CitiManager® – Transaction Management

Agency/Organization Program Coordinator
End-to-End User Guide

June 2021

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Note: Based on your configuration, not all functionality may be applicable to your set up.

Overview and Getting Started

Description

CitiManager® – Transaction Management (Transaction Management) is a feature rich environment designed to align with your financial system and support transaction allocation, statement approvals and data delivery. The statement and transaction allocation modules have an integrated workflow that is designed to streamline transaction allocation and reallocation activities.

Finance Officers (FOs) and Finance Managers (FMs) can access the system to define one or more General Ledger Record Definitions and assign them to the proper business unit as required to align with their financial systems.

Agency/Organization Program Coordinators (A/OPCs) and Program Administrators may then assign the proper General Ledger (G/L) codes to the business unit, and assign them to the card accounts.

Cardholders and Approving Officials (AOs) may then use the G/L codes when performing transaction allocations.

Transaction Management also provides a full range of statement approval workflow options to ensure the quality and flow of data that is sent to your agency/organization.

1. Basic Navigation

Description

After you log in to Transaction Management, the **Home** screen displays.

The **Home** screen acts as a dashboard and displays a high-level metric summary of total number of accounts, Non-cardholders, number of transactions, and total recent activity.

You can search for G/L Codes, Card Accounts, Statements and Transactions. You will also be able to create additional Non-cardholders if necessary.

Use the navigation options from the header and the side navigation bar, as well as quick links to navigate to additional features and preferences.

Access CitiManager – Transaction Management

Step	Action
1.	From the **CitiManager Site** side navigation bar, position your mouse over the **Web Tools** icon and click the **Transaction Management** link. *The hierarchy list displays.*
2.	Click the appropriate **Transaction Management** hierarchy link. *The Transaction Management Home screen displays.*

Basic Navigation Overview

Screen	Descriptions
Transaction Management − Home Screen	**Header** 1. Click the **My Profile** link in the header to update your profile information or click the **Sign Out** link to log out of Transaction Management. **Screen Components** 2. The dashboard tiles display high-level account metrics such as number of accounts, Non-cardholders, transactions, and total monthly spend. 3. Use the quick links displayed on the black bar to navigate to the **Statements**, **Transactions**, and **Reports** screens. 4. Use the search fields to narrow your search results. 5. The accounts you have access to view are displayed at the bottom of the screen. **Side Navigation Bar** 6. Click the **Home** icon to return to the **Home** screen. 7. Click the **Hierarchy** icon to view the hierarchy structure and set up other Non-cardholders. 8. Click the **Search** icon to search for accounts, disputes, G/L codes, point of contacts, statements, and transactions. 9. Click the **Financial Management** icon to maintain G/L codes and/or templates and maintain purchase logs if applicable. 10. Click the **Resources** icon to access **Links & Help**, user guides and Transaction Management reports. 11. Click the **Alerts** icon to manage your alert subscriptions within Transaction Management.

2. Search for Disputes, G/L Code, Points of Contact, Statements, and Transactions

Key Concepts

As an A/OPC, you can search for and view disputes, G/L code, points of contact, statements and transactions. Searches for disputes, statements and transactions can be refined by date range and status. Points of contact searches are refined by name or hierarchy.

Search for Disputes Initiated Online Using the CitiManager Site or Transaction Management

You can view status updates for disputes initiated online using Transaction Management or the CitiManager Site.

In order to meet the processing window of the networks (MasterCard and Visa) and to ensure time for initiation of the dispute as required in GSA SmartPay 3, disputes must be submitted within 90 calendar days from the transaction date, unless otherwise specified by the agency/organization.

Status	Description
TSYS Request Initiated	Request is in line to be sent to TSYS (Citi's processor).
TSYS Processing Failed	Request that was in line to TSYS is rejected. Dispute needs to be re-initiated.
Request Pending	Request was sent to TSYS pending confirmation back from TSYS. Transaction is officially disputed.
Request Failed	Request was sent to TSYS and system did not receive confirmation that the dispute was registered within 3 days.
Disputed	Transaction is officially disputed and pending review at Citi.
Settled − Merchant favor	The dispute review is complete and dispute is found in favor of the merchant. The transaction is the Cardholder/company's responsibility to pay.
Settled − Cardholder favor	The dispute review is complete and dispute is found in favor of the Cardholder. There is a permanent dispute credit on the account.

Step	Action
1.	From the **Transaction Managemen**t side navigation bar, position your mouse over the **Search** icon and click the **Dispute Log** link. *The Dispute Log screen displays.*
2.	To perform a search, select the desired search criteria from the **Status**, **Search By**, **Date** and **Date To** fields and click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. To search by hierarchy, click the **Lookup Hierarchy** link and click the **(+) plus sign** icon to expand the hierarchy if necessary. Select the radio button for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name. Only disputes submitted online display. The results are view only and cannot be modified.

Search for G/L Code

You can search for any G/L codes at your hierarchy level and below. From here, you are able to view if G/Ls are valid or invalid. This will list all G/Ls and templates.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Search** icon and click the **G/L Code** link. *The G/L Search screen displays with existing G/L codes.*
2.	To perform a search, select the desired search criteria from the **Search by** and **G/L Code** and click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. This allows you to drill down to a specific G/L code based on different types and statuses. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	To view more details for a G/L, click the **ellipsis (…)** link that displays on the right-side of the row to expand the G/L. *The G/L code details expand.* **Note:** You will be able to see the segments as defined by the record definition. You will also be able to see if the G/L is assigned to a Cardholder and a list of the Cardholders. You can view the G/L or the card details by clicking the **arrow (>)** that displays next to the additional information.

Search for Point of Contact

You can search for a Point of Contact to view contact information for A/OPCs and Approvers based on hierarchy. You can view information for your hierarchy level and below.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Search** icon and click the **Point of Contact** link. *The Point of Contact screen displays.*
2.	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. **Note:** You can select a desired hierarchy by clicking the **Lookup Hierarchy** link and clicking the radio button for the desired hierarchy. To expand the hierarchy, click the **(+) plus sign** icon for the hierarchy level you wish to expand. To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	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. *The contact information details expand.*

Search for Statements

You can search for statements based on each billing cycle and the status of the statement.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Search** icon and click the **Statement** link.
	Note: You can search for statements here or by selecting the **Search for Statements** option from the drop-down list that displays on the **Home** screen.
	The Statement Search screen displays.
2.	To perform a search, select the desired search criteria from the **Cycle** and/or **Status** fields and click the **Search** button.
	Note: To perform an advanced search, click the **More Options** button.
	The search results display at the bottom of the screen.
	Note: To sort the results, click the desired column header name.
3.	Click the **ellipsis (...)** link on the right of the desired Cardholder to view available statements.
	A list of all available statements display.
4.	From the **Cycle End Date** column, click the **Recent Statement** link to view the statement detail information.
	The Statement Detail screen displays.

