CitiManager® Quick Start Guide for Administrators

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citi®

Contents

Self-Register as a Non-Cardholder

Key Concepts

As a non-cardholder, you are required to register in CitiManager® to access accounts within your span-of-control.

In order to self-register, a Registration ID and Registration Passcode are required. Citi provides this information to you via e-mail. Once your registration details are received, you must register within 60 days or the details will expire. Expired details can be reset by Citi.

Registration Details

Registration Details Example

Registration Passcode Example

Step-by-Step Instructions

Screen	Step/Action
CitiManager Login Screen	1. Navigate to **www.citimanager.com/ login**. 2. From the **CitiManager login** screen, click the **Self-registration for Non-Cardholders link**. *The Registration Details screen displays.*
Registration Details Screen	3. In the **Registration ID** and **Registration Passcode** fields, type the information provided in the e-mails sent by Citi. 4. When you are finished, click the **Continue** button. *The Sign on Details screen displays.*
Sign on Details Screen	5. Complete the required fields (*) for self- registration. **Note:** A username is not case sensitive. It must be between six and 50 characters, may contain letters, numbers and special characters, cannot contain spaces, cannot contain only numbers. Passwords are case sensitive and must have six to 18 characters. At least one letter is required, it must contain at least one number, and cannot be the same as your last three passwords. 6. When you are finished, click the **Continue** button. *The Challenge Question Selection screen displays.*

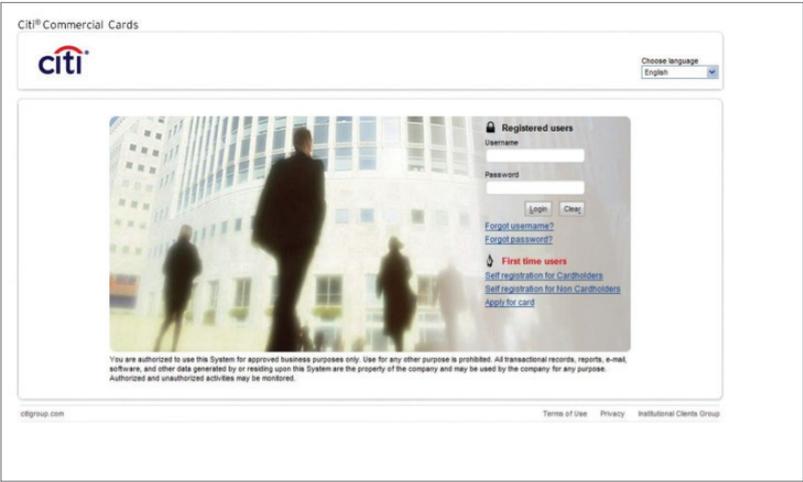| Screen	Step/Action
Challenge Question Selection Screen 	7. Select and answer three challenge questions from the **Challenge Question** drop-down lists. **Note:** You will be required to answer one of your selected challenge questions with each subsequent login. 8. Click the **Save** button. *The CitiManager Home screen displays and the self-registration process is complete.*

Log Into CitiManager

Key Concepts

A username and password are required to access CitiManager. If you do not have a CitiManager username and password, consult your company Program Administrator so they can set you up with the necessary access.

If you cannot remember your username or password, refer to the Retrieve Forgotten Username or Reset Forgotten Password procedures in this User Guide.

Step-by-Step Instructions

Screen	Step/Action
CitiManager Login Screen 	1. Navigate to **www.citimanager.com/ login**. 2. From the **CitiManager Login** screen, type your **Username** and **Password** in the required fields. 3. Click the **Login** button. *The Challenge Question screen displays.*
Challenge Question Screen 	4. In the **Challenge Answer** field, type the answer to the challenge question. 5. Click the **Continue** button. *The CitiManager Home screen displays. You have successfully logged into the CitiManager.*

Perform an Account Search

Key Concepts

You can search for cardholder accounts that reside in your assigned hierarchies. CitiManager capabilities are role and entitlement based. Therefore, you can only access accounts within your span of control. You can search for accounts using the Card Accounts search or perform an advanced search.

