



A History of Achievement. A Future of Innovation | June 2021

# **CitiManager: Self-registration for Cardholders (Using Passcode and Invitation E-mail Address)**

# Contents



- Start CitiManager
- User registration in CitiManager
- Card Application
- Enter CitiManager
- Print Application
- Commercial Cards Customer Service



# Start CitiManager



CITI® COMMERCIAL CARDS

CitiManager

Choose Language  
English ▾



## Existing Users

USERNAME

PASSWORD

SIGN IN

CLEAR

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

## New Users

[Self Registration For Cardholders](#)

[Self Registration For Non Cardholders](#)

[Apply For Card](#)

[Need Assistance?](#)

- Go to [www.citimanager.com/login](http://www.citimanager.com/login)
- Select your language in the right upper corner.

In order to register in the system and fill in the Card Application, please:

- 1) Get a Passcode from your Program Admin
- 2) Select 'Apply for card':




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# User registration in CitiManager



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[LOGIN /](#)  
**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**

3) Select the option 'Invitation Passcode' and press 'Continue'

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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** **CANCEL** **CLEAR**

4) Fill in the fields with the data from Program Admin:

- Invitation Passcode
- Invitation E-mail Address

# User registration in CitiManager



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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

\* HELPDESK VERIFICATION QUESTION

\* HELPDESK VERIFICATION ANSWER

\* CONFIRM HELPDESK VERIFICATION ANSWER

5) Enter the account registration data (Username и Password) and fill in your Personal Information.

### Username Parameters

- ✓ Length of Username must be more than 6 digits or letters
- ✓ Spaces are inadmissible

### Password Parameters

- ✓ Length of password must be at least 8 and no more than 9 digits and letter
- ✓ Password must include at least 1 letter
- ✓ Password must include at least 1 number
- ✓ Passwords are case-sensitive
- ✓ Same characters shouldn't stay together in a row

# User registration in CitiManager



## PERSONAL INFORMATION



\* FIRST NAME

\* LAST NAME

\* COUNTRY

\* CONTACT NUMBER

ZIP/POSTAL CODE

\* EMAIL ADDRESS

\* CONFIRM EMAIL ADDRESS

*Note: in CitiManager it is impossible to create two accounts with the same e-mail address. If you already have an account, please use it to create a new application, or create a new account with alternative email address*

