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

Work in CitiManager for Non-cardholders (Program Administrators)
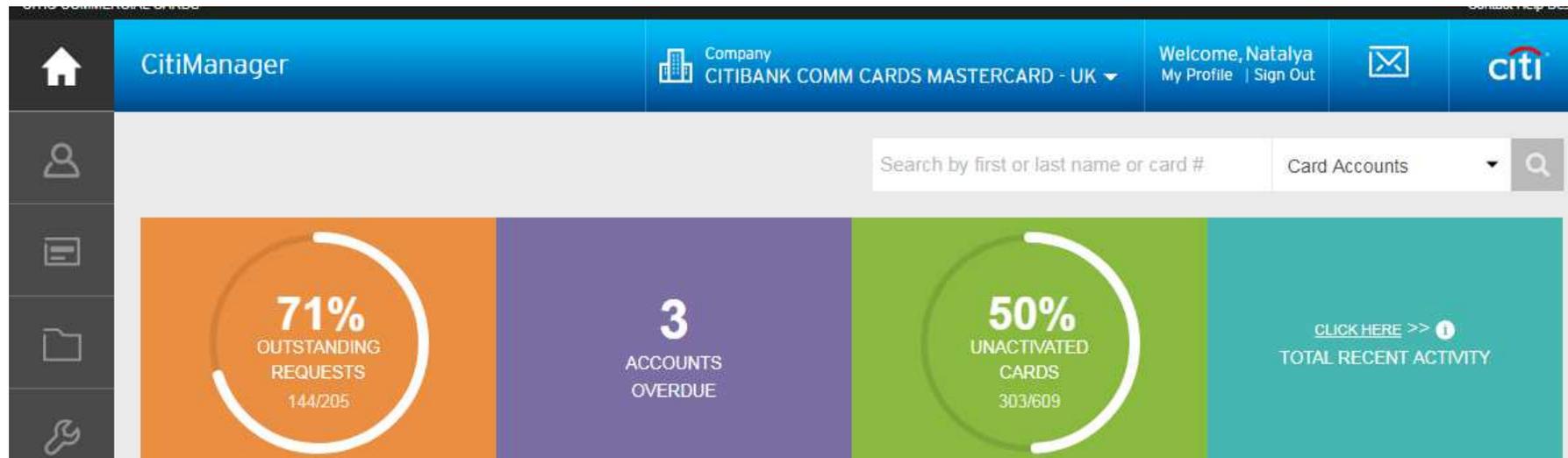
Contents

citi

Citimanager – Home Page

Citimanager Home page now includes a dashboard which provides the below summary

> **Summary of all request which are pending for approval Vs total request IDs**

Ex: 142/203
142 Requests which are in waiting for approval status from 203

> **List of accounts which are overdue (Delinquent) will be displayed in this box. Any Card/Account which has crossed the Payment due date reflecting in Citimanager statement are classified as delinquent**

> **Summary of Card which are not activated Vs total cards**

Ex: 303/609
303 Number of Cards which are not activated under the hierarchy to which you have access will be displayed from 609

> **Displays the total recent transaction on the Account which are yet to be statemented (unbilled)**

Temporary Block/Card Closure

CitiManager

Manage Users

Card Accounts

Account Maintenance

View Requests

User Search

In order to block/unblock cards use Manage Card program -> Account Maintenance tabs

1 step

CitiManager

Company
АО КБ СИТИБАНК - MC CB - RU ▼

Welcome, Natalya
My Profile | Sign Out

HOME /
Account Maintenance

1. Search   2. Country and Language   3. Form Details

SEARCH

ACCOUNT NUMBER

FIRST NAME

LAST NAME
tumanova

USERNAME

HIERARCHY NAME
SELECT HIERARCHY

SEARCH   RESET

Select the needed search parameters, the required card and press Update Account

	USERNAME	NAME	ACCOUNT NUMBER	STATUS
●				N-Card not activated
○				L-Card lost or stolen
○				Card Active
○				A-Card closed by Customer
○				A-Card closed by Customer
○				A-Card closed by Customer

UPDATE ACCOUNT

citi

Lookup Hierarchy

You can also look up specific hierarchies within your span of control by clicking the Lookup Hierarchy button. Only hierarchies within your span of control display. To expand a hierarchy, click the + sign next to the hierarchy tree. Select the checkbox next to the hierarchy. This allows you to filter search results by the hierarchy selected.

