CitiManager® Site User Guide

Department of Defense

Agency Program Coordinator End-to-End User Guide

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citi®

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User Guide Overview

Document Scope

The **CitiManager® Site End-to-End User Guide for Non-cardholders** provides detailed step-by-step instructions for all CitiManager Site functions available to Agency Program Coordinators (APCs).

Screen captures in this guide contain dummy data for personal information and it is used for illustrative purposes only.

For a consolidated user guide, refer to the **CitiManager Quick Start Guide for Agency Program Coordinators**.

Your Access May Vary

The functions to which you have access are based on your role and entitlements. You may not have entitlements for all the functions described in this User Guide. Some fields are defined at the agency/organization level so there may be variances in what is described in this User Guide based on your agency/organization's setup.

A Note About Navigation

Most step-by-step instructions in this user guide assume you are already logged into the CitiManager Site. Refer to the **Log In to the CitiManager Site** topic for the steps required to log in.

Unless otherwise noted, the step-by-step instructions begin from the CitiManager Site **Home** screen.

Web-browser Compatibility

The CitiManager Site is compatible with the latest versions of Chrome and Edge.

1. Getting Started in the CitiManager Site

What is CitiManager?

Description

The CitiManager Site is a powerful online tool that allows APCs to efficiently manage their card programs. Depending on your agency/organization's setup, you will be able to:

- View accounts, statements, balances and transactions
- Dispute transactions
- View authorizations/declines
- View, approve or reject application
- Perform account maintenance
- Activate and deactivate users
- Assign applications
- Set passcodes
- Manage alerts
- Manage your profile
- Access on-demand training resources in the Learning Center

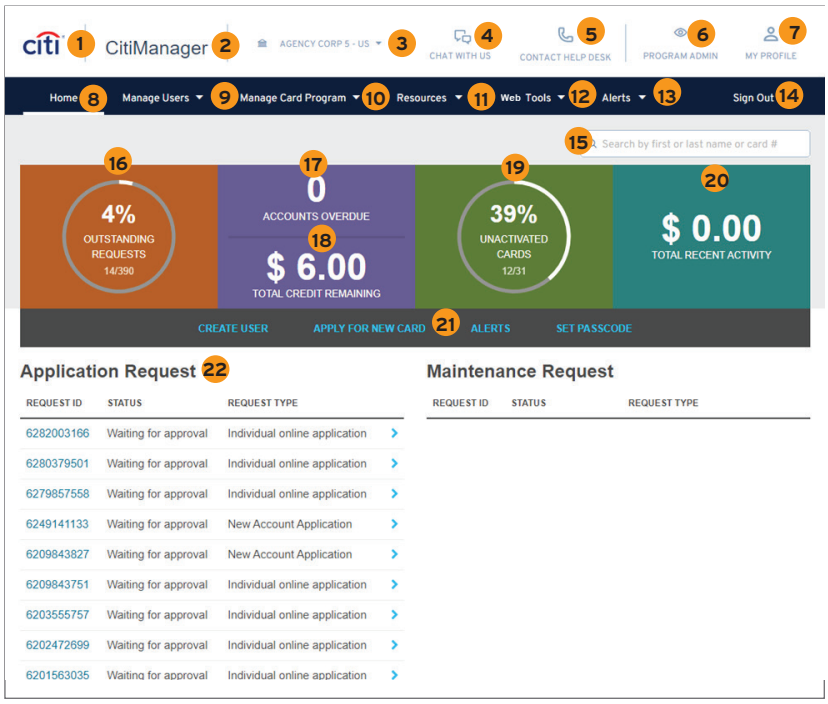
Basic Navigation

Description

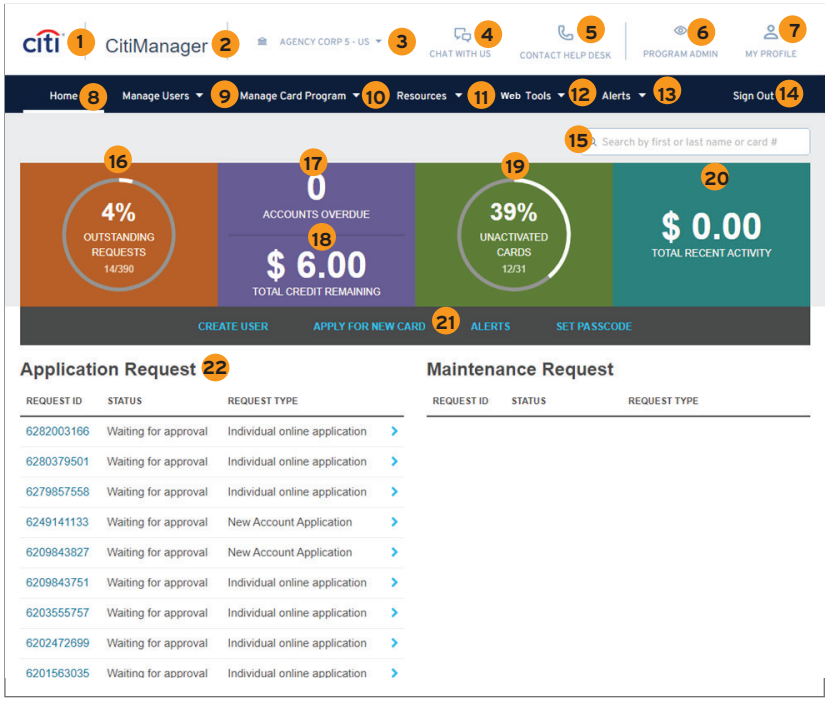
After you log in to the CitiManager Site, the **Home** screen displays. The **Home** screen acts as a dashboard and displays a high level metric summary of your program – including outstanding requests, accounts overdue, total credit remaining, number of unactivated cards and recent activity at your hierarchy level. You can also view a list of application requests.

Use the navigation options from the header and the navigation bar as well as quick links to navigate to additional program information and preferences.

Home Screen – Basic Navigation

Screen	Descriptions
 **Home Screen**	**Header Section** 1. Click the **Citi** logo on the far left-side of the header to be directed to the Citi Commercial Cards website. 2. Click the **CitiManager** link on the left-side of the header to return to the **Home** screen. 3. Your agency/organization name displays on the left-side of the header. 4. Click the **Chat With Us** icon to open a chat window with a Helpdesk representative. This link only displays if a chat representative is available. 5. If you need assistance from the Helpdesk, click the **Contact Help Desk** icon that displays on the right-side of the header. 6. If you have both Cardholder and Non-cardholder access to the CitiManager Site, you can toggle between both accounts by positioning your mouse over the role icon that displays on the right-side of the header and selecting the desired role. 7. Click the **My Profile** icon on the far right-side of the header to access or modify your profile details. **Navigation Bar** 8. Click the **Home** link to return to the **Home** screen. 9. Position your mouse over the **Manage Users** drop-down menu to view card account details, view recent and billed statements, perform account maintenance, update multiple accounts, view requests, view refund history, perform a user search, print multiple statements and view disputes. 10. Position your mouse over the **Manage Card Program** drop-down menu to complete hierarchy pull transfers, view transfer hierarchy history, document management, hierarchy, to set alerts, run reports and set passcodes. The functions available are based on your agency/organization's setup.

Screen



Home Screen

Descriptions

11. Position your mouse over the **Resources** drop-down menu to view messages, access the **Library**, search for users, view **Frequently Asked Questions** and access **Links & Help**.

12. Position your mouse over the **Web Tools** drop-down menu to navigate to various online tools such as **Reporting** and **Transaction Management** if you have the entitlements. You can also access the **Learning Center**.

13. Position your mouse over the **Alerts** drop-down menu to manage your alert subscriptions, view the audit log, and the view on-demand mobile alert information.

14. Click the **Sign Out** link on the far right-side of the navigation bar to log out of the CitiManager Site.

Screen Components Section

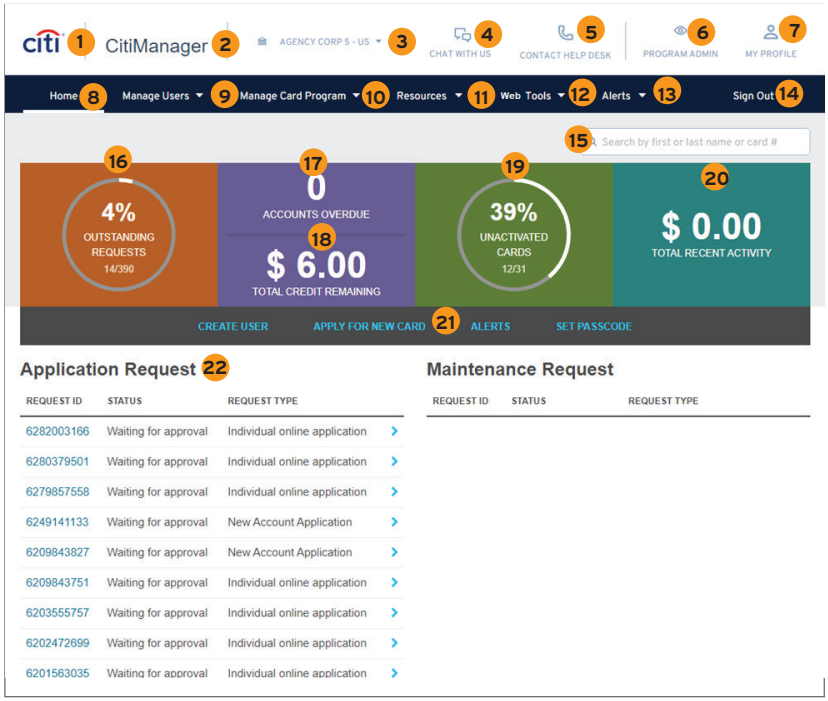
15. From the search field located below the navigation bar on the right, you may perform a search by typing a name or card account number, and then select an action from the drop-down list such as **Card Accounts**, **User Search** or **View Requests**.

16. The first dashboard tile is **Outstanding Requests** which displays the number of requests that are pending approval when an approval workflow is used by your agency/organization.

17. The top of the second dashboard tile is **Accounts Overdue** which displays the number of accounts that are currently past due. The number of accounts displayed is recent from the previous cycle. This applies to individually billed programs only.

18. The bottom of the second dashboard tile is **Total Credit Remaining** which displays the total remaining credit for the hierarchy assigned to you. This applies to centrally billed programs only.

19. The third dashboard tile is **Unactivated Cards** which displays the number of cards that have not been activated. The total includes both open and closed individual accounts. This is not a real-time total – the total displayed is from the previous day.

Screen	Descriptions
 **Home Screen**	20. The fourth dashboard tile is **Total Recent Activity** which displays the total amount of activity in the current billing cycle. This is not a real-time total – the total displayed is from the previous day. 21. Use the quick links displayed below the dashboard in the middle of the screen to set your personal alerts and set a passcode. 22. In the **Application Request** section located below the quick links on the left-side of the screen, you can view a list of pending **Application Requests** that are waiting for your review.

Choose Your Language

Key Concepts

The CitiManager Site is available in 28 languages. You can change the language in which the CitiManager Site displays by selecting it from the **Login** screen before you log in to the site.

Step-by-Step Instructions

Step	Action
1.	Navigate to www.citimanager.com/login. *The CitiManager Site Login screen displays.*
2.	From the language drop-down list that displays on the top right corner of the screen, select the desired language. *CitiManager Site text displays in the selected language.*

Register as an Agency Program Coordinator

Key Concepts

As an APC, it's possible to register for the CitiManager Site so you can manage your card program.

In order to register, an APC must set up a profile first which will generate a Registration ID and a Registration Passcode.

Citi will send one e-mail with your Registration ID and another with your Registration Passcode. These e-mails are required during the registration process.

Once you receive your registration details, you must register within 60 days or your details will expire. You will be reminded every 15 days until your registration is complete.

The Registration ID and Passcode can be re-sent by another APC.

Step-By-Step Instructions

Step	Action
1.	Navigate to www.citimanager.com/login. *The CitiManager Site Login screen displays.*
2.	Click the **Register as a Non-cardholder** link. *The Registration ID/Passcode screen displays.*
3.	In the **Registration ID** field, type the Registration ID supplied in the e-mail sent from the CitiManager Site.
4.	In the **Registration Passcode** field, type the Registration Passcode supplied in the e-mail sent from the CitiManager Site.
5.	Click the **Continue** button. *The Sign-on Details screen displays.*
6.	In the **Username** field, type your desired username. **Note:** The username requirements display in a window as you type. A checkmark displays when each requirement is fulfilled.
7.	In the **Password** field, type and confirm a password that meets the requirements. **Note:** The password requirements display in a window as you type your password. A checkmark displays when each requirement is fulfilled.
8.	In the **Confirm Password** field, re-type the password.

Step	Action
9.	Verify the information in the **Zip/Postal Code**, **Contact Number** and **User Profile E-mail Address** fields and update if necessary.
10.	From the **Helpdesk Verification Question** drop-down list, select a question that will be used to verify your identity should you need to reset your password or retrieve your username.
11.	From the **Helpdesk Verification Answer** field, type an answer to the Helpdesk verification question you selected.
12.	Click the **Continue** button. *The Confirm screen displays.*
13.	Review the details and click the **Confirm** button. *A confirmation message displays indicating registration was successful and a confirmation e-mail is sent to the address entered during the registration process.*
14.	Click the **OK** button. *The CitiManager Site Login screen displays. When you log in for the first time, you will be prompted to select and answer three challenge questions.*
15.	Type your user ID and password and click the **Sign On** button. *The Reset Challenge Questions and Answers screen displays.*
16.	Select and answer three challenge questions. **Note:** As part of the confirmation of the challenge questions, you are required to answer each question twice.
17.	Click the **Save** button. *The CitiManager Site Home screen displays.*

Log In to the CitiManager Site

Key Concepts

In order to access your account information in the CitiManager Site, you must log in to the application using a valid username and password and then you will be prompted to enter a one-time passcode (OTP).

You can only have one session of CitiManager open at a time.

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

If you need additional information about CitiManager Site registration, refer to the **Register as a Non-cardholder** topic in this User Guide.

Step-by-Step Instructions

Step	Action
1.	Navigate to www.citimanager.com/login. *The CitiManager Site Login screen displays.*
2.	In the **User ID** field, type your username.
3.	In the **Password** field, type your password.
4.	Click the **Sign On** button. *The One-Time Passcode receipt screen displays.*

Step	Action
5.	Select the option for how you would like to receive your OTP and click the **Continue** button. **Note:** Possible options are Email, Text Message, Call Office, Call Home and Call Mobile. Only options currently set up in your CitiManager Site profile will be available as possible options.
6.	In the **One-time Passcode** field, enter the eight-digit passcode received from the receipt option you selected and click the **Continue** button. *The CitiManager Site Home screen displays.*

Log Out of the CitiManager Site

Key Concepts

When logging out of the CitiManager Site, be sure to use the **Sign Out** link on the far right-side of the navigation bar so the system closes all your current session information properly.

Do not close the CitiManager Site by clicking the tab **Close [X]** button. Even though the tab closes, your session remains open. You will either need to clear your cache or close your browser completely to end the session.

You will be automatically logged out of the CitiManager Site after 15 minutes of inactivity. If you receive an expiration warning message, you can click the **OK** button to keep your session open.

