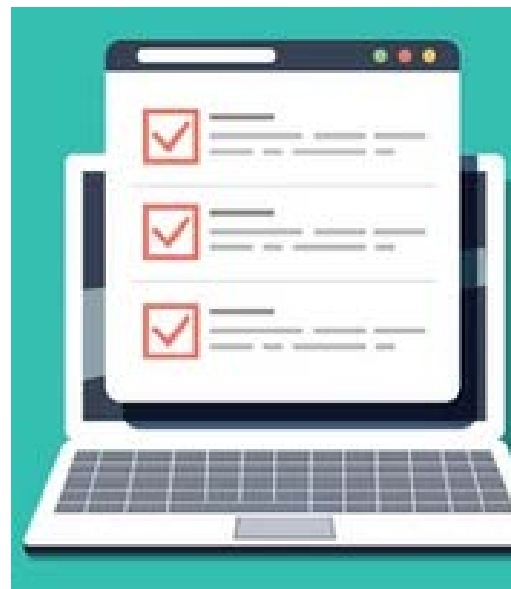




How to Apply Online for a GTCC

- When an individual first applies for a travel card and then every three years after that, they must complete the “Program & Policies - Travel Card 101” training course that is available on the TraX web site <https://www.defensetravel.dod.mil/Passport> and complete the SoU.

Cardholders will ensure a copy of their certificate of completion and SoU are retained by the APC.



- The Government Travel Charge Card (GTCC) is mandated to be used by DoD personnel to pay for authorized expenses when on official travel unless an exemption is granted. This includes temporary duty (TDY) and, per Component guidance, permanent change of station (PCS) travel.

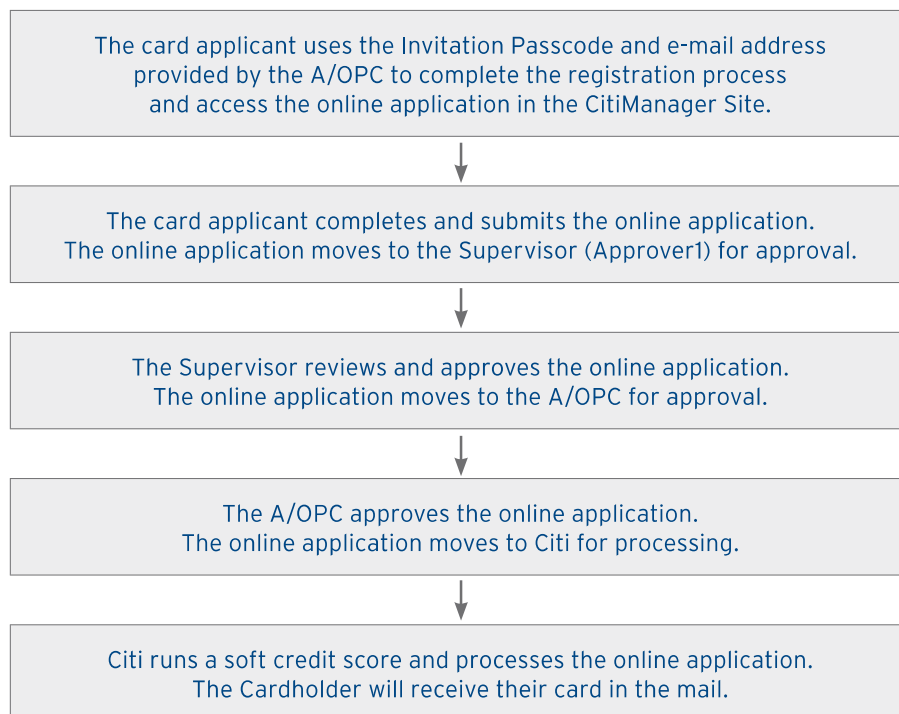
IAW Government Travel Charge Card Regulations: Authorized by DoDI 5154.31, Volume 4

As of Feb 2021

Introduction

The online application work-flow below describes each step of the online application process and identifies key responsibilities.