CONTINUE

BACK

CLEAR

CANCEL



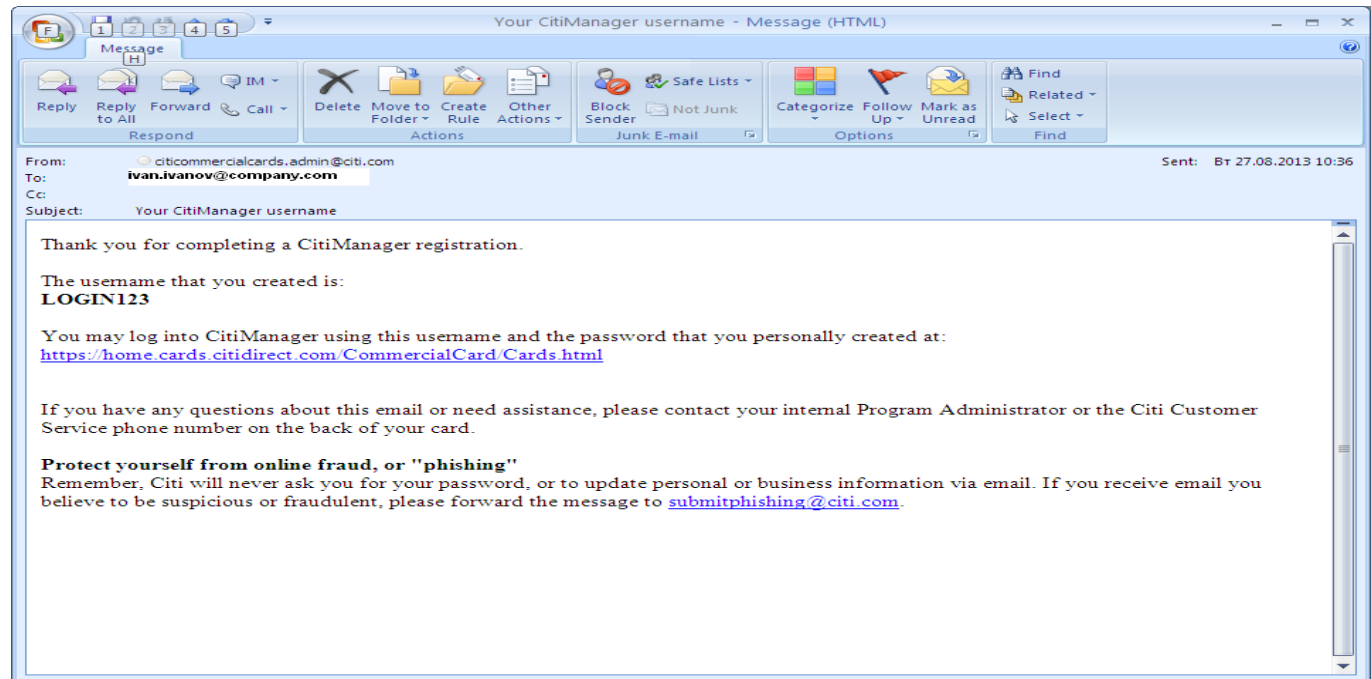
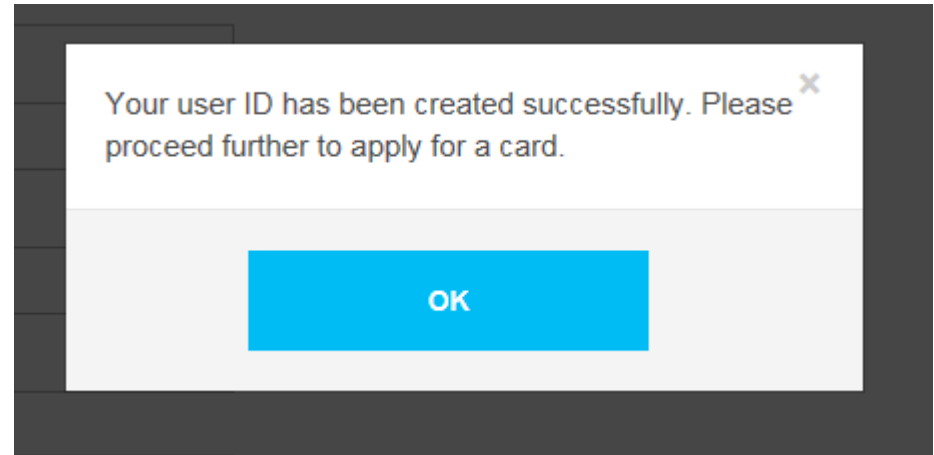
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# User registration in CitiManager



6) You will see the message saying that your user ID has been created (Press 'OK' to proceed). You will also get an e-mail confirmation of your account creation.




# User registration in CitiManager



7) Select 'Russian Federation' or other country and 'Russian' in the fields shown below and press 'Continue'

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CitiManager 

[LOGIN](#) /

## User Registration

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

**i** Step 3 of 4: - Please select the country where your card will be billed and the language displayed on your card application. If your organization has disabled the field you do not need to complete this section.


\* SELECT COUNTRY

RUSSIAN FEDERATION ▼

\* SELECT LANGUAGE

RUSSIAN ▼

**CONTINUE** CANCEL

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# Card Application



**Form Details**

Form short name  
BAU\_OLA\_RUS

\* Approving group name  
--Select--

\* Supervisor's email address  
--Select--

**Form Details**

Form short name  
BAU\_OLA\_RUS

\* Approving group name  
ZAO CB CITIBANK - MC CB

\* Supervisor's email address  
r1234@cb.ru

8) Fill in the fields 'Your Personal Information' and 'Your Contact Information'

If your company has a Supervisor role, there will be two drop-down lists in the upper part of your individual application. Fill them in with them information from the lists.

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CitiManager

LOGIN /

User Registration Apply for card

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

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

**FORM DETAILS**

BAU\_OLA\_RUS

АО КБ СИТИБАНК

**Информация**

Приложение В к Договору на обслуживание корпоративных карт АО КБ Ситибанк

Заявление на выдачу Корпоративной Карты

Разделы "Компания - Ваш работодатель" и "Местонахождение компании" заполняются работником банка.

Раздел "Установление расходных лимитов по карте" заполняется администратором программы.

