CitiManager® Site User Guide

Department of Defense

Agency Program Coordinator End-to-End User Guide

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Treasury and Trade Solutions

citi®

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User Guide Overview

Document Scope

The **Agency Program Coordinator End-to-End User Guide** 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 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. If you need assistance from the Helpdesk, click the **Contact Help Desk** icon that displays on the right-side of the header.

5. If you have both Cardholder and APC (Program Administrator) 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.

6. Click the **My Profile** icon on the far right-side of the header to access or modify your profile details.

Navigation Bar

7. Click the **Home** link to return to the **Home** screen.

8. Position your mouse over the **Manage Users** drop-down menu to create a new CitiManager Site account for APCs, perform a user search and view requests. Once you have completed a search, the **Cardholder Details** or **Non-Cardholder Details** screens can be used to view account information and are the launching point to perform account activities using the links on the left-side of the screen.

Screen	Descriptions

Screen

Home Screen

Descriptions

9. Position your mouse over the **Manage Card Program** drop-down menu to perform bulk hierarchy transfers, perform document management (e.g. bulk online maintenance, bulk online applications), print multiple statements, run CitiManager Reports, set alerts for a hierarchy, set passcodes and pre-fill application form data and view your hierarchy.

10. Position your mouse over the **Reporting & Library** drop-down menu to access the CitiManager — Reporting tool and run reports.

11. Position your mouse over the **Resources & Tools** drop-down menu to access Transaction Management if you have the entitlement, access the Learning Center, view Links & Help, view messages, initiate a search for APCs to view their hierarchy, role, full name, and user profile e-mail address.

12. 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.

13. Click the **Guided Self-Service** link to open a guided self-service window. Once the window is open you can search for a topic or click on the Quick Actions that display to open step-by-step instructions. The window will remain open until you close it so you can reference the instructions while you perform the task. The topics available are limited to frequently asked questions and are based on your entitlements. For step-by-step instructions for all functions, refer to the CitiManager Non-cardholder End-to-End Guide. The full library of User Guides and web-based training is available from the Learning Center.

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 first or last name or a card account number and then press **Enter** on your keyboard. The **Search Result** screen displays.

Screen	Descriptions
  Home Screen	16. The top of the first 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. 17. The bottom of the first 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. For individually billed programs, an amount does not display. 18. The second 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. 19. The third dashboard tile is **Total Recent Activity** which displays the total amount of activity in the current billing cycle. 20. Use the quick links displayed below the dashboard in the middle of the screen to set your personal alerts and set a passcode. 21. 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-left 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, another APC must set up a profile first which will generate a Registration ID and a Registration Passcode.

Citi will send one e-mail with the Registration ID and another with the 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 Contact Information screen displays.*
6.	From the **Country** drop-down list, select your country.
7.	In the **Zip/Postal Code** field, type your zip code.
8.	Click the **Continue** button. *The Sign On Details screen displays.*
9.	In the **Username** field, type your desired username.

Step	Action
10.	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.
11.	In the **Confirm Password** field, re-type the password.
12.	Verify the information in the **Zip/Postal Code**, **Contact Number** and **User Profile E-mail Address** fields and update if necessary.
13.	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.
14.	From the **Helpdesk Verification Answer** field, type an answer to the Helpdesk verification question you selected.
15.	Click the **Continue** button.
	The Confirm screen displays.
16.	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.
17.	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.
18.	In the **User ID** and **Password** fields, type your username and password and click the **Sign On** button.
	The Reset Challenge Questions and Answers screen displays.
19.	Select and answer three challenge questions.
	Note: As part of the confirmation of the challenge questions, you are required to answer each question twice.
20.	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 an Agency Program Coordinator** 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.*
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.*
3.	Select the **Non-Cardholder** 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.*
3.	Select the **Non-Cardholder** 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 usernames 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 Your User Role 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 (APC) 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.*

Step	Action
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.
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 an APC 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.

Step	Action
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 **Full Name** column, click the link for the APC 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

Perform a Search Overview

Key Concepts

You can search for users (Cardholders, APCs and Supervisors if used in your agency/organization's approval workflow) and view their account information. You only have access to those accounts within your span of control.

You can export your search results which can be downloaded in Comma Separated Value (CSV), Excel (XLS) or Portable Document Format (PDF) format.

You must enter search criteria in at least one text entry field. Blank searches are not allowed. The minimum requirements for a field will display once you start to type. The **First Name**, **Last Name** and **Username** fields are starts with searches and not contains.

Search criteria available from the default view includes:

- First Name
- Last Name
- Card or Account Number
- Role Types
- Username
- Email Address
- Company Name
- Hierarchy

Search criteria available in the expanded view include:

- Employee ID
- Status Type
- Billing Type

For detailed steps to complete a Cardholder or APC search, refer to the Search for Cardholder and View Cardholder Details or Search for APC and View User Account Details topics in this User Guide.

