the appropriate personnel in each Agency/Organization, such as the TDO, per the terms and conditions of the GSA Master Contract and the Agency/Organization Task Order. Both MasterCard® and Visa® require merchants to respond to the notification of dispute within 21 to 45 days of receipt.

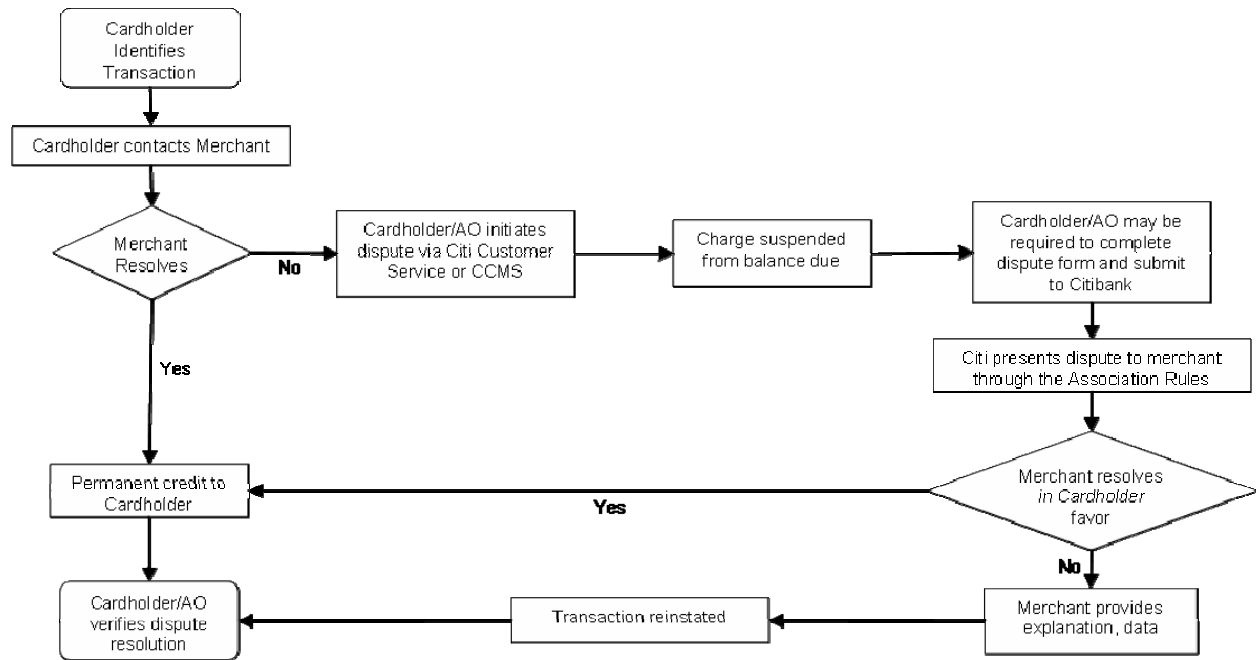
If the supplier has not responded within 45 days, the dispute is automatically resolved in favor of the Cardholder. While this process is taking place, the Cardholder is not expected to take any further action, unless Citibank requests additional information.

Step 4

Based on the supplier's response, the charge will either be resolved in favor of the Cardholder or the supplier. If the charge is resolved in favor of the Cardholder, the charge is removed from the account and all related reports will reflect the status. If the dispute is resolved in favor of the supplier, a letter is sent to the Cardholder explaining the decision. The charge will appear in the balance due on the next Statement of Account, along with a dispute resolution message. The Cardholder should retain the dispute resolution letter and attach it to the next Statement of Account as support documentation.

Typically, when a charge is resolved in favor of the supplier, the supplier has provided evidence of compliance with MasterCard® and Visa® association operating regulations. In those very rare instances where agreement cannot be reached between the Cardholder and the supplier, or when the charge appears to be fraud-related, special actions are taken.

The following chart depicts the dispute process:



***Actual timing for dispute and resolution process is governed by association rules. Citi will track the Merchant and Cardholder dispute for 90 days.**

Please refer to the Citibank® Government Card Transaction Dispute Guide (see www.citimanager.com, U.S. Federal Government Services, Reference) for further details.

Payment Process

The Billing Cycle

Citibank will provide Agencies/Organizations with a variety of billing cycles for Purchase Card accounts. Agency/Organization-level reporting is impacted by the selection of billing cycle dates. The A/OPC and the DBO should jointly select a billing cycle suited to Agency/Organization operations, structuring the appropriate organizational hierarchy and selecting the same billing cycle for major subordinate elements for the overall processing of invoices. This approach provides full data capture for roll-up which enhances program management and decision making. If the A/OPC does not select a specific billing cycle at the time of account setup, Citibank will provide a monthly billing cycle.

Purchase Card accounts will operate on a daily, weekly, semimonthly or monthly billing cycle. Statements of Account will be provided electronically via the Citibank[®] Electronic Access System or mailed directly to the address of record within five business days after cycle cutoff.

Invoices

Citibank will provide invoicing in either electronic or paper formats, depending upon Agency/Organization requirements.

Citibank will accept payments from multiple sources, and will post payments within two business days from date of receipt. Citibank's payment processing centers are open 24 hours a day, seven days a week to accept payments. When required data elements are missing from the payment, which preclude accurate posting, this time frame may be adjusted.

The Prompt Payment Act requires that payments be applied to the principal first and then to the Prompt Payment Act interest. Citibank will apply payments accordingly. The Agency/Organization will be notified in the event of any payment discrepancy.

There are three methods of payment that can be utilized by Agencies/Organizations to pay their accounts:

- **Check Payments.** The disbursing office sends the payment through regular mail using a Government voucher identifying the account numbers for payment posting
- **Automated Clearing House (ACH) Electronic Payments.** A Disbursing Officer can initiate ACH electronic payments by having his/her Agency's Demand Deposit Account (DDA) debited to make the payment
- **Wire Payments.** The disbursing office can initiate a wire payment by sending a cash letter to Citibank. Payments made by 1:00 p.m. EST will post the same business day. If made after 1:00 p.m. EST, the payment will be posted the following day

Please refer to the Citibank[®] Government Card Designated Billing Office Guide ([see www.citimanager.com](http://www.citimanager.com), U.S. Federal Government Services, Reference) for further details.

