



# Hierarchy Structure Change Request

## Citibank® Government Travel Card Program

### Instructions:

Use this form to add, change or delete a point of hierarchy and to reassign existing cardholders affected by a hierarchy structure change. Adds and deletes affect how program information is reported by segmenting it into different hierarchical structures. Questions? Contact Commercial Card Services Norfolk toll-free 1-866-670-6462 from the U.S. and Canada or, if dialing from international locations, call collect 757-853-2467.

Date:	
Attention:	
E-mail:	<b>dodagencysupport@citi.com</b>

### Section I: Change Required\*

Select One:	<input type="checkbox"/> Add New Hierarchy Point	<input type="checkbox"/> Modify Existing Hierarchy Point	<input type="checkbox"/> Delete/Remove Hierarchy Point
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### Section II: Hierarchy Information\*

**Hierarchy Level:** Please complete as many of the 5-digit numbers for each hierarchy level (HL) as are appropriate for your hierarchy point (up to seven levels). When creating a new hierarchy level, it is important that the initial hierarchy transfer is performed by Citi. This action will allow future hierarchy transfers to be completed by APCs via [www.citimanager.com](http://www.citimanager.com)

HL1	HL2	HL3	HL4	HL5	HL6	HL7

### Section III: APC Contact Information

Agency/Organization Name*:		Unit Name*:		
APC Contact Information*:	Name*:			
	Business Phone:	Business Fax:		
	E-mail Address:			
	Address Line 1:			
	Address Line 2:			
	City:	State:	Zip/Postal Code:	
	Country:	Signature:		

### Section IV: Account Hierarchy Move Detail\*

Move up to 5 accounts from one hierarchy point to another as indicated. To move more accounts, use an additional form(s).

Account Number (Do not include dashes)	Move	HL1	HL2	HL3	HL4	HL5	HL6	HL7
	From →							
	To →							
	From →							
	To →							
	From →							
	To →							
	From →							
	To →							
	From →							
	To →							

\*Required Items. Form will be returned if required items are not completed.

### Citi Transaction Services

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# Hierarchy Structure Change Request

## Citibank® Government Travel Card Program

### Instructions Sheet

<b>Purpose:</b>	Use this form to add, change, or delete a point of hierarchy and to reassign accounts affected by hierarchy structure change. Changes to existing hierarchy points include Agency/Organization or unit name changes or changes to the address and telephone information on record.	
<b>Instructions:</b>	<b>Who:</b>	This form is to be completed by the APC.
	<b>When:</b>	Complete this form when there is a need to add, change or delete a point of hierarchy.
	<b>Special Notes:</b>	If your hierarchy structure change affects existing cardholders, indicate hierarchy reassignments as appropriate. All accounts must be reassigned before a specific hierarchy point can be deleted.
	<b>How:</b>	<p><b>Section I:</b> <b>Change Required*:</b>  <u>Add New Hierarchy Point, Modify Existing Hierarchy Point, or Delete/Remove Hierarchy Point</u> – Indicate whether a new hierarchy point is to be added, or if an existing hierarchy point is to be modified or deleted.</p>
		<p><b>Section II:</b> <b>Hierarchy Information*:</b>  <u>Hierarchy Level (required)</u> The hierarchy level (HL) numbers under which the cardholder accounts are to be transferred. Complete as many hierarchy levels as are appropriate for your organization. Each level of hierarchy consists of a five-digit number; up to seven levels of hierarchy may be assigned. Hierarchy levels are sequential and indicate the organization's pedigree.            A complete hierarchy level number always begins with Level 1, and contains successive level numbers, down to the lowest level assigned. It is required to determine the reporting group to which the Central Account will belong.            When creating a new hierarchy level, it is pertinent that the initial hierarchy transfer is performed by Citi. This action will allow future hierarchy transfers to be completed by APCs via <a href="http://www.citimanager.com">www.citimanager.com</a>.</p>
		<p><b>Section III:</b> <b>APC Contact Information*:</b>  <u>Agency/Organization Name (required)</u> – Enter agency/organization name which is requesting the hierarchy level structure change request and/or transfer(s).  <u>Unit Name</u> – Enter the unit name.  <u>APC Name</u> – Enter the name of the Agency Program Coordinator (APC).  <u>Business Phone</u> – Enter the commercial work telephone number of the APC.  <u>Business Fax</u> – Enter the commercial fax telephone number of the APC.  <u>E-mail Address</u> – Enter the business email address of the APC.  <u>Address (Lines 1 and 2)</u> – Enter the complete business address of the APC.  <u>City, State, Zip Code &amp; Country</u> – Enter the appropriate city, state, zip code and country of the APC.  <u>Signature</u> – Signature of authorizing APC.</p>
	<p><b>Section IV:</b> <b>Account Hierarchy Move Detail*:</b>  <u>Account Number</u> – Enter the 16-digit account number to be moved. If additional cardholder transfers are required, please complete another form.  <u>Move From</u> – Indicate the complete hierarchy position number from which the account is being moved. Complete as many of the 5-digit numbers for each HL as are appropriate for the hierarchy point.  <u>Moved To</u> – Indicate the complete hierarchy position number to which the account is being moved. Complete as many of the 5-digit numbers for each HL as area appropriate for the hierarchy point.</p>	
<p><b>Submit Request form with supporting documentation via email to <a href="mailto:dodagencysupport@citi.com">dodagencysupport@citi.com</a>. If you do not have access to e-mail, you can fax the form to 866-951-8005 or 757-818-6893.</b></p>		