## Contents

## General Questions

| | Questions | Answer |
|---|---|---|
| 1. | **When do new changes become effective?** | Migration begins Friday, March 6th. On March 9th new functionality will be available when you log in. |
| 2. | **How do we re-watch webinars?** | Recorded webinars are available from the Learning Center. They are currently posted in the What's New > Recorded Webinars folder. You can also continue to attend webinars in March. |
| 3. | **Are there training slides that will show the new process?** | End-to-end user guides and quick start guides are available in the Learning Center. They are currently posted in the What's New > Reference Documents folder. |
| 4. | **Taking multiple sessions is problematic because if you are registered already, it is not an option to register again.** | Once you attend a session, are canceled from a session or did not show up to a session, you are able register for additional sessions of the same topic. |
| 5. | **Why I am still showing in progress for a training I completed yesterday?** | It may take 24-48 hours for the status to update. A trainer needs to mark you as attended. |
| 6. | **How do I determine what level APC I am?** | When you log in to Transaction Management, the hierarchy string displays. Currently, it's the first number that displays. Once migration is complete, it will be the third number that displays. For example, if your hierarchy number is 0041234, you are a level 4 APC. |
| 7. | **Will hierarchies remain the same?** | Your hierarchy number will change from a 5-digit number to a 7-digit number. Two zeroes will be added to the beginning of your hierarchy. For example, if your hierarchy number was 51234, it will be 0051234. |

| | Questions | Answer |
|---|---|---|
| 8. | **Are we required to complete both the webinars and the instructor-led courses to gain access to CitiManager?** | No, you already have access to CitiManager and will be able to see the changes on March 9th. These sessions are to prepare you for the migration. |
| 9. | **Will there be training specific for CBA in the future?** | Most of DoD is currently operating with IBA. After migration, CBA courses may be available. |
| 10. | **When I access the Quick Start Guides from the Learning Center, nothing seems to download when I click Start.** | Make sure you have pop-up blockers turned off and once you click **Start**, the document opens. |
| 11. | **Will there be classes beyond March 9th?** | Yes – there are classes in the Learning Center for you to register for the rest of March. |
| 12. | **I have an APC experiencing issues getting access to the Learning Center tab? Can they dial in to get credit for the class?** | The APC needs to be logged in through Learning Center to get credit for the course. We suggest anyone who is experiencing issues with Learning Center provide commcard.training@citi.com with a full screenshot of the issue that is experienced so we can troubleshoot. |
| 13. | **Do we now go in and print our a cert or will one be emailed to us?** | Training certificates will be available after the training has completed in the Learning Center. It will be under Training Transcript on the left hand side. |
| 14. | **I do not see the What's New Catalogue. What do I do?** | You may have accessed Learning Center through a Company (for example purchase) that does not have access to What's New. You will need to change your main company that shows up when you log into CitiManager. To do this, you will access **My Profile** within CitiManager. Then, click the **Change Primary Company** link. Choose the DoD Travel company and save your changes. |
| 15. | **Will CitiManager be available at all during the weekend on the 7th and 8th?** | CitiManager will not be available until 9:00AM EST on Monday 3/9/2020. |

## Applications

| | Questions | Answer |
|---|---|---|
| 16. | **What are the minimum requirements for a passcode?** | The minimum is one character. However, the passcode cannot be the same as another part of the hierarchy so we recommend using more than one character. |

| | Questions | Answer |
|---|---|---|
| 17. | **Do all existing Cardholders need to create a user profile?** | The application process allows brand new Cardholders to set up their user profiles. Existing Cardholders can still self-register for user access. Most commands recommend all Cardholders have a user profile, but the system will not require existing Cardholders to set one up. Any existing Cardholders who have access to the system will continue to have access to their user profile. |
| 18. | **Whose e-mail address is the inviter's e-mail address?** | The inviter's e-mail address is the APC's e-mail address. |
| 19. | **Are Supervisors currently approving Cardholder accounts?** | In the current process, Supervisors are approving Cardholder applications before they are routed to the APC. This process will continue after migration. |
| 20. | **Who determines which Supervisor to use? Will this be direct line Supervisor?** | The applicant enters their Supervisor's e-mail address. Each command/base can determine who approves applications and that can be communicated to the applicants as needed. |
| 21. | **Will the APC be able sign off as both the Supervisor and APC with the new application process?** | An APC can be entered in as a Supervisor. Each command/base determines the policies for the approval process. |
| 22. | **Is the passcode hierarchy specific? Will we need to have different passcodes for each hierarchy we administer?** | The passcode is set up at each hierarchy. You may choose to have a passcode at a higher-level hierarchy and then change the hierarchy as an application comes in for approval. Or, you may choose to set passcodes at each level so when that passcode is used, Cardholders are automatically set up in the correct hierarchy. |
| 23. | **What are the credit score ranges for a standard vs. restricted card?** | Someone with a credit score of 660 or above receives a standard card. Anyone with a credit score between 0 - 659 receives a restricted card. |
| 24. | **Where will the DD Form 2883 be stored?** | The APC stores the form in the government office. The record may be retained in hardcopy, in a secure electronic format, or an authorized document management system (per organizations' record management). |
| 25. | **Once an application is submitted, are applicants able to log back in and change any information such as the Supervisor's e-mail address if they have entered the incorrect one?** | The APC may be able to override the approval and enter the correct Supervisor's e-mail. The Supervisor needs to have access to CitiManager to access the application. If there is information other than a Supervisor's e-mail that needs to be updated, the applicant can recall the application and make the update. |

| | Questions | Answer |
|---|---|---|
| 26. | **Does the approver need to upload the SOU and training certificate when approving?** | It is up to each command what will be loaded to Account Documents, and who will be responsible for the uploads. Do not upload the Alternate Credit Worthiness Form (DD Form 2883). |
| 27. | **Can the passcode created for one unit be used for to all APCs for that unit?** | Passcodes are defined by each hierarchy and can be used for the entire hierarchy for any applicants. |
| 28. | **Can a passcode be used at more than one hierarchy?** | The passcode cannot be used again by another hierarchy. |
| 29. | **Can another APC approve an application?** | Requests are first come, first serve so anyone who is set up as an approving APC can approve the application. Once it is approved by that APC, the application will clear out of the queue. |
| 30. | **As an APC, can we view the status of an application?** | An APC can view all requests and their status by navigating to the **Manage Users** icon and clicking the **View Requests** link. |
| 31. | **Can you view applications not at your hierarchy level?** | You are only able to view applications at your hierarchy level and anything below. You are not able to see applications outside of your hierarchy level. |
| 32. | **Can we change the label of Approver1?** | This requires an enhancement request. Right now, it will be labeled Approver1 and you just need to know that is your Supervisor. |
| 33. | **Can a Cardholder get a standard card later if their credit score goes up?** | Yes, a Cardholder can initiate the upgrade account process as long as their account is restricted and in good standing. |
| 34. | **How long does it typically take Citi to process a new application?** | Once the application is approved and sent to Citi, it typically takes about 24-48 hours for the plastic to be created and mailed out. Standard delivery is 7-10 business days and expedited delivery is 2-3 business days. |
| 35. | **How are expedited cards requested?** | You can choose to expedite the card during final approval of the application in the **Plastic Delivery** field either on the online or paper form. |
| 36. | **Does the system send reminder e-mails to the Approver1 and/or APC for pending requests or can they only see them if the log in to CitiManager?** | An initial e-mail goes out when there is something waiting for the Supervisor or APC to approve. The Supervisor and APC can always log in to CitiManager and view pending requests from the **Home** screen. |
| 37. | **Is there a charge for the card to be expedited?** | No, there is no longer a fee but we recommend expediting the card only if absolutely necessary as there needs to be someone present to sign for the card. |

