



Commercial Card Program Contact Sheet



Day-to-day card program management inquiries:

- Maintenance to a cardholder account that you are unable to complete through Citi Tools, such as:
 - questions about declined authorizations
 - adding /removing MCCG templates
 - opening/closing accounts
 - card activations
- Payment or Delinquency issues on your billing accounts
- Credit Related Issues for your program.
- Follow-up on Auto-Enrolls or File Maintenance submitted via Library
- Follow-up on applications previously submitted
- New/Revised PA or Approving Official setup/maintenance forms

Client Account Specialist (CAS):

Jenny Calderon
855-241-0728, Opt 2 then Opt 1,
Ext 9541110
CommercialCardCSO@citi.com

Assistance with Web tools, file delivery or other Technical issues:

- Navigation and functionality of web-based tools:
 - CitiManager® Card Management Portal
 - Citi® Custom Reporting System (CCRS)
 - CitiDirect® Card Management System (CCMS)
- Password Resets
- Building reports
- Transaction file delivery questions

Web Tool/Technical Helpdesk

855-241-0728, option 1
CCJAXL1HelpDesk@citi.com

Ongoing Strategic and Relationship Management:

- Subject matter expert for commercial card products and solutions
- Conducting account reviews
- Helping you grow your program
- Escalation for any service related issues

Client Account Manager:

Marykay Casey
(303) 308-3166
marykay.casey@citi.com

State Commercial Card Program Management:

- State Fiscal Rule and Procurement Code questions in relation to Commercial Card
- Delinquency control
- Assistance with Processing CORE Commercial Card payments for State Agencies
- Program best practices

State Commercial Card Program Manager:

Hicham Rajraji
(303) 866-6147
hicham.rajraji@state.co.us
www.colorado.gov/osc/ccard