CitiManager limits search results to 1,000 card accounts. If you receive the "Please refine your search" message, it is necessary to further refine the search criteria.

Card Account Search

The card account search feature allows you to search by **Country, Card number, Bill type, Card last name, Card first name.**

Advanced Search

The advanced search option allows you to search by the cardholder's **Username, Hierarchy name, Hierarchy Unit number** and **Name line 1.**
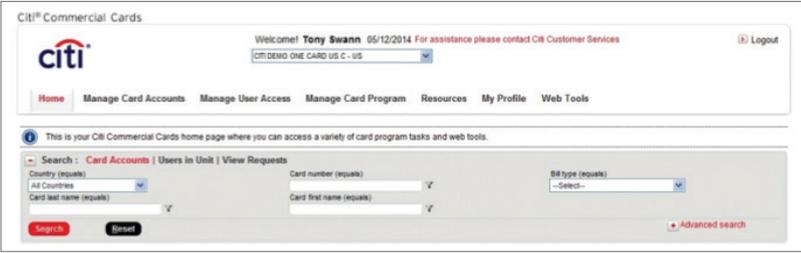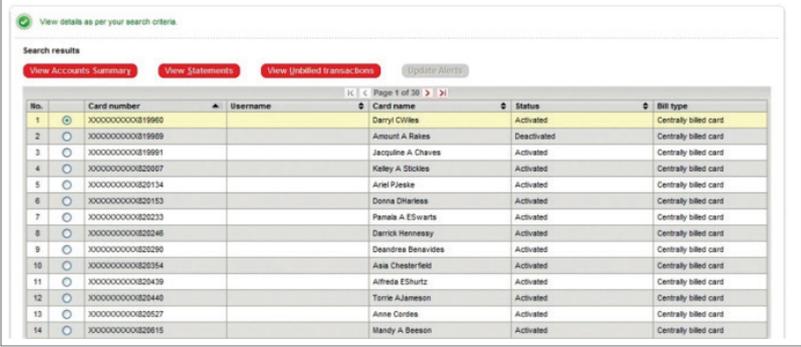

Lookup Hierarchy

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.

Filters

Use the Filter icon next to each search field to search by the following qualifiers: equals, starts with, ends with, contains. Using a filter/qualifier helps to limit the search results.

Step-by-Step Instructions

Screen	Step/Action
Account Search Screen 	1. From the CitiManager **Home** screen or the **Manage Card Accounts** screen, enter your search criteria. 2. Click the **Search** button. *The search results screen displays based on the search criteria entered.*
Account Results Screen 	3. To select the account from the search results, click the radio button next to the account number. 4. Depending on the action you would like to perform, click the **View Accounts Summary**, **View Statements**, **View Unbilled Transactions**. *The account information displays based on the action selected.*

View Statements and Unbilled Transactions

Key Concepts

CitiManager allows you to view posted billing statements as well as transactions as they post. The unbilled transactions displayed are not part of a final statement.

Note: The information displayed is determined by the program parameters established for your company.

Step-by-Step Instructions

Screen	Step/Action
CitiManager Home Screen 	1. From the **CitiManager Home** screen, click the **Card Account**s sub-tab. *The Card Accounts search screen displays.*
Card Account Search Screen 	2. Type the required search criteria in the text entry box below the field(s) or select it from the drop-down list. **Note:** You can search on **Country, Card number, Bill type, Card last name** and **Card first name**. Click the **Advanced Search** link to search by **Username** and **Hierarchy** details. Click the filter icon to the right of each text entry box to change the qualifiers for each field. Available qualifiers include **equals, start with, ends with** and **contains**. The contains qualifier can act as a wildcard filter. 3. Click the **Search** button. *The Search Results screen displays based on the search criteria used.*
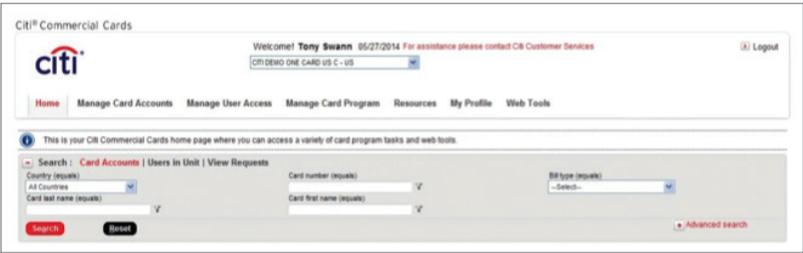
Screen	Step/Action
Search Results Screen 	4. Click the radio button for the card account that you want to view, and click the **View Statements** or **View Unbilled Transaction** button. *The Statement or Unbilled Transaction screen displays based on the selection made.* **Note:** The information displayed is determined by the program parameters established for your company.
Statement Screen 	5. When viewing the **statement** screen, you can view previous billing statements going back as far as 36 months by selecting the billing cycle from the **Statement date** drop-down list. **Note:** When viewing unbilled transactions, only those transactions that have posted to the card account since the last billing cycle are displayed. This is not a final statement.