| | Questions | Answer |
|---|---|---|
| 38. | **Who can upload documents?** | The applicant can upload documents during the application process. The Supervisor and APC can also upload documents. APCs can upload documents either during the application process or after card is created. |
| 39. | **Will APCs be able to add certificates to existing accounts after March 6th?** | Yes, APCs can upload certificates to existing accounts after migration. |
| 40. | **Do Supervisors need a Non-cardholder account to approve applications or can they use their Cardholder account?** | If the Supervisor's e-mail address is the same as their Cardholder profile, the Approver1 role will be added so they can approve applications. |
| 41. | **When you send an application back to an individual, does it go back to you or does it have to go through the Supervisor again?** | The application will go back to the Supervisor and then to the APC, however, the APC can override the approval if they have the entitlement. |
| 42. | **We still use paper applications a great deal due to technology issues in the field, is the paper application changing?** | Paper will still be used for the CBA set up as there is no online CBA functionality yet. IBA does have an IBA Online Application (IOLA) but the APC is still allowed to use paper. Therefore, for IBA, they can choose either paper or online applications. |
| 43. | **When the APC uses the override feature and approves, will the Supervisor previously listed receive notification that it was approved?** | They will not get an e-mail notification. They will be able to see that it was approved and by whom by navigating to the **Manage Users** icon and clicking the **View Requests** link. |
| 44. | **Currently we are not able to send e-mails to .mil addresses so we have had to use personal e-mail address for Supervisors and applicants. Will this be fixed?** | This should be resolved prior to migration. DTMO does not want personal e-mail addresses to be used. |
| 45. | **Do we have to wait until March 6th to set up passcodes?** | The migration is taking place March 6th and when you log in on Monday, March 9th, you will be able to set passcodes. |
| 46. | **Will applicants be able to initiate a profile in an app or does it have to be done on a desktop computer?** | It has to be done on a computer. |
| 47. | **Does the passcode have to be alphanumeric or can it be just alpha?** | The passcode can be all alpha or all numeric if needed. There is a 20 character maximum and it is case sensitive. |
| 48. | **Will everyone who was sent an e-mail as Approver1 be able to see all applications? Or just the applications sent for their actions?** | Someone set up as Approver1 will only see the applications waiting for their approval. |
| 49. | **Will Citi e-mail us to let us know that there is an application waiting for action?** | If you set the alert subscription for **Enable the Hierarchy Card Application**, you will receive alerts for applications waiting for APC approval. |

| | Questions | Answer |
|---|---|---|
| 50. | **Why does Citi need the DoD ID #?** | This is to facilitate the use of DoD ID # instead of SSN for the Defense Travel Modernization prototype (currently underway) and future travel system(s). |
| 51. | **Will we be able to request cards with future expiration dates?** | No, this cannot be done online. |
| 52. | **Can we redact PII and upload the DD Form 2883 form?** | The DD Form 2883 form must *not* be uploaded or sent to the Contractor Bank per OMB. |
| 53. | **What level of permission is required to be able to set a passcode?** | You have to have the entitlement for set passcode. |
| 54. | **What if we don't have the set passcode link?** | That means you have not been given the set passcode entitlement. You will not see **Set Passcode** link until after migration. |
| 55. | **Does the credit score for the Citi Standard card result in a hard inquiry on the service member's credit score?** | No, the soft pull of the card member's credit score does not result in a hard inquiry on that person's credit. |
| 56. | **Do you recommend adding comments even if approved?** | That policy is up to each command and base. When approving, you are confirming you have everything needed for the card. |
| 57. | **When an account is closed for non-use, will a new application be needed as before?** | If the account is closed by an APC, you can still re-open the account within 18 months. |
| 58. | **How often do passcodes have to be updated?** | It is up to each level how often the passcode is updated. Some components may decide not to change the passcode at all. |
| 59. | **If we have three APCs that work the program how will the workflow determine which APC receives the e-mail notification for approval?** | Each APC can turn on the alert subscription for Hierarchy Card Application notifications. Whoever gets to the application first and approves it will be the approving APC. |
| 60. | **Can the Approver1 copy and paste the registration ID and passcode or do they have to actually type them in both fields?** | They can copy/paste the registration ID and passcode but they need to be mindful they do not accidentally copy a space or miss copying a character. |
| 61. | **What is the Corp ID number and will that be provided to us?** | This is your hierarchy level 2 number (Level 3 for independents) with 71 instead of 00 in front of it. For example, if your HL2 were 0020000, your Corp ID would be 7120000. This is the same as your billing office code and company number. |
| 62. | **What is the billing office code that the APC approving the application have to use?** | This is your hierarchy level 2 number (Level 3 for independents) with 71 instead of 00 in front of it. For example, if your HL2 is 0020000, your billing office code would be 7120000. This is the same as your Corp ID and company number. |

| | Questions | Answer |
|---|---|---|
| 63. | If applicants start the application process over, is there a problem because they are already in the system? | If the application hasn't reached Citi yet then a card was never created and they are still able to apply for a new card. |
| 64. | At what hierarchy level is the passcode for applications going to be assigned at? Is DA or AMC going to have one passcode for all or will each level 4 (primary APC) have to set up the passcode that will be used? If the hierarchy level 4 is going to set it up can we set up different passcodes for the each of the level 5s? | All APCs at all levels will be able to set up passcodes; it is not limited to hierarchy level 4 and above. |
| 65. | At what hierarchy level will that APC have the override approval entitlement? | All APCs will be granted with override approval at all levels. |
| 66. | At what level will an APC have the delete application entitlement? | All APCs will be granted entitlement to delete an application at all levels. |
| 67. | Will the soft pull of the credit score still be processed even if the Cardholder has a block on with the credit bureaus? Several APCs said that this was hit or miss when processing applications? | There are two types of credit blocks: Credit Freeze or Credit Lock. If there is a freeze or lock on the initial credit bureau pulled, we will attempt to pull a credit bureau from the remaining two Credit Reporting Agencies. If a full credit bureau is available (e.g. not frozen or locked) the application will continue through credit worthiness review Business As Usual (BAU). If all credit bureaus are frozen or locked, then we will send letter to Cardholder requesting they contact the credit report agency to obtain information on how to unfreeze/unlock the bureau and will pend the application for 30 days. If we do not hear back we will decline the application. This is the letter verbiage: "Thank you for applying for the Citi Commercial Card account. We received notification from the consumer reporting agency listed below that you have placed a security block on your credit file. For us to continue processing your application, we need to access your credit report. Please contact the credit reporting agency to obtain instructions on how you can allow us to access your credit report. When you have the necessary information, please fax the information to us at (866)745-8185. If we do not hear from you within thirty (30) days from the date of this letter, we will be unable to give your application further consideration." |

