



# Citi Commercial Cards Conference

## Banking on Tomorrow



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## The Next Generation of Virtual Cards



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## The Next Generation of Virtual Cards

Rima Ghose

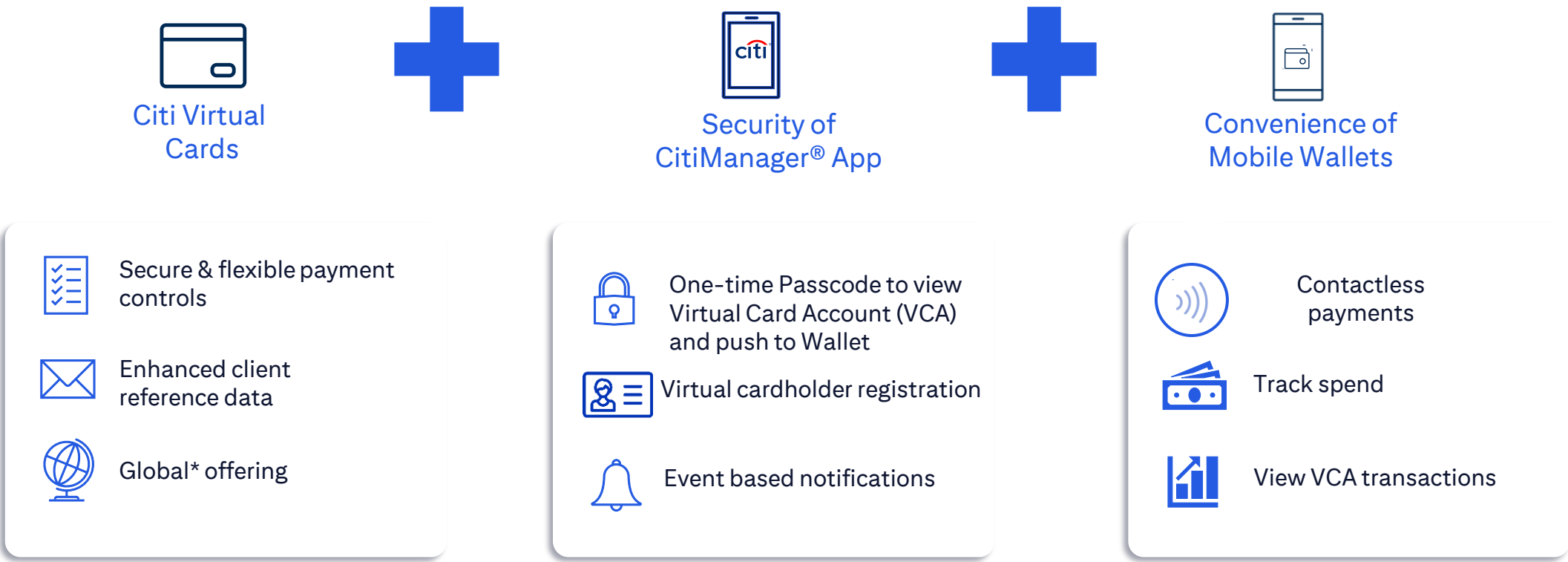
Global Head of Digital Platforms and Data Services, Commercial Cards, Citi







# What are mobile Virtual Card Accounts?



\* Availability of mVCA is dependent on availability of plastic wallets in each market and accordingly this feature might not be available in some markets.



## The Advantages of Using mobile Virtual Card Accounts (mVCA)

### Wider Reach

Through a simple invite, Virtual cards are shared with:

- Non-Carded Employees
- Carded employees
- Non-Employees

### Enhanced Controls

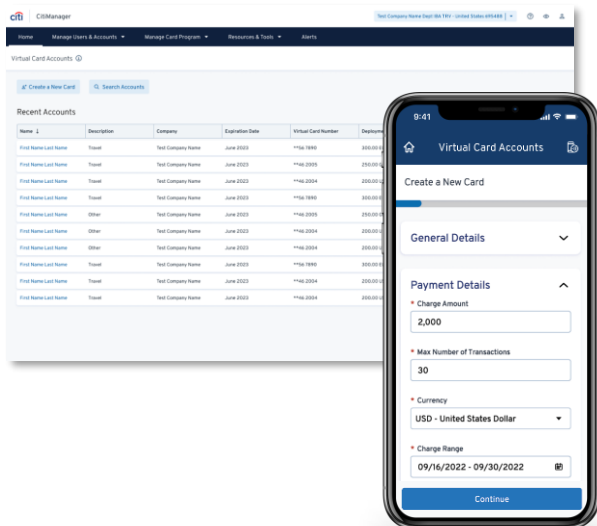
mVCA Program Administrator (PA) management and control through CitiManager®

- Multiple mVCA PAs can be defined
- Pre-approved mVCA limit
- CDF captured during invite

### Frictionless cardholder experience

On the go access through CitiManager Mobile

- Receive invite and register
- Push mVCA to Apple Pay or Google Pay
- Self service through CitiManager Mobile