View Transaction Authorizations and Declines
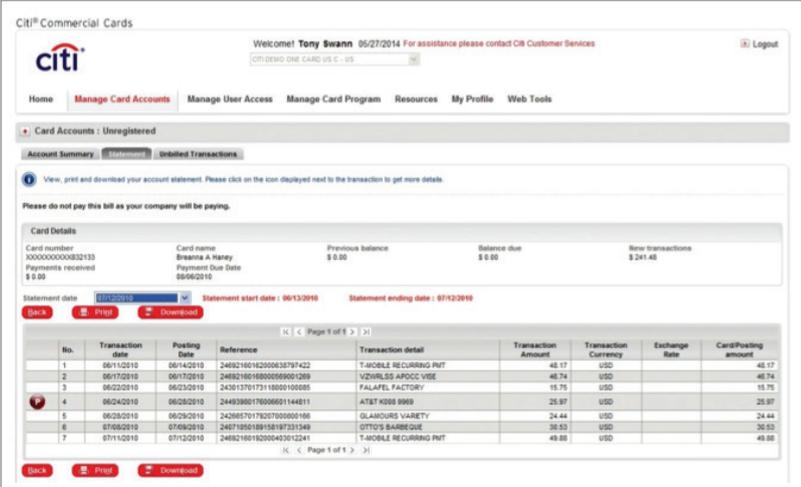
Key Concepts

CitiManager allows you to view Authorizations and Declined Transactions on your cardholders' accounts.

Authorization is the first stage of the transaction process. Every authorization request receives a response that either approves or declines the transaction. You can view Authorizations that are outstanding on your available balance but not viewable in unbilled transactions.

Decline means the transaction that has received a decline decision from the card issuer during authorization process. This view provides the ability for you to review the declines on your account and the reasons for those declines.

Step-by-Step Instructions

Screen	Step/Action
CitiManager Home Screen	1. From **CitiManager Home** screen, click the **Manage Card Accounts** tab. *The Home screen displays.*
Manage Card Accounts Screen	2. From the **Manage Card Accounts** screen, click the **Manage Account** red button. *The Manage Card Accounts screen displays.*
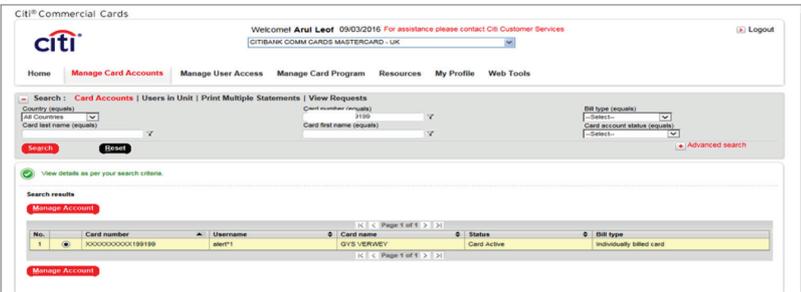
Screen	Step/Action
Cardholder Account Summary Screen 	3. From the Cardholder Account Summary screen, click the **show authorizations** link under Transaction Since Last Statement section. *The Cardholder Account Summary screen displays.*
View Authorization Screen 	4. You will now be able to view transaction Authorizations and Declines. The Declines are shown with the decline reasons on the right. *The View Authorization screen displays.*

Perform Account Maintenance

Key Concepts

To perform account maintenance, the Cardholder Maintenance form must be completed and submitted to Citi. Account Maintenance allows the Program Administrator to edit or update cardholder account information such as address changes and spend controls.