| | Questions | Answer |
|---|---|---|
| 68. | **After creating a profile, will Cardholders also need to apply for a new card in order to receive an actual card?** | Part of the application process allows Cardholders to set up a username and password. Once they set up their profile, they are taken to the card application. |
| 69. | **After migration, applicants will not be able to create an application if they don't have the passcode then. Is that correct?** | Applicants will not be able to initiate applications online after migration if a passcode is not set up. |
| 70. | **Are we still able to fax applications?** | Yes, paper applications are still an option. |
| 71. | **Will Supervisors be able to take training with Citi so APCs don't' have to train them?** | Supervisor approval process is very similar yours as an APC. Those steps are documented in the end-to-end and quick start user guides. We are working on a Quick Start Guide for your Supervisors. |
| 72. | **Will the reinstatement application process change?** | Yes, the reinstatement will now be initiated by Cardholders instead of the APC. They will have the option to click **Reinstatement** if their card meets the cancelled due to delinquency criteria. They still have specific requirements to meet. The only thing you need to do is approve the request when it comes to you. |
| 73. | **APCs will only need to provide the applicants with the passcode that we created, correct?** | As the APC, you provide the applicants with the passcode that is created and the inviter's e-mail address (typically your e-mail address). There is also a quick start guide for your applicants we strongly suggest you include with your e-mail to help them apply for the card. |
| 74. | **Does everyone that has CitiManager access have the ability to access the Learning Center?** | Cardholders do not have access to Learning Center. Only APCs have access to the Learning Center. |
| 75. | **Can cards be expedited to FPO addresses?** | Cards can only be expedited to a physical U.S. address. |
| 76. | **Are we allowed to change a card to restricted? For some personnel, we want to restrict for various reasons.** | You will not be able to change the kind of card someone receives. However, you can restrict cards using temporary credit limit changes, as well as card active start and end dates. You can also temporarily close the account if needed. |
| 77. | **Can we use a team mailbox for the inviter's e-mail address instead of an individual APC's e-mail account?** | An APC profile needs to be set up with the group mailbox in order for the inviter's e-mail address to be the team mailbox. |
| 78. | **If I only have 1-2 new applications per month, can I skip the Supervisor approval step and have all applications come to me directly as the APC?** | Once you know an application has been submitted, you can perform an override approval without having the Supervisor approve. |

| | Questions | Answer |
|---|---|---|
| 79. | **If all of my Supervisors need to have a Supervisor profile in CitiManager before I can route applications through them, how do I set up all of these profiles?** | When the applicant enters the Supervisor's e-mail address for the first time, they will be sent a registration ID and passcode. The system will set them up automatically through the initial routing of application to them. |
| 80. | **Does the e-mail Citi sends to Supervisors have instructions on how and why they need to set up a Supervisor profile?** | The e-mail sent to Supervisors provides step-by-step instructions for how to create their online access. It is best practice to let them know they will be receiving two e-mails with the registration ID and passcode. |
| 81. | **If I set up passcodes at hierarchy level 5, will all of them route to the hierarchy level 5 APC?** | As long as the passcode is set up at their level and they have the approval request entitlement, they will be able to approve application requests. |
| 82. | **Will Cardholders be prompted to renew their certificates and SOU every three years?** | CitiManager will not be prompting Cardholders to renew their information. |
| 83. | **Can Approver1 return the application?** | Yes, the Approver1 can reject the application back to the applicant for them to re-submit. |
| 84. | **Is the workflow assigning the Approver1 based on the Supervisor e-mail address on the application and matching it against the e-mail address that the Supervisor listed in their profile?** | Yes, that is correct. |
| 85. | **Can the applicant use .yahoo.com?** | Applicants should not be using personal e-mail addresses. |
| 86. | **What will happen to applications currently in the system that are not approved come March 6, 2020?** | The applicant will need to apply for a card using the new application process. |
| 87. | **Will Internal Reviewers have access to CitiManager to audit records?** | If they are set up with read only access, then they can view CitiManager and perform audits. |
| 88. | **If applicants refuse the credit score and complete the DD Form 2883, then how does their application get submitted/processed?** | Applicants need to fill out the form and have it signed by their Supervisor. The form has to be provided to the APC and before you approve the application, you will need to confirm that you have this form and have it stored in the government office. |
| 89. | **Will the new applicants get their new card with an account that is already set as open and able to be used upon verification of receipt?** | All cards will come activated. Once the applicant verifies receipt and sets a PIN, they can begin to use the card unless any restrictions were set up on the card, such as dates or temporary credit limit changes. |
| 90. | **What happens if an APC goes on unexpected leave? Will other APCs be able to access the application or will it just sit there?** | The application can be reviewed by any APC who has been set up to approve requests at that hierarchy level. Therefore, an alternate APC can still approve the application. |

| | Questions | Answer |
|---|---|---|
| 91. | **Do we still need to put an Active Start Date and End Date for new applications?** | No, that is not a requirement. |
| 92. | **Will we also provide Approver1 with the passcode?** | The Approver1 does not need the passcode to approve. However, it may be a good for them to have the passcode in case Cardholders ask them about it. |
| 93. | **Are the Cardholder/Applicant SSN and/or DOB going to be visible or accessible to the APC/CPM either via a report or within CitiManager? Or will they both be masked?** | By default, APCs will be able to pull the last four digits of SSN and DOB. |
| 94. | **As the APC will I receive an e-mail every time the status of the application changes?** | If you set the alert subscription for Hierarchy Card Application with the proper hierarchies selected, you will be notified when an application is waiting for your approval. |
| 95. | **Will expedited cards still be sent via FedEx?** | Yes, there are no fees to expedite cards and they will be delivered via FedEx. |
| 96. | **Can we mandate the traveler always select the first radio button to allow their credit to be pulled?** | You can encourage the traveler to have their credit pulled and help explain that it is a soft credit pull. You can always reject an application if you feel the need to do so to encourage them to pick the first option. |
| 97. | **What is Bulk Online Applications?** | Bulk Online Applications is an application spreadsheet that allows multiple accounts to be created. This is not currently being used by DoD. |
| 98. | **Will changing our DODAAC going to affect us in any way? Or we could still use 66094 for Citi purposes only?** | The hierarchy in CitiManager will have two zeroes in front but the subsequent numbers will not be changing. |
| 99. | **If the APC rejects the application, will the Supervisor get an e-mail of the status?** | The Supervisor will be notified when they have something waiting for their approval as well as when they no longer have action on an application due to change of status. |
| 100. | **Can you provide insight on the new DD Form 2883 pertaining to applicants who deny a credit check? Will it be CGRI inspectable?** | For applicants who do not authorize a credit score (soft pull), the APC will store the DD Form 2883 in the government office. The record may be retained in hardcopy, in a secure electronic format, or an authorized document management system (per organizations' record management.) |
| 101. | **It appears everyone will eventually need a CitiManager account. Can we go ahead and have our members create an account?** | If this is a Supervisor, you do not need to have them create an account in the system. The system will prompt them to have access to the system when someone enters in their e-mail address for approval. |

| | Questions | Answer |
|---|---|---|
| 102. | **The most common issue we have is a dorm resident forgetting to include their Unit Number in their address. Will we be able to just add it on our end instead of rejecting and re-submitting?** | If the form allows the change to the address then you can definitely update the address before approving the application. |
| 103. | **Will the DD Form 2883 be needed for current Cardholders who did not want a credit check?** | This DD Form 2883 will be required after the migration when the applicants do not authorize a credit score (soft pull). Existing Cardholders do not need to fill this out. |
| 104. | **If they do not want a credit check, will the DD Form 2883 be generated in Citi or APCs will have to forward a copy of form to new Cardholders?** | For applicants that do not authorize a credit score (soft pull), the form has to be provided to them for completion and routed through their Supervisor and the APC. The form should *not* be uploaded or forwarded to Citi. |
| 105. | **How do we get the DD Form 2883?** | The form can be found here: https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2883.pdf |
| 106. | **Does the APC fill in all of the pre-fill data? Or is that for the applicant to complete?** | APC does not need to complete any of the pre-fill data as most of the data is for the applicant to complete. |
| 107. | **Will this work for sailors who were recently declined for a card due to credit below minimum? Will they just have to reapply again after March 9?** | Yes, this will be case by case but if someone could not get a card due to low credit score, they will be able to request a card after March 9th when anyone below 659 will get a restricted card. |
| 108. | **What is the FIPS code?** | On the DD Form 2883, there is a link under Page 2 that will take you to a document that explains the code and which one applies to your agency. |
| 109. | **Will Supervisors be able to see the Soldiers GTC card details after the approval?** | Supervisors will only be using CitiManager to approve applications. |
| 110. | **Question for audit purposes, if we upload their SOUs and Training Certificates, can a Cardholder go in at any time and remove them?** | Technically, Cardholders can access their account documents and delete, if needed. However, there is an audit log that tracks what was deleted. We recommend a backup location for anything you upload. |
| 111. | **What is the difference between IBA and CBA?** | Most of DoD is currently using IBA. IBA stands for individually billed accounts and Cardholders are in charge of making sure payments are applied to their accounts. CBAs stand for centrally billed accounts. These accounts are paid by DoD. |
| 112. | **I have multiple APCs. Will each one set their own passcode or will it be the same passcode for all APCs under that hierarchy?** | It will be the same passcode for all APCs at that hierarchy. |

