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INFORMATION

USAID/General Notice
M/FM
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Subject: On-line Access to Citibank Travel Card Billing Information

This notice provides 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 cannot make electronic payments through the system, but if you know your statement cut-off date, you can view the billing information on-line and then make payment from the on-screen data. 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, CitiDirect. Utilizing a User ID and Password, the user can access the account information at www.CitiDirect-gcs.com on the internet.

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 CitiDirect the initial time?

Once you get to the website (URL) www.CitiDirect-gcs.com, select USAID from the pull down menu that shows CHOOSE ONE. Do this by placing your cursor on the slide at the right and scrolling down to USAID and selecting it. Click on Start Log-on Process, then click on Continue which will bring you to the Log-on Screen.

How do I get a User ID and a Password?

For the initial entry into the system, you create both a User ID and a Password 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. If a last name has only has 2 or 3 letters, the User ID would be their full last name plus the last 6 numbers of their account number. Neither the User ID nor the Password is case sensitive (it makes no difference if you use capitals or small letters, the computer reads them all the same). For example:

Name: Renee Ratay Citibank account number: 4444 5555 6666 7777
User ID: Rata667777

Name: Renee Wu Citibank account number: 4444 5555 6666 7777
User ID: Wu667777

The initial access uses the same combination for the Password.

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 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 will be treated as any official telephone call is treated.

Point of Contact: Any general questions concerning this Notice may be directed to Joe Keady, M/MPI, (202) 712-5744.

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