Step-by-Step Instructions

Step	Action
1.	From the far right-side of the navigation bar, click the **Sign Out** link. *The screen refreshes and the CitiManager Site Login screen displays.*

Retrieve Forgotten Username

Key Concepts

If you forget your username, you will need to retrieve it in order to log in to the CitiManager Site. When you are finished submitting the request, 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
- Your contact phone number
- The zip code/postal code associated with your user profile
- The e-mail address associated with your user profile
- Your Helpdesk verification answer

Step-by-Step Instructions

Step	Action
1.	Navigate to www.citimanager.com/login. *The CitiManager Site Login screen displays.*
2.	Click the **Forgot User ID** link. *The Forgot Sign On – Username screen displays.*

Step	Action
3.	Select the **Non-cardholder/Card Applicant** role radio button and click the **Continue** button. *The Enter Details screen displays.*
4.	In the **First Name** field, type your first name.
5.	In the **Last Name** field, type your last name.
6.	From the **Country** drop-down list, select your country.
7.	In the **Contact Number** field, type your contact phone number. **Note:** Only numeric values are allowed in this field.
8.	In the **Zip/Postal** code field, type the zip code associated with your user profile.
9.	In the **E-mail Address** field, type the e-mail address associated with your user profile.
10.	In the **Confirm E-mail Address** field, re-type the e-mail address that is associated with your user profile.
11.	Click the **Continue** button. *The Helpdesk Verification screen displays.*
12.	In the **Helpdesk Verification Answer** field, type the answer to the verification question and click the **Continue** button. *The OTP Details screen displays.*
13.	From the **OTP Details** screen, select the appropriate contact option and click the **Continue** button. *A passcode is sent via text message or phone call depending on the option you have selected.*
14.	From the **One-Time Passcode** field, type the passcode you were provided and click the **Continue** button. *A confirmation message displays.*
15.	Click the **OK** button. *The CitiManager Site Login screen displays and the system sends your username to the e-mail address on file.*

Reset Forgotten Password

Key Concepts

If you forget your password, you will need to reset it in order to sign in to the CitiManager Site.

To reset your password, the following information is required:

- A valid username
- The zip/postal code associated with your profile
- The e-mail address associated with your profile
- Your Helpdesk verification answer

Step-by-Step Instructions

Step	Action
1.	Navigate to www.citimanager.com/login. *The CitiManager Site Login screen displays.*
2.	Click the **Forgot Password?** link. *The Forgot Password – Select Role screen displays.*

Step	Action
3.	Select the **Non-cardholder/Card Applicant** role radio button and click the **Continue** button. *The Forgot Password – Enter Details screen displays.*
4.	In the **Username** field, type your username.
5.	In the **Zip/Postal Code** field, type the zip code associated with your user profile.
6.	In the **E-mail Address** field, type the e-mail address associated with your user profile.
7.	In the **Confirm E-mail Address** field, re-type the e-mail address associated with your user profile.
8.	To validate the information entered, click the **Continue** button. *The Helpdesk Verification screen displays.*
9.	In the **Helpdesk Verification Answer** field, type the answer to the verification question and click the **Continue** button. *The OTP Details screen displays.*
10.	From the **OTP Details** screen, select the appropriate contact option and click the **Continue** button. *A passcode is sent via text message or phone call depending on the option you have selected.*
11.	From the **One-Time Passcode** field, type the passcode you were provided and click the **Continue** button. *A confirmation message displays indicating a temporary message has been created and sent to your e-mail address.*
12.	Click the **OK** button. *The CitiManager Site Login screen displays.*

2. My Profile

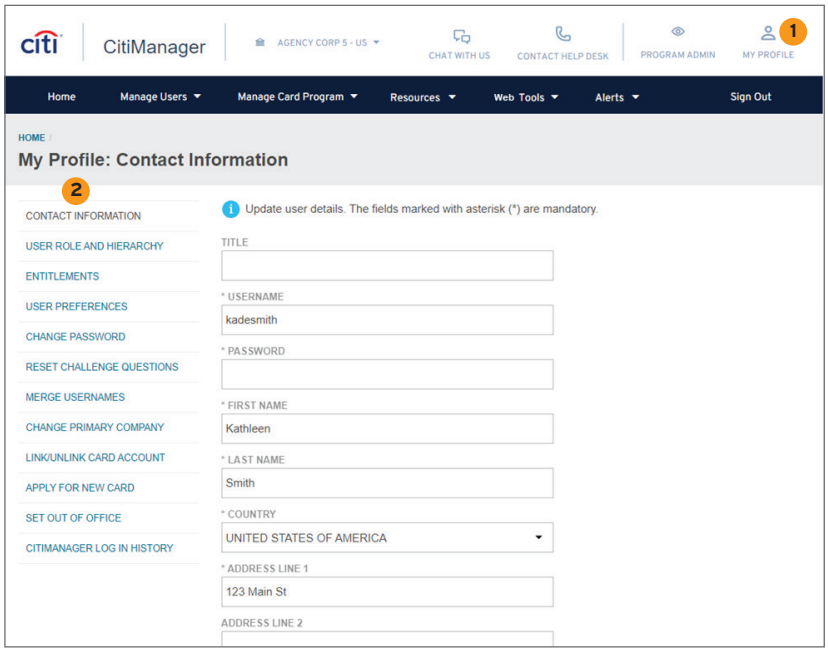
My Profile Overview

Description

The **My Profile** screen is used to access links that are used to view your user role, hierarchy and entitlements. Additionally, you may update the following depending on your entitlements:

- CitiManager Site contact details
- User role and hierarchy information
- View entitlements
- User preferences such as language, date and time format and currency
- Change your password
- Reset challenge questions
- Merge CitiManager Site user names if you have more than one
- Set an out-of-office backup
- CitiManager Site log in history

My Profile Screen – Navigation

Screen	Descriptions
 **My Profile Screen**	1. Click the **My Profile** icon on the far right-side of the header to access the **My Profile: User Preferences** screen and links used to view and maintain your profile information. 2. From the **My Profile: User Preferences** screen, the links displayed on the left-side allow you to view and maintain your profile information such as role, hierarchy, entitlements and passwords.

Update Contact Information

Key Concepts

There are times when it may be necessary to update the contact information associated with your CitiManager Site user profile. The following profile information can be updated:

- Title
- Username
- First and Last Name
- Country
- Address Fields
- Mobile Number
- Phone Number
- Fax Number
- Work Email Address
- Alternate Email Address

Step-by-Step Instructions

Step	Action
1.	From the header, click the **My Profile** icon that displays on the far right-side of the screen. *The Contact Information screen displays.*
2.	Update the necessary contact details associated with your CitiManager Site profile. **Note:** An asterisk (*) indicates a required field. The **Mobile Phone Number** field is a required field. If you choose not to provide your mobile phone number, you must select the opt out checkbox. Otherwise, you will not be able to save your changes.
3.	When you are finished, scroll to the bottom of the screen and click the **Save Changes** button. *A confirmation message displays indicating your profile has been successfully updated.*

View User Roles and Hierarchy

Key Concepts

Each user is assigned a specific hierarchy which defines the information they can access in the CitiManager Site.

Users are also assigned user roles which identify the functions a user can perform in CitiManager. In some instances, users are assigned more than one role in the CitiManager Site.

In the CitiManager Site the Cardholder, Non-cardholder and Approver1 roles are available.

You can only view the roles and hierarchies you have been assigned. Any changes must be completed by another administrator.

Step-by-Step Instructions

Step	Action
1.	From the header, click the **My Profile** icon that displays on the far right-side of the screen. *The Contact Information screen displays.*
2.	Click the **User Role and Hierarchy** link. *The User Role and Hierarchy screen displays. The roles and hierarchies you have been assigned display.*
3.	Click the **(+) plus sign** icon to expand the hierarchy tree as necessary. *The hierarchy tree expands.*

View Entitlements

Key Concepts

CitiManager is an entitlement-based application. Entitlements define which features and functions users have access to in the CitiManager Site.

You can view the entitlements and tools assigned to you based on your role. Changes to your entitlements must be completed by another administrator.

Examples of entitlements that may be assigned to you include:

- Card maintenance
- Activate/deactivate users
- View authorizations
- Approve requests
- Pending user requests
- Update user
- Set alerts

Step-by-Step Instructions

Step	Action
1.	From the header, click the **My Profile** icon that displays on the far right-side of the screen. *The Contact Information screen displays.*
2.	Click the **Entitlements** link. *The Entitlements screen displays. All the entitlements you have been assigned display.*

Update User Preferences

Key Concepts

It is possible to update the following CitiManager Site user preferences:

- Helpdesk verification question and answer
- Preferred Language (For Correspondence)
- Hierarchy Sorting (Unit name or number)
- Date Format
- Time Format
- Time Zone
- Currency Format

The Helpdesk verification question/answer may be used to confirm your status with Citi when you call the Helpdesk for assistance. It is also used for self-service password resets and username retrieval.

Step-by-Step Instructions

Step	Action
1.	From the header, click the **My Profile** icon that displays on the far right-side of the screen. *The Contact Information screen displays.*
2.	Click the **User Preferences** link. *The User Preferences screen displays.*
3.	Make any necessary changes to your user preferences. **Note:** An asterisk (*) indicates a required field.
4.	When you are finished, click the **Save Changes** button. *A confirmation message displays indicating your preferences have been updated successfully.*

Change Your Password

Key Concepts

CitiManager Site passwords remain active for 90 days. You will be prompted to change your password 15 days prior to the expiration date.

If you feel your password has been compromised or at any time you need to change your password, you can use the Change Password function from **My Profile**.

Step-by-Step Instructions

Step	Action
1.	From the header, click the **My Profile** icon that displays on the far right-side of the screen. *The Contact Information screen displays.*
2.	Click the **Change Password** link. *The Change Password screen displays.*
3.	In the **Your Current Password** field, type your current password.
4.	In the **Create Your New Password** field, type your new password. **Note:** The password requirements display in a window as you type. A checkmark displays when each requirement is fulfilled.

Step	Action
5.	In the **Confirm Your New Password** field, re-type your new password.
6.	Click the **Change Password** button. *A confirmation message displays indicating your password has been changed.*

Reset Challenge Questions

Key Concepts

Since the CitiManager Site requires dual authentication you may need to answer an additional security question after you enter your username and password during the log in process.

You must select and answer three challenge questions when initially registering for the CitiManager Site and when you reset your existing challenge questions.

You may change your challenge questions and/or their answers at any time. Once you submit the request to reset your challenge questions, you will need to log in to the CitiManager Site and when prompted select and answer your new challenge questions.

Step-by-Step Instructions

Step	Action
1.	From the header, click the **My Profile** icon that displays on the far right-side of the screen. *The Contact Information screen displays.*
2.	Click the **Reset Challenge Questions** link. *The Reset Challenge Questions screen displays prompting you to answer one of your existing challenge questions.*
3.	Type the answer to the existing challenge question displayed.
4.	Click the **Confirm** button. *A confirmation message displays at the top of the screen indicating your challenge questions have been reset. The next time you log in to the CitiManager Site, you will be prompted to select and answer three new challenge questions.*
5.	From the **CitiManager Site Login** screen, type your username and password and then click the **Sign In** button. *The challenge question screen displays.*
6.	Select your three challenge questions from the drop-down list and then type the answer for each. **Note:** You must select and answer three different questions. The answer for each question must be unique and have at least three characters. If you enter inaccurate information, click the **Clear** button before saving. As part of the confirmation of the challenge questions, it will require you to answer each question twice.
7.	Click the **Save** button. *The CitiManager Site Home screen displays and your new challenge questions and answers become effective.*

Set/Remove Out of Offices Backup

Key Concepts

When you are scheduled to be out of the office for a period of time, it is possible assign someone to act as your backup for a specified timeframe. When the out of office feature is turned on, all CitiManager Site generated e-mails, for example, application and maintenance requests, will be sent to the selected backup. When you no longer require a backup, you can remove them manually or they will be removed automatically after a specified date.

The backup you select must be a Non-cardholder and they must be assigned to your hierarchy at the same level or above. They must also have the entitlements to approve requests.

Step-by-Step Instructions

Set an Out of Office Backup

Step	Action
1.	From the header, click the **My Profile** icon that displays on the far right-side of the screen. *The Contact Information screen displays.*
2.	Click the **Set Out of Office** link. *The Set Out of Office screen displays.*
3.	Click the **Select Backup** button. *The Select Backup Program Administrator (APC) search screen displays.* **Note:** If a backup was previously assigned, their information displays.
4.	To search for the person who you wish to assign as your backup, type your search criteria and click the **Search** button. **Note:** You can search by **Last Name**, **First Name** or **Username**. To search for users in a specific hierarchy, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.*
5.	From the **Username** column, click the link for the Non-cardholder you wish to assign as your backup. *The Set Out of Office from/to date screen displays.*
6.	In the **From Date** and **To Date** fields, select the timeframe you wish to assign your backup and click the **Set Out of Office** button. **Note:** The start date of the out of office cannot be set more than 90 days from today's date. *The screen refreshes and the name of the backup assigned and the date range selected displays.*

Remove Out of Office Backup

Step	Action
1.	From the header, click the **My Profile** icon that displays on the far right-side of the screen. *The Contact Information screen displays.*
2.	Click the **Set Out of Office** link. *The Backup PA Details screen displays the current out of office information.* **Note:** The information displayed includes the **Full Name**, **Hierarchy name**, **Role** and the **User Profile E-mails Address** of the backup and the date range that was set.
3.	Click the **Remove Current Out of Office** button. *The screen refreshes and a confirmation message displays at the top of the screen. The out of office assignment is removed.*

View CitiManager Log In History

Key Concepts

When you first log in to the CitiManager Site, a message at the top of the **Home** screen displays your login history. You can also view this information from the **CitiManager Log In History** screen.

Step-by-Step Instructions

Step	Action
1.	From the header, click the **My Profile** icon that displays on the far right-side of the screen. *The Contact Information screen displays.*
2.	Click the **CitiManager Log In History** link that displays on the left side. *The CitiManager Log In History screen displays your login history.*

3. Manage Users

View Card Accounts

Key Concepts

You only have access to those accounts within your span of control. You can search for Cardholder accounts assigned to hierarchies you manage.

Once the search is complete, you may view:

- Balance, credit limit and payment information
- Links to recent transactions and previous statements
- Aging of balance information
- Card contact information

The **Card Details** screen is also a launching point if you want to view recent transactions, statements, account hierarchy or system alerts for a Cardholder. You can also view disputes, if the dispute was initiated online through the CitiManager Site, or click the link to perform account maintenance if applicable.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays the card overview including the current balance, credit limit, payment history, links to recent and previous statements, aging of balance information and the card contact information.* **Note:** To navigate back to the **Search Results** screen, click the **Back** button that displays at the bottom of the screen, or the **Search Results** link in the breadcrumbs displayed at the top of the screen.
4.	From the **Card Details** screen you can also navigate to the following: • You can **View Account Information** (account communications), **Emulate Card Holder**, **View Disputes**, **View Billing Account Information**, **View Hierarchy**, **Update Alerts**, and **View Account Documents** for the account by clicking the desired link that displays on the right-side of the screen. For Emulate Card Holder and Update Alerts, these option will only display if the Cardholder is registered in CitiManager. • To view recent transactions or previously billed transactions for the selected card account, click the **Recent** icon or the desired statement date icon. • To perform account maintenance on the selected Cardholder, click the **Edit** link next to the **Card Information** header at the top of the screen.

