



GUIDE TO CITIBANK® COMMERCIAL CARD APPROVING OFFICIAL SETUP/MAINTENANCE FORM

Section I – Instructions

1. **Add an AO:** Allows an Approving Official to contact the designated Client Account Manager as well as other areas of Commercial Cards to gather information and update accounts based on account number(s) listed in Section III.
Add an AO for Online Access ONLY: Allows AO to contact the Helpdesk to reset their password but does NOT allow them to Contact Customer Service or the Client Account Manager.
Change AO Information: Complete Reporting Hierarchy and items requiring a change
Delete AO Access: Deletion of access.
2. **Citidirect Access:**
Approving Official: An Approving Official has access to Card Management functions, but typically is inquire only or read only.
AO Read Only: A Program Coordinator with no update capability, but view capability in Card Management and Hierarchy. No statement approval rights.

Section II – PC Information

3. **Name of Approving Official:** Approving Official's full name – First name, middle initial and last name (maximum 24 characters total).
 4. **Agency/Organization Name:** Name of Agency or Organization.
 5. **Business Mailing Street Address and Approving Official Email Address:** Physical mailing address for the Approving Official. Provide Approving Official's email address.
 6. **Business Phone:** Area code and business phone number.
 7. **Fax Number:** Area code and fax number.
 8. **Verification Information:** AO to provide identification password. This will be requested when the AO contacts Citibank Customer Service for assistance.
- 8A. Employee EPICS# or ID:** Identification number internal to State of West Virginia

Section III – Reporting Parameters

9. **Company Name:** Please provide complete name of company of AO.
10. **Reporting Hierarchy:** The five-digit reporting code assigned to each level within the agency's hierarchy that defines the Cardholder's relationship within your Company's reporting structure. Up to seven five-digit codes may be assigned to your Agency. Contact your Client Account Manager for your Agency's specific codes.

Section IV – AO and A/OPC Signatures

11. **Both the Approving Official and Program Coordinator must print their names and sign the form.**
West Virginia SAO Card Administration signature required.
Agency Organization #: Internal identifier for State of West Virginia
Agency Tax ID #: Internal information for State of West Virginia.