

CitiManager[®] Quick Start Guide for Administrators

March 2017

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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

Self registration for Non Cardholders

 Enter details for self registration. The fields marked with asterisk (*) are mandatory to proceed.

* Registration ID

* Registration passcode

Registration Details Example

Dear Citi Trainer2

Welcome to CitiManager Citi's new single sign-on portal. You have been identified by your organization to have system access and this email contains your registration details.

Your registration ID is:
4e9w7n2l2j6b2oke
 This ID is case sensitive and will be valid for 60 days.

You will receive a separate email with your registration passcode.

To register for CitiManager please access the link:
<https://home.cards.citidirect.com/CommercialCard/Cards.html>

Click on the link 'Self Registration for Non Cardholders'. You will be prompted to enter your registration ID and registration passcode, and you will then establish a permanent username and password for future CitiManager access.

If you have any questions about this email or need assistance, please contact your internal Program Administrator or the Citi Customer Service phone number on the back of your card.

Protect yourself from online fraud, or "phishing"
 Remember, Citi will never ask you for your password, or to update personal or business information via email. If you receive email you believe to be suspicious or fraudulent, please forward the message to submitphishing@citi.com.

Registration Passcode Example

Dear Citi Trainer2

Welcome to CitiManager Citi's new single sign-on portal. You have been identified by your organization to have system access and this email contains your registration details.

Your registration passcode for registration ID XXXXXXXXXXXX6b2oke is:
4x9k7h2w2l6r2fkiq
 This passcode is case sensitive and will be valid for 60 days.

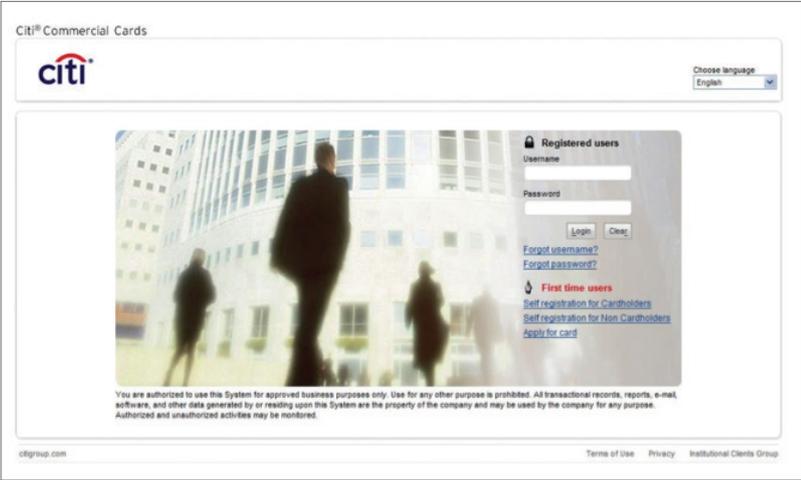
To register for CitiManager please access the link:
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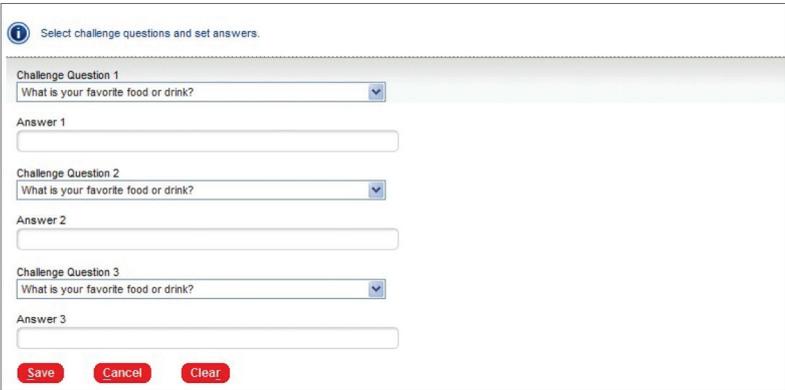
Click on the link 'Self Registration for Non Cardholders'. You will be prompted to enter your registration ID and registration passcode, and you will then establish a permanent username and password for future CitiManager access.

If you have any questions about this email or need assistance, please contact your internal Program Administrator or the Citi Customer Service phone number on the back of your card.

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 Remember, Citi will never ask you for your password, or to update personal or business information via email. If you receive email you believe to be suspicious or fraudulent, please forward the message to submitphishing@citi.com.

Step-by-Step Instructions

Screen	Step/Action
<p>CitiManager Login Screen</p> 	<ol style="list-style-type: none"> 1. Navigate to www.citimanager.com/login. 2. From the CitiManager login screen, click the Self-registration for Non-Cardholders link. <i>The Registration Details screen displays.</i>
<p>Registration Details Screen</p> <p>Self registration for Non Cardholders</p> <p>Enter details for self registration. The fields marked with asterisk (*) are mandatory to proceed.</p> <p>* Registration ID 4e9w7n2l2jb2oke</p> <p>* Registration passcode *****</p> <p>Continue Cancel Clear</p>	<ol style="list-style-type: none"> 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. <i>The Sign on Details screen displays.</i>
<p>Sign on Details Screen</p> <p>Sign on details</p> <p>Enter details for sign on. The fields marked with asterisk (*) are mandatory to proceed.</p> <p>* Username CitTrain2</p> <p>* Password *****</p> <p>* Confirm password</p> <p>Contact details</p> <p>* Contact number 7577779311</p> <p>* User Profile Email Address george.a.swann@citi.com</p> <p>* Zip/Postal code [00000-XXXX] 23602</p> <p>* Confirm User Profile Email Address george.a.swann@citi.com</p> <p>* Helpdesk verification question --Select--</p> <p>* Helpdesk verification answer</p> <p>Continue Cancel Clear</p>	<ol style="list-style-type: none"> 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. <i>The Challenge Question Selection screen displays.</i>

Screen	Step/Action
<p>Challenge Question Selection Screen</p>  <p>Select challenge questions and set answers.</p> <p>Challenge Question 1 What is your favorite food or drink?</p> <p>Answer 1</p> <p>Challenge Question 2 What is your favorite food or drink?</p> <p>Answer 2</p> <p>Challenge Question 3 What is your favorite food or drink?</p> <p>Answer 3</p> <p>Save Cancel Clear</p>	<ol style="list-style-type: none"> Select and answer three challenge questions from the Challenge Question drop-down lists. <p>Note: You will be required to answer one of your selected challenge questions with each subsequent login.</p> Click the Save button. <p><i>The CitiManager Home screen displays and the self-registration process is complete.</i></p>

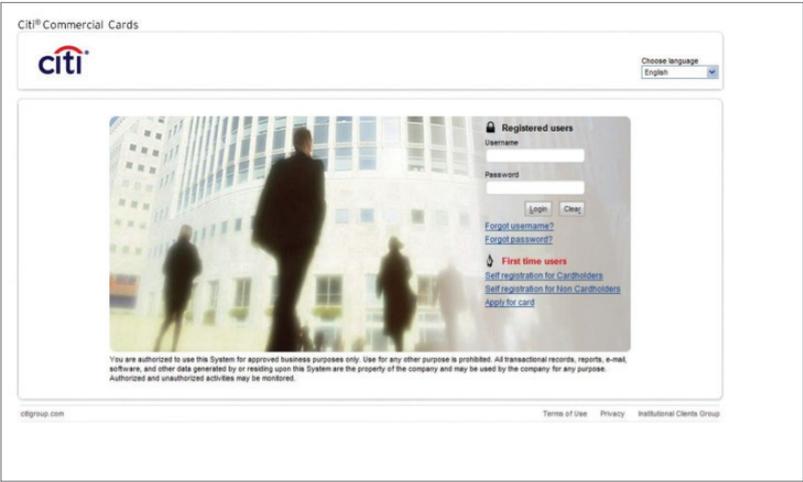
Log Into CitiManager

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
<p>CitiManager Login Screen</p> 	<ol style="list-style-type: none"> 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. <i>The Challenge Question screen displays.</i>
<p>Challenge Question Screen</p> 	<ol style="list-style-type: none"> 4. In the Challenge Answer field, type the answer to the challenge question. 5. Click the Continue button. <i>The CitiManager Home screen displays. You have successfully logged into the CitiManager.</i>