| | Questions | Answer |
|---|---|---|
| 113. | **If you set one passcode at the higher-level how does it know what hierarchy to assign the Cardholder to?** | The passcode at each level will be different. The first step of the Set Passcode process is defining the specific hierarchy for the passcode. |
| 114. | **Do we have to set a new passcode for each new applicant?** | No, only one passcode is needed and then it will be shared to all applicants via e-mail. |
| 115. | **After an application rejection, where does the applicant go to resubmit the application again?** | The applicant will need to log in with the username and password they created initially. They will navigate to **View Requests** to access the application that needs to be resubmitted. |
| 116. | **Can the APC view the documents again after the application has been completely processed? Or is it a one-time deal when the application is going through approval?** | The account documents will be available once the account is created. An APC can view the documents by navigating to the **Manage Users** icon, and clicking the **Card Accounts** link. |
| 117. | **Do existing Restricted Account holders need to complete the DD Form 2883?** | No, they do not need to complete a DD Form 2883 form. The form is for new applicants who do not agree to a credit score pull. |
| 118. | **Why is an APC approving the DD Form 2883 and not the Supervisor?** | The DD Form 2883 needs to be to be filled out by the Cardholder and signed by the Supervisor. The APC needs to confirm the form is filled out properly and signed before approving the application. |
| 119. | **Is the passcode and e-mail address connected to an APC's account?  I have 3 APCs in my office - can we use a common e-mail/passcode?** | The passcode needs to be the same for the entire hierarchy and the e-mail address will be one of the APCs at that level so either of the three e-mail address can be used. |
| 120. | **Can the APC inviter be a higher level APC?** | Yes, the e-mail address can be a higher-level APC or an APC at that hierarchy level. |
| 121. | **Can the APC be used as the applicant's Supervisor?** | Yes, this can vary from one component to another but if the APC is also a Supervisor, the applicant can just enter that APC's e-mail address during the application process so they get the notification to approve as a Supervisor. |
| 122. | **Our office has a specific case where we bring on staff members on a short-term contract basis. They are officially government staff and get a GTCC to use on official travel, but do not work in a federal building and are normally free-lancers. Could the program manager officially be their Supervisor in the system? It needs to be someone who can verify the need to have the card, correct?** | The Supervisor can be different for each member and may have different rules for each component. A Supervisor could potentially be the program manager or a direct Supervisor that they report to. |
| 123. | **Can any APC change the passcode?** | Any APC that has the Set Passcode entitlement is able to change the passcode. |

| | Questions | Answer |
|---|---|---|
| 124. | **Are there how to guides available for this new process?** | User guides for the applications process are available from the Learning Center. They are currently posted in the What's New > Reference Documents folder. Refer to the Online Applications Quick Start Guide for Cardholders and the Online Applications Quick Start Guide for Non-Cardholders. |
| 125. | **Can APCs generate Approver1 profiles?** | At this time, Approver1 logins are generated when an applicant enters their e-mail address in a new application. APCs are not currently able to generate the profiles. |
| 126. | **Will the Supervisor have to get a new user name and passcode for each applicant?** | No, the Supervisor only needs to be set-up with one username and password. Each time an applicant uses their e-mail address, they will have access to the applications in their queue when they log in. |
| 127. | **Do all restricted cards require a DD Form 2883 form?** | No, the DD Form 2883 is not required for a restricted card to be issued. The form is only used/required when the applicant does not consent to have Citi obtain their credit score (and in these cases, only a restricted card can be issued). |
| 128. | **All of my employees do not have a CAC card. What do we do to enter in the information on the application?** | They will have to have a CAC if they're a DoD employee. If they do not, they are either contractors or otherwise ineligible for a GTC. |
| 129. | **Can the next level of hierarchy see the attached documents?** | Any higher-level hierarchy can see Cardholders at their level and below and any documents that have been attached. |
| 130. | **After a card has expired and they receive a new one, do they have to re-set their PIN number?** | During the activation process, they will be asked to enter in a PIN. They can use the same PIN that they have been using. |
| 131. | **What will the process be if an application is currently in process prior to the new system going live, will it flow over to the new system or will it need to be redone?** | Applications need to be submitted using the new process if they have not gone through all of the approval processes before migration. |
| 132. | **Is there a report that shows the current workflow status of all open card apps?** | The best way to see all of the applications is by going through **View Requests** and filtering on just the Individual Online Applications. This will allow you to see the status of all applications and be able to go into a specific application if you need the details. |

| | Questions | Answer |
|---|---|---|
| 133. | **Where are all the places account documents can be accessed?** | The account documents can be uploaded by the applicant during the initial application process. The supervisor can also view/upload when they are approving the application. As an APC, you will be able to view/upload when approving the application. After a card has been created, you can view/upload the documents through the **Manage User** icon and choosing **Card Accounts**. Your cardholder can also view/upload their account documents with their **Card** icon. |
| 134. | **For those that already have a card, and they need to change the last name? Can they upload that documentation to Account Documents?** | Those who need a name change need to provide the information to the servicing teams. The account documents are meant for DoD to use within the agency. |
| 135. | **In regards of the card delivery (expedited) how about for personnel that are overseas, that has only a P.O. Box?** | We are unable to deliver a card to overseas. We recommend having the card expedited to your attention and then sending the card to the cardholder expedited once you receive the card. |
| 136. | **Is the soft credit pull being mandatory new? If not, when did it change?** | There used to be an option to opt out of the credit score check. With the new migration, soft credit score pull is used to determine whether the cardholder gets a standard or restricted card. If the cardholder does not want the credit score pull, they can always choose to fill out the DD Form 2883 instead. |
| 137. | **Does Citibank require the documents be uploaded before they will approve the application?** | The account documents are meant for DoD to maintain SOUs and Training Certificates. Citibank will not be looking at the documents before processing the application once we receive them. |
| 138. | **If you have multiple approvers, can the Approver1 see applications to another Approver1's email address?** | No, the approvers will only have access to applications where cardholders entered their e-mail address. |
| 139. | **If the cardholder checks the box refusing the credit score pull, will the APC be notified?** | The APC will be able to see which checkbox the cardholder chose when reviewing the application. There is not a notification e-mail. |
| 140. | **The DoD ID number is considered PII. How is it protected within the system at Citi?** | The DoD ID number is only visible to the cardholder and APC who is over the cardholder. The cardholder and APCs need to have proper login credentials in order to see the information. |