Account Suspension, Cancellation and Reinstatement

Suspension

Citibank will provide Pre-Suspension/Pre-Cancellation Reports to the A/OPC to identify undisputed amounts that are past due on all Agency/Organization accounts. An account is considered past due if payment for undisputed principal amounts has not been received within 45 calendar days from the billing date. Citibank will (1) send an email; and (2) send a letter to the A/OPC and Designated Billing Office or document a telephone call to the A/OPC and Designated Billing Office requesting payment on past due accounts for the undisputed principal amount.

Citibank shall follow the prescribed suspension procedures for all accounts:

- Citibank will document all suspension actions and, if requested, such documentation will be provided to the GSA Contracting Officer
- Citibank will notify the A/OPC and Designated Billing Office that it has begun the suspension process if payment for the principal amount is not received by close of business on the 54th calendar day from the billing date of the billing period in which the charge appeared
- The suspension process involves (1) notifying the A/OPC and Designated Billing Office by email and by written letter that the account will be suspended if payment of the undisputed amount is not received in full by the close of the fifth (5th) calendar day after notification and (2) notifying the A/OPC and Designated Billing Office of the Contractor's point of contact to assist in resolving the past due account(s)
- 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, Citibank may suspend the account on the 61st day, unless otherwise directed by the A/OPC. If Citibank does not initiate suspension within 180 calendar days of the billing cycle date, it waives its right to suspend the account for the particular charge
- Items which are in dispute will not be considered past due. The amount of the dispute is subtracted from the payment due on the Statement of Account. Therefore, items in dispute will not result in suspension of charge privileges
- In accordance with the requirements of this contract, the A/OPC and the GSA Contracting Officer will have the authority to suspend accounts under their purview. Documentation of the reason for suspension is required

Cancellation

While payment performance is important, Citibank's first priority to the Agency/ Organization is to ensure access to charging ability. To protect this ability, Citibank will begin the cancellation process when the account is past due for the undisputed amounts, and the requirements for cancellation have been met, as follows:

- The account has been suspended two times during a 12-month period for undisputed amounts and is past due again. Citibank will give consideration to the amount of elapsed time between the second suspension and the third occurrence for late payment. Citibank may initiate cancellation procedures

when payment of the undisputed principal amount on an account has not been received 120 calendar days from the billing date

- The account is 120 days past due for the undisputed amounts, and the procedures for suspension of the account have been met

Citibank will (1) send an email; and (2) send a letter to the A/OPC and Designated Billing Office or make a documented telephone call to the A/OPC and Designated Billing Office requesting payment on past due accounts for the undisputed principal amount. If Citibank chooses to begin cancellation procedures, and one of more of the above conditions have been met, Citibank will follow the procedures listed below:

- 1) Notify the A/OPC and Designated Billing Office by email and by written letter that the account will be canceled if payment of the undisputed amount is not received in full by the close of the fifth (5th) calendar day after notification; and
- 2) Notify the A/OPC and Designated Billing Office of the Contractor's point of contact to assist in resolving the past due account(s).

Cancellation actions will be documented by the Citibank and, if requested, such documentation will be provided to the GSA Contracting Officer. 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, the Citibank may cancel the account on the 126th calendar day, unless otherwise directed by the A/OPC. For these individually billed accounts, Citibank may report delinquent accounts to credit bureaus and outside debt collection agencies.

The A/OPC and the GSA Contracting Officer will have the authority to suspend or cancel CBAs under their purview. Documentation of the reason for cancellation or suspension is required. Additionally, the A/OPC and the GSA Contracting Officer will have the authority to void account numbers.

Reinstatement

Citibank, in coordination with the Agency/ Organization, may reinstate suspended and/or canceled accounts upon receipt of payment of the undisputed principal amount and Prompt Payment Act interest if received within 180 days.

Citibank will maintain a Suspension/Cancellation Reinstatement File, which, upon request, will be made available to the A/OPC, the DBO and/or the GSA Contracting Officer.

Essential, Standard and Ad Hoc Reports

There are 16 essential (required) reports, including the four reports particularly identified in the GSA Master Contract for the Purchase Card program. Citibank provides 11 additional reports that agencies/organizations may choose to receive as well. All reports are dated, titled, numbered and paginated. With the exception of the Cardholder, each report is available at each level of hierarchy for each listed report recipient. Reports are generated at a specific point in time on a regular basis (recurring reports), or when a user specifically asks for a report (user-requested reports). Recurring reports present data for calendar periods. For example, a monthly report presents data available from the first day of the month through and including the last day of the month. User-requested reports present data as of the date the report is requested. All report information coincides with invoice and transaction data. Samples of each of the reports can be provided upon request.

At account setup, with the assistance of the Agency/Organization's Client Account Manager, the A/OPC will make a selection from a list of standard paper reports that will be sent at the frequency denoted for each report selected. For Agencies/Organizations utilizing electronic access, reports will be available at any time for download. The A/OPC may change the selection or frequency of hard copy reports by calling his/her Client Account Manager at the Citibank® Customer Service Center.

Government Purchase Card at Citibank Essential Reports

Account Activity Report for the Purchase Card Program

This monthly report shows all transaction activity for the Purchase Card program. This will include activity for both active and inactive accounts.

Statistical Summary Report for the Purchase Card Program

This monthly report provides a statistical summary of Purchase Card program activity, including dollar volume, convenience check volume, number of transactions, active Cardholders, total number of accounts, new accounts, miscellaneous fees and identification of fees (e.g., customized services, convenience checks, value-added products and services, etc.) on a current and fiscal-year basis.

Summary Quarterly Purchase Card Program Report

This report provides a summary of purchases over and under the micro purchase level as described in the FAR. It includes the number of transactions, the dollar volume and comparative percentages for the current reporting period and fiscal-year activity. These requirements can be fulfilled by a series of available reports: the Quarterly Vendor Report, the Summary Quarterly Merchant Report, the Summary Quarterly Vendor Analysis Report, and the Summary Quarterly Vendor Ranking report.

OMB Report for the Purchase Card Program

This report provides transaction data required by Chapter 5 – Performance Metrics and Data Requirements of OMB Circular A-123, Appendix B for both the Travel and Purchase Card Business lines. Examples of this transaction data includes, but is not limited to, number of cards, number of active accounts, etc.

Invoice

Citibank provides invoices on a daily, weekly, semi-monthly or monthly basis, in both electronic and hard copy formats. The Agency/Organization can modify the frequency interval on request.

Invoice Status Report

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

Transaction Dispute Report

This report lists all outstanding and resolved transaction disputes. The report is summarized by dispute status. The user has the capability to access detail-level data, and thereby identify, track, balance and obtain status on the dispute from the original charge through resolution. The report is generated on any cycle basis and may be delivered via the CitiDirect[®] Card Management System or in hard copy. This report is generally used by the TDO.

