

**From:** Wasson, Lori@DGS  
**Sent:** Monday, April 03, 2017 10:47 AM  
**Subject:** Call-In Access - Citibank PAs

This message is being sent to advise travel account Program Administrators (PAs) of their newly assigned "PA Inquire" Citibank Call-In Access. During the initial Citibank account implementation phase, very little direct PA access was permitted. All requests and inquiries were set to come through the Statewide Travel Program (STP) to allow us to track issues, make global adjustments and assess contract details.

STP has now added "PA Inquire" call-in accessibility to the main PA assigned to each department. Due to the high volume of personnel turnover in the PA positions, the number of PAs with Call-In Access is being limited. This limit also aids in security, allows more effective management of the Call-In Access assignments and maintenance of current PA listings in the system.

If your department requires one additional person to be set up with Call-In Access, the procedure to assign a back-up requires completion and submittal of a "Citibank Commercial Cards New Program Administrator Form" to the STP (sample attached). STP will confirm completeness of the form, update our PA contact records and forward the form to Citibank for call-in access processing. Please keep in mind the maximum number of PAs with call-in access per department is two.

"PA Inquire" Call-In Access allows PAs to request information and/or discuss handling some account management items directly with Citibank Customer Service staff, but does not allow making account changes.

To handle any of the following issues, call Citibank Customer Account Services (CAS) directly at 1-855-241-0728, Option 2. Please be prepared to provide the last four digits of your work telephone number (in lieu of SSN) to verify your PA status. You will also need the last six digits of the Citibank account number to be discussed or the account name as referenced in CitiManager to obtain information from the CAS representative.

- Status of Individual (IBT) Cards
- Individual (IBT) Account Name Changes
- Account Address Changes
- Payment Status – Confirm Received/Posted
- Payment Status – Current Account Notes
- Transaction Inquiries
- Reasons for Decline
- Dispute Status

Continue to contact STP directly at (916) 376-3974 or [stp@dgs.ca.gov](mailto:stp@dgs.ca.gov) to handle the following issues:

- Change Credit Limits
- Authorize/Open MCC Codes
- Request Additional Account Program (MTG or IBT)
- Request MTG cards
- Request PA Reporting Access
- Submittal of Transaction Disputes
- Account Name Corrections/ Changes

Use CitiManager, Online Account Management Tool, to handle day-to-day account maintenance items, such as the following actions:

- Add Program Administrators (at same level or lower)
- Print/Download Statements
- Review Account Activity – Payments, Transactions
- Research Account or Transaction Detail
- Research Reason for Transaction Decline
- Set Passcodes for Individual (IBT) Card
- Process Individual (IBT) Card applications
- Find Quick Start & User Guides
- Web Tools

Your participation in the Statewide Travel Program and involvement with the Citibank Travel Payment System is appreciated. If you have questions or need additional information, please contact me. Thank you.

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