


SmartPay3
Government Charge Card
Program
Online Application Instructions

Bureau of Indian Affairs

Online Application Instructions

Applications

CITI® COMMERCIAL CARDS


CitiManager Choose Language English ▾ 

Existing Users

[Forgot username?](#) | [Forgot password?](#)

New Users

[Self Registration For Cardholders](#)
[Self Registration For Non Cardholders](#)
[Apply For Card](#)
[Need Assistance?](#)

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Applications

CITI® COMMERCIAL CARDS

CitiManager



User Registration

i Welcome to CitiManager. Please select the proper registration process for your organization. You should have received one of the following codes from your Program Administrator. If you do not have a code, please contact your Program Administrator.

CitiDirect System Client Code

My organization provided me a "CitiDirect System Client Code" to apply for a card, reinstatement or account upgrade.

Invitation Passcode

My organization provided me with an Invitation passcode and Inviter's Email to apply for a card.

Prefilled Application Code

My organization provided me with a Registration ID and Passcode to apply for a card.

CONTINUE

CANCEL

Applications

CITI® COMMERCIAL CARDS

CitiManager



[LOGIN](#) /

User Registration - Invitation Passcode/Inviter's Email

[1. Passcode Verification](#) [2. Sign-on Details](#) [3. Country and Language](#) [4. Card Application Details](#)

i You will be prompted in the next four steps to register for the CitiManager website and complete the card application.
Step 1 of 4: - Please enter the Invitation Passcode and Inviter's Email Address provided by your organization. Please contact your card program administrator if you do not have these details.

* INVITATION PASSCODE



* INVITER'S EMAIL ADDRESS



CONTINUE


[BACK](#)

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Applications

CITI® COMMERCIAL CARDS


CitiManager 


LOGIN /

User Registration - Invitation Passcode/Inviter's Email

1. **Passcode Verification** 2. Sign-on Details 3. Country and Language 4. Card Application Details

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Step 1 of 4: - Please enter the Invitation Passcode and Inviter's Email Address provided by your organization. Please contact your card program administrator if you do not have these details.


* INVITATION PASSCODE 

* INVITER'S EMAIL ADDRESS 

CONTINUE BACK CANCEL CLEAR

Applications

CITI® COMMERCIAL CARDS

CitiManager 

[LOGIN](#) /

User Registration

1. Passcode Verification **2. Sign-on Details** 3. Country and Language 4. Card Application Details

i Step 2 of 4: - Please complete the information below to create your CitiManager User Profile. It is important you remember these details as your username and password will be used for future CitiManager log-in and your verification question will be used by the Helpdesk for authentication in case you forget these details.

SIGN-ON DETAILS


* USERNAME

* PASSWORD

* CONFIRM PASSWORD


The user name is not case sensitive and:

- Must be more than six characters.
- Cannot contain space(s)
- Must not contain only numbers.
- May contain letters, numbers and special characters.



Applications

CITI® COMMERCIAL CARDS

CitiManager 

[LOGIN](#) /

User Registration

1. Passcode Verification **2. Sign-on Details** 3. Country and Language

i Step 2 of 4: - Please complete the information below to create your account. These details as your username and password will be used for future logins. For more information, contact the Helpdesk for authentication in case you forget these details.

SIGN-ON DETAILS


* USERNAME

* PASSWORD


* CONFIRM PASSWORD

Password is case sensitive and:

- Should have 12 to 18 characters
- At least one uppercase letter is required
- At least one lowercase letter is required
- Must contain at least a number
- Must contain at least one special character among #, @, \$!, %, ^, & amp; *, (, ~, `; ;, " ' ; ? , /
- Cannot contain more than 3 consecutive identical characters
- User name and password cannot be same




Applications

CitiManager 

* PASSWORD

* CONFIRM PASSWORD

* HELPDESK VERIFICATION QUESTION


--Select-- 

--Select--
YEAR OF BIRTH

* CONFIRM HELPDESK VERIFICATION ANSWER

Helpdesk Verification Question

Applications

CitiManager 

PERSONAL

* FIRST NAME

* LAST NAME

* COUNTRY
--Select--

* CONTACT NUMBER

ZIP/POSTAL CODE


* EMAIL ADDRESS


* CONFIRM EMAIL ADDRESS

CONTINUE BACK CLEAR CANCEL

From this point forward please use
ALL CAPS


Applications

CitiManager 

PERSONAL INFORMATION 

* FIRST NAME

* LAST NAME

* COUNTRY
--Select-- 

* CONTACT NUMBER

ZIP/POSTAL CODE

* EMAIL ADDRESS

* CONFIRM EMAIL ADDRESS

CONTINUE BACK CLEAR CANCEL

Use ALL CAPS when entering in your first name, last name, and your e-mail address. You must use your BIA email address.