Temporary Block/Card Closure

2 step

Select country and language and press "Show form"

set/remove block code

You can set/remove block code for the card in the Card maintenance column, then press Submit

submit

Temporary Block/Card Closure

The temporary block (G block) can be put in the following cases:
- Card is lost/stolen/broken
- There's temporarily no need in a card's use (e.g.: maternity leave, temporary no need for expenses)
- Company's decree (e.g. if an employee doesn't render statements of his expenses)

The closure (A block) can be done in the following cases:
- No need in a card
- An employee's dismissal

Note: A card blocked by Program Administrator can be unblocked under the administrative message CorCrCa2 through CitiDirect, or via Citimanager request. A client will not be able to unblock his card if it is blocked on PA demand.

Therefore, in case a card with the same number is being issued (e.g. if a Cardholder has changed his last name), there's no need to block it. An administrative message for card reissuance will be enough. The Cardholder will be able to use his old card until the new one gets activated. Otherwise the Cardholder will face the problem activating his new card. He will actually succeed in activating it, but in order to unblock it he'll need to apply to his PA.
In case a card with a new number is being issued, the old one should be blocked (F/L-depending on the reason for re-issue).
If a card is closed (A block) it's impossible to unblock it back.

citi®

Limit Change for a Card

Limit change

In order to change spending limit for a card (which is done on the same page as where cards can be blocked), please do the following steps:
Write in the new value for a card's spending limit, monthly cash withdrawal limit/count
press "Submit"