Search for Transactions

You can search for specific transactions to view transaction information. The date range for the search cannot be greater than 182 days.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Search** icon and click the **Transaction** link.
	Note: You may also search for transactions by selecting the **Search for Transactions** option from the drop-down list that displays on the **Home** screen.
	The Transaction Search screen displays.
2.	To perform a search, select the desired date range in the **From Date** and **To Date** fields and click **Search**. You may search by **Transaction Date** or **Post Date**.
	Note: To perform an advanced search, click the **More Options** button.
	The search results display at the bottom of the screen.
	Note: To sort the results, click the desired column header name.
3.	To view more details for a particular transaction, click the **ellipsis (...)** link that displays to the right-side of the row to expand the transaction details.
	The transaction details expand.
4.	To view statement detail information, from the **Cycle End Date** column, click the statement date link.
	The Statement Detail screen displays.
	Note: You will be able to view the entire statement that contains the statement. You can search for the transaction within the statement.

3. View Statements

Key Concepts

The **Statements** screen displays an overview of your Cardholder's current statements and statuses. You can view statements for a rolling six years (72 months).

As an A/OPC you can print a statement and view transaction information.

You can also view allocation details, documents attached to the transaction, and any notes provided by the Cardholder or EA/EFA.

View Statements

Step	Action
1.	From the **Transaction Management Home** screen, from the search drop-down list that displays on the right side of the screen, select **Search for Statements**. *The Statement Search screen displays.* **Note:** You can also click the **Search** icon from the side navigation bar and select **Statement**.
2.	In the available search fields, enter your search criteria and click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The Search results display at the bottom of the screen.*
3.	Click the **ellipsis (...)** link to expand the statement details. *The details expand.*
4.	From the **Cycle End Date** column, click the link for the statement you wish to view. *The Statement Detail screen displays.*

Statement Status Workflow

Statement Status

Status of Statement	Definition/Task
ALL	The system will search for all statuses of statements.
Approved	The Approver has approved the statement and is waiting for the final Approver to accept and close the statement. **Note:** This will only display if you have multiple levels of approval.
Auto Closed	After the cycle ends, the statement can be set to auto close after a defined number of days. **Note:** This option is based on agency/organization configuration. When auto closed is enabled, any statement that has not received final approval will be closed and the data will be transmitted to your financial system.
Closed	The statement has gone through all of the necessary approvals and the data will be transmitted to your financial system.
Exception Closed	The AO can close the statement if the Cardholder and Approver are unable to close the statement themselves. **Note:** This option is based on agency/organization configuration. The statement must be in **New** status.
New	The cycle has closed and the statement transitions to a **New** status. The Cardholder can now submit the statement for approval.
Pending Approval	The statement has been submitted by the Cardholder and is waiting to be approved.
Priority for Closure	Is the default search filter on the **Statement** and **Transactions** search screens. The statements are presented in priority order based on user login and next action. Closed statements are not listed.
Recent	This is the list of recent transactions as the cycle builds to a close. More transactions may be added to this statement. The statement cannot be submitted while in this status.
Rejected	The AO has rejected transaction(s) and the statement has been rejected during the approval process. The statement is only available to the Cardholder for corrections. The reason for the rejection can be viewed from the statement by clicking the blue **Notes** additional information icon.
Termination Closed	The AO can close the statement if the Cardholder has been terminated. **Note:** This option is based on agency/organization configuration. The statement must be in **New** status.

Statement Screen Overview

Screen	Descriptions
	1. Click the statement date icons to toggle between statements.
	2. The overview section displays balance and payment information for the dates displayed. This section also displays the statement status and the Cardholder's default G/L.
	3. Click the **Print View** link to print the statement.
	4. Click the **Bulk Allocations** link to allocate transactions in bulk.
	5. Use the search field to perform a basic transaction search by the details, amount or date. Click the **Advanced Search** link to narrow your results.
	6. A list of transactions displays at the bottom of the screen including the transaction date, posting date, merchant name and amount and if it has been reallocated and reconciled or not.
	7. Click the **ellipsis (...)** link that displays to the right of the transaction to view additional transaction detail or dispute a transaction.
	8. Click the **Attach** button to view receipts/images.
Statement Detail Screen	9. Click the **More >>** link to submit a dispute for a Cardholder if you are entitled.

Note: Any transactions in the dispute process have a star next to them. |

4. Emulate Cardholders

Key Concepts

You can emulate a Cardholder's profile to view Transaction Management as they do. You will not be able to perform Cardholder actions, such as submitting a statement or reallocations. However, you can assist Cardholders with navigation using this option.

This option needs to be enabled for your agency/organization and the entitlement needs to be enabled in the CitiManager Site already.

While in **Emulation Mode**, the following buttons display at the top of the screen:

Option	Description
End Emulation	Return to A/OPC role and close emulation screen.
Toggle Window	Minimize the emulation screen to the bottom-left of your screen. You can then choose to maximize the emulation again at any point during this active session.
Refresh	Refresh the emulation mode screen, if necessary.

Emulate a Cardholder

Step	Action
1.	From the **Transaction Management Home** screen, type the **First Name**, **Last Name** or **Card Number** for the desired Cardholder. **Note:** To perform an advanced search, click the **More Options** button.
2.	Click the **Search** button. *The search results display.*
3.	Click the **arrow (>)** for the Cardholder account you wish to emulate. *The Card Details screen displays.*
4.	From the **Card Information** section header, click the **Emulate Cardholder** link. *The Cardholder Emulation window displays.*
5.	Click the **Accept** button. *The Emulation Mode for Card screen displays indicating you can now emulate the Cardholder.* **Note:** Use the buttons that display at the top of the screen to end the emulation, minimize the emulated screen or refresh the screen.

5. G/L Maintenance

Key Concepts

Transaction Management is used by A/OPCs to maintain G/L codes and templates and assign them to accounts.

A/OPCs must use a two-step process to manage G/Ls. They must first create the G/L code in the proper business unit (hierarchy), then access the account and attach the proper G/L code.

Before a G/L can be assigned to an account, the FO/FM needs to create the record definition(s) and assign them to the proper business unit.

Once a G/L or template is assigned, a Cardholder can reallocate transactions. Cardholders may also be able to create custom G/Ls. A template has to be assigned to a Cardholder in order for them to create a custom G/L.