Pre-Suspension/Pre-Cancellation Report

This report lists accounts eligible for suspension or cancellation. The report is summarized hierarchically, and the user has the capability to access detailed account-level data.

Suspension/Cancellation Report

This report lists accounts that are suspended or canceled. The report is summarized hierarchically, and the user has the capability to access detailed account-level data.

Account Renewal Report

This user-requested report lists detailed information for accounts that are at least 90 calendar days prior to the expiration of each card or account.

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 Designated Billing Officer and the Chief Financial Officer to identify and manage delinquencies.

Exception Report

There are two reports available that accomplish what this report requires: Lost, Stolen, Invalid or Cancelled Accounts Report and Unexpected Posted Transactions Report. These identify lost, stolen, invalid or canceled cards, declined transactions and unusual spending activity, and details such transaction activity. These reports are generally used by the A/OPC and the DBO to monitor Cardholder activity, track misuse and identify training needs.

Detailed Electronic Transaction File (DEF File)

This electronic file lists each Cardholder's detailed transactions for the reporting period and contains all transaction data. This file is generally used by the Agency/ Organization for processing transactions through its financial systems and for producing reports.

Approving Official Listing/Span of Control Report

This report provides a listing of AOs within the agency/organization, and the number of accounts and names of cardholders under each AO.

ATM Report

This report lists the number of ATM withdrawals and ATM withdrawal limits for each account/cardholder.

Refund Detail Report

This report lists detailed sales and productivity refunds earned by each agency/organization by organizational level. This report shall also include the percentage of potential refunds earned by the agency/organization and an explanation of how this figure was derived. This report will include daily accrual figures.

Additional Government Citibank reports

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.

Account Change Report

This report lists any changes made to the master file information and identifies which element(s) changed on what date. This report is generally used by the A/OPC to manage programmatic data as well as to flag and verify changes.

Current Accounts Report

This report provides listings of all current accounts.

1057 Report

This quarterly report lists merchant demographic information (minority or female-owned businesses) and provides summary purchase data only. The report will include quarterly purchase amounts as well as year-to-date purchase totals.

1099 Report

This quarterly report lists summary payments made to merchants on a quarterly and cumulative calendar-year basis. The report lists summary information by total merchant payments only. This report includes the merchant tax identification number (TIN) and legal merchant name.

Agency Payment Performance and Refund Report

This report lists the payment performance (average payment time) and any refunds paid to the Agency/Organization for each program. It is available quarterly and includes the net charge volume, payment performance, refund amount and type of refund. This report is generally used by the Agency/Organization to analyze payment performance and refunds. It also supports audit functions.

Write-off Report

This report lists the date and any balances that have been written off as uncollectible. The report is summarized by Agency/Organization and then by program. The user will have the capability to access detail-level data. Available upon request at the Agency/Organization level. This report can be used to analyze the data and cross-reference delinquency data to assist Government managers in programmatic delinquency control.

Summary Quarterly Merchant Report

This report lists, by fiscal-year quarter, summary spending information by MCC and includes MCC description, number of transactions per MCC, total dollar amount per MCC and average dollar amount per MCC. This report is generally used to summarize supplier categories for trend analyses.

Summary Quarterly Merchant Analysis Report

This report lists, by fiscal year, a detailed merchant/vendor, city, state and service type in total dollars and total number of transactions. This report is generally used to negotiate better discounts with merchants.

Summary Quarterly Merchant Ranking Report

This report lists, by fiscal year, a quarterly and comparative summary by name and type of vendor, ranking the major vendors and their dollar charges, along with a percentage breakdown of totals and changes from the previous quarter and the same quarter a year ago, if applicable. This report is generally used for market and trend analyses.

Customer Assistance

The Customer Service Center at Citibank is available 24 hours a day, 7 days a week, every day of the year to provide assistance to DBO personnel. The Client Account Manager assigned to your Agency/Organization is fully capable of answering questions and resolving issues related to the billing of all Government card programs.

Non-DoD Agencies/Organizations

The Customer Service Center may be reached toll-free at (800) 790-7206. For those outside the U.S., call collect at (904) 954-7850.

DoD

Cardholder Assistance

Call toll-free 1-800-200-7056. For cardholders outside of the U.S., call collect to 1-757-852-9076. Full service is available 24x7 including Help Desk support for online statements.

APC Assistance

Call toll-free 1-866-670-6462. For APCs outside of the U.S., call collect to 1-757-853-2467. The Client Account Representatives (APC Support) are available Monday through Saturday 7am-9pm EST. The Client Account Specialists (CPM support) are available Monday through Friday 7am-6pm. Centrally Billed Account Representatives are available Monday through Friday, 7am-6pm. After hours emergency support is available 24x7 through the Cardholder Assistance group.

CITIBANK® GOVERNMENT PURCHASE CARD SETUP FORM

NOTE: This form should be completed by the Agency/Organization Program Coordinator with the required information input by the Cardholder.

| SECTION I | <u>INSTRUCTIONS</u> |
|--|----------------------------|
| 1. To add a new account, Cardholder completes Section IV and signs in Section VI, A/OPC completes Sections II, III, and V, then signs in Section VII. 2. Maintain a copy in the Cardholder and Agency/Organization Program Coordinator's files. 3. Fax completed form to 605-357-2092 or mail to Citibank® Government Services, P.O. Box 6125, Sioux Falls, SD 57117-6125. | |

| SECTION II | <u>REPORTING PARAMETERS</u> |
|--|------------------------------------|
| *Reporting Hierarchy: (1) _____ | |
| *Processing Unit ID#: (2) _____ (maximum 5 characters) | |

| SECTION III | (3) *PLASTIC TYPE (Please check one of the following) |
|--|--|
| Government Standard <input type="checkbox"/> Quasi-Generic <input type="checkbox"/> Non-POS (White) <input type="checkbox"/> | |

