

To Unit Commanders,

Please use this email as your authority to allow Merchant Category Code (MCC) 5699 to be unblocked and added to a temporary MCC template created by Citibank when asked to do so by a cardholder in your hierarchy. This code is causing declines for those AF cardholders who are trying to register online for the upcoming 2009 Tuskegee Airman Convention taking place in early August. Unfortunately the vendor being used to facilitate this conference has this MCC code and as a result, is causing major delays in conference planning for those who have or will be authorized to attend.

Normally we would assigned the code to a template and give the cardholder's account access for the transaction to go through. However in this case, we don't know what cardholders are attending since this conference is open to everyone within the AF (DoD as well). As a result, the HL 3 level APC's will need to accommodate cardholders and contact our dedicated HL 3 Citibank reps to have the cardholders account assigned to template that will allow the online transaction to pass. Once Citibank verifies the cardholder is assigned to this template, they should make another attempt to register and the transaction should process.

Since this is an online registration, a forced authorization by the merchant is not possible. Realize this may create a workload on some, however we need your assistance to ensure our cardholders can register for this official event.

This information will be distributed to the Tuskegee Coordinators so they can inform their attendee's (if asked) on what needs to take place for them to register. Cardholders will phone you based on MAJCOM ownership. I would not question on whether they are authorized to attend as that is between the cardholder and their approving authority. If they are in your command, you should go ahead and contact our dedicated Citibank as indicated above.

CHARLES MADDOX

GTC Program Mgr,

Individually Billed Accounts SAF/FMP (AFAFO)

DSN: 858 - 7771

Fax: (301) 981 - 7790

email: <mailto:charles.maddox@pentagon.af.mil>