| | Questions | Answer |
|---|---|---|
| 141. | **Previously the application "expired" within 48 hours. Will this occur after 9 Mar 20?** | Since the APC no longer initiates the applications, it is up to the applicant to start the process off. The passcode you give them can be used as long as it is in effect for the hierarchy. |
| 142. | **Will current cardholders be issued a new card?** | Current cardholders are receiving a card if their card is expiring. |
| 143. | **Is there a deadline for everyone to self-register?** | There is no deadline. Existing cardholders can self-register their account at any time. We recommend it be done as soon as possible to provide cardholders self-servicing functionality. |
| 144. | **We were told to complete the applications in capital letters. Is that still the process recommendation?** | You do not need to complete applications in all capital letters. |
| 145. | **Does the DD2283 have to be filled out digitally?  We in-process groups of 20-30 students and not all of their computers are CAC-enabled to complete digital form.** | The DD Form 2883 can be printed out and filled out. You may keep a hard copy of it in the government office. |
| 146. | **If a service member has misplaced their card or claims they never received it, do they submit a new application for a new card?** | No, they need to contact customer service to report the card as lost/stolen. |
| 147. | **How would you look up passcodes once they are created?** | You can access Set Passcode at any time to view the passcode set up at the selected hierarchy. |
| 148. | **Can the passcode have a space in between?** | Yes, the passcode can have a space in it. |
| 149. | **Do APCs get a notification if/when passcode is set to expire?** | No. it is best not to set an expiration date on a passcode. |
| 150. | **I see these fields are grayed out, could some of those fields be pre-fillable for us?** | Anything that needs to be pre-filled will already be completed for you. |
| 151. | **Is it possible to provide an alternate expedite address?** | If you need the card to be shipped to a different location, then fill out the Shipping Address on the application. |
| 152. | **When the member declines a credit score pull, are they provided the DD2883 from the web site?  Or does the APC have to provide once they see the declination of a credit score pull?** | You need to provide the DD Form 2883 to the cardholder. |
| 153. | **Is the request ID system generated?** | Yes – the request ID is generated by CitiManager. |
| 154. | **Do I need to learn my lower APCs passcodes if I need to access their hierarchies?** | As an APC at the higher level, you would have access to see what the passcodes are at the lower hierarchy levels by going into Set Passcode for those lower levels. |

| | Questions | Answer |
|---|---|---|
| 155. | **Is it now mandatory to upload their documentation here or they can just send it to us and have it on file?** | The system gives you the ability to upload their documents. However, you should follow the guidance set forth by your Command as it relates to how cardholder documents are handled. |
| 156. | **Is override approval only suppose to be used when you need it or can the APC just do it every time instead of waiting on the supervisor?** | The override approval should only be used when needed. It should not be used as a means to bypass the supervisor. |
| 157. | **So does the SOU and training certificate flow to Citi with the application?** | No, it does not. The documents are going to be in CitiManager for your information. |
| 158. | **In the near future, since all DOD employees have CAC, can the login be change for CAC login?** | A user can update their username at any time through My Profile. The site is still a separate login from your CAC access. |
| 159. | **We cannot pre-fill information during set passcode. What do we do?** | You will not need to pre-fill information. During approval process, you will need to enter in the billing office code, which is going to be 71+the last five digits of your HL2 number (or HL3 for independent agencies). |
| 160. | **What is the main URL that an applicant can access to apply?** | www.citimanager.com/login |
| 161. | **Can we use a mailbox for inviter's e-mail?** | The e-mail address is going by the e-mail address of the APC. If you set the e-mail address to be a mailbox e-mail address for the APC then the passcode can be set up as a group mailbox. |

## Card Accounts/Account Maintenance

| | Questions | Answer |
|---|---|---|
| 162. | **Are the unactivated cards displayed on the CitiManager Home screen for a squadron or group level?** | Unactivated cards include the closed accounts in total and are for your hierarchy and anything below your hierarchy. |
| 163. | **Will there be any changes to allow APCs to detach members who have transferred/separated/retired?** | Most APCs will still be able to pull Cardholders into their hierarchy. It is up to the new hierarchy APC to pull Cardholders into their view. |
| 164. | **Is there a way for us to know who has a profile and who does not for our current Cardholders?** | When you are searching for accounts, if the username column is blank, it means that Cardholder does not have a user profile. Otherwise, you will be able to see a username populated. |
| 165. | **How do you purge Cardholders from the system?** | The system will not purge Cardholders but after migration, those who are no longer with DoD will not show up in your SP3 company. |
| 166. | **Will there be a query or report against uploaded documents?** | No there is not a query for uploaded documents at this time. |

| | Questions | Answer |
|---|---|---|
| 167. | **How do you remove a hierarchy or rename a hierarchy?** | You need to have the right entitlements to request a hierarchy be renamed or deleted |
| 168. | **How long will historical data from TS1 be available in Citi?** | It is governed by contract. Any account closed prior to 11/30/2018 would be governed by the SP2 retention period. Any account open as of 12/1/2018 is governed by the SP3 contract terms. |
| 169. | **When pulling accounts in, when will the APC see the account?** | If the account is from the same cycle and does not have transactions in their current cycle, they will typically show up the next day. If the account is from a different cycle date (e.g. Army to Navy) or they have transactions in current billing cycle, they will show up cycle date + 1 day. |
| 170. | **How frequently will accounts be cleared out if we set them as no longer employed?** | That account could be purged after 18 months of inactivity. |
| 171. | **On the "Closed Misuse", will you get a notification if someone else turns it back on?** | Alerts can be turned on when maintenance is done to an account, but there is not an alert specific to "Closed Misuse". |
| 172. | **Will the PCS indicator actually have an end date now?** | With the new PCS functionality, the account will come out of PCS status on the Mission Critical End date. |
| 173. | **What is a PAD day?** | Pad Days are additional days that can be given to a traveler by the command based on policy. These additional days are included in the 120 days max timeframe you can have an account in PCS status. |
| 174. | **When the Mission Critical date ends, does the PCS status goes back to N?** | Yes, the PCS status goes back to N. |
| 175. | **How many cards can you change at one time?** | Bulk maintenance can be performed on up to 3,000 accounts. |
| 176. | **Can you do bulk transfers?** | Yes, you can do bulk transfers using the Bulk Hierarchy Transfer function. |
| 177. | **How do we pull in a Cardholder account in to our hierarchy?** | Use the Hierarchy Pull Transfer function under Manage Card Program to pull someone into your account. |
| 178. | **Is there a maintenance log?** | The maintenance log is now known as the User Activity report. This report should be run for Individual Online Maintenance. Navigate to the **Manage Card Program** icon and click the **Reports** link. |
| 179. | **Can you see what was done on an individual card without having to download a report?** | Yes, you can go to View Requests and look for the card account and view the audit of what was done to the account. |

| | Questions | Answer |
|---|---|---|
| 180. | A member has an account that has been closed by Citi. It's been over a year and was still denied a card. What do we need to do in order to get him a restricted card? | Please contact Citi to determine the reason for the denial. There could still be a balance on the card or they were reinstated before and went delinquent again. |
| 181. | If member is deployed for more than 120 days, is there a way to extend mission critical days? | Yes, before the assigned mission critical timeframe expires, the APC is able to have the timeframe extended. Either the APC or the CPM (depending on the hierarchy level the APC is at) can contact Citi. |
| 182. | For reinstatements, we usually fax the paper reinstatement applications. Is that still the same process after March 6th? | It will still be possible to fax the reinstatement application; however, the online function to process the application will now reside with the Cardholder instead of the APC. |
| 183. | Is the PCS feature automatic when you place someone in Mission Critical Status? | No, PCS and Mission Critical are two different functions. However, when you place an account in PCS status, Mission Critical is used in conjunction to prevent the account from aging and going delinquent. |
| 184. | How do we delete messages once we have read them? | The messages have expiration dates for when they will be automatically removed. You cannot manually delete them. |
| 185. | What if I don't have the Chat with Us link? Can I get that link somehow? | The **Chat with Us** link only displays when there is a representative available and it will display automatically. It will be available after migration. For DoD, visibility varies depending on firewalls and browsers used. |
| 186. | Are the credit scores for reinstatements the same as new applications? | In order for reinstatement to occur, the account balance has to have been paid for 60 days and not have had any other reinstatements. The account also cannot have any Nonsufficient Funds (NSFs) in the last 12 months. A credit score is required but they will not be given standard card if approved. It will be a restricted card. |
| 187. | Do we have to activate restricted cards every time the member travels? | That depends on the organization. You may have the end date of the card for a long period of time because you know the Cardholder needs to travel a lot. |
| 188. | I have Cardholders who are deactivated but not showing in Transaction Management screen. The Cardholder is showing on the Home screen but I do not see an option to activate from there. I was told I would have to call each time this happens and verify the Cardholder's information. Will an option to activate a card be added to the Home screen? | You may not be seeing the Cardholder right away if they were just pulled into your hierarchy. But once you find them, you can change their statuses as needed. If you need to have the Cardholder verify the receipt of their card, they can activate it at cardactivation.citi.com. |