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

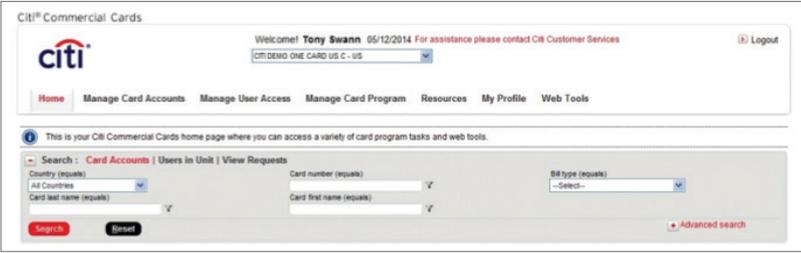
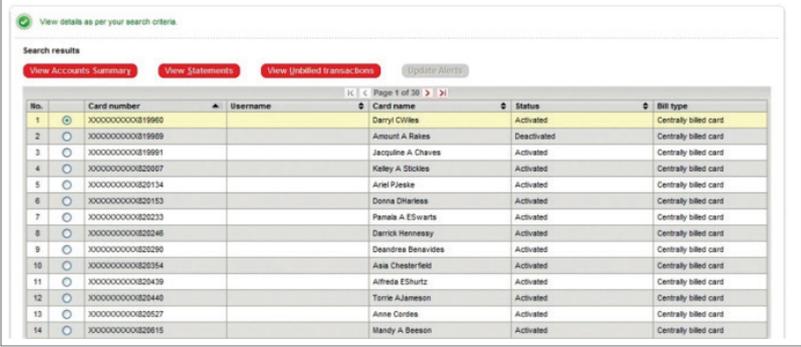
You can also look up specific hierarchies within your span of control by clicking the Lookup Hierarchy button. Only hierarchies within your span of control display. To expand a hierarchy, click the + sign next to the hierarchy tree. Select the checkbox next to the hierarchy. This allows you to filter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

<input type="checkbox"/>	11117 HL1 ONE CARD US C
<input type="checkbox"/>	20000 HIERARCHY56770
<input type="checkbox"/>	20005 HIERARCHY302839
<input type="checkbox"/>	20017 HIERARCHY248335
<input type="checkbox"/>	20025 HIERARCHY301382
<input type="checkbox"/>	22264 HIERARCHY370934
<input type="checkbox"/>	23265 HIERARCHY209640
<input checked="" type="checkbox"/>	23547 HIERARCHY4932

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																																																																																										
<p>Account Search Screen</p> 	<ol style="list-style-type: none"> From the CitiManager Home screen or the Manage Card Accounts screen, enter your search criteria. Click the Search button. <i>The search results screen displays based on the search criteria entered.</i> 																																																																																										
<p>Account Results Screen</p>  <table border="1" data-bbox="153 871 900 1126"> <thead> <tr> <th>No.</th> <th>Card number</th> <th>Username</th> <th>Card name</th> <th>Status</th> <th>Bill type</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>XXXXXXXXXX19960</td> <td></td> <td>Darryl CIVILES</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>2</td> <td>XXXXXXXXXX19969</td> <td></td> <td>Amount A Rales</td> <td>Deactivated</td> <td>Centrally billed card</td> </tr> <tr> <td>3</td> <td>XXXXXXXXXX19991</td> <td></td> <td>Jacqueline A Chaves</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>4</td> <td>XXXXXXXXXX22007</td> <td></td> <td>Kelley A Sticles</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>5</td> <td>XXXXXXXXXX220134</td> <td></td> <td>Arel Paeete</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>6</td> <td>XXXXXXXXXX220153</td> <td></td> <td>Donna Dharless</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>7</td> <td>XXXXXXXXXX220233</td> <td></td> <td>Pamela A ESwarts</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>8</td> <td>XXXXXXXXXX220246</td> <td></td> <td>Darrick Hennessy</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>9</td> <td>XXXXXXXXXX220290</td> <td></td> <td>Deandrea Benavides</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>10</td> <td>XXXXXXXXXX220354</td> <td></td> <td>Asia Chesterfield</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>11</td> <td>XXXXXXXXXX220439</td> <td></td> <td>Alfreda EShurtz</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>12</td> <td>XXXXXXXXXX220440</td> <td></td> <td>Torrie AJameson</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>13</td> <td>XXXXXXXXXX220527</td> <td></td> <td>Anne Cordes</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>14</td> <td>XXXXXXXXXX220615</td> <td></td> <td>Mandy A Beeson</td> <td>Activated</td> <td>Centrally billed card</td> </tr> </tbody> </table>	No.	Card number	Username	Card name	Status	Bill type	1	XXXXXXXXXX19960		Darryl CIVILES	Activated	Centrally billed card	2	XXXXXXXXXX19969		Amount A Rales	Deactivated	Centrally billed card	3	XXXXXXXXXX19991		Jacqueline A Chaves	Activated	Centrally billed card	4	XXXXXXXXXX22007		Kelley A Sticles	Activated	Centrally billed card	5	XXXXXXXXXX220134		Arel Paeete	Activated	Centrally billed card	6	XXXXXXXXXX220153		Donna Dharless	Activated	Centrally billed card	7	XXXXXXXXXX220233		Pamela A ESwarts	Activated	Centrally billed card	8	XXXXXXXXXX220246		Darrick Hennessy	Activated	Centrally billed card	9	XXXXXXXXXX220290		Deandrea Benavides	Activated	Centrally billed card	10	XXXXXXXXXX220354		Asia Chesterfield	Activated	Centrally billed card	11	XXXXXXXXXX220439		Alfreda EShurtz	Activated	Centrally billed card	12	XXXXXXXXXX220440		Torrie AJameson	Activated	Centrally billed card	13	XXXXXXXXXX220527		Anne Cordes	Activated	Centrally billed card	14	XXXXXXXXXX220615		Mandy A Beeson	Activated	Centrally billed card	<ol style="list-style-type: none"> To select the account from the search results, click the radio button next to the account number. Depending on the action you would like to perform, click the View Accounts Summary, View Statements, View Unbilled Transactions. <p><i>The account information displays based on the action selected.</i></p>
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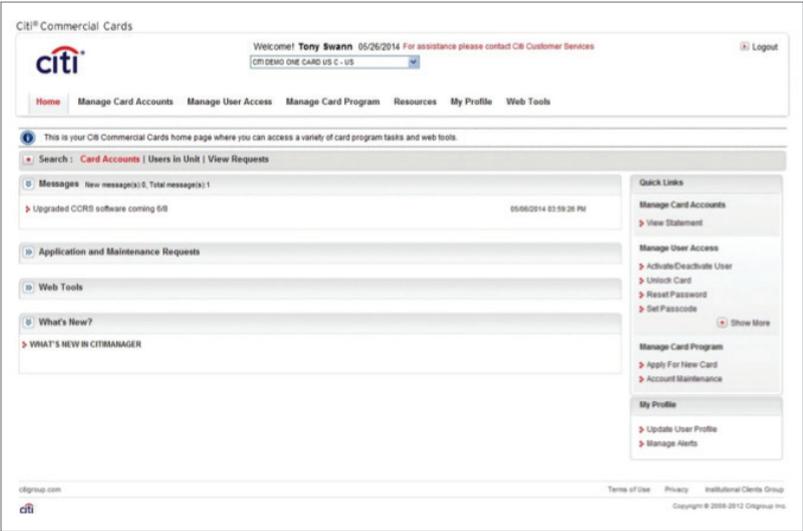
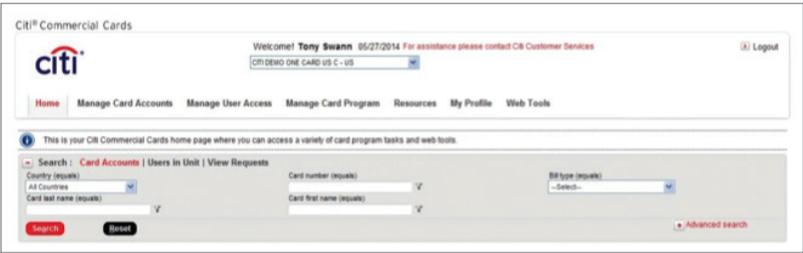
View Statements and Unbilled Transactions

