

Centrally Billed Account (CBA) Suspension Exception Request – Fourth +

Purpose

When requesting an exception from suspension for a CBA for the fourth (or more times) within a 12-month period, the information below must be provided to your DTMO liaison.

Instructions

CPMs should continue to send CBA exception requests to the Citi e-mail address. Then, when Citi determines they have already received at least three previous exception requests for the account (within the past 12 months), they will return the request to the CPM for escalation to the DTMO.

The request must then be submitted via e-mail to the DTMO Liaison by the CPM's next higher level leadership/management, rather than the CPM directly. The required information (listed below) can be submitted in a word.doc, PDF or even embedded in an e-mail. Upon receipt, DTMO will review the request and determine whether to forward to Citibank or return it for additional information. Note that Citibank (and not DTMO) will have the final word on whether the request is approved.

1. Please provide the following account information:
 - a. Balance past due and number of days past due
 - b. Last date and amount of payment on the account
 - c. Is there a payment pending? If so, when is the payment expected (include amount)?
 - d. If no payment in-progress, when will proper documentation be submitted to DFAS or other vendor pay (include amount)?
2. What business process improvements or other changes is the organization considering to improve the timeliness of CBA reconciliation/payments (in order to reduce/preclude such delinquency)? Specifically, what, if any improvements have been put in place since the timeframe of the previous account exception request?
3. Explain why the travelers impacted by this exception were not issued an individually billed account.
4. What alternative methods of payment are available to the organization, should this request for exception be denied?

Important: If an exception is granted, the organization must strive to bring the account up-to-date, i.e., pay the delinquent balance. Additionally, the CPM must provide their DTMO liaison with a status of the account within one week of approval.