G/L Maintenance Screen

Screen	Descriptions
G/L Maintenance Screen	1. Click the **Create New G/L** link to create new G/L strings. 2. Use the **Search By** drop-down list to select how you are going to search for the G/L. You can search by **G/L Code** or **G/L Description**. 3. The **G/L Code** column displays the General Ledger code, otherwise known as an accounting string code (ASC), which is used for allocation purposes. Once a G/L is created, it can be assigned to a Cardholder. 4. The **G/L Description** column displays the description for the G/L. 5. A **G/L Record Definition** column defines the overall structure of the G/L string: the segments that are within your G/L, number of characters, what type of field it will be, etc. This is set up by the FO/FM. 6. The **Status** column displays the status of the G/L code as **Assigned** or **Unassigned** to Cardholders. If the G/L is invalid the status will display as **Invalid**. Invalid G/Ls cannot be used for reallocation. 7. The **No. of Cards Assigned** column displays the number of cards currently assigned to the G/L. You can click the blue box icon to view the accounts that are currently assigned. 8. Click the **ellipsis (...)** link to expand the G/L details to display the segments of the G/L string as defined by the record definition.

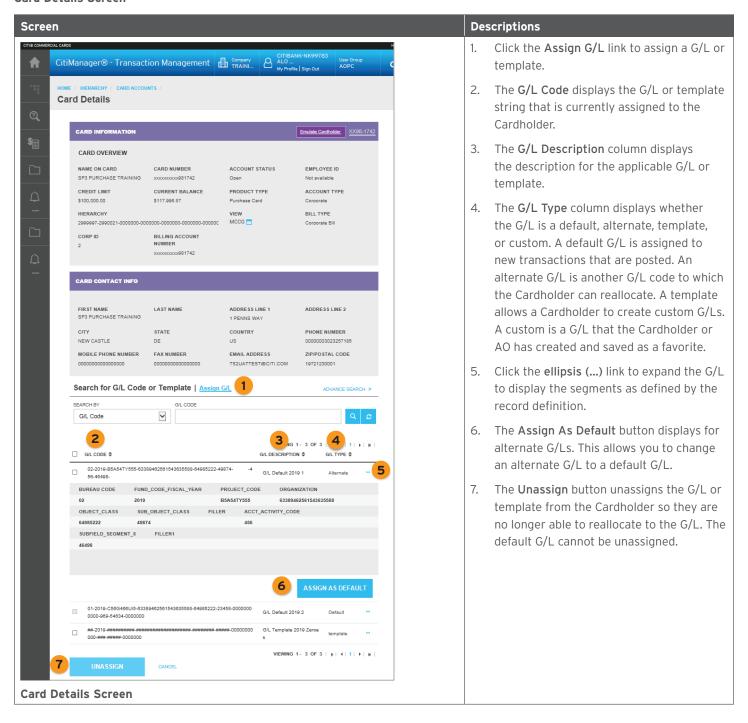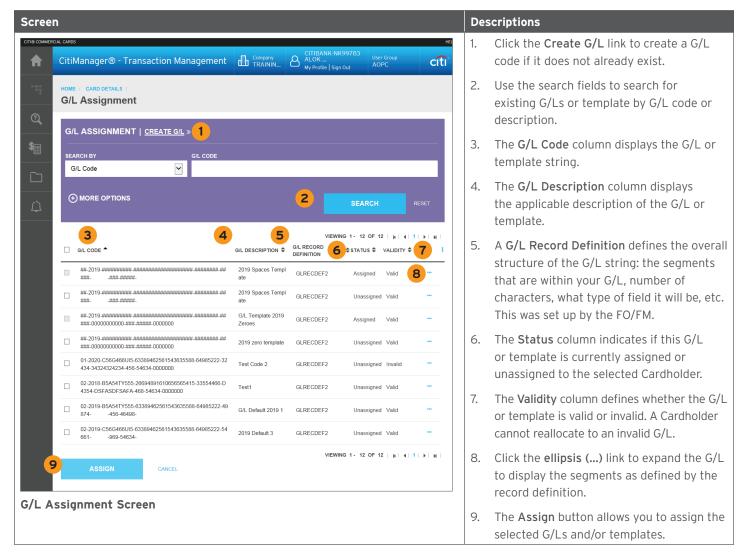| Screen	Descriptions
	9. Click the **Delete** button to delete G/Ls that have been selected. Only unassigned G/Ls will be able to be deleted.

Card Details Screen

Screen	Descriptions
	1. Click the **Assign G/L** link to assign a G/L or template. 2. The **G/L Code** displays the G/L or template string that is currently assigned to the Cardholder. 3. The **G/L Description** column displays the description for the applicable G/L or template. 4. The **G/L Type** column displays whether the G/L is a default, alternate, template, or custom. A default G/L is assigned to new transactions that are posted. An alternate G/L is another G/L code to which the Cardholder can reallocate. A template allows a Cardholder to create custom G/Ls. A custom is a G/L that the Cardholder or AO has created and saved as a favorite. 5. Click the **ellipsis (...)** link to expand the G/L to display the segments as defined by the record definition. 6. The **Assign As Default** button displays for alternate G/Ls. This allows you to change an alternate G/L to a default G/L. 7. The **Unassign** button unassigns the G/L or template from the Cardholder so they are no longer able to reallocate to the G/L. The default G/L cannot be unassigned.
Card Details Screen	

G/L Assignment Screen

Screen	Descriptions
G/L Assignment Screen	1. Click the **Create G/L** link to create a G/L code if it does not already exist. 2. Use the search fields to search for existing G/Ls or template by G/L code or description. 3. The **G/L Code** column displays the G/L or template string. 4. The **G/L Description** column displays the applicable description of the G/L or template. 5. A **G/L Record Definition** defines the overall structure of the G/L string: the segments that are within your G/L, number of characters, what type of field it will be, etc. This was set up by the FO/FM. 6. The **Status** column indicates if this G/L or template is currently assigned or unassigned to the selected Cardholder. 7. The **Validity** column defines whether the G/L or template is valid or invalid. A Cardholder cannot reallocate to an invalid G/L. 8. Click the **ellipsis (…)** link to expand the G/L to display the segments as defined by the record definition. 9. The **Assign** button allows you to assign the selected G/Ls and/or templates.

