



SmartPay®3 Purchase Card Frequently Asked Questions

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This document will be updated as new information is received and developed.

I. General Questions

1. I would like to participate in the purchase card program. How do I obtain a purchase card?

To obtain a purchase card, please contact your Agency Program Coordinator for assistance.

2. What is an Agency Program Coordinator (APC)?

APCs play an important role in the overall management and day-to-day operations of the charge card program. Their duties include but are not limited to: Managing the Purchase Card Program for their respective Operating Unit; performing oversight functions; maintaining records on completed training; recommending terminations of purchase card delegations; terminating and suspending accounts for suspected fraud or abuse upon the direction of the Head of Contracting Office; resolving billing discrepancies with the servicing bank; reporting suspected fraud, waste, abuse, and/or misuse; and ensuring program compliance.

3. How do I activate my new card?

When you receive your new card, follow the instruction on the sticker on the front of the card to verify receipt, setup a PIN, and activate your card.

4. What happens if I do not receive my purchase card?

Notify your APC if you do not receive your purchase card. Your APC will work with the bank to have a replacement card issued to you.

5. What if my purchase card is lost or stolen?

If your purchase card has been lost or stolen, contact Citibank Customer Service immediately at 800-790-7206 and follow up with your Agency Program Coordinator (APC).

6. What is the billing cycle date?

The billing cycle will end on the 3rd day of each month. This is when your monthly statement is generated. The new billing cycle will begin on the 4th day of each month.

7. How do I contact Citibank Customer Service?

For general customer services inquiries, contact the Citibank Customer Service team at 1-800-790-7206.

8. How do I change/increase my single purchase limits?

To change your single purchase limit, your Approving Official will need to work with your Agency Program Coordinator to get a new Delegation of Procurement Authority issued through the Head of Contracting Office for your bureau.

9. Where can I find resources about the Purchase Card Program?

Resources about the Purchase Card Program are available on the SmartPay3 website at: https://www.osec.doc.gov/oam/acquistion_management/topics/default%20SP3.htm

10. Where can I find the Department of Commerce Purchase Card Program policy?

The Department of Commerce Purchase Card Program policy is available at: <https://www.commerce.gov/oam/policy/acquisition-policy/commerce-acquisition-manual-cam>

II. Reallocation Questions

11. How do I reallocate a transaction?

Please visit the SmartPay 3 website:

https://www.osec.doc.gov/oam/acquistion_management/topics/default%20SP3.htm

Here you will find the Quick Reference Reallocation Guide, which has step-by-step instructions on how to reallocate a transaction. If you still have questions after reviewing the guide, please contact your Agency Program Coordinator for assistance.

12. How do I make changes to a reallocated transaction I have already submitted to my Approving Official for approval and final submission?

To make changes to a reallocated transaction on a statement that has been submitted to your Approving Official, you must notify your Approving Official and request the Approving Official to reject the statement. Once the Approving Official has rejected the statement, you will be able to make the changes. You will need to resubmit the statement for approval and final submission by the Approving Official once the changes have been made.

13. How do I reallocate a transaction on a statement that has been approved and submitted by my Approving Official prior to the Auto Close date?

A reallocated transaction on a statement that has been approved and submitted by your Approving Official is considered a “closed statement” and cannot be changed/reallocated **prior** to the Auto Close date. A transaction on a closed statement can only be amended/changed by your Approving Official **after** the Auto Close date.

14. What is the deadline for me to reconcile my transactions?

The deadline for reconciling your transaction is the 10th of each month.

15. Who can reallocate a transaction after a statement is closed?

Your Approving Official can reallocate a transaction after the Auto Close has occurred.

16. How far back can I go to reallocate statements that have closed?

Your Approving Official can reallocate transactions on statements that have closed within two months of the current billing cycle.