| SECTION IV | <u>CARDHOLDER INFORMATION</u> (Please Print) |
|--|---|
| (4) _____ | |
| *First Name of Cardholder | *Middle Initial |
| *Last Name (maximum 20 characters) | |
| (5) _____ | (6) () _____ |
| *Agency/Organization Name (maximum 24 characters) | *Business Phone |
| (7) _____ | (8) () _____ |
| 4th Line Embossing (maximum 20 characters/data on Front of Card) | Fax Number |
| (9) _____ | (10) _____ |
| *Business Mailing Street Address Line 1 (maximum 36 characters) | Last 4 digits of Social Security Number |
| _____ | (11) _____ |
| Business Mailing Street Address Line 2 (maximum 36 characters) | *Verification Information/Service Compensation Date (SCD) |
| _____ | _____ |
| *City | *State |
| _____ | *Zip Code |
| (12) _____ | Country |
| E-mail Address | |
| (13) _____ | |
| Master Accounting Code (maximum 75 characters) | |
| (14) _____ | (14) _____ |
| Discretionary Code 1 (maximum 12 characters) | Discretionary Code 2 (maximum 20 characters) |
| (14) _____ | _____ |
| Discretionary Code 3 (maximum 15 characters) | |

| SECTION V | <u>AUTHORIZATION PARAMETERS</u> |
|--|--|
| (15) *Cycle Limit \$: _____ | (19) *MCC Template Name: _____ |
| (16) Dollars per Transaction Limit \$: _____ | (20) If eligible for Convenience Checks, maximum payment amount equals \$: _____ |
| (17) Number of Transactions per Cycle: _____ | (21) Convenience Checks: Y <input type="checkbox"/> N <input type="checkbox"/> 2 Bks <input type="checkbox"/> 6 Bks <input type="checkbox"/> |
| (18) Number of Transactions per Day: _____ | |

| SECTION VI | (22) <u>CARDHOLDER SIGNATURE</u> |
|---|---|
| I understand that the Card is to be used for official purchases only. I understand that it is my responsibility to notify Citibank at 800-790-7206, (overseas call collect at 904-954-7850) immediately if my card is lost or stolen. | |
| *Cardholder Signature _____ | Date _____ |

| SECTION VII | (23) <u>AGENCY/ORGANIZATION PROGRAM COORDINATOR SIGNATURE AND PHONE NUMBER</u> |
|---|---|
| *Approving Agency/Organization Program Coordinator's Signature _____ | Date _____ |
| *Approving Agency/Organization Program Coordinator's Name (printed) _____ | Date _____ |
| *Approving Agency/Organization Program Coordinator's Business Phone Number (with area code or country code) _____ | |
| *Approving Agency/Organization Program Coordinator's Fax Phone Number (with area code or country code) _____ | |

***Asterisked fields must be completed prior to submission.**

Numbers in parentheses correspond to numbers on guide sheet on next page.

Global Transaction Services

GUIDE TO CITIBANK[®] GOVERNMENT PURCHASE CARD SETUP FORM

Form used for a new Purchase Card applicant.

Section I – Instructions

Section II - Reporting Parameters

1. **Reporting Hierarchy:** The five-digit reporting code assigned to each level within the organizational hierarchy that defines the Cardholder's relationship within your Agency's reporting structure. Up to seven five-digit codes may be assigned to your Agency. Contact your Client Account Manager for your Agency's specific codes.
2. **Processing Unit ID#:** Cardholder's five-digit billing site number (Corp ID number). For shipping to central address(es) as bulk shipment. Contact your Client Account Manager for your Agency's specific codes.

Section III - Plastic Type

3. **Plastic Type:** Card type selection: 1) Government Standard: GSA-designed standard card. US Government is printed on the card; 2) Quasi-Generic: Plain silver plastic embossed with Government-assigned account number; 3) Non-POS (White): Issued for Centrally Billed Accounts; **cannot** be used at the point-of-sale.

Section IV - Cardholder Information

4. **Name of Cardholder:** Full name of Cardholder – First, Middle Initial and Last.
5. **Agency/Organization Name:** Name of Cardholder's Agency.
6. **Business Phone:** Area code and business phone number.
7. **4th Line Embossing:** Agency, Bureau or Operating Administration name (maximum 20 characters including spaces, e.g., GSA). This appears on the card under the Cardholder's name.
8. **Fax Number:** Area code and fax number.
9. **Business Mailing Street Address:** Address where the card and statements will be mailed.
10. **Last Four Digits of Social Security Number:** Used for card activation. Cardholder provides the last four digits of his/her Social Security number.
11. **Verification Information:** Service Compensation Date (SF50 Form). This information will be requested of the Cardholder when he/she contacts Citibank Customer Service for assistance.
12. **E-mail Address:** Cardholder's e-mail address.
13. **Master Accounting Code:** Default accounting code (i.e., general ledger code) for this Cardholder's transactions. Maximum 75 characters including spaces.
14. **Discretionary Code:** Alpha and/or Numeric Agency-assigned code. This information appears on the Cardholder's profile.
Note: The Agency may have up to three different discretionary codes for each Cardholder.

Section V - Authorization Parameters

15. **Cycle Limit \$:** Monthly spending limit.
16. **Dollars per Transaction Limit \$:** Single transaction limit, i.e., \$500; this would restrict a Cardholder from purchasing more than \$500 for a single purchase.
17. **Number of Transactions per Cycle:** Number of transactions a Cardholder can perform per monthly cycle.
18. **Number of Transactions per Day:** Number of transactions a Cardholder can perform per day.
19. **MCC Template Name:** Merchant blocking schemes. For example, Agency/Organization Program Coordinator may want to block certain types of merchants from being accessed by the Cardholder. Contact your Client Account Manager for your Agency's MCC template names.
20. **If eligible for Convenience Checks, maximum payment amount equals \$:** Indicate "not to exceed" dollar amount to be printed on the check. This serves as notification for the merchant.
21. **Convenience Checks:** Indicate access to convenience checks ("Y" for "yes" and "N" for "no"). Indicate number of checkbooks to be issued. Note: Each checkbook contains twenty-five (25) checks.

Section VI - Cardholder Signature

22. **Cardholder Signature:** Cardholder must sign for acknowledgement.

Section VII - A/OPC Signature

23. **Approving Agency/Organization Program Coordinator's Signature:** The Agency/Organization Program Coordinator must sign for approval. The A/OPC must also print his or her name.