Create a New G/L

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **G/L Maintenance** link. *The G/L Maintenance screen displays.*
2.	From the **G/L Maintenance** section, click the **Create New G/L** link. *The Create New G/L screen displays.*
3.	To assign the new G/L to a lower hierarchy level, click the **Lookup Hierarchy** link and complete Steps 4 and 5. Otherwise, continue to Step 6. **Note:** If you do not assign the G/L to a hierarchy, it will be assigned to the hierarchy that you are assigned to and flow to any hierarchy below that. This is an optional step. *The Select Hierarchy screen displays.*

Step	Action
4.	Click the **(+) plus sign** icon to expand the hierarchy and select the radio button for the desired hierarchy.
5.	Click the **Select** button. *The Create New G/L screen displays.*
6.	From the **G/L Record Definition** drop-down list, select the correct G/L record definition, if applicable. **Note:** The G/L is assigned to only one record definition.
7.	In the **G/L Code** section, select or enter values for the appropriate segments for each G/L. **Notes:** Commonly used and validation type values have drop-down lists which contain options with stars next to them. Clicking the star makes that a favorite value. In the future, this favorite will populate at the top of your results for quick access. The commonly used values allow you to add a custom value. To add a value, type the new value and then click the **(+) plus sign** icon next to the field.
8.	In the **GL Description** section, type the description for the new G/L in the **Description** field. **Note:** The description must be unique. It cannot have the same description as an existing G/L.
9.	Click the **Save** button. *A confirmation message displays indicating the G/L has been added successfully.*

Update a G/L

The G/L must be unassigned from all accounts before it can be updated.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **G/L Maintenance** link. *The G/L Maintenance screen displays.*
2.	To search for a G/L, from the **Search By** drop-down list, select either **G/L Code** or **G/L Description** and enter the G/L code or description in the text field. Click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	Click the **ellipsis (…)** link to expand the G/L code. *The G/L code details expand.* **Note:** When the details expand, you can view the G/L based on the record definition assigned to your hierarchy.
4.	Click the **Update** button. *The Update G/L screen displays.* **Note:** Only unassigned G/Ls can be updated.
5.	From the **G/L Code** section, update the necessary segments.

Step	Action
6.	In the **GL Description** section, update the description for the G/L in the **Description** field if necessary. **Note:** The description must be unique. It cannot have the same description as an existing G/L.
7.	Select the applicable **Status** radio button as **Invalid** or **Valid.** **Note:** Cardholders cannot reallocate to an invalid G/L.
8.	Click the **Save** button. *A confirmation message displays indicating the G/L has been updated.*

Copy a G/L

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **G/L Maintenance** link. *The G/L Maintenance screen displays.*
2.	To search for a G/L, from the **Search By** drop-down list, select either **G/L Code** or **G/L Description** and enter the G/L code or description in the text field. Click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	Click the **ellipsis (...)** link to expand the G/L code. *The G/L code details expand.* **Note:** When the details expand, you can view the G/L based on the record definition assigned to your hierarchy.
4.	Click the **Copy** button. *The Copy G/L screen displays.*
5.	From the **G/L Code** section, update the necessary segments.
6.	In the **GL Description** section, type the description for the new G/L in the **Description** field. **Note:** The description must be unique. It cannot have the same description as an existing G/L.
7.	Click the **Save** button. *A confirmation message displays indicating the G/L has been copied successfully.*

Delete a Single G/L

The G/L must be unassigned from all accounts before it can be deleted.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **G/L Maintenance** link. *The G/L Maintenance screen displays.*
2.	To search for a G/L, from the **Search By** drop-down list, select either **G/L Code** or **G/L Description** and enter the G/L code or description in the text field. Click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	Click the **ellipsis (...)** link to expand the G/L code. *The G/L code details expand.* **Note:** When the details expand, you can view the G/L based on the record definition assigned to your hierarchy.
4.	Click the **Delete** button. T*he Confirm Delete window displays.*
5.	Click the **Confirm** button. *A confirmation message displays indicating the G/L has been deleted successfully.*

Delete Multiple G/Ls

All G/L(s) must be unassigned from all accounts before you can delete them.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **G/L Maintenance** link. *The G/L Maintenance screen displays.*
2.	Select the checkboxes for the G/L codes you wish to delete. **Note:** To delete all G/L codes that display, select the checkbox that displays to the left of the **G/L Code** column header.
3.	Click the **Delete** button on the bottom of the screen. *The Confirm Delete window displays.*
4.	Click the **Confirm** button. *A confirmation message displays indicating the G/Ls have been deleted successfully.*

Delete All G/Ls

All G/L(s) must be unassigned from all accounts before you can delete them.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **G/L Maintenance** link. *The G/L Maintenance screen displays.*
2.	Click the **Delete All** link. *The Confirm Delete window displays.*
3.	Click the **Confirm** button. *A confirmation message displays indicating the G/Ls have been deleted successfully.*

Create a New G/L Template

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **Template Maintenance** link. *The G/L Template Maintenance screen displays.*
2.	From the **G/L Template Maintenance** section, click the **Create New G/L Template** link. *The Create New G/L Template screen displays.*
3.	To assign the new G/L template to a lower hierarchy level, click the **Lookup Hierarchy** link and complete Steps 4 and 5. Otherwise, continue to Step 6. **Note:** If you do not assign the G/L template to a hierarchy, it will be assigned to the hierarchy that you are set up for and flow to any hierarchy below. This is an optional step. *The Select Hierarchy screen displays.*
4.	Click the **(+) plus sign** icon to expand the hierarchy and select the radio button for the desired hierarchy.
5.	Click the **Select** button. *The Create New G/L Template screen displays.*
6.	From the **G/L Record Definition** drop-down list, select the correct G/L record definition, if applicable. **Note:** The G/L is assigned to only one record definition.
7.	In the **G/L Code** section, select or enter values for the appropriate segments for each G/L. **Notes:** You will only be able to populate segments as defined in your agency/organization's G/L record definition as defined by the FM/FO. Segments populated with the **#** (number signs) are completed by the Cardholder or AO when reallocating the transaction. Commonly used and validation type values have drop-down lists which contain options with stars next to them. Clicking the star makes that a favorite value. In the future, this favorite will populate at the top of your results for quick access. The commonly used values allow you to add a custom value. To add a value, type the new value and then click the **(+) plus sign** icon next to the field.

