



External

# CitiManager Mobile App *User Guide*

Updated December 2023

# CitiManager Mobile App: Overview

As the CitiManager mobile app continues to improve, this document will serve as the quick reference guide and will be updated in conjunction with new releases.

While not all app features are globally available due to various reasons such as different regulations, end goal remains to create global consistency across all markets.

**The following slides will cover:**

- **Current app features and where they are available**
- **Markets where the app is currently available**

**App features have been categorized with one or more tags:**

Account Management

Regulatory

Self Service

Security

# CitiManager Mobile App: Current Features

## Global Features

- Card Activation
  - User Registration
  - Biometric Login
  - OTP Login (Select Markets)
  - Forgot Username and Password
  - Last Login Date Display
  - My Accounts
  - View Account Summary
  - View Recent Activity
  - View Authorizations and Declines
- View Transaction Summary
  - View Statements
  - Ancillary Service Charges
  - View Payment History
  - Push Notifications
  - Mobile Phone Number Capture
  - View PIN
  - Replace Card
  - In App Feedback
  - PDF Download

## Rest of World Features (ex. NAM)



2-Way Fraud  
Notifications



3D Secure  
Notifications



Argentina Dual  
Currency Display

## NAM Only Features



Pay Bill



Add Payment  
Accounts



Receipt  
Image Upload



Account  
Comments

Available on:



iOS

[Click Here](#)



Android

[Click Here](#)

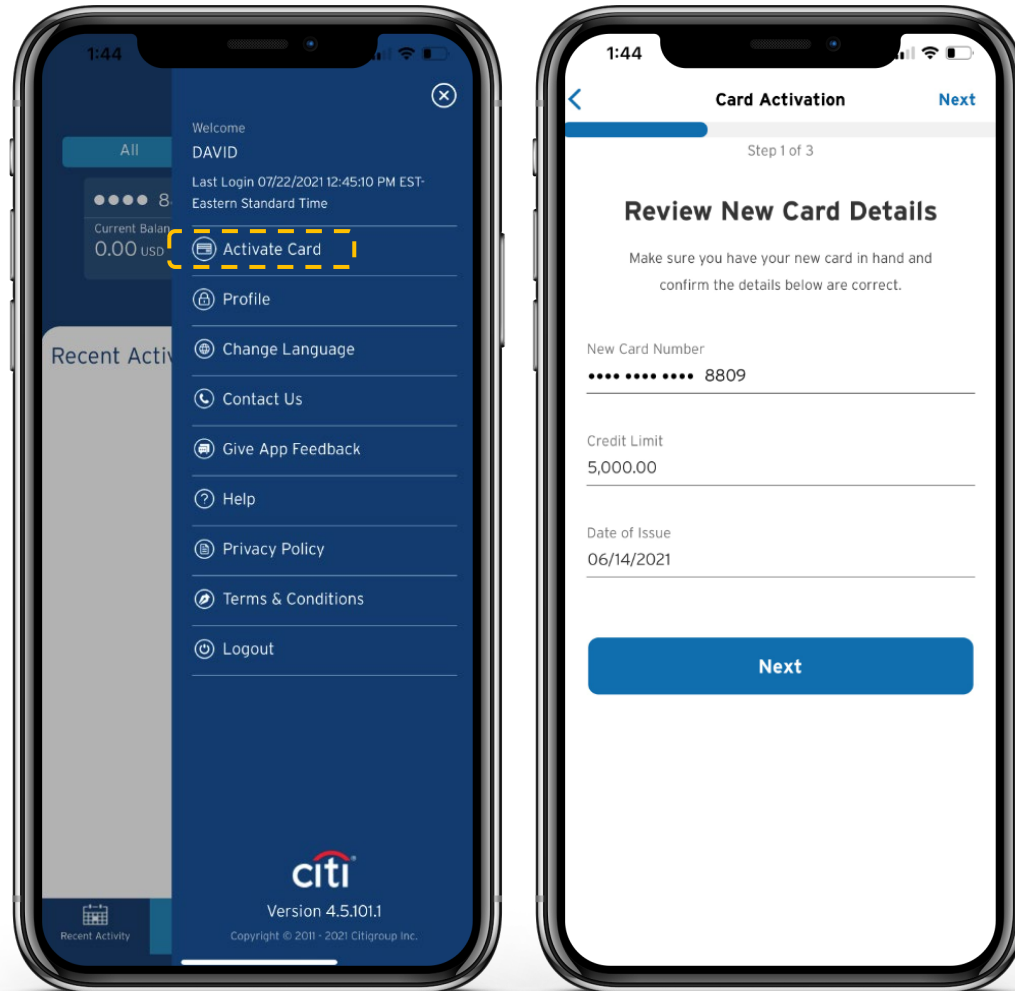


\*iOS Only



# Global Features

# Card Activation (Post-Login)



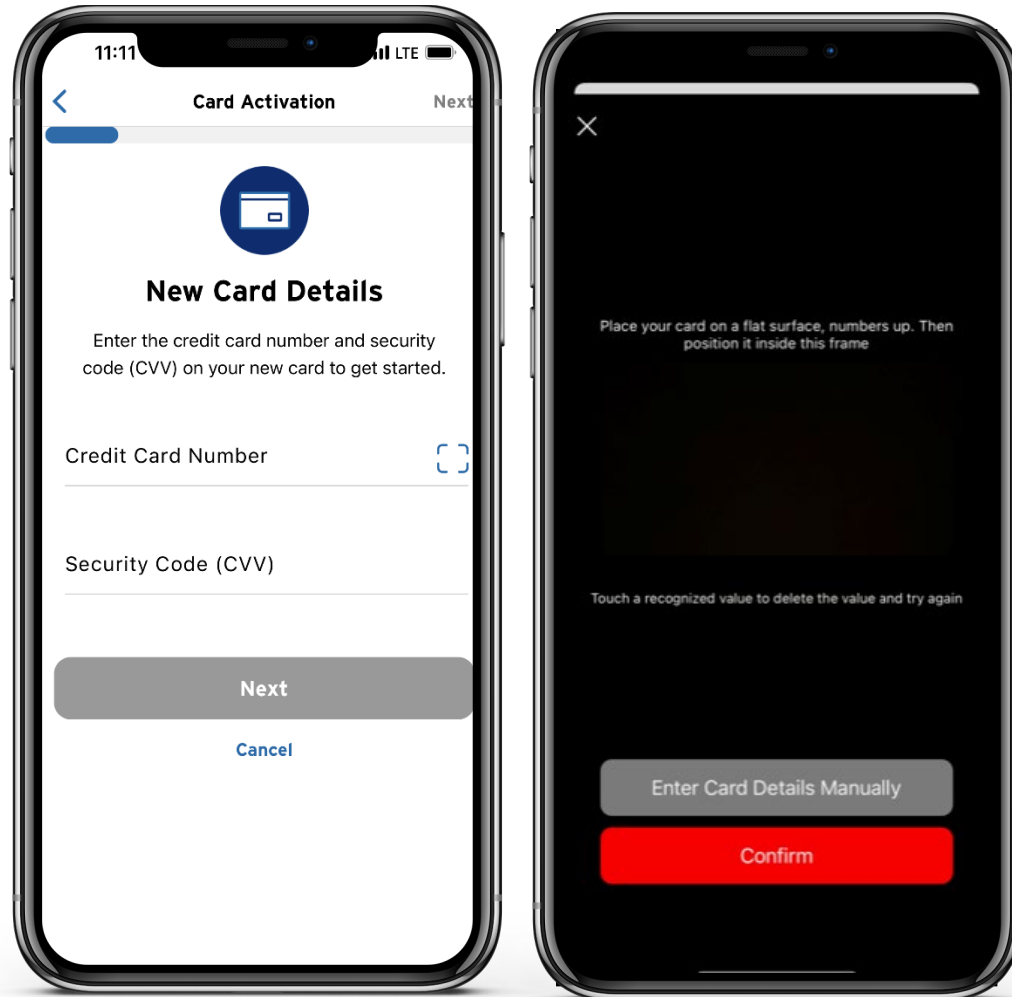
## Description

**Card Activation** allows a cardholder to activate their Citi corporate card within the app instead of calling in to help desk or needing a desktop browser.