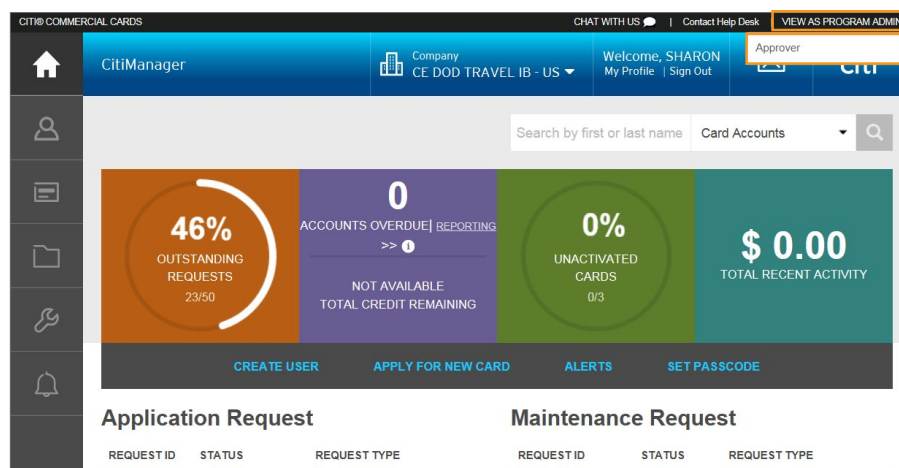
Note: The online application might be rejected or deleted by the Supervisor or A/OPC. Please communicate with your Supervisor or A/OPC if this happens.



Toggle Between Roles

If you have access to the CitiManager site for multiple roles, you have to toggle between those accounts using the drop-down list that displays in the top-right corner of the screen.

You may have Cardholder (CH), Program Administrator (A/OPC), or Approver_1 (Supervisor) access depending on your roles.



The screenshot shows the CitiManager interface. At the top, there is a navigation bar with the CitiManager logo, company information (CE DOD TRAVEL IB - US), and a user profile section for Sharon. A dropdown menu is open, showing the role 'Approver'. Below the navigation bar, there is a search bar and a dashboard with four key metrics: 46% Outstanding Requests (23/50), 0 Accounts Overdue (Reporting), 0% Unactivated Cards (0/3), and \$0.00 Total Recent Activity. At the bottom, there are two sections: 'Application Request' and 'Maintenance Request', each with a table header for Request ID, Status, and Request Type.

Apply for Card Using an Invitation Passcode

Key Concepts

Before you can apply for a new card, an Invitation Passcode and the inviter's e-mail address are required to register in the CitiManager Site and access the online application. Both are obtained from your Agency/Organization Program Coordinator (A/OPC).

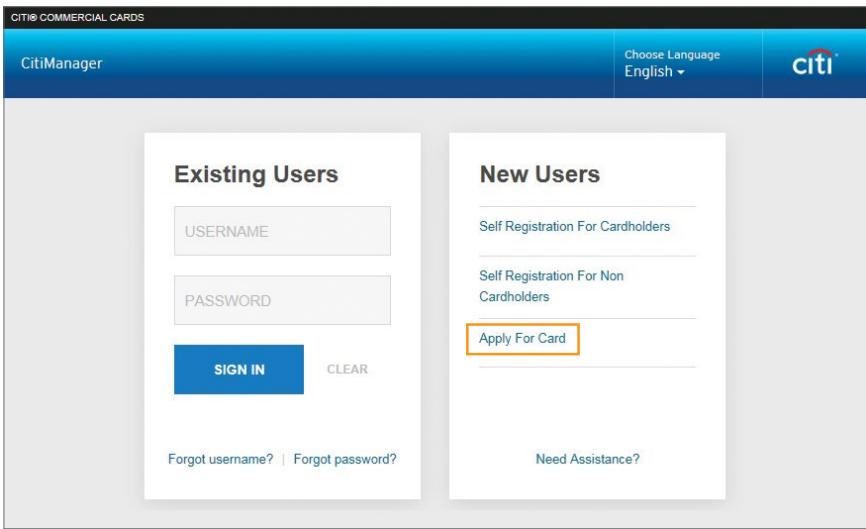
When completing the online application you will be prompted to enter your Supervisor's (Approver1) e-mail address. Be sure to enter your Supervisor's e-mail address. **Do not enter your A/OPC's e-mail address.**