Step	Action
8.	In the **GL Description** section, type the description for the new G/L template in the **Description** field. **Note:** The description must be unique. It cannot have the same description as an existing template.
9.	Click the **Save** button. *A confirmation message displays indicating the G/L template has been created successfully.*

Update a G/L Template

G/L template(s) must be unassigned from all accounts before they can be updated.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **Template Maintenance** link. *The G/L Template Maintenance screen displays.*
2.	To search for a G/L, from the **Search By** drop-down list, select either **G/L Code** or **G/L Description** and enter the G/L code or description in the text field. Click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	**Click the ellipsis (...)** link to expand the G/L template. *The G/L template details expand.* **Note:** When the details expand, you can view the G/L template based on the record definition assigned to your hierarchy.
4.	Click the **Update** button. *The Update G/L Template screen displays.*
5.	From the **G/L Code** section, update the necessary segments. **Note:** Segments populated with **#** (number signs) are completed by the Cardholder or AO when reallocating the transaction.
6.	In the **GL Description** section, update the description for G/L template in the **Description** field if necessary. **Note:** The description must be unique. It cannot have the same description as an existing template.
7.	Select the applicable **Status** radio button as **Invalid** or **Valid**. **Note:** Cardholders cannot reallocate to an invalid template.
8.	Click the **Save** button. *A confirmation message displays indicating the G/L template has been updated successfully.*

Copy a G/L Template

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **Template Maintenance** link. *The G/L Template Maintenance screen displays.*
2.	To search for a G/L, from the **Search By** drop-down list, select either **G/L Code** or **G/L Description** and enter the G/L code or description in the text field. Click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	Click the **ellipsis (...)** link to expand the G/L template. *The G/L template details expand.* **Note:** When the details expand, you can view the G/L template based on the record definition assigned to your hierarchy.
4.	Click the **Copy** button. *The Copy G/L Template screen displays.*
5.	From the **G/L Code** section, update the necessary segments. **Note:** Segments populated with **#** (number signs) are completed by the Cardholder or AO when reallocating the transaction.
6.	In the **GL Description** section, type the description for the new G/L template in the **Description** field. **Note:** The description must be unique. It cannot have the same description as an existing template.
7.	Click the **Save** button. *A confirmation message displays indicating the template has been copied successfully.*

Delete a Single G/L Template

G/L template(s) must be unassigned from all accounts before it can be deleted.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **Template Maintenance** link. *The G/L Template Maintenance screen displays.*
2.	To search for a G/L, from the **Search By** drop-down list, select either **G/L Code** or **G/L Description** and enter the G/L code or description in the text field. Click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	Click the **ellipsis (…)** link to expand the G/L template. *The G/L template details expand.* **Note:** When the details expand, you can view the G/L template based on the record definition assigned to your hierarchy.
4.	Click the **Delete** button. *The Confirm Delete window displays.*
5.	Click the **Confirm** button. *A confirmation message displays indicating the template has been deleted.*

Delete Multiple G/L Templates

All G/L template(s) must be unassigned from all accounts before you can delete them.

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **Template Maintenance** link. *The G/L Template Maintenance screen displays.*
2.	Select the checkboxes for the G/L codes you wish to delete. **Note:** To delete all G/L codes that display, select the checkbox that displays to the left of the **G/L Code** column header.
3.	Click the **Delete** button on the bottom of the screen. *The Confirm Delete window displays.*
4.	Click the **Confirm** button. *A confirmation message displays indicating the templates have been deleted.*

Assign Existing G/L(s) or Template(s) to a Cardholder

Step	Action
1.	From the **Transaction Management Home** screen, type the **First Name**, **Last Name**, or **Card Number** for the desired Cardholder. **Note:** Click the **More Options** button to include hierarchy in your search.
2.	Click the **Search** button. *The search results display.*
3.	Click the **arrow (>)** to access card account details. *The Card Details screen displays.*
4.	From the **Search for G/L Code or Template** section, click the **Assign G/L** link. *The G/L Assignment screen displays.*
5.	Select the checkbox for the applicable G/L code(s). **Note:** You can search for the G/L code/template by **G/L Code** or **G/L Description** using the **Search By** drop-down list and then entering a code or description in the text field. If the G/L code/template is not displaying in the list, then you can create the G/L by clicking the **Create G/L** link from the **G/L Assignment** header.
6.	Click the **Assign** button. *The Assign G/L window displays.*
7.	Click the **OK** button. *A confirmation message displays indicating the G/L has been assigned.* **Note:** Any newly assigned G/L will automatically become an alternate G/L unless you choose to assign it as the default.

Assign an Alternate G/L as a Default G/L

Step	Action
1.	From the **Transaction Management Home** screen, type the **First Name**, **Last Name**, or **Card Number** for the desired Cardholder. **Note:** Click the **More Options** button to include hierarchy in your search.
2.	Click the **Search** button. *The search results display.*
3.	Click the **arrow (>)** to access card account details. *The Card Details screen displays.*
4.	Click the **ellipsis (...)** link to expand the G/L you wish to assign as default. *The G/L code expands.* **Note:** You can only assign an alternate G/L code as a default.
5.	Click the **Assign as Default** button. *A confirmation message displays indicating the selected G/L has been assigned as default.* **Note:** The Default G/L also ties to the MAC field in the CitiManager Site and it will take 24 hours for the field in the CitiManager Site to update. Also, if the change is made in the MAC field in the CitiManager Site, it will take 24 hours for it to update in CTMS. Both will update the processor in real time.

Unassign Existing G/L(s) or Template(s)

Step	Action
1.	From the **Transaction Management Home** screen, type the **First Name**, **Last Name**, or **Card Number** for the desired Cardholder. **Note:** Click the **More Options** button to include hierarchy in your search.
2.	Click the **Search** button. *The search results display.*
3.	Click the **arrow (>)** to access card account details. *The Card Details screen displays.*
4.	Select the checkbox(es) for the G/Ls or templates that you wish to unassign from the Cardholder. **Note:** You cannot unassign a default G/L code. Another G/L code needs to be set as the default before the G/L code can be unassigned.
5.	Click the **Unassign** button. *The Unassign window displays.*
6.	Click the **OK** button. *A confirmation message displays indicating the data has been unassigned.*

6. Manage Users

Key Concepts

A/OPCs can add, update or remove Non-cardholders as needed. A Non-cardholder is any user who is not a Cardholder such as Approvers and A/OPCs.

This will provide Non-cardholder access to the CitiManager Site, Transaction Management, as well as Citi's verification database so the user can call into Citi's customer service and helpdesk. If an A/OPC needs to be moved from one hierarchy to another, follow the steps to add a new user to the new hierarchy first, ensuring the contact details and name matches with their existing CitiManager profile. Then, delete the user from the old hierarchy. The system will check to see that the user profile matches with one in the CitiManager Site first. If it matches, it will add the hierarchy to the existing user profile. If it cannot find a match, the system will generate a new Registration ID and Passcode.