Global Transaction Services

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Appendix B



CITIBANK® GOVERNMENT PURCHASE OR TRAVEL CARD MAINTENANCE FORM

NOTE: This form should be completed by the Agency/Organization Program Coordinator with the required information input from the Cardholder.

| SECTION I | INSTRUCTIONS |
|--|--------------|
| 1. To change information for existing accounts: | |
| a. Complete section II with the type of request. *****Fill in only the applicable fields to be updated.***** | |
| b. Fill in the individual Government Card number : _____ | |
| c. Fill in the cardholder's name as it appears on his/her Government Card: _____ | |
| 2. Approved copy to be maintained in Agency/Organization Program Coordinators files. | |
| 3. Fax completed form to 605-330-6801 or mail to Citibank® Government Services, P.O. Box 6125, Sioux Falls, SD 57117-6125. | |
| 4. All changes will be completed within 3 business days unless requesting to move a centrally billed account from one billing site to another. This change will be made the next business day after the Agency/Organization's billing cycle. | |

| SECTION II (1) | TYPE OF CARDHOLDER MAINTENANCE REQUEST ("X" all applicable) |
|--|---|
| <input type="checkbox"/> A. Cardholder Information Change (Section III) | <input type="checkbox"/> F. Cash Advance Limit Change (Section V) |
| <input type="checkbox"/> B. Hierarchy Change (Section IV) | <input type="checkbox"/> G. Number of Transactions Limit Change (Section V) |
| <input type="checkbox"/> C. MCC/Blocking Change (Section V) | <input type="checkbox"/> H. Account Closure |
| <input type="checkbox"/> D. Dollars per Cycle Limit Change (Section V) | Reason _____ (Section VI) |
| <input type="checkbox"/> E. Dollars per Transaction Limit Change (Section V) | Other Changes: _____ |

| SECTION III | CARDHOLDER INFORMATION (Please Print) |
|-------------|---|
| (2) | *First Name of Cardholder |
| | Middle Initial |
| | Last Name (maximum 24 characters total) |
| (3) | Agency/Organization Name (maximum 24 characters) |
| (4) | *4th Line Embossing (maximum 20 characters) |
| | Social Security Number (Travel Card only) |
| (6) | Home Mailing Street Address Line 1 (maximum 36 characters) |
| | Home Phone Number |
| (6) | Home Mailing Street Address Line 2 (maximum 36 characters) |
| (6) | City |
| | State |
| | Zip Code |
| | Country |
| (7) | Business Mailing Street Address Line 1 (maximum 36 characters) |
| | Business Phone Number |
| (7) | Business Mailing Street Address Line 2 (maximum 36 characters) |
| | City Pair Program (circle one) |
| (7) | City |
| | State |
| | Zip Code |
| | Country |
| (9) | E-mail Address |
| (10) () | Fax Number |
| | Discretionary Code 1 (maximum 12 characters) |
| (11) | Discretionary Code 2 (maximum 20 characters) |
| | Discretionary Code 3 (maximum 15 characters) |

| SECTION IV | REPORTING PARAMETERS |
|------------|---|
| (12) | Current Reporting Hierarchy: _____ |
| (13) | New Reporting Hierarchy: _____ |
| (14) | Processing Unit #: _____ (maximum 5 characters) |
| (14a) | MAC/LOA/ASC: _____ |

| SECTION V (15) | AUTHORIZATION PARAMETERS |
|---|--|
| New Dollars per Cycle Limit: \$ _____ | Convenience Checks (Purchase): Y <input type="checkbox"/> N <input type="checkbox"/> 2 Books <input type="checkbox"/> 6 Books <input type="checkbox"/> |
| New Dollars per Transaction Limit: \$ _____ | If eligible for Convenience Checks, maximum payment amount equals: \$ _____ |
| New Number of Transactions per: Cycle: _____ Day: _____ | ATM Access: Y <input type="checkbox"/> N <input type="checkbox"/> Access Limit: Daily \$ _____, Weekly \$ _____, Cycle \$ _____ |
| New MCC Template Name: _____ | Travellers Cheques (Travel): Y <input type="checkbox"/> N <input type="checkbox"/> |

| SECTION VI | ACCOUNT CLOSURE INSTRUCTIONS |
|---|------------------------------|
| 1. A/OPC needs to advise cardholders to destroy their card(s). 2. A/OPC needs to advise cardholders to destroy any unused convenience checks. | |
| 3. A/OPC needs to state the reason account is being closed (i.e., Resigned, Terminated, Deceased, Retired, Duplicate Acct, Closed by Agency, Transferred to other Agency, Other). | |

| SECTION VII | (16) AGENCY/ORGANIZATION PROGRAM COORDINATOR SIGNATURE AND PHONE NUMBER |
|---|---|
| *Approving Agency/Organization Program Coordinator's Signature _____ | Date _____ |
| *Approving Agency/Organization Program Coordinator's Name (printed) _____ | Date _____ |
| *Approving Agency/Organization Program Coordinator's Business Phone Number (with area code or country code) _____ | |
| *Approving Agency/Organization Program Coordinator's Fax Phone Number (with area code or country code) _____ | |

*With revisions, a new card will automatically be sent. You must call Customer Service to have card activated.

Numbers in parentheses correspond to numbers on guide sheet on next page.

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GUIDE TO CITIBANK[®] GOVERNMENT PURCHASE OR TRAVEL CARD MAINTENANCE FORM

Form used to update information regarding purchase or travel cards.

Section I – Instructions

Section II – Type of Maintenance Request

1. **Type of Request:** Select all maintenance updates that apply.

Section III – Cardholder Information

2. **Cardholder Name:** Provide first name, middle initial and last name of cardholder (maximum 24 characters total).
3. **Agency/Organization Name:** Provide name of cardholder's agency/organization (maximum 24 characters).
4. **4th Line Embossing:** Indicate information to appear on 4th line of card (maximum 20 characters).
5. **Social Security Number:** Provide social security number of cardholder (for Travel Card only).
6. **Home Address and Phone Number:** Supply complete home address of cardholder, including street, apartment (if applicable), city, state, zip and country. Also provide home phone number of cardholder including area code.
7. **Business Address and Phone Number:** Provide complete business address of cardholder, including street, floor/suite, city, state, zip and country. Also provide business phone number of cardholder including area code.
8. **City Pair Program:** Indicate if this is a City Pair program by circling "yes" or "no."
9. **E-mail Address:** Provide complete e-mail address of cardholder.
10. **Fax Number:** Provide fax number of cardholder including area code.
11. **Discretionary Code 1-3:** Please provide appropriate discretionary codes where applicable.

Section IV – Reporting Parameters

12. **Current Reporting Hierarchy:** Please indicate cardholder's current reporting hierarchy.
13. **New Reporting Hierarchy:** Provide cardholder's new reporting hierarchy, if different.
14. **Processing Unit #:** Provide cardholder's five-digit billing site number Corp ID #.
- 14a. **Master Accounting Code MAC)/Line of Accounting (LOA)/Accounting String Code (ASC):** Default accounting code or Line of Accounting string.

Section V – Authorization Parameters

15. **Authorization Parameters:** Please complete all information requested regarding parameters of card/cardholder privileges.