Search Screen Overview

Screen	Descriptions
Search Screen	1. To narrow your search results, enter desired search criteria in the fields in the **Search** section at the top of the screen.
	2. To display additional search fields, click the **Add More Criteria** link. To remove the additional criteria from the display, click the **Remove Criteria** link.
	3. Click the **Search** link to display the search results.
	4. You can filter the results using the **Status Types** (e.g. Open, Closed, Pending) field.
	5. Use the show rows drop-down list to select the number of rows that display in the search results (20 – 100).
	6. To export your search results, position your mouse over the **Export** button and select the download option from this list displayed. Results can be downloaded in Comma Separated Value (CSV), Excel (XLS) or Portable Document Format (PDF) format.
	7. To sort the results by a column, click the column header name.
	8. Click the link from the **Username** column to display the details screen for the account.
	9. If you select an account using the checkbox, additional buttons may display at the bottom of the screen such **Edit/Account Maintenance** or **View User Details**. Only one account may be selected at a time.

Search for a Cardholder and View Cardholder Details

Key Concepts

As an A/OPC you can search for Cardholders assigned to hierarchies within your span of control.

Once you complete a search you may click the link from the **Username** column to access the following information on the **Cardholder Details** screen:

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

The **Cardholder Details** screen is also a launching point if you want to perform account maintenance or perform other actions such as assign/unassign applications or companies, emulate a cardholder, replace a card, reset a password, reset registration details, update alerts, view account information, initiate/view a dispute if it was initiated online in the CitiManager Site and view entitlements or the hierarchy. You can only emulate Cardholders or update alerts for Cardholders who have registered for the CitiManager Site and have a username.

Step-by-Step Instructions

Search for Cardholder

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account you wish to view. *The Cardholder Details screen displays the card overview including the current balance, available credit, credit limit, payment history, aging of balance, recent transactions, previous statements, transaction details and card contact information.* **Note:** To perform a new search or return to your search results, from the breadcrumbs that display on top-left of the screen, position your mouse over the **ellipsis (...)** and click either **Search** or **Search Results**.

Cardholder Details Screen Overview

Screen	Descriptions
Cardholder Details Screen	1. Links displayed on the left-side of the screen can be used to perform additional actions on the card account. The links displayed are based on your entitlements and agency/organization set-up. 2. If the account has pending application and maintenance requests or the Cardholder has not yet registered for the CitiManager Site, a message displays at the top of the screen and you can click the link to view the requests or resend the registration details. 3. In the card information section, the card number, card status, the current balance, available credit, statement closing date and credit limit display. If you have additional card accounts, a drop-down arrow displays, and you can select another account to view. The account status displays in the top-right of the sections. You can click the **Edit/Account Maintenance** or **Replace Card** buttons to perform account maintenance or initiate a card replacement. 4. In the **Payment Due** section, the current amount due, the next payment due and last payment received display. Click the **View Scheduled Payment** link to display any scheduled payment information such as amount, date, bank routing number, bank name, bank account number and type and the status of the payment. 5. In the **Payment History** section, the date, payment amount and status of the payment display. Click the **View Payment History** link to display payment information such as amount, date, bank routing number, bank name, bank account number and type and the status of the payment. This section displays based on your agency/organization's set-up. You must also have the entitlements to make a payment and view payment history. 6. In the **Aging of Balance** section, the total past due and days past due (1-120) display.

Screen	Descriptions
	7. In the **Recent Transactions/Statements** section, you can view recent or billed transactions. You can select a statement date from the **Time Period** drop-down list. You can also click the links on the top-right of the section to view additional statement details, perform an advanced search, print a statement or download a statement. From the bottom of the section, you can click the **Load More Transactions** link to display additional transactions. Ten transactions display by default and ten additional will display if you load more transactions. You can click the **View All Transaction** link to view all transactions or search for a transaction. 8. The **Card Contact Information** section displays the account name, the address and contact information, the account status and agency/organization name. From the bottom of the section, you can click the **View More Details** link to display additional contact information or click the **Edit/Account Maintenance** link to perform account maintenance.
Cardholder Details Screen	

Search for APCs and View User Account Information

Key Concepts

You can search for APCs and view their user account information. Once you complete the search is complete, you may view their user account information including their:

- CitiManager Status
- Agency/Organization Name
- Address
- E-mail Address
- Phone Number
- Role
- Entitlements