View Account Information

Key Concepts

You can view account communication documents such as a guide to benefits that may be included as a Cardholder mailing insert.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays the card overview including the current balance, credit limit, payment history, links to recent and previous statements, aging of balance information and the card contact information.*
4.	From the right-side of the screen, click the **View Account Information** link. *The Account Information screen displays a list of documents available.*
5.	From the **Title** column, click the link for the communication you would like to view. *The Collateral download window displays.*
6.	Click the **Download** button. *A message displays indicating the document will be cached to your computer's hard drive.*
7.	Click the **OK** button. *The browser document option window displays. The location of the Save or Open options vary based on your browser settings.*
8.	From the browser document option window, click the **Open** button. *The document opens in PDF format or the zip document window displays.* **Note:** If the file is zipped, you can open it from the document window. Once the document is open, you can print it by selecting **Print** from the **File** menu.

View Disputes

Key Concepts

Once a disputed transaction has been successfully submitted online in the CitiManager Site, you can view the following dispute information:

- Transaction Date
- Posting Date
- Transaction Detail
- Dispute Amount/Currency
- Dispute Status
- Dispute Initiation Date
- Disputed by Name
- Reference Number

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account with the dispute you wish to view. *The Card Details screen displays.*
4.	Click the **View Disputes** link that displays on the right-side of the screen. *The View Disputes screen displays any disputes associated with the selected card account.* **Note:** A message displays if there are no disputes for this account.
5.	To view additional transaction dispute detail, click the **ellipsis (...)** link that displays on the right-side of the row you wish to expand. *The row expands and the dispute initiation date, the name of the person initiating the dispute and reference number display.*

View/Transfer Cardholder Hierarchy (Single)

Key Concepts

You can view the hierarchies assigned to a Cardholder and if necessary transfer the account to another hierarchy.

The following default hierarchy entitlement(s) information displays:

- **Company Name (Agency/Organization):** Name of the agency/organization to which the account belongs
- **Unit Name:** Name of the hierarchy to which the account belongs
- **Unit Number:** Number/node of the hierarchy to which the account belongs
- **Full Hierarchy:** Complete hierarchy to which the account in associated

From the **View Hierarchy** screen you can also transfer the Cardholder's hierarchy. If you need to perform bulk hierarchy transfers, refer to the **Transfer Hierarchy (Single and Bulk)** topic in this User Guide.

APCs can only transfer accounts from their span of control.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. **Note:** To navigate back to the **Search Results** screen, click the **Back** button that displays at the bottom of the screen or the link in the breadcrumbs displayed at the top of the screen. *The Card Details screen displays.*
4.	Click the **View Hierarchy** link that displays on the right-side of the screen. *The View Hierarchy screen displays.*
5.	To expand the view of this card account's sub-hierarchies, click the **(+) plus sign** icon to expand the hierarchy.
6.	To transfer the Cardholder's hierarchy: a) Click the **Transfer Hierarchies** button. *The Transfer Hierarchies screen displays.* b) Select the radio button for the hierarchy where the Cardholder will be transferred and click the **Transfer Hierarchy** button. *A confirmation message displays.* c) Click the **OK** button. *The Transfer Hierarchy History screen displays.*

Update Alerts for a Cardholder

Key Concepts

In accordance with agency/organization policy, you can update alerts received by a Cardholder via e-mail and/or to their mobile device when certain selected activity occurs to the account, for example, when statements are available or when payments are received. You can only update alerts for Cardholders who have registered for the CitiManager Site and therefore have a username created.

A Cardholder has to have a mobile number set-up for alerts for the mobile alerts to be enabled. Cardholders can also change their own alerts by navigating to the **Alerts Subscriptions** screen.

There are two types of alerts to which Cardholders can be subscribed:

- **Transactional Alerts** – An alert is sent when a defined condition or threshold is met, for example an alert is triggered when a payment is received or when a defined percentage of their credit limit is met.
- **Account Alerts** – An alert is sent when there are status changes to your account, for example when your address is changed or when your statement is available.

It is possible to enter up to five e-mail addresses and customize when Cardholders will receive SMS alerts based on:

- Time zone
- Time of day
- Days of week

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. To navigate back to the **Search Results** screen, click the **Back** button that displays at the bottom of the screen or the link in the breadcrumbs displayed at the top of the screen. *The Card Details screen displays.*
4.	Click the **Update Alerts** link that displays on the right-side of the screen. *The Update Alerts screen displays.*
5.	To enter/edit the e-mail address(s) where mobile alerts will be sent, click the **E-mail Addresses – Edit** link and complete the following steps when the **E-mail Address Preferences** window opens: a) Type and confirm up to five e-mail addresses. b) Click the **Save** button.

Step	Action
6.	To enter/edit the mobile phone number(s) where SMS alerts will be sent, click the **Mobile Phone Number – Edit** link and complete the following steps when the **E-mail Address Preferences** window opens: a) In the **Country Code** and **Mobile Number** field, type a valid mobile phone number where you wish alerts to be sent. **Note:** Only numeric values are allowed in this field. The country code defaults based on the country associated with your profile. b) Click in the **Supported Carriers** field and select the mobile carrier. **Note:** Canadian users are sent a confirmation text message due to regulations in Canada. c) Click in the **Preferred Time Zone** field and select the preferred time zone. d) Click in the **From** and **To** fields and select the time-frame in which the Cardholder would like to receive alerts. e) From the list of weekdays, select the days the Cardholder would like to receive alerts. f) Click the **Save** button.
7.	To subscribe to alerts, select the **E-mail** and/or **SMS Text** checkbox(es) for each of the alerts the Cardholder will receive. To unsubscribe to alerts, deselect the **E-mail** and/or **SMS Text** checkbox(es) for the alerts the Cardholder will no longer receive. **Note:** Some alerts may be greyed out and unavailable. Alerts that are selected and greyed out are mandatory. For more information about each alert, hover your mouse over the information icon next to the alert name. Some alerts require you to type or select a threshold setting that will trigger the alert. For example, for the **Available Credit Remaining %** alert, you must select the desired threshold from the **% Remaining** from the drop-down list. When the selected percent of remaining credit level is met, the Cardholder will receive an alert.
8.	When you are finished, review the terms and conditions at the bottom of the screen and if you agree, select the checkbox. **Note:** If you do not agree to the terms and conditions, you cannot set the alerts for the Cardholder.
9.	Click the **Save** button. *The alerts settings are saved and a confirmation message displays at the top of the screen.*

Emulate Cardholder

Key Concepts

The CitiManager Site allows select APCs to emulate a Cardholder's profile to view the CitiManager Site as they do and click around as needed. You will not be able to perform Cardholder maintenance actions, such as changing the profile or updating contact information. However, you can assist Cardholders with navigation using this option. The Cardholder does not need to be logged in for you to emulate them.

The Emulate Cardholder function needs to be enabled by Citi first. Once it's enabled, the **Emulate User** entitlement has to be assigned to anyone who needs to emulate Cardholders.

You can only emulate Cardholders who have registered for the CitiManager Site and therefore, have a username created.

While in Emulation Mode, the following buttons display when you click the **Emulating Card** drop-down list that displays at the top of the screen:

Option	Description
End Emulation	Return to APC role and close emulation screen.
Toggle Window	Minimize the emulation screen to the bottom-left of your screen. You can then choose to maximize the emulation again at any point during this active session.
Refresh	Refresh the emulation mode screen, if necessary.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the (+) plus sign icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. **Note:** You are only able to emulate a Cardholder who is registered in the CitiManager Site and has a username created. You can tell if an account has a username by looking at the **Username** column. *The Card Details screen displays.*
4.	From the menu that displays on the right-side of the screen, click the **Emulate Card Holder** link. *The confirmation agreement window displays.*
5.	Click the **Accept** button. *The Cardholder Home screen displays and the Emulating Card drop-down list displays at the top-center of the screen.*
6.	To display the emulation option buttons, click the drop-arrow.

View and Attach Account Documents

Key Concepts

You can attach documents (such as certificates of training or signed statements of understanding) to a Cardholder account in the CitiManager Site that will stay on the Cardholders account when they move to another location. This will assist in the tracking of training certificates and statements of understanding. Do not upload any documents containing Privacy Act Information or the DD Form 2883 to the CitiManager Site. The DD Form 2883 is retained locally by the APC.

A maximum of five attachments may be added. Each file must be 5MB or less.

The following file types are supported:

- .jpg
- .jpeg
- .png
- .pdf

You can view, attach and delete account documents. Documents can also be attached during the approval process of an application and also to a closed account.

Step-By-Step Instructions

Step	Action
1.	From the **Home** screen, click the **Request ID** link for the desired application. *The View Request screen displays.*
2.	Click the **View/Upload Account Documents** link that displays on the right-side of the screen. *The View Account Documents screen displays.*
3.	To view an attached document: a) From the **Document Name** column, click the document you wish to view. *The document to be downloaded window displays.* b) Click the **Download** button. *A message displays indicating the document may be cached to your computer.* c) Click the **OK** button. *A confirmation message displays at the top of the screen and the browser open/save options window displays.* d) Click the **Open** button. *The document opens.* To attach a new document: a) Click the **Add Document** button. *The upload window displays.* b) In the **Document Name** field, type the name of the document. The document name cannot contain special characters. c) Click the **Browse** button and navigate to the document you want to attach then click the **Open** button. *The upload window displays and the name of the document to be attached displays in the Select File to Upload field.* d) Click the **Upload** button. *The document is attached and the name will display on the View Accounts Documents screen.*
4.	To delete an attachment: a) Click the **Delete** link for the document you wish to delete. *A confirmation message displays.* b) Click the **OK** button. *The document is deleted.* To download an attachment: a) Click the **Download** link that displays at the top of the screen. *The format window displays.* b) Select the desired format for the download and click the **Download** button. *A message displays indicating the document may be cached to your computer.* c) Click the **OK** button. *A confirmation message displays at the top of the screen and the browser open/save options window displays.* d) Click the **Save** button. *A message displays indicating the download is complete.*

View and Download Recent Transactions

Key Concepts

Recent unbilled transactions are transactions that have posted to an account but have not yet billed to a statement. The recent transactions that display will appear on the next statement. The information displayed on the **Recent Activity** screen is not considered a final statement.

The **Recent Activity** screen displays a snapshot of balances, payments posted, pending authorizations and due dates. A list of recent transactions also displays and you can expand each to view additional detail that may have been sent to Citi from a merchant. Transaction detail will include the original currency amount, currency exchange rate and the conversion amount that was posted and may include items such as airline name, ticket and flight number.

You can download and print transactions for individually or centrally billed accounts. If you wish to print recent transactions, it's recommended you download the transactions in Excel format. Once the document is open, you can print it by selecting **Print** from the **File** menu.

Step-By-Step Instructions

View Recent Transactions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays the card overview including the current balance, credit limit, payment history, links to recent and previous statements, aging of balance information and the card contact information.*
4.	From the **Statements** section, click the **Recent** icon. *The Statements screen displays. A snapshot of the available credit balances and payments display at the top of the screen. Recent transactions display at the bottom of the screen.*
5.	To search for a specific transaction amount, date or description, type the search criteria in search field that displays in the upper-right corner of the **Recent Activity** section and click the **Search** icon. Click the **Advanced Search** link to access additional search criteria. *The transactions are filtered by the search criteria entered.*
6.	To view additional transaction detail, click the **ellipsis (...)** link that displays on the right-side of the row you wish to expand. *The row expands and additional transaction detail displays.* **Note:** The **More** link displays when the row is expanded. When you click the **More** link, the **Statements Action** window displays and you can initiate a dispute. For additional information about disputes refer to the **Dispute Transactions** topic in this User Guide.

Step	Action
7.	To view authorizations, scroll to the bottom of the screen and click the **View Authorizations** link. *The View authorizations screen displays transactions and their status, including declined and pending.* **Note:** If the transaction was declined, from the **Status** column, click the **Decline** link to view additional information about the decline.

Download Recent Transactions

Step	Action
1.	From the **Statements** screen, click the **Download** link that displays above the **Recent Activity** header. *The download options display in a new window.*
2.	Select the radio button for the desired download format and click the **Download** button. **Note:** The download options are Comma Separated Value (CSV) or Excel (XLS). Excel is the default option. If you intend to print your statement, Excel is the recommended format. *A download message displays indicating a file may be cached to your computer's hard drive.*
3.	Click the **OK** button. *A message displays at the top of the screen indicating your document is ready for download and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.*
4.	From the browser document option window, click the **Open** button. *The document opens in the selected format.* **Note:** Once the document is open, you can print it by selecting **Print** from the **File** menu.

View and Download Statements

Key Concepts

You can view a Cardholder's current statement or a statement from previous months. You can also view recent transactions for a Cardholder that have posted to the account but have not yet been billed to a statement. Transaction data will be retained for the previous 72 statements. Statements that are three years or older are archived and a request needs to be submitted to download them.

The **Statements** screen displays a snapshot balances, payments posted and due dates. A list of transactions also displays and at the bottom the screen and you can expand each to view additional detail that may have been sent to Citi from a merchant. Transaction detail will include the original currency amount, currency exchange rate and the conversion amount that was posted and may include items such as airline name, ticket and flight number.

Additionally, you can initiate a dispute if the transaction meets the requirements.

You can download and print transactions for individually or centrally billed accounts. If you wish to print recent transactions, it's recommended you download the transactions in Excel format. Once the document is open, you can print it by selecting **Print** from the **File** menu.

Step-By-Step Instructions

View Statements and Transactions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays the card overview including the current balance, credit limit, payment history, links to recent and previous statements, aging of balance information and the card contact information.*
4.	From the **Statements** section, click the icon for the statement date you wish to view. *The Statements screen displays for the month selected. Billed transactions display at the bottom of the screen.* **Note:** A request needs to be submitted to download statements that are three years or older. When you click on the statement date icon, a download request window displays. Click **Yes**, to confirm the request. After 24 hours, return to the **Card Accounts** screen and click the statement date icon for the statement you downloaded to access the **View Archived Statements** screen. Click the **Download** link to download the statement to your computer.
5.	To search for a specific transaction amount, date or description, type the search criteria in search field that displays in the upper-right corner of the **Billed Transactions** section and click the **Search** icon. Click the **Advanced Search** link to access additional search criteria. *The transactions are filtered by the search criteria entered.*
6.	To view additional transaction detail, click the **ellipsis (...)** link that displays on the right-side of the row you wish to expand. *The row expands and additional transaction detail displays.* **Note:** The **More** link displays when the row is expanded. When you click the **More** link, the **Statements Action** window displays and you can initiate a dispute. For additional information about disputes refer to the **Dispute Transactions** topic in this User Guide.
7.	To view authorizations, scroll to the bottom of the screen and click the **View Authorizations** link. *The View authorizations screen displays transactions and their status, including declined and pending.* **Note:** If the transaction was declined, from the **Status** column, click the **Decline** link to view additional information about the decline.

Download Statements

Step	Action
1.	From the **Statements** screen, click the **Download** link that displays above the **Billed Transactions** header. *The download options display in a new window.*
2.	Select the radio button for the desired download format and click the **Download** button. **Note:** Download options include Comma Separated Value (CSV), Portable Document Format (PDF) or Excel. PDF is the default option. If you intend to print your statement, PDF is the recommended format. *A download message displays indicating a file may be cached to your computer's hard drive.*
3.	Click the **OK** button. *A message displays at the top of the screen indicating your document is ready for download and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.*
4.	From the browser document option window, click the **Open** button. *The document opens in the selected format.* **Note:** Once the document is open, you can print it by selecting **Print** from the **File** menu.