Section VI – Account Closure Instructions

Section VII – Agency/Organization Program Coordinator Signature and Phone Number:

16. **A/OPC Signature and Date:** Please provide authorized signature, phone and fax number of agency/organization program coordinator and date that the document is submitted.

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Appendix B

CITIBANK® GOVERNMENT AGENCY/ORGANIZATION PROGRAM COORDINATOR SETUP/MAINTENANCE FORM

SECTION I

INSTRUCTIONS

- To add, delete or change Program Coordinator (PC) information, the Agency/Organization Program Coordinator (A/OPC) completes Sections I through III and signs in Section IV.
- Indicate the **type** of request:

| | |
|--|--|
| <input type="checkbox"/> CCMS - CitiDirect® Card Management System Select one of the following: <input type="checkbox"/> Read <input type="checkbox"/> Read/Write | <input type="checkbox"/> CCRS - Citibank® Custom Reporting Select one of the following: <input type="checkbox"/> Read <input type="checkbox"/> Read/Write |
|--|--|
- Indicate the **action** you are requesting:

| | |
|--|---|
| <input type="checkbox"/> Add to PC info (Complete entire form) <input type="checkbox"/> Delete PC info | <input type="checkbox"/> Change PC information (Complete Reporting Hierarchy and only the items requiring a change) <input type="checkbox"/> Add as Alternate PC |
|--|---|
- Maintain a copy in the Approving Official and Agency/Organization Program Coordinator's files.
- Fax completed form to your Client Account Manager at 904-954-7700.

SECTION II

AGENCY/ORGANIZATION PROGRAM COORDINATOR INFORMATION

The Agency/Organization shall identify below an Agency/Organization Program Coordinator (A/OPC). The Agency/Organization may also identify additional A/OPCs to handle account matters. A detailed description of the A/OPC's responsibilities may be found in the Agency/Organization Master Contract.

(1) _____

| | | |
|----------------------------|-----------------------|--|
| First Name of A/OPC | Middle Initial | Last Name (maximum 24 characters total) |
|----------------------------|-----------------------|--|

(2) _____

| | |
|---------------------------------|----------------|
| Business Mailing Street Address | E-mail Address |
|---------------------------------|----------------|

| | | | |
|------|-------|----------|---------|
| City | State | Zip Code | Country |
|------|-------|----------|---------|

(3) () (4) () (5)

| | | |
|----------------|------------|--------------------------|
| Business Phone | Fax Number | Verification Information |
|----------------|------------|--------------------------|

SECTION III

REPORTING PARAMETERS

Agency/Organization Name: (6) _____

Reporting Hierarchy: (7) _____

SECTION IV

(8) AGENCY/ORGANIZATION PROGRAM COORDINATOR SIGNATURE AND PHONE NUMBER

| | |
|--|------------|
| Incoming Agency/Organization Program Coordinator's Signature _____ | Date _____ |
| Incoming Agency/Organization Program Coordinator's Name (printed) _____ | Date _____ |
| Incoming Agency/Organization Program Coordinator's Business Phone Number (with area or country code) _____ | |
| Incoming Agency/Organization Program Coordinator's Fax Number (with area code or country code) _____ | |
| Existing/Outgoing Agency/Organization Program Coordinator's Signature _____ | Date _____ |
| Existing/Outgoing Agency/Organization Program Coordinator's Name (printed) _____ | Date _____ |
| Existing/Outgoing Agency/Organization Program Coordinator's Business Phone Number (with area or country code) _____ | |
| Existing/Outgoing Agency/Organization Program Coordinator's Fax Number (with area code or country code) _____ | |

**ALL fields must be completed prior to submission or the form will be returned to you.
Numbers in parentheses correspond to numbers on guide sheet on next page.**

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GUIDE TO CITIBANK® GOVERNMENT AGENCY/ORGANIZATION PROGRAM COORDINATOR SETUP/MAINTENANCE FORM

Form used to add approved A/OPCs.

Section I – Instructions

Section II – A/OPC Information

1. **Name of Agency/Organization Program Coordinator:** Program Coordinator's full name – First name, middle initial and last name (maximum 24 characters total).
2. **Business Mailing Street Address:** Physical mailing address for the Program Coordinator.
3. **Business Phone:** Area code and business phone number.
4. **Fax Number:** Area code and fax number.
5. **Verification Information:** A/OPC to provide identification password (i.e., a control number). This will be requested when the A/OPC contacts Citibank Customer Service for assistance.

Section III – Reporting Parameters

6. **Agency/Organization Name:** Please provide complete name of agency/organization of A/OPC.
7. **Reporting Hierarchy:** The five-digit reporting code assigned to each level within the organizational hierarchy that defines the Cardholder's relationship within your Agency's reporting structure. Up to seven five-digit codes may be assigned to your Agency. Contact your Client Account Manager for your Agency's specific codes.

Section IV – Terms and Conditions

8. **Terms and Conditions:** For a **change** of Agency/Organization Program Coordinator, incoming and outgoing A/OPCs must sign the form and include their phone and fax number and the date the form is submitted. If you are **adding an alternate** A/OPC, the current A/OPC and the new, alternate A/OPC must sign the form and include their phone and fax number and the date the form is submitted.

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CB006 2/2 Final 8/16/07

Appendix B



CITIBANK[®] GOVERNMENT APPROVING OFFICIAL SETUP/MAINTENANCE FORM

NOTE: At an Agency/Organization's option, an Approving Official may be designated.

| SECTION I | INSTRUCTIONS |
|--|--------------|
| 1. To add, delete or change Approving Official (AO) information, the Approving Official completes Sections II and signs in Section IV, and the A/OPC completes Sections III, and signs in Section IV. Signatures are required only if submitted by fax or mail. | |
| 2. Indicate the type of request: <input type="checkbox"/> AO Setup and CitiDirect Card Management System ID Request <input type="checkbox"/> AO Setup but DO NOT issue a CitiDirect Card Management System ID <input type="checkbox"/> AO Setup and CitiDirect Card Management System ID Request for view only | |
| 3. Indicate the action you are requesting: <input type="checkbox"/> Add to AO info <input type="checkbox"/> Change AO information <input type="checkbox"/> Delete AO info (Complete entire form) (Complete Reporting Hierarchy and only the items requiring a change) <input type="checkbox"/> Add as Alternate AO | |
| 4. Maintain a copy in the Approving Official and Agency/Organization Program Coordinator's files. | |
| 5. Fax completed form to your Client Account Manager at 904-954-7700. | |