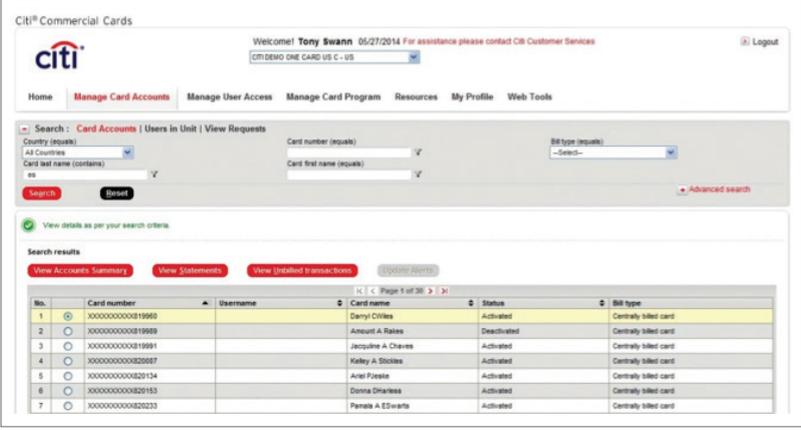
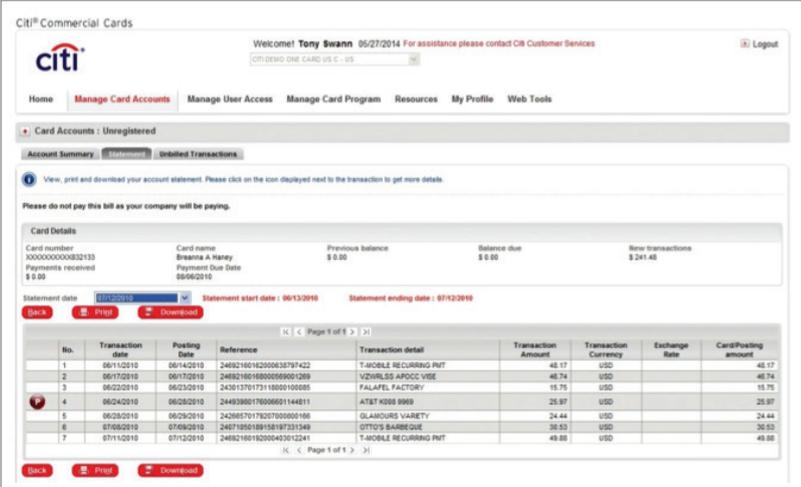
Key Concepts

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
<p>CitiManager Home Screen</p> 	<ol style="list-style-type: none"> From the CitiManager Home screen, click the Card Accounts sub-tab. <i>The Card Accounts search screen displays.</i>
<p>Card Account Search Screen</p> 	<ol style="list-style-type: none"> 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. Click the Search button. <i>The Search Results screen displays based on the search criteria used.</i>

Screen	Step/Action																																																																								
<p>Search Results Screen</p>  <p>The screenshot shows the 'Search Results' section of the Citi Commercial Cards interface. It includes a search bar with filters for Country (All Countries), Card number (equals), Card first name (equals), and Bill type (equals). Below the search bar, there are search results for 'Card Accounts Users in Unit View Requests'. A table displays the following data:</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Card number</th> <th>Username</th> <th>Card name</th> <th>Status</th> <th>Bill type</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>XXXXXXXXXXXX19960</td> <td></td> <td>Darryl Civiles</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>2</td> <td>XXXXXXXXXXXX19989</td> <td></td> <td>Amount A Raikes</td> <td>Deactivated</td> <td>Centrally billed card</td> </tr> <tr> <td>3</td> <td>XXXXXXXXXXXX19991</td> <td></td> <td>Jacqueline A Chaves</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>4</td> <td>XXXXXXXXXXXX20067</td> <td></td> <td>Kelley A Stoklas</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>5</td> <td>XXXXXXXXXXXX20134</td> <td></td> <td>Ariel Pizalle</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>6</td> <td>XXXXXXXXXXXX20153</td> <td></td> <td>Donna Dharless</td> <td>Activated</td> <td>Centrally billed card</td> </tr> <tr> <td>7</td> <td>XXXXXXXXXXXX20233</td> <td></td> <td>Patricia A Edwards</td> <td>Activated</td> <td>Centrally billed card</td> </tr> </tbody> </table>	No.	Card number	Username	Card name	Status	Bill type	1	XXXXXXXXXXXX19960		Darryl Civiles	Activated	Centrally billed card	2	XXXXXXXXXXXX19989		Amount A Raikes	Deactivated	Centrally billed card	3	XXXXXXXXXXXX19991		Jacqueline A Chaves	Activated	Centrally billed card	4	XXXXXXXXXXXX20067		Kelley A Stoklas	Activated	Centrally billed card	5	XXXXXXXXXXXX20134		Ariel Pizalle	Activated	Centrally billed card	6	XXXXXXXXXXXX20153		Donna Dharless	Activated	Centrally billed card	7	XXXXXXXXXXXX20233		Patricia A Edwards	Activated	Centrally billed card	<p>4. Click the radio button for the card account that you want to view, and click the View Statements or View Unbilled Transaction button.</p> <p><i>The Statement or Unbilled Transaction screen displays based on the selection made.</i></p> <p>Note: The information displayed is determined by the program parameters established for your company.</p>																								
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<p>Statement Screen</p>  <p>The screenshot shows the 'Statement' section for a 'Unregistered' card account. It displays account details such as Card number (XXXXXXXXXXXX20153), Card name (Breanna A Hanley), Previous balance (\$ 0.00), Balance due (\$ 0.00), and New transactions (\$ 241.48). Below the details, there is a table of transactions with the following data:</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Transaction date</th> <th>Posting Date</th> <th>Reference</th> <th>Transaction detail</th> <th>Transaction Amount</th> <th>Transaction Currency</th> <th>Exchange Rate</th> <th>Card/Posting amount</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>06/11/2010</td> <td>06/14/2010</td> <td>2469216016200636797422</td> <td>T-MOBILE RECURRING PNT</td> <td>45.17</td> <td>USD</td> <td></td> <td>45.17</td> </tr> <tr> <td>2</td> <td>06/17/2010</td> <td>06/17/2010</td> <td>2469216016000056901289</td> <td>VZWLRLS APOCC VISE</td> <td>46.74</td> <td>USD</td> <td></td> <td>46.74</td> </tr> <tr> <td>3</td> <td>06/22/2010</td> <td>06/23/2010</td> <td>2430137017311600010088</td> <td>FALAFEL FACTORY</td> <td>15.75</td> <td>USD</td> <td></td> <td>15.75</td> </tr> <tr> <td>4</td> <td>06/24/2010</td> <td>06/25/2010</td> <td>2449398017696691144811</td> <td>AT&T XBOX 9999</td> <td>25.87</td> <td>USD</td> <td></td> <td>25.87</td> </tr> <tr> <td>5</td> <td>06/25/2010</td> <td>06/25/2010</td> <td>2426857017620700001198</td> <td>GLAIGOURS VARIETY</td> <td>24.44</td> <td>USD</td> <td></td> <td>24.44</td> </tr> <tr> <td>6</td> <td>07/08/2010</td> <td>07/09/2010</td> <td>2467105018918919731349</td> <td>OTTO'S BARBEQUE</td> <td>32.53</td> <td>USD</td> <td></td> <td>32.53</td> </tr> <tr> <td>7</td> <td>07/12/2010</td> <td>07/12/2010</td> <td>24692160162006432012241</td> <td>T-MOBILE RECURRING PNT</td> <td>49.88</td> <td>USD</td> <td></td> <td>49.88</td> </tr> </tbody> </table>	No.	Transaction date	Posting Date	Reference	Transaction detail	Transaction Amount	Transaction Currency	Exchange Rate	Card/Posting amount	1	06/11/2010	06/14/2010	2469216016200636797422	T-MOBILE RECURRING PNT	45.17	USD		45.17	2	06/17/2010	06/17/2010	2469216016000056901289	VZWLRLS APOCC VISE	46.74	USD		46.74	3	06/22/2010	06/23/2010	2430137017311600010088	FALAFEL FACTORY	15.75	USD		15.75	4	06/24/2010	06/25/2010	2449398017696691144811	AT&T XBOX 9999	25.87	USD		25.87	5	06/25/2010	06/25/2010	2426857017620700001198	GLAIGOURS VARIETY	24.44	USD		24.44	6	07/08/2010	07/09/2010	2467105018918919731349	OTTO'S BARBEQUE	32.53	USD		32.53	7	07/12/2010	07/12/2010	24692160162006432012241	T-MOBILE RECURRING PNT	49.88	USD		49.88	<p>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.</p> <p>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.</p>
No.	Transaction date	Posting Date	Reference	Transaction detail	Transaction Amount	Transaction Currency	Exchange Rate	Card/Posting amount																																																																	
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5	06/25/2010	06/25/2010	2426857017620700001198	GLAIGOURS VARIETY	24.44	USD		24.44																																																																	
6	07/08/2010	07/09/2010	2467105018918919731349	OTTO'S BARBEQUE	32.53	USD		32.53																																																																	
7	07/12/2010	07/12/2010	24692160162006432012241	T-MOBILE RECURRING PNT	49.88	USD		49.88																																																																	