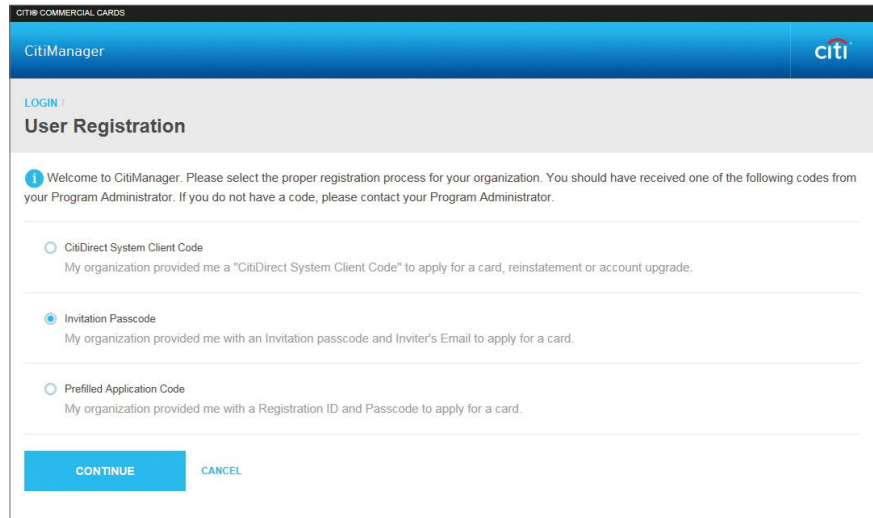
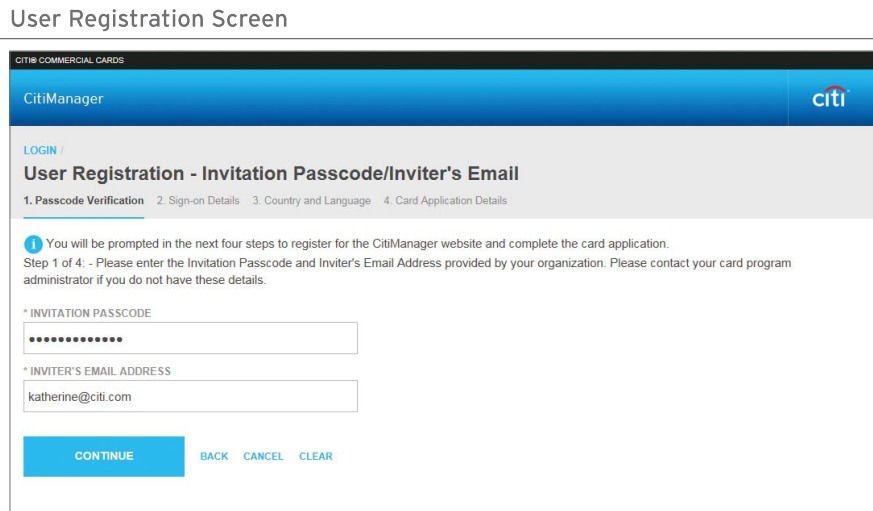
Once you submit your application, you will receive automated confirmation e-mails when your Supervisor and A/OPC approve your application.

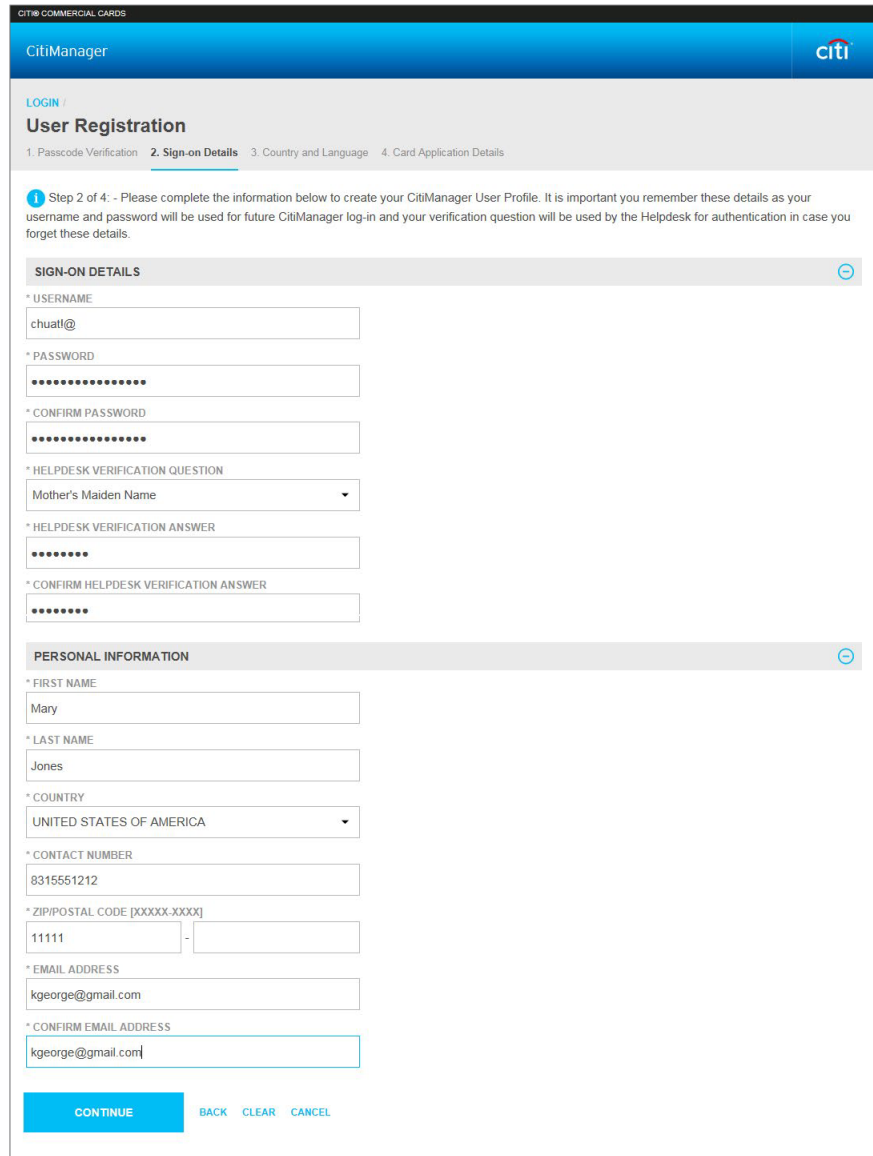
You can view the status of your application in the CitiManager Site by using the username and password created during the application process to log in and navigate to **My Profile > Request History**. Refer to the **View Application and Maintenance Request History** topic in this user guide for additional information.

