

# ***Headquarters U.S. Air Force***

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*Integrity - Service - Excellence*

## **Quick Reference Guide**



**U.S. AIR FORCE**

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# ***Objective***

**This PowerPoint was developed to help Agency/ Organization Program Coordinators (A/OPC) with navigating through CitiManager to perform daily function to support cardholder within your respective hierarchy.**

**This PowerPoint does not replace or take away from training material developed by Citi. The sole intent is to give a quick tutorial on some key functions and where to go as an A/OPC.**



# Manage User - Card Account

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Here you can search accounts within your span of control. This can be done one of two ways, you can pull all accounts by clicking on search or by entering a specific cardholder information. In search field below, you will see their username if establish, card name, bill type, account status, and the employee ID for those who have enter it in their profile.

To access the account, click on the last six of the account number. Note: account that don't have an username, reach out to the cardholder to establish one. Next slide

HOME / Search Search by first or last name or card # Card Accounts

**SEARCH FOR CARDS** Card Accounts

CARD FIRST NAME  CARD LAST NAME  CARD NUMBER

[+ MORE OPTIONS](#) SEARCH

CARD NUMBER ▲	USERNAME ▼	CARD NAME ▼	STATUS ▼	BILL TYPE	EMPLOYEE ID ▼
.....11 4793		CAPTAIN AMERICA	Open	Individually billed card	2227711111
.....12 7990		THOMAS SMITH	Open	Individually billed card	1215552121
.....16 1429	chrisrobbins50	CHRIS ROBBINS	Open	Individually billed card	1234567898
.....16 6412		CE TEST ACCOUNT 20	Closed-Company Request	Individually billed card	1234567899



# Manage User - Card Account

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**CARD INFORMATION** **EDIT >>**

**CARD OVERVIEW**  
 CURRENT BALANCE \$ 0.00  
 CREDIT LIMIT \$ 4,000.00  
 Date Account Opened 11/22/2019

**HIERARCHY**  
 9999201-5526000-0000000-0000000-0000000-0000000-0000000-0000000-0000000

**PAYMENTS**  
 LAST PAYMENT RECEIVED \$ 0.00 (Not Available)  
 NEXT PAYMENT DUE \$ 0.00 (03/18/2020)

**STATEMENTS**  
 RECENT 22 FEB 2020

**AGING OF BALANCE**

Days Past Due :0	1-30 DAYS	31-60 DAYS	> 121 DAYS
Amount Past Due :\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

**CARD CONTACT INFO**

<b>CARD NUMBER</b> **** *12 7990	<b>ACCOUNT STATUS</b>	<b>FIRST NAME</b> THOMAS
<b>LAST NAME</b> SMITH	<b>LINE 1</b> AY	<b>CITY</b> NEW CASTLE
<b>STATE</b> DE	<b>STATES OF AMERICA</b>	<b>HIERARCHY</b> 9999201-0026000-0000000-0000000-0000000-0000000-0000000-0000000
<b>EMPLOYEE ID</b> 1215552121	<b>PHONE NUMBER</b> 13023235147	<b>MOBILE PHONE NUMBER</b> 13024561478
<b>FAX NUMBER</b> 0000000000000000	<b>EMAIL ADDRESS</b> THOMASSMITH@ANYWHO.COM	<b>ZIP/POSTAL CODE</b> 19720

**VIEW ACCOUNT INFORMATION**  
 VIEW DISPUTES  
 VIEW HIERARCHY  
 VIEW ACCOUNT DOCUMENTS

**--11 4793 : Restricted**

Here, if you see a dropdown icon ^, you can transition between the old and new account associated with the cardholder.

View the following dispute Information:

- Transaction Date
- Posting Date
- Transaction Detail
- Dispute Amount/Currency
- Dispute Status
- Dispute Initiation Date
- Disputed by Name
- Reference Number

you can also transfer the Cardholder's hierarchy

Edit will take you to Account Maintenance, here you can make changes to demographics field, spending controls, add/remove MCC if entitled, set temporary credit and cash, set mission critical, change card activation and deactivation dates, to including ordering replacement card.