| | Questions | Answer |
|---|---|---|
| 189. | **Why do I still have to add 30 days to the past due buckets when viewing in CitiManager**? | This is because DoD has different delinquency parameters than other clients. You can see the true number of days past due right next to the buckets on the **Card Accounts** screen. |
| 190. | **Will the uploaded documents stay with the account when it is transferred?** | If the account is transferred to another hierarchy, the current documents will stay with the account. |
| 191. | **When adjusting amounts under spending controls, are we still not allowed to end/start on a Saturday?** | When setting a temporary credit limit, the date cannot be set for a weekend or holiday. |
| 192. | **How does an APC reset a password for a Cardholder?** | Navigate to the **Manage Users** icon and click the **User Search** link. Search for the Cardholder and click the link for the user you wish to view. From the **User Details** screen click the **Reset Password** link that displays on the right-side of the screen. |
| 193. | **Once a file is received from BUPURS for a PCS can the credit limit and cash limit be changed on any of those accounts?** | Yes, nothing prevents a change via normal maintenance or directly on Total Systems (TSYS). |
| 194. | **When a hierarchy is deleted using the Maintain/Delete Hierarchy Unit function, will it truly be deleted or will it fall into the ZZ delete category?** | It will fall into the ZZ delete category. |
| 195. | **Do existing Cardholders have to make any changes in the system after March 2020?** | We still encourage Cardholders to register for CitiManager if they do not have access. However, they will not need to do anything with existing access. |
| 196. | **Is there a way to see if an account is in PCS status from their account screen?** | The easiest way to see which accounts are in PCS status is to run a report looking for the PCS indicator. |
| 197. | **Once you add the new alternate APC, will they automatically have access to Reports?** | No, once the alternate APC is set up, you will need to go through CitiManager and navigate to the Assign/Unassign Applications function to give them Reporting access. |
| 198. | **Will restricted cards still be able to have temporary increases to their credit limits?** | Yes, both restricted and standard cards can have temporarily increases to credit limits; standard cards can be increased for up to one year and restricted cards can be increased for up to six months. |
| 199. | **If the reinstatement is not authorized, will the button display?** | The button will only display under certain conditions, such as when the card has been cancelled due to delinquency. You will be able to approve the reinstatement request before it comes to Citi. |

| | Questions | Answer |
|---|---|---|
| 200. | **Will the Mission Critical End Date be the RNLTD? Report No Later Than Date?** | This will be determined based on when they are back from the mission. It needs to be a date you know they will be back and able to start to submit vouchers. |
| 201. | **Does the Reports tab pull the subscribed reports for monthly requirements versus going out to the Citi website?** | Maintenance reports are available in CitiManager. For your mandatory reports, please continue to access the **Reporting** option from the **Web Tools** icon. |
| 202. | **Can you delete an APC once loaded?** | You can deactivate their access to CitiManager and delete them from Transaction Management. |
| 203. | **When the card status says open, does it also mean it is activated? Sometimes I have been in the situation where it says open, but the account needed to be activated for TDY.** | Once cards are received by the Cardholder, they need to still verify they have received the card but the card will be activated unless an APC goes in and changes the dates the card can be used. |
| 204. | **With the document upload ability, does the new system also track the training dates within the system so we won't have to track these dates via an Excel workbook externally as we do now?** | The system does not track the dates. It is only for document upload. |
| 205. | **If we emulate as the Cardholder, can we perform the account upgrade as them?** | The emulate cardholder feature is read only. You will not be able to make changes to the account. |
| 206. | **What are Non-cardholders?** | Non-cardholders are APCs and Supervisors. |
| 207. | **Are the reinstatement requirements listed in a guide so we can show the members what is required and when under this new policy they can request a reinstatement?** | It is in a policy deck that Citi provides during training. |
| 208. | **In the past, an account could be transferred without approval as an APC. Does this new program allow the current APC to approve/deny before that card is pulled?** | The process will remain the same after migration. There is no approval required from the current APC before the account is pulled from the hierarchy. |
| 209. | **Are we going to be able to use same username and password to log into CitiManager?** | You will log into CitiManager the same way you do today. |
| 210. | **For APCs, are you able to give them read only access?** | You can give them read only access in Transaction Management. In CitiManager, you can navigate to the **Manage Users** icon and click the **User Search** link. From the **User Details** screen click the **Update User** link that displays on the right-side of the screen. From there, you can select which entitlements they will have in CitiManager. |

| | Questions | Answer |
|---|---|---|
| 211. | **If we know someone that wants to upgrade do we do it now or have them wait?** | If you have them upgrade now, you will want to start that process as soon as possible. Otherwise, they will be able to start the account upgrade process after the migration on the March 9th. |
| 212. | **In the Inbox, how do you mark a message as read, so that you can remove the new notification bubble?** | After you click into the envelope, you can click on the message. That will mark it as read and remove the number on the envelope icon. |
| 213. | **Will Citi still automatically mail the member a new card within the first week of the month the card is set to expire?** | Yes, card expiration is not changing. |
| 214. | **Once a SVCMBR is placed in PCS status who do they contact if they have any further issues since they are no longer under our hierarchy?** | They need to contact the APC at the base they have moved to. |
| 215. | **If you enter today's date as the start date for the temporary credit limit increase, is it effective immediately?** | The temporary limit changes are real time until 5:30 PM EST. After 5:30PM EST, you will need to enter a date that is greater than today's date. |
| 216. | **To "drop" someone so another command/office can pick them up, what "closed" status should they be in now?** | You can use the Closed – Temporary Block status. |
| 217. | **If I utilize PCS change, will that release the Cardholder to be gained by the other unit?** | The PCS status and mission critical dates are used so the application can move to another other base without worrying about delinquency. The other APC needs to pull the Cardholder into their hierarchy using the hierarchy pull transfer function. |
| 218. | **Will we still be able to see the last ten digits of the account and the expiration date of the card?** | You will be able to see the expiration date of the account when you perform account maintenance and in Reporting. You can see the last six digits of the account in CitiManager and see the full account number in Reporting. |
| 219. | **What about pulling monthly reports? Do we still pull them from Transaction Manager?** | Mandatory reports are pulled from Reporting. |
| 220. | **Can someone that had previously opted for a restricted card get a standard card?** | The cardholder needs to initiate the Account Upgrade through their **Cards** icon. Their credit score has to be 660 or above. |
| 221. | **Will we be able to pull a report on our unit members with their usernames for reference, in the event a member forgets?** | You can go to the **Manage Users** icon and select **User Search**. From there, you can search for your user's name to find their username. It will also allow you to click into their username and perform a password reset if they have forgotten their password as well. |