Once your card application is approved, the account will be linked to the CitiManager Site username and password that was created during the application process. This will allow you to log in to the CitiManager Site to view balances, credit limits, statements and perform other self-service tasks.

Step-by-Step Instructions


Screen	Step/Action
 <p>CitiManager Site Login Screen</p>	<ol style="list-style-type: none"> 1. Navigate to citimanager.com/login. 2. From the CitiManager Site Login screen New Users section, click the Apply for card link. <i>The User Registration screen displays.</i>

Screen	Step/Action
 <p>The screenshot shows the 'User Registration' screen in CitiManager. It has a blue header with 'CitiManager' and the Citi logo. Below the header, there's a 'LOGIN /' link and the title 'User Registration'. A message states: 'Welcome to CitiManager. Please select the proper registration process for your organization. You should have received one of the following codes from your Program Administrator. If you do not have a code, please contact your Program Administrator.' There are three radio button options: 'CitiDirect System Client Code' (with subtext 'My organization provided me a "CitiDirect System Client Code" to apply for a card, reinstatement or account upgrade.'), 'Invitation Passcode' (selected, with subtext 'My organization provided me with an Invitation passcode and Inviter's Email to apply for a card.'), and 'Prefilled Application Code' (with subtext 'My organization provided me with a Registration ID and Passcode to apply for a card.'). At the bottom are 'CONTINUE' and 'CANCEL' buttons.</p>	<ol style="list-style-type: none"> Select the Invitation Passcode radio button. Click the Continue button. <p><i>The User Registration – Invitation Passcode/ Inviter's Email screen displays.</i></p>
 <p>The screenshot shows the 'User Registration - Invitation Passcode/Inviter's Email' screen. It has a blue header with 'CitiManager' and the Citi logo. Below the header, there's a 'LOGIN /' link and the title 'User Registration - Invitation Passcode/Inviter's Email'. A progress bar shows four steps: '1. Passcode Verification' (active), '2. Sign-on Details', '3. Country and Language', and '4. Card Application Details'. A message states: 'You will be prompted in the next four steps to register for the CitiManager website and complete the card application. Step 1 of 4: - Please enter the Invitation Passcode and Inviter's Email Address provided by your organization. Please contact your card program administrator if you do not have these details.' There are two text input fields: '* INVITATION PASSCODE' (with masked characters) and '* INVITER'S EMAIL ADDRESS' (with 'katherine@citi.com'). At the bottom are 'CONTINUE', 'BACK', 'CANCEL', and 'CLEAR' buttons.</p>	<ol style="list-style-type: none"> In the Invitation Passcode field, type the Invitation Passcode that was provided to you by your A/OPC. In the Inviter's Email Address field, type the Inviter's Email address sent to you by your A/OPC. <p>Note: The Invitation Passcode field is case sensitive.</p> <p>Note: This is typically the A/OPC who sent you the invitation passcode. Usually, this is not your Supervisor (Approver1).</p>
<p>User Registration – Invitation Passcode/Inviter's Email Screen</p>	<ol style="list-style-type: none"> Click the Continue button. <p><i>The User Registration – Sign-on Details screen displays.</i></p> <p>Note: All new applicants are required to create a CitiManager Site user profile during the application process.</p>