Applications

CitiManager citi

PERSONAL INFORMATION ⊖

* FIRST NAME

* LAST NAME

* COUNTRY
UNITED STATES OF AMERICA ▾

* CONTACT NUMBER

ZIP/POSTAL CODE [XXXXX-XXXX]
 -

* EMAIL ADDRESS

* CONFIRM EMAIL ADDRESS

CONTINUE [BACK](#) [CLEAR](#) [CANCEL](#)

← Contact Number field does not allow dashes. Format Ex. 0000000000

← Once Country is selected, Zip/Postal Code field format will change. Enter the last four if you know it, if not enter four zeroes (0000).

Applications

The screenshot shows the CitiManager application form. The form fields are as follows:

- LAST NAME:** TEST
- COUNTRY:** UNITED STATES OF AMERICA
- CONTACT NUMBER:** 1231231234
- ZIP/POSTAL CODE [XXXXX-XXXX]:** 00000 - 0000
- EMAIL ADDRESS:** TESTTEST@USGS.GOV
- CONFIRM EMAIL ADDRESS:** TESTTEST@USGS.GOV

A success message overlay is displayed in the center of the form:

Your user ID has been created successfully. Please proceed further to apply for a card.

Buttons at the bottom of the form include: CONTINUE, BACK, CLEAR, and CANCEL.

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Applications

CitiManager citi

LOGIN /

User Registration Apply for card

1. Passcode Verification 2. Sign-on Details 3. Country and Language **4. Card Application Details**

i Step 4 of 4: - Please complete the form below and submit.

FORM DETAILS

DOI_SP3_IOLA_PUR

INDIVIDUAL ONLINE APPLICATION

CARDHOLDER INFORMATION ⊖

* FIRST NAME

MIDDLE INITIAL

* LAST NAME

← Your first and last name were pulled over from what you already entered when setting up your registration user ID. If you did not enter it in ALL CAPS originally please make the correction here.

Applications

CitiManager citi


CARDHOLDER INFORMATION

* FIRST NAME
TRAVEL

MIDDLE INITIAL

* LAST NAME
TEST

* NAME TO APPEAR ON CARD

* DATE OF BIRTH
MM/DD/YYYY 

* SOCIAL SECURITY NUMBER

* CONFIRM SOCIAL SECURITY NUMBER

REQUIRED: First Name on the account in all CAPS. The entire First, Middle Initial, and Last name, including spaces, is a maximum of 25 characters. No special characters.

Optional: Middle Initial of the cardholder

Please enter your middle initial (one character) if you have one. If you don't have one please leave this field blank.

Applications

CitiManager citi


CARDHOLDER INFORMATION

* FIRST NAME
TRAVEL

MIDDLE INITIAL

* LAST NAME
TEST

* NAME TO APPEAR ON CARD

* DATE OF BIRTH
MM/DD/YYYY 

* SOCIAL SECURITY NUMBER

* CONFIRM SOCIAL SECURITY NUMBER

REQUIRED: Last Name on the account in all CAPS. The entire First, Middle Initial, and Last name, including spaces, is a maximum of 25 characters. No special characters.

REQUIRED: Cardholder name embossed on the card in all CAPS. Maximum of 25 characters. No special characters.


Please enter your full name as it appears in FPPS, including the middle initial if you have one. This field should be a combination of what you entered in the fields First Name, Middle Initial, and Last Name

Applications

CitiManager citi

* LAST NAME

* NAME TO APPEAR ON CARD

* DATE OF BIRTH
 

REQUIRED: format MM/DD/YYYY
This must include the forward slashes.

< July 2019 >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04
05	06	07	08	09	10	11

Today Clear Close

Option to use calendar to navigate through year, month, and days to select Date of Birth.