Step-by-Step Instructions

Search for APCs

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options. To sort the results by the APC role, select **Non-cardholder** from the **Role Types** drop-down list.
3.	From the **Username** column, click the link for the APC you wish to view. *The Non-Cardholders Details — User Account Information screen displays the user status, name, agency/organization, address, e-mail address, phone number, role, and entitlements.* **Note:** To perform a new search or return to your search results, from the breadcrumbs that display on top-left of the screen, position your mouse over the **ellipsis (…)** and click either **Search** or **Search Results**.
4.	You can also navigate to the following based on the account status and your agency/organization's set-up: • Use the links on the left-side of the screen to assign/unassign application, assign/unassign companies, activate/deactivate a user, end the user's CitiManager Site profile, reset their password or registration details. • If the APC is not currently active in the CitiManager site, click the **Activate User** link if you wish to activate them. Refer to the Activate/Deactivate User topic in this User Guide for additional information. • To view agency/organizations you share with the APC, click the **View Shared Companies** link. • To edit a user's profile, including personal details, contact details, roles, hierarchy and entitlements, click the **Edit CitiManager Profile** link. Refer to the **Edit a User's CitiManager Profile (Update User)** topic in this User Guide for additional information.

Non-Cardholder Details Screen Overview

Screen	Descriptions
Non-cardholder Details Screen	1. Links displayed on the left-side of the screen can be used to perform additional actions on the account. 2. A message and links will display at the top of the screen if the account has been inactivated or if the user has not registered in the CitiManager Site. If the account has been inactivated, you can click the **Activate User** link to activate the user. If the user has not registered in the CitiManager Site, the **Resend Registration Details** link displays. 3. In the **User Account Information** section, the account status, account name, agency/organization, address and contact information display. 4. To view the agency/organizations you have in common with the APC being viewed, click the **View Shared Companies** button. 5. To edit the user's CitiManager profile, including personal details, contact details, roles, hierarchy, and entitlements, click the **Edit CitiManager Profile** link. 6. In the **Entitlements** section, the entitlements and role assigned to the APC display.

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 recent activity displayed is not considered a final statement.

The **Recent Activity/Statements** section of the **Cardholder Details** screen displays the posting date, transaction date, transaction details, exchange rate, amount and status of recent transactions. You can expand each transaction to view additional detail that may have been sent to Citi from a merchant. Transaction detail includes 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. Refer to the **Dispute a Transaction** topic in this User Guide for additional information.

You can also perform an advanced search of recent transactions by status type, a specific date, a date range, description or amount.

You can download and print recent transactions for individually or centrally billed accounts. If you wish to print recent transactions, it's recommended you download the transactions in Excel format. After you open the downloaded file, 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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the Cardholder account you wish to view. *The Cardholder Details screen displays.*
4.	From the **Recent Transactions/Statements** section, verify that **Recent Transactions** displays in the **Time Period** field. Ten transactions display by default. The transaction post date, transaction date, transaction details, exchange rate, transaction amount and status display. • To view ten additional transactions on the **Cardholder Details** screen, click the **Load More Transactions** link. To view all transactions, click the **View All Transactions** link. • To expand a transaction and view additional information, click the arrow link on the right-side of the transaction. • To view authorizations/declines, view the transaction status in the **Status** column (Posted, Pending, Declined, Diverted). To view additional information about a transaction and a decline reason, click the arrow link on the right-side of the transaction to expand it. Once the transaction is expanded, you can also click the **View More Details** button. • To view a snapshot of additional account details, credit limits, balance and payment details, click the **Additional Statement Details** link. • To perform an advanced search, click the **Advanced Search** link. From the **Advanced Search** screen, you can filter by status type, or a date range or search by a date, description or amount. **Note:** By default, the **Time Period** and **Search** fields are not available for input. To activate the fields, click the **Hide Advanced Search** link. To filter by **Date Range** or **Amount Range**, click the **Advanced Search** link to display these field. • To download recent transactions in either Comma Separated Value (CSV) or Excel (EXL) format, click the **Download Statement** link and select the desired option. Excel is the default and recommended option if you intend to print the transactions. To print, you can open downloaded file and select **Print** from the **File** menu. You can also print a screen capture of recent transactions by clicking the **Print Statement** link and when the **Statement** screen displays, click the **Print** button. • To initiate a dispute online, either select the checkbox for the transaction(s) and then click the **Dispute Charges** link or when the transactions is expanded, click the **Dispute Transaction** button. Refer to the **Dispute a Transaction** topic in this User Guide for additional information. • To view/attach/delete transaction documents, click the arrow link on the right-side of the transaction to expand it and then click the **Upload Receipt File** button.

View and Download Statements

Key Concepts

You can view a Cardholder's current statement or a statement from previous months. 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 in the CitiManager Site from the statement to download them.