## Availability

Global

# Card Activation Scanner (Post-Login)



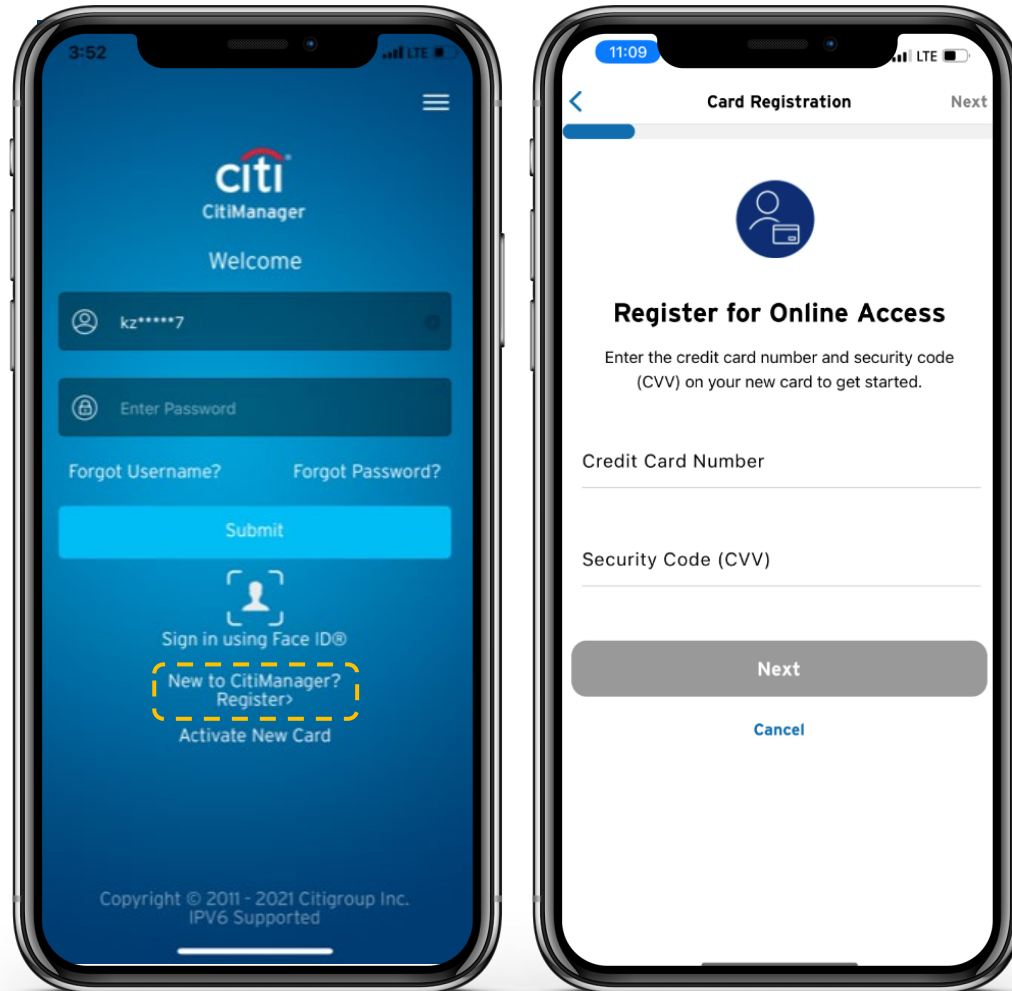
## Description

**Card Activation Scanner** allows a cardholder to activate their Citi commercial card within the app using their device camera instead of manually entering their card information.

## Availability

NAM and iOS Only

# User Registration



## Description

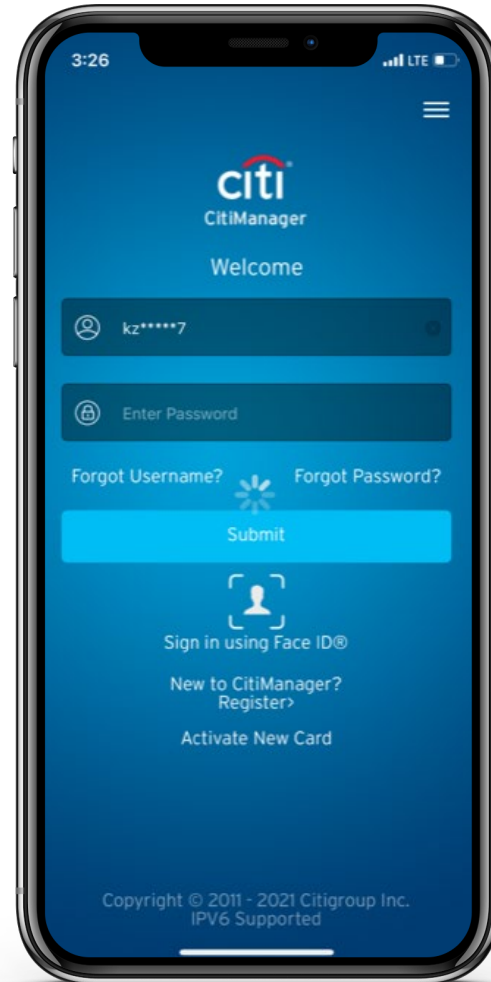
**User Registration** allows a cardholder to set up their CitiManager user profile, without needing a desktop browser.

## Availability

Global



# Biometric Login



## Description

**Biometric Login** allows for the user to login to the CitiManager Mobile App through a biometric authentication security process.

Depending on the user's software, this can be either with facial recognition (iOS only) or fingerprint recognition (iOS and Android) as the biometrics.

## Availability

Global



# One Time Passcode (OTP) Login



## Description

**One Time Passcode Login** allows for the user to receive a one-time use passcode consisting of a combination of six characters and/or digits so the user to login to their account.

This can be delivered via Text Message or Mobile Phone Call, as per user's preference.

## Availability

Global

# Forgot Username/Password



## Description

**Forgot Username** and **Forgot Password** flows allow users to recover their username or reset their password if they forget either one when logging in.