Screen	Step/Action
 <p>The screenshot shows the CitiManager User Registration screen. At the top, there's a blue header with 'CitiManager' and the Citi logo. Below the header, there's a navigation bar with 'LOGIN /' and 'User Registration'. The registration process is divided into four steps: 1. Passcode Verification, 2. Sign-on Details (current step), 3. Country and Language, and 4. Card Application Details. A message indicates it's Step 2 of 4, asking the user to complete the information to create their CitiManager User Profile. The 'SIGN-ON DETAILS' section includes fields for Username (filled with 'chuatl@'), Password, Confirm Password, Helpdesk Verification Question (dropdown menu with 'Mother's Maiden Name' selected), and Helpdesk Verification Answer. The 'PERSONAL INFORMATION' section includes fields for First Name (filled with 'Mary'), Last Name (filled with 'Jones'), Country (dropdown menu with 'UNITED STATES OF AMERICA' selected), Contact Number (filled with '8315551212'), ZIP/Postal Code (filled with '11111'), Email Address (filled with 'kgeorge@gmail.com'), and Confirm Email Address (filled with 'kgeorge@gmail.com'). At the bottom, there's a blue 'CONTINUE' button and links for 'BACK', 'CLEAR', and 'CANCEL'.</p>	<p>8. Complete the required fields in the Sign-on Details and Personal Information sections.</p> <p>Note: The password and username requirements display in a window as you type your password. A checkmark displays when the requirements are fulfilled.</p> <p>9. Click the Continue button.</p> <p><i>A confirmation message displays.</i></p> <p>The CitiManager Site sends an e-mail confirming the registration and username created.</p>

User Registration Screen – Sign-on Details

Screen



Step/Action

- Click the **OK** button.

The Card Application Details screen displays.

Confirmation Message

Screen	Step/Action
<div> <div> Citi® COMMERCIAL CARDS CitiManager citi </div> <div> <div> LOGIN User Registration Apply for card </div> <div> 1. Passcode Verification 2. Sign-on Details 3. Country and Language 4. Card Application Details </div> </div> <div> <div> Step 4 of 4: - Please complete the form below and submit. </div> <div> <div>FORM DETAILS</div> <div> * APPROVER1 EMAIL ADDRESS </div> <div> DOD IOLA PVT 082019 </div> <div> INDIVIDUAL ONLINE APPLICATION </div> <div> <div> DEMOGRAPHICS </div> <div> ADDITIONAL </div> </div> <div> DISCRETIONARY CODE </div> <div> DISCRETIONARY CODE 1 </div> <div> * NAME TO APPEAR ON CARD </div> <div> PLASTIC DELIVERY --Select-- </div> <div> CELL PHONE POLICY <p>As a service, Citi may notify you about important updates to your Account via an automated dialing system, pre-recorded messages and/or SMS text messages to your wireless device. Examples might include notification of returned mail or suspected fraud on your account. The typical wireless charges may apply from your wireless carrier; however, there is no charge from Citi. Should you provide us with your mobile number at any time, you agree that Citi may use your mobile number to contact you. Should you prefer to not receive these notifications on your wireless device, you may opt out by emailing the Bank at optoutcellconsent@citi.com.</p> </div> <div> <input type="checkbox"/> <p>By checking the box, I: (i) acknowledge I have read the Citi® Department of Defense Services Travel Card Program Cardholder Agreement; (ii) agree to be bound by the terms and conditions as set forth in the Agreement; and (iii) understand that only the Department of Defense may request particular Authorization Parameters (Section III). This application is for a Department of Defense Travel Card account, which may be standard or restricted, as described in the Cardholder Agreement. I expressly agree to accept whichever type of account is established. Pursuant to requirements of law, including the U.S.A. PATRIOT ACT, the bank is required to request additional information to verify your identity.</p> </div> <div> <p>IMPORTANT INFORMATION about opening a new Citibank® Corporate Travel Card account: To help the United States Government fight terrorism and money laundering, Federal law requires us or your employer to obtain, verify, and record information that identifies each person that opens an account. What this means for you: when you open an account, we or your employer will ask for your name, a street address, date of birth, and an identification number, such as a Social Security number, that Federal law requires us or your employer to obtain. We or your employer may also ask to see your driver's license or other identifying documents that will allow us or your employer identifies you. We appreciate your</p> </div> <div> <div> Declaration </div> <div> Credit Worthiness declaration </div> <div> Declaration - Please read the declaration below: </div> <div> <input type="checkbox"/> I, as the cardholder, authorize the bank to obtain credit score on me as described in the agreement. </div> <div> <input type="checkbox"/> I, as the cardholder, DO NOT authorize the bank to obtain credit score on me. Therefore, I have completed and submitted an alternate credit worthiness assessment (DD Form 2883), and I will not be eligible for a standard card. </div> </div> <div> INDIVIDUAL ONLINE APPLICATION </div> <div> <div> SUBMIT VIEW ACCOUNT DOCUMENTS SAVE AS DRAFT CANCEL </div> </div> </div> </div> </div>	<ol style="list-style-type: none"> Complete the required fields in all sections of the application. Required fields are indicated by an asterisk (*). Click the (+) plus sign icon from the section headers to expand the sections if necessary. <p>Note: Make sure to type your Supervisor's e-mail in the Approver1 Email Address field, not your A/OPC's e-mail. Your Supervisor is the Approver1. In the Credit Worthiness Declaration section, select the authorize checkbox to allow Citi to pull a soft credit score. Your credit will not be negatively impacted by this. If you do not authorize the soft credit pull, select the do not authorize option. If you do not consent to the soft pull credit score, DD Form 2883 must be completed, signed by you, the Supervisor (Approver1), and the A/OPC. This document must be retained on file by the A/OPC. This form should not be uploaded to the your Account Documents. Contact your A/OPC for the most current DD Form 2883.</p> When you are finished, click the Submit button that displays at the bottom of the screen. <p><i>An application submission confirmation message displays.</i></p> Click the OK button. <p><i>The CitiManager Login screen displays.</i></p> <p>Note: The approving Supervisor will receive an e-mail indicating your application is awaiting their approval.</p>

