



Commercial Card Program Contact Sheet

<p>Day-to-day card program management inquiries:</p> <ul style="list-style-type: none">• Maintenance to a cardholder account that you are unable to complete through Citi Tools, such as:<ul style="list-style-type: none">➤ 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	<p>Client Account Specialist (CAS): Jenny Calderon 855-241-0728, Opt 2 then Opt 1, Ext 9541110 commercialcardcso@citi.com</p>
<p>Assistance with Web tools, file delivery or other Technical issues:</p> <ul style="list-style-type: none">• Navigation and functionality of web-based tools:<ul style="list-style-type: none">➤ CitiManager® Card Management Portal➤ Citi® Custom Reporting System (CCRS)➤ CitiDirect® Card Management System (CCMS)• Password Resets• Building reports• Transaction file delivery questions	<p>Web Tool/Technical Helpdesk 855-241-0728, option 1 CCJAXL1HelpDesk@citi.com</p>
<p>Ongoing Strategic and Relationship Management:</p> <ul style="list-style-type: none">• Subject matter expert for commercial card products and solutions• Conducting account reviews• Helping you grow your program• Escalation for any service related issues	<p>Client Account Manager: Marykay Casey (303) 308-3166 marykay.casey@citi.com</p>
<p>State Commercial Card Program Management:</p> <ul style="list-style-type: none">• 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	<p>State Commercial Card Program Manager: Michelle Garcia (303) 866-6147 michelle.garcia1@state.co.us www.colorado.gov/osc/ccard</p>