## Availability

Global

# Last Login Date Display



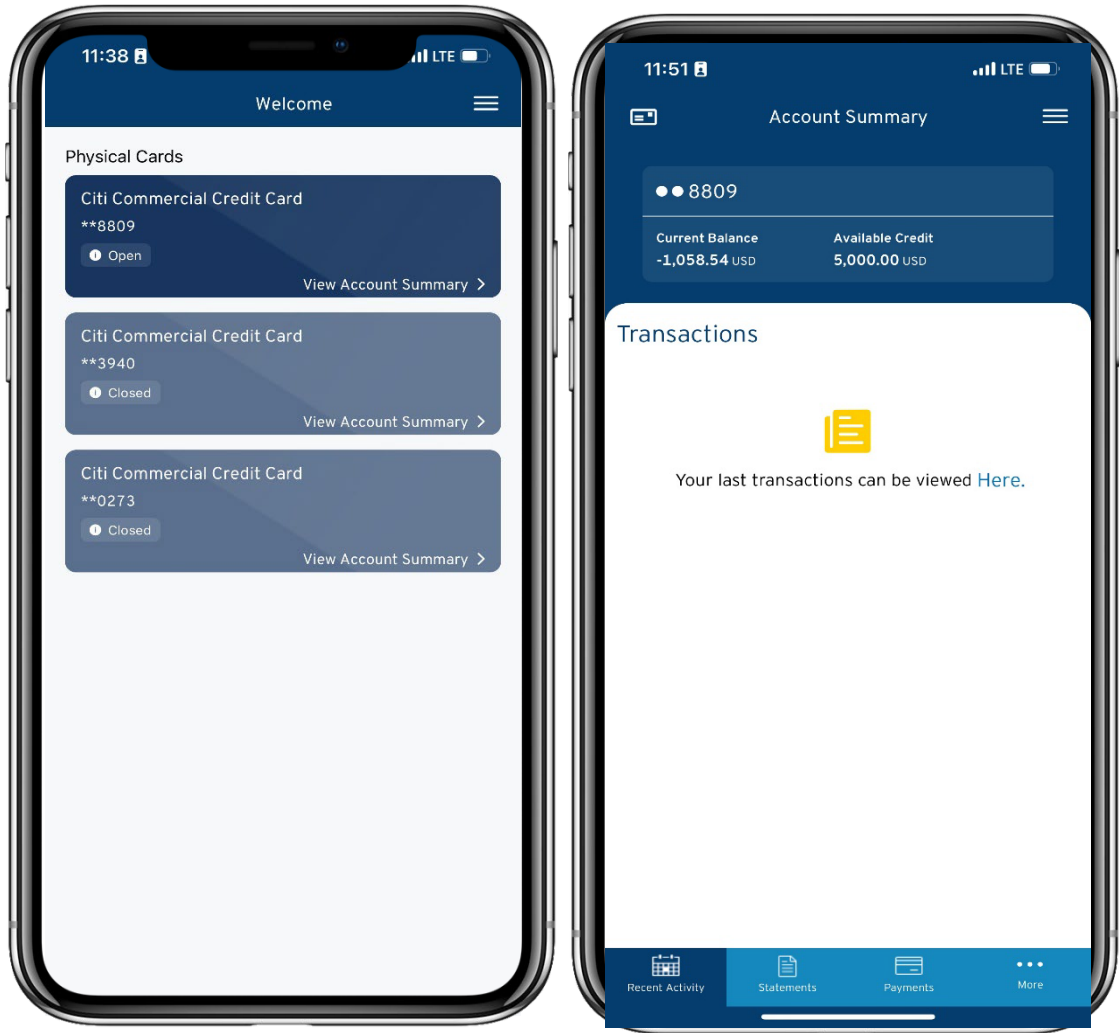
## Description

**Last Login Date Display** allows the user to view the date and time of last login.

## Availability

Global

# My Accounts



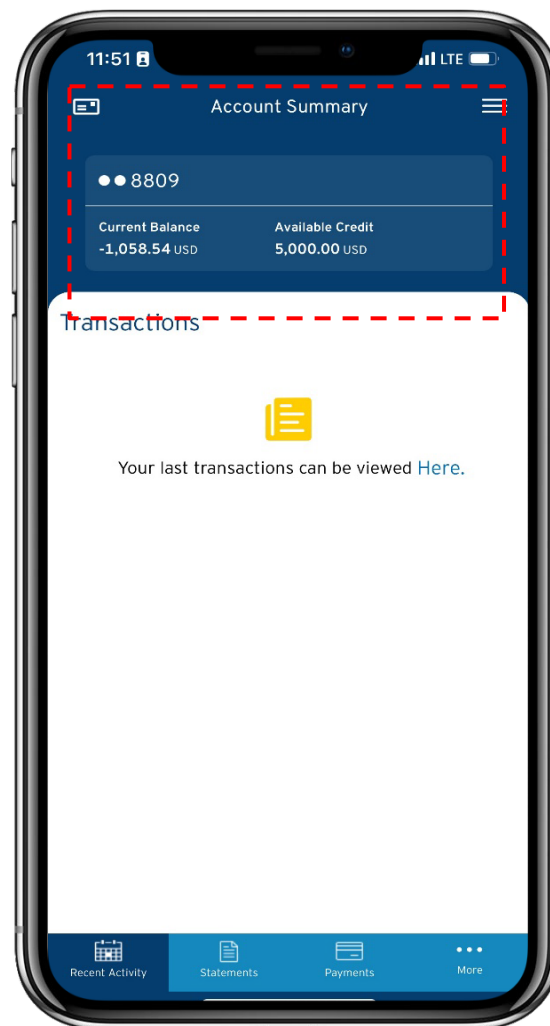
## Description

**My Accounts** allows the user to view their accounts and select which one to view.

## Availability

Global

# View Account Summary



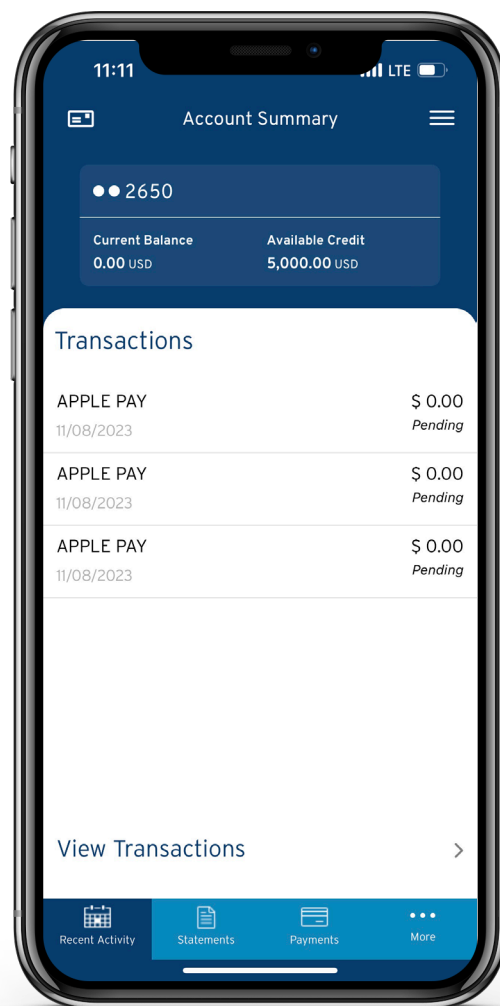
## Description

**View Account Summary** allows the user to view the user's account, including Current Balance and Available Credit.

## Availability

Global

# View Recent Activity



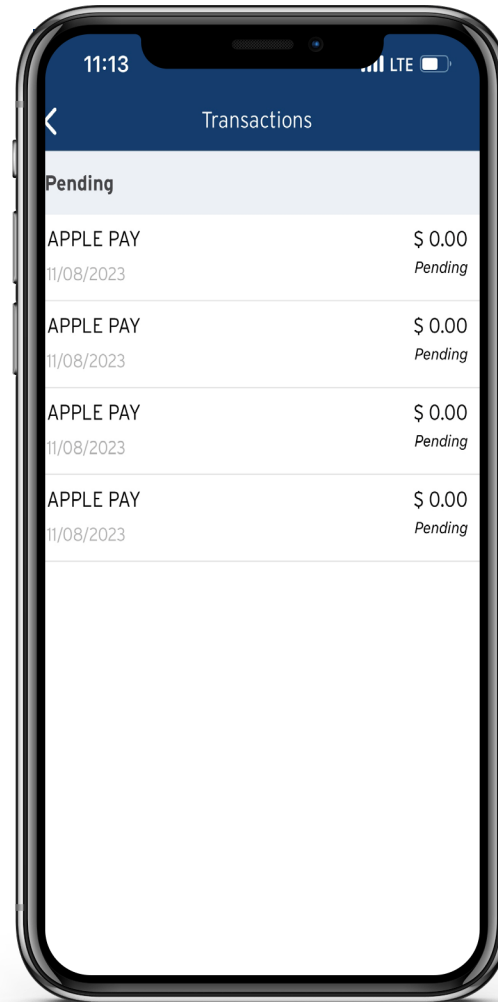
## Description

**View Recent Activity** allows the user to see an overview of recent transactions made, and when clicking on the particular transaction, can view more details (e.g., Reference Number, Transaction Amount, Currency, Date, and Address).

## Availability

Global

# View Recent Activity



## Description

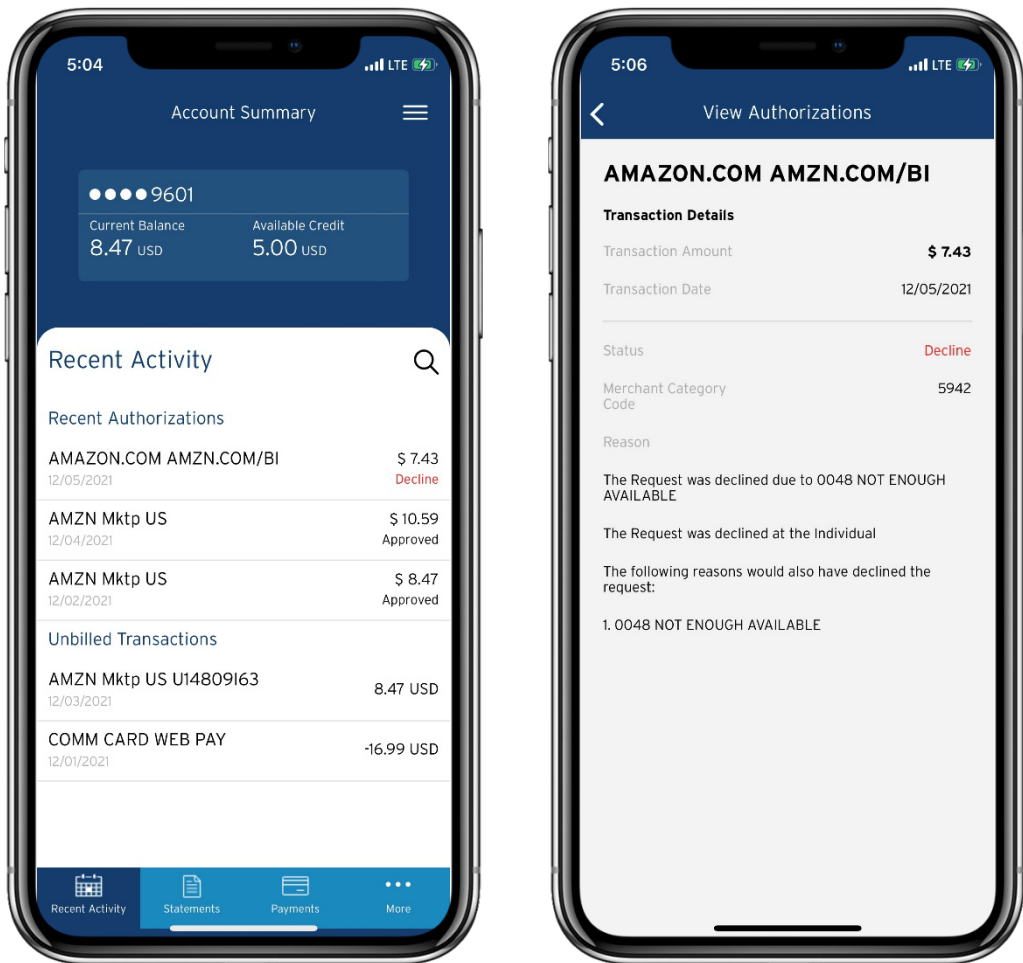
**View All Transactions** allows the user to see an overview of their transactions made, and when clicking on the particular transaction, can view more details (e.g. Reference Number, Transaction Amount, Currency, Date, and Address).

## Availability

Global



# View Authorizations and Declines in Real Time



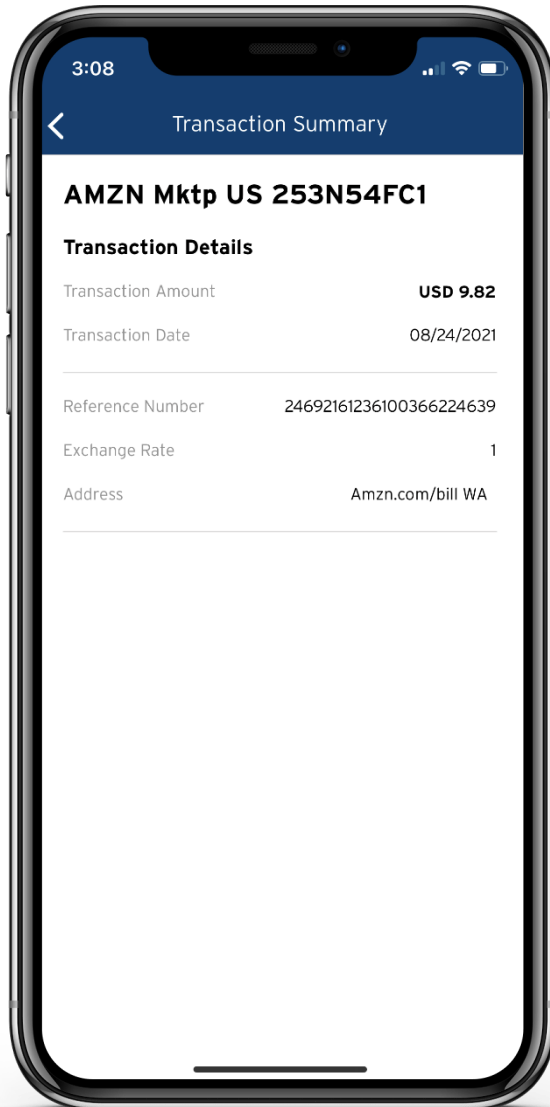
## Description

**View Authorizations and Declines in Real Time** allows the user to see recent authorizations i.e., unbilled transactions and in addition, the reasoning behind a declined transaction.