Настройки карты

НОВЫЙ РАСХОДНЫЙ ЛИМИТ *

20000

БЛОК-КОД

Unblock ▼

ЛИМИТ НА СНЯТИЕ НАЛИЧНЫХ * ‡

1000

КОЛИЧЕСТВО СНЯТИЙ НАЛИЧНЫХ В МЕСЯЦ *
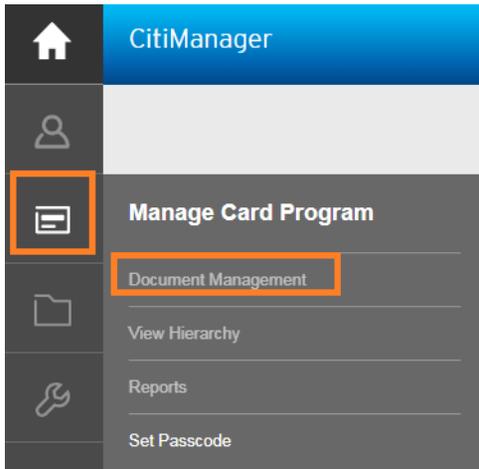
5

ЯЗЫК ФОРМИРОВАНИЯ ВЫПИСКИ ‡

RUSSIAN ▼

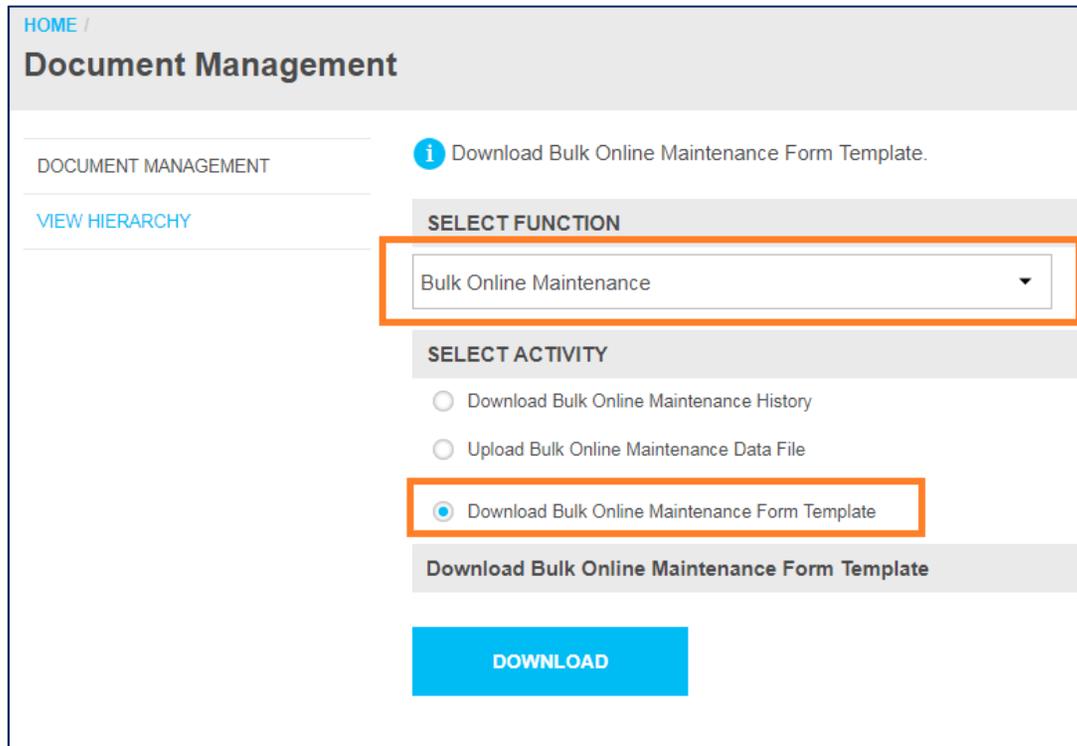CITIBANK CARDHOLDER ACCOUNT AGREEMENT

⊕ Data protection notice (DPN)

АО КБ СИТИБАНК

SUBMIT   CANCEL

citi®

Bulk Limit Change for Cards

CitiManager

Manage Card Program

Document Management

View Hierarchy

Reports

Set Passcode

If you need to change limits for a large number of cards you can use **Bulk Online Maintenance** (BOLM) form

HOME /
Document Management

DOCUMENT MANAGEMENT

VIEW HIERARCHY

ⓘ Download Bulk Online Maintenance Form Template.

SELECT FUNCTION

Bulk Online Maintenance ▼

SELECT ACTIVITY

○ Download Bulk Online Maintenance History

○ Upload Bulk Online Maintenance Data File

◉ Download Bulk Online Maintenance Form Template

Download Bulk Online Maintenance Form Template

DOWNLOAD

Select:
«**Bulk Online Maintenance**»->
«**Download Bulk Online Maintenance**» ->
«**Download**»

citi®

Bulk Limit Change for Cards

Select hierarchy and press Download Excel template

HOME / DOCUMENT MANAGEMENT /
Download Form Template

ⓘ Download Bulk OLM form. Please select one or m

HIERARCHY

⊖ ~~████████████████████████████~~

☑ ~~████████ ██ AUSTRIA~~

⊕ ☐ ~~████████ ██ FINLAND~~

☐ ~~████████ ██ FRANCE~~

⊕ ☐ ~~████████ ██ GERMANY~~

☐ ~~████████ ██ IRELAND~~

☐ ~~████████████████~~

DOWNLOAD   CANCEL

Please select a format to download:

◉ Download Excel Template

○ Download Text Template

DOWNLOAD   CANCEL

Fill out the template (new line for each employee). **Note that the column Language preference of the applicant is mandatory**

| | File | Home | Insert | Page Layout | Formulas | Data | Review | View | Developer | Information Centric Tagging | SecureZIP | ♀ Tell me what you want to do… | ♀ Share |

ⓘ PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View.   [Enable Editing]