View Transaction Authorizations and Declines

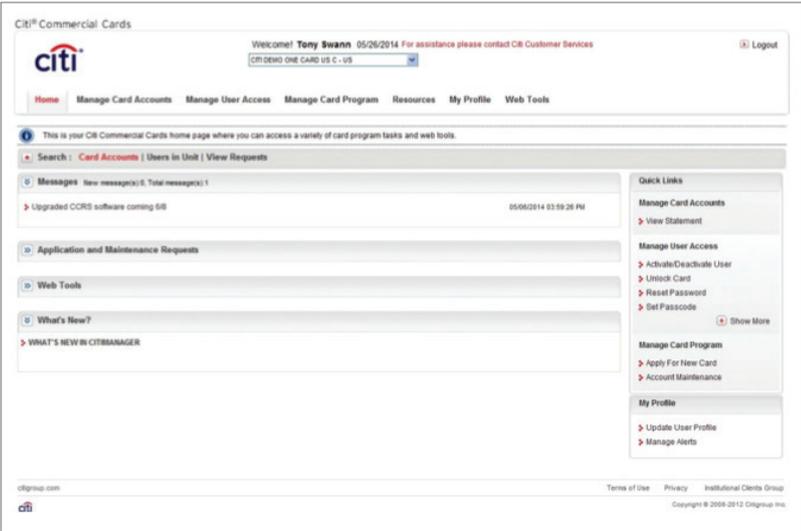
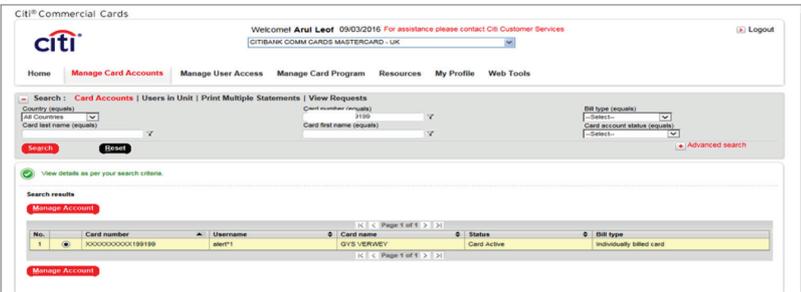
Key Concepts

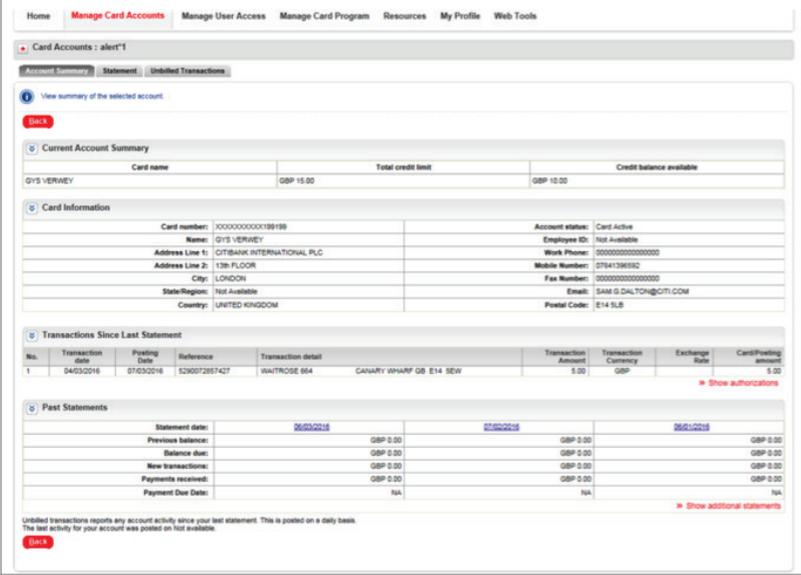
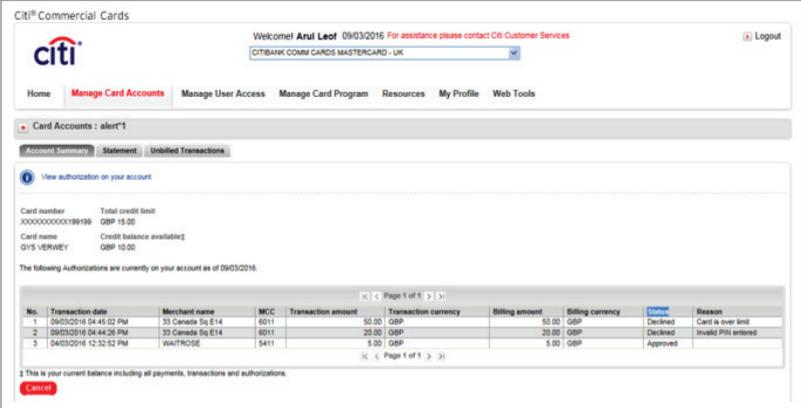
CitiManager allows you to view Authorizations and Declined Transactions on your cardholders' accounts.

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												
<p>CitiManager Home Screen</p> 	<p>1. From CitiManager Home screen, click the Manage Card Accounts tab. <i>The Home screen displays.</i></p>												
<p>Manage Card Accounts Screen</p>  <table border="1" data-bbox="156 1765 903 1809"> <thead> <tr> <th>No.</th> <th>Card number</th> <th>Username</th> <th>Card name</th> <th>Status</th> <th>Bill type</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>XXXXXXXXXXXX199199</td> <td>swt01</td> <td>QIB3:NEWBY</td> <td>Card Active</td> <td>Individually billed card</td> </tr> </tbody> </table>	No.	Card number	Username	Card name	Status	Bill type	1	XXXXXXXXXXXX199199	swt01	QIB3:NEWBY	Card Active	Individually billed card	<p>2. From the Manage Card Accounts screen, click the Manage Account red button. <i>The Manage Card Accounts screen displays.</i></p>
No.	Card number	Username	Card name	Status	Bill type								
1	XXXXXXXXXXXX199199	swt01	QIB3:NEWBY	Card Active	Individually billed card								