Clicking recent, you will view recent activity on an account, also you can view any pending authorization by clicking view authorization



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# Manage User – Account Management

Here you will be able to search individual account, unlike card accounts you won't be able pull all accounts at once within your span of control. Next slide

HOME / Account Maintenance

1. Search 2. Country and Language 3. Form Details

### SEARCH

ACCOUNT NUMBER	FIRST NAME	LAST NAME
<input type="text"/>	<input type="text"/>	doe
USERNAME	EMPLOYEE ID	SSN
<input type="text"/>	<input type="text"/>	<input type="text"/>
HIERARCHY NAME SELECT HIERARCHY		

SEARCH RESET

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USERNAME  
joedoe123@anywho.com

STATUS  
Open

Change to demographics field, spending controls, add/remove MCC if entitled, set temporary credit and cash, set mission critical, change card activation and deactivation dates, to including ordering replacement card.

Verify or set the PCS indicator is set to "Y".

Start Pad Days and End Pad Days. PAD days are the number of days you want to give a traveler as an extension to check in to their next duty station.

Temporary Credit Limit, Temporary Credit Limit Start Date and Temporary Credit Limit End Date.

Set the Mission Critical Start Date and Mission Critical End Date fields. Note: The mission critical start date has to be greater than today's date and only occur on business days. The elapsed time between start and end date cannot exceed more than 120 calendar days.

UPDATE ACCOUNT

UPDATE ACCOUNT PCS



# Manager User – Update Multiple Accounts

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Here you will be able to do bulk maintenance, by checking the box(es) for the hierarchies of the accounts you need to maintain. Next slide

HOME

## Update Multiple Accounts

1. Select Hierarchy 2. Search 3. Country and Language 4. Form Details

1 Please select hierarchy

Click view accounts to pull the accounts that are associated to the hierarchy(ies) selected

To select individual card accounts, click in the checkbox for those accounts to be included in the bulk maintenance update and click the Bulk Maintenance button.  
OR  
To select all accounts displayed in the search results, click the checkbox that displays to the left of the Card Number column header and click the Bulk Maintenance button.

				NO. OF ACCOUNTS
<input type="checkbox"/>	9926000 CE_AIR FORCE IB INT			1
<input type="checkbox"/>	0026000 CE_AIR FORCE IB			6
<input checked="" type="checkbox"/>	0036001 CE_AIR FORCE IB CH			4
<input type="checkbox"/>	5526000 CE_AF IB			2

VIEW ACCOUNTS

<input type="checkbox"/>	CARD NUMBER	USERNAME		BILL TYPE
<input checked="" type="checkbox"/>	*** **39 0105		CE TEST ACCOUNT 17	Open-Card Activation Required
<input checked="" type="checkbox"/>	*** **16 1429	chrisrobbins50	CHRIS ROBBINS	Open
<input checked="" type="checkbox"/>	*** **93 3858	daffyduck50	DAFFY DUCK	Open
<input type="checkbox"/>	*** **51 8225	username50I	MARY POPPINS	Open
<input type="checkbox"/>	*** **12 7990		THOMAS SMITH	Open

Bulk Maintenance CANCEL



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# Manage Users – Print Multiple Statement

Here you can view a Cardholder’s current statement or a statement from previous months. You can also view recent transactions for a Cardholder that have posted to the account but have not yet been billed to a statement. Transaction data will be retained for a rolling six years (72 months). Next slide

HOME / Search

Search by first or last name or card #

Print Multiple Statement

BASIC SEARCH >>

**SEARCH FOR STATEMENTS**

Print Multiple Statement

FIRST NAME: Gregory

LAST NAME: Anthony

\* FROM DATE: 01/01/2020

\* TO DATE: 02/22/2020

+ MORE OPTIONS

SEARCH RESET

<input checked="" type="checkbox"/>	CARD NUMBER	USERNAME	CARD NAME	STATUS	BILL TYPE	STATEMENT CYCLE	TRANSACTION COUNT
<input checked="" type="checkbox"/>	.... ..81 3670	greganthony	GREGORY ANTHONY	Open	Individually Billed Card	01/23/2020 - 02/22/2020	15

DOWNLOAD STATEMENTS

Total number of transactions selected: 15 | Total number of statements selected: 1



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# Manager Card Program – Bulk Hierarchy Transfer

Here as a non-cardholder you can transfer cardholder accounts (single or in bulk) from one hierarchy to another, provided they are within your span of control. Which means the hierarchy the cardholder accounts are being transferred from as well as the one they are being transferred to must be within your span of control. Next slide

## HOME / BULK HIERARCHY TRANSFER

- BULK HIERARCHY TRANSFER
- TRANSFER HIERARCHY HISTORY
- DOCUMENT MANAGEMENT
- VIEW HIERARCHY
- SET ALERTS

**i** Transfer hierarchies. Format of display is Hierarchy Unit Id, Hierarchy Unit Name, Corp Id of the unit or ancestor units, Processing corporate account if available in the same unit.