User groups define what a user can do in Transaction Management.

User Groups

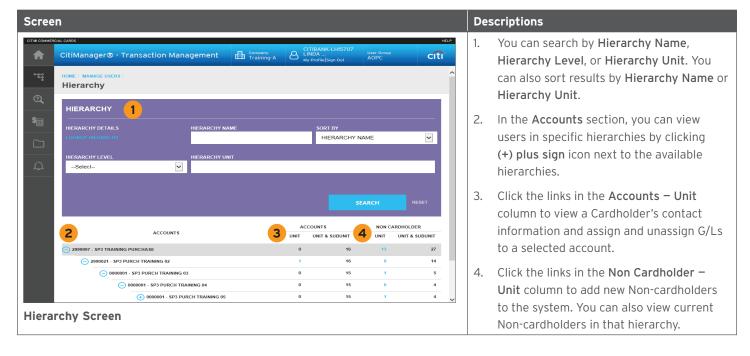| User Group	Definition/Tasks
AOPC	User can view account information and create G/L accounts and G/L templates. The user can also view statements, transactions and attachments. They can also view G/Ls, reports, purchase and dispute logs and create additional Non-cardholders.
AOPC-Read Only	User can view statements, transactions, and attachments. They can also view G/L codes, view account information, reports, purchase and dispute logs.
AOPC/FO	User can authorize and modify G/L codes, view account information and update sub-field definitions. They can view statements, transactions and attachments. They can also view G/Ls, reports, purchase and dispute logs.
Estatement Approver	User can view account information. They can also view and update statements, transactions allocations, attachments and purchase logs.
Estatement Final Approver	User can view account information. They can view and update statements, transactions allocations, attachments and purchase logs. This approver is a second level approver who can approve the statements once approved by the Estatement Approver.
Finance Official	User can view, create and update G/L codes, record definitions, sub-field definitions, G/L valid values and G/L templates. They can also create G/L cross validation lists and access the business unit/hierarchy to create/update G/L values for business units.
Finance Manager	User can view, create and update G/L codes, record definitions, sub-filed definitions, G/L valid values and G/L templates. They can create G/L cross validation lists and access the business unit/hierarchy to create/update G/L values for business units. They can also access card accounts to create and update G/L values to card accounts.

Contact Types

Contact types determine what kind of assistance customer service can provide to a user. Contact types are different for each agency/organization so check with your Citi representative. Available options include:

• Alternate AOPC/PA
• Alternate AO
• Agency Program Coordinator
• Program Administrator
• AOPC/PA Inquire
• AOPC/PA Referral
• Approving Official
• Authorized To Inquire

Hierarchy Screen Overview

To access the **Hierarchy** screen, from the **Transaction Management** side navigation bar, click the **Hierarchy** icon.

Screen	Descriptions
Hierarchy Screen	1. You can search by **Hierarchy Name**, **Hierarchy Level**, or **Hierarchy Unit**. You can also sort results by **Hierarchy Name** or **Hierarchy Unit**. 2. In the **Accounts** section, you can view users in specific hierarchies by clicking **(+) plus sign** icon next to the available hierarchies. 3. Click the links in the **Accounts − Unit** column to view a Cardholder's contact information and assign and unassign G/Ls to a selected account. 4. 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.

Add a New User

Step	Action
1.	From the **Transaction Management** side navigation bar, click the **Hierarchy** icon. *The Hierarchy screen displays.*
2.	Click the **(+) plus sign** icon to expand the appropriate hierarchy if applicable.
3.	From the **Non Cardholder** column, click the link the under **Unit** column to access the **Manage Users** screen. *The Manage Users screen displays.*
4.	Click the **Add New Contact** link. *The Add screen displays.*
5.	Complete the necessary information in the **Personal Details** and **Contact Details** sections. **Note:** The user's **Last Name** is the first field that displays in the **Personal Details** section.
6.	From the **User Group** drop-down list, select the appropriate user group. **Note:** The User Group determines the type of user you are setting up (e.g. PA and A/OPC).
7.	From the **Contact Type** drop-down list, select the appropriate contact type.
8.	Click the **Submit** button. *A confirmation message displays indicating the user has been added. Two separate e-mails with the Registration ID and Passcode are sent to the new user.* **Note:** If the user already exists in the CitiManager Site, and you are only adding the Transaction Management entitlement, the entitlement will automatically link to the existing ID based on e-mail, phone number, and zip code matching criteria.

Update an Existing User

Step	Action
1.	From the **Transaction Management** side navigation bar, click the **Hierarchy** icon. *The Hierarchy screen displays.*
2.	Click the **(+) plus sign** icon to expand the appropriate hierarchy if applicable.
3.	From the **Non Cardholder** column, click the link the under **Unit** column to access the **Manage Users** screen. *The Manage Users screen displays.*
4.	From the **Contact Name** column, click the **ellipsis (...)** link to view additional contact details for the desired user. *The contact information expands.*
5.	Click the **Update** button. *The Update screen displays.*
6.	Update the necessary information and click the **Submit** button. **Note:** If you need to change the Non-cardholder's user type, use the **User Group** drop-down list to select the new user group for the user. *A confirmation screen displays indicating the user information has been updated.*

Delete User

Step	Action
1.	From the **Transaction Management** side navigation bar, click the **Hierarchy** icon. *The Hierarchy screen displays.*
2.	Click the **(+) plus sign** icon to expand the appropriate hierarchy if applicable.
3.	From the **Non Cardholder** column, click the link the under **Unit** column to access the **Manage Users** screen. *The Manage Users screen displays.*
4.	Select the checkbox for the applicable user(s) you would like to delete and scroll to the bottom of the screen.
5.	Click the **Delete** button. *A confirmation message displays indicating the user(s) have been deleted.*

7. Purchase Log

Key Concepts

The purchase log is used to enter invoice information and to reconcile that information to transactions.

Cardholders and AOs can add to purchase log entries online or via file upload. A/OPCs will be able to view the purchase log information.

It is also possible to reconcile purchases according to the card statement. Some agencies/organizations have the option to turn on the purchase log by product type if it meets the needs of their program and management objectives.

When transactions are loaded, the system will attempt to automatically reconcile the purchase log based on the following criteria:

Purchase Log Data Element	Posted Transaction Data Element
Card Number	Card Number
Total Amount	Transaction Settlement Amount
Purchase Date	Transaction Date
Merchant Name	Merchant Name
Purchase Order Number	Transaction Description Indicator (TDI)

If the transaction cannot be automatically reconciled, the Cardholder and AO can still manually reconcile a purchase log to a transaction.