Fields marked with the (§) symbol are not real-time fields. Fields marked with the (‡) indicate a previous maintenance request has been submitted but not yet processed. All non-marked fields are real-time.

You can perform the following maintenance functions:

• Business Address

• Business Telephone and Fax Number

• E-Mail Address

• Home Address

• Home Telephone Number

• Mobile Phone Number

• Employee ID

• Location

• Department

• Cost Centre

• Cost Centre Description

• Card To Address

• PIN To Address

• Card Status

• Credit Limit[1]

• Overall Cash Limit[2]

• Available Cash Limit[3]

• Single Transaction Limit[4]

• Temporary Credit Limit[5]

• Temporary Credit Limit Start Date[5]

• Temporary Credit Limit Increase Expiry Date[5]

[1] Credit Limit – this is total amount of credit that the cardholder will be able to spend, before making a payment.

[2] Overall Cash Limit– this is the amount of cash available to the cardholder during the replenishment period. The replenishment period generally runs over 28 days. This must be equal to or less than the Credit Limit.

[3] Available Cash Limit – this is used to validate your input into Overall Cash Limit. This must be equal to the Overall Cash Limit.

[4] Single Transaction Limit – this is the most the cardholder will be able to spend in a single transaction.

[5] Temporary Credit Limit – this is temporary total amount of credit that the cardholder will be able to spend, before making a payment. When setting this field you must specify the Temporary Credit Limit Start Date and Temporary Credit Limit Increase Expiry Date.

Note 1: You will not be able to amend details for a Card that is currently inactive

Note 2: When Closing a Card, please do not include any other instruction in the same request (e.g. reduce credit limit)

Step-by-Step Instructions

Screen	Step/Action
CitiManager Home Screen	1. From **Home** screen, click the **Manage Card Program** tab. *The Manage Card Program administrative tabs display.*
Manage Card Program Administrative Screen	2. Click the **Account Maintenance** tab. *The Account Maintenance search screen displays.*
Account Maintenance Search Screen	3. To specify a **Search parameter**, from the parameters drop-down list, select your search criteria. *A text entry box displays to the right of the search parameter fields.* **Note:** Available parameters include **Account number, Username, First name** and **Last name**. 4. To specify a qualifier for the selected search parameter, from the qualifier drop-down list, select the qualifier. **Note:** Available qualifiers include **equals, starts with, ends with** and **contains**. The contains qualifier can act as a wildcard filter.
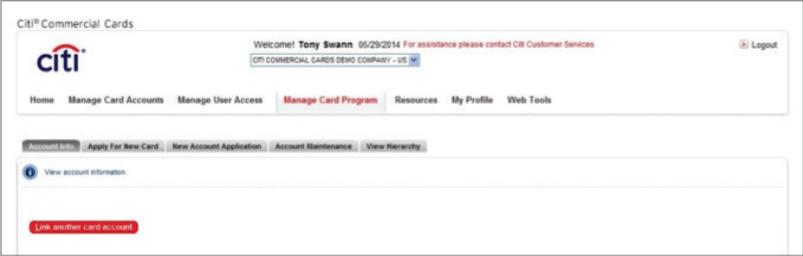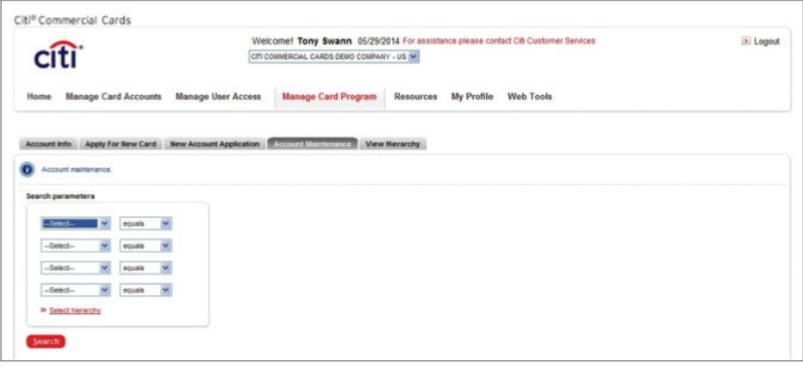
Screen	Step/Action
Search Parameters 	5. Based on the search parameters selected, in the text field, type your search criteria. **Note**: You may click the **Select hierarchy** link to select a specific hierarchy. 6. Click the **Search** button. *The search results display based on the search criteria used.*
Account Maintenance Search Results Screen 	7. Click the radio button for the account that requires maintenance. 8. Click the **Update account** button. *The Account Maintenance form for the selected account displays.*