The **Recent Activity/Statements** section of the **Cardholder Details** screen displays the posting date, transaction date, transaction details, exchange rate, amount and status of recent transactions. You can expand each transaction to view additional detail that may have been sent to Citi from a merchant. Transaction detail includes 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. Refer to the **Dispute a Transaction** topic in this User Guide for additional information.

You can also perform an advanced search of billed transactions by status type, a specific date, a date range, description or amount.

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. After you open the downloaded file, 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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the Cardholder account you wish to view. *The Cardholder Details screen displays.*

Step	Action
4.	From the **Recent Transactions/Statements** section, select the statement date from the **Time Period** drop-down list. Ten transactions display by default. The transaction post date, transaction date, transaction details, exchange rate, transaction amount and status display.
	• To view ten additional transactions on the **Cardholder Details** screen, click the **Load More Transactions** link. To view all transactions, click the **View All Transactions** link.
	• To expand the transaction and view additional transaction information, click the arrow link on the right-side of the transaction.
	• To view authorizations/declines, view the transaction status in the **Status** column (Posted, Pending, Declined, Diverted). To view additional information about a transaction and a decline reason, click the arrow link on the right-side of the transaction to expand it. Once the transaction is expanded, you can also click the **View More Details** button.
	• To view a snapshot of additional account details, credit limits, balance and payment details, click the **Additional Statement Details** link.
	• To perform an advanced search, click the **Advanced Search** link. From the **Advanced Search** screen, you can filter by status type, or a date range or search by a date, description or amount.
	Note: By default, the **Time Period** and **Search** fields are not available for input. To activate the fields, click the **Hide Advanced Search** link. To filter by **Date Range** or **Amount Range**, click the **Advanced Search** link to display these fields.
	• To download statements in either Comma Separated Value (CSV), Portable Document Format (PDF) or Excel (EXL) format, click the **Download Statement** link and select the desired option. If you intend to print the statement, PDF is the recommended format. To print, you can open the downloaded file and select **Print** from the **File** menu.
	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 Cardholder Details 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.
	• To initiate a dispute online, either select the checkbox for the transaction(s) and then click the **Dispute Charges** link or when the transactions is expanded, click the **Dispute Transaction** button. Refer to the **Dispute a Transaction** topic in this User Guide for additional information.
	• To view/attach/delete transaction documents, click the arrow link on the right-side of the transaction to expand it and then click the **Upload Receipt File** button.

Dispute a Transaction

Key Concepts

It's possible to dispute a transaction online in the CitiManager Site if you are unable to resolve a dispute directly with the merchant. Disputes should be entered in the CitiManager Site and be called in to the Helpdesk. For example, you can dispute a transaction when:

- The amount billed is incorrect
- The transaction is not recognized
- There are duplicate charges
- Goods were never received
- There was a hotel or airline cancellation
- Merchandise was defective
- A refund was not received for a returned item
- There was fraud
- The transaction was paid by other means, usually cash or another card

Citi recommends contacting the merchant first using the information from the receipt as it's generally faster to resolve a dispute directly with the merchant.

To meet the processing window of the networks (MasterCard and Visa) and to ensure time for the initiation of the dispute process, disputes must be submitted within 90 calendar days from the transaction date. However, to initiate a dispute online in the CitiManager Site, the dispute must be initiated 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. Citi 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 dispute a maximum of ten disputes at a time.

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

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Search** link.
	The Search screen displays.
2.	To perform a search, type the desired search criteria and click the **Search** link.
	Note: To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link.
	The search results display at the bottom of the screen.
	Note: To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account you wish to view.
	The Cardholder Details screen displays.
4.	From the **Recent Transactions/Statements** section, select the statement date from the **Time Period** drop-down list.
	Ten transactions display by default. The transaction post date, transaction date, transaction details, exchange rate, transaction amount and status display.
	Note: To view ten additional transactions on the **Cardholder Details** screen, click the **Load More Transactions** link. To view all transactions, click the **View All Transactions** link.

Step	Action
5.	To initiate a dispute online, either select the checkbox for the transaction(s) and then click the **Dispute Charges** link or when the transactions is expanded, click the **Dispute Transaction** button. **Note:** A maximum of ten transactions can be disputed at a time. When disputing multiple transactions, the dispute reason must be the same for all the transactions selected. *The Transaction Dispute — Initiate Disputes 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.*
6.	Click the **Continue Dispute** button. **Note:** The transaction details for up to three transactions display on the right-side of the screen. If you selected more than three transactions and want to view the details, click the **View Transaction Details** button. *The Transaction Dispute — Questions screen displays.*
7.	Select the dispute reason from the available options and click the **Continue** button. **Note:** You must select a dispute reason to continue. Only one reason can be selected. Click the reason name to view a description. *The Transaction Dispute — Questions screen displays.*
8.	Answer the question(s) and complete any fields requesting additional information that display based on the reason selected.
9.	When you are finished, click the verification checkbox to certify the information provided is accurate and then click the **Continue** button. *The Transaction Dispute — Review screen displays.*
10.	Review the dispute details, reason code and additional information and if correct, click the **Submit Dispute** button. If not, click the **Back** button. *The Dispute Transactions — Confirmation screen displays indicating if the dispute was successfully initiated.*
11.	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. If the dispute reason was **Fraud**, your card will be closed. Click the **Contact Customer Service** button to request a replacement card.