COMPANY NAME	UNIT NAME	UNIT NUMBER	FULL HIERARCHY
CE DOD TRAVEL CB	CE_AIR FORCE CB	0027000	9999202-0027000 CE_AIR FORCE CB

**+**  0027000 CE\_AIR FORCE CB:9999210:XXXXXXXXXX973760

**TRANSFER HIERARCHY**





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# Manager User – Document Management

Here in document management, you can do bulk maintenance, by selecting bulk online maintenance from the select function dropdown, bulk Online Maintenance (BOLM) allows A/OPCs to initiate a large number of Cardholder Maintenance requests in bulk using a file upload process. For step by step instructions, please see the Non-Cardholder End to End User Guide, page 69. Next slide

HOME / **Document Management**

- BULK HIERARCHY TRANSFER
- TRANSFER HIERARCHY HISTORY
- DOCUMENT MANAGEMENT
- VIEW HIERARCHY
- SET ALERTS

**SELECT FUNCTION**

Bulk Online Maintenance

**SELECT ACTIVITY**

- Download Bulk Online Maintenance History
- Upload Bulk Online Maintenance Data File
- Update PA Email Address For Status Emails
- Download Bulk Online Maintenance Form Template

**UPLOAD BULK ONLINE MAINTENANCE DATA FILE**

\* SELECT FILE TO UPLOAD



# Manager Card Program – Hierarchy Pull Transfer

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Here you will be able pull accounts into a hierarchy, by searching for the cardholder using the account number or SSN. Once the account is visible, click the radio button and then click select account for transfer. Then select the hierarchy you want the account to be place in and click transfer hierarchy. Next slide

HOME / Hierarchy Pull Transfer

SEARCH : HIERARCHY PULL TRANSFER SEARCH

CARD NUMBER: 114793      SOCIAL SECURITY NUMBER:      HIERARCHY DETAILS LOOKUP HIERARCHY

SEARCH

CARD NUMBER	SSN	NAME	STATUS	CPC
114793	XXXXX9145	CAPTAIN AMERICA	Open	Corporate Travel Card

SELECT ACCOUNT FOR TRANSFER

Transfer hierarchies. Format of display is Hierarchy Unit Id, Hierarchy Unit Name, Corp Id of the unit or ancestor units, Processing corporate account if available in the same unit.

COMPANY NAME	UNIT NAME	UNIT NUMBER	FULL HIERARCHY
CE DOD TRAVEL IB	CE_AIR FORCE IB	0026000	9999201-0026000 CE_AIR FORCE IB
CE DOD TRAVEL IB	CE_AF IB	5526000	9999201-5526000 CE_AF IB
CE DOD TRAVEL IB	CE_AIR FORCE IB INT	9926000	9999201-9926000 CE_AIR FORCE IB INT

HIERARCHY

0026000 CE\_AIR FORCE IB:9999203:XXXXXXXXXX882339  
 5526000 CE\_AF IB:9999214:XXXXXXXXXX444687  
 9926000 CE\_AIR FORCE IB INT:9999314:XXXXXXXXXX666972

TRANSFER HIERARCHY      CANCEL



# Manager Card Program – Reports

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This use to be in transaction management, and known as maintenance log, know its called the user activity report. Here you will be able to see who perform maintenance on a particular account. Next slide

HOME /

## Reports

**i** View and generate reports. Report name, From date and To date selection is mandatory. Difference between From date and To date cannot be more than 31 days.

**SEARCH : REPORTS**

From the dropdown select: User Activity Report .