| SECTION II | APPROVING OFFICIAL INFORMATION (Please Print) | | |
|--|---|--|---------|
| (1) _____ | Middle Initial | Last Name (maximum 24 characters total) | |
| First Name of Approving Official (maximum of 24 characters) | | | |
| (2) _____ | (3) _____ | | |
| Agency/Organization Name (maximum 24 characters) | Verification Information | | |
| (4) _____ | (5) () _____ | | |
| Business Mailing Street Address Line 1 (maximum 36 characters) | Business Phone | | |
| Business Mailing Street Address Line 2 (maximum 36 characters) | | | |
| City | State | Zip Code | Country |
| (6) () _____ | (7) _____ | | |
| E-mail Address | Fax Number | Discretionary Code 1 (maximum 12 characters) | |

| SECTION III | REPORTING PARAMETERS |
|--------------------------------|----------------------|
| Account Number: (8) _____ | |
| Reporting Hierarchy: (9) _____ | |

| SECTION IV | (10) AO and A/OPC SIGNATURE (Required for paper submission) | |
|---|---|----------------------|
| Approving Official's Signature _____ | Date _____ | |
| Approving Agency/Organization Program Coordinator's Signature _____ | Date _____ | |
| Full Name (Please Print) _____ | () Business Phone _____ | () Fax Number _____ |

| SECTION V | INTERNAL USE ONLY (This is to be completed by Citibank.) | |
|---|--|---|
| 1. Signature of Processor _____ | Date _____ | Form processed at Jacksonville's CS Center. |
| 2. Signature of Services Administrator (Initial check) _____ | Date _____ | This setup form has all the needed information to process at the CitiDirect system. |
| 3. Signature of authorized CitiDirect [®] Card Management System Representative (ID creator) _____ | Date _____ | The requested Login ID has been created. |

CB007 1/2 Final 8/16/07 **ALL fields must be completed prior to submission or the form will be returned to you.**
Numbers in parentheses correspond to numbers on guide sheet on next page.

Appendix B



GUIDE TO CITIBANK® GOVERNMENT APPROVING OFFICIAL SETUP/MAINTENANCE FORM

Form used to add Approving Officials.

Section I – Instructions

Section II – Approving Official Information

1. **Name of Approving Official:** Approving Official's full name – First name, middle initial and last name (maximum 24 characters total).
2. **Agency/Organization Name:** Please provide complete name of agency/organization of Approving Official.
3. **Verification Information:** Approving Official to provide identification password (i.e., a control number). This will be requested when the Approving Official contacts Citibank Customer Service for assistance.
4. **Business Mailing Street Address:** Physical mailing address for the Approving Official.
5. **Business Phone:** Area code and business phone number.
6. **Fax Number:** Area code and fax number.
7. **Discretionary Code 1:** Please provide appropriate discretionary code where applicable.

Section III – Reporting Parameters

8. **Account Number:** Provide your Government-assigned account number.
9. **Reporting Hierarchy:** The five-digit reporting code assigned to each level within the organizational hierarchy that defines the Cardholder's relationship within your Agency's reporting structure. Up to seven five-digit codes may be assigned to your Agency. Contact your Client Account Manager for your Agency's specific codes.

Section IV – AO and A/OPC SIGNATURE

10. **AO and A/OPC SIGNATURE:** Each Approving Official and Agency/Organization Program Coordinator listed must sign.

Section V – Internal Use Only

This section is for bank use only.

Appendix C

Sample Cardholder Statement/Invoice



7123456781234567804861630486163229

| | | |
|-----------------------|--------------------|-----------------------------------|
| <i>Account Number</i> | <i>New Balance</i> | <i>Total Amount Due</i> |
| 1234-5678-1234-5678 | \$4,861.63 | FOR YOUR RECORDS - NOT AN INVOICE |

NAME:
SAMPLE CARDHOLDER
123 MAIN STREET
ANYTOWN, MS 00000-0000

CITI
P.O. BOX 6575
THE LAKES, NEVADA
88901-6575

CITI PURCHASE CARD

| | | | | |
|-------------------------|----------------|--------------------|--------------------|--------------------|
| <i>Previous Balance</i> | <i>Credits</i> | <i>New Charges</i> | <i>New Balance</i> | <i>Credit Line</i> |
| \$0.00 | \$0.00 | \$4,861.63 | \$4,861.63 | \$50,000.00 |

Statement Date
1/22/07

FOR CUSTOMER SERVICE CALL OR WRITE 1-800-248-4553 P.O. BOX 6125 SIOUX FALLS, SD 57117

SEND PAYMENTS TO: CITI P.O. BOX 6575 THE LAKES, NEVADA 88901-6575

| | | | | | | | |
|---------------------------------------|------------------|----------------------------|-------------------------|----------------------------------|-------------------------------|------------------------------|--------------------|
| 1234-5678-1234-5678 | | <i>Cash Advance Limit*</i> | | <i>Available Credit Line</i> | | <i>Available Cash Line**</i> | |
| | | | | \$45,138.37 | | | |
| <i>Sale Date</i> | <i>Post Date</i> | <i>Reference Number</i> | <i>Type of Activity</i> | | | | <i>Amount</i> |
| 1/8/07 | 1/9/07 | 12345671234567123456712 | ORACLE USA, INC | 6505065432 | CA | | \$3,000.00 |
| 1/3/07 | 1/5/07 | 12345671234567123456712 | TELECOMM/HEADSE | HOUSTON | TX | | \$1,817.13 |
| 12/22/06 | 12/26/06 | 12345671234567123456712 | CAB SERVICES | HOUSTON | TX | | \$44.50 |
| ACCOUNT SUMMARY CURRENT PERIOD | | | | <i>Previous Balance</i> | | <i>Credits</i> | |
| | | | | \$0.00 | | \$0.00 | |
| | | | | | <i>Purchases and Advances</i> | <i>Taxes & Fees</i> | <i>New Balance</i> |
| | | | | | \$4,861.63 | \$0.00 | \$4,861.63 |
| | | | | Amount Over Credit Limit: | | | |
| | | | | Amount Past Due: | | \$0.00 | |
| | | | | Net Total Charges: | | \$4,861.63 | |
| | | | | Total Cash Advances: | | \$0.00 | |
| | | | | Current Period Total: | | \$4,861.63 | |

* Cash Advance Limit is a portion of your Total Credit Line
** Available Cash Line is a portion of your Available Credit Line

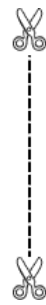


| Account Number | Due Date | Total Amount Due | Enter Amount Paid |
|----------------|------------|------------------|-------------------|
| | 09/13/2008 | \$252.09 | |

Address Correspondence to:

CITIBANK
CORPORATE COMMERCE SERVICES
P.O. BOX 183173
COLUMBUS, OH 43218-3173

Payment coupon: Please cut along perforation and return this portion with your payment. Make check or money order payable in U.S. dollars on a U.S. bank to Citibank. Include account number on check or money order. No cash please. Do not staple or tape your check to this coupon.