Screen	Step/Action																																								
<p>Cardholder Account Summary Screen</p>  <p>The screenshot shows the 'Cardholder Account Summary Screen' for user 'alert1'. It includes a navigation bar with links like 'Home', 'Manage Card Accounts', and 'Web Tools'. The main content area is divided into sections: 'Current Account Summary' showing card details (Card name: GY'S VERWEY, Total credit limit: GBP 15.00, Credit balance available: GBP 10.00), 'Card Information' with personal and contact details, 'Transactions Since Last Statement' with a table of transactions, and 'Past Statements' with a table of statement dates and balances. A 'Show authorizations' link is visible at the bottom right of the transactions section.</p>	<p>3. From the Cardholder Account Summary screen, click the show authorizations link under Transaction Since Last Statement section.</p> <p><i>The Cardholder Account Summary screen displays.</i></p>																																								
<p>View Authorization Screen</p>  <p>The screenshot shows the 'View Authorization Screen' for user 'alert1'. It features the Citi logo and a welcome message for 'Anul Leof'. Below the navigation bar, there's a section for 'View authorization on your account' showing card details. The main part of the screen is a table of authorizations. The table has columns: No., Transaction date, Merchant name, MCC, Transaction amount, Transaction currency, Billing amount, Billing currency, Status, and Reason. The data rows are:</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Transaction date</th> <th>Merchant name</th> <th>MCC</th> <th>Transaction amount</th> <th>Transaction currency</th> <th>Billing amount</th> <th>Billing currency</th> <th>Status</th> <th>Reason</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>09/03/2016 04:45:02 PM</td> <td>33 Canada Sq E14</td> <td>6011</td> <td>50.00</td> <td>GBP</td> <td>50.00</td> <td>GBP</td> <td>Declined</td> <td>Card is over limit</td> </tr> <tr> <td>2</td> <td>09/03/2016 04:44:26 PM</td> <td>33 Canada Sq E14</td> <td>6011</td> <td>20.00</td> <td>GBP</td> <td>20.00</td> <td>GBP</td> <td>Declined</td> <td>Invalid PIN entered</td> </tr> <tr> <td>3</td> <td>04/03/2016 12:32:52 PM</td> <td>WATROUSE</td> <td>5411</td> <td>5.00</td> <td>GBP</td> <td>5.00</td> <td>GBP</td> <td>Approved</td> <td></td> </tr> </tbody> </table> <p>At the bottom, there is a note: 'This is your current balance including all payments, transactions and authorizations.' and a 'Cancel' button.</p>	No.	Transaction date	Merchant name	MCC	Transaction amount	Transaction currency	Billing amount	Billing currency	Status	Reason	1	09/03/2016 04:45:02 PM	33 Canada Sq E14	6011	50.00	GBP	50.00	GBP	Declined	Card is over limit	2	09/03/2016 04:44:26 PM	33 Canada Sq E14	6011	20.00	GBP	20.00	GBP	Declined	Invalid PIN entered	3	04/03/2016 12:32:52 PM	WATROUSE	5411	5.00	GBP	5.00	GBP	Approved		<p>4. You will now be able to view transaction Authorizations and Declines. The Declines are shown with the decline reasons on the right.</p> <p><i>The View Authorization screen displays.</i></p>
No.	Transaction date	Merchant name	MCC	Transaction amount	Transaction currency	Billing amount	Billing currency	Status	Reason																																
1	09/03/2016 04:45:02 PM	33 Canada Sq E14	6011	50.00	GBP	50.00	GBP	Declined	Card is over limit																																
2	09/03/2016 04:44:26 PM	33 Canada Sq E14	6011	20.00	GBP	20.00	GBP	Declined	Invalid PIN entered																																
3	04/03/2016 12:32:52 PM	WATROUSE	5411	5.00	GBP	5.00	GBP	Approved																																	

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 Limit¹
- Overall Cash Limit²
- Available Cash Limit³
- Single Transaction Limit⁴
- Temporary Credit Limit⁵
- Temporary Credit Limit Start Date⁵
- Temporary Credit Limit Increase Expiry Date⁵

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

²Overall 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.

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

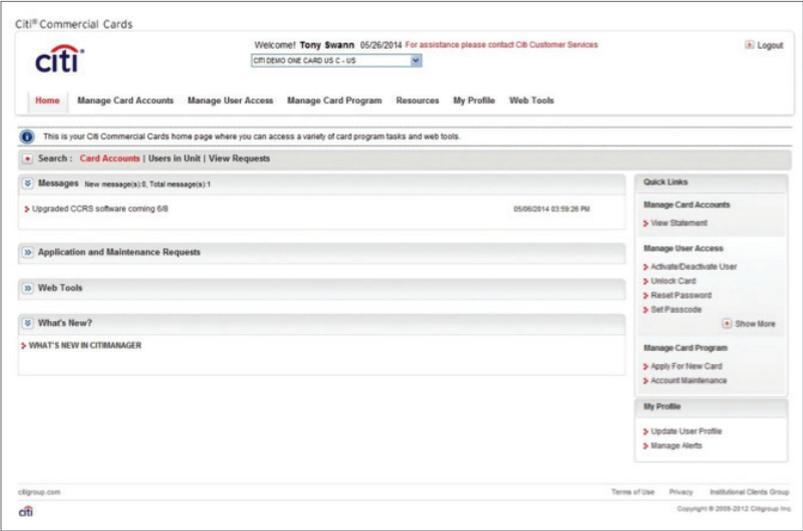
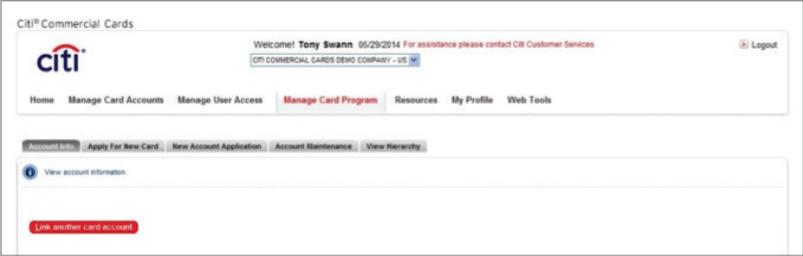
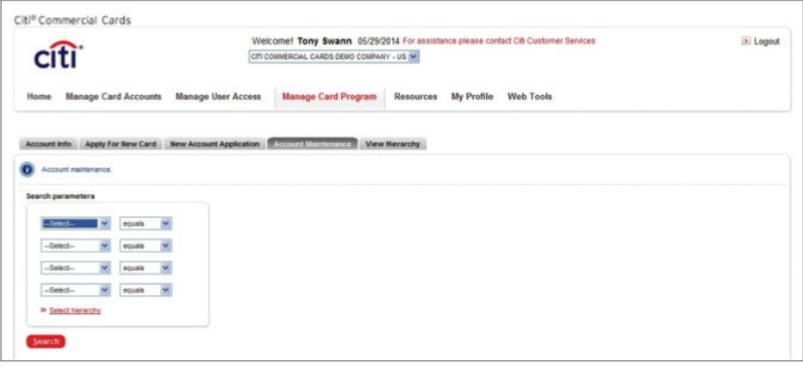
⁴Single Transaction Limit - this is the most the cardholder will be able to spend in a single transaction.

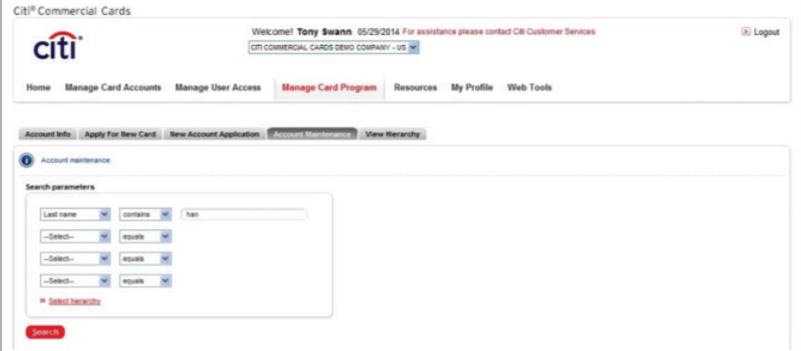
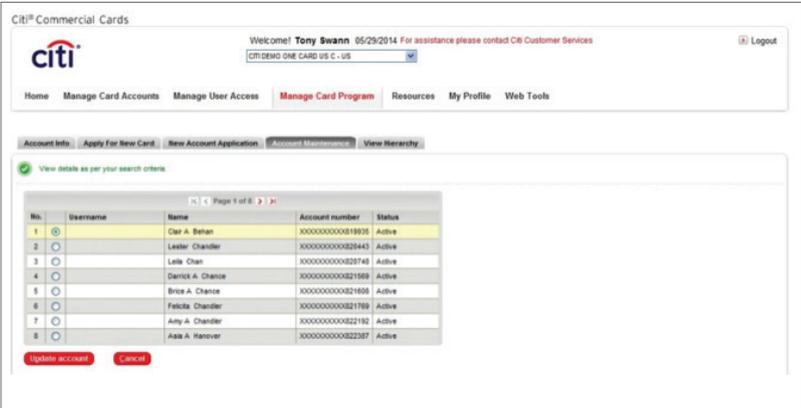
⁵Temporary Credit Limit - this is temporary total amount of credit that the cardholder will be able to spend, before making a payment. When setting this field you must specify the Temporary Credit Limit Start Date and Temporary Credit Limit Increase Expiry Date.