User Registration Apply for Card – Card Application Details

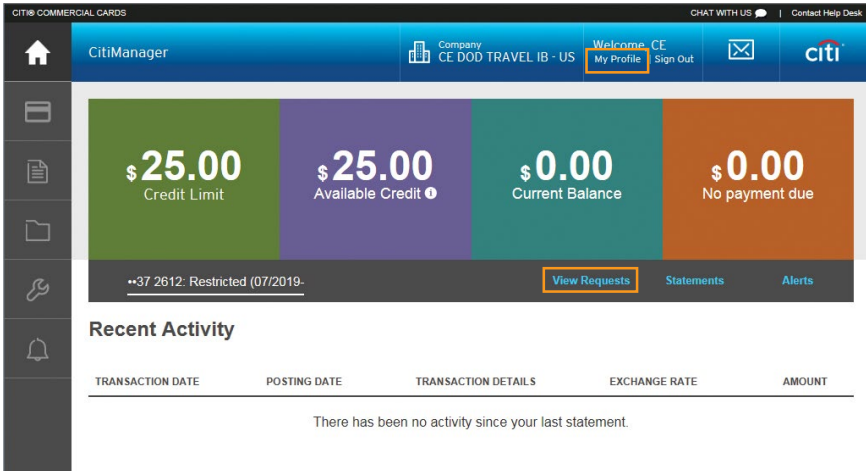
View Application History

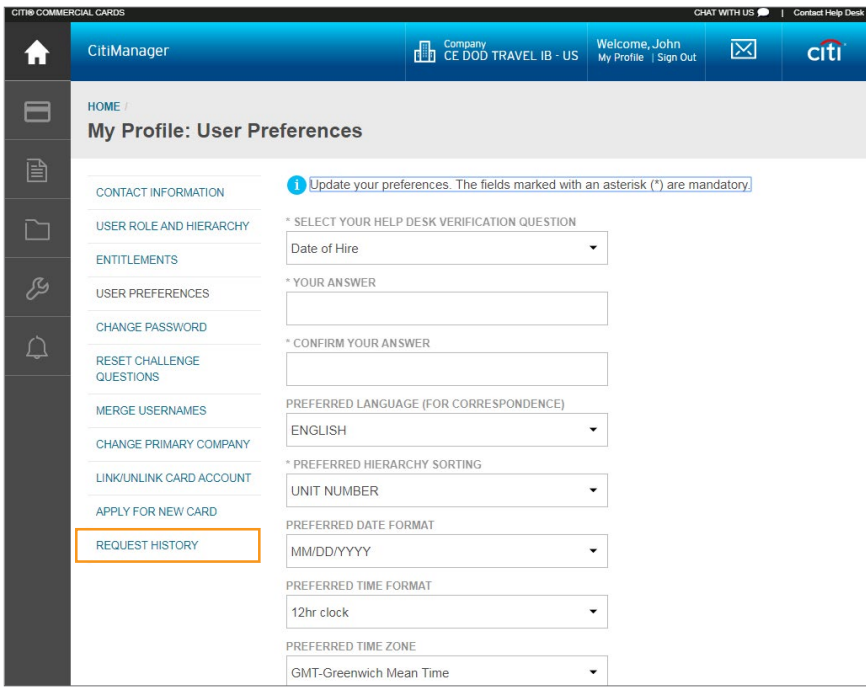
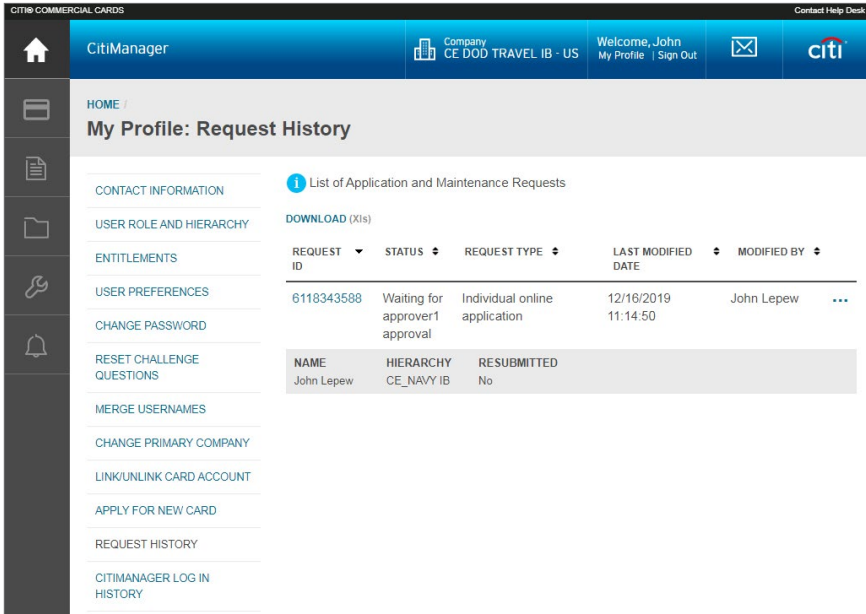