View Authorizations

Key Concepts

You can view the previous ten days of authorization and decline information in real-time for card accounts that reside in your hierarchies. You can view the authorization date, detail, Merchant Category Code (MCC), transaction amount and status.

For declines you can also view the **Additional Information** screen, which displays the merchant name and the decline reason code and description.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To narrow your search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays the card overview including the current balance, credit limit, payment history, links to recent and previous statements, aging of balance information and the card contact information.*
4.	From the **Statements** section, click the **Recent** icon. *The Statements screen displays a snapshot of the available credit, balances and payments display at the top of the screen. Recent transactions display at the bottom of the screen.*

Step	Action
5.	To view authorizations, scroll to the bottom of the screen and click the **View Authorizations** link. *The View Authorizations screen displays transactions and their status.*
6.	If the transaction was declined, from the **Status** column, click the **Decline** link to view additional information about the decline. *The Additional Information screen displays the decline reason code and description.*

Dispute a Transaction

Key Concepts

It is possible to dispute a transaction if necessary, such as when there are duplicate charges or when there is a hotel cancellation.

To meet the processing window of the networks (MasterCard and Visa) and to ensure time for initiation of the dispute as required in GSA SmartPay®, disputes must be submitted within 90 calendar days from the transaction date, unless otherwise specified by the Agency/Organization. However, to initiate a dispute online in the CitiManager Site, it has to be done within 60 days of the statement date on which the transaction appears. After 60 days, the dispute needs to be called in to Citi if it is still within the 90 day window. The CitiManager Site loads posted transactions daily and each transaction is available to review on the CitiManager Mobile Application. Citibank recommends Cardholders enable transaction alerts and review the transactions that occur daily. Should a transaction need to be disputed, please initiate the dispute as soon as possible.

You can dispute single or multiple transactions at a time. When disputing multiple transactions, the dispute reason must be the same for all the transactions selected. If some of the transactions selected are not eligible to dispute, a message displays the ineligible reference numbers and the eligible disputes will be processed. You can only select a maximum of ten disputes at a time.

You may be required to fax or mail additional information based on the dispute reason selected.

Note: The steps in the procedure describe how to dispute a billed transaction from the **Statements** screen. The procedure is the same for recent transactions.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays.*
4.	From the **Statements** section, click the icon for the statement date you wish to view. You can choose to view recent transactions or billed transactions for a particular statement date. *The Statements screen displays for the month selected. Billed transactions display at the bottom of the screen.*

Step	Action
5.	To search for a specific transaction amount, date or description, type the search criteria in search field that displays in the upper-right corner of the **Billed Transactions** section and click the **Search** button. Click the **Advanced Search** link to access additional search criteria. *The transactions are filtered by the search criteria entered.*
6.	To dispute a single transaction: a) Click the **ellipsis (...)** link that displays on the right-side of the transaction you wish to dispute. *The row expands.* b) Click the **More** link. *The Statement Actions window displays.* c) Select the **Dispute** radio button and click the **Submit** button. *The Statements: Transaction Dispute – Dispute Details screen displays. If the transaction selected does not fulfill the dispute rules, a message displays indicating you should contact Customer Service for assistance.* To dispute multiple transactions with the same dispute reason: d) From the **Dispute** column, click the checkbox for each of the transactions you wish to dispute. **Note:** A maximum of ten transactions can be disputed at a time. e) Click **Dispute** button. *The Statements: Transaction Dispute – Dispute Details screen displays. If any of the transactions selected do not fulfill the dispute rules, a message displays listing the ineligible transactions. Click the OK button to process the remaining transactions.*
7.	From the **Dispute Reason** section, select the dispute reason from the drop-down list. **Note:** You must select a dispute reason to continue. Only one reason can be selected.
8.	Based on the dispute reason selected, complete any additional fields requesting additional information such as an amount.
9.	When you are finished, select the verification checkbox to certify the information provided is accurate.
10.	Click the **Continue** button to validate your dispute. *If the validation is successful, the Dispute Transactions – Review screen displays.* **Note:** If the validation fails, the "Please fill out the required fields for the dispute reason selected. If unable to provide detail required, please contact Customer Service to initiate a dispute." message displays.
11.	Review the dispute details, reason code and additional information and click the **Submit** button. *The Dispute Transactions – Confirmation screen displays indicating if the dispute was successfully initiated.*
12.	If the dispute reason you selected indicated a requirement to fax or mail additional dispute information, click the **Download Dispute** form button and follow the instructions on the form. **Note:** To return to the statement, click the **Return to Statement/Recent Transactions** link.

Replace Lost/Stolen/Never Received/Damaged Card

Key Concepts

When a card has been lost, stolen, never received or damaged you are able to:

- Initiate a card replacement for the Cardholder in the CitiManager Site.
- Choose the shipping address (either current mailing address or an alternate).
- Choose a delivery method (standard or express if available based on your agency/organizations options).

When there is fraud, the system places a temporary block on the account, and you are asked to call Customer Service to report the fraudulent transaction(s) and arrange for a replacement card.

You are only allowed to initiate the replacement if last card issued date has elapsed 15 days.

As an APC you can also access the View Fraud and Audit Reports in CitiManager – Reporting.

The steps required for initiating a replacement card vary based on the reason for the request. Complete the appropriate procedure based on one of the scenarios outlined below:

- Initiate replacement for lost, stolen or never received card – fraudulent activity.
- Initiate replacement for lost, stolen or never received card – no fraudulent activity.
- Initiate replacement for damaged card.

Initiate Replacement For Lost, Stolen Or Never Received Card – Fraudulent Activity

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position the mouse over the **Manage Users** drop-down menu and click the **Cards Account** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays.*
4.	Click the **Replace Lost/Stolen/Never Received/Damaged Card** link that displays on the right-side of the screen. **Note:** This link only displays if status of the card is **Open**. *The Card Details screen displays.*
5.	Review the information displayed in the **Card Information** section to verify the correct card was selected and from the **Select Reason** drop-down list, select either **Lost**, **Stolen**, or **Never Received**.
6.	From the **Have you noticed any fraudulent transactions on your card** options, select the **Yes** radio button.
7.	Click the **Continue** button. *A message displays indicating the card will be blocked immediately.*

Step	Action
8.	Click the **OK** button. *A confirmation window displays indicating the card has been temporarily blocked and to contact Customer Service.* **Note:** Please call Customer Service to report the fraudulent transaction(s) and arrange for a replacement card.
9.	Click the **OK** button.

Initiate Replacement For Lost, Stolen Or Never Received Card — No Fraudulent Activity

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position the mouse over the **Manage Users** drop-down menu and click the **Cards Account** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays.*
4.	Click the **Replace Lost/Stolen/Never Received/Damaged Card** link that displays on the right-side of the screen. **Note:** This link only displays if status of the card is **Open**. *The Card Details screen displays.*
5.	Review the information displayed in the **Card Information** section to verify the correct card was selected and from the **Select Reason** drop-down list, select either **Lost**, **Stolen**, or **Never Received**.
6.	From the **Have you noticed any fraudulent transactions on your card** options, select the **No** radio button.
7.	Click the **Continue** button. *Either the OTP Details or Card Delivery screen displays.*
8.	If a One-time Passcode is necessary, complete the following steps. Otherwise, continue to Step 9. a) Select the radio button for the desired receipt option and click the **Continue** button. b) Once received, type the One-time Passcode and click the **Continue** button. *The Card Delivery screen displays.*
9.	From the **Shipping Options** section, select either the radio button for **Current Mailing Address** or **Alternate Address**. If **Alternate Address** is selected, complete the **Address Line 1**, **City**, **State** and **Postal Code** fields.
10.	From the **Delivery Method** section, select the radio button for desired delivery method.

Step	Action
11.	Click the **Submit** button. *A confirmation message displays, and the card will be blocked effective immediately.* **Note:** If you are shipping the card to the default address and standard shipping is selected, a message displays that the card will be delivered within 7-10 days. If expedited shipping is selected, a message will display indicating the fee charged for expedited services, if applicable. If a replacement card was previously requested and a subsequent replacement card request is being made while the first card could still be in the mail (within the expected delivery time), a message will display indicating a card has been recently issued on a specified date. Please allow ten business for that card to arrive. If you still need to report the card lost or stolen please contact Customer Service. If the expected delivery time for the replacement card has past and that card is lost, a message displays indicating that the card has been temporarily blocked and to contact Customer Service.
12.	Click the **OK** button.

Initiate Replacement For Damaged Card

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position the mouse over the **Manage Users** drop-down menu and click the **Cards Account** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays.*
4.	Click the **Replace Lost/Stolen/Never Received/Damaged Card** link that displays on the right-side of the screen. **Note:** This link only displays if status of the card is **Open**. *The Card Details screen displays.*
5.	Review the information displayed in the **Card Information** section to verify the correct card was selected and from the **Select Reason** drop-down list, select either **Damaged/Other**. **Note:** Selecting **Damaged/Other** initiates a card replacement and retains the existing account number.
6.	Click the **Continue** button. *Either the OTP Details or Card Delivery screen displays.*
7.	If a One-time Passcode is necessary, complete the following steps. Otherwise, continue to Step 8. a) Select the radio button for the desired receipt option and click the **Continue** button. b) Once received, type the One-time Passcode and click the **Continue** button. *The Card Delivery screen displays.*

Step	Action
8.	From the **Shipping Options** section, select either the radio button for **Current Mailing Address** or **Alternate Address**. If **Alternate Address** is selected, complete the **Address Line 1**, **City**, **State** and **Postal Code** fields. **Note:** If the card has a Bulk/Site address associated with it, the **Alternate Address** field will not display. Only an APC can request a card to be shipped to an alternate address.
9.	From the **Delivery Method** section, select the radio button for desired delivery method.
10.	Click the **Submit** button. *A confirmation message displays.* **Note:** If you are shipping the card to the default address and standard shipping is selected, a message displays that the card will be delivered within 7-10 days. The existing card will remain active until you receive and activate your new card. If expedited shipping is selected, a message will display indicating the fee charged for expedited services, if applicable. If a replacement card was previously requested and a subsequent replacement card request is being made while the first card could still be in the mail (within the expected delivery time), a message will display indicating a card has been recently issued on a specified date. Please allow ten business for that card to arrive. If you still need to report the card lost or stolen please contact Customer Service. If the expected delivery time for the replacement card has past and that card is lost, a message displays indicating that the card has been temporarily blocked and to contact Customer Service.
11.	Click the **OK** button.

Perform Account Maintenance

Key Concepts

To perform account maintenance, the Account Maintenance Form must be completed and submitted to Citi. Account Maintenance allows the APC to update Cardholder account information such as card address, Employee ID, account status and temporary spending controls.

You can maintain information such as the address, temporary credit limit, account status and Merchant Category Code Groups (MCCGs).

For individuality billed accounts, an APC is not permitted to perform account maintenance on their own account.

You can close an account by selecting the appropriate account status from the **Additional** section.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.*
2.	To narrow your search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays the card overview including the current balance, credit limit, payment history, links to recent and previous statements, aging of balance information and the card contact information.*

Step	Action
4.	From the **Card Information** section header, click the **Edit** link. *The Form Details screen displays.*
5.	Complete the necessary updates to all sections of the form. **Notes:** You can maintain information such as the address, temporary credit limit, account status and MCCGs. International phone numbers cannot be added on the Account Maintenance screen. You can enter an international phone number on the **Update User** screen (Manage Users > User Search > Update User > Contact Details) or on the **Alerts** screen (Manage Users > Card Accounts > Update Alerts > Mobile Phone Number – Edit). 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 un-marked fields are processed in real-time. The **Temporary Cash Advance Limit Start Date**, **Temporary Credit Limit Start Date** fields are processed in real-time and can be updated 24 hours a day excluding weekends, Thanksgiving, Christmas and New Year's. To add/remove an MCCG, click the **Add/RemoveMCCgroups** link. Select or deselect the checkbox(es) for the desired MCCGs. If you are adding and deleting MCCGs to an account, you must perform the additions prior to submitting the deletions. To edit an MCCG, click the **Edit** link and make any necessary changes. To update the single purchase limit, from the **Single Purchase Limit for MCCG** field, enter the new limit. When you are finished, click the **Update** button and then the **Back to Form** link. To close an account, from the **Additional** section, from the **Account Status** drop-down list, select the appropriate **Closed** status. The **Closed Temporary Block** status is equivalent to **Deactivate**. The only closed status that cannot be reopened in the CitiManager Site is Closed Deceased. There are several closed status options: **Account Status in CitiManager** / **Account Status Code** / **Account Reason Code** Closed / CL / V9 Closed Deceased / CL / DC Closed Not Used/Inactivity / CL / DU Closed Misuse / CL / V4 Closed Temporary Block / CL / V3 Closed No Longer Employed / CL / TE Closed Too Many Cards/Duplicate / CL / TC To put the account in mission critical status, enter the dates for mission critical status in the **Mission Critical Start Date** and **Mission Critical End Date** fields. The mission critical start date has to be greater than today's date and only occur on business days. Mission critical can be set up for 120 calendar days. Refer to the **Assign Mission Critical Status** topic in this User Guide for additional information. If you need to add comments to explain the reasons for account changes, enter them in the **Account Comments** field on the maintenance form. You can enter a maximum of 500 characters in the field. You can view previous comments by clicking the **View History** button. This information is also fed to CitiManager – Reporting and is included in reporting. To order a replacement card, you may select the checkbox in the **Order a Replacement Card** section. Select the address where you want the replacement card delivered. You may also initiate a card replacement in the CitiManager Site when a card has been lost, stolen, never received or damaged. Refer to the Replace Lost/Stolen/Never Received/Damaged Card topic in the User Guide for additional information.
6.	When you are finished, click the **Submit** button. *A confirmation message displays based on the maintenance performed.*

Update Multiple Accounts

Key Concepts

A maximum of 3,000 accounts can be selected for each bulk account maintenance request.

If fewer than 100 accounts are selected, then the maintenance is performed immediately.

If more than 100 accounts are selected, additional processing time is required.

Lost/Stolen accounts and accounts with a processing pending request will not be included in the multiple accounts update.