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
<p>CitiManager Home Screen</p> 	<ol style="list-style-type: none"> From Home screen, click the Manage Card Program tab. <i>The Manage Card Program administrative tabs display.</i>
<p>Manage Card Program Administrative Screen</p> 	<ol style="list-style-type: none"> Click the Account Maintenance tab. <i>The Account Maintenance search screen displays.</i>
<p>Account Maintenance Search Screen</p> 	<ol style="list-style-type: none"> To specify a Search parameter, from the parameters drop-down list, select your search criteria. <i>A text entry box displays to the right of the search parameter fields.</i> Note: Available parameters include Account number, Username, First name and Last name. 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																																													
<p>Search Parameters</p> 	<p>5. Based on the search parameters selected, in the text field, type your search criteria.</p> <p>Note: You may click the Select hierarchy link to select a specific hierarchy.</p> <p>6. Click the Search button.</p> <p><i>The search results display based on the search criteria used.</i></p>																																													
<p>Account Maintenance Search Results Screen</p>  <table border="1" data-bbox="151 1025 571 1182"> <thead> <tr> <th>No.</th> <th>Username</th> <th>Name</th> <th>Account number</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td>Clar A. Behan</td> <td>XXXXXXXXXXXX19935</td> <td>Active</td> </tr> <tr> <td>2</td> <td></td> <td>Lesler Chandler</td> <td>XXXXXXXXXXXX22443</td> <td>Active</td> </tr> <tr> <td>3</td> <td></td> <td>Lelle Chan</td> <td>XXXXXXXXXXXX22748</td> <td>Active</td> </tr> <tr> <td>4</td> <td></td> <td>Derrick A. Chance</td> <td>XXXXXXXXXXXX21569</td> <td>Active</td> </tr> <tr> <td>5</td> <td></td> <td>Brice A. Chance</td> <td>XXXXXXXXXXXX21608</td> <td>Active</td> </tr> <tr> <td>6</td> <td></td> <td>Felicia Chandler</td> <td>XXXXXXXXXXXX21789</td> <td>Active</td> </tr> <tr> <td>7</td> <td></td> <td>Amy A. Chandler</td> <td>XXXXXXXXXXXX22182</td> <td>Active</td> </tr> <tr> <td>8</td> <td></td> <td>Aash A. Hanover</td> <td>XXXXXXXXXXXX22387</td> <td>Active</td> </tr> </tbody> </table>	No.	Username	Name	Account number	Status	1		Clar A. Behan	XXXXXXXXXXXX19935	Active	2		Lesler Chandler	XXXXXXXXXXXX22443	Active	3		Lelle Chan	XXXXXXXXXXXX22748	Active	4		Derrick A. Chance	XXXXXXXXXXXX21569	Active	5		Brice A. Chance	XXXXXXXXXXXX21608	Active	6		Felicia Chandler	XXXXXXXXXXXX21789	Active	7		Amy A. Chandler	XXXXXXXXXXXX22182	Active	8		Aash A. Hanover	XXXXXXXXXXXX22387	Active	<p>7. Click the radio button for the account that requires maintenance.</p> <p>8. Click the Update account button.</p> <p><i>The Account Maintenance form for the selected account displays.</i></p>
No.	Username	Name	Account number	Status																																										
1		Clar A. Behan	XXXXXXXXXXXX19935	Active																																										
2		Lesler Chandler	XXXXXXXXXXXX22443	Active																																										
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4		Derrick A. Chance	XXXXXXXXXXXX21569	Active																																										
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7		Amy A. Chandler	XXXXXXXXXXXX22182	Active																																										
8		Aash A. Hanover	XXXXXXXXXXXX22387	Active																																										

Screen	Step/Action
<div data-bbox="113 331 893 1657"> <h3>Account Maintenance Form</h3> <p>The screenshot shows the 'Account Maintenance Form' for a Citi Commercial Card. The user is Arul Leof, logged in on 07/03/2016. The form is for a CITIBANK COMMERCIAL CARDS VISA - BE. It contains various fields for personal and business information, including name, address, telephone numbers, and credit limits. A 'Submit' button is visible at the bottom left.</p> </div>	<p>9. Complete the necessary updates to the form.</p> <p>Note:</p> <ul style="list-style-type: none"> a. Be sure to read the help text for field format tips b. Some options may not be available based on your company setup <p>10. Click the Submit button.</p> <p><i>The confirmation message displays, letting you know that the form for maintenance has been submitted.</i></p>
<div data-bbox="113 1713 933 2004"> <h3>Account Maintenance Confirmation Screen</h3> <p>The screenshot shows the 'Account Maintenance Confirmation Screen'. It displays a success message: "Your request has been successfully submitted. Please refer to the View Request screen to track the status." and "Form has been submitted successfully." with an "OK" button.</p> </div>	<p>11. Click the OK button.</p> <p><i>You are returned to the Search screen, where you can perform another search.</i></p>

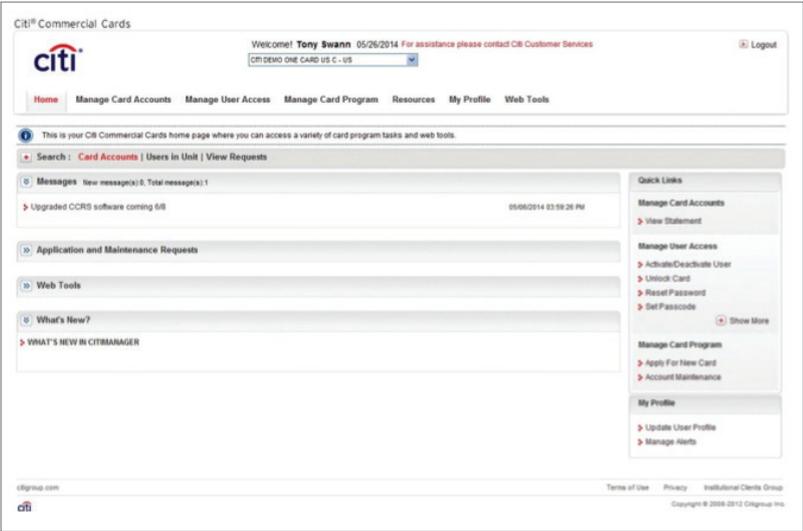
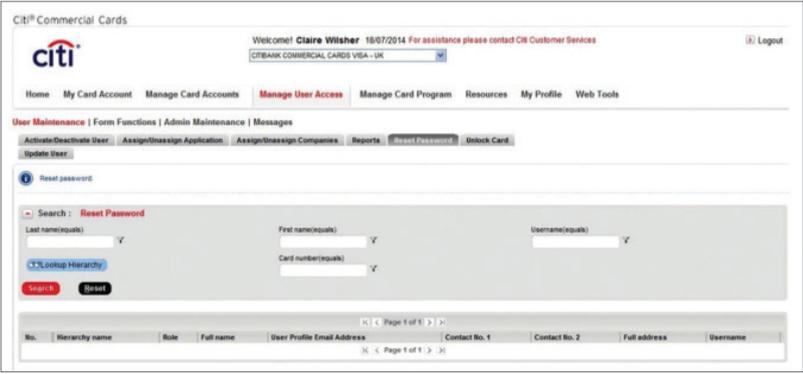
Reset Password

