#### Headquarters U.S. Air Force

Integrity - Service - Excellence

#### **Quick Reference Guide**



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#### **Objective**

This PowerPoint was develop 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 develop 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

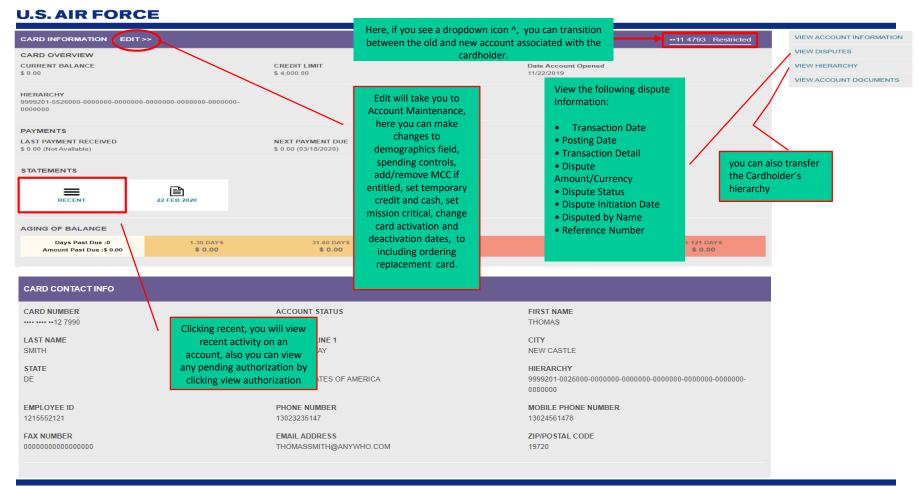
Here you can search accounts within your span of control. This can be done one of two ways, you can pull all accounts by clicking on search or by entering a specific cardholder information. In search field below, you will see their username if establish, card name, bill type, account status, and the 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					Card Accounts BAS
SEARCH FOR CA	RDS			Card Accounts	
CARD FIRST NAME		CARD LAST NAME		CARD NUMBER	
⊕ MORE OPTIONS					SEARCH
CARD NUMBER ▲	USERNAME <b>≑</b>	CARD NAME ◆	STATUS <b>≑</b>	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



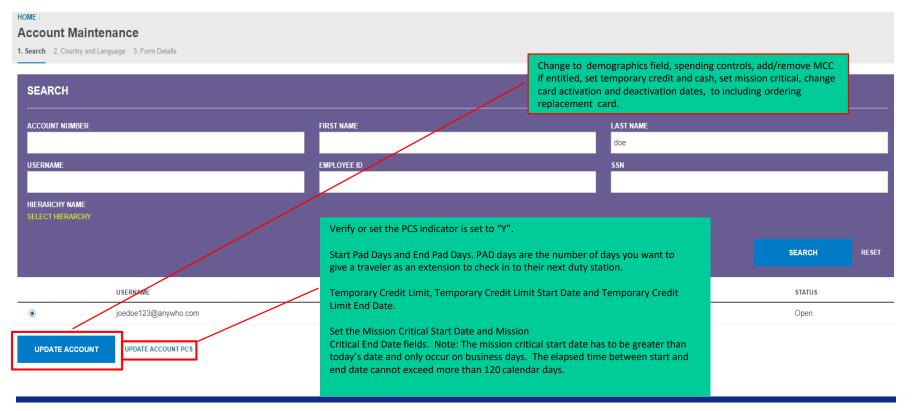
#### Manage User - Card Account





### Manage User – Account Management

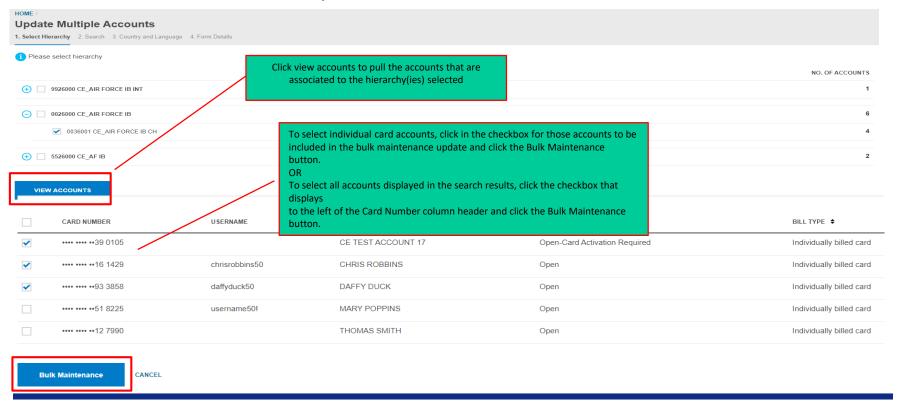
Here you will be able to search individual account, unlike card accounts you won't be able pull all accounts at once within your span of control. Next slide