* EMAIL ADDRESS

Applications

CitiManager citi


CARDHOLDER INFORMATION ⊖

* FIRST NAME

MIDDLE INITIAL

* LAST NAME

* NAME TO APPEAR ON CARD

* DATE OF BIRTH
 


* SOCIAL SECURITY NUMBER

* CONFIRM SOCIAL SECURITY NUMBER

REQUIRED: Enter in 9 digit numeric Social Security Number

No dashes between numbers. Format: 000000000

Applications

CitiManager 

* BUSINESS PHONE

MOBILE NUMBER

* EMAIL ADDRESS
TESTTEST@USGS.GOV

* MAILING ADDRESS LINE 1

MAILING ADDRESS LINE 2

MAILING ADDRESS LINE 3

* MAILING CITY

* MAILING STATE
--Select--

REQUIRED: Enter applicants 10 digit primary contact phone number with no spaces or punctuation.

Optional: Enter applicants 10 digit Cell phone or Business Contact phone number with no spaces or punctuation. A Cell phone number is needed to receive mobile alerts.

You can just reenter your business phone number in this field.

Applications

CitiManager citi

* BUSINESS PHONE

MOBILE NUMBER

* EMAIL ADDRESS

* MAILING ADDRESS LINE 1

MAILING ADDRESS LINE 2

MAILING ADDRESS LINE 3

* MAILING CITY

* MAILING STATE

REQUIRED: Applicant's government email address. All email communication is business-related only. Maximum 60 A/N characters.

Your USGS email address pulled over from what you already entered when setting up your registration user ID. If you did not enter it in ALL CAPS originally please make the correction here.

Applications

CitiManager citi

* BUSINESS PHONE

MOBILE NUMBER

* EMAIL ADDRESS

* MAILING ADDRESS LINE 1

MAILING ADDRESS LINE 2

MAILING ADDRESS LINE 3

* MAILING CITY

* MAILING STATE

REQUIRED: Enter address line 1 of the applicant (home or business) in all CAPS. The length should not exceed 40 characters including spaces.

This should be your regular office mailing address. It should be the address you receive mail from the postal service from.

OPTIONAL: Enter address line 2 of the applicant (home or business) in all CAPS. The length should not exceed 40 characters including spaces.

Enter in any building name/number, mail stop, office, room, or suite number in Line 2. If you do not it can cause mailing issues.

Applications

CitiManager citi

* MAILING CITY

* MAILING STATE
--Select--

Copy mailing address to residential address if both are same.

* MAILING POSTAL CODE

* MAILING COUNTRY
UNITED STATES OF AMERICA

SHIPPING ADDRESS LINE 1

SHIPPING ADDRESS LINE 2

SHIPPING ADDRESS LINE 3

REQUIRED: City of Applicant in ALL CAPS. Maximum 19 characters including spaces.

A residential address is required further down the application. You can select this box to copy the mailing address you entered to populate the residential address fields.

REQUIRED: Postal Code of Applicant Required characters including spaces: US - 5 or 9 digits.

If you know the full nine digit zip code please enter it.

Applications

CitiManager citi

* MAILING POSTAL CODE

* MAILING COUNTRY
UNITED STATES OF AMERICA ▼

SHIPPING ADDRESS LINE 1

SHIPPING ADDRESS LINE 2

SHIPPING ADDRESS LINE 3

SHIPPING CITY

SHIPPING STATE
--Select-- ▼

SHIPPING POSTAL CODE

OPTIONAL One Time, First Issuance, Address to be used in CAPS. The length should not exceed 40 characters including spaces.

If you need to request this card be sent out as a rush initially and have a separate FedEx Mailing address, enter it here. Must be non-PO BOX.

OPTIONAL One Time, First Issuance, Address to be used in CAPS. The length should not exceed 40 characters including spaces.

Enter in any building name/number, mail stop, office, room, or suite number in Line 2. If you do not it can cause mailing issues.

Applications

CitiManager citi

SHIPPING COUNTRY
--Select--

* RESIDENTIAL ADDRESS LINE 1

RESIDENTIAL ADDRESS LINE 2

RESIDENTIAL ADDRESS LINE 3

* RESIDENTIAL CITY

* RESIDENTIAL STATE
--Select--

* RESIDENTIAL POSTAL CODE

* RESIDENTIAL COUNTRY
UNITED STATES OF AMERICA

REQUIRED: Enter the Home Address for this cardholder, The length should not exceed 40 characters including spaces.

REQUIRED: City of Applicant in ALL CAPS. Maximum 19 characters including spaces.

REQUIRED: Home Address State/Providence - Select correct value from the List.

REQUIRED: Home Address Postal Code of Applicant . Required characters including spaces: US - 5 or 9 digits.