For individuality billed accounts, an APC is not permitted to perform account maintenance on their own account.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Update Multiple Accounts** link. *The Update Multiple Accounts: Select Hierarchy screen displays.*
2.	If necessary, click the **(+) plus sign** icon to expand the hierarchy tree. Click the checkbox(es) for the hierarchies of the accounts you need to maintain. When you are finished, click the **View Accounts** button. *The Update Multiple Accounts Search screen displays.* **Note:** When selecting a hierarchy level, the lower level hierarchy levels are not automatically included. Please ensure you have selected all of the hierarchy levels that include accounts for maintenance.
3.	To select individual card accounts, click in the checkbox for those accounts to be included in the bulk maintenance update and click the **Bulk Maintenance** button. OR To select all accounts displayed in the search results, click the checkbox that displays to the left of the **Card Number** column header and click the **Bulk Maintenance** button. *The Update Multiple Accounts Form Details screen displays.* **Note:** To narrow the search result, enter your search criteria in the text fields that display at the top of the screen and click the **Search** button.
4.	Complete the necessary updates to all sections of the form that you want maintained in a bulk. **Notes:** You can maintain information such as the account status, mission critical, MCCGs, and temporary credit limit. To close an account, from the **Account Status** drop-down that displays in the **Additional** section, select the appropriate **Closed** status. To put the accounts in mission critical status, enter the dates for mission critical status in the **Mission Critical Start Date** and **Mission Critical End Date** fields. The mission critical start date has to be greater than today's date and only occur on business days. To add/remove an MCCG, click the **Add/RemoveMCCGroups** link. Select or deselect the checkbox(es) for the desired MCCGs. If you are adding and deleting MCCGs to an account, you must perform the additions prior to submitting the deletions. When you are finished, click the **Update** button and then the **Back to Form** button.
5.	When complete, click the **Submit** button. *A confirmation message displays indicating the number of accounts to be updated.*
6.	Click the **Confirm** button. *The Update Multiple Accounts Form Details screen displays.*

Assign Permanent Change of Station Status (PCS)

Key Concepts

A Permanent Change of Station (PCS) status is used to keep the account balance from aging while a Cardholder is moving to a new permanent duty location and extends the payment window for Cardholders.

The component's policies determine whether Individually Billed Accounts (IBAs) will be used for PCS.

To place a Cardholder in PCS status, an APC must place the account into mission critical status and ensure the **PCS Status** indicator is set to **Y**.

Pending travel vouchers should be settled prior to an individual's departure for PCS.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Account Maintenance** link. *The Account Maintenance Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. If necessary, click the **(+) plus sign** icon to expand the hierarchy. **Select** the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.*
3.	Select the radio button for the account you wish to place in PCS status and click the **Update Account PCS** link that displays at the bottom of the screen. *The Account Maintenance Form Details screen displays.*
4.	From the **PCS Indicator** drop-down list, select **Y**.
5.	From the **PCS PVT** section, complete the **Mission Critical Start Date** and **Mission Critical End Date** fields of the form. **Note:** The mission critical start date has to be greater than today's date and only occur on business days. The elapsed time between start and end date cannot exceed more than 120 calendar days.
6.	Depending on the PCS, you may need to complete additional fields/sections such as: • **Start Pad Days** and **End Pad Days**. PAD days are the number of days you want to give a traveler as an extension to check in to their next duty station. The **Start Pad Days** and **End Pad Days** in combination with the Mission Critical dates cannot exceed more than 120 calendar days. • MCC Groups (Refer to the **Perform Account Maintenance** topic in this User Guide for additional information) • **Temporary Credit Limit**, **Temporary Credit Limit Start Date** and **Temporary Credit Limit End Date**, **Temporary Cash Limit**, **Temporary Cash Limit Start Date** and **Temporary Cash Limit End Date**
7.	When you are finished, click the **Submit** button. *A confirmation message displays indicating the form has successfully processed.*
8.	Click the **OK** button. *You are returned to the Account Maintenance screen.*

Assign Mission Critical Status

Key Concepts

Mission critical travel is defined as travel by Government personnel under competent orders who experience mission-related circumstances that may prohibit the prompt payment of the outstanding travel card balance.

The account can be placed in mission critical status for at least one of the following reasons:

- The Cardholder will be engaged in an activity in a remote location and cannot file an interim voucher.
- Cardholders who through no fault of their own cannot pay the bill.
- The Cardholder is in an area where pay activity is not available – they are not able to file an interim voucher and mailing an interim voucher is unfeasible due to operational limitations.
- The Cardholder cannot file an interim voucher due to the nature of the mission (cannot be identified as a Government employee).

Mission critical status is not authorized when the individual is able to file timely vouchers.

An account cannot be in a deactivated status when placing it in mission critical status.

APCs can place an account in mission critical status for up to 120 days.

Extension requests must be made before an account reaches the end date of the initial request or subsequent extension request. Any requests that extend past 120 days must be made by the Hierarchy Level 3 CPM.

Once mission critical status expires on an account, the Cardholder has 45 days to pay the outstanding balance before adverse actions are taken against the account.

Mission critical is a not a real-time function. Once completed, this process will take effect on the next business day.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Card Accounts** link. *The Search screen displays.* **Note:** You can also access an account by positioning your mouse over the **Manage Users** icon and clicking the **Account Maintenance** link. When the **Account Maintenance Search** screen displays, enter your search criteria and click the **Search** button. From the search results, select the radio button for the account to be placed in mission critical status and click the **Update Account** button. Continue to Step 5.
2.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for an account at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
3.	From the **Card Number** column, click the link for the card account you wish to view. *The Card Details screen displays.* **Note:** To navigate back to the **Search Results** screen, click the **Back** button that displays at the bottom of the screen, or the **Search Results** link in the breadcrumbs displayed at the top of the screen.
4.	From the **Card Information** header, click the **Edit** link. *The Account Maintenance Form Details screen displays.*

Step	Action
5.	Complete the **Mission Critical Start Date** and **Mission Critical End Date** fields of the form. **Note:** The mission critical start date has to be greater than today's date and only occur on a business day. The elapsed time between start and end date cannot exceed more than 120 calendar days.
6.	When finished, click the **Submit** button. *A confirmation message displays.*
7.	Click the **OK** button. *The Account Maintenance Form Details screen displays.*

Manage Application Requests (View Requests)

Key Concepts

From the CitiManager Site **Home** screen **Application Request** section, applications awaiting your approval display. Applications for other APCs who are at your same hierarchy level also display. However, you are only able to approve or reject your own applications awaiting approval.

From the **View Request** screen you can also:

- Approve or reject an application
- Override an approval
- Delete an application request
- Download applications
- View Account Documents
- View audit

The option to approve and reject an application depends on the workflow and the status of the selected request.

The **Delete Application Request** link is only enabled when the **Select Request Type** is **Individual online application** and the application status is not **Processed** or **Approved**.

Request Status Descriptions

Request Status	Description
Approved	Application was approved by the Non-cardholder (AOPCs) and will be processed by Citi.
Draft	Application was saved but not submitted.
More Information Requested	The application was rejected by either the Supervisor (Approver1) or APC and additional information is being requested.
Pending Final Review by Citi	Request was placed in queue for CAS to process (e.g. when two applications were submitted with the same social security number). This status is not updated in the CitiManager Site. Contact your CAS for the current status of the request.
Processed	Application was processed and a card will be issued.
Waiting for Approval	Online Card Application request is awaiting Non-cardholder (AOPCs) approval.
Waiting for Approver1 Approval	Application is awaiting Supervisor approval.

Step-By-Step Instructions

View/Approve/Reject an Application

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **View Requests** link. **Note:** You can also access requests by clicking the **Request ID** link from the **Application Request** section of the **Home** screen. Applications will only display on the **Home** screen if they are waiting for approval.
2.	To perform a search, type the desired search criteria and click the **Search** button. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** A maximum of 1,200 requests can display in the search results. If there more than 1,200 requests based on the search criteria entered, a message will display at the top the screen and you will have to further refine your search.
3.	To refine/sort the requests displayed in the search results: a) From the **Refine by Request Type** or **Refine by Status** sections displayed on the left-side of the screen, de-select the **All** checkbox first to activate the sort option checkboxes. b) Select the desired checkbox(es) in displayed on the left-side of the screen and click the **Refine Search** button. You may need to scroll down to view this button. *The requests displayed are filtered by the options selected.* c) To further sort the results by **Request ID**, **Name**, **Status** (e.g. Waiting for Approval) or **Request Type**, click the column header name.
4.	To view an application, from the **Request ID** column, click the link for the application you wish to view. *The View Request screen displays.*
5.	Review the application details. **Note:** You can view the audit log or view account documents by clicking the link that displays on the right-side of the screen. Ensure the correct hierarchy is selected by clicking on the **Select Hierarchy** link. The card type should be **DoD IB Card** and the **Billing Office Code** must begin with the number 71 and end with the last five digits of your 2nd level hierarchy number (Independent Agencies Billing Office Code will be the number 71 plus the last 5 digits of their 3rd hierarchy level number).
6.	When you are finished reviewing the application, select either the **Approve** or **Reject** radio button. **Note:** If the request is rejected, you are required to type a reason for the rejection in the **Comments** field and then click the **Save comment** link. Comments are required if the application is rejected or if the applicant did not authorized a soft credit score. The comment should indicate that DD Form 2283 was received and filed locally with the APC. By default, the **Allow for Resubmit** checkbox is selected. De-select the checkbox if resubmission is not allowed. If you were the intended APC for this application and it was submitted to you as the Supervisor (Approver1) by mistake, do not reject the application. First, remember that if you are seeing the application as an Supervisor (Approver1), you are no longer in your Prog Admin (APC) role screen. You are in your Supervisor (Approver1) role, which may have been created for you automatically when the applicant used your e-mail address. You should use the toggle on the top-right corner of the screen to switch to your Prog Admin role. Refer to the Override Approval topic in this User Guide for the steps to send the application back to the correct Supervisor (Approver1).
7.	When you are finished, click the **Submit** button. *A confirmation message displays.*

Override an Approval

Note: This functionality allows you to override an approval if your agency/organization is using Supervisor workflow with online applications. This function is only available if you have been entitled to override approvals.

Step	Action
1.	From the **View Request** screen, click the **Override Approval** link displayed on the right-side of the screen. **Note:** To navigate to the **View Request** screen, refer to Steps 1-4 of the **View/Approve/Reject a Request** topic. *The Override Approval screen displays the request details.*
2.	Scroll down to the **Override Information** section and select **Approve** from the drop-down list. If you need to select a new approver, select **Define new approver(s)** from the drop-down list and then type the e-mail address in the text field that displays. **Notes:** If rejecting, type a reason for the Override in the **Comments** field. By default, the **Allow for Resubmit** checkbox is selected. De-select the checkbox if resubmission is not allowed.
3.	Click the **Submit** button. *A confirmation message displays.*
4.	Click the **OK** button. *A confirmation message displays indicating the override has been submitted successfully.*

Delete Application Request

Note: This function is only available if you have been entitled to delete application requests. You can only delete requests if they have not been sent to the processor.

Step	Action
1.	From the **View Request** screen, click the **Delete Application Request** link displayed on the right-side of the screen. **Note:** To navigate to the **View Request** screen, refer to Steps 1-4 of the **View/Approve/Reject a Request** topic. For additional information about how to view account documents, refer to the **View and Attach Account Documents** topic in this User Guide. *The comments window displays.*
2.	In the comments field, type a reason for deleting the request and click the **Confirm** button. **Note:** You must enter comments in order to delete the request. There is a 2000 character limit. For additional information about how to view account documents, refer to the **View and Attach Account Documents** topic in this User Guide. *A confirmation message displays indicating the request has been deleted. No e-mail or SMS message will be sent to acknowledge the deletion of the online application.*

View Requests

Key Concepts

You can search for and view all online maintenance performed on a Cardholder in the CitiManager Site.

From the **View Request** screen you can view the **Audit Log**.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **View Requests** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. To search for users at a specific hierarchy level, click the **Select Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results displays at the bottom of the screen.* **Note:** To sort the results by the **Request ID**, **Name**, **Status**, **Request Type** or **Last Modified Date** columns, click the column header name.
3.	To further filter the requests by type or status, select the desired checkbox(es) in the **Refine by Request Type** or **Refine by Status** sections displayed on the left-side of the screen and click the **Refine Search** button. **Note:** De-select the **all** checkboxes first to activate the sort option checkboxes. To download maintenance requests, click the **Download** link that displays above the **Request ID** column. *The requests display based on the criteria selected.*
4.	To view the maintenance performed for the Cardholder, click the **Request ID** for the maintenance you want to view. *The View Request screen displays.*
5.	To view the **Audit Log**, from the **View Request** screen, click the **View Audit** link displayed on the right-side of the screen. *The View Audit screen displays the date and time of the change, who made the change, which field was changed, the old value, and the new value.*
6.	To navigate back to the request, click the **Back** button. *The View Request screen displays.*

Search for User and View Details

Key Concepts

You can search for users (Cardholder and Non-cardholder) and then view their account details such as:

- Card details
- Contact details
- User roles
- User entitlements
- Hierarchy details

From the **User Details** screen you can also use the links that display on the right-hand side to:

- Reset a user's password
- Deactivate a user
- Update a user
- Assign/Unassign applications

Note: Users are created in CitiManager – Transaction Management.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **User Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Username**, **Full Name** or **Email Address** columns, click the column header name.
3.	From the **Username** column, click the link for the user you wish to view. *The User Details screen displays.*
4.	As necessary, click the link for the desired function that displays on the right-side of the screen. **Note:** For additional information about the functions available from the **User Details** screen, refer to the appropriate topic in this User Guide.

Reset Registration Details

Key Concepts

If a user has not completed the registration process and has a Pending/Expired status, you can re-send the registration details to them.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over **Manage Users** drop-down menu and click the **User Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Username**, **Full Name** or **Email Address** columns, click the column header name.
3.	From the **Username** column, click the **Unregistered** link for the user you wish to re-send the registration details. *The User Details screen displays.*
4.	Click the **Reset Registration Details** link displayed on the right-side of the screen. *The Reset Registration Details window displays.*
5.	Either keep the default e-mail address, or select the **Alternate Email Address** radio button and type another e-mail address.
6.	Click the **Save** button. *A confirmation message displays at the top of the screen. Two e-mails will be sent with the new Registration Passcode and Registration ID.*

Reset a User's Password

Key Concepts

You can initiate a password reset for a user's profile. Once you initiate the reset process, an automated message is sent to the e-mail associated with the profile that will allow the user to reset their password.

Note: This function is only available if you have been entitled to reset passwords.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **User Search** link. *The Search screen displays.*
2.	To narrow your search, type the desired search criteria and click the **Search** button. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Username**, **Full Name** or **Email Address** columns, click the column header name.
3.	From the **Username** column, click the link for the user you wish to view. *The User Details screen displays.*

Step	Action
4.	From the right-side of the **User Details** screen, click the **Reset Password** link. *A confirmation message displays verifying you want to reset the password for that user.*
5.	Click the **Reset** button. *A confirmation message displays at the top of the screen. An automated e-mail with the password reset steps will be sent to the e-mail associated with the user's profile.*

Activate/Deactivate User

Key Concepts

You can activate an existing user that was deactivated due to lack of use or you can manually deactivate an existing user because the user left your organization or changed roles and no longer required access to the CitiManager Site. The activated/deactivated status indicates if the user can log into the CitiManager Site or not.

Usernames automatically deactivate if a user fails to log in for 100 consecutive days.

When manually activating or deactivating a user, you are required to enter the reason for activating or deactivating the username.

Note: When a user is manually deactivated, only an APC at the same hierarchy level or above with the Activate/Deactivate entitlement can re-activate a user. The Helpdesk and CAS will only assist in special circumstances.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **User Search** link. *The Search screen displays.*
2.	To narrow your search, type the desired search criteria and click the **Search** button. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Username**, **Full Name** or **Email Address** columns, click the column header name.
3.	From the **Username** column, click the link for the user you wish to activate or deactivate. *The User Details screen displays the Card Details, Contact Details, User Role(s) and User Entitlements sections.*
4.	From the right-side of the screen, click the **Activate User** or **Deactivate User** link. **Name:** The name of the link displayed is dependent on the status of the user (activated or deactivated). *The Activate or Deactivate screen displays.*
5.	In the **Reason for activation/deactivation** text entry field, type the reason for the activation/deactivation.
6.	Click the **Activate** or **Deactivate** button. **Note:** If the user's current status is **Activated**, the **Deactivate** button displays. If the user's current status is **Deactivated**, the **Activate** button displays. The maintenance activity is logged in the Activate/Deactivate history table that displays at the bottom of the screen. Click the **Download in CSV Format** link to download the history in text format.