## Availability

Global

# View Transaction Summary



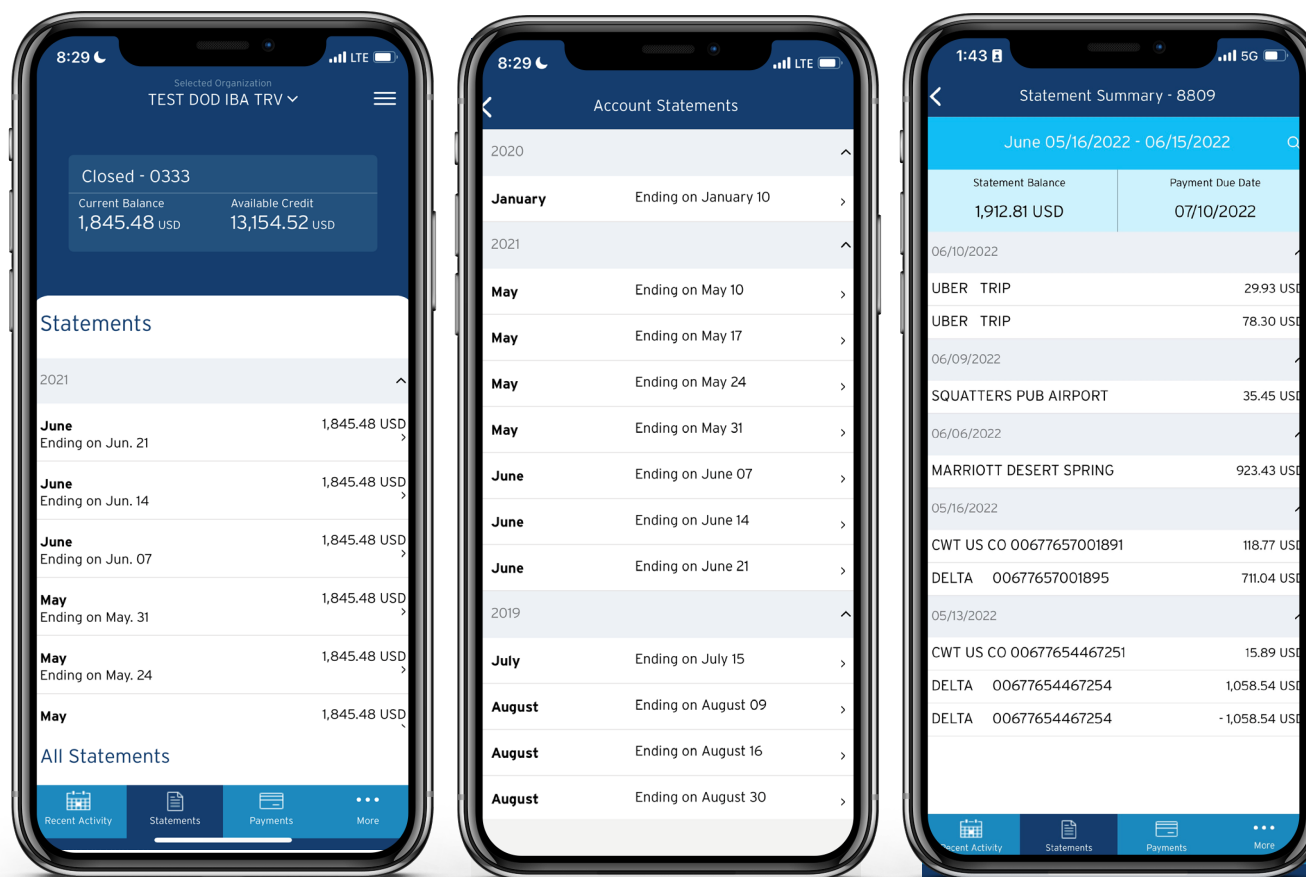
## Description

**View Transaction Summary** allows the user to see further details on their transactions. This can be accessed from both the Recent Activity and Statements pages.

## Availability

Global

# View Statements



Note: Non-NAM Regions: All Statement History to be displayed  
NAM: Only last 3 years will be displayed

## Description

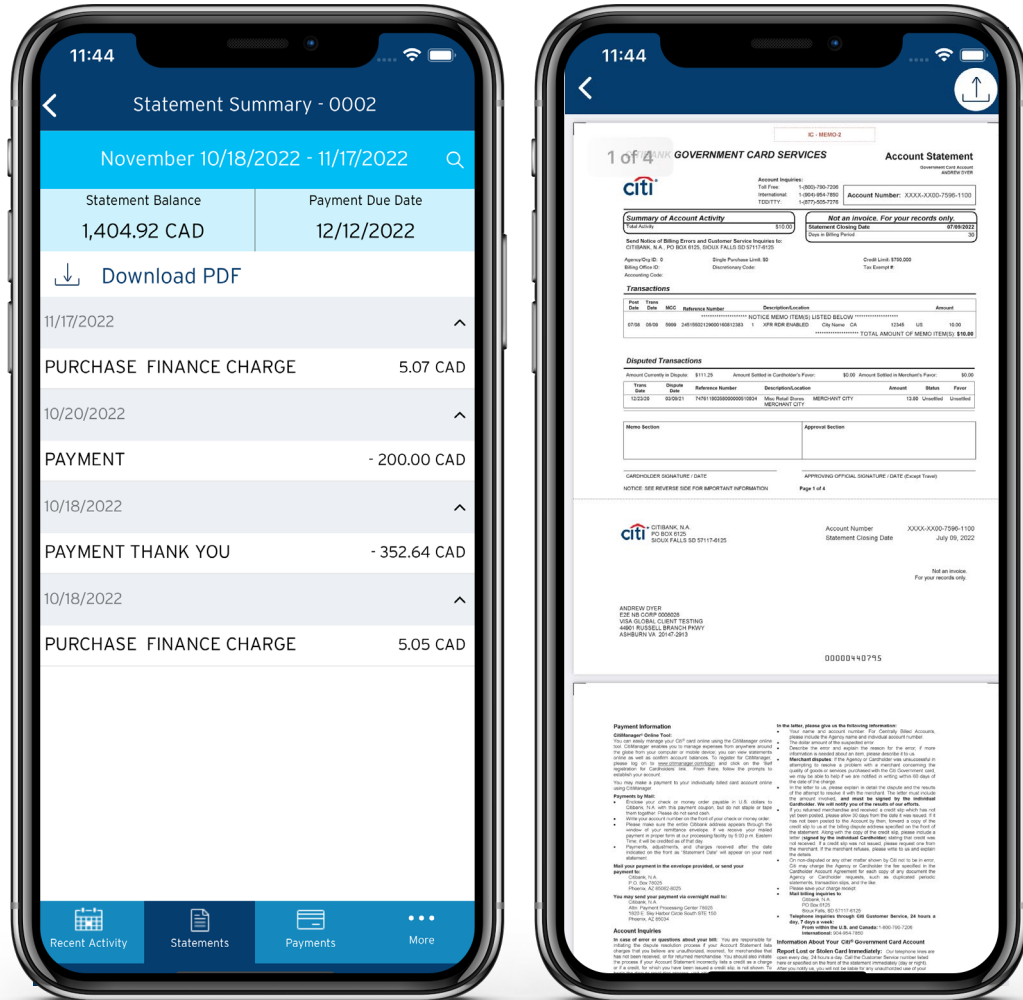
**View Statements** allows the user to view a summary of their statements including details of the Statement Date, Statement Balance, and the Payment Due Date.

All Statements brings users to a new screen displaying all Statement history.

## Availability

Global

# PDF Statement



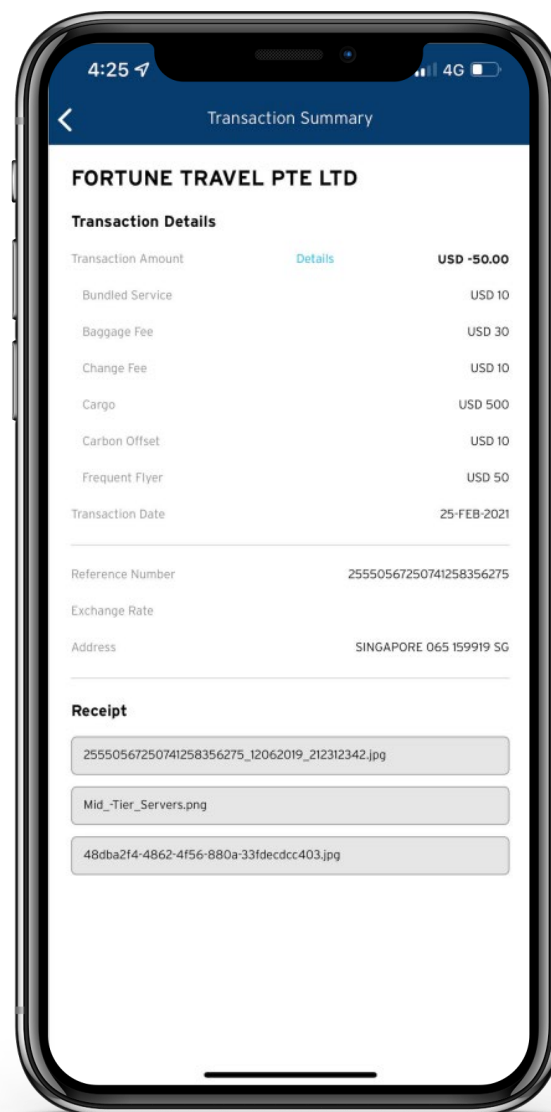
## Description

PDF Statements allows the user to view, download and share their monthly statements.

## Availability

NAM and EMEA

# Ancillary Service Charges



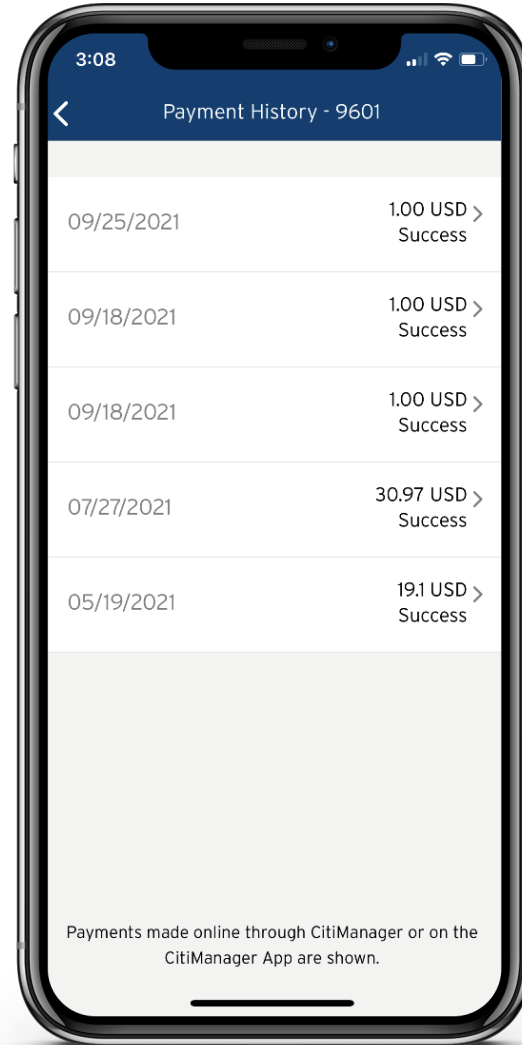
## Description

**Ancillary Service Charges** allow the user to view additional details of various transactions where available, such as airline or hotel folio details.