User Activity Report

\* FROM DATE: 02/01/2020    \* TO DATE: 02/29/2020    FROM TIME: 12:00 AM    TO TIME: 12:00 AM    ACCOUNT NUMBER:

HIERARCHY DETAILS  
LOOKUP HIERARCHY

USERNAME:

ACTION PERFORMED: Individual Online Maintenance

Select: Individual Online Maintenance.

Select a date range not exceeding more than 31 days.

GENERATE    RESET

Click Generate



# Web Tools – Transaction Management

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Here in transaction Management, there are three primary function that you will use. The first one is hierarchy view. In the Accounts section, you can view users in specific hierarchies by clicking (+) plus sign icon next to the available hierarchies. Click the links in the Accounts — Unit column to view a cardholder’s contact information. Click the links in the non-cardholder — Unit column to add new Non-cardholders to the system. You can also view current Non-cardholders in that hierarchy. Next slide

HOME / Hierarchy

**HIERARCHY**

HIERARCHY DETAILS  
LOOKUP HIERARCHY

HIERARCHY NAME:

SORT BY: HIERARCHY NAME

HIERARCHY LEVEL: --Select--

HIERARCHY UNIT:

SEARCH RESET

**ACCOUNTS**

	ACCOUNTS		NON CARDHOLDER	
	UNIT	UNIT & SUBUNIT	UNIT	UNIT & SUBUNIT
0027000 - CE_AIR FORCE CB	2	7	3	3
0037001 - CE_AIR FORCE CB CH	5	5	0	0



# Web Tools – Transaction Management

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The second one is reports, by clicking resource, then reports. There are two reports you should run to help you better manage your program. The reports are Multiple Business Unit Contact - this report provides the hierarchy and contact information for non-cardholders, to includes the primary contact for each hierarchy. Non-Cardholder User Access- this report provides a listing of Non-cardholders (A/OPC, FO, FM, AO) who have access to transaction management, and shows the last login date, role, and name of the non-cardholders. Next slide

CitiManager® - Transaction Management

Company CE-DOD-TRAVELCB

Darrell Haraway  
My Profile | Sign Out

User Group  
AOPC

HOME / Reports

REPORTS | GENERATE REPORTS >

REPORT NAME STATUS CREATED DATE FROM CREATED DATE TO

All All 12 / 08 / 2019 03 / 07 / 2020

All  
Cardholder User Access Report  
G/L Listing Report  
Multiple Business Unit Contact Report  
Non-Cardholder User Access Report  
Purchase Log (monthly) Statistics Report  
Purchase Log Report  
Reallocation Activity Report by Posting Date  
Reallocation Activity Report by Reallocation Date  
Statement Status Report

SEARCH RESET

REPORT NAME REPORT FORMAT STATUS



# Web Tools – Transaction Management

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The last one is point of contact, you can search for a Point of Contact to view contact information for A/OPCs based on hierarchy. To perform a search, select the desired search criteria from the First Name, Last Name, Hierarchy Name and/or Hierarchy Unit and click the search button. To view more details for a contact, click the ellipsis (...) link that displays on the right-side of the row to expand the contact information.

CitiManager® - Transaction Management

Company: CE-DOD-TRAVELIB | User: Darrell Haraway (My Profile | Sign Out) | User Group: AOPC

HOME

### Point Of Contact

**SEARCH FOR POINT OF CONTACT**

HIERARCHY DETAILS: HIERARCHY NAME (CE\_Air Force), HIERARCHY UNIT

LOOKUP HIERARCHY

FIRST NAME, LAST NAME

+ MORE OPTIONS | SEARCH | RESET

HIERARCHY	NAME	USER GROUP	EMAIL	PHONE	CARDS
9999201-0026000-0000000-0000000-0000000-0000000-0000000	SUPER MAN	AOPC/PA	superman1@yahoo.com	222-333-4444	...
FAX	CONTACT TYPE Alternate AOPC/PA	ADDITIONAL PHONE			
9999201-0026000-0000000-0000000-0000000-0000000-0000000	JIM HENNESSY	AOPC/PA	jim.hennessy.civ@mail.mil	571-372-1234	...
9999201-0026000-0000000-0000000-0000000-0000000-0000000	TONY STARK	AOPC/FO	test@comcast.net	11111111	...

VIEWING 1 - 6 OF 6 | 1 | ...