# Manager User – Update Multiple Accounts

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





### 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

номе / Search			Search by first or last name or card # Print Multiple Statemen ▼ Q  BASIC SEARC				
SEARCH FOR STAT	EMENTS				Print Multiple Statement		-
FIRST NAME Gregory		LAST NAME Anthony	:		* FROM DATE 01/01/2020	* TO DATE 02/22/2020	
① MORE OPTIONS						SEARCH	RESET
✓ CARD NUMBER	USERNAME	CARD NAME	STATUS	BILL TYPE	STATEMENT CYCLE	TRANSACTION CO	DUNT
<b>✓</b> •••• ••81 3670	greganthony	GREGORY ANTHONY	Open	Individually Billed Card	01/23/2020 - 02/22/2020	15	
DOWNLOAD STATEMENTS	Total number of transact	ions selected: 15   Total number	of statements selected: 1				



## Manager Card Program – Bulk Hierarchy Transfer

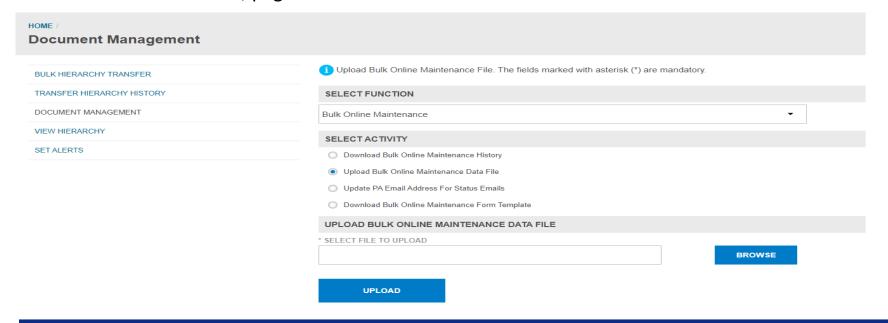
Here as an non-cardholder you can transfer cardholder accounts (single or in bulk) from one hierarchy to another, provided they are within your span of control. Which mean the hierarchy the cardholder accounts are being transferred from as well as the one they are being transferred to must be within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

HOME / BULK HIERARCHY TRANSFER				
BULK HIERARCHY TRANSFER	i Transfer hierarchies. Format of d	isplay is Hierarchy Unit Id, Hierarchy Unit N	lame, Corp Id of the unit or ancesto	or units, Processing corporate account if available in the same unit.
TRANSFER HIERARCHY HISTORY	COMPANY NAME	UNIT NAME	UNIT NUMBER	FULL HIERARCHY
DOCUMENT MANAGEMENT	CE DOD TRAVEL CB	CE_AIR FORCE CB	0027000	9999202-0027000 CE_AIR FORCE CB
VIEW HIERARCHY	0027000 CE_AIR FORCE CB	:9999210:XXXXXXXXXX973760		
SETALERTS				
	TRANSFER HIERARCHY			



#### 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





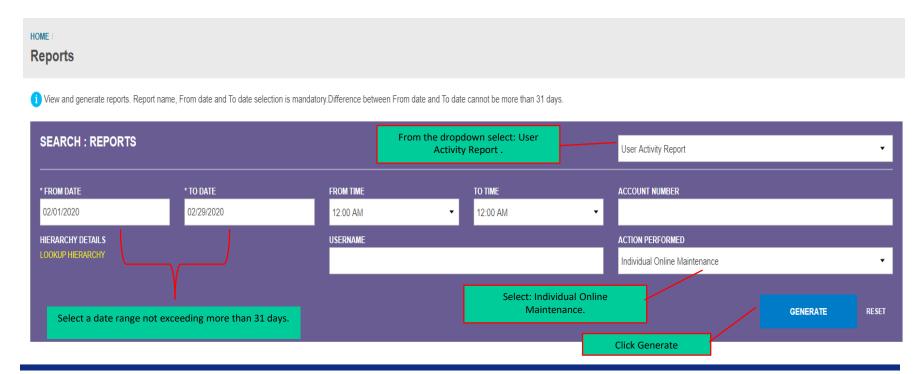
### Manager Card Program – Hierarchy Pull Transfer