Screen	Step/Action
Account Maintenance Form 	9. Complete the necessary updates to the form. **Note:** a. Be sure to read the help text for field format tips b. Some options may not be available based on your company setup 10. Click the **Submit** button. *The confirmation message displays, letting you know that the form for maintenance has been submitted.*
Account Maintenance Confirmation Screen 	11. Click the **OK** button. *You are returned to the Search screen, where you can perform another search.*

Reset Password

Key Concepts

Once a user's password is reset, a random password will be sent to the user's e-mail address associated with the username that was reset.

Passwords expire after 90 days.

Step-by-Step Instructions

Screen	Step/Action
CitiManager Home Screen	1. From the CitiManager Home screen, click the **Manage User Access** tab. *The Manage User Access administrative tabs display.*
The Manage User Access Administrative Screen	2. From the **User Maintenance** sub-tab, click the **Reset Password** tab. *The Reset Password search screen displays.*
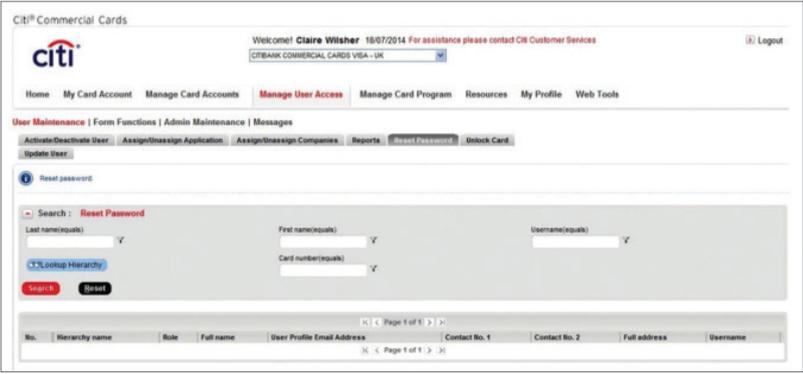
Screen	Step/Action
Reset Password Search Screen 	3. Type the required search criteria in the text entry box below the field(s). **Note:** You can search on **Last name**, **First name**, **Username** and **Card number**. Click the filter icon to the right of each text entry box to change the qualifiers for each field. Available qualifiers include **equals**, **starts with**, **ends with** and **contains**. The **contains** qualifier can act as a wildcard filter. 4. Click the **Search** button. *The Search Results screen displays.*
Reset Password Results Screen 	5. Click the radio button for the user whose password needs to be reset, and click the **Reset Password** button. *The Reset Password window displays for the selected user.*
Reset Password Popup Window 	6. Click the **Reset** button. *The Reset Password confirmation message displays.*
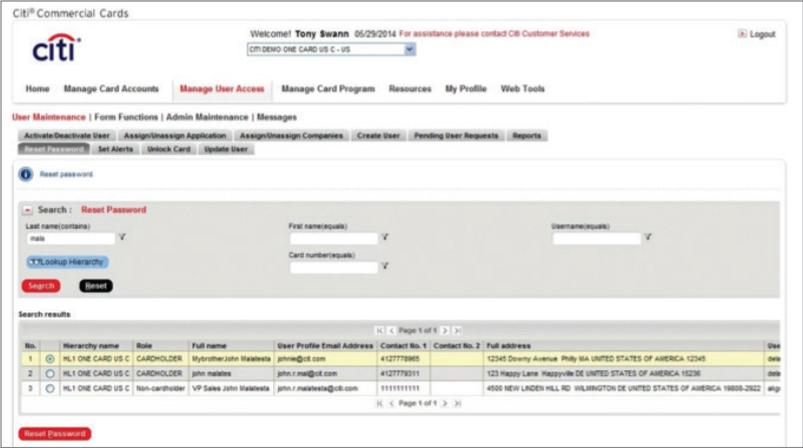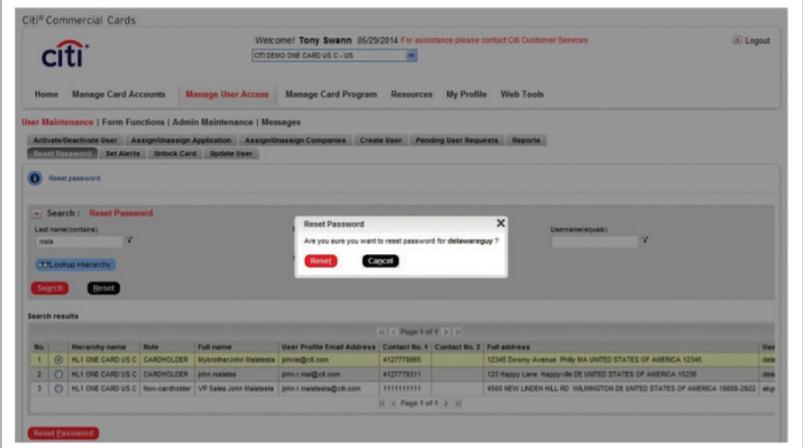
Merge Usernames