## Availability

Global

# View Payment History



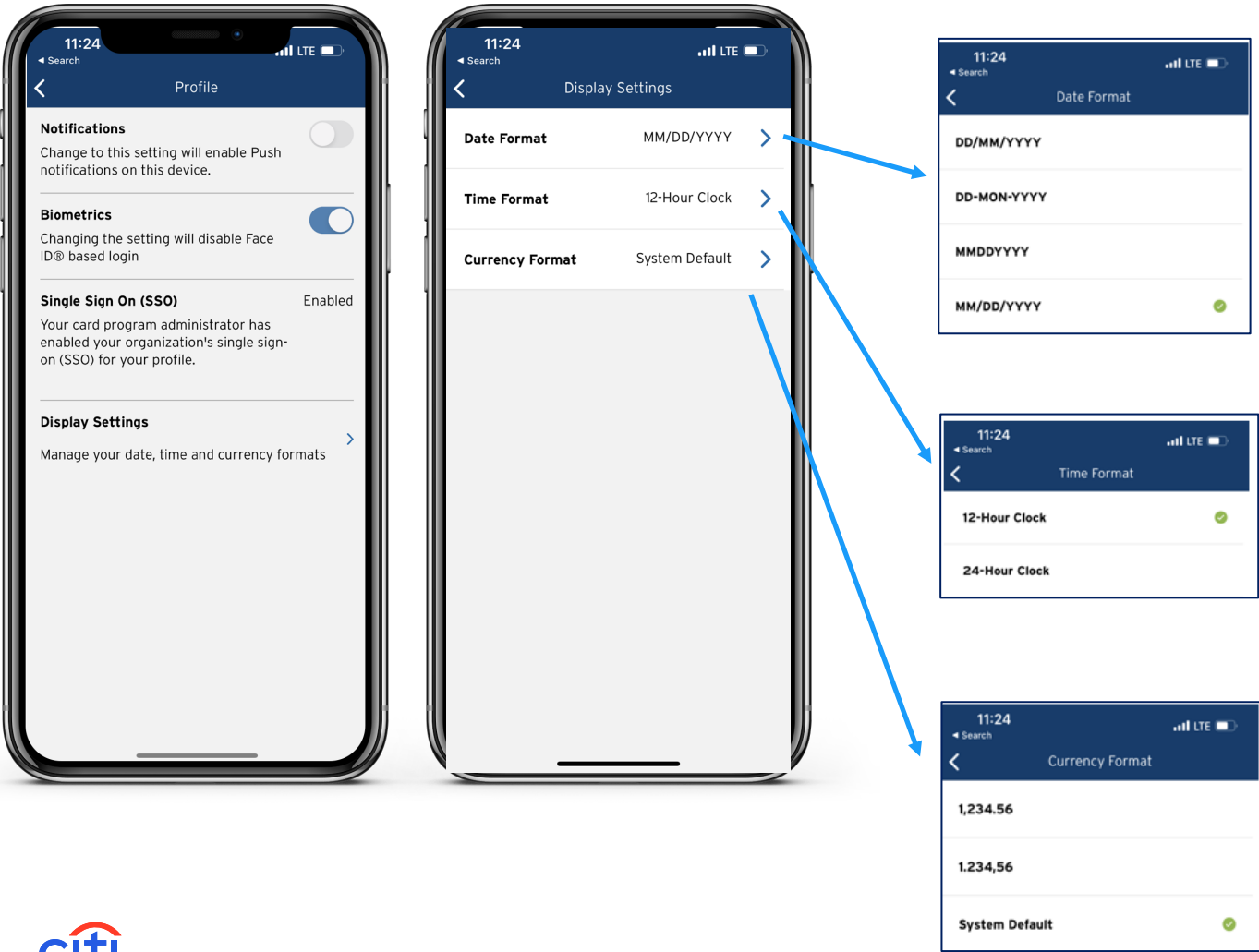
## Description

**View Payment History** allows users to view payments that were made on their card account. In NAM payments that are shown here are the payments that the user made on CitiManager app or website. In NAM, payments that were scheduled and deleted will also show here.

## Availability

Global

# My Profile- Display Settings



## Description

**Display Settings** allows users to customize their date, time and currency format.

## Availability

Global



# Push Notification



## Description

**Push Notification** allows the user to receive alerts on their mobile devices from CitiManager Mobile in addition to SMS text and email.

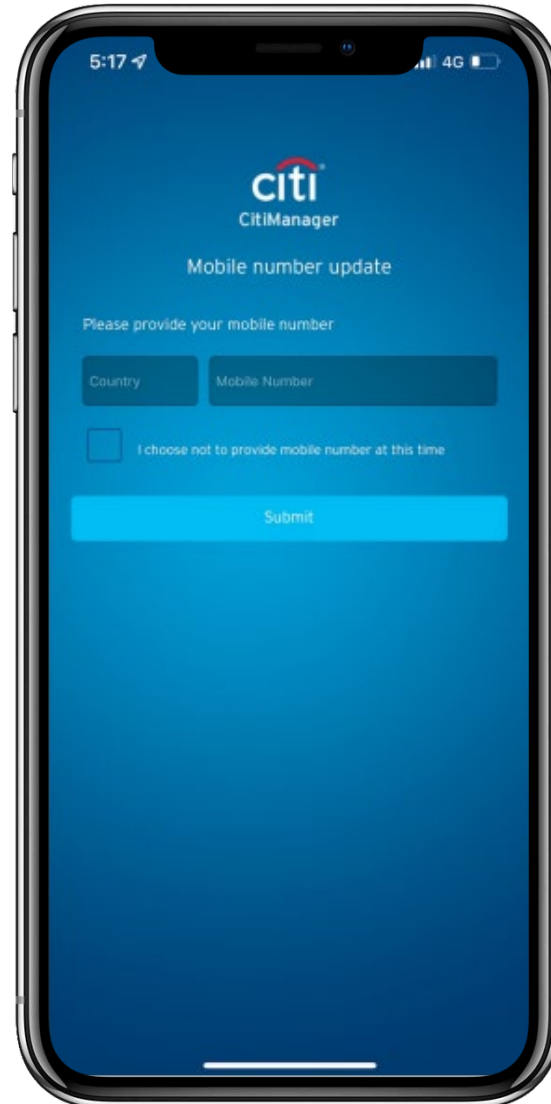
- Available credit remaining (%)
- Declined transaction
- Dispute resolution notice
- Each transaction
- Email statement
- High value transaction (\$)
- Payment due
- Payment received
- Payment past reminder
- Two way fraud (ex. NAM)

**Cardholders must sign up for alerts on Citimanager.com first and opt in will turn off SMS text alerts**

## Availability

Global

# Mobile Phone Number Capture



5:17 4G

**citi**  
CitiManager

Mobile number update

Please provide your mobile number

Country Mobile Number

☐ I choose not to provide mobile number at this time

Submit

## Description

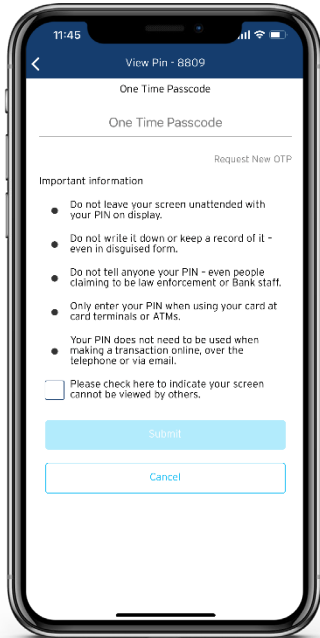
Cardholders are offered the option to sign up to receive notifications by text message if current profile does not have a mobile number. These alerts include notification for large transactions, payments, suspected fraud and more. These alerts are intended to keep cardholders in the know and their accounts safe, along with the associated personal information and financial assets.