A1   fx   Form ID

	A	B	C	D	E	F	G	
1	Form ID	333.Номер карты	311.Новый расходный лим	310.Блок-код	277.Лимит на снятие налич	278.Кол-во снятий наличнь	5081.Risk Level	221
2	System pre-filled data in the	Please enter the 16 digit ac	Введите новый расходный	А-закрытие карты, G - врем	Please enter ATM Cash with	Please enter the cash withd	Укажите буквенное значен	Вы
3	17224							

citi®

Bulk Limit Change for Cards

CitiManager

Manage Card Program

Document Management

View Hierarchy

Reports

Set Passcode
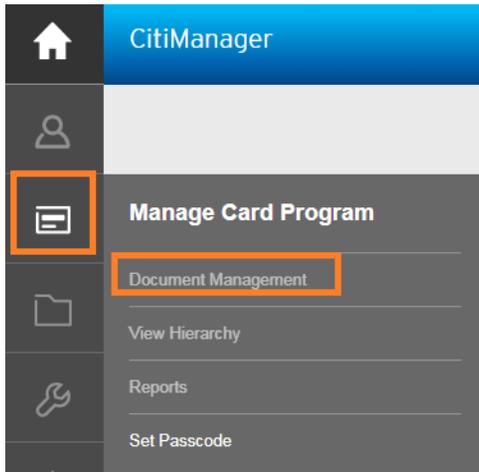
To upload the form use **Bulk online maintenance> Upload Bulk Online Maintenance Data File**

ⓘ Upload Bulk Online Maintenance File. The fields marked with asterisk (*) are mandatory.

SELECT FUNCTION

Bulk Online Maintenance ▼

SELECT ACTIVITY

○ Download Bulk Online Maintenance History

◉ Upload Bulk Online Maintenance Data File

○ Download Bulk Online Maintenance Form Template

UPLOAD BULK ONLINE MAINTENANCE DATA FILE

* SELECT FILE TO UPLOAD

[BROWSE]

Press Browse and select the required file. Press Upload.

[UPLOAD]

11

citi®

Bulk Limit Change for Cards

To check the file upload status select function – **Bulk Online Maintenance->** select activity- **Download Bulk Online Maintenance History**

ⓘ Download Bulk Online Maintenance History

SELECT FUNCTION

Bulk Online Maintenance ▼

SELECT ACTIVITY

🔘 Download Bulk Online Maintenance History

⚪ Upload Bulk Online Maintenance Data File

⚪ Download Bulk Online Maintenance Form Template

DOWNLOAD BULK ONLINE MAINTENANCE HISTORY

ⓘ Please click on the link to download the appropriate file.

The Search Results screen displays based on the search criteria used.

UPLOADED FILE	FROM DATE	TO DATE	
	DD/MM/YYYY	DD/MM/YYYY	🔍 ↻

VIEWING 1-20 OF 23 | ‹ | 1 | 2 | › |

The generated Log-txt file contains information about the upload (successful upload or error description of every line). The file is always generated. The lines without errors are uploaded. Please, don't upload the correct lines for the second time in order not to create double applications. If you need to download this file press it.

UPLOADED/ARRIVED FILE	UPLOADED/ARRIVED DATE	ORIGINAL ERROR FILE	ERROR DESCRIPTION FILE	STATUS
Bulk2_AO_KB_1.xls	17/06/2016 05:46:48 AM	Bulk3_AO_KB_T_27430_ERR.xls	Bulk3_AO_KB_T_27430_LOG.txt	Completed
Bulk2_AO_KB_1	16/06/2016 10:30:30 AM	Bulk3_AO_KB_27401_ERR.xls	Bulk3_AO_KB_27401_LOG.txt	Completed

Bulk Limit Change for Cards

After selecting a file, display
the following window:
click "DOWNLOAD"

Log File Download

~~The file to be downloaded is Bula0_AO_KB~~
~~1_27400_LOG.txt~~

| DOWNLOAD | CANCEL |
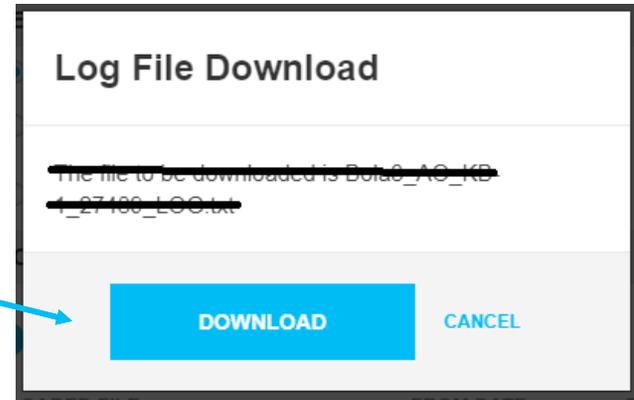
Next, the system will ask a
question about your consent
to download this file,
click OK.