III. CitiManager Questions

17. Where can I find CitiManager training for cardholders?

CitiManager training for cardholders can be found at:

https://osec.doc.gov/oam/acquistion_management/training/default.htm

18. How do I reset my CitiManager Password?

There are four ways to reset your CitiManager password:

1. From the CitiManager Homepage click "Forgot Password" listed in the "Existing Users" dialog box. Once you've clicked "Forgot Password", please follow the prompts on the proceeding pages.
2. Contact your Agency Program Coordinator.
3. Contact the CitiManager Help Desk at 1-800-790-7206
4. Contact the SmartPay3 Program Management Office (PMO) at smartpay3pmo@doc.gov or 1-202-482-6131

19. How do I change my One Time Password (OTP) method of delivery?

There are four OTP delivery methods that you can set to receive your OTP:

- Text Message to a Mobile device
- Text Message to Email
- Call to Office phone
- Call to Mobile device

To utilize any of these methods, you must already have the corresponding information registered in your CitiManager User Profile. If you have not previously set this up, you will need to contact the CitiManager Help Desk at 1-800-790-7206 for your initial OTP setup.

20. I am an Approving Official, and I cannot view, access, or approve my cardholders' transactions. What do I need to do?

If you cannot view, access, or approve your cardholder's transactions, please contact your Agency Program Coordinator first and ensure you are setup in the correct hierarchy within CitiManager. If additional escalation is needed, your Agency Program Coordinator will work with the SmartPay3 PMO to troubleshoot. If the cause is a technical issue, you may be asked to open a ticket with the CitiManager Technical Help Desk.

21. How do I change my default accounting code in CitiManager?

If you have an issue with your current default accounting code listed in CitiManager, please contact your Agency Program Coordinator. Your Agency Program Coordinator will be able to work with you and your Budget/Finance Office to ensure the correct default accounting code is listed in the CitiManager system.

22. What is my CitiManager Help Desk verification password?

For assistance in obtaining your CitiManager Help Desk verification password, please contact your Agency Program Coordinator.

23. I have a technical issue with my CitiManager account. Who do I contact for assistance?

If you require technical assistance with your CitiManager account, please contact the CitiManager helpdesk at CCJAXL1HelpDesk@citi.com or 1-877-841-7185. When contacting the help desk via email, you will automatically be given a trouble ticket reference number once your email has been received. Please ensure when contacting the help desk via the telephone the customer service agent gives you a trouble ticket reference number.

24. How do I upload transaction-supporting documents to CitiManager?

Transaction supporting documents can be uploaded to CitiManager in Transaction Management.

1. Log-in to Transaction Management
 - a. From the Transaction Management side navigation bar, position your mouse over the Statements icon and click the link for the statement date you wish to view
 - b. Click the ellipsis (...) link that displays on the right-side of the row to expand the transaction. The transaction details will expand.
 - c. Click the Attach button.
 - d. Click the Upload link.
 - e. Click the Choose File button.
 - f. Select the file you would like to attach and click the Open button.
 - g. Click the Upload button.
 - h. Your attachment is now attached.

25. I cannot attach my purchase log to my statement in Transaction Management, what should I do?

If you cannot attach your purchase log to your statement, please contact the Citibank Technical Help Desk at CCJAXL1HelpDesk@citi.com or 877-841-7185. Please ensure you receive a ticket number from the help desk to help you track the status of your issue. If your issue isn't resolved to your satisfaction, please escalate it to your Agency Program Coordinator.

26. How do I dispute a transaction?

All transaction disputes shall be submitted via CitiManager. To dispute a transaction within CitiManager:

1. Log-in to Transaction Management
2. Select the Statement Cycle (i.e., Recent, June 2020, etc.), which has the transaction you wish to dispute.
3. Locate the transaction you wish to dispute and click on the ellipsis (...) to the right of the transaction. This action will expand the details of the transaction.
4. Scroll up and select the transaction and then click on "More".
A dialog box will appear. Select "Dispute" and click "Submit".