**Cardholders must sign up for alerts on Citimanager.com first**

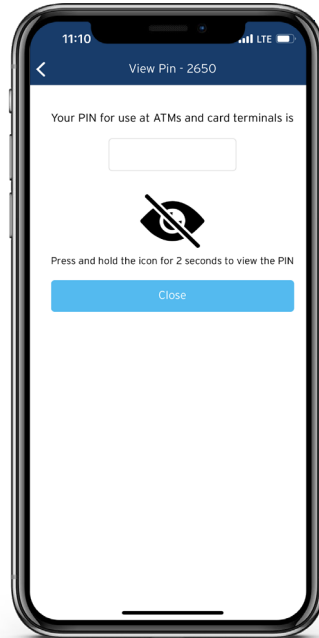
## Availability

Global

# View PIN (excluding reset PIN)

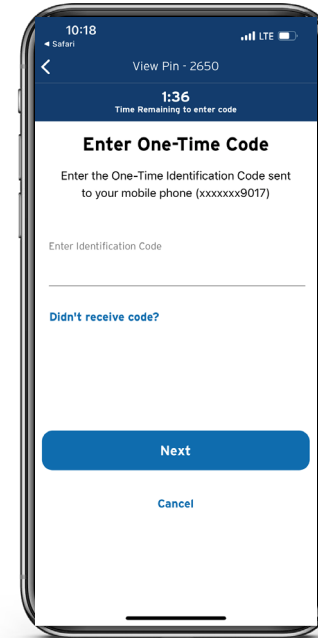


Input One Time PIN

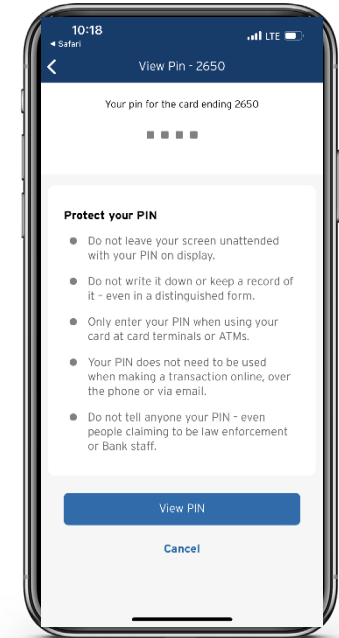


Press screen to display PIN

OR



Input One Time PIN



Tap screen to display PIN

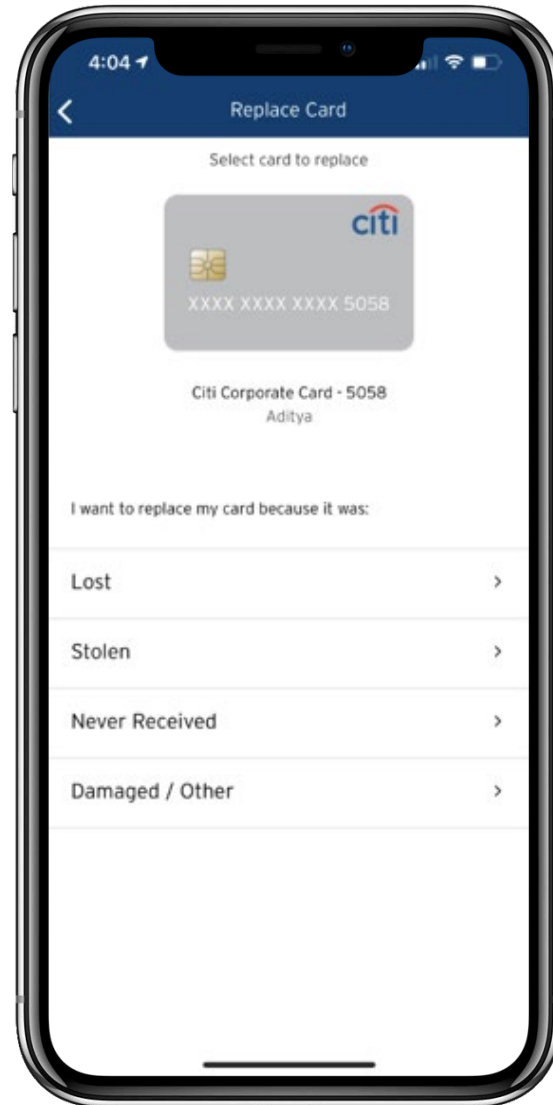
## Description

**View PIN (ex. Reset PIN)** allows the user to view the PIN after providing either the card's CVV or receive OTP for verification. After two views user must log out and back in for security purposes.

## Availability

Global  
(Except for Argentina)

# Replace Card



## Description

**Replace Card** allows users to request a replacement card directly from the app. User will report if their card was lost, stolen, never received or damaged.

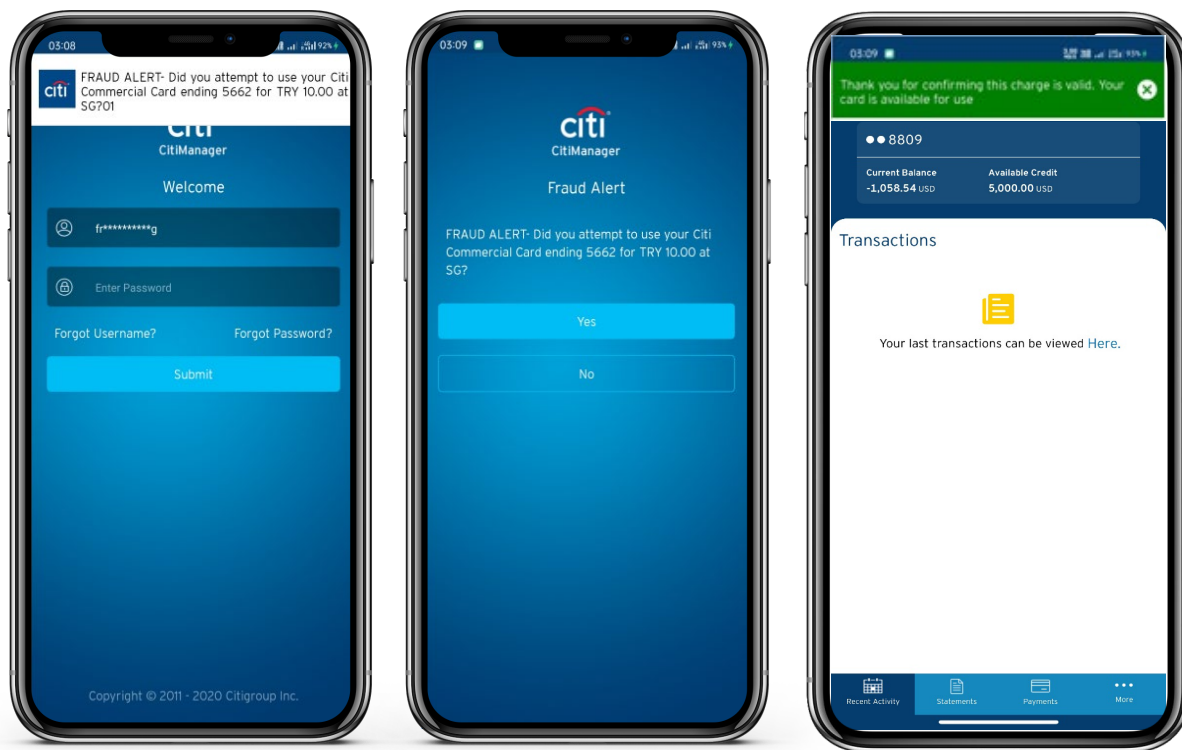
## Availability

Global

A faint, stylized world map is visible in the background, composed of light gray diagonal lines that form the outlines of the continents.

# Rest of the World Features (ex. NAM)

# Two-Way Fraud Notifications



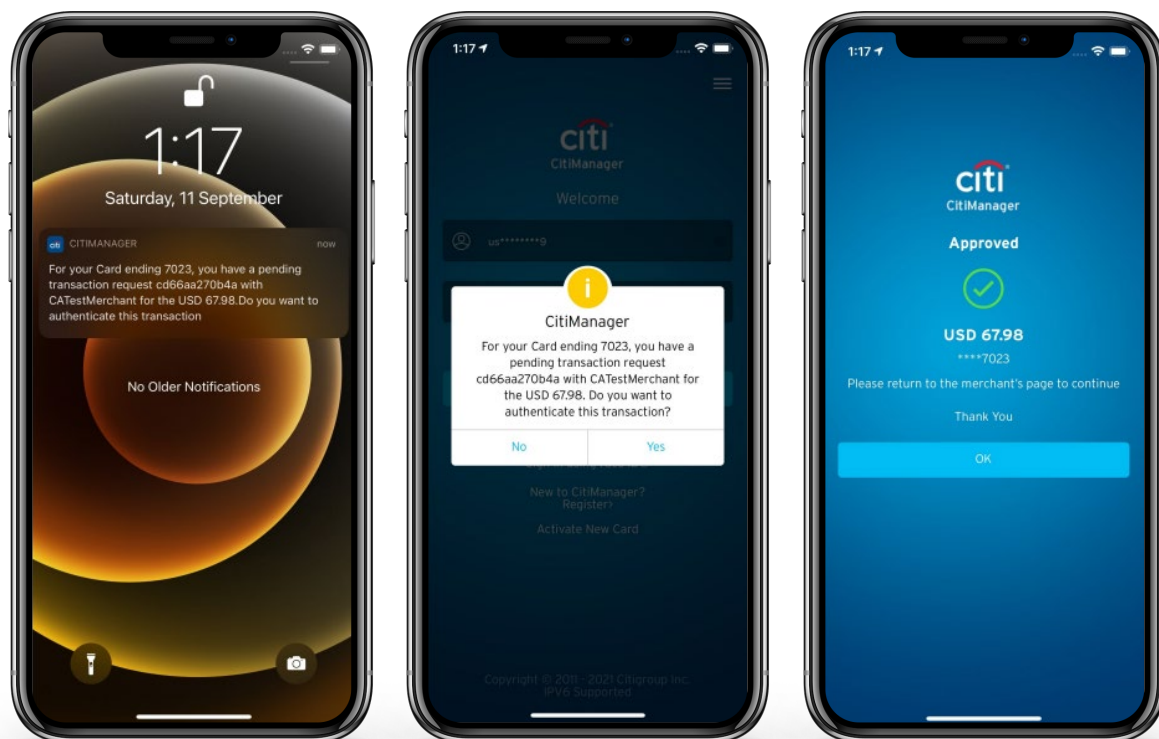
## Description

**Two-Way Fraud Notifications** allows the user to receive an SMS or Push Notification in real time to verify suspicious activity on the user's card.

