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INFORMATION

USAID/General Notice  
M/MPI  
05/26/2004

SUBJECT: On-line Access to Citibank Travel Card Billing Information  
(Revision to 3/14/2000 Information Notice)

This notice revises instructions for obtaining your Citibank Travel Card Account Information via the Internet. The site is operational and should eliminate the problem of having to wait for the mail to know what's billed to your account. You can not make electronic payments through the system. However, your statement cut-off date is the 25th of the month, you can view the billing information on-line and then make payment from the on-screen data. You may also pay by using SPEEDPAY (see below for details). In addition, the system provides details on individual charges and provides the form needed to dispute a charge

How do I get to the account information?

All USAID Travel Cardholders have access to the Citibank on-line information system. Utilizing a User ID and Password, the user can access the account information at [www.CARDS.CitiDirect.com](http://www.CARDS.CitiDirect.com) on the internet.

\*NOTE: The URL has changed from the original Notice.

How secure is the information?

Accessing the information requires a browser using 128 bit encryption. Both Netscape and Explorer can have 128 bit encryption. If the version of the browser you are using does not, contact your Information Technology (IT) professional to get the 128 bit encryption version or if you are comfortable with the internet, you can go to the browser site and download the required version.

How do I get on to my account information the initial time?

Once you get to the website (URL) [www.CARDS.CitiDirect.com](http://www.CARDS.CitiDirect.com), you will be asked to enter your CLIENT CODE, type in USAID and strike ENTER. This will bring you to the Log-on Screen.

\*NOTE: Entering USAID rather than selecting it from a pull down menu is another change.

How do I get a User ID and a Password?

For the initial entry into the system, use the default which is a User ID and a Password created by using your travel account number and your last name.

How do I create my User ID and Password?

The User ID consists of the first four letters of the individual's last name and the last 6 numbers of their Citibank travel card account number for creating both the User ID and the default Password. If a last name has only 2 or 3 letters, the User ID would be their full last name plus the last 6 numbers of their account number. The User ID and the Password are case sensitive.

\*NOTE: This is another change from the previous NOTICE.

The User ID is the first four letters of your last name (not case sensitive) followed by the last 6 numbers of the travel card - no spaces. If a last name has only 2 or 3 letters, the UserID would be the full last name plus the last 6 numbers of the account number.

For example:

Name: Renee Ratay  
Citibank account number: 4567 5678 6789 7890

User ID: Rata897890

The PASSWORD consists of last 6 numbers of the Travel Card in REVERSE order and the first four letters of your last name BOTH REVERSED and CAPITALIZED - no spaces.

The PASSWORD for the same individual is:

Name: Renee Ratay  
Citibank account number: 4567 5678 6789 7890

PASSWORD: 098798ATAR

An example for a 2 or 3 letter last name:

Name: Fred WU  
Citibank account number: 4567 5678 6789 7891

User ID: Wu897891  
PASSWORD: 198798UW

Once you have signed on, you will be directed to change your password. The new password should be unique and should be a combination of at least 6 letters and numbers for security purposes. It should be easily remembered and must be kept secure to eliminate unauthorized access to the account information.

What happens if I have problems or can't get in?

If you can't get into the system or it locks up or if you use the wrong password for 3 consecutive attempts, you will need help getting the system reset. The Help Desk can be contacted at 1-800-790-7206, Option 2 from 7 a.m. to 8 p.m. Eastern time. Follow the instructions to get to the Help Desk.

What's available when I get into the site?

Once into the site, there is access to account billing and payment information, an area to make notes on particular bills, details on charges, and a form to use for disputed charges. The dispute form, however, is not available for electronic transmission. It needs to be printed, completed and then faxed to Citibank. The fax information is also available to expedite processing.

Past as well as current billings are shown. Paid bills appear in one color, while unpaid are in another. Details on charges are also shown; on unpaid charges, they can be identified as in dispute.

What does this do for me?

By providing you, the Traveler, access to account information, there is no need to wait for the mail. You can determine what your monthly statement cut-off date is from a previous statement; then you can go in after that date in the current month and find out what your current balance is. Based on that information, you can make your payment. This gives more time for the payment to reach the vendor and reduces the probability of your payments arriving late.

Who's going to pick-up the costs of the telephone calls if I need to call the Help Desk?

It is expected that internet access to obtain the account information will be made from your duty location and the cost of any calls needed to reset the application. When you use the numbers shown on the back of the Travel Card, calls are toll free and international calls are collect.

What is SPEEDPAY? SPEEDPAY is a means of expediting the crediting of your payment to your Citibank Travel Card account. SPEEDPAY is accessed by calling the government number shown on the back of the card and asking to pay by SPEEDPAY. (The call is a toll free collect call.) Citibank will then get the magnetic numbers off your

check and credit your Citibank Travel Card account. There is a \$7.95 non-reimbursable charge for this service.

\*NOTE: This is an addition to the previous Notice.

Point of Contact: Any questions concerning this Notice may be directed to Richard Levine, M/FM/PPC, (202) 25996, or Joe Keady, M/MPI, (202) 712-5744.

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