

Advanced Management and Delinquency Reporting – Hands On

Tony Swann & Rob Robbins

Training & Account Management





Today's Vision, Tomorrow's Reality

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To ensure the best possible learning experience for participants, please adhere to the following house rules:

- Turn cell phones and pagers to vibrate
- Hold questions to end of session
- Ensure your participant badge is scanned to receive CLP credits
 - For each course
 - Must leave room and re-enter
- Take advantage of opportunities to provide feedback
 - Please select the “Ask Citi” icon on any Citi PC at the conference
 - Answers to be emailed after the conference within 45 days

This course is designed to assist you in achieving the following objectives:

- Discuss delinquency and misuse causes and controls
- Identify prevention techniques
- Learn advanced use of CCRS to support delinquency and misuse management



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Agenda

Federal Agencies

1. Discuss delinquency and misuse detection and prevention
2. Review tools to aid in program abuse management
3. Policies & Procedures, OMB and the OIG
4. Hands-on CCRS training



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1. Discuss Delinquency & Misuse Detection and Prevention

Account setup and management impacts efforts to detect and monitor

- Delinquency and misuse may be directly related
- Travel versus Purchase limit controls
- Review delinquency status more frequently than cycle
- Split disbursement reporting
- Reconciliation of obligations to payments
- Detecting split purchases
- Span of Control



2. Review Tools to Aid in Program Abuse Management

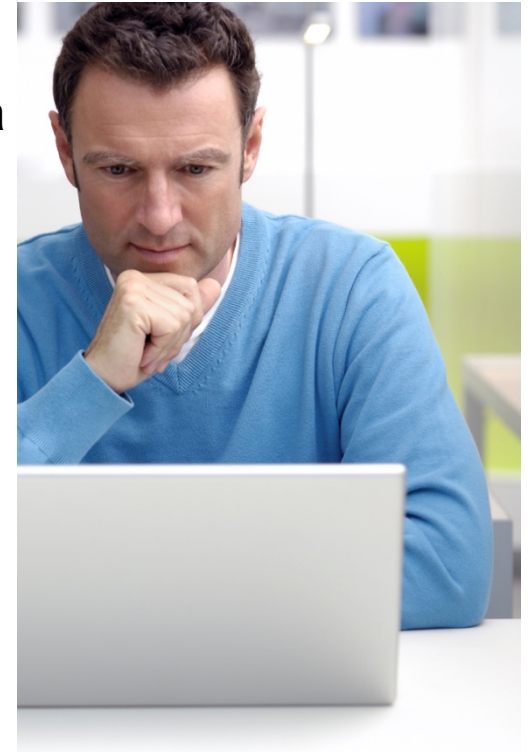
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Review Tools to Aid in Program Abuse Management

Federal Agencies

Combination of Citi and Agency reporting can complement AOPC efforts to monitor abuse

- TBR reports provide summary and transaction level data
- CCRS provides flexibility on data requested
 - Program Audit Tool
 - Dashboard
- Salary Offset
- Agency system reporting may provide supporting data
 - Identify travel dates, obligation amounts
 - Frequency and purpose of travel
 - Disciplinary actions related to cards
 - Continued employment status-out processing



3. Policies & Procedures, OMB and the OIG

Internal controls for both P&P and OMB requirements with documentation support clean audits

- Goal is to align P&P with OMB requirements
- Compare cardholder spend to limits
- Review MCC templates to actual MCC's used
- Document retention - reports
- Document retention - administrative/disciplinary
- Employee departure processing



4. Hands-on CCRS Training

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Federal Agencies



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Reminders

Federal Agencies

- Thank you for attending!
- Visit the Citibank Welcome Center
 - Across from Room#B212
 - National Industries for the Blind will have a display of products
 - Conference Slide Show – come see yourself shine!
- Visit the Citibank One-on-One Lab - B210
- Visit the Citibank Mini Sessions – B209
- Ask Citi Link – Tell us your thoughts



Citi offers onsite training at no cost for agencies meeting the required minimum participant level of 20 or more as set forth in the GSA SmartPay2 Master Contract.

Please contact your Account or Client Manager if you are interested in setting up a training session. Training can be conducted at a Citi Training Location or On-site at your office.

- Regional Citi Training Locations
 - Norfolk, VA
 - Washington, DC
- On-Site at your office
 - 20 participant minimum
- Distance Learning – Computer Based Training is available via the CLASS icon in CitiManager.

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