Update User – Personal and Contact Details, User Roles, Hierarchy and Entitlements

Key Concepts

It is possible to update a user's personal details, contact details, their roles, hierarchy and the entitlements assigned to them. Details that can be updated include:

- **Personal Details** – Username, first and last name
- **Contact Details** – Address, phone number, e-mail address
- **User Roles and Hierarchy** – Roles such as Cardholder and Non-cardholder and hierarchy assigned to the role.
- **Entitlements** – Entitlements assigned to the user

You can only assign additional entitlements to another user if you are already entitled yourself. You cannot change your own entitlements.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **User Search** link. *The Search screen displays.*
2.	To narrow a search, type the desired search criteria and click the **Search** button. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Username**, **Full Name** or **Email Address** columns, click the column header name.
3.	From the **Username** column, click the link for the user you wish to update. *The User Details screen displays the card details, contact details, user roles, and user entitlements.*
4.	Click the **Update User** link that displays on the right-side of the screen. *The Update User screen displays the Personal Details, Contact Details, User Role(s) and Hierarchy, and Entitlements.*
5.	To change personal details: a) If necessary, from the **Personal Details** section header, click the **(+) plus sign** icon to expand the section. b) Maintain the username as necessary.
6.	To change contact details: a) From the **Contact Details** section header, click the **(+) plus sign** icon to expand the section. b) Maintain the address, phone numbers and e-mail address as necessary.
7.	To change the user's role or hierarchy: a) From the **User Role(s) and Hierarchy** section header, click the **(+) plus sign** icon to expand the section. b) Click the **Change Role** link to unlock the role checkboxes and then select/deselect the checkboxes to change the user's role. c) Click the **Set Hierarchy** link to update the user's hierarchy. *The Set Hierarchy Screen displays.* d) Click the **(+) plus sign** icon to expand the hierarchy tree. Click the checkboxes for the hierarchies you wish to assign to the user. When you are finished, click the **Select** button. *The Update User screen displays.*

Step	Action
8.	To change the user's entitlements: a) From the **Entitlements** section header, click the **(+) plus sign** icon to expand the section. b) Select or deselect the entitlements you would like to assign or unassign the user.
9.	When you are finished making all changes, click the **Continue** button that displays at the bottom of the screen. *The Confirm Details screen displays.*
10.	Verify your changes and click the **Save** button. *A confirmation message displays at the top of the screen.*
11.	Click the **OK** button. *The Search for Users screen displays.*

Assign/Unassign CitiManager – Reporting

Key Concepts

It is possible to assign and unassign CitiManager – Reporting (Reporting) to a user's access.

You can only assign Reporting to another user if you are already entitled yourself. Access to reporting will be available to the user within 24 hours.

When assigning Reporting, you will have one role to assign. This role determines the type of access the user will have for the **Organizational Shared** folder:

- **Read Only** – The user will be able to run any report templates from **Shared Reports** and save report templates as their own. However, they do not have access to save the report as a shared template.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **User Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Username**, **Full Name** or **Email Address** columns, click the column header name.
3.	From the **Username** column, click the link for the account you wish to assign Reporting. *The User Details screen displays contact information for the user, as well as their role and any reporting access. It also displays a list of entitlements the user is granted.*
4.	Click the **Assign/Unassign Applications** link that displays on the right-side of the screen. *The Assign/Unassign Applications screen displays.*
5.	From the left-side of the **Assign Additional Application** section header, select the radio button for **Citibank Custom Reporting System**.
6.	From the **Assign New Hierarchy** section header, click the **Set Hierarchy** link.

Step	Action
7.	Select the checkbox for the desired hierarchy and click the **Save** button. **Note:** Click the **(+) plus sign** if you need to expand the hierarchy to access lower levels.
8.	Click the **Save** button. **Note:** If you want to prevent the user from accessing certain attributes such as full account number, you can click the **Update Deny Attributes** link prior to saving and selecting the desired attributes to deny to the user.
9.	Click the **Save** button. *A confirmation message displays.*
10.	Click the **OK** button. *The User Details screen displays.*

Unassign CitiManager – Reporting

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **User Search** link. *The Search for Users screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Username**, **Full Name** or **Email Address** columns, click the column header name.
3.	From the **Username** column, click the link for the account you wish to unassign Reporting. *The User Details screen displays contact information for the user, as well as their role and any reporting access. It also displays a list of entitlements the user is granted.*
4.	Click the **Assign/Unassign Application**s link that displays on the right-side of the screen. *The Assign/Unassign Applications screen displays.*
5.	From the **Unassign Current Application Assignments** section header, click the **(+) plus sign** icon to expand the section.
6.	Select the **Citibank Custom Reporting System** checkbox.
7.	Select the checkbox for the hierarchy to be unassigned.
8.	Click the **Save** button. *A confirmation message displays indicating the application was successfully unassigned.*
9.	Click the **OK** button. *The message closes and the Search screen displays.*

Print Multiple Statements

Key Concepts

You can download and print multiple Cardholder statements from previous months. You can download statements for individually or centrally billed accounts.

Once the PDF document is open, you can print it by selecting **Print** from the **File** menu.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Print Multiple Statement** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** button. The maximum allowed date range is 180 days. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.*
3.	Select the checkboxes for the statements you wish to download and click the **Download Statements** button displayed at the bottom of the screen. It is possible to select up to 2000 transactions for a single download request. You can keep track of how many transactions and statements have been selected by looking to the right of the **Download Statements** button. *A message displays indicating the file may be saved to your computer.*
4.	Click the **OK** button. *The browser document options window displays.*
5.	From the browser document option window, click the **Open** button. *The document opens in the PDF format.* **Note:** Once the document is open, you can print it by selecting **Print** from the **File** menu.

Notify Citi of Lost or Stolen Card

Key Concepts

Lost or stolen cards may be reported to Citi Customer Service. You may also initiate a card replacement in the CitiManager Site when a card has been lost, stolen, never received or damaged. Refer to the Replace Lost/Stolen/Never Received/Damaged Card topic in the User Guide for additional information. Please visit us online to see a full list of support numbers by card program, region and country.

https://www.citibank.com/tts/about/contact/

For Cardholder servicing:
800-200-7056 (Toll-free)
757-852-9076 (Collect/Outside US)

For APC Servicing:
866-670-6462 (Toll-free)
757-853-2467 (Collect/Outside US)

4. Manage Card Program

Run Reports

Key Concepts

Depending on your agency/organization's setup, it is possible to run the following reports from the CitiManager Site:

- CitiManager Non-cardholder Self Registration Pending Report
- CitiManager User Registration Status Detailed Report
- CitiManager User Registration Status Summary Report
- CitiManager Bulk Online Maintenance (BOLM) Portfolio Report
- CitiManager Online Applications (OLA) Aging Report
- CitiManager Online Applications (OLA) Approved Card Report
- CitiManager Online Maintenance (OLM) Aging Report
- CitiManager Online Maintenance (OLM) Approved Maintenance Report
- User Activity Report
- CitiManager Dispute Aging Report

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Reports** link. *The Search: Reports screen displays.*
2.	From the report drop-down list that displays on the right-side of the screen, select the report you wish to run.
3.	If the report you are running requires a date, from the **From Date** and **To Date** fields, select the date range for the report. You can further specify the time of day for the date range selected by typing a timeframe in the **From Time** and **To Time** fields. Not all reports require a date range or follow the steps below. **Notes:** To run a report for a specific hierarchy, click the **Select Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. When running the User Activity Report, select the sub-report option. You can enter a 16-digit account number when running the Individual Online Maintenance report for all maintenance requests on that specific account number. When generating the User Activity Report, it's recommended that you narrow the date range (no more than 31 days) using the **From Date** and **To Date** fields so the records returned do not exceed 1,201. If the dates entered return more than 1,201 records, the report will not generate and an error message displays. If you need a report that will return more than 1,201 records, Citi recommends using Citimanager – Reporting to run the CCRS Audit Trail report which does not have any record limitations.
4.	Click the **Generate** button. *A message displays indicating the download file may be cached to your computer's hard drive.*
5.	If your download doesn't start automatically, please click the **>> here** link. *A confirmation message displays indicating the download may be cached to your computer.*
6.	Click the **OK** button. *A confirmation message displays at the top of the screen and the browser document options display. The location of the Save or Open options vary based on your browser settings.*
7.	Click either the **Open** or **Save** option. *The selected document opens in Excel or the Save options window opens.*

Set Passcode and Pre-fill Application Form Data

Key Concepts

In order to initiate applications, the APC has to complete the one-time set up of a security passcode for online applications. This passcode and the inviter's e-mail address (APC) are then shared with card applicants to access the online application. The inviter's e-mail address must be an e-mail address of a user who has the required hierarchy level and the entitlement to approve applications.

After the card applicant completes the online application, it will be forwarded to the Supervisor (Approver1) for approval. The online application will then move to the APC for final approval before moving to Citi for processing. In order to approve applications, the APC must be active, have the Approve Requests entitlement and sit at or above the hierarchy at which the application is attached.

Note: Be sure to inform the card applicant that the APC inviter's e-mail address should only be used to access the application. When the applicant completes the actual application, the applicant should enter the Supervisor (Approver1) e-mail address. They should not enter the APC's e-mail address.

Application passcodes can be created with or without an expiration date. If an expiration date is used, a new passcode must be entered once the expiration date has been reached. The same passcode can be reused.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Set Passcode** link. *The Set Passcode & Prefill – Set/Change Hierarchy screen displays.*
2.	From the **Select Hierarchy** section, select the radio button for the hierarchy where the passcode will be set. Click the **(+) plus sign** icon to expand the hierarchy. **Note:** Only hierarchies in your span of control display. It is possible to set different passcodes for each hierarchy level.
3.	Once the hierarchy for the passcode is selected, click the **Save** button. *The Set/Change Workflow screen displays.* **Note:** Your application workflow displays in the **Workflow** section. The workflow defines who completes, submits and approves/rejects applications before they are sent to Citi for processing.
4.	In the **Passcode** field, type the desired passcode. **Note:** The passcode is case sensitive and has a 20 character limit. Characters can be a combination of alpha/numeric and special characters are allowed.
5.	From the **Passcode Expiration** section, select the radio button for the desired expiration option. If you select the **Allow passcode to expire** option, click in the date field and select an expiration date from the calendar. **Note:** It is recommended you select the **Do Not Expire** option.
6.	Click the **Continue** button. *The Prefill Data screen displays.*
7.	From the **Country** drop-down list, select the applicable country.
8	Complete any additional prefill data. **Note:** The **Billing Code** should be seven digits. It should be 71 proceeded by the last five digits of the Hierarchy Level node for the Hierarchy Level 2 at Service Level and Hierarchy Level 3 for Independent Agencies.
9.	Scroll down to preview the form that will be used and click the **Continue** button. *The Preview and Confirm screen displays.*

Step	Action
10.	Once you are finished previewing, click the **Set Passcode** button. *The Passcode and form data confirmation message displays at the top of the screen.* **Note:** To prevent the form from being locked, it is recommended you do NOT select the checkbox next to the hierarchy.

Transfer Hierarchy (Single and Bulk)

Key Concepts

As an APC, you can transfer Cardholder accounts (single or in bulk) from one hierarchy to another, provided they are within your span of control. The hierarchy the Cardholder accounts are being transferred from as well as the one they are being transferred to must be within your span of control.

When multiple Cardholder accounts are transferred from a hierarchy with the same billing date, the accounts will be visible to the gaining unit on the next business day as long as there are no recent transactions. Otherwise, the accounts will be visible to the gaining unit one day following the close of the losing unit's billing cycle.

When multiple Cardholder accounts are transferred from a hierarchy with a different billing date, the accounts will be visible to the gaining unit one day following the close of the losing unit's billing cycle.

For a newly created business unit, Citi must transfer at least one account into the unit before an account can be transferred using this procedure.

You can also transfer a single Cardholder using the steps in the **View/Transfer Cardholder Hierarchy** topic in this User Guide.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Bulk Hierarchy Transfer** link. *The Bulk Hierarchy screen displays.*
2.	Select the radio button for the receiving hierarchy where the accounts will be transferred. Click the **(+) plus sign** icon to expand the hierarchy.
3.	Click the **Transfer Hierarchy** button. *The Hierarchy Transfer – Search screen displays.*
4.	To perform a search, type the desired search criteria and click the **Search** button. If you search by **Hierarchy Unit**, you must enter the full hierarchy number with no spaces or dashes. To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button. *The search results display at the bottom of the screen.* **Note:** To sort the results by the **Card Number**, **Username**, **Card Name**, **Status** or **Employee ID** columns, click the column header name.
5.	From the **Card Number** column, select the radio button for the card account you wish to transfer and click the **Add Account for Transfer** link. *A confirmation message displays at the top of the screen indicating the account has been added to the list of accounts to be transferred.*

Step	Action
6.	To add additional accounts to be transferred (in bulk), repeat Step 5 for each account to be transferred. When you are finished, continue to Step 7.
7.	When all accounts have been added, click the **Continue** button. *The Transfer Hierarchy Recap screen displays.*
8.	Verify the accounts selected for transfer, and click the **Continue** button.
9.	Click the **OK** button. *The Transfer Hierarchy History screen displays.*

Download/Upload Bulk Online Maintenance (BOLM) Requests

Key Concepts

Bulk Online Maintenance (BOLM) allows APCs to initiate a large number of Cardholder Maintenance requests in bulk using a file upload process.

For individuality billed accounts, an APC is not permitted to perform account maintenance on their own account.

When uploading BOLM requests:

- Copy the Form ID displayed in the downloaded form to all records in the BOLM Form Template.
- Required fields include the Form ID, the 16-digit account number, Employee ID, or Social Security number as well as any fields that need to be changed.
- Do not reorder or delete columns because it will cause your entire spreadsheet to fail.
- You can hide columns you do not use or color code (highlight) them to suit your needs to ensure they are completed. You do not have to make the columns visible or remove the highlights for the spreadsheet to process.
- Addresses minimally require Address Line 1, City, State and Zip Code in the United States and Address Line 1 City, Province and Canadian Postal Code for Canadian accounts.
- Country designations in North America are either USA (United States) or CAN (Canada).
- Use a new BOLM Form Template for each bulk upload; do not create a new tab in the same document.
- No more than 2000 records can be added to the Excel spreadsheet.
- BOLM files process between 8:00 A.M. and 6:00 P.M. EST, Monday through Friday. File cut off times still apply because files that begin at the cut off time have to be given time to complete prior to our nightly processing. Processing time for a file is determined by file size and is volume dependent.
- Once you have completed the spreadsheet, it must be uploaded to the CitiManager Site. After it is uploaded, monitor the status and verify if any rows were rejected.

Step-By-Step Instructions

Download the Bulk Online Maintenance Form Template

Note: It is recommended you download the Bulk Online Maintenance Form Template each time to ensure you use the most current version.

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Document Management** link. *The Document Management screen displays.*
2.	From the **Select Function** drop-down list, select **Bulk Online Maintenance**.
3.	From the **Select Activity** section, select the **Download Bulk Online Maintenance Form Template** radio button.