Search For and View a Purchase Log

Step	Action
1.	From the **Transaction Management** site side navigation bar, position your mouse over the **Financial Management** icon and click the **Purchase Log** link. *The Purchase Log Search screen displays.*
2.	To perform a search, complete the necessary fields and click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** By default, all Cardholders within your hierarchy and below display. To sort the results, click the desired column header name.
3.	To view purchase logs for the Cardholder, click the **ellipsis (…)** link to expand the Cardholder details. *The Cardholder details expand.*
4.	From the expanded details, click the **arrow (>)** link for the applicable purchase log. *The Purchase Log Update screen displays.* **Note:** If you need to view line item details, you can click the **ellipsis (…)** link for the applicable line item.

Upload Entries in the Purchase Log

Before you can upload entries in the purchase log, you will need to download and complete the template first. Navigate to the **Purchase Log Upload** template by positioning your mouse over the **Resources** icon and clicking **Links & Help.**

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **Purchase Log – Upload** link. *The Purchase Log Upload screen displays.*
2.	From the **Search for Purchase Log – Upload** section, click the blue box icon. *The Purchase Log Upload window displays.*
3.	Click the **Browse** button.
4.	Navigate to where the file is saved on your computer and select it. **Note:** The upload will only accept .txt or .xls formats.
5.	Click the **Upload** button. **Note:** To reset the file upload, click the **Reset** link. To cancel the upload, click the **Cancel** link. *A confirmation screen displays indicating the upload was successful.*

View Status of Uploaded Purchase Log Files

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **Purchase Log – Upload** link. *The Purchase Log Upload screen displays.*
2.	To perform a search, select the desired search criteria from the **Status**, **Search By** and **Date** fields and click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	From the **Status** column, click the status for the applicable upload. *The Purchase Log Upload screen displays.* **Note:** This screen provides information about how many records have been added, updated, voided, as well as an output file if there are any errors.
4.	Click the **OK** button. *The Purchase Log Upload screen displays.*

Delete Uploaded Purchase Log Files

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Financial Management** icon and click the **Purchase Log – Upload** link. *The Purchase Log Upload page displays.*
2.	To perform a search, select the desired search criteria from the **Status**, **Search By** and **Date** fields and click the **Search** button. **Note:** To perform an advanced search, click the **More Options** button. *The search results display at the bottom of the screen.* **Note:** To sort the results, click the desired column header name.
3.	From the **Uploaded Date** column, select the checkbox(es) for the applicable uploads.
4.	Click the **Delete Selected** button. *The purchase log upload has been deleted.*
5.	Click the **Confirm** button. *A confirmation message displays indicating the file has been deleted.*

8. Reports

Key Concepts

There are reports available from Transaction Management to help you better manage your reallocation and G/L process. There will be a rolling six years (72 months) of data available.

From the **Reports** screen, reports generated within the last three months are automatically available. You are able to change the dates to include older reports. The reports stay in your inbox until you delete them.

The reports available depend on your agency/organization configuration.

Report Name	Definition/Task
Auto Close Dates	This report provides the cycle close date and the auto close date based on your agency/organization configuration. This is only applicable if you are using auto close dates.
Cardholder User Access	This report allows you to see which Cardholders have access to Transaction Management. This report shows the last login date, role, and name of the Cardholders.
G/L Listing	This report lists which G/Ls and templates are assigned to Cardholders. This helps identify which Cardholders may need a G/L or template assigned to them for reallocation purposes. This report is hierarchy specific and can be filtered to show only Cardholders without a default G/L or without a template assigned.
Multiple Business Unit Contact	This report provides the hierarchy and contact information for Non-cardholders. This report also 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. This report shows the last login date, role, and name of the Non-cardholders.
Purchase Log Monthly Statistics	This report can be used if your agency/organization uses the purchase log. It provides a summary of purchase log statuses by hierarchy levels.
Purchase Log Report	This report can be used if your agency/organization uses the purchase log. This report provides a detailed view of purchase log information run based on the purchase log entry date.
Reallocation Activity by Posting Date	This report provides detailed transaction and G/L information for each transaction, as well as reallocation date. This report is run based on the posting date.
Reallocation Activity by Reallocation Date	This report provides detailed transaction and G/L information for each transaction, as well as reallocation date. This report is run based on the reallocation date.
Sales Tax Report	This report is an estimated tax file based on manual entry both at the point of sale and by uses of Transaction Management.
Statement Status Report	This report will provide the status of the statements within a specified date range.

Generate a Report

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Resources** icon and click the **Reports** link. *The Reports screen displays.*

Step	Action
2.	From the **Reports** header, click the **Generate Reports** link. *The Generate Reports screen displays.*
3.	From the **Report Name** drop-down list, select the desired report. *The Generate Reports refreshes and additional report options display.* **Note:** The options displayed are based on the report selected. You can choose to leave the defaults or update them if necessary. You may be able to choose a specific hierarchy for the report or specific dates.
4.	From the **Report Format** drop-down list, select the desired report format. **Note:** The options are .txt or .xlsx.
5.	From the **Download As** drop-down list, select the desired compression option. **Note:** The options are either a compressed (.zip) file or an uncompressed format.
6.	Click the **Submit** button. *The Reports screen displays.* **Note:** Reports start to generate immediately. There will be a few minute delay depending on the amount of data in the report.

Download a Report

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Resources** icon and click the **Reports** link. *The Reports screen displays.*
2.	To perform a search, select the desired search criteria from the **Status**, **Created Date From**, and **Created Date To** fields and click the **Search** button. **Note:** The system by default pulls three months of reports.
3.	From the **Status** column, click the **Download** link. *A download message displays indicating that the downloaded file may be cached on your computer.*
4.	Click the **OK** button. *The document opens.*

Delete a Report

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse over the **Resources** icon and click the **Reports** link. *The Reports screen displays.*
2.	From the **Requested Date** column, select the checkboxes for the reports you wish to delete.
3.	Click the **Delete** button. *A confirmation message appears.*
4.	Click the **Confirm** button. *The report is now deleted.*

9. Additional Resources/Appendix of Terminology

Key Concepts

You can access Computer Based Trainings (CBTs), quick start guides, user guides, and sign up for training from the **Learning Center**.

Quick start guides, user guides and the purchase log template are also available from **Links & Help**.

Access the Learning Center from the CitiManager Site

Step	Action
1.	From the **CitiManager** side navigation bar, position your mouse over the **Web Tools** icon and click the **Learning Center** link. *The Learning Center Home screen displays.*

Access Resources from Links & Help

Step	Action
1.	From the **Transaction Management** side navigation bar, position your mouse on the **Resources** icon and click the **Links & Help** link.