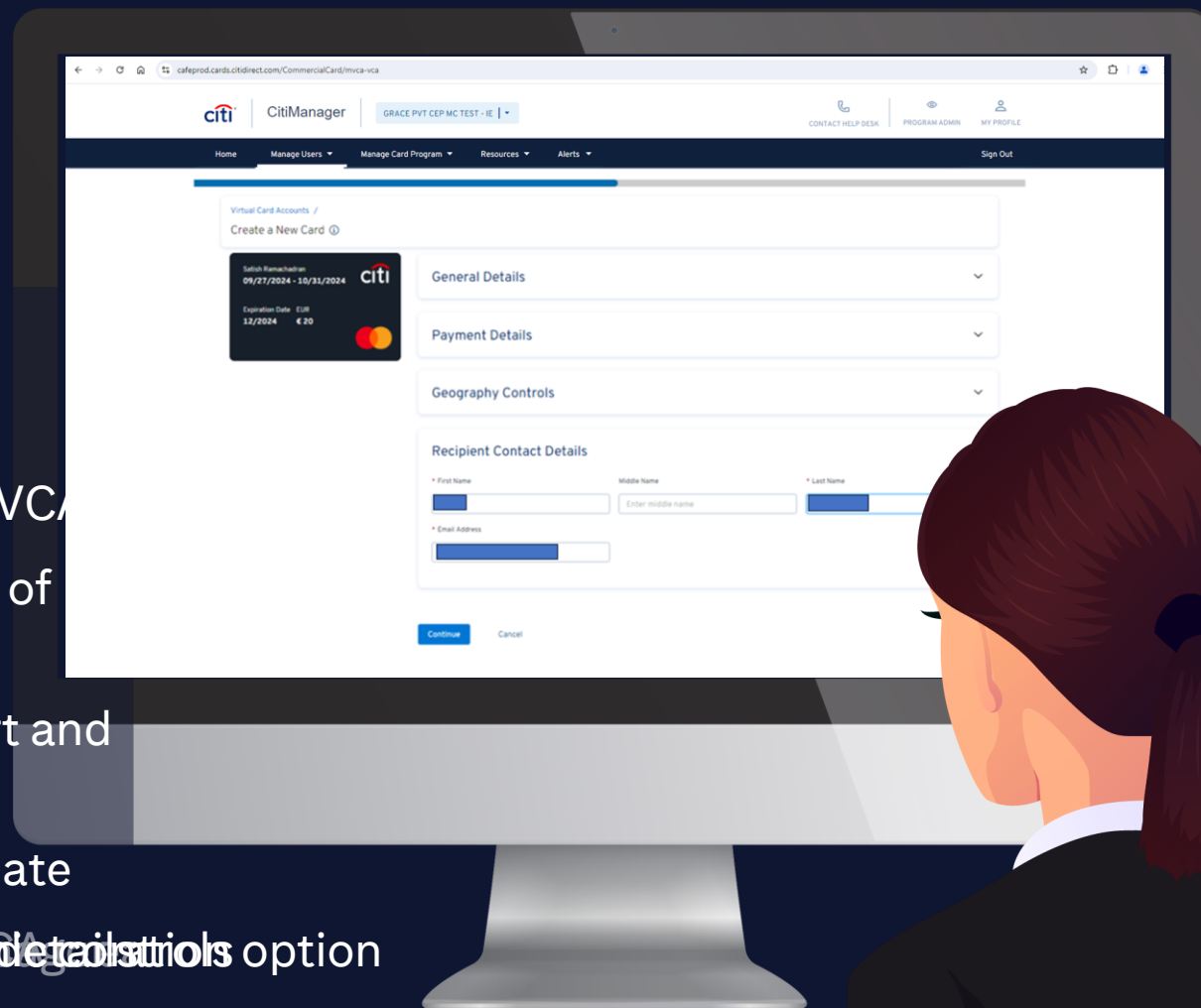


# PA Experience – mVCA Creation



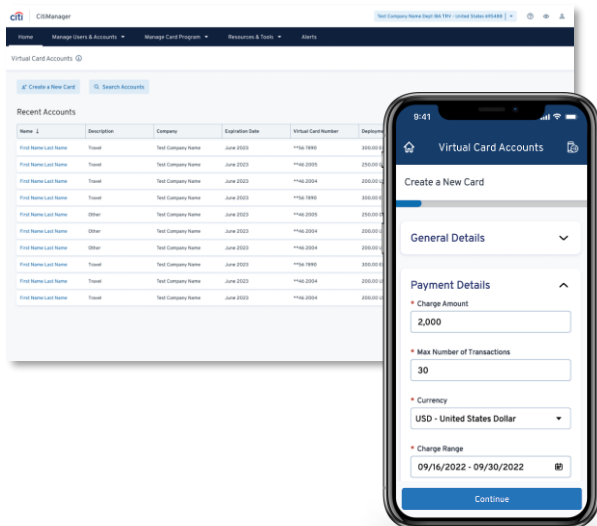
## PA:

- Defines credit limit
- Selects currency of VCA
- Enters max number of Transactions
- Defines validity start and end date
- Selects expiration date
- Selects Timezone and details controls option