Key Concepts

When you log into the CitiManager, the links to the functions you have access to from the CitiManager Home screen are determined by the role and entitlements that have been assigned to your profile.

As a CitiManager user, you may have more than one active User ID based on your role or responsibilities. If this is the case, you can merge your two usernames into one ID without the need to log in multiple times.

Be sure to merge any User ID for which you have lesser permissions into the one for which you have the more permissions. This will ensure that you have all of the permissions you are entitled to under one username.

For example, if you have a non-cardholder username and a cardholder username, log in with your non-cardholder ID and merge the cardholder ID with the non-cardholder ID.

Step-by-Step Instructions

Screen	Step/Action
CitiManager Home Screen	1. From the CitiManager Home screen, click the **My Profile** tab. *The My Profile screen displays.* **Note**: This screen displays information relative to your specific user profile along with your name, company and title.
My Profile Screen	2. Click the **Username merger** link. *The username merger disclaimer screen displays.*
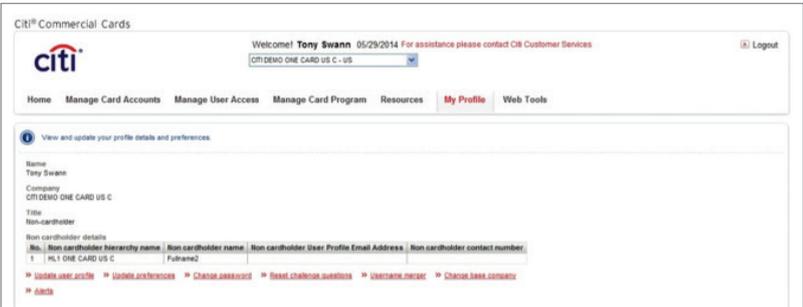
Screen	Step/Action
Username Merger Disclaimer Screen	3. Click the **Accept** button. *The authentication screen for your alternate username displays.* **Note:** By clicking the **Accept** button, you are acknowledging you have read and understand the terms and conditions for merging your usernames.
Alternate Username Screen	4. In the **Alternate username** field, type your alternate username. 5. In the **Password** field, type the password for the alternate username. 6. Click the **OK** button. *The prompt to answer one of the challenge questions associated with the alternate username you are merging displays.*
Alternate Username Challenge Question Screen	7. In the challenge question field, type the answer to the challenge question. 8. Click the **Continue** button. *A confirmation message displays.*
Confirmation Message Screen	9. Click the **OK** button. *You are logged out of the system and returned to CitiManager Login screen.* **Note:** When logging back into the CitiManager using your primary username, you will now see all of your permissions under the one username.
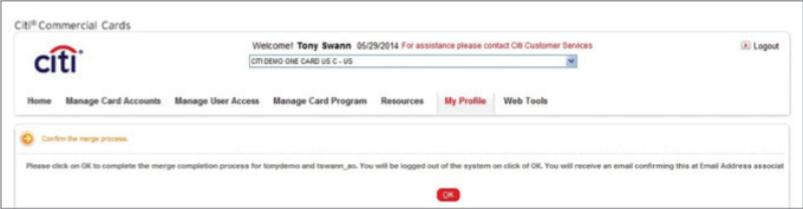
Retrieve Forgotten Username