**Компания - Ваш работодатель**

Наименование компании  
АО КБ СИТИБАНК

Номер договора  
499999, 12/01/2013

**Местонахождение компании**

Страна

# Card Application



CitiManager



CitiManager



CITY

Moscow

STREET

Gasheka

HOUSE

8-10

OFFICE #

CARD SPENDING LIMITS

MONTHLY CASH WITHDRAWAL LIMIT

MONTHLY CASH WITHDRAWAL COUNT

CARD SPENDING LIMIT

LANGUAGE CODE

English

Personal information

GENDER

Male

TITLE

MR

TITLE

MR

SUR NAME IN RUSSIAN

Тест

NAME IN RUSSIAN

Тест

MIDDLE NAME IN RUSSIAN

-

SUR NAME IN ENGLISH

Test

NAME IN ENGLISH

Test

MIDDLE NAME IN ENGLISH

Test

SUR NAME

Test

FIRST NAME

Test

MID NAME

-

EMBOSSSED NAME

Test Test

DATE OF BIRTH

Select the appropriate option in «Title» field

**Maximum number of symbols in field «Embossed Name» is 19**  
If your first and last name are more than 19 characters in total, enter the first letter of your first name and full last name using the sign "."  
Example: I.Ivanov

# Card Application



CitiManager



CitiManager



DATE OF BIRTH

23.03.1992

PASSPORT SERIES AND NUMBER

AB123456

DATE OF ISSUANCE

25.04.2012

PASSPORT ISSUANCE AUTHORITY

US Embassy

EMPLOYEE ID

Home address

COUNTRY

Russian Federation

POSTAL CODE

123456

REGION/DISTRICT

Moscow/Москва

CITY

Moscow

STREET

Lubyanka

HOUSE

1

In the field «Passport Issuance authority» you can enter only **subdivision code**. **Maximum number of symbols** in this field is **15**

**Maximum number of symbols** in fields «City» and «Street» is **13**  
(For example: type **S-Petersburg** instead of **Saint-Petersburg**)

CONTACT INFORMATION

YOUR BUSINESS PHONE NUMBER [7-XXXXX-XXXXXXX-XXXXXXXXXX]

7

495

1234567

7

495

9876543

YOUR HOME PHONE NUMBER [7-XXXXX-XXXXXXX-XXXXXX]

7

1234567890

YOUR MOBILE PHONE NUMBER

\* CHIP CARDS

Chip Card

\* COMPANY NUMBER

0000000000000000

\* CORPORATE ACCOUNT TYPE

C

YOUR EMAIL ADDRESS

test@citi.com

\* EXISTING CARD NUMBER

0000000000000000

\* LOGO#1

CENTRALLY BILLED

\* ORG NUMBER

752

Please fill in «YOUR CONTACT INFORMATION» field the following way:

1. Enter Your mobile phone number in format: Z-XXXXXXXXXX, where «Z» is country code, XXXXXXXXXX – mobile phone number;
2. Enter your corporate email address.

# Card Application



CitiManager



CENTRALLY BILLED

\* ORG NUMBER

752

PASSPORT TYPE

--Select--

PIN FLAG

REPORTING UNIT

00000000 CITI

Select hierarchy

\* SOURCE CODE

APRECARD

STATEMENT FLAG

PAPER STATEMENT AND ONLINE STATEMENT

\* TEMPLATE ID

CT01\_CARD\_CITI\_001

CITIBANK CARDHOLDER ACCOUNT AGREEMENT

[Data protection notice \(DPN\)](#)

This Application is the integral part of the Corporate Credit Card Agreement ("Agreement") and all the terms used in the Application have the same meaning as in the Agreement.

Data protection notice and applicant declaration

AO Citibank (the "Bank") will, from time to time, confidentially and only to the extent reasonably required, give other Citibank Entities, the Company, and their agents and contractors information about you and your Account for account management, statistical reporting, fraud prevention and other Program administration and tracing purposes. Processing of information could include any manual or automatic measure taken with the information, including but not limited to gathering, registration, storing, and changing the information. During such processing of information, your personal data may be transferred outside of Russian Federation. To help us provide a high quality service and for security, data collation and other applicable purposes the Bank may monitor and/or record your telephone calls with the Bank. All

CitiManager



[Data protection notice \(DPN\)](#)

This Application is the integral part of the Corporate Credit Card Agreement ("Agreement") and all the terms used in the Application have the same meaning as in the Agreement.

Data protection notice and applicant declaration

AO Citibank (the "Bank") will, from time to time, confidentially and only to the extent reasonably required, give other Citibank Entities, the Company, and their agents and contractors information about you and your Account for account management, statistical reporting, fraud prevention and other Program administration and tracing purposes. Processing of information could include any manual or automatic measure taken with the information, including but not limited to gathering, registration, storing, and changing the information. During such processing of information, your personal data may be transferred outside of Russian Federation. To help us provide a high quality service and for security, data collation and other applicable purposes the Bank may monitor and/or record your telephone calls with the Bank. All such recordings are the Bank's sole property.