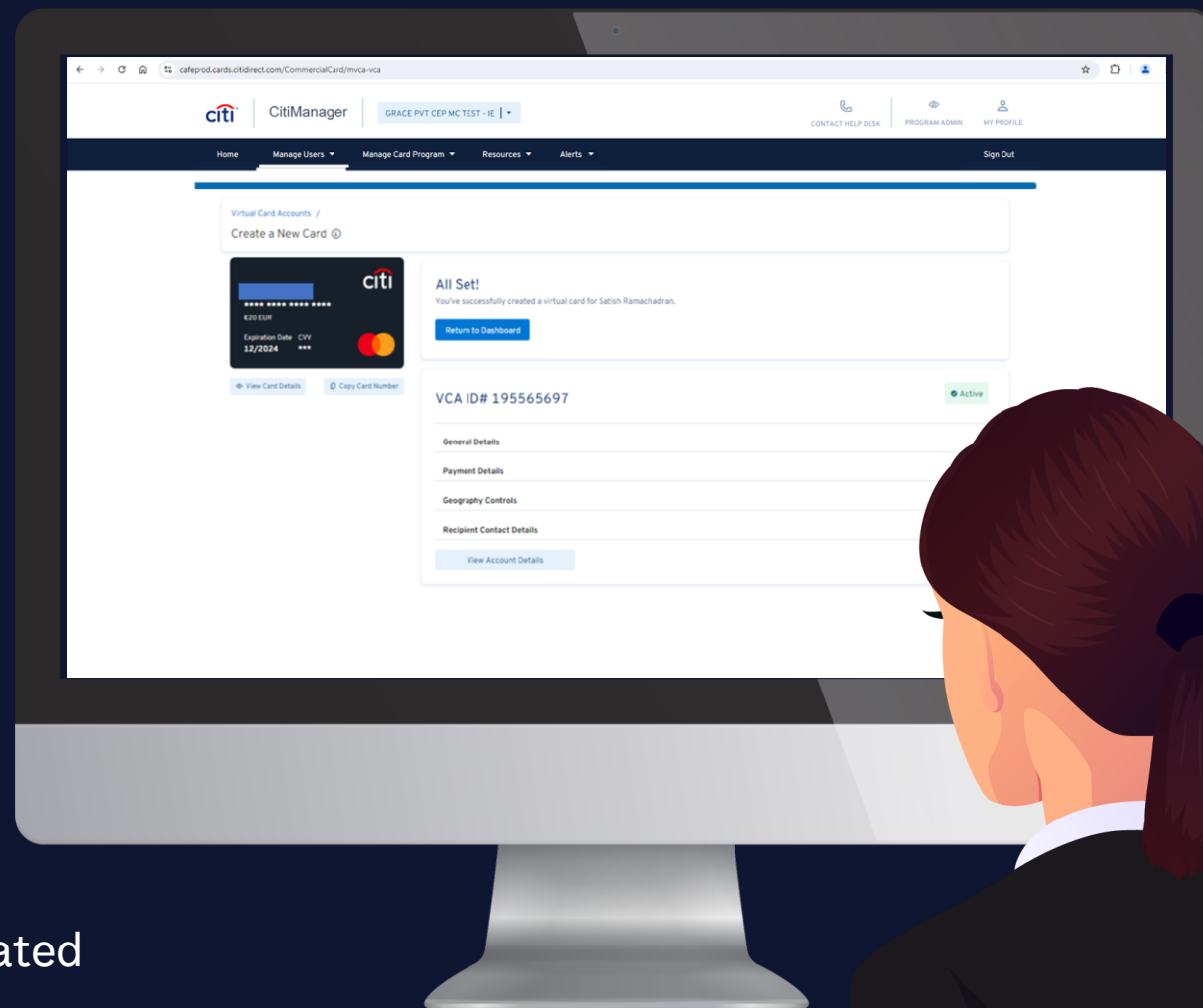








## PA Experience – mVCA Creation

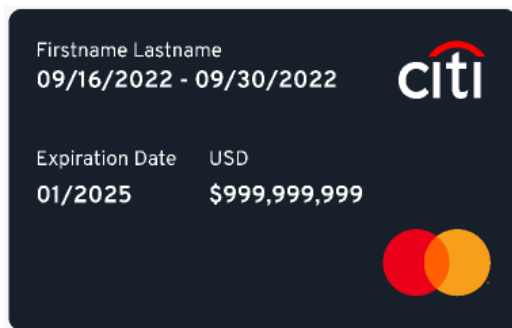


## New Citi VCA is created







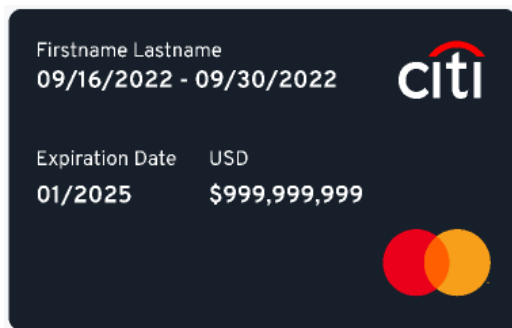


## Recipient Experience (Existing Cardholder)

Existing cardholders will be notified when VCA is created





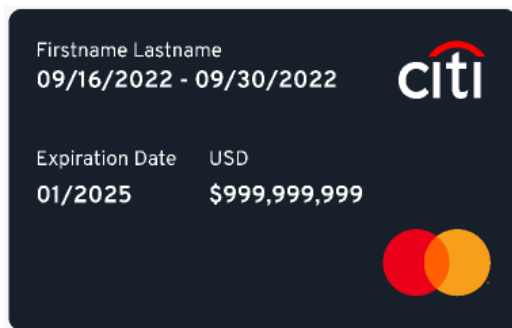


## Recipient Experience (Existing Cardholder)

OR

Cardholder logs in to CitiMobile app  
OR Authenticates via mobile app  
authenticates