| | Questions | Answer |
|---|---|---|
| 222. | Has CitiManager app for phones change at all for users? | At this time, the app allows cardholders to view their recent transactions, statements, pay bill, and view account balance and available credit. Plans to provide more features for the app are still in development. Updates are communicated through the App Store and Play Store. |
| 223. | Where would we request additional entitlements if it is not initially provided for the APC? | Please contact a higher level APC to provide any additional entitlements. After migration, everyone should have a standard entitlements that will allow you to perform your job as an APC. |
| 224. | What is the most common purpose for the bulk maintenance? | The Bulk online Maintenance process is used if you need to make changes to multiple accounts for different reason. For example, one account needs to have their temporary credit limit changed and another cardholder needs their account closed. |
| 225. | Is there anything we can do for the 'PIN Error - Exceeded PIN attempt Limit' Error or does the member need to call Citi themselves? | The member needs to call Citi to reset their PIN. |
| 226. | Can you sign cardholders up for text messages as APCs? | You can choose **Update Alerts** from a cardholder's **Card Details** in order to subscribe an individual cardholder to text messages. Keep in mind that cardholders can go into their own alerts to change it if needed. |
| 227. | Should we go ahead and deactivate cards, if they are frequently over 61 days overdue? | Cards are suspended by day 61. It is up to you and if there is policy whether or not you deactivate these cards. |
| 228. | What if a card member never established an online account or can't remember their login and needs reinstatement? | A card member who does not have access to the site can self-register for an online account. If they have a login but cannot remember the information, you can look it up for them through **Manage Users** icon and selecting **User Search**. |
| 229. | If changes need to be made during next week, are we to contact Citibank? | You have until March 5 at 4:00PM EST to call in to make changes. |
| 230. | Will each person need to update their DoD ID or will it come over automatically? | At this time, any updates need to be done manually for existing cardholders. They will need to provide the DoD ID for you to update. |
| 231. | Can we remove the Retail option or is it required to stay there? | You can remove the MCC Group if needed. However, it can result in an increase of declines. |
| 232. | With the MCC Group, will that remove from everyone under my hierarchy? | It will only remove the MCC Group from the cardholder you are performing maintenance in. |

| | Questions | Answer |
|---|---|---|
| 233. | When you close as a temp block, how does that affect them going on orders again in a week or so? | You will need to re-open their account in order for them to use the card. |
| 234. | For new members who require to complete the travel card CBT, do they log on to TRAX? Or will this change also? | Cardholder trainings will continue to be in TRAX. |
| 235. | How do we ensure closed cardholders are not getting new cards after the current one expires? | Cardholders who are selected with a Closed status should not be receiving a card. |
| 236. | Where the days past due show, is that as of the current date or the previous calendar day? | This is the reflective of the previous calendar day. |
| 237. | I was told that Citibank was back logged with reinstatements so for the crossover will all those backlogged be kept or will the CH need to now re-initiate them? | There is a 10-15 day SLA for reinstatement requests. Requests have all been processed within that timeframe. Any requests submitted before 2/28 will be worked within that SLA period. |
| 238. | Can we still download recent transactions into XLS? | Yes, recent transactions can be downloaded in XLS, as well as CSV. |
| 239. | Are documents already uploaded for our existing cardholders? | No, this is a new feature. For existing accounts, please attach documents from **Card Accounts**. |
| 240. | Will the documents be permanently attached to the account? | Documents will remain attached until someone deletes them. |
| 241. | With "G5" and similar going away, what will be the replacement for "G5", and does that change the Reinstatement Process? | The statuses will be more descriptive. G5 will show as Closed – Cancelled. The reinstatement process is now started by the Cardholder. |
| 242. | Can we change last names? | Name changes need to be sent to CAS with supporting documentation for the name change. |
| 243. | Is the APC liable for defaulted cards balances? | Cardholders are liable for the balances. Please try and get your Cardholders to pay their balances or it may impact their credit negatively if it goes to collections. |
| 244. | Will we still be able to see lost or former card numbers? | You will be able to see previous accounts from Card Details. |
| 245. | Does Citibank have a date statements close out for all members or does it go based off the member's approval of the card? I was under the impression the c/o date for the GTC is the 17th of the month regardless of when they applied and got the card approved. | Each branch of service has their own billing cycle closure date and everyone within that branch of service has the same billing cycle. Air Force = 22nd, Army = 11th, Navy and Marines = 6th, Independent Agencies = 23rd |

# Reporting

| | Questions | Answer |
|---|---|---|
| 246. | **What are the five mandatory reports?** | IBA and CBA Account Activity Text File – CD100T, IBA and CBA Account Listing, DoD Travel IBA Aging Analysis Summary, Declined Authorizations Report, and IBA and CBA Delinquency – Hierarchy. These reports are located here: https://www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf |
| 247. | **When these new changes begin, will the current saved reports be updated automatically or will we need to go in and update individually?** | The reports will be copied over from your **My Reports** folder but if you have any attributes that are no longer being used then you will need to go in and update those reports. |
| 248. | **In March, will we access Reports the same way we do now?** | Yes, you will continue to access Reporting from **Web Tools**. |
| 249. | **What is the NA Cycle? What is my cycle?** | NA Cycle stands for North America Cycle. Army 11th, Navy 6th, Marine Corps 6th, Air Force 22nd, Independent Agencies 23rd. |
| 250. | **Is the cycle a preset one or do we actually have to create our timeframe?** | Your billing cycle is already pre-defined. Each branch of service has their own billing cycle. |
| 251. | **Can you tell us which specific report shows us the unactivated cards?** | The CRV activation report in Reporting. |
| 252. | **What if the data dictionary does not show up under Help? How do we get access?** | The data dictionary is available for all by default from **Help** in Reporting. If it is not displaying for you, there may be an issue with the browser you are using. Otherwise, use the **Need Help?** online feature or contact the Citi Helpdesk by clicking **Contact Us** from Reporting. |
| 253. | **Can you edit a subscription?** | Yes, you can modify the parameters of the subscription request. Once the report has generated from that subscription, there are limited edits that can be made to that report. |
| 254. | **Which account listing report do we run?** | The IBA and CBA Account Listing report is the official account listing report that should be ran. |
| 255. | **What does it mean when I have the option of two or more billing cycles? What is the difference between them?** | If you have more than one billing cycle displaying as an option when setting up a subscription, that means you have someone from another service in a hierarchy within your span of control. An example would be if you are at a joint command. |

| | Questions | Answer |
|---|---|---|
| 256. | **Will the new Citibank platform TS2 pull in our saved reports from TS1 or will we create from scratch?** | The reports you currently have setup in your **My Reports** folder will be there after migration. However, if your report(s) contain attributes that are no longer being used under TS2, your report may be corrupted. |
| 257. | **Can the reports be set up to auto run on a monthly basis?** | You can setup subscriptions to have reports generate at the frequency you want. |
| 258. | **Can you just create a folder with the five required reports and name it such? Can you do it at your level for all of DoD?** | You can only create a folder within your personal **My Reports** folder and you can place the five mandatory reports in there. |
| 259. | **You mentioned registering your e-mail for e-mail subscriptions. What does that mean?** | When you receive your first subscribed report in your e-mail, you will need to register for Citi's secure e-mail service. It allows you to set up a password and you will use the same password each time to open the report. The e-mail address is based on your CitiManager user profile. |
| 260. | **When I pull a report, such as pre-suspension report, why am I getting no data?** | If there are no accounts that in a pre-suspended status, you will not get any data back in the report. |
| 261. | **How do I find my cycle date?** | When you pull a cycle-based subscription, your cycle date displays. You can also view statements in CitiManager, which will show what date each cycle ends. For IBAs, Army cycles on the 11th, Navy on the 6th, Marine Corps on the 6th, Air Force on the 22nd, and Independent Agencies on the 23rd. |
| 262. | **If you change this report at any time, do you need to go back, unsubscribe, and subscribe to the changed report?** | Yes, if the report template is changed, you will want to unsubscribe and then subscribe to the new template. |
| 263. | **Will our current subscriptions roll over in March or need to be re-set up with the upgrade?** | All of your subscriptions will carry over when the migration takes place. |
| 264. | **Is there any time that the report does not cycle on the date indicated?** | No, the report will process based on your cycle date and be ready after transactions for that cycle are available. Reports do not process on weekends or major holidays. To help ensure accuracy and consistency, be sure to select the **Daily Load Complete** option when setting up daily subscriptions. The system will run the selected report when the data from the previous business day has finished loading into Reporting. |
| 265. | **Can the subscription be shared with other APCs or does each APC have to add a subscription?** | Each APC has to set up their own subscription. |