Applicant Declaration:

Please, mark if:

1. Presently You occupy, have recently occupied, are actively seeking, or are being considered for a senior position in the government or municipality, or any department, agency or instrumentality (including in a government owned corporation or in military), or in the political process (e.g. in a political party).

\_\_\_\_\_

2. You are a member (e.g. spouse, parent, sibling, or child) of the immediate family of a Public Figure; or a senior advisor or known to be closely associated with a Public Figure.

\_\_\_\_\_

I, the undersigned, hereby request the issue of a Card which I am obliged to use exclusively in connection with the business of the Company in strict accordance with all the provisions of the Conditions of Use that I have read and agreed to. I declare that all the details set out in this Application above are true and complete and I consent to the processing of my personal data as described in this Data Protection Notice and Declaration. I am obliged to immediately inform the Program Administrator on any changes to the information provided in this Application. I consent that the Bank may independently verify any information submitted by myself in connection with this Program and I authorize the Bank to conduct any required checkings and verifications of this information, including by contacting the Company - my employer at any time.

# Card Application



I, the undersigned, hereby request the issue of a Card which I am obliged to use exclusively in connection with the business of the Company in strict accordance with all the provisions of the Conditions of Use that I have read and agreed to. I declare that all the details set out in this Application above are true and complete and I consent to the processing of my personal data as described in this Data Protection Notice and Declaration. I am obliged to immediately inform the Program Administrator on any changes to the information provided in this Application. I consent that the Bank may independently verify any information submitted by myself in connection with this Program and I authorize the Bank to conduct any required checkings and verifications of this information, including by contacting the Company - my employer at any time.

## Applicant

Your Signature Sample (similar to signature in passport): \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Authorize on behalf of the Company

Authorizer Name: \_\_\_\_\_

Authorizer Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Company seal:

АО КБ СИТИБАНК

SUBMIT

SAVE AS DRAFT CANCEL



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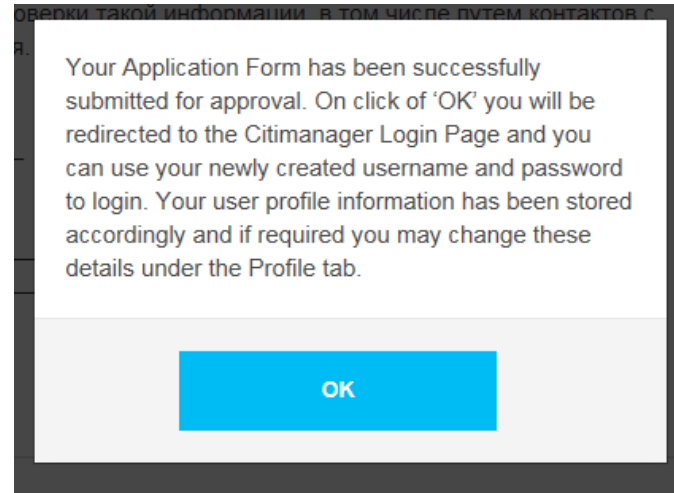
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9) Read the 'Information Security Policy' notification and press 'Submit' button/