## Availability

Global  
(except NAM and Panama)

# 3D Secure



## Description

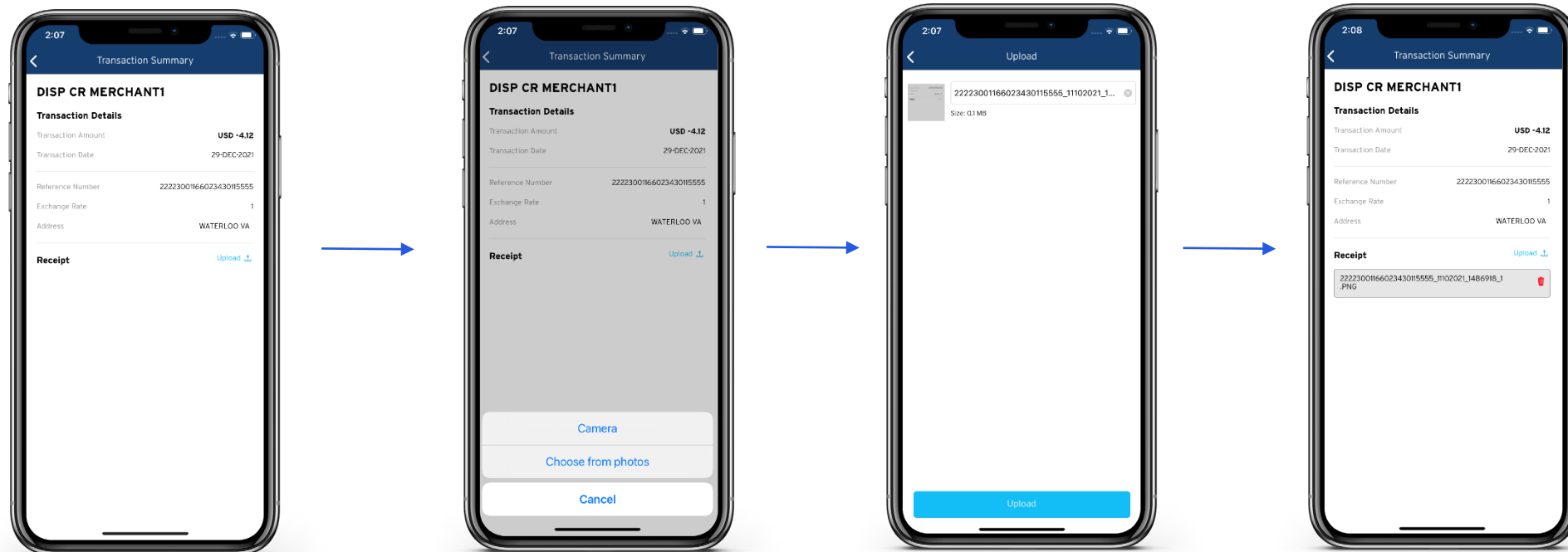
In accordance with PSD2 regulation, cardholders will get **3D Secure notifications** through the CitiManager app to authorize transactions.

## Availability

Global  
(except NAM)



# Receipt Image Upload



## Description

**Receipt Image Upload** allows the user to add, view, download, and delete receipt images of transactions in their statements.

This can be found on the Transaction Summary section accessed via Statements and Recent Transactions.

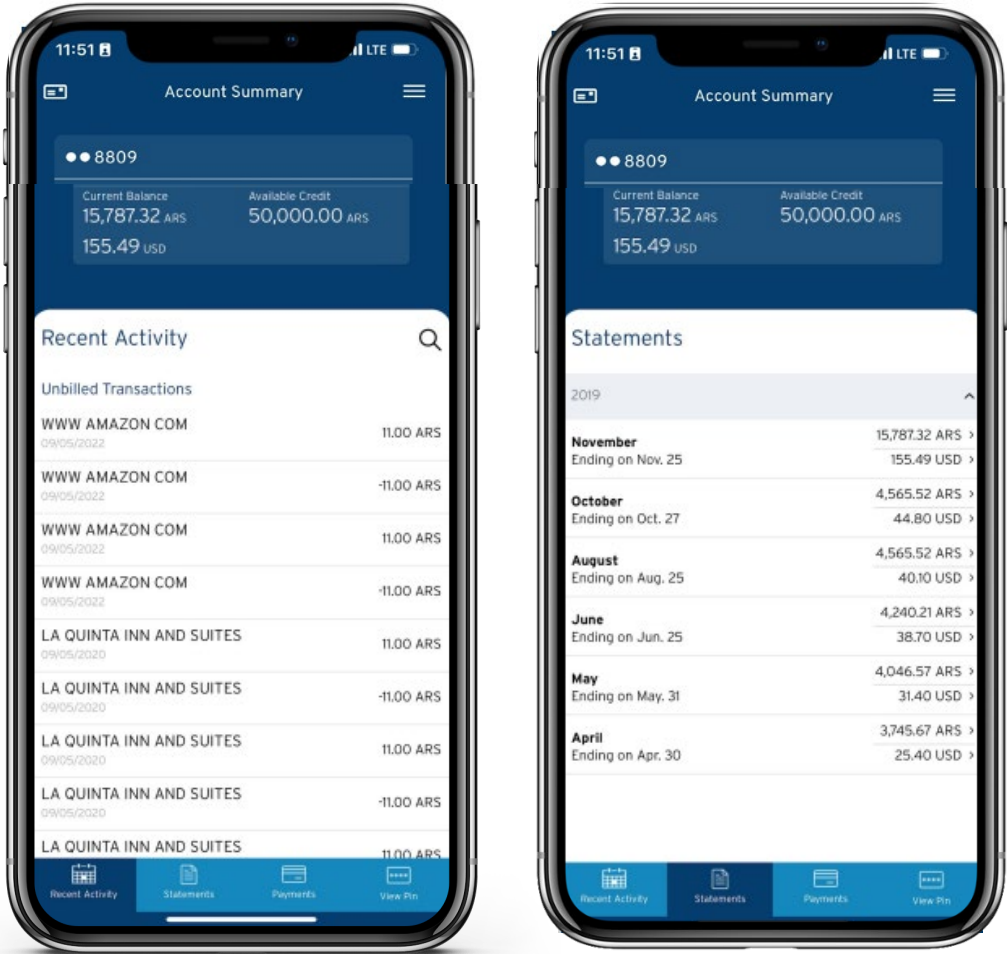
## Availability

Global



# LATAM features

# Argentina Dual Currency Balance Display



## Description

**Argentina Dual Currency Balance Display** allows the user to see every transaction in both Argentine pesos and US dollars.

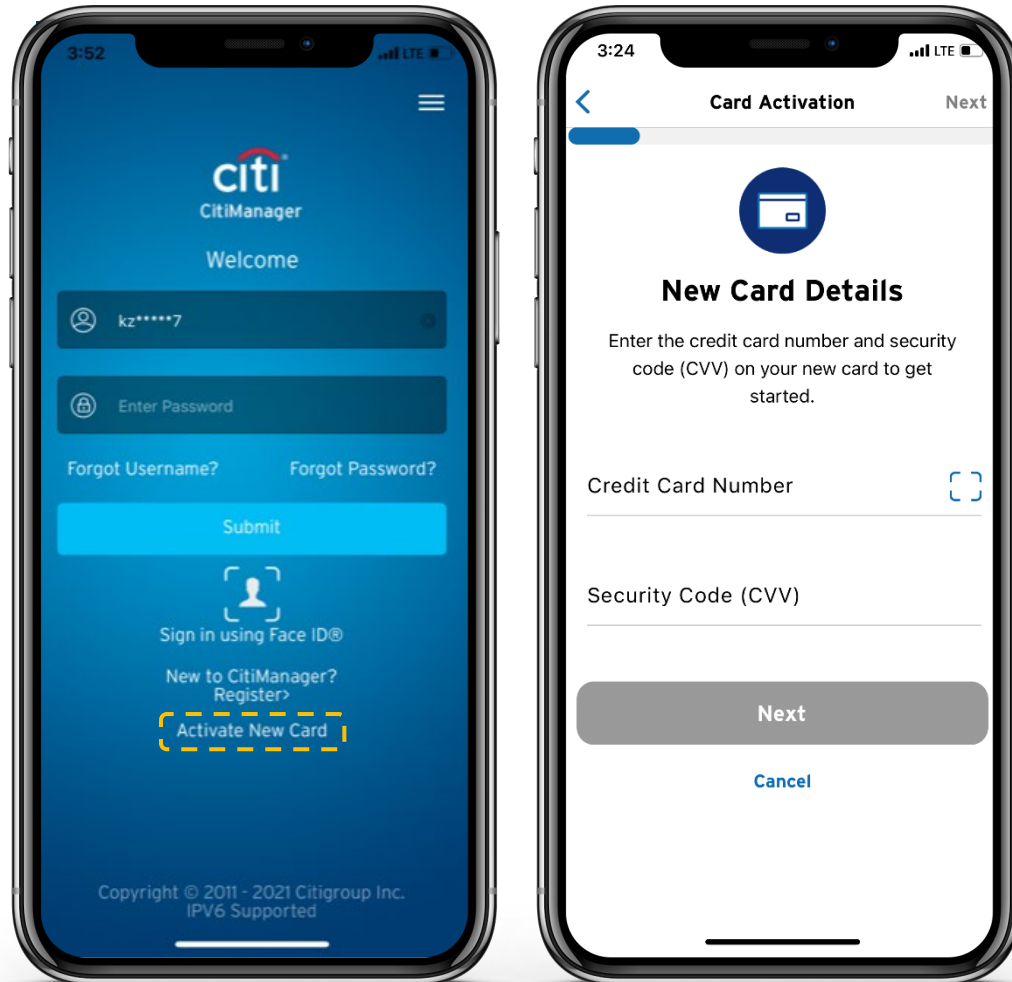
## Availability

LATAM

A stylized world map in the background, composed of numerous thin, parallel grey lines that form the outlines of continents. The map is centered and occupies most of the slide's background.