View Authorizations/Declines

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 **Search** link. *The Search screen displays.*

Step	Action
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account you wish to view. *The Cardholder Details screen displays.*
4.	From the **Recent Transaction/Statements** section, view status of the transaction in the **Status** column (Posted, Pending, Declined and Diverted). To view additional information about a transaction and a decline reason, click the arrow link on the right-side of the transaction to expand it. Once the transaction is expanded, you can also click the **View More Details** button.

Perform Account Maintenance

Key Concepts

Account Maintenance allows an 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 card address, Employee ID, credit limit, temporary spend controls, 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 the mouse over the **Manage Users** drop-down menu and click the **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account you wish to view. **Note:** You can also select the checkbox for the account and then scroll down to the bottom of the screen and click the **Edit/Account Maintenance** button. If you choose this option, continue to Step 5. *The Cardholder Details screen displays.*
4.	Click the **Edit/Account Maintenance** button from the **Current Balance** section of the screen. *The Account Maintenance screen displays.*

Step	Action
5.	Complete the necessary updates to all sections of the form.
	Notes: 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 > Cardholder Details > Edit CitiManager Profile > Contact Details) or on the **Alerts** screen (Manage Users > Search > Cardholder Details > Update Alerts > Mobile Phone Number — Edit).
	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 **Account Status** drop-down list in the **Additional** section, select the appropriate a closed status. The **Closed Temporary Block** status is equivalent to **Deactivate**. The only accounts that can be re-opened through the account maintenance process are those with a closed status of **Closed Temporary Block** (Used for things such as leave of absence or maternity leave). For all other closed statuses used, with the exception of **Closed Deceased**, a new application will need to be completed. When you select a closed status, an **Account Status Confirmation** message displays. Click either **Yes** or **No** to proceed. Examples of closed status options include:
	<table><tr><th>Account Status in CitiManager</th><th>Account Status Code</th><th>Account Reason Code</th></tr><tr><td>Closed</td><td>CL</td><td>V9</td></tr><tr><td>Closed Deceased</td><td>CL</td><td>DC</td></tr><tr><td>Closed Not Used/Inactivity</td><td>CL</td><td>DU</td></tr><tr><td>Closed Misuse</td><td>CL</td><td>V4</td></tr><tr><td>Closed Temporary Block</td><td>CL</td><td>V3</td></tr><tr><td>Closed No Longer Employed</td><td>CL</td><td>TE</td></tr><tr><td>Closed Too Many Cards/Duplicate</td><td>CL</td><td>TC</td></tr></table>
	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.
	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.

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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account you wish to maintain. **Note:** You can also select the checkbox for the account and then scroll down to the bottom of the screen and click the **Edit/Account Maintenance** button. If you choose this option, continue to Step 5. *The Cardholder Details screen displays.*
4.	Click the **Edit/Account Maintenance** button from the **Current Balance** section of the screen. *The Account Maintenance screen displays.*
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.

Step	Action
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 APC 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 APC 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 2,000 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 Maintenance 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.*

Update Multiple Accounts

Key Concepts

It's possible to use the update multiple accounts process when you are making the same change to all the selected accounts. For example, it could be used to change the account status, mission critical status, MCCGs or temporary credit limit for multiple accounts. If the required change is not the same, you should use the Bulk Online Maintenance process instead.

It's recommended that no more than 2,000 accounts be selected for each 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 the checkbox for the accounts to be included in the bulk maintenance update and click the **Add Account for Maintenance** link. 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 **Add Account for Maintenance** link. **Note:** To filter the accounts displayed, enter your search criteria in the text fields that display at the top of the screen and click the **Search** button. *A confirmation message displays indicating the accounts have been added to the list for maintenance.*
4.	Scroll to the bottom of the screen and click the **Continue** button. *The Account Maintenance Recap screen displays.*
5.	Review the accounts listed and then click the **Continue** button. *The Form Details screen displays.*

Step	Action
6.	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. Only accounts closed using the **Closed Temporary Block** status can be reopened. If another closed status is used, a new application will need to be submitted to reopen the account. 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.
7.	When you are finished, click the **Submit** button. *A confirmation message displays indicating the number of accounts to be updated.*
8.	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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	Click the checkbox for the account you wish to place in PCS status and then scroll down to the bottom of the screen and click the **Update PCS** button. *The Account Maintenance Form Details screen displays.*

Step	Action
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/Unassign CitiManager — Reporting

Key Concepts

It is possible to assign and unassign CitiManager — Reporting (Reporting) to an APC's access.