Step	Action
4.	Click the **Download** button. *The Download Form Template screen displays.*
5.	Select the checkbox for your assigned hierarchy and click the **Download** button. *The select format window displays.*
6.	Select the **Download Excel Template** radio button and click the **Download** button. *A message displays indicating the file may be saved to your computer's hard drive.*
7.	Click the **OK** button. *A message displays indicating your document downloaded successfully and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.*
8.	From the browser document option window, click the **Open** button. *The BOLM Form Template opens in selected format.*
9.	Complete the required fields and save the document to your computer's hard drive. Refer to the **Complete the Bulk Online Maintenance Form Template** topic for additional information about completing and saving the spreadsheet.

Complete the Bulk Online Maintenance Form Template

Note: You can make formatting changes, such as hiding unneeded columns or highlighting mandatory fields. Do not change the text in the headers or delete or move any columns.

Step	Action
1.	Populate the **Bulk Online Maintenance Form Template** with all the required information. **Note:** Refer to row two of the form for field formatting requirements. The **Form ID, Account Number**, **Employee ID**, or **SSN** and the fields being maintained are required in each row of the spreadsheet. Be careful not to insert any spaces or extra characters into any unused fields as this will cause errors when the files are processed.
2.	When you are finished, save the file as an Excel spreadsheet to your computer's hard drive. From the **File** menu, select **Save As**. *The Save As window displays.*
3.	Navigate to the desired folder location on your computer's hard drive.
4.	In the **File name** field, type the new name of the spreadsheet. **Note:** The file can be saved using any standard file naming convention. However, each file that is uploaded must have a unique file name to avoid uploading the same file multiple times and to assist with troubleshooting. The file must be saved in .xls format, not .xlsx or an error will occur.
5.	Click the **Save** button. The file is saved to your computer's hard drive and is ready to be uploaded.

Upload the Completed Bulk Online Maintenance Form

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Document Management** link. *The Document Management screen displays.*
2.	From the **Select Function** drop-down list, select **Bulk Online Maintenance**.
3.	From the **Select Activity** section, select the **Upload Bulk Online Maintenance Data File** radio button. *The Upload Bulk Online Maintenance Data File section displays.*
4.	From the **Upload Bulk Online Maintenance Data File** section, click the **Browse** button and navigate to the completed Excel file (.xls not .xlsx format) saved locally to your computer's hard drive. Select the file and click the **Open** button. *The file name displays in the field to the left of the Browse button.*
5.	Click the **Upload** button. *The CitiManager Site processes the file and confirmation message displays at the top of the screen.* **Note:** Exceptions may occur during processing due to incorrect formatting of fields or omission of mandatory fields. Exceptions that occur during this part of the process will not generate an e-mail and must be reviewed in the **Error Description** file.
6.	To review the status of the records submitted in the BOLM file, from the **Select Activity** section, select the **Download Bulk Online Maintenance History** radio button. *The Download Bulk Online Maintenance History section displays the list of files uploaded and their status.*
7.	To view a copy of the completed BOLM file that was uploaded a) From the **Select Activity** section, verify the **Download Bulk Online Maintenance History** radio button is selected. *The Download Bulk Online Maintenance History section displays.* b) From the **Uploaded/Arrived File** column, click the link for the date you wish to view. *The Uploaded File Download window displays.* c) Click the **Download** button. *A message displays indicating the file may be saved to your computer's hard drive.* d) Click the **OK** button. *A message displays indicating the file has downloaded successfully and the browser document options display.* e) Click the **Open** button. *A copy of the uploaded BOLM file opens for the selected date.*

Step	Action
8.	To open a copy of the Excel file that contains errors: **Note:** The successful Excel records will process without further action. Only the failed Excel records display. If there is no file listed, then there were no errors associated with that Excel file. However, in cases where the CitiManager Site cannot process the uploaded file (e.g. a column was deleted or changed) the entire file will fail and this will be reflected in the Error Description file but an Original Error file will not be generated because that template cannot be used. Any record found in the error file has not been transmitted to Citi for processing. a) From the **Select Activity** section, verify the **Download Bulk Online Maintenance History** radio button is selected. *The Download Bulk Online Maintenance History section displays.* b) From the **Original Error File** column, click the file name link for the desired date. *The Uploaded File Download window displays.* c) Click the **Download** button. *A message displays indicating the file may be saved to your computer's hard drive.* d) Click the **OK** button. *A message displays indicating the file has downloaded successfully and the browser document options display.* e) Click the **Open** button. *A copy of the uploaded BOLM file opens for the selected date.*
9.	To view the error log file and details for the file you uploaded: a) From the **Error Description File** column, click the link name of the file you uploaded. *The Log File Download window displays.* b) Click the **Download** button. *A message displays indicating the file may be saved to your computer's hard drive.* c) Click the **OK** button. *A message displays indicating the file has downloaded successfully and the browser document options display.* d) Click the **Open** button. *The error log file opens.*
10.	To view the status of the BOLM requests that were successfully uploaded: a) From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **View Requests** link. *The Search for Requests screen displays.* b) Enter the desired search criteria and click the **Search** button. *The search results display at the bottom of the screen.* c) From the **Refine By Request Type** section, de-select the **All** checkbox and only select the **Bulk online maintenance** checkbox. Click the **Search** button. *The bulk online maintenance requests display.* d) To view the request, click the **Request ID** link. *The request selected displays.* **Note:** A unique **Request ID** will generate for each record that was successfully uploaded. The **Request ID** is used for reference when contacting Citi for assistance, for example if there is an issue with the maintenance request.

Update (APC) E-mail Address for Status E-mails

If necessary, you can change the e-mail address where BOLM status e-mails will be sent.

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Document Management** link. *The Document Management screen displays.*
2.	From the **Select Activity** drop-down list, select the **Update PA (APC) E-mail Address for Status E-mails** radio button. *The Update PA (APC) E-mail Address for Status E-mails section displays.*
3.	In the **Update PA (APC) E-mail Address for Status E-mails** text entry field, type the e-mail address for the APC who will receive status e-mails.
4.	Click the **Save** button. *A confirmation message indicating the APC E-mail ID has been saved successfully.*

Download/Upload Permanent Change of Station (PCS) Bulk Maintenance

Key Concepts

DTMO and CPMs can perform Permanent Change of Station (PCS) Bulk Maintenance, which allows APCs to place a large number of Cardholders into PCS Status.

A PCS status is used to keep the account balance from aging while a Cardholder is moving to a new permanent duty location and extends the payment window for Cardholders.

The component's policies determine whether IBAs can be used for PCS.

To place a Cardholder in PCS status, an APC must place the account into mission critical status and ensure the **PCS Status** indicator is set to **Y**.

Pending travel vouchers should be settled prior to an individual's departure for PCS.

When using PCS Bulk Maintenance:

- Only use the PCS Bulk Maintenance Form Template downloaded from the correct hierarchy in the CitiManager Site. Copy the hierarchy displayed in the downloaded form to all records in the PCS Bulk Form Template. It's best practice to use one form per on hierarchy.
- Required fields may vary depending on your agency/organization's setup.
- Do not reorder or delete columns because it will cause your entire spreadsheet to fail.
- You can hide columns you do not use or color code (highlight) them to suit your needs to ensure they are completed. You do not have to make the columns visible or remove the highlights for the spreadsheet to process.
- Addresses minimally require Address Line 1, Citi, State and Zip Code in the United States.
- Country designations in North America are either USA (United States) or CAN (Canada).
- Use a new PCS Bulk Form Template for each bulk upload; do not create a new tab in the same document.
- No more than 2000 records can be added to the Excel spreadsheet.
- PCS Bulk files process between 8:00 A.M. and 6:00 P.P. EST, Monday through Friday. File cut off times still apply because files that begin at the cut off time have to be given time to complete prior to our nightly processing. Processing time for a file is determined by file size and is volume dependent.
- Once you have completed the spreadsheet, it must be uploaded to the CitiManager Site. After it is uploaded, monitor the status and verify if any rows were rejected.

Step-by-Step Instructions

Download the PCS Bulk Maintenance Form

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Document Management** link. *The Document Management screen displays.*
2.	From the **Select Function** drop-down list, select **PCS Bulk Maintenance** from the drop-down list.
3.	From the **Select Activity** section, select the **Download PCS Bulk Maintenance Form Template** radio button.
4.	Click the **Download** button. *The Download Form Template screen displays.*
5.	Click the **(+) plus sign** icon to expand the hierarchy tree. Select your assigned hierarchy and click the **Download** button. *The select format window displays.*
6.	Select the **Download Excel Template** radio button and click the **Download** button. *A message displays indicating the file may be saved to your computer's hard drive.*
7.	Click the **OK** button. *A message displays indicating your document downloaded successfully and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.*
8.	From the browser document option window, click the **Open** button. *The PCS Bulk Maintenance Form Template opens in selected format.*
9.	Complete the required fields and save the document to your computer's hard drive. Refer to the **Complete the PCS Bulk Maintenance Form Template** topic for additional information about completing and saving the spreadsheet.

Complete the PCS Bulk Maintenance Form Template

Note: You can make formatting changes, such as hiding unneeded columns or highlighting mandatory fields. Do not change the text in the headers or delete or move any columns.

Step	Action
1.	Populate the **PCS Bulk Maintenance Form Template** with all the required information. **Note:** The **Form ID** is populated based on the profile of the user who downloaded the form. These fields are mandatory for each record in the spreadsheet. Please copy this information down to each record. The required fields for completing PCS Bulk Maintenance From Template are specified on the second line of the spreadsheet.
2.	When you are finished, save the file as an Excel spreadsheet to your computer's hard drive. From the **File** menu, select **Save As**. *The Save As window displays.*
3.	Navigate to the desired folder location on your computer's hard drive.
4.	In the **File name** field, type the new name of the spreadsheet. **Note:** The file can be saved using any standard file naming convention; however, each file that is uploaded must have a unique file name to avoid uploading the same file multiple times and to assist with troubleshooting. The file must be saved in .xls format, not .xlsx or an error will occur.

Step	Action
5.	Click the **Save** button. *The file is saved to your computer's hard drive and is ready to be uploaded.*

Upload the Completed PCS Bulk Maintenance Form

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Document Management** link. *The Document Management screen displays.*
2.	From the **Select Function** drop-down list, verify **PCS Bulk Maintenance** is selected. If not, select it from the drop-down list.
3.	From the **Select Activity** section, select the Upload **PCS Bulk Maintenance Data File** radio button. *The Upload PCS Bulk Maintenance Data File section displays.*
4.	From the **Upload PCS Bulk Maintenance Data File** section, click the **Browse** button and navigate to the completed Excel file (.xls not .xlsx format) saved locally to your computer's hard drive. Select the file and click the **Open** button. *The file name displays in the field to the left of the Browse button.*
5.	Click the **Upload** button. *The CitiManager Site processes the file and confirmation message displays at the top of the screen.* **Note:** Exceptions may occur during processing due to incorrect formatting of fields or omission of mandatory fields. Exceptions that occur during this part of the process will not generate an e-mail and must be reviewed in the **Error Description** file.
6.	To review the status of the records submitted in the PCS Bulk file, from the **Select Activity** section, select the **Download PCS Bulk Maintenance History** radio button. *The Download PCS Bulk Maintenance History section displays the list of files uploaded and their status.*
7.	To view a copy of the completed PCS Bulk file that was uploaded a) From the **Select Activity** section, verify the **Download PCS Bulk Maintenance History** radio button is selected. *The Download PCS Bulk Maintenance History section displays.* b) From the **Uploaded/Arrived File** column, click the link for the date you wish to view. *The Uploaded File Download window displays.* c) Click the **Download** button. *A message displays indicating the file may be saved to your computer's hard drive.* d) Click the **Open** button. *A copy of the uploaded PCS Bulk file opens for the selected date.*

Step	Action
8.	To open a copy of the Excel File that contains errors: **Note:** The successful Excel files will process without further action. Only the failed Excel files display. If there is no file listed, then there were no errors associated with that Excel file. However, in cases where the CitiManager Site cannot process the uploaded file the entire file will fall and this will be reflected in the Error Description file but an Original Error file will not be generated because that template cannot be used. Any record found in the error file has not been transmitted to Citi for processing. a) From the **Select Activity** section, verify the **Download PCS Bulk Maintenance History** radio button is selected. *The Download PCS Bulk Maintenance History section displays.* b) From the **Original Error File** column, click the file name link for the desired date. c) Click the **Download** button. *A message displays indicating the file may be saved to your computer's hard drive.* d) Click the **OK** button. *A message displays indicating the file has downloaded successfully and the browser document options display.* e) Click the **Open** button. *A copy of the uploaded PCS Bulk Maintenance file opens for the selected date.*
9.	To view the error log file and details for the file you uploaded: a) From the **Error Description File** column, click the link name of the file you uploaded. *The Log File Download window displays.* b) Click the **Download** button. *A message displays indicating the file may be saved to your computer's hard drive.* c) Click the **OK** button. *A message displays indicating the file has downloaded successfully and the browser document options display.* d) Click the **Open** button. *The error log file opens.*
10.	To view the status of the **PCS Bulk Maintenance** requests that were successfully uploaded: a) From the navigation bar, position your mouse over the **Manager Users** drop-down menu and click the **View Requests** link. *The Search for Requests screen displays.* b) Enter the desired search criteria and click the **Search** button. *The search results display at the bottom of the screen.* c) From the **Refine By Request Type** section, de-select the **All** checkbox and only select the **PCS Bulk Maintenance** checkbox. Click the **Search** button. *The PCS Bulk Maintenance requests display.* d) To view the request, click the **Request ID** link. *The request selected displays.* **Note:** A unique **Request ID** will generate for each record that was successfully uploaded. The **Request ID** is used for reference when contacting Citi for assistance.

Update the PA E-mail Address for Status E-Mails

If necessary, you can change the e-mail address where PCS status e-mails will be sent.

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Document Management** link. *The Document Management screen displays.*
2.	From the **Select Activity** drop-down list, select the **Update PA E-mail Address for Status E-mails** radio button. *The Update PA E-mail Address for Status E-mails section displays.*
3.	In the **Update PA E-mail Address for Status E-mails** test entry field, type the e-mail address for the PA who will receive status e-mails.
4.	Click the **Save** button. *A confirmation message displays indicating the PA Email ID has been saved successfully.*

View Your Hierarchy

Key Concepts

You can view hierarchies in your span of control. The following default hierarchy entitlement(s) information displays:

- **Company Name (Agency/Organization):** Name of the agency/organization to which you belong
- **Unit Name:** Name of the hierarchy to which you belong in the agency/organization
- **Unit Number:** Number/node of the hierarchy to which you belong in the agency/organization
- **Full Hierarchy:** Complete hierarchy to which you are associated

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **View Hierarchy** link. *The View Hierarchy screen displays.*
2.	To expand the hierarchies, click the **(+) plus sign** icon to expand the hierarchy.

Set Alerts for a Specific Hierarchy

Key Concepts

In accordance with agency/organization policies you can set alerts that will be available to Cardholders in a specific hierarchy within your span of control. This does not select which alerts Cardholders will receive, but it does change which alert options are available to Cardholders. If a hierarchy level is selected and it has lower-level hierarchies attached to it, then all hierarchies that fall under the higher level hierarchy will also have those alerts available.