| | Questions | Answer |
|---|---|---|
| 266. | **What is the primary difference between the aging analysis and delinquency report?** | The Aging Analysis report displays a summary and the percentage of the accounts that are delinquent. The Delinquency report displays Cardholders that are past due and how past due they are. |
| 267. | **When selecting a report that requires a cycle, when will the report be run?** | The report will run once transactions for the cycle are in the system; this can take up to two days. |
| 268. | **When can we choose the cycle filter – for which type of report?** | For reports that have date prompts, such as transaction type reports, you will see the cycle-based subscription option. |
| 269. | **If I do not have this report access now, will I have it for Cardholder after March?** | In order to ensure you have Reporting access as an APC for Cardholders within your span of control, you should talk to the person who set you up and have them provide you with Reporting access. |
| 270. | **What is changing in Reporting?** | Reports and how you access them will not change. There may be some attributes that you currently have access to that will no longer be available. |
| 271. | **Do we have to change existing reports to accommodate the new hierarchy number?** | No, the hierarchy change will automatically be reflected in your reports. |
| 272. | **If I want my alternate APCs to get a subscription report, can I create the report and enter their e-mail info?** | No, currently the e-mail subscription will only allow for the person setting up the subscription e-mail address. |
| 273. | **Do saved reports save per hierarchy or per log in?** | Saved **Report Templates** and **Saved Reports** are saved to your profile. Templates are saved to the **My Reports** folder and saved reports that you run or subscribe to are added to your **History List**. |
| 274. | **How far can you run reports back?** | It depends on the report. Some reports are "point in time" reports and will provide you information as it is at that specific point in time. While other reports are date "prompted" reports. They will allow you to go back up to 72 months (6 years). |
| 275. | **How long does the report stay in history list?** | The maximum time frame that a report can stay in your **History List** is 180 days (6 month). The **History List** will also keep a maximum of 50 reports, whichever comes first. |
| 276. | **When would you run the Pre-suspension report?** | The Pre-suspension Detailed report should be run 15 days after your billing cycled has closed. It's an excellent follow up to your delinquency report to let you know who in the 30 day bucket is about to roll over into the 60 day bucket. |

| | Questions | Answer |
|---|---|---|
| 277. | **Is there a separate IBA Account Activity report compared to the IBA & CBA Account Activity report combined?** | No, there is only the IBA and CBA Account Activity Text File report. It can be run for both the IBA and CBA programs. You can drill down on certain hierarchy levels when you run the report. |
| 278. | **Can you create Pivot tables?** | Yes, pivot tables can be created by adding an attribute over metrics. For example, adding the attribute **Transaction Post Date by Year-Month** over the metric **Total Transaction Amount** creates a pivot table that shows spend by month. |
| 279. | **Which box do you uncheck in the very beginning when you are saving a report?** | You want to remove the checkmark from the option that says, **Make the current prompt answer the default prompt answer**. You can also set this on a permanent basis by going into preferences and under the **General Preferences** screen, remove it from the **Save and Copy Options** section. |
| 280. | **I created a few subscriptions but for some reason I can't access "Select a secure PDF password and security questions" in my email.** | For any issues with the Secure e-mail that you are receiving, please reach out to the IT department. |
| 281. | **Will our subscriptions still run post-migration if the current report is set up for the hierarchy with 5 digits, and post-migration requires the leading zeros and followed by the hierarchy number?** | Subscriptions will continue to run in the system. If you have any prompts set up with your five-digit hierarchy number, you will want to ensure it is updated with leading zeroes after the migration. |
| 282. | **Is there a way to save a report I have changed for our Organization, and save it somehow that all my people can get to it?** | You can only save report templates to your My Reports where only you can see them. |
| 283. | **Can we print the reports?** | You can find the print option under the **Report Home** menu. |
| 284. | **What hierarchy level are the active duty members?** | This will vary from component and can vary from base to base. |
| 285. | **Is there a difference in CBA and IBA reports?** | The majority of the required reports for CBA and IBA use the same report template and they will have "CBA and IBA" in the report title. The one report where you will find that they are different report templates being used is the Aging Analysis Report. There is a CBA Aging Analysis Report and an IBA Aging Analysis report. |
| 286. | **Can you explain in further detail the aging analysis report?** | The Aging Analysis report provides summary information for your delinquent and charged off accounts, while providing delinquency percentage for your delinquency categories. |

## Transaction Management

| | Questions | Answer |
|---|---|---|
| 287. | **Is the Transaction Management link under Web tools going away with this update?** | No, although the majority of your functions are moving to CitiManager, there will still be a few functions that you will use in Transaction Management. |
| 288. | **Getting access for new unit APCs will only be done through Transaction Management; where's now it's both CitiManager and Transaction Management?** | Access for new APCs is always supposed to be done through Transaction Management. This allows them to be set up in the system and to contact us at Citi. |
| 289. | **What does in multiple hierarchies mean at the bottom?** | When you grant access in Transaction Management, they are automatically given that hierarchy and anything below it. If someone needs access to multiple hierarchy level 5s for example, you need to check the **Multiple Hierarchies** checkbox. |
| 290. | **What is the main difference with AOPC/PA and AOPC read only?** | Users with AOPC Read Only access cannot add other AOPCs. |

## Visa Intellilink

| | Questions | Answer |
|---|---|---|
| 291. | **Do hierarchy levels 5-7 have access to Visa Intellilink?** | Typically, access extends down to the hierarchy level 4. However, it is being left up to the Command to determine which levels will have access. |
| 292. | **What information does this tool provide that CitiManager does not?** | Visa Intellilink is a risk mitigation/ data mining tool that allows you to categorize transactions as valid, misuse, abuse and/or fraud. |
| 293. | **Respond, Review, Approve are those roles that need to be staffed inside our program? Who reviews and approves the cases? Is that Visa Staff or local staff?** | Yes, the roles assigned should be given to staff inside of your program. Your assigned staff would be the individuals reviewing and approving the cases. |
| 294. | **Where do we find guides for Intellilink?** | The user guides can be accessed from the Help feature in the Visa Intellilink tool. |
| 295. | **When you run the rules, does it check your whole hierarchy?** | Yes, rules are interrogating against all of the accounts that fall within your span of control. |
| 296. | **What are the key variables that yield 99 predictor scores?** | The system uses an algorithm that determines which transactions are more likely to be misuse/abuse/fraud. The final decision for each case is what helps to determine the score. A higher score means it is more likely to be a suspicious charge. |

| | Questions | Answer |
|---|---|---|
| 297. | **Does establishing a case automatically notifies the cardholder directly?** | No. it doesn't notify the cardholder. You can reach out to the cardholder during the Respond stage to obtain information. |
| 298. | **What does creating a case do to the Cardholder? Is it just a way for us to track what is going on with that Cardholder?** | Creating a case does not do anything to the Cardholder. It does not affect their ability to use the card. Creating a case simply identifies the transaction(s) to be reviewed through a workflow process to ensure that the card was used in compliance with the Travel Card policy. |