You can only assign Reporting to another APC if you are already entitled yourself. Access to reporting will be available to the APC 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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the account you wish to assign Reporting. *The Non-Cardholder Details screen displays.*

Step	Action
4.	Click the **Assign/Unassign Applications** link that displays on the left-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**. *The CCRS Details screen displays.*
6.	Click the **Set Hierarchy** link that displays under the **Assign New Hierarchy** header. When the **Select Hierarchy** screen displays, Click the **(+) sign icon** to expand the hierarchy tree as necessary. Select the checkbox(es) for the hierarchies you wish to assign to the user. When you are finished, click the **Save** button.
7.	To edit the role, click the **Update Role** link. When the **Edit Role** section displays, select the radio button for the desired folder access option. You can only grant access to the options to which you are entitled. If you wish to deny a user a specific reporting attribute (e.g. Date of Birth or SSN), click the **Update Deny Attribute** link that displays under the **Deny Attribute List** header and when the **Deny Attribute List** displays, select the checkbox for each of the attributes you do not want to be visible to the user. When you are finished click the **Save** button. *The CCRS Confirm screen displays.*
8.	Review the details and click the **Save** button. *A confirmation message displays.*
9.	Click the **OK** button. *The Non-Cardholder 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 **Search** link. *The Search for Users screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the account you wish to unassign Reporting. *The Non-Cardholder Details screen displays.*
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.

Step	Action
8.	Click the **Save** button.
	A confirmation message displays indicating the application was successfully unassigned.
9.	Click the **OK** button.
	The Non-Cardholder Details screen displays.

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 agency/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 **Search** link.
	The Search screen displays.
2.	To narrow your search, type the desired search criteria and click the **Search** link.
	Note: To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link.
	The search results display at the bottom of the screen.
	Note: To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the user you wish to activate or deactivate.
	The Cardholder or Non-Cardholder Details screen displays.
4.	From the left-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.

Edit a User's CitiManager Profile (Update User)

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 APC 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 **Search** link. *The Search screen displays.*
2.	To narrow a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the user you wish to update. *The Cardholder or Non-Cardholder Details screen displays.*
4.	Click the **Edit CitiManager Profile** link that displays on the left-side of the screen. *The Cardholder or Non-Cardholder Details screen displays.*
5.	From the **Personal Details** section, update the user's title or username as necessary.
6.	From the **Contact Details** section, update the user's address, phone numbers, and e-mail address as necessary.
7.	From the **User Role(s)** and **Hierarchy** section, complete the following steps to update the users role and hierarchy as necessary: a) Click the **Change Role** link to unlock the role checkboxes and then select/deselect the checkboxes to change the user's role. b) Click the **Set Hierarchy** link to update the user's hierarchy. *The Set Hierarchy Screen displays.* c) 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.*
8.	From the **Entitlements** section, complete the following steps to update a user's entitlements as necessary: 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.*

Step	Action
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 Cardholder or Non-Cardholder Details screen displays.*

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 have a username.

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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** 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. If the user has registered and created a username, it will display in the **Username** column and the **Status** displays as **Activated**. *The Cardholder Details screen displays.*

Step	Action
4.	From the menu that displays on the left-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.	Click the **Emulating Card** drop-down arrow that displays at the top of the screen to end the emulation, toggle between windows or refresh the emulation mode screen.

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)

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 expedited if available based on your agency/organizations options). If you select expedited shipping, you must provide justification and attest that it meets the requirement for an emergency.

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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account you wish to view. *The Cardholder Details screen displays.*
4.	Click the **Replace Card** link that displays on the left-side of the screen or click the **Replace Card** button from the **Current Balance** section of the screen. **Note:** This link only displays if status of the card is **Open**. *The Replace Lost/Stolen/Never Received/Damaged Card — 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.*
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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.