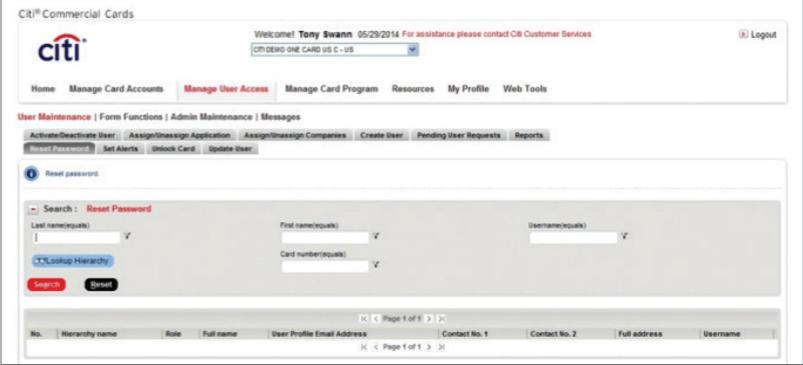
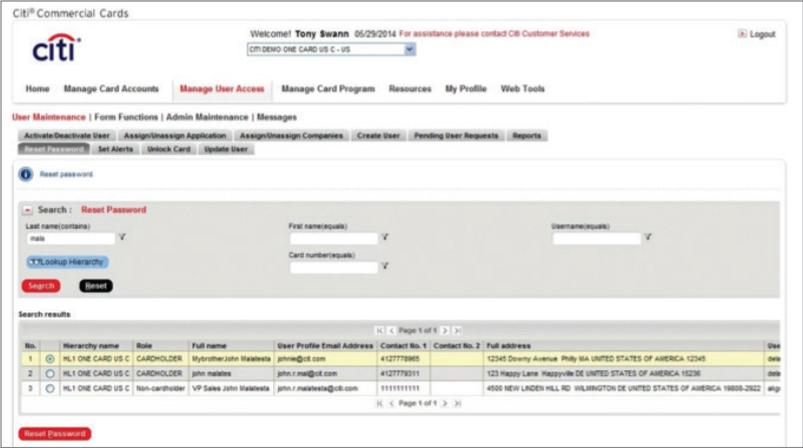
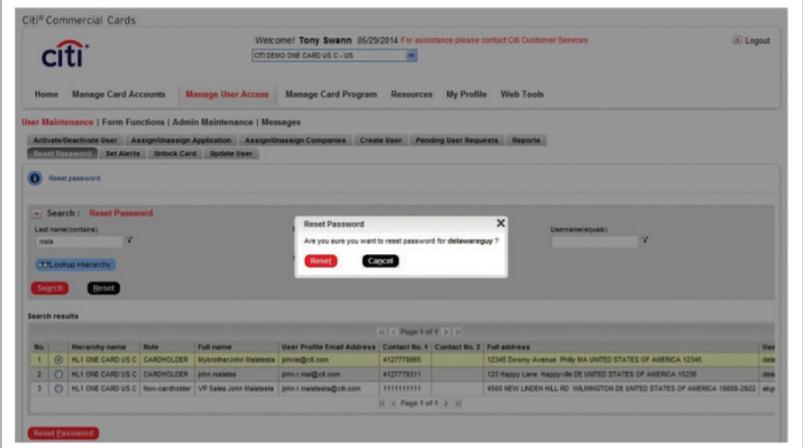
Key Concepts

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
<p>CitiManager Home Screen</p> 	<ol style="list-style-type: none"> From the CitiManager Home screen, click the Manage User Access tab. <i>The Manage User Access administrative tabs display.</i>
<p>The Manage User Access Administrative Screen</p> 	<ol style="list-style-type: none"> From the User Maintenance sub-tab, click the Reset Password tab. <i>The Reset Password search screen displays.</i>

Screen	Step/Action
<p>Reset Password Search Screen</p> 	<p>3. Type the required search criteria in the text entry box below the field(s).</p> <p>Note: You can search on Last name, First name, Username and Card number.</p> <p>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.</p> <p>4. Click the Search button.</p> <p><i>The Search Results screen displays.</i></p>
<p>Reset Password Results Screen</p> 	<p>5. Click the radio button for the user whose password needs to be reset, and click the Reset Password button.</p> <p><i>The Reset Password window displays for the selected user.</i></p>
<p>Reset Password Popup Window</p> 	<p>6. Click the Reset button.</p> <p><i>The Reset Password confirmation message displays.</i></p>

Merge Usernames

Key Concepts

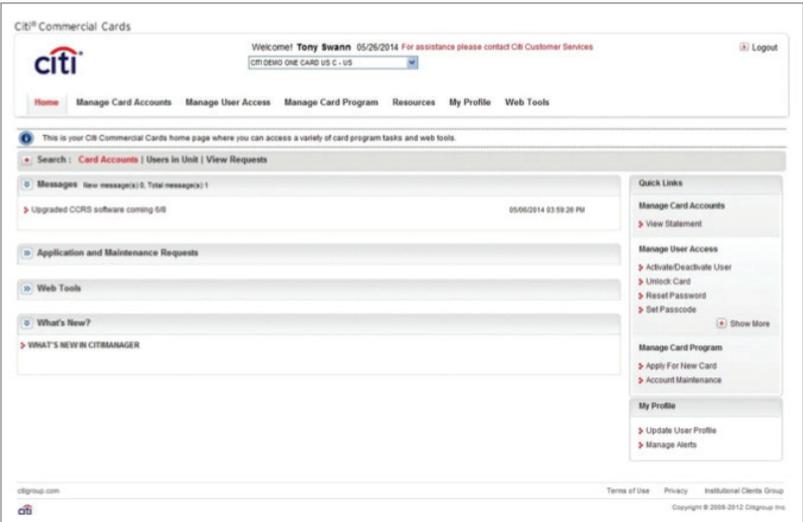
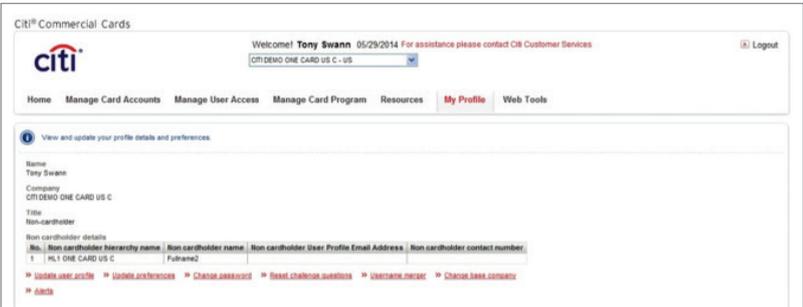
When you log into the CitiManager, the links to the functions you have access to from the CitiManager Home screen are determined by the role and entitlements that have been assigned to your profile.

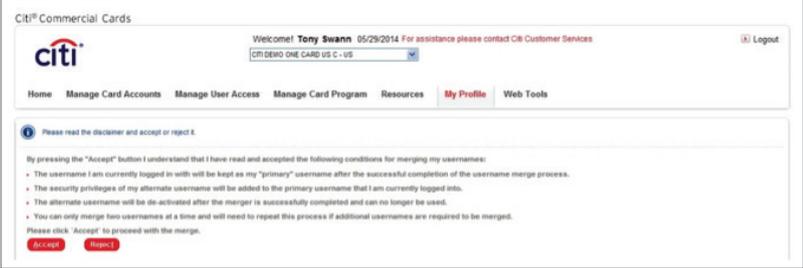
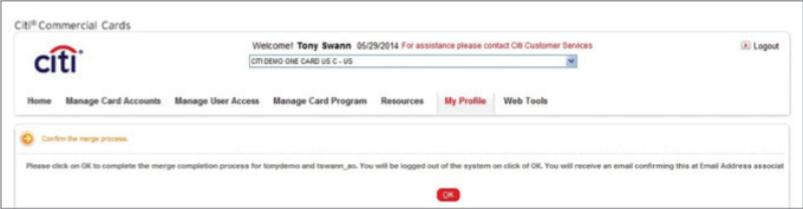
As a CitiManager user, you may have more than one active User ID based on your role or responsibilities. If this is the case, you can merge your two usernames into one ID without the need to log in multiple times.