Key Concepts

If you forget your username, you will need to retrieve it in order to log into CitiManager. Your username will be sent to your e-mail address. To retrieve your username, the following information is required:

• Your first and last name

• Your country

• The contact phone number

• The zip code/postal code associated with the billing address

• Your user profile e-mail address

Step-by-Step Instructions

Screen	Step/Action
CitiManager Home Screen 	1. Navigate to **www.citimanager.com/login**. 2. From the **CitiManager Login** screen, click the **Forgot username**? link. *The Forgot sign on – username screen displays.*
Forgot Sign on – username Screen 	3. Select the **Non Cardholder/Card Applicant** radio button. 4. Complete the required fields necessary for retrieving your username. **Note:** An asterisk (*) indicates a required field and an entry must be made in that field. Only numeric values are allowed in the **Contact number** field. 5. Click the **Continue** button. *The Challenge question screen displays.*
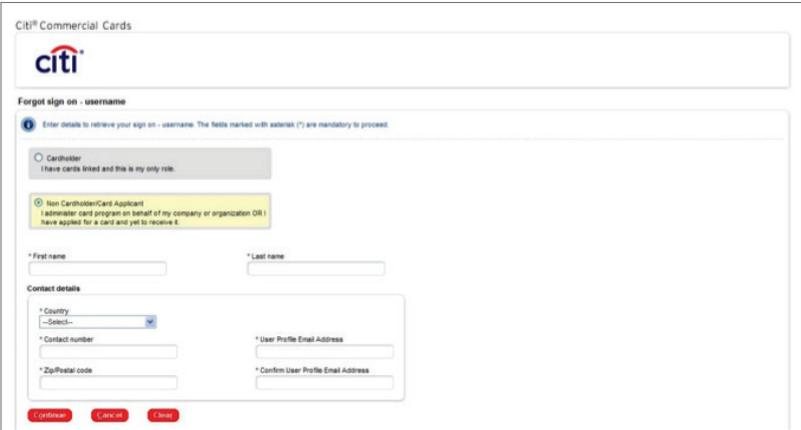
Screen	Step/Action
Challenge Question Screen Citi® Commercial Cards **citi** Challenge question ⓘ Answer the challenge question to continue. In which city were you born? [_____] Continue Cancel	6. In the challenge question field, type the answer to the challenge question and click the **Continue** button. *The system sends an e-mail with the correct username to the e-mail address provided.*

Reset Forgotten Password

Key Concepts

If you forget your password, it is necessary to reset your password in order to log in to the CitiManager. Passwords expire after 90 days.

