The below details the disablement of specific functionality of our tools, paper and manual processes as we begin the upgrade to our commercial cards program.

System functionality in the new CitiManager online tool customized for DOD and processing of all standard business requests will resume on **Monday 03/09/2020 at 9:00am EST**.

Please note: Core functions such as online applications and maintenance will no longer be available within CCMS and must be processed within CitiManager. It is important that all APCs attend training currently being provided in advance of the migration to ensure understanding of the how the new tools work for the migration.

Dates The Functions Listed Will Be Disabled	
Functions in the column below will be disabled on February 28, 2020 at 09:00pm EST	**Functions in the column below will be disabled on March 5, 2020 at 04:00pm EST**
CCMS Online Functionality: APC & CPM	
• Hierarchy Builds • IBA Application Processing • Hierarchy Transfers • MCCG Changes • Mission Critical Processing • PCS Processing • Maintain Card Effective Start/End Date • Demographic/Name Change requests	• Card Receipt Verification and PIN Selection* • Card Replacement – Normal Delivery and Fast Card • Reopening Existing Closed Accounts – i.e. V9 Only • Temporary Credit Limit Increases
Form Requests	
• Individually Billed Account Application • Central/CBA Travel Account Setup Application • IBA Reinstatement Form • Cardholder Transfer Request Form (Transfer cardholder accounts from HL>HL within their span of control) • Individual Account Reissues, Closure and Change Form • Hierarchy Structure Change Request Form (HL Updates) • Cardholder Change Account Form • Account Activation/Deactivation Form • MCC Classification Change Form • Petition for Hearing Form • Transfer Transaction Form	• Dispute Form • Declaration of Unauthorized Use
CAS/Dedicated: Phone and Email Requests - CPMs	
• Hierarchy Builds • Hierarchy Updates • Hierarchy Transfers	• MCC Changes • Payment Research • Maintain Card Effective Start/End Date • Account Closure • Reopening Existing Closed Accounts – i.e. V9 Only • User Access - CitiManager Password Reset • Temporary Credit Limit updates • Card Replacement – Normal Delivery and Fast Card • Demographic Updates • Mission Critical Processing • PCS Processing
CAU Phone: APCs	
• Hierarchy Transfers • MCC Changes	• Temporary Credit Limit Increases • Credit Balance Refunds • Account Closure • Reopening Existing Closed Accounts – i.e. V9 Only • Demographic/Name Change requests • Maintain Card Effective Start/End Date • User Access - CitiManager Password Reset • Card Replacement – Normal Delivery and Fast Card • Mission Critical Processing

	• PCS Processing

CitiManager Online Functionality: Cardholder	
• Credit Balance Refund Requests • View Statements • Demographic/Name Change Request • Make Online Payments	

Collections		
• CBA Exceptions Processing • CBA Reinstatements Processing • Deceased Account Processing	• Phone Pays • Reduced Payment Plans • IBA Reinstatement Processing	• Reopening Accounts • Account Closure • Bankruptcy Processing

There will be two collections functions where the disablement can be reviewed for exception processing on a case-by-case basis for emergency situations through **03/05/2020 at 4:00pm EST**. *Note – CBA Exceptions can only be submitted by a CPM.*

Collections: Case by Case Review – Emergent Situations
• CBA Exceptions Processing • CBA Reinstatements Processing

Card Receipt Verification (CRV) and PIN Selection Details

Date	
03/05/2020	Card Receipt Verification and PIN selection not impacted
*03/06/2020	Card Receipt Verification and PIN selection available on TS1, but actions will need to be repeated by cardholder when TS2 system is available on 03/08/2020 at 3:00pm EST
**03/07/2020	Card Receipt Verification and PIN selection not available
03/08/2020	Card Receipt Verification and PIN selection available at 3:00pm EST

Security Closure – Fast Card

Date	
03/04/2020 at 4:00pm EST	Security closures – Fast Card request process on TS1 stops
*03/08/2020	Security closures – Fast Card request process resumes on TS2 at 3:00 pm EST

Air Force Only

Mission Critical for suspended account can continue to be submitted through **03/05/2020 at 4:00pm EST**.

Note: Citi will also be updating all forms, current forms in production today will be obsolete and no longer will be accepted by Citi as Monday **03/09/2020 at 9:00am EST**. This office will be posting the new forms to the GTCC SharePoint, once they are available.