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
<p>CitiManager Home Screen</p> 	<ol style="list-style-type: none"> From the CitiManager Home screen, click the My Profile tab. <i>The My Profile screen displays.</i> <p>Note: This screen displays information relative to your specific user profile along with your name, company and title.</p>
<p>My Profile Screen</p> 	<ol style="list-style-type: none"> Click the Username merger link. <i>The username merger disclaimer screen displays.</i>

Screen	Step/Action
<p>Username Merger Disclaimer Screen</p> 	<p>3. Click the Accept button.</p> <p><i>The authentication screen for your alternate username displays.</i></p> <p>Note: By clicking the Accept button, you are acknowledging you have read and understand the terms and conditions for merging your usernames.</p>
<p>Alternate Username Screen</p> 	<p>4. In the Alternate username field, type your alternate username.</p> <p>5. In the Password field, type the password for the alternate username.</p> <p>6. Click the OK button.</p> <p><i>The prompt to answer one of the challenge questions associated with the alternate username you are merging displays.</i></p>
<p>Alternate Username Challenge Question Screen</p> 	<p>7. In the challenge question field, type the answer to the challenge question.</p> <p>8. Click the Continue button.</p> <p><i>A confirmation message displays.</i></p>
<p>Confirmation Message Screen</p> 	<p>9. Click the OK button.</p> <p><i>You are logged out of the system and returned to CitiManager Login screen.</i></p> <p>Note: When logging back into the CitiManager using your primary username, you will now see all of your permissions under the one username.</p>

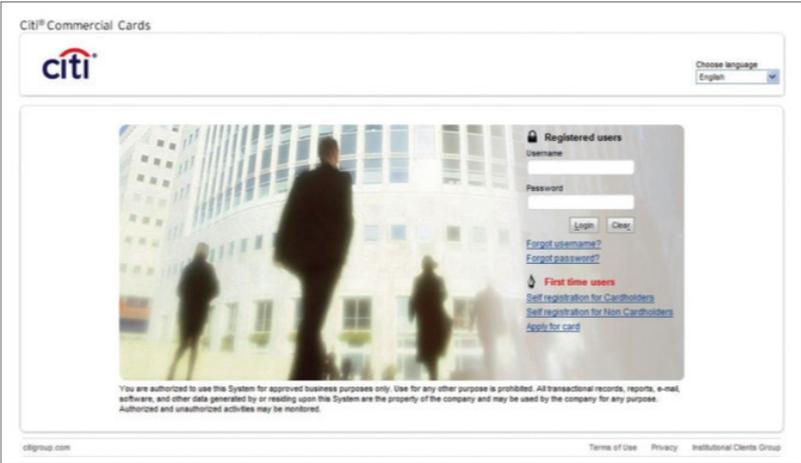
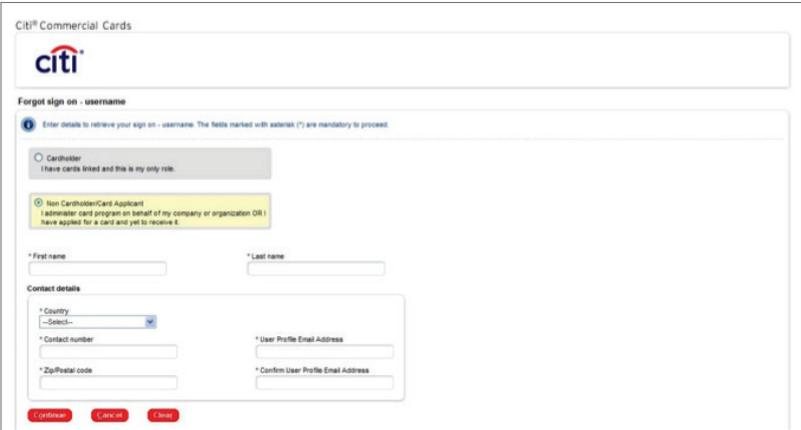
Retrieve Forgotten Username

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
<p>CitiManager Home Screen</p> 	<ol style="list-style-type: none"> 1. Navigate to www.citimanager.com/login. 2. From the CitiManager Login screen, click the Forgot username? link. <i>The Forgot sign on - username screen displays.</i>
<p>Forgot Sign on - username Screen</p> 	<ol style="list-style-type: none"> 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. <i>The Challenge question screen displays.</i>

Screen	Step/Action
<p>Challenge Question Screen</p> 	<p>6. In the challenge question field, type the answer to the challenge question and click the Continue button.</p> <p><i>The system sends an e-mail with the correct username to the e-mail address provided.</i></p>

Reset Forgotten Password

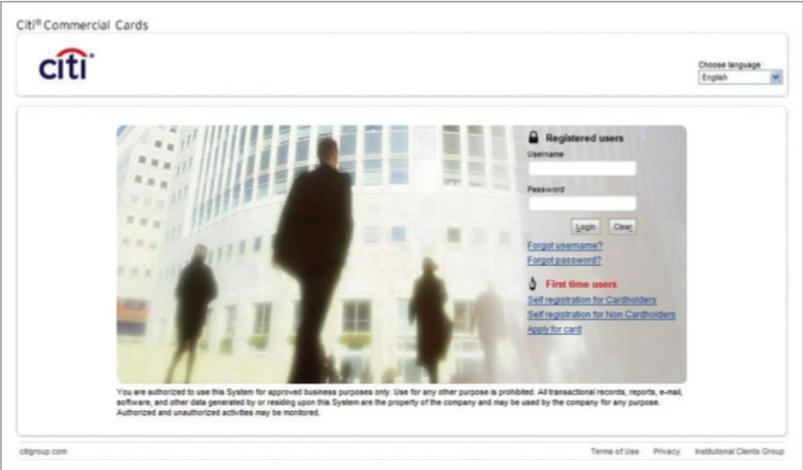
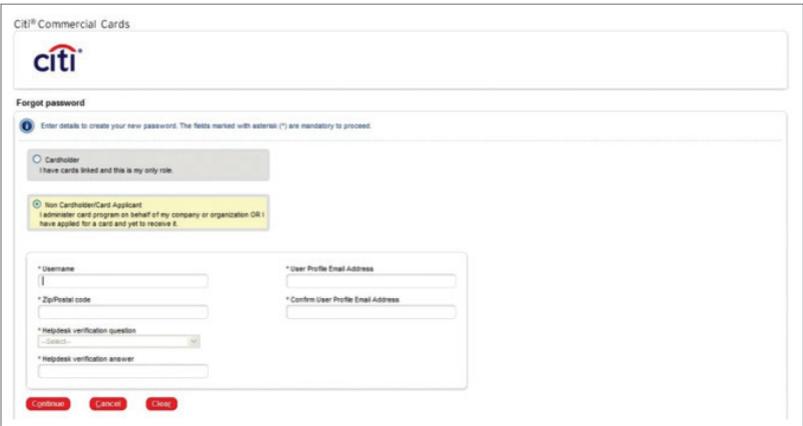
Key Concepts

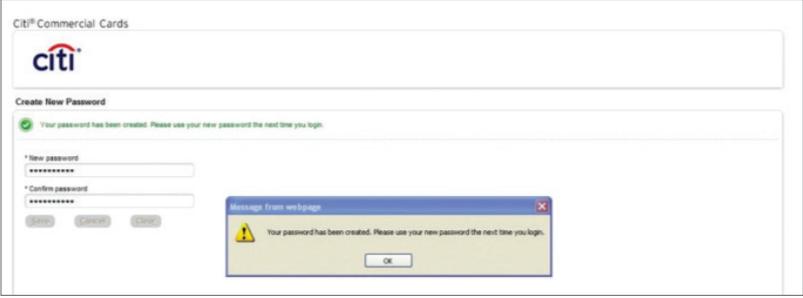
If you forget your password, it is necessary to reset your password in order to log in to the CitiManager. Passwords expire after 90 days.

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
<p>CitiManager Login Screen</p> 	<ol style="list-style-type: none"> 1. Navigate to www.citimanager.com/login. 2. From the CitiManager Login screen, click the Forgot password? link. <i>The Forgot password screen displays.</i>
<p>Forgot Password Screen</p> 	<ol style="list-style-type: none"> 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. <i>The Challenge question screen displays.</i>

Screen	Step/Action
<p>Challenge Question Screen</p> 	<p>6. In the challenge question field, type the answer to the challenge question and click the Continue button.</p> <p><i>The Create New Password screen displays.</i></p>
<p>Create New Password Screen</p> 	<p>7. In the New password field, type your new password.</p> <p>8. In the Confirm password field, retype your new password.</p> <p>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.</p> <p>9. Click the Save button.</p> <p><i>A change password confirmation message displays.</i></p>
<p>Change Password Confirmation Message</p> 	<p>10. Click the OK button.</p> <p><i>The Challenge question screen displays and your password is reset.</i></p>