Applications

CitiManager citi

* RESIDENTIAL COUNTRY
UNITED STATES OF AMERICA ▼

ADDITIONAL INFORMATION

* COST CENTER

* VERIFICATION INFORMATION (QUESTION)

BIRTH YEAR YYYY ▼
--Select--
BIRTH YEAR YYYY

REQUIRED: Enter the Applicant's Cost center for transactions posting to this account. Must be 10 positions or less.

Enter your 10 digit cost center code. This is NOT the same as your WBS. It should be the 10 digit code starting with AA.

REQUIRED: Please enter in the Secondary Verification Question element. This value will be used to prompt the cardholder for the verification response when calling Citi Customer Service.

You are only allowed to select BIRTH YEAR YYYY for this question.

Applications

CitiManager citi

* RESIDENTIAL COUNTRY
UNITED STATES OF AMERICA ▼

ADDITIONAL INFORMATION ⊖

* COST CENTER

* VERIFICATION INFORMATION (QUESTION)
--Select-- ▼

* VERIFICATION INFORMATION (ANSWER)

ALTERNATE EMAIL ADDRESS

REQUIRED: Please enter in the appropriate Secondary Verification Information. This value will be used by the cardholder as a verification number when calling Citi Customer Service. Required Characters 2-15.

Should follow format of YYYY, for the year you were born. Format: 0000

Applications

CitiManager citi

* RESIDENTIAL COUNTRY
UNITED STATES OF AMERICA ▼

ADDITIONAL INFORMATION ⊖


* COST CENTER

* VERIFICATION INFORMATION (QUESTION)
--Select-- ▼

* VERIFICATION INFORMATION (ANSWER)

ALTERNATE EMAIL ADDRESS

OPTIONAL: Applicant's alternate email address. All email communication is business-related only. Maximum 60 A/N characters.



Applications

CitiManager citi

EMPLOYMENT TYPE

EMPLOYMENT STATUS

* TRAINING COMPLETED

* SUPERVISOR NAME


* SUPERVISOR EMAIL ADDRESS

OPTIONAL: Field used to indicate if the applicant is a FED or NONFED. Maximum length of 6 characters

OPTIONAL: Field used to indicate whether applicant is on a SEASON or FURLOU status. Maximum length of 6 characters

If the employee is neither seasonal or a furlough employee please leave blank.

Applications

CitiManager 

EMPLOYMENT TYPE

EMPLOYMENT STATUS

* TRAINING COMPLETED


* SUPERVISOR NAME

* SUPERVISOR EMAIL ADDRESS

REQUIRED: Field indicates whether applicant has completed the training certification process in order to receive a card. A value of YES or NO should be entered.

This field should be a YES and will be double checked when the employee has submitted the training certificate.

Applications

CitiManager 

EMPLOYMENT TYPE

EMPLOYMENT STATUS

* TRAINING COMPLETED

* SUPERVISOR NAME

* SUPERVISOR EMAIL ADDRESS

REQUIRED: Enter the applicant's Supervisor Name in this field. Maximum length of 40 characters

Please enter the Supervisor's first and last name.

REQUIRED: Enter the applicant's Supervisor Email Address in this field. Maximum length of 40 characters

Applications

CitiManager



ACCOUNT CONTROLS ⊖

* IS THIS APPLICATION FOR A US BASED US DOLLAR INTERNATIONAL PAYMENT CARD (IPC) FOR EMPLOYEES PERMANENTLY BASED OUTSIDE THE UNITED STATES?

NO

Please select No here.

IPC COUNTRY

--Select--

CELL PHONE POLICY

As a service, Citi may notify you about important updates to your Account via an automated dialing system, pre-recorded messages and/or SMS text messages to your wireless device. Examples might include notification of returned mail or suspected fraud on your account. The typical wireless charges may apply from your wireless carrier; however, there is no charge from Citi. Should you provide us with your mobile number at any time, you agree that Citi may use your mobile number to contact you. Should you prefer to not receive these notifications on your wireless device, you may opt out by emailing the Bank at optoutcellconsent@citi.com.

Applications

CITIBANK CARDHOLDER ACCOUNT AGREEMENT

Data protection notice (DPN)

1. You are authorized to use this System for approved business purposes only. Use for any other purpose is prohibited. All transactional records, reports, e-mail, software, and other data generated by or residing upon this System are the property of the Company and may be used by the Company for any purpose.