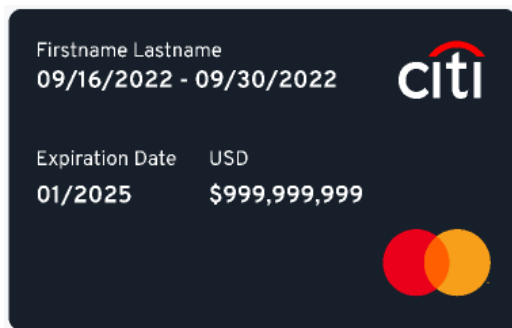


## Recipient Experience (Non-Cardholder)

Recipient receives registration invite link via email

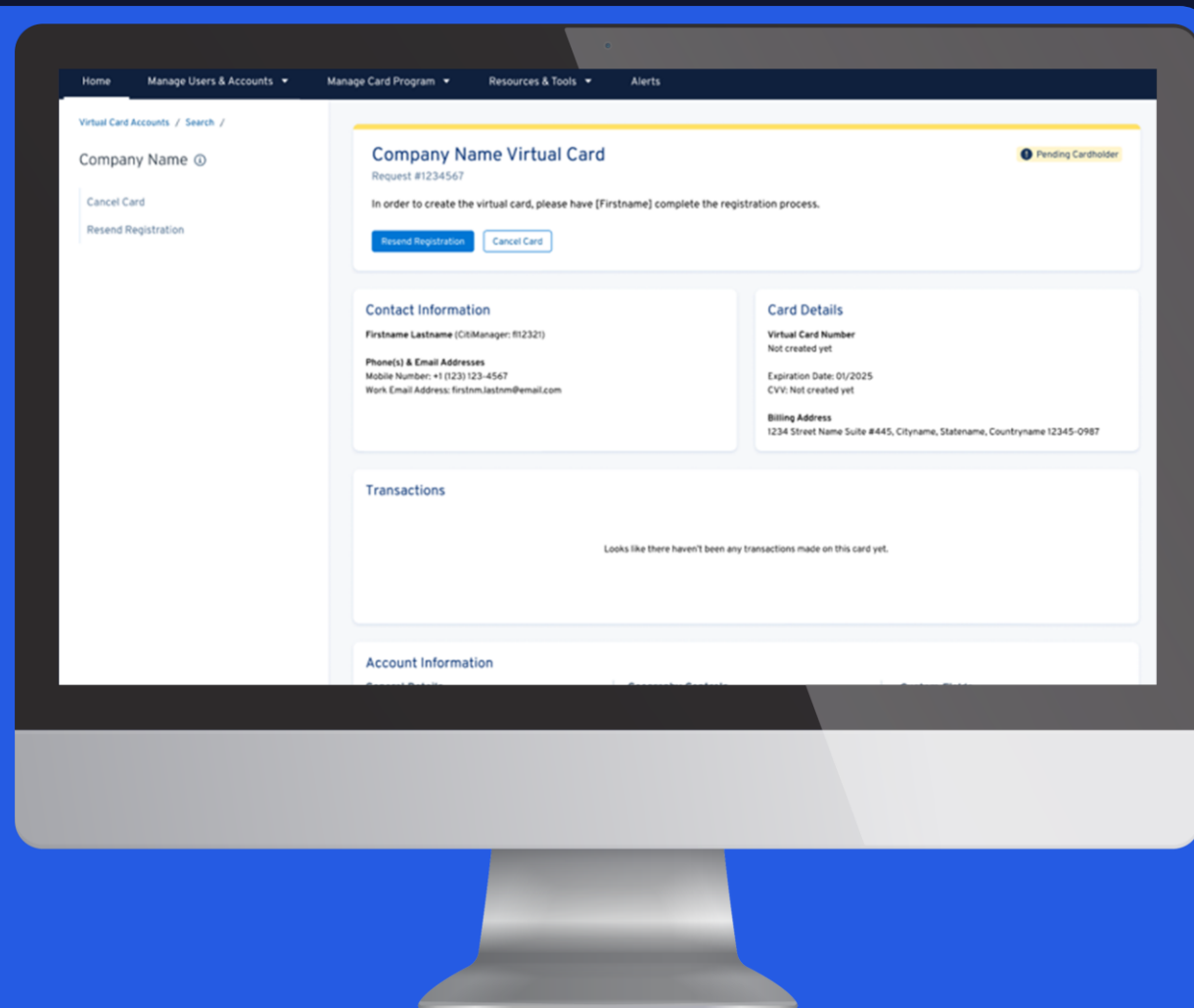


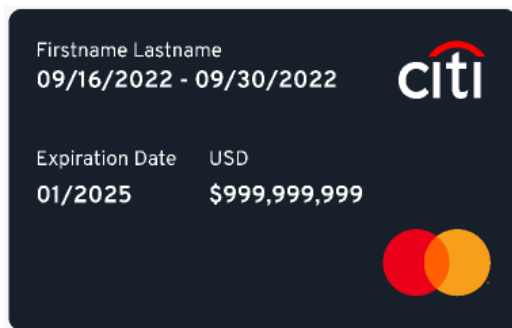




## Recipient Experience (Non-Cardholder)

Cardholder uses registration link to provide demographic details to register with Citi and to create CitiManager Access

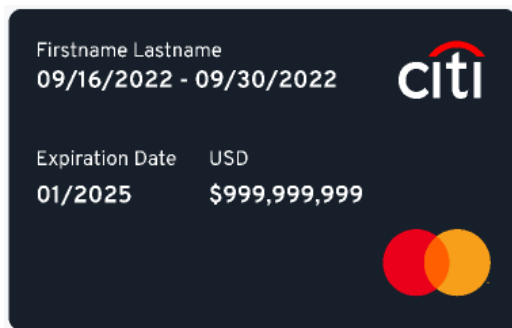




## Recipient Experience (Non-Cardholder)







## Recipient Experience (Existing Cardholder)

OR

Cardholder logs in to CitiMobile app  
OR  
Cardholder authenticates  
via CitiMobile app



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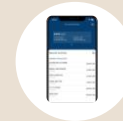
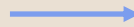
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## Data Flows and Reporting

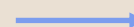
### Virtual Card Transaction Data



mVCA is used for e-Commerce or Wallet Transaction



Transactions displayed in CM and CMM



Data is available via outbound files to client ERP, or CCRS



Transactions can be reconciled by VCN or RCN

### CitiManager

- Clients can view approved and declined authorizations for each Virtual Card Account
- Clients can view cleared (posted) transactions under Real Card Number (RCN)
- Clients will receive a statement for each RCN

### Reporting & Files

- CitiManager reporting (CCRS) can generate a report to view spending by VCA or RCN
- Indicator in report for wallet transactions
- Clients can reconcile the mobile wallet fee applied to mVCA transactions
- Transaction Data sent to client ERP systems will mVCA custom data fields



## Self-Servicing Through CitiManager



### Program Administrators

Program Administrators can manage mVCAs on CitiManager to gain insights into spending across entire portfolios

#### Main Functions

- ✓ Access VCA Dashboard to view recently created VCAs
- ✓ Search for VCAs and view details
- ✓ View declined and approved authorizations and service cardholder queries
- ✓ View and receive notifications of incomplete registrations