# NAM features

# Card Activation (Pre-Login)



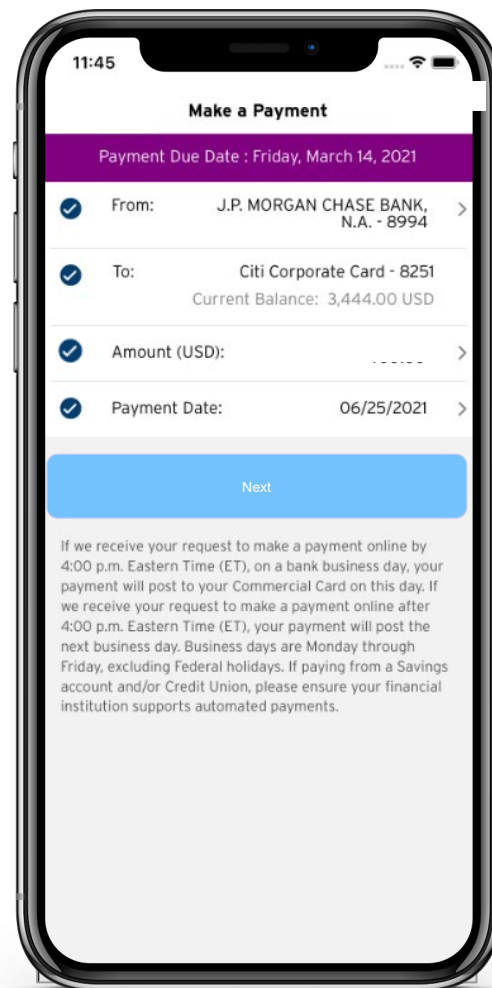
## Description

**Card Activation** allows a cardholder to activate his or her Citi corporate card within the app instead of calling in to help desk or needing a desktop browser.

## Availability

NAM Only

# Pay Bill



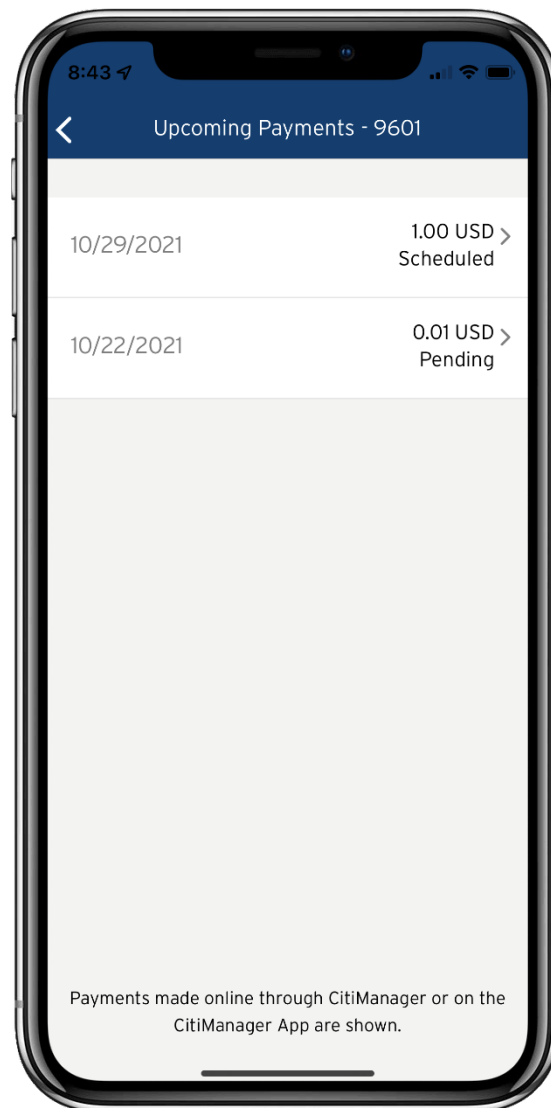
## Description

**Pay Bill** allows users to make payments to their account. Users can make payments on the current day or schedule them for the future.

## Availability

US Only  
(TS1 and TS2)

# View Upcoming Payments



## Description

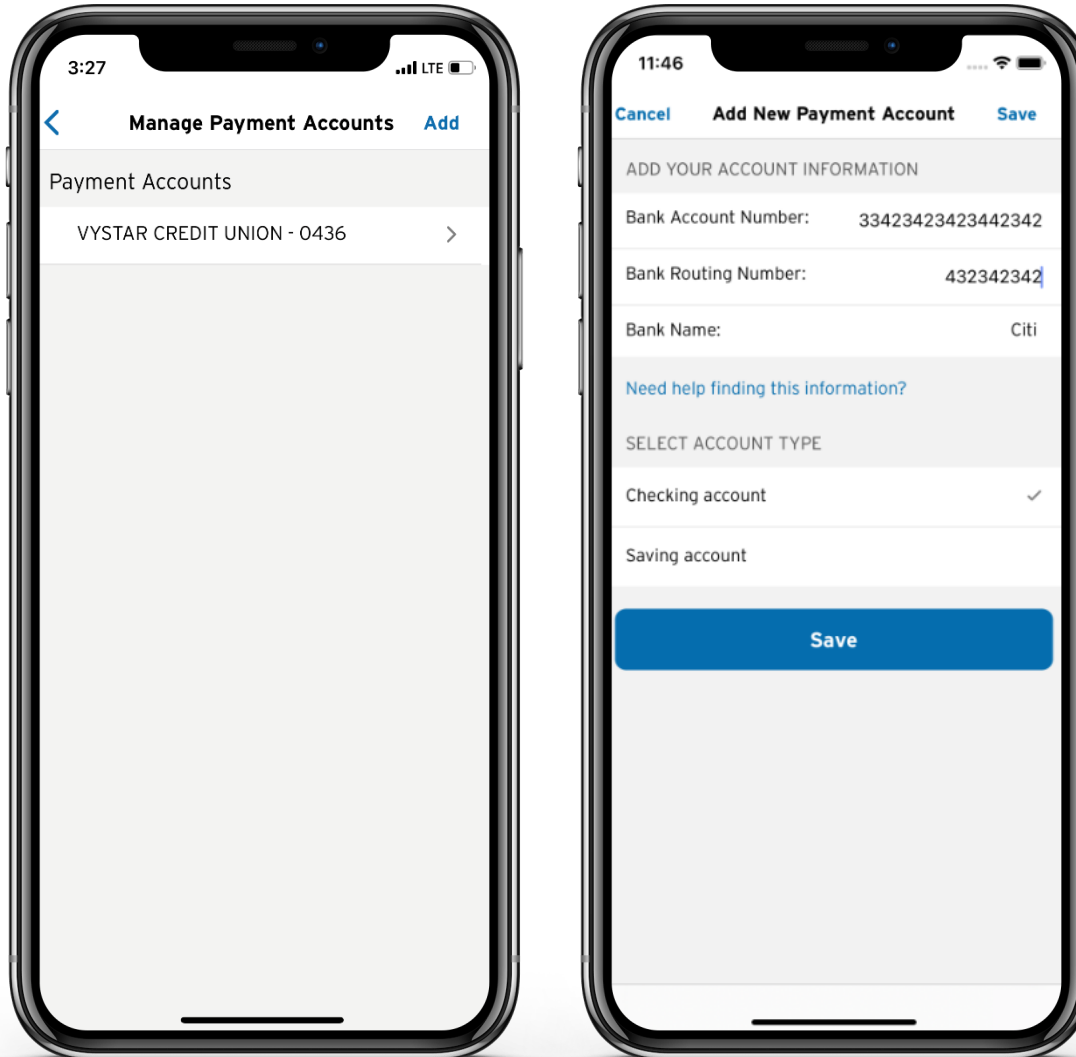
**View Upcoming Payments** allows users to see payments that are pending or are scheduled for a future date.

## Availability

US Only  
(TS1 and TS2)



# Add Payment Accounts



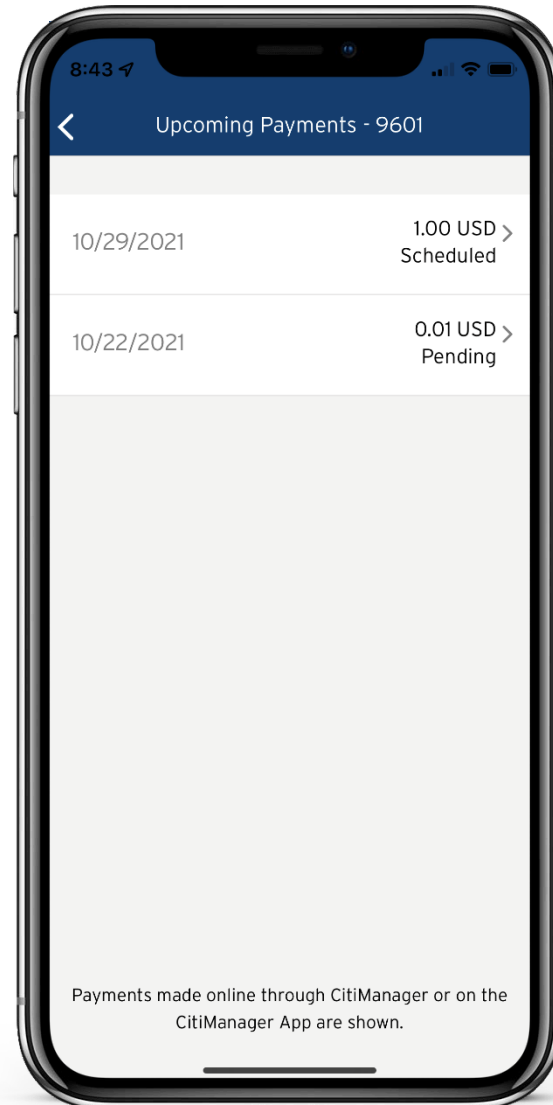
## Description

Users can **add payment accounts** to make payments from. Additionally, users can delete payment accounts that they no longer wish to use. The manage payment accounts screen shows user a view of all the payment accounts that they have currently linked.

## Availability

US Only

# Account Comments



## Description

**Account Comments** allows for the user to enter comments within a certain account.

Citi will not have access to comments, only the company program administrators.

## Availability

NAM  
(TS1 and TS2)

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Download the CitiManager app from the App Store and Google Play by scanning the QR code below.