2. Authorized and unauthorized activities may be monitored.

3. To access your company's Online Applications you will need to enter the invitation passcode and your Program Administrator's email address in the space provided above.

Applications

CitiManager



Please select this box to mark that you agree with the Citibank Cardholder Account Agreement.

As a service and...
account via SMS text message to, or by calling, your wireless device. Please be advised that normal cell phone charges may apply. Should you prefer to not receive these notifications on your wireless device, you may choose to opt out by emailing us at optoutcellconsent@citi.com.
You must register for CitiManager at www.citimanager.com/login in order to view your card account billing statement ("statement") and certain notices, including legal notices, for your card account ("notices") electronically. Once you register your account and ensure that the "Go Paperless" box is selected, you will receive your statements and notices electronically. Your statement as well as any notices that Citi makes available electronically now or in the future will be available to you for viewing on the CitiManager web site and will not be mailed to you, and Citi will send you an e-mail alert to the e-mail address(es) on file with Citi when your statement or a notice is ready for viewing.

I, the applicant, represent and warrant that all information on this application is true and correct and purchases are to be made for official purposes. I understand that it is my responsibility to notify Citibank at 1-800-790-7206 (overseas call collect at 904-954-7850) immediately if my card is lost or stolen. I also authorize Citi to inform my employer regarding my application information and charges made by me. By submitting this application, I agree to the foregoing terms.

IMPORTANT INFORMATION about opening a Citibank® Government Travel Card or Purchase Card account:

To help the United States Government fight terrorism and money laundering, Federal law requires Citi or my employer to obtain, verify, and record information that identifies each person that opens an account. What this means for me: when I open an account, Citi or my employer will ask for my name, a street address, date of birth, and an identification number, such as a Social Security number, that Federal law requires Citi or my employer to obtain. Citi or my employer may also ask to see my driver's license or other identifying documents that will allow Citi or my employer to identify me.

Applications

CitiManager citi

you may choose to opt out by emailing us at optoutcellconsent@citi.com.

You must register for CitiManager at www.citimanager.com/login in order to view your card account billing statement ("statement") and certain notices, including legal notices, for your card account ("notices") electronically. Once you register your account and ensure that the "Go Paperless" box is selected, you will receive your statements and notices electronically. Your statement as well as any notices that Citi makes available electronically now or in the future will be available to you for viewing on the CitiManager web site and will not be mailed to you, and Citi will send you an e-mail alert to the e-mail address(es) on file with Citi when your statement or a notice is ready for viewing.

I, the applicant, represent and warrant that all information on this application is true and correct and purchases are to be made for official purposes. I understand that it is my responsibility to notify Citibank at 1-800-790-7206 (overseas call collect at 904-954-7850) immediately if my card is lost or stolen. I also authorize Citi to inform my employer regarding my application information and charges made by me. By submitting this application, I agree to the foregoing terms.

IMPORTANT INFORMATION about opening a Citibank® Government Travel Card or Purchase Card account:
To help the United States Government fight terrorism and money laundering, Federal law requires Citi or my employer to obtain, verify, and record information that identifies each person that opens an account. What this means for me: when I open an account, Citi or my employer will ask for my name, a street address, date of birth, and an identification number, such as a Social Security number, that Federal law requires Citi or my employer to obtain. Citi or my employer may also ask to see my driver's license or other identifying documents that will allow Citi or my employer to identify me.

INDIVIDUAL ONLINE APPLICATION

SUBMIT SAVE PROGRESS

Once you have verified your information to make sure it is accurate and formatted correctly, select the Submit button.

Applications

CitiManager

and will not be mailed to you, and Citi will send you an e-mail alert to the e-mail address(es) on file with Citi when your statement or a notice is ready for viewing.

I, the applicant, represent and warrant that all information on this application is true and correct and purchases are to be made for official purposes. I understand that it is my responsibility to notify Citibank at 1-800-790-7206 (overseas call collect at 904-854-7850) immediately if my card is lost or stolen. I also authorize Citi to inform my employer regarding my application information and charges made by me. By submitting this application, I agree to the following terms and conditions:

IMPORTANT INFORMATION about opening a new account:
To help the United States Government fight terrorism, my employer to obtain, verify, and record information about me. What this means for me: when I open an account, Citi requires Citi or my employer to obtain, Citi or my employer to provide identifying documents that will allow Citi or my employer to verify my identity.

INDIVIDUAL ONLINE APPLICATION

SUBMIT **SAVE AS DRAFT** **CANCEL**

OK

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