### mVCA Cardholders

Cardholders can self service through Citi Manager Mobile or Desktop

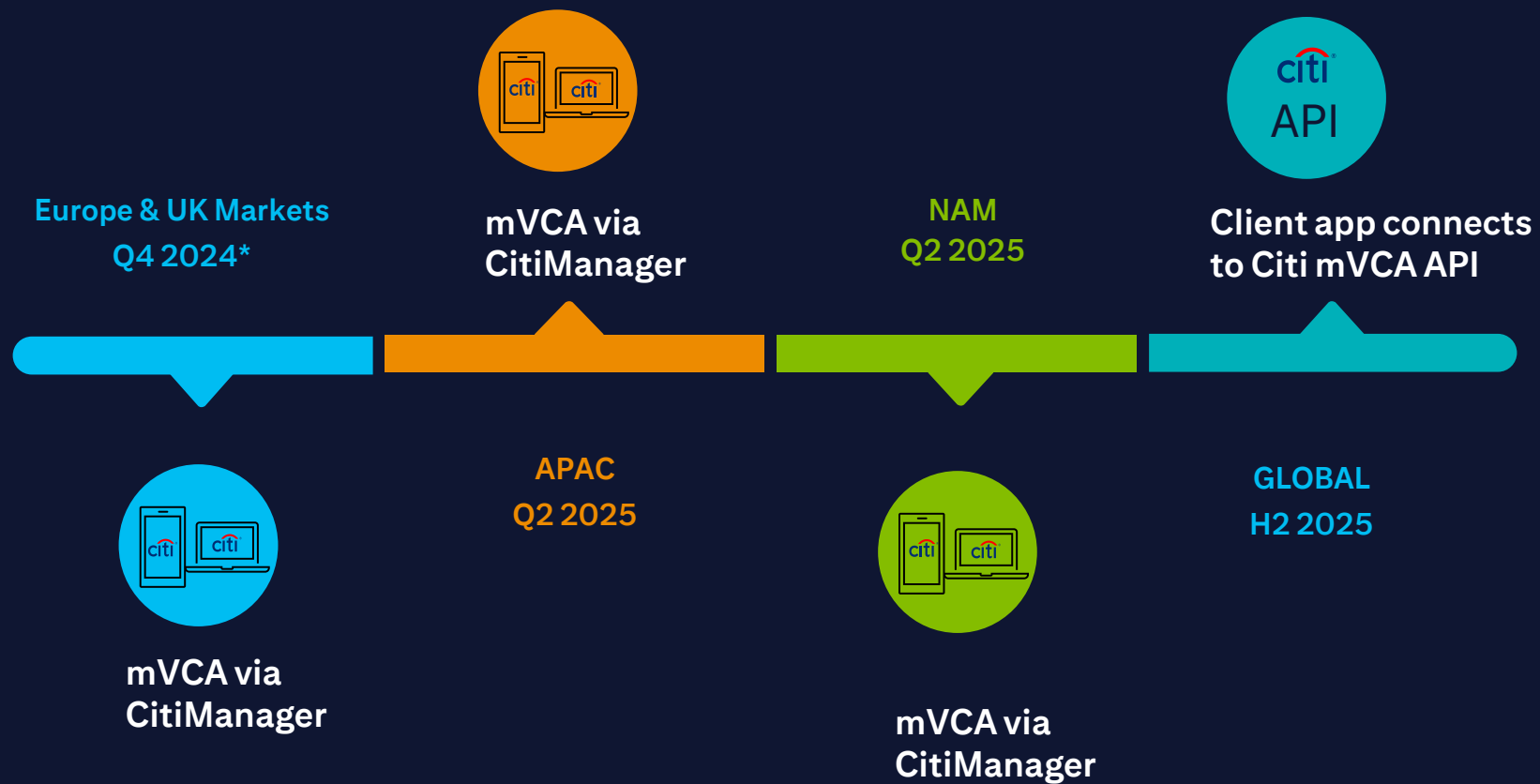
#### Main Functions

- ✓ Receive real-time email, SMS, and push notifications
- ✓ View VCA details and unmask CVV (+option to copy)
- ✓ View all active or inactive VCAs
- ✓ View remaining balance and authorization controls set on the VCA
- ✓ In-App alerts for VCAs upcoming expiration





## MVCA Future Phases



\* Pilot launch in Q4 2024, Actual client go live Q1 2025.





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