Cut along perforation and return this portion with your payment

CITIBANK GOVERNMENT COMMERCE SERVICES**CARD STATEMENT**

| Previous Balance | Payments and Credits | New Charges | New Balance |
|------------------|----------------------|-------------|-------------|
| \$0.00 | \$0.00 | \$252.09 | \$252.09 |

Invoice Date
08/19/2008

Due Date
09/13/2008

FOR CUSTOMER SERVICE CALL 1-800-790-7206 OR WRITE P.O. BOX 45134, JACKSONVILLE, FL 32232-5134
OUTSIDE THE U.S. AND CANADA CALL COLLECT 904-954-7850

SEND PAYMENTS TO: CITIBANK GOVERNMENT COMMERCE SERVICES, P.O. BOX 183173, COLUMBUS, OH 43218-3173

| | |
|-----------------------------------|-----------------------|
| Agency Name: | Account Number: |
| Accounting Code: | Agency/Org Id: |
| Billing Office Id: | Tax Exempt #: |
| Discretionary Code: | Cycle Purchase Limit: |
| Single Purchase Limit: \$2,500.00 | |

| Sale Date | Posting Date | MCC Code | Reference Number | Description | Total Amount |
|------------|--------------|----------|------------------|-----------------------------------|--------------|
| 08/05/2008 | 08/07/2008 | 5999 | | PARTY HQ EMBROIDER IT STAFFORD VA | \$214.25 |
| 08/02/2008 | 08/04/2008 | 5999 | | PARTY CITY #628 FREDERICKSBUR VA | \$37.84 |

| ACCOUNT SUMMARY CURRENT PERIOD | Previous Balance | Payments | Credits | Purchases and Advances | Taxes and Fees | New Balance |
|--------------------------------|------------------|----------|---------|------------------------|----------------|-------------|
| | \$0.00 | \$0.00 | \$0.00 | \$252.09 | \$0.00 | \$252.09 |

| | | |
|--------------|---------------------------|----------|
| Memo Section | Amount Over Credit Limit: | |
| | Amount Past Due: | \$0.00 |
| | Net Total Charges: | \$252.09 |
| | Total Cash Advances: | \$0.00 |
| | Current Period Total: | \$252.09 |

Approval Section

CARDHOLDERS SIGNATURE

APPROVING OFFICIAL SIGNATURE(Except Travel)

Remember

- Enclose your check or money order payable in U.S. dollars with this payment coupon, but do not staple or tape them together. Please do not send cash.
- Write your account number on the front of your check or money order.
- Please make sure the entire Citibank address appears through the window of your remittance envelope.

Change of Address or Telephone Number

Street Address _____

City, State _____ ZIP _____
Home Phone _____ Business Phone _____

**PAYMENT
INFORMATION**

**Mail your payment in the envelope provided,
or send your payment to:**

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

**You may send your payment via
overnight mail to:**

Citibank
1500 Boltonfield Street
Columbus, OH 43228

- Disputed amounts may be deducted from "Total Payments Due", after you notify Citibank of disputed items. Please notify us no later than 60 days after the date of the bill on which the error or problem first appeared.
- Please note your full account number on the front of your payment.
- Payments, adjustments, and charges received after the date indicated on the front as the "Statement Date", will appear on your next statement.

**CUSTOMER
SERVICE**

Mail all written inquiries to:

Citibank
P.O. Box 6125
Sioux Falls, SD 57117-6125
Please include complete account number information with all correspondence.

Telephone inquiries:

Call Toll-Free 1-800-790-7206

Outside the Continental United States
Call collect 904-954-7850

Service Representatives are available to assist you 24 hours a day, seven days a week. Best days to call are Wednesday through Friday. Please have account number information ready.

**LOST OR
STOLEN CARD**

Please notify us immediately (day or night) by telephone. After you notify us, you will not be liable for any unauthorized use of your Government Card.

If your Card is lost or stolen outside these areas, call collect 904-954-7850.

From the Continental U.S. (Alaska, Hawaii, Puerto Rico and the Virgin Islands) or Canada, call Toll-Free 1-800-790-7206.

GUIDE TO CITIBANK® GOVERNMENT CARDHOLDER DISPUTE FORM

Form required when disputing a charge or charges.

1. **Inquirer's Name:** Name of individual submitting dispute, i.e., Dispute Officer or Cardholder.
2. **Date:** Day, month and year for the day the dispute is being filed (i.e., today's date).
3. **Cardholder's Name:** List the name that appears on the account where the charge in dispute resides.
4. **Account Number:** 16-digit account number.
5. **Transaction Date:** Indicate the date the transaction in dispute was made.
6. **Dollar Amount of Charge:** Indicate the dollar amount of the transaction in dispute.
7. **Merchant:** Provide the name of the merchant for the transaction in dispute.
8. **Cardholder Signature:** Cardholder must sign.
9. **Error Description:** Check the box that most appropriately relates to your type of dispute. Card program regulations require that you provide additional statements to document specific items, where indicated on the front of this form.

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www.transactionservices.citigroup.com

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In January 2007, Citi released a Climate Change Position Statement, the first US financial institution to do so. As a sustainability leader in the financial sector, Citi has taken concrete steps to address this important issue of climate change by: (a) targeting \$50 billion over 10 years to address global climate change; includes significant increases in investment and financing of alternative energy, clean technology, and other carbon-emission reduction activities; (b) committing to reduce GHG emissions of all Citi owned and leased properties around the world by 10% by 2011; (c) purchasing more than 52,000 MWh of green (carbon neutral) power for our operations in 2006; (d) creating Sustainable Development Investments (SDI) that makes private equity investments in renewable energy and clean technologies; (e) providing lending and investing services to clients for renewable energy development and projects; (f) producing equity research related to climate issues that helps to inform investors on risks and opportunities associated with the issue; and (g) engaging with a broad range of stakeholders on the issue of climate change to help advance understanding and solutions.

Citi works with its clients in greenhouse gas intensive industries to evaluate emerging risks from climate change and, where appropriate, to mitigate those risks.

efficiency, renewable energy & mitigation