To reset your password, the following information is required:

• A valid username

• The zip/postal code used for your billing address
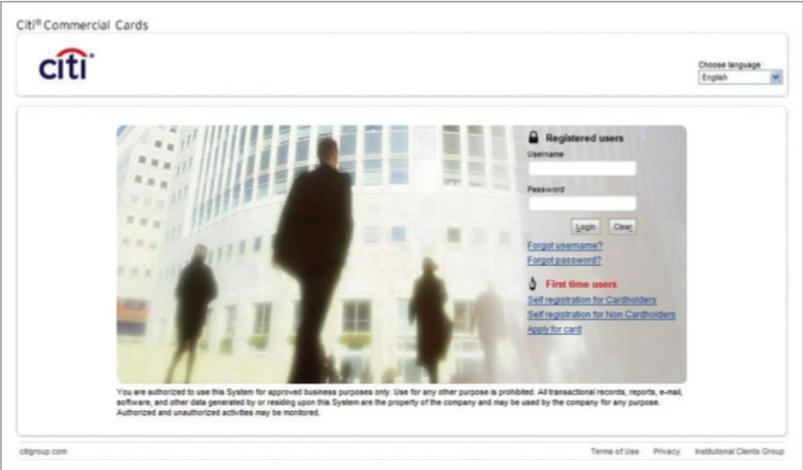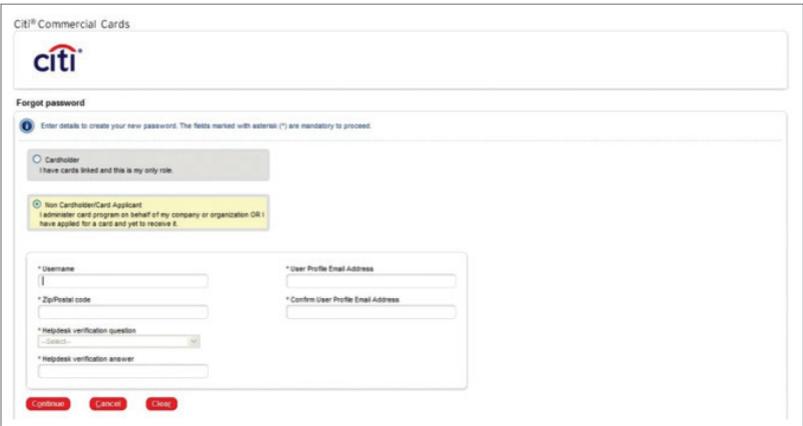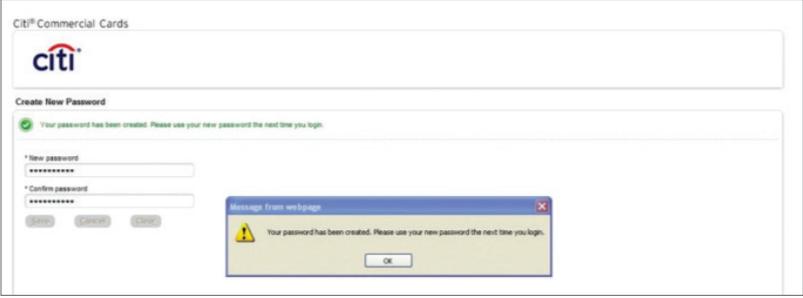
• Your user profile e-mail address

• Helpdesk verification answer

Step-by-Step Instructions

Screen	Step/Action
CitiManager Login Screen 	1. Navigate to **www.citimanager.com/ login**. 2. From the **CitiManager Login** screen, click the **Forgot password**? link. *The Forgot password screen displays.*
Forgot Password Screen 	3. Select the **Non Cardholder/Card Applicant** radio button. 4. Complete the required fields necessary for retrieving your password. **Note**: You must submit your **Username**, **Zip/Postal code** and **User Profile Email Address** for validation. After validation is complete, the **Helpdesk verification question** and **Helpdesk verification answer** fields become enabled. 5. Click the **Continue** button. *The Challenge question screen displays.*

Screen	Step/Action
Challenge Question Screen	6. In the **challenge question** field, type the answer to the challenge question and click the **Continue** button. *The Create New Password screen displays.*
Create New Password Screen	7. In the **New password** field, type your new password. 8. In the **Confirm password** field, retype your new password. **Note**: Passwords are case sensitive and must have six to 18 characters. At least one letter is required, it must contain at least one number, and cannot be the same as your last three passwords. 9. Click the **Save** button. *A change password confirmation message displays.*
Change Password Confirmation Message	10. Click the **OK** button. *The Challenge question screen displays and your password is reset.*