Please note that the downloaded file may have been
cached to your local computer's hard drive.

| OK | ОТМЕНИТЬ |
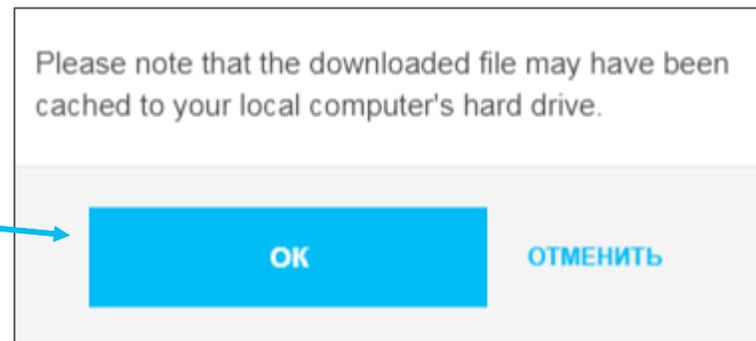
After downloading the file (in txt format) must be open.
A file with this format will open in the NOTEPAD.

example

BOLM_TEST_TE...OG[1] - Notepad

File   Edit   Format   View   Help

Tab name: BOLM Sheet -1 Total number of records uploaded successfully: 1

citi®

Corporate Card Maintenance not Available in CitiManager

In **Citimanager** the following functions are not available:

1. Card Class change

2. Card reissuance

3. Inactive card maintenance

4. Exclusion of a card from Fraud Monitoring

To perform these actions it is necessary to authorize administrative messages in CitiDirect.

The templates are

CorCrCa2 (Reissuance, Card Blocking, Card Unblocking)

CorCrCa3 (Card Class change, Limit Change)

CorCrCa4 (Exclusion of a card from Fraud Monitoring)

Please, ensure that an administrative message is received by the bank before 2 p.m. Moscow Time to be processed on the day of the receipt.

For **Urgent** Administrative Messages, please, use the following templates

CorCrCa7 – (Reissuance, Card Blocking, Card Unblocking)
CorCrCa8 – (Card Class change, Limit Change)
CorCrCa9 – (Exclusion of a card from Fraud Monitoring)

Urgent administrative message fee is 5000 rubles.

citi

View Statements

To view statements go to **Card Accounts** – Select **country and Bill type** as shown below. **Press "Search":**
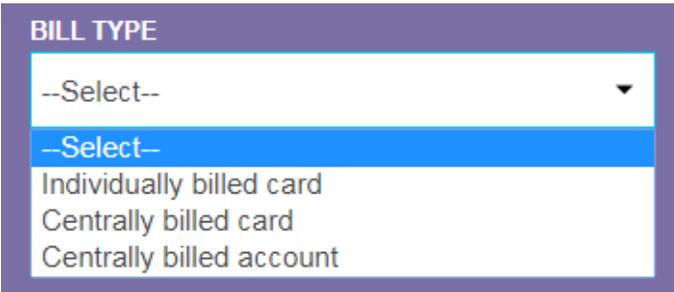
CitiManager

Manage Users

Card Accounts

Account Maintenance

View Requests

User Search

BILL TYPE

--Select--

--Select--
Individually billed card
Centrally billed card
Centrally billed account

HOME /
Search

Search by first or last name or card #   Card Accounts

BASIC SEARCH >>

SEARCH FOR CARDS

Card Accounts

CARD FIRST NAME

CARD LAST NAME

CARD NUMBER

BILL TYPE

--Select--

COUNTRY

All Countries

CARD ACCOUNT STATUS

--Select--

USERNAME

HIERARCHY DETAILS

LOOKUP HIERARCHY

HIERARCHY NAME

HIERARCHY UNIT

NAME LINE 1

⊖ LESS OPTIONS

SEARCH   RESET

Select the cardholder and press on card number

VIEWING 1-20 OF 609 | ‹ | 1 | 2 | 3 | 4 | 5 | › |

CARD NUMBER ▲	USERNAME ⇕	CARD NAME ⇕	STATUS ⇕	BILL TYPE
	Virginia Miller		Card closed by Customer	Individually billed card
	STEVEN HOGGETT		Card lost or stolen	Individually billed card
	ALEX TRIANOPOULOS		Card closed by Customer	Individually billed card

15

citi®

View Statements

See on the **Statement** tab and **select the month** of a statement. You can also download the statement in Excel or PDF if needed.