Setting alerts is entitlement driven, so you may not have access to this functionality if the entitlement has not been granted to you or turned on for your agency/organization.

There are two types of alerts you can set as defaults:

- **Transactional Alerts** – An alert is sent when a defined condition or threshold is met, for example an alert is triggered when a payment is received or when a defined percentage of your credit limit is met.
- **Account Alerts** – An alert is sent when there are status changes to the Cardholder account, for example when an address is changed or when a statement is available.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Set Alerts** link. *The Select Hierarchy screen displays.*
2.	To select the hierarchy where the alerts will be set, click the **(+) plus sign** icon to expand the hierarchy.
3.	Select the radio button for the desired hierarchy and click the **Continue** button. *The Set Alerts screen displays.*
4.	To subscribe to alerts, select the **E-mail** and/or **SMS Text** checkbox(es) for each of the alerts you wish to make available to users in this hierarchy. To unsubscribe to alerts, de-select the **E-mail Alerts** and/or **SMS (Mobile Alerts)** checkbox(es) for the alerts you do not wish to have available for users in this hierarchy. **Note:** For more information about each alert, position your mouse over the information icon next to the alert name. Some alerts require you to type or select a threshold setting that will trigger the alert. For example, for the **Available Credit Remaining %** alert, you must select the desired **Available Credit Remaining %**. When the selected percent of remaining credit level is met, you will receive an alert.
5.	When you are finished, click the **Continue** button. *The Preview and Confirm screen displays.*
6.	Review the alerts selected and if confirmed, click the **Save** button. *A confirmation message displays indicating the alerts have been set successfully.*

Manage MCCG Templates

Key Concepts

The CitiManager Site allows select APCs to view Merchant Category Codes (MCCs) in a Merchant Category Code Group (MCCG), as well as create new MCCG templates from scratch or create a copy from an existing MCCG template.

The ability to manage MCCG templates must be enabled by Citi first. Once enabled, the entitlements can be assigned to anyone who needs to manage the MCCG templates.

The entitlements that can be assigned are:

- Create MCCG template
- Modify MCCG template

Note: Modification is specific to creating a copy of an existing MCCG, providing a new name and updating the MCCs as required. The new MCCG needs to be attached to Cardholders who need it to perform Account Maintenance.

Once requests are submitted, they go to Client Account Servicing (CAS) for processing which will take approximately 48 hours to complete. If this is an urgent request, please call CAS directly.

If a MCCG template needs to be deleted or an existing MCCG template needs to be maintained the request should be initiated through a dedicated CAS. These requests will be processed within 24-48 hours.

Step-by-Step Instructions

View a MCCG Template

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Manage MCCG Template** link. *The Manage MCCG Template screen displays.*
2.	In the available search fields, enter your search criteria and click the **Search** button. **Note:** For additional search options, click the **More Options** button. To view all MCCG templates, you can click the **Search** button without entering any search criteria. *The search results display at the bottom of the screen.*
3.	Select the radio button next to the applicable MCCG template.
4.	Click the **View MCCG Template** button. *The View MCCG Template screen displays.*
5.	When you are finished viewing the MCCG template, click the **Back** button. *The Manage MCCG Template screen displays.*

Create a MCCG Template

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Manage MCCG Template** link. *The Manage MCCG Template screen displays.*
2.	From the **Search: Manage MCCG Template** header, click the **Create MCCG Template** link. *The Create MCCG Template screen displays.*
3.	In the **MCCG Template Name** text field, type the MCCG template name.
4.	Click the checkbox next to the applicable MCCs. **Note:** You can also search for MCCs using the **Look UP MCC Group** search field.
5.	Once the MCC template is complete, click the **Save** button. *A confirmation message displays.*
6.	Click the **OK** button. *The Manage MCCG Template screen displays.*

Create a MCCG Template from Existing MCCG Template

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Manage MCCG Template** link. *The Manage MCCG Template screen displays.*
2.	In the available search fields, enter your search criteria and click the **Search** button. **Note:** For additional search options, click the **More Options** button. To view all MCCG templates, you can click the **Search** button without entering any search criteria. *The search results display at the bottom of the screen.*
3.	Select the radio button next to the applicable MCCG template.
4.	Click the **Modify or Copy of Selected Template** link. *The Modify or Copy of Selected Template screen displays.*
5.	In the **MCCG Template Name** text field, type the applicable MCCG template name.
6.	Select the checkbox for the applicable MCCs.
7.	Once the MCCG template is complete, click the **Save** button. *A confirmation message displays.*
8.	Click the **OK** button. *The Manage MCCG Template screen displays.*

View Additional Requests

Key Concepts

DTMO and CPMs can view the audit information for requests such as when a new corporate account or hierarchy sub-unit is created. You can also view who created the request, the date it was last modified and by whom.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **View Additional Requests** link. *The Search: View Additional Requests screen displays.*
2.	In the available search fields, enter your search criteria and click the **Search** button. **Note:** For additional search options, click the **More Options** button. *The search results display at the bottom of the screen.*
3.	To view the audit information, from the **Request ID** column, click the link for the applicable request. To view the created by, last modified date, and modified by information, click the **ellipsis (...)** link that displays on the right-side of the row.

Create New Corporate Account

Key Concepts

DTMO and CPMs can create corporate accounts at their hierarchy level and below.

The ability to create corporate accounts must be enabled by Citi first. Once enabled, the Corporate Account Maintenance entitlement can be assigned to anyone who needs to create new corporate accounts.

Once requests are submitted, they go to Client Account Servicing (CAS) for processing which will take approximately 48 hours to complete. If this is an urgent request, please call CAS directly.

You can view request status on the **View Additional Requests** screen.

Step-by-Step Instructions

Create New Corporate Account

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Create New Corporate Account** link. *The Corporate Account Setup screen displays.*
2.	Click the **Select Hierarchy** link that displays under the **Hierarchy** field.
3.	Click the **(+) plus sign** icon to expand the hierarchy unit. Drill down to the hierarchy that the new sub-hierarchy will be under and select the radio button next to the applicable hierarchy unit.
4.	Enter the applicable information for the new corporate account.
5.	From the **MCC Groups** section, click the **Add/Remove MCC Groups** link.
6.	Select the checkbox for the applicable MCC Groups for the new corporate account and click the **Update** button. *A confirmation message displays at the top of the screen.*
7.	Click the **Back** link to return to the form.
8.	Once all of the information is entered, click the **Submit** button. *The confirmation message displays.*
9.	Click the **OK** button. *The Search: View Additional Requests screen displays.*

Maintain Corporate Account

Key Concepts

DTMO and CPMs can maintain existing corporate accounts under their hierarchy level and below. Velocity limits, as well as temporary velocity limits on the corporate account can be maintained.

The ability to maintain corporate accounts must be enabled by Citi first. Once enabled, the Corporate Account Maintenance entitlement can be assigned to anyone who needs to create new corporate accounts.

Once requests are submitted, they go to Client Account Servicing (CAS) for processing which will take approximately 48 hours to complete. If this is an urgent request, please call CAS directly.

You can view request status on the **View Additional Requests** screen.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Corporate Account Maintenance** link. *The Corporate Account Maintenance screen displays.*
2.	In the available search fields, enter your search criteria and click the **Search** button. *The search results display at the bottom of the screen.*
3.	Select the radio button next to the corporate account you wish to maintain.
4.	Click the **Update Account** button. *The Update Account screen displays.*
5.	Update the account as necessary.
6.	Click the **Submit** button. *The confirmation message displays.*
7.	Click the **Proceed** button. *A confirmation message displays.*
8.	Click the **OK** button. *The Search: View Additional Requests screen displays.*

5. Resources

View Messages

Key Concepts

Citi periodically posts system update and maintenance information. This information is posted to the Message Board.

Additionally, it is possible to post a new message to a specific hierarchy within your span of control. Once the message is submitted, it will be sent to the Citi Helpdesk for approval.

Step-by-Step Instructions

View Messages

Step	Action
1.	From the navigation bar, position your mouse over the **Resources** drop-down menu and click the **Messages** link. *The Messages screen displays.*
2.	To view additional information about a message, from the **Subject** column, click the desired message link. *The Messages screen displays and any messages display in the Message Board section.*
3.	To return to the list of messages, click the **Back** button.

Search for Agency Program Coordinators

Key Concepts

You can search for APCs and view the following information:

- Hierarchy Name
- Role
- Full Name
- User Profile E-mail Address

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Resources** drop-down menu and click the **Search** link. *The Search for Users screen displays.*
2.	To perform a basic search, use the **First Name**, **Last Name** or **Username** fields and click the **Search** button. *The search results display based on the search criteria entered.*

View Frequently Asked Questions

Key Concepts

The CitiManager Site Frequently Asked Question (FAQ) documents contain answers to some of the most commonly asked questions. It includes information about registration, passwords, security questions, alerts and quick tips.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Resources** drop-down menu and click the **FAQs** link. *The View FAQ screen displays.*
2.	Click the **NA CitiManager FAQ** link or another available document. *A message displays indicating the downloaded file may be cached to your computer's hard drive.*
3.	Click the **OK** button. *The browser document option window displays. The location of the Save or Open options vary based on your browser settings.*
4.	Click either the **Save** or **Open** option. *The selected document opens in Portable Document Format (PDF) or the Save options window opens.*

Access Links & Help

Key Concepts

You can view additional reference material such as User Guides and access program support sites from the **Links/Help** screen.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Resources** drop-down menu and click the **Links & Help** link. *The Links/Help screen displays.*
2.	Click the link for the resource you wish to access. *A message displays indicating you will be opening an external link.*
3.	Click the **OK** button. *Depending on the type of resource selected, either the website will open or a message displays indicating the selected document will be cached to your computer's hard drive.* **Note:** When you click on a link for an external site, a new browser opens and you will be directed to the selected site. You will still be logged into the CitiManager Site.
4.	If a document was selected, click the **OK** button to close the message. *The browser document options display. The location of the Save or Open options vary based on your browser settings.*
5.	Click either the **Open** or **Save** option. *The selected document opens in Portable Document Format (PDF) or the Save options window opens.*

6. Web Tools

Access Web Tools (Transaction Management, Reporting)

Key Concepts

The following tools may be accessed based on your entitlements and your agency/organization setup:

- Use **Transaction Management** to create new APC users.
- Use **Reporting** to run reports using templates or to create custom reports.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Web Tools** drop-down menu and click the link for the tool you wish to open. *A window opens displaying the roles/programs in which you have entitlements.*
2.	If necessary, click the desired hierarchy sub-link. *The selected tool launches in a new window or tab.*

Access the Learning Center

Key Concepts

The Learning Center is Citi's learning management system that can be accessed from the CitiManager Site.

The Learning Center provides on-demand, self-paced training so you can register for webinars, instructor-led training (ILT), complete computer-based training (CBT) courses and access reference documents 24/7. There are also complete end-to-end user guides and quick-start guides available.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Web Tools** drop-down menu and click the **Learning Center** link. *The Learning Center Home screen displays in a new window or tab.*
2.	To access available resources: In the **Search** field, type the desired search criteria, for example, CitiManager User Guide, and click the search magnifying glass, OR Click the desired **Catalog** link.

Step	Action
3.	To register for and launch a course: a) Click the three vertical dots and click the **Register** link. b) From the **Activity Registration** screen, verify the activity and click the **Add** button at the bottom right-side of the screen. c) Click the **Register** button on the bottom right side of the screen. d) Once you have registered for a course or curriculum, click the **Start** button from the **Activities Details** screen or your **To Do** list. OR To launch and document or computer-based training: a) Click the three vertical dots and click the **Start** link. *A reference document and computer-based training will launch automatically. If you are opening a computer-based training module, the Learning Activities Details window opens.*

7. Alerts

Set Your Personal Alert Subscriptions

Key Concepts

As an APC, you can set your personal alerts so e-mail notifications are automatically sent to you when certain selected activity occurs to Cardholder accounts in your hierarchy. For example, you can be notified when a transaction is declined.

For certain alerts, you can register to receive alerts from specific hierarchy levels. You will receive a copy of an alert. For the alerts listed below, you will only receive the alert if the Cardholder is also subscribed to the alert. Note, if the Cardholder unsubscribes to the alert, you (the APC) will still receive it.

- Account Over Threshold
- Cancelled Card Transaction
- Card Not Present at Transaction
- Credit Balance on Account
- Declined Transaction
- Payment Due
- Payment Past Due
- Payment Received

The alerts listed below are *not* real-time

- Account Over Threshold
- Alert Returned Mail T2
- Credit Balance on Account
- Payment Due/Invoice
- Payments Received
- Reminder: Payment Past Due/Overdue
- Account Cancellation Notice
- Account Canceled Notice
- Card Delivery Notice
- Notification of Account Maintenance

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Alerts** drop-down menu and then click the **Alert Subscriptions** link. *The Alerts Subscription screen displays.*
2.	To enter/edit the e-mail address(es) where you want alerts sent, click the **Edit** link from the **Contact Preferences** section and complete the following steps when the **E-mail Address Preferences** window opens: a) Type and confirm up to five e-mail addresses. b) Click the **Save** button.
3.	To subscribe to alerts, select the checkbox(es) for each of the alerts you wish to receive. To unsubscribe alerts, de-select checkbox(es) for the alerts you no longer wish to receive. **Note:** For more information about each alert, click the information icon next to the alert name.

Step	Action
4.	For alerts that allow you to select the hierarchy level, click the **Select Hierarchy** link. Click the **(+) plus sign** icon to expand the hierarchy tree. Select all of the hierarchy levels to which you want to set that alert and click the **Select** button. **Note:** You must individually select each hierarchy you want to set. Selecting a higher level does not automatically select the levels below.
5.	Click the **Save** button. *The alerts settings are saved and a confirmation message displays at the top of the screen.*

View Alert Audit Log

Key Concepts

Use the Alert Audit Log to view changes that have been made to alerts. You can view the following:

- The date and time of the change
- Who made the change
- Name of the alert updated
- The previous status and the current status
- Indication that the alert was either an e-mail or mobile alert

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Alerts** drop-down menu and then click the **Audit Log** link. *The Audit Log screen displays a log of alerts that have been changed.*

View On-Demand Mobile Alert Commands

Key Concepts

Once your Cardholders have registered their mobile number to receive Citi Alerts, they will have full access to Citi's On-Demand Mobile Alerts. With Citi's On-Demand Mobile Alerts, they can request and receive information from Citi right when they need it.

To receive on-demand alerts from their registered mobile device, they will text the desired command (e.g., HELP) to GOCITI (462484). A list of available commands are available from the CitiManager Site.

For some on-demand mobile alerts the Cardholder is required to enter the last four digits of their account number after the command. For example, to receive account balance information, they would text BAL1234 to GOCITI (462484) where 1234 represents the last four digits of their account number.

Messages and data rates may apply.

To view Terms and Conditions, please visit: Terms & Condition

To view Privacy Policy, please visit:

- ICG Global Privacy Statement
- Commercial Cards Privacy Statement (Outside the US and Canada)
- CA Privacy Hub
- Notice at Collection

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Alerts** drop-down menu and click the **On-Demand Mobile Alerts** link. *The On-Demand Mobile Alerts screen displays the commands and a description for each.*

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Citi works with its clients in greenhouse gas intensive industries to evaluate emerging risks from climate change and, where appropriate, to mitigate those risks.

efficiency, renewable energy & mitigation

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