Step	Action
3.	From the **Username** column, click the link for the card account you wish to view. *The Cardholder Details screen displays.*
4.	Click the **Replace Card** link that displays on the left-side of the screen or click the **Replace Card** button from the **Current Balance** section of the screen. **Note:** This link only displays if status of the card is **Open**. *The Replace Lost/Stolen/Never Received/Damaged Card — 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 Replace Lost/Stolen/Never Received/Damaged Card — Overview 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 Replace Lost/Stolen/Never Received/Damaged Card — Overview screen displays.*
9.	From the **Delivery Address** section, verify the delivery address. **Note:** If you need to enter an alternate address, click the **Edit** link. When the address information section expands, select the **Alternate Delivery Address** radio button. Complete the address fields and click the **Save** button.
10.	From the **Delivery Method** section, the standard delivery method is displayed. **Note:** If the card needs to be expedited (2-4 business days) for emergency circumstances, click the **Edit** link. When the delivery method section expands, select the **Expedited** radio button. When the **Expedited Delivery Request** window displays, type the reason you require expedited delivery. When you are finished, click the checkbox to attest that your request qualifies as an emergency and click the **Continue** button.
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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account you wish to maintain. *The Cardholder Details screen displays.*
4.	Click the **Replace Card** link that displays on the left-side of the screen or click the **Replace Card** button from the **Current Balance** section of the screen. **Note:** This link only displays if status of the card is **Open**. *The Replace Lost/Stolen/Never Received/Damaged Card — 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 Replace Lost/Stolen/Never Received/Damaged Card — Overview 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 Replace Lost/Stolen/Never Received/Damaged Card — Overview screen displays.

8.	From the **Delivery Address** section, verify the delivery address. **Note:** If you need to enter an alternate address, click the **Edit** link. When the address information section expands, select the **Alternate Delivery Address** radio button. Complete the address fields and click the **Save** button. **Note:** If the card has a Bulk/Site address associated with it, the **Alternate Address** option is not available. Only an APC can request a card to be shipped to an alternate address for Bulk/Site addresses.
9.	From the **Delivery Method** section, the standard delivery method is displayed. **Note:** If the card needs to be expedited (2-4 business days) for emergency circumstances, click the **Edit** link. When the delivery method section expands, select the **Expedited** radio button. When the **Expedited Delivery Request** window displays, type the reason you require expedited delivery. When you are finished, click the checkbox to attest that your request qualifies as an emergency and click the **Continue** button.

Step	Action
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.

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 **Search** link. *The Search screen displays.*
2.	To narrow your search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the user that needs their password reset. *The Cardholder or Non-Cardholder Details screen displays.*
4.	Click the **Reset Password** link that displays on the left-side of the screen. *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.*

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. The registration details for a new user expire 60 days from the date they are created. If registration details expire, they can be re-sent rather than creating new ones.

Step-By-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over **Manage Users** drop-down menu and click the **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the **Unregistered** link for the user you wish to re-send the registration details. *The Cardholder or Non-Cardholder Details screen displays.*
4.	Click the **Reset Registration Details** link displayed on the left-side of the screen. **Note:** You can also click the **Resend Registration Details** link that displays at the top 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.*

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 **Search** link. *The Search screen displays.*
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account you wish to view. *The Cardholder Details screen displays.*
4.	Click the **Update Alerts** link that displays on the left-side of the screen. *The Update Alerts screen displays.*

5.	To enter/edit the e-mail address(es) 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.

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.

Step	Action
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.

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 **Search** link.
	The Search screen displays.

Step	Action
2.	To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account with the dispute you wish to view. *The Cardholder Details screen displays.*
4.	Click the **View Disputes** link that displays on the left-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 **Search** link. *The Search screen displays.*

Step	Action
2.	To perform a search, type the desired search criteria and click the **Search** link.
	Note: To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link.
	The search results display at the bottom of the screen.
	Note: To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.
3.	From the **Username** column, click the link for the card account you wish to view.
	The Cardholder Details screen displays.
4.	Click the **View Hierarchy** link that displays on the left-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.*

View/Upload Account Documents

Key Concepts

You can attach documents (such as training certificates) 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.

Step	Action
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 attach a new document: a) Click the **Add Document** button. *The upload window displays.* b) From the **Document Type** drop-down list, select the document type. c) In the **Document Name** field, type the name of the document. There can be no special characters in the document name. d) Click the **Browse** button and navigate to the document you want to attach then click the **Open** button. There can be no special characters in the file name. *The upload window displays and the name of the document to be attached displays in the Select File to Upload field.* e) Click the **Upload** button. *The document is attached and the name will display on the View/Upload Account Documents screen.* 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) To view the attachment, navigate to **Recent Download History** (Chrome) or **Download History** (Edge) and click the **Open** link. *The document opens.*
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.* d) To view the attachment, navigate to **Recent Download History** (Chrome) or **Download History** (Edge) and click the **Open** link.