Key Concepts

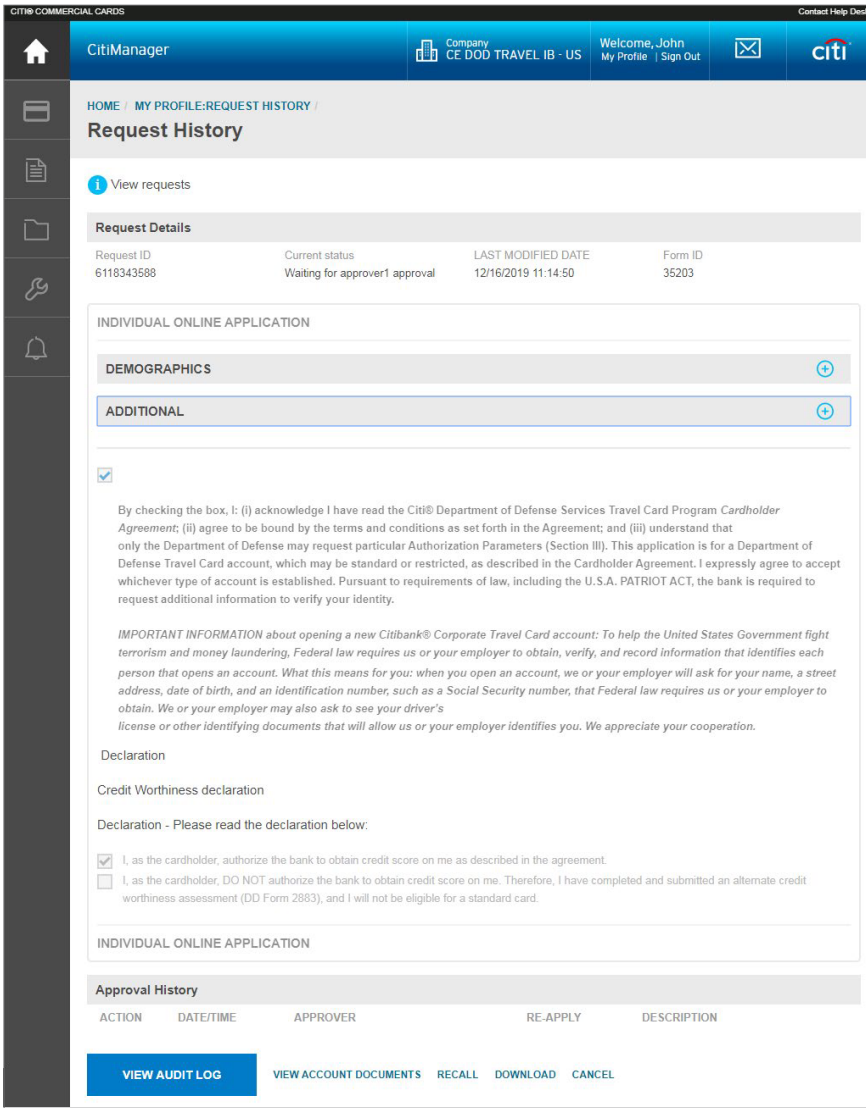
You can view information about your account application and maintenance requests including the following information:

- Request ID
- Status
- Request Type
- The date the request was last modified
- Audit information such as which fields have changed, when they were updated and by whom
- Hierarchy

Step-by-Step Instructions

Screen	Step/Action
 <p>Home Screen</p>	<ol style="list-style-type: none"> 1. From the CitiManager Site header, click the My Profile link that displays under your name. Note: Requests can also be accessed by clicking the View Requests link displayed on the black bar in the middle of the screen. <i>The Contact Information screen displays.</i>

Screen	Step/Action
 <p>My Profile – Contact Information</p>	<p>2. Click the Request History link.</p> <p><i>A list of application and maintenance requests display.</i></p> <p>Note: If there are no requests, a message displays indicating there are no requests for this user.</p>
 <p>My Profile – Request History</p>	<p>3. To sort requests, click on the header in which you'd like to sort the requests.</p> <p>4. To view the hierarchy, expand the row for the desired request by clicking the Ellipsis (...) link that displays to the right of the row you wish to expand.</p> <p>5. To view the details of a specific request, from the Request ID column, click the link for the desired request.</p> <p><i>The application or maintenance request details display with the approval history.</i></p>

Screen	Step/Action
 <p>My Profile – Request Details</p>	<ol style="list-style-type: none"> To view additional information from the Contact Information, Additional Information, Spending Controls sections or to view the CitiManager Cardholder Account Agreement, click the (+) plus sign icon from the section headers to expand the sections if necessary. To view the Audit Log, scroll to bottom of screen click the View Audit Log button. <i>The Audit Log displays.</i> To view/upload attachments, click the View Account Documents link. Note: The DD Form 2883 and any other documents with Personal Information are not to be uploaded as attachments. To pull the application back to draft status to make changes to the fields, click the Recall link. Note: Once the application is recalled, the form becomes available to edit and make changes. Once you are finished, click the Submit button and the application will move to the Supervisor (Approver1) and A/OPC for approval. To generate a PDF version of the application, click the Download link.

Screen

CitiManager

HOME / MY PROFILE:REQUEST HISTORY /

View Audit Log

View applications and maintenance request audit history.

Viewing 1-10 of 25 | < | 1 | 2 | 3 | > |

Date & Time Of Change	Changed By	Type Of Update	Updated Field	Old Value	New Value	Messages	FIELD STATUS
12/16/2019 03:14:51 PM	lepew123	Status	NA	Draft	Waiting for approver1 approval		
12/16/2019 03:01:58 PM	Lepew123	Status	NA	Initiate	Draft		
12/16/2019 03:01:58 PM	Lepew123	Field	First Name	John			
12/16/2019 03:01:58 PM	Lepew123	Field	Last Name	Lepew			
12/16/2019 03:01:58 PM	Lepew123	Field	Social Security Number	XXXXXXXX			
12/16/2019 03:01:58 PM	Lepew123	Field	Date of Birth	*****			
12/16/2019 03:01:58 PM	Lepew123	Field	Mailing Address Line 1	9870 Somewhere Dr			
12/16/2019 03:01:58 PM	Lepew123	Field	Mailing City	Norfolk			
12/16/2019 03:01:58 PM	Lepew123	Field	Mailing Country	UNITED STATES OF AMERICA			
12/16/2019 03:01:58 PM	Lepew123	Field	Mailing State	VIRGINIA			

Viewing 1-10 of 25 | < | 1 | 2 | 3 | > |

BACK

Audit Log

Step/Action

11. When you are finished viewing the **Audit Log**, scroll to the bottom of the screen and click the **Back** button.

Note: To return to the list of maintenance requests, click the **Cancel** link at the bottom of the screen then click the **OK** button.