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 NUM	IBER	SOCIAL	SOCIAL SECURITY NUMBER		HIERARCHY D			
114793								
							SEARCH	
	CARD NUMBER	SSN	NAME		STATUS	CPC		
•	···· ··· ·· ·· 11 4793	XXXXX9145	CAPTAIN AMERICA		Open	Corporate Travel Card		
		is Hierarchy Unit ld, Hierarchy Unit N	Name, Corp Id of the unit or ancest		rate account if a			
CE DOD	TRAVEL IB	CE_AIR FORCE IB		0026000		9999201-0026000 C	E AIR EORCE IR	
	TRAVEL IB	CE_AF IB		5526000		9999201-5526000 C		
CE DOD	TRAVELIB	CE_AIR FORCE IB II	NT	9926000		9999201-9926000 C	E_AIR FORCE IB INT	
HIERAR	CHY							
<b>(+)</b> (0)	0026000 CE_AIR FORCE IB:999920	3:XXXXXXXXX882339						
<b>(+)</b> ()	• 0 5526000 CE_AF IB:9999214:XXXXXXXXXX444687							
<b>(+)</b> •	9926000 CE_AIR FORCE IB INT:999	9314:XXXXXXXXX666972						
TRANSE	FER HIERARCHY CANCEL							

#### U.S. AIR FORCE

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





# Web Tools – Transaction Management

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						
<b>ℚ</b> \$≡	HIERARCHY						
•	HIERARCHY DETAILS	HIERARCHY NAME	SORT BY				
	LOOKUP HIERARCHY		HIERARCHY NAME				•
	HIERARCHY LEVEL	HIERARCHY UNIT					
$\Box$	Select ▼	manufacturi dini					
					SE	EARCH	RESET
				ACCOUN'	TS	NON CAF	RDHOLDER
		ACCOUNTS			T & SUBUNIT		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

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	B Darrell Haraway My Profile Sign Out	User Group AOPC		cí
~?-	HOME Reports					
<b>©</b> . <b>\$</b> ≡	REPORTS   GENERATE REPORTS »					
<b>3</b>	REPORT NAME	STATUS	CREATED DATE FROM	и	CREATED DATE TO	
	All	All	12 / 08 / 2019	<b>#</b>	03 / 07 / 2020	<b>#</b>
<u></u>	All Cardholder User Access Report G/L Listing Report Multiple Business Unit Contact Repor Non-Cardholder User Access Report Purchase Log Monthly Statistics Report				SEARCH	RESET
	Purchase Log Report Reallocation Activity Report by Posting Date Reallocation Activity Report by Reallocation Date Statement Status Report	PORT NAME \$	REPORT FORMAT ♦		STATUS <b>♦</b>	



# Web Tools – Transaction Management

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	T I	Company CE-DOD-TRAVELIB		B Darrell Haraway My Profile Sign Out	User Group AOPC		cít
<b>Q</b>	HOME / Point Of Contact							
	SEARCH FOR POINT OF CONTACT							
	HIERARCHY DETAILS	HIERARCHY NAME			HIERARCHY UNIT			
$\Box$	LOOKUP HIERARCHY	CE_Air Force						
	FIRST NAME	LAST NAME						
	⊕ MORE OPTIONS						SEARCH	RESET
								OF 6   M   4   1   1   M
	HIERARCHY ♦		NAME \$	USER GROUP ♦	EMAIL ♦		PHONE \$	CARDS \$
	9999201-0026000-0000000-0000000-0000000-0000000-0000		SUPER MAN	AOPC/PA	superman1@yahoo.com		222-333-4444	<u> </u>
	FAX CONTACT TYPE Alternate AOPC/PA	ADDITIONAL PHO	NE					
	9999201-0026000-0000000-0000000-0000000-0000000-0000		JIM HENNESSY	AOPC/PA	jim.hennessy.civ@mail.mil		571-372-1234	
	9999201-0026000-0000000-0000000-0000000-0000000-0000		TONY STARK	AOPC/FO	test@comcast.net		11111111	