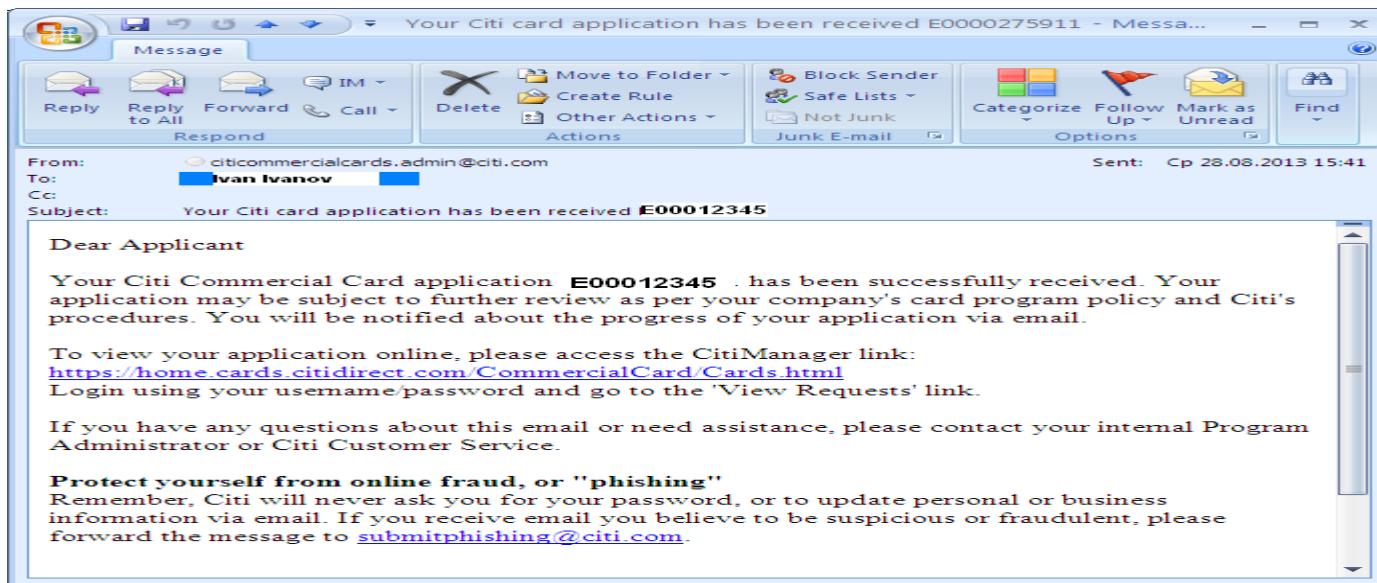
# Card Application



Congratulations! Your registration in CitiManager is complete! You will be advised that your application would be sent for confirmation on behalf of your Program Admin.



You will also get an e-mail confirmation (see an example below):



# Enter CitiManager



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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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In order to log in the system, please:

- ✓ Enter your Username
- ✓ Enter your Password
- ✓ Press 'Login'

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CitiManager

[LOGIN /](#)  
**Reset Challenge Questions and Answers**

Select challenge questions and set answers.

**CHALLENGE QUESTION 1**

\* ANSWER 1

\* CONFIRM ANSWER 1

**CHALLENGE QUESTION 2**

\* ANSWER 2

\* CONFIRM ANSWER 2

**CHALLENGE QUESTION 3**

\* ANSWER 3

\* CONFIRM ANSWER 3

On the **first** logging in the system with your username & password you will be asked to create answers to challenge questions.

Each time you log in the system you will be asked 1 of the 3 challenge questions in random, so please remember your answers. **Note:** All answers must be of four (4) letters or more.

Press 'Save'

# Print Application



You can see your Application under the Menu 'My Profile' – 'Request History'. It will be in "Waiting for approval" status.



[CONTACT INFORMATION](#)

[USER ROLE AND HIERARCHY](#)

[ENTITLEMENTS](#)

[USER PREFERENCES](#)

[CHANGE PASSWORD](#)

[RESET CHALLENGE QUESTIONS](#)

[MERGE USERNAMES](#)

[CHANGE PRIMARY COMPANY](#)

[LINK/UNLINK CARD ACCOUNT](#)

[ASSIGN/ UNASSIGN ALTERNATE USER](#)

[APPLY FOR NEW CARD](#)

[REQUEST HISTORY](#)

**i** List of Application and Maintenance Requests

[DOWNLOAD \(XLS\)](#)

REQUEST ID	STATUS	REQUEST TYPE	LAST MODIFIED DATE	MODIFIED BY
E0001104603	Processed	Individual online application	22/10/2016 03:55:42	...
E0001103052	Waiting for approval	Individual online application	11/10/2016 07:19:04	...
E0001103015	Waiting for approval	Individual online application	11/10/2016 06:59:53	...
E0001102936	WaitingSignedCopy	Individual online application	11/10/2016 06:28:51	...

After your company's Program Administrators approves the application, the status will change to "Waiting for signed copy". To print the application:

- 1) Open the application by clicking on its Request ID;
- 2) Press "Download" button, print the application, sign it and hand it to your Program Administrator;
- 3) After the Bank receives full document package your card will be issued within fifteen (15) working days



## Commercial Cards Customer Service

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Dear Clients,

thank you for your participation! To get more information or leave requests please contact us:

Russia [+7 495 725 67 51](tel:+74957256751)

Kazakhstan [+7 727 258 21 22](tel:+77272582122)

e-mail: [commercialcardscustomerservices@citi.com](mailto:commercialcardscustomerservices@citi.com)

Best regards,

Citi Commercial Cards Customer Service