4. Manage Card Program

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.*
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.*

Step	Action
8.	Verify the accounts selected for transfer, and click the **Continue** button.
9.	Click the **OK** button. *The Transfer Hierarchy History 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.*

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. When you are finished, click the **Select** button.
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.*

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 2,000 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 **File 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.
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.*

Step	Action
8.	To view the document, navigate to **Recent Download History** (Chrome) **Download History** (Edge) and click the **Open** link. *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 **File 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.*

Step	Action
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) To view the file, navigate to **Recent Download History** (Chrome) **Download History** (Edge) and click the **Open** link. *A copy of the uploaded BOLM file opens for the selected date.*
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) To view the file, navigate to **Recent Download History** (Chrome) **Download History** (Edge) and click the **Open** link. *A copy of the uploaded BOLM file opens for the selected date.*

Step	Action
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 **File 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 2,000 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 **File 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.*

Step	Action
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.*
8.	To view the document, navigate to **Recent Download History** (Chrome) **Download History** (Edge) and click the **Open** link. *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.
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 **File 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.*

Step	Action
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.*
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) To view the file, navigate to **Recent Download History** (Chrome) **Download History** (Edge) and click the **Open** link. *A copy of the uploaded PCS Bulk Maintenance file opens for the selected date.*

Step	Action
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 (APC) E-mail Address for Status Updates

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 **File 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 APC who will receive status e-mails.
4.	Click the **Save** button. *A confirmation message displays indicating the PA Email ID has been saved 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.*

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.

The statement will be downloaded in PDF format and then it can be opened to print 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 for Statements 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 2,000 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 document downloads to your computer.*
5.	To view the document, navigate to **Recent Download History** (Chrome) or **Download History** (Edge) and click the **Open** link. *The document opens in the PDF format.* **Note:** Once the document is open, you can print it by selecting **Print** from the **File** menu.

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.*

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 may 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.

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.

View Your Hierarchy

Key Concepts

You can view hierarchies you belong to and are within 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.

5. Reporting & Library

Access CitiManager — Reporting

Key Concepts

CitiManager — Reporting (Reporting) can be used 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 **Reporting & Library** drop-down menu and click the link **CitiManager Reporting** link. *A window opens displaying the roles/programs in which you have entitlements.*
2.	Click the hierarchy sub-link. *Reporting launches in a new tab.*

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 BOLA Pending Email Consent 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 **Reporting & Library** 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.

Step	Action
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. The timeframe cannot exceed 31 days. Not all reports require a date range or follow the steps below.
	Notes: To run a report for 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.
	When running the User Activity Report, select the sub-report option from the **Action Performed** drop-down list. If you select the User Activity — Individual Online Maintenance sub-report option, you can enter a 16-digit account number for all maintenance requests on that specific account number. If you enter an account number, no timeframe is required. If no account number is entered, the **From Date** and **To Date** fields are required and the timeframe cannot exceed 31 days.
4.	Click the **Generate** button.
	A message displays indicating the download file may be cached to your computer's hard drive.
5.	Click the **OK** button.
	A confirmation message displays at the top of the screen.
	Note: A report can only return 1,200 records at a time. If the report exceeds that limit, the report will not generate and an error message displays. You will need to refine your search to view the results. If you are running the User Activity Report and the number of records returned exceeds 1,200, Citi recommends using CitiManager — Reporting to run the CCRS Audit Trail report which does not have any record limitations.
	If your download doesn't start automatically, please click the **>>here** link that displays at the bottom of the screen.
6.	To view the report, navigate to **Recent Download History** (Chrome) **Download History** (Edge) and click the **Open** link.
	The selected document opens in Excel or the Save options window opens.

6. Resources & Tools

Access Transaction Management

Key Concept

Transaction Management can be used to define and manage General Ledger codes and allocate/reallocate transactions.

After you log in to Transaction Management, the **Home** screen displays. The **Home** screen acts as a dashboard and displays a high-level metric summary of total number of accounts, Non-cardholders, number of transactions, and total recent activity.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Resources & Tools** drop-down menu and click the **Transaction Management** link. *The hierarchy list displays.*
2.	Click the hierarchy sub-link. *The Transaction Management Home screen displays.*

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 **Resources & Web Tools** drop-down menu and click the **Learning Center** link. *The Learning Center Home screen displays in a new window or tab.* **Note:** For more information about how to navigate in the Learning Center, from the **Navigating the Learning Center** section that displays on the left-side of the Learning Center **Home** screen, click the link for **Government Agencies** to view the quick reference guide.

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. The complete library of User Guides and e-learning modules can be accessed from the Learning Center. Refer to the Access the Learning Center topic in this User Guide for additional information.

Step-by-Step Instructions

Step	Action
1.	From the navigation bar, position your mouse over the **Resources & Tools** 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.	To view the document, navigate to **Recent Download History** (Chrome) **Download History** (Edge) and click the **Open** link.

View Messages

Key Concepts

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

Step-by-Step Instructions

View Messages

Step	Action
1.	From the navigation bar, position your mouse over the **Resources & Tools** 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 & Tools** 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.*

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.
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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