If no transaction were made during the selected period you will see the corresponding message. You can also view **Unbilled transactions** (Recent activity) – those performed in the current period for which no statement is available yet.

When you click on the "**View Authorization**" tab, unrated transactions are displayed.

View Accounts Summary
(Statements, Unbilled Transactions)

In order to view accounts summary please select the tab "Card Accounts", select country and the Bill type as "Centrally Billed Account". Press "Search".

Select the account and press "Card accounts".

You can view and download the account statement (all cards' transactions).

See on the "Statement". You can also view and download the transactions after the last statement. Press " RECENT".

CITI

Manage Users
(View requests)

Here you can view pending user requests and reset registration details for the users. In order to find a user, please enter the needed data and press "Search"

Manage Card Program (Reports)

Manage Card Program

Document Management

View Hierarchy

Reports

Set Passcode
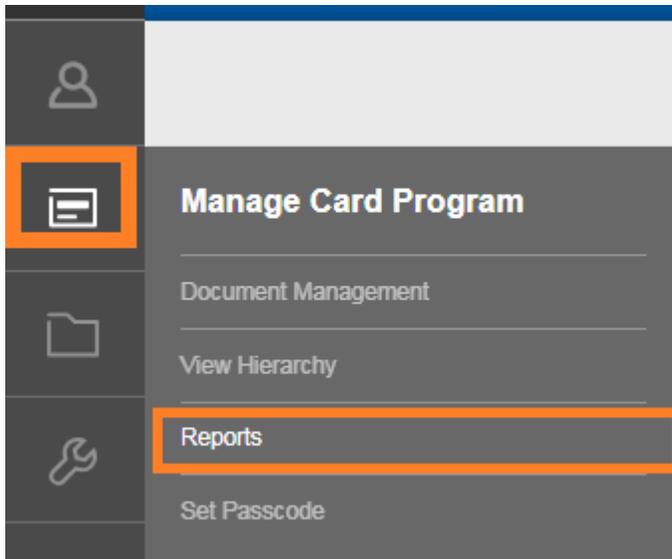
Here you can view different users' requests reports. Please, enter the needed parameters and press "Generate". See an example on the next slide.

ГЛАВНАЯ СТРАНИЦА /
Отчеты

ⓘ Просмотрите и создайте отчеты.Сообщите имя, От даты и К выбору даты обязателен.Разница между значениями в полях «С даты» и «До даты» не может превышать 31 день.

ПОИСК : ОТЧЕТЫ

User activity report

* С ДАТЫ	* ДО ДАТЫ	С	ДО ВРЕМЕНИ
		12:00 AM	12:00 AM

СВЕДЕНИЯ ОБ ИЕРАРХИИ
ПОИСК В ИЕРАРХИИ

ИМЯ ПОЛЬЗОВАТЕЛЯ

ДЕЙСТВИЕ ВЫПОЛНЕНО
Выбрать

⊖ ПАРАМЕТРЫ ДЛЯ ЗНАЧЕНИЙ «МЕНЬШЕ»

СОЗДАТЬ   СБРОСИТЬ

citi®

Manage Card Program (Reports)

Select Report name, then set the needed time frame "From date" "To date", enter the needed username and select the needed action performed by the user. E.g.: if you need to know when a user logged in the system within a certain time frame, select "User logged in" action. Press "Generate".

Manage Card Program (Reports)

An Excel file downloading will start immediately. Example:

User search (reset password)

In order to reset password for a cardholder please select «User search» –then type in the cardholder's name and press «Search», then «Reset Password»

Commercial Cards Customer Service

Dear Clients,

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

Russia +7 495 77 55 999

Kazakhstan +7 727 258 21 22

e-mail: commercialcardscustomerservices@citi.com

Best regards,

Citi Commercial Cards Customer Service

citi