Appendix of Terminology

User Groups

User Group	Definition/Task
AOPC	User can view account information and create G/L accounts and G/L templates. The user can also view statements, transactions and attachments. They can also view G/Ls, reports, purchase and dispute logs and create additional Non-cardholders.
AOPC-READ ONLY	User can view statements, transactions, and attachments. They can also view G/L codes, view account information, reports, purchase and dispute logs.
AOPC/FO	User can authorize and modify G/L codes, view account information and update sub-field definitions. They can view statements, transactions and attachments. They can also view G/Ls, reports, purchase and dispute logs.
ESTATEMENT APPROVER	User can view account information. They can also view and update statements, transactions allocations, attachments and purchase logs.
ESTATEMENT FINAL APPROVER	User can view account information. They can view and update statements, transactions allocations, attachments and purchase logs. This approver is a second level approver who can approve the statements once approved by the Estatement Approver.
FINANCE OFFICIAL	User can view, create and update G/L codes, record definitions, sub-field definitions, G/L valid values and G/L templates. They can also create G/L cross validation lists and access the business unit/hierarchy to create/update G/L values for business units.
FINANCE MANAGER	User can view, create and update G/L codes, record definitions, sub-filed definitions, G/L valid values and G/L templates. They can create G/L cross validation lists and access the business unit/hierarchy to create/update G/L values for business units. They can also access card accounts to create and update G/L values to card accounts.

Contact Types

Contact types determine what kind of assistance customer service can provide to a user. Contact types are different for each agency/organization so check with your Citi representative. Available options include:

- Alternate AOPC/PA
- Alternate AO
- Agency Program Coordinator
- Program Administrator
- AOPC/PA Inquire
- AOPC/PA Referral
- Approving Official
- Authorized To Inquire

Statement Status

Status of Statement	Definition/Task
ALL	The system will search for all statuses of statements.
Approved	The Approver has approved the statement and is waiting for the final Approver to accept and close the statement. **Note:** This will only display if you have multiple levels of approval.
Auto Closed	After the cycle ends, the statement can be set to auto close after a defined number of days. **Note:** This option is based on agency/organization configuration. When auto closed is enabled, any statement that has not received final approval will be closed and the data will be transmitted to your financial system.
Closed	The statement has gone through all of the necessary approvals and the data will be transmitted to your financial system.
Exception Closed	The AO can close the statement if the Cardholder and Approver are unable to close the statement themselves. **Note:** This option is based on agency/organization configuration. The statement must be in **New** status.
New	The cycle has closed and the statement transitions to a **New** status. The Cardholder can now submit the statement for approval.
Pending Approval	The statement has been submitted by the Cardholder and is waiting to be approved.
Priority for Closure	Is the default search filter on the **Statement** and **Transactions** search screens. The statements are presented in priority order based on user login and next action. Closed statements are not listed.
Recent	This is the list of recent transactions as the cycle builds to a close. More transactions may be added to this statement. The statement cannot be submitted while in this status.
Rejected	The statement has been rejected during the approval process. The statement is available to the Cardholder for corrections. The reason for the rejection can be viewed from the statement by clicking the blue **Notes** additional information icon.
Termination Closed	The AO can close the statement if the Cardholder has been terminated. **Note:** This option is based on agency/organization configuration. The statement must be in **New** status.

Key Terms

Additional Key Terms	Definition/Task
Allocation Detail Description (ADD) or Transaction Detail Description (TDD)	A TDD is a text message associated with the transaction. If a Cardholder or AO wants to enter a message, they can enter a maximum of 75 alphanumeric characters. If a Cardholder or AO performs a split/reallocation on a transaction with a TDD, the TDD field value will be copied to the ADD. In this case, the TDD will not be editable after the Cardholder or AO splits/reallocates. **Note:** If the statement is closed, the **Transaction Detail Description** is not editable.
Alternate G/L	An alternate G/L is assigned to Cardholders by an A/OPC or FM. This G/L string can be used to reallocate to if the Cardholder's default is not applicable to the transaction
App. Ind.	This is the approval indicator that shows when an Approver has reviewed and approved the Cardholder's transaction.
Commonly Used Values	A type of sub-field value that allows you to pick from a pre-defined list of values or enter your own applicable value. Requirements for valid entries are defined by your agency/organization.
Custom G/L	A custom G/L can be created and Cardholders and AOs can provide certain parts of the G/L string segments as defined by the G/L record definition.
Default G/L	A default G/L is assigned to Cardholders by an A/OPC or FM. This default G/L string is assigned to each new transaction and may need to be reallocated depending on the transaction. The default G/L also ties to the MAC field in the CitiManager Site and it will take 24 hours for the field in the CitiManager Site to update. Also, if the change is made in the MAC field in the CitiManager Site, it will take 24 hours for it to update in CTMS. Both will update the processor in real time.
G/L	A G/L is a general ledger code, otherwise known as an accounting string code (ASC), which is used for allocation purposes. This is assigned to Cardholders by an A/OPC or FM.
G/L Record Definition	The G/L record definition needs to be set up first. This defines the overall structure of the G/L string: the segments that are within your G/L, number of characters, what type of field it will be, etc.
PL Reconciled	If your organization uses the purchase log, then this column will display when viewing a statement. This automatically updates if a transaction has a purchase log reconciled to it, whether automatically or manually.
Reallocated	This column within the statement view will change automatically if the G/L has been changed from the default G/L by a Cardholder or Approver.
Reconciled Indicator	This is an icon that indicates when a Cardholder has reviewed and reconciled their transaction.
Sub-Field	A sub-field value is defined by the FO/FM. It is the possible values available in the a drop-down list (validation values) or commonly used values for each segment in a G/L record definition.
Template	Your Cardholders may be assigned templates in order to allow them to reallocate to a custom G/L.
Text Box	A type of sub-field value that allows free-form text into the text field. Requirements for this field are defined by your agency/organization.

Additional Key Terms	Definition/Task
Transaction Description Indicator (TDI)	The Cardholder-defined purchase identifier that is input by the merchant at the point of sale. A Cardholder or AO can modify this field unless the statement is closed. If the statement is closed, the TDI is not editable. When modifying the TDI, a Cardholder or AO can enter a maximum of 25 alphanumeric and/or special (except <>'') characters. They can also include blanks. If your are using the Purchase Log, this should match the Purchase Order Number as it ties to the TDI.
Validation Values	A type of sub-field value that will display from a drop-down list of pre-populated values.