

# CitiManager<sup>®</sup> Site User Guide

GSA SmartPay<sup>®</sup>

Non-cardholder End-to-End User Guide

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Treasury and Trade Solutions



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# User Guide Overview

## Document Scope

The **CitiManager® Site End-to-End User Guide for Non-cardholders** provides detailed step-by-step instructions for all CitiManager Site functions available to Non-cardholders.

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 Non-cardholders**.

## 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 Non-cardholders 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 and maintenance requests
- Perform account maintenance
- Activate and deactivate users
- Assign applications and agency/organization
- Set passcodes
- Manage alerts
- Manage your profile
- Access on-demand training resources in the Learning Center

## Basic Navigation

### Description

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

The screenshot shows the CitiManager Home Screen. At the top is the header section with the Citi logo (1), CitiManager link (2), agency name 'AGENCY CORP S - US' (3), 'CHAT WITH US' icon (4), 'CONTACT HELP DESK' icon (5), 'PROGRAM ADMIN' icon (6), and 'MY PROFILE' icon (7). Below the header is a navigation bar with links: Home (8), Manage Users (9), Manage Card Program (10), Resources (11), Web Tools (12), Alerts (13), and Sign Out (14). The main content area features four large cards: '4% OUTSTANDING REQUESTS 14/390' (16), '0 ACCOUNTS OVERDUE \$6.00 TOTAL CREDIT REMAINING' (17, 18), '39% UNACTIVATED CARDS 12/31' (19), and '\$0.00 TOTAL RECENT ACTIVITY' (20). Below these cards are links: 'CREATE USER', 'APPLY FOR NEW CARD' (21), 'ALERTS', and 'SET PASSCODE'. At the bottom are two tables: 'Application Request' (22) and 'Maintenance Request' (23).

Home Screen

Descriptions

Header Section

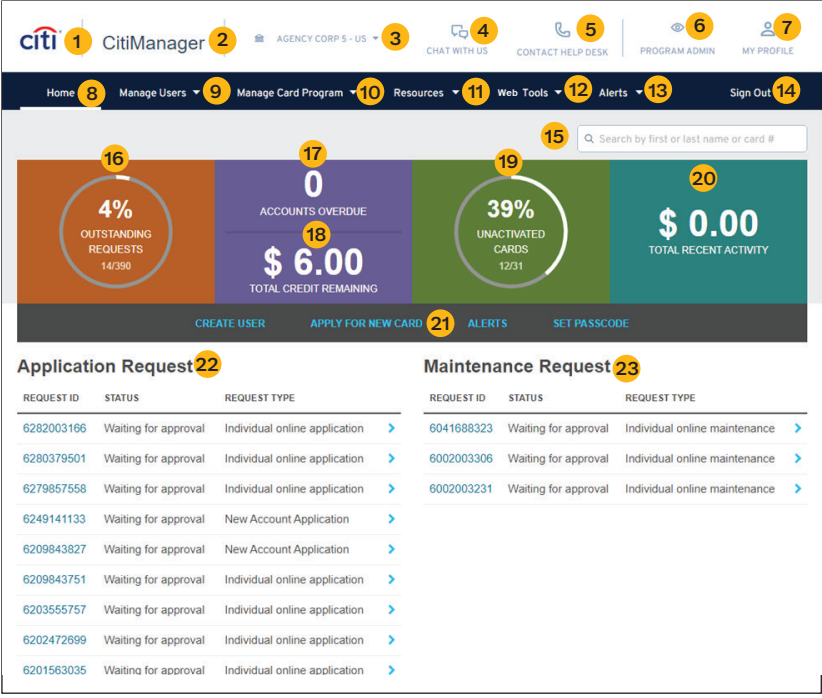
1. Click the **Citi** logo on the far left-side of the header to be directed to the Citi Commercial Cards website.
2. Click the **CitiManager** link on the left-side of the header to return to the **Home** screen.
3. Your agency/organization name displays on the left-side of the header. If you have access to more than one agency/organization, you may select another one using the drop-down list.
4. Click the **Chat With Us** icon to open a chat window with a Helpdesk representative.  
**Note:** Chat with us only displays when a live agent is available.
5. If you need assistance from the Helpdesk, click the **Contact Help Desk** icon that displays on the right-side of the header.
6. If you have both Cardholder and Non-cardholder access to the CitiManager Site, you can toggle between both accounts by positioning your mouse over the role icon that displays on the right-side of the header and selecting the desired role.
7. Click the **My Profile** icon on the far right-side of the header to access or modify your profile details.

Navigation Bar

8. Click the **Home** link to return to the **Home** screen.
9. Position your mouse over the **Manage Users** drop-down menu to view card account details, view recent and billed statements, perform account maintenance, view requests, view refund history, perform a user search, print multiple statements, view disputes, view hierarchy, create a user and assign/unassign applications.

| Screen   | Descriptions  |
|--|---|
|  <p><b>Home Screen</b></p> | <p>10. Position your mouse over the <b>Manage Card Program</b> drop-down menu to complete tasks such as creating new account applications, running reports, setting passcodes, or performing document management activities (e.g. bulk online maintenance). The functions available are based on your agency/organization's setup.</p> <p>11. Position your mouse over the <b>Resources</b> drop-down menu to view messages, access the <b>Library</b>, search for users, view <b>Frequently Asked Questions</b> and access <b>Links &amp; Help</b>.</p> <p>12. Position your mouse over the <b>Web Tools</b> drop-down menu to navigate to various online tools such as <b>Reporting</b> and <b>Transaction Management</b> if you have the entitlements. You can also access the <b>Learning Center</b>.</p> <p>13. Position your mouse over the <b>Alerts</b> drop-down menu to manage your alert subscriptions, view the audit log, and the view on-demand mobile alert information.</p> <p>14. Click the <b>Sign Out</b> link on the far right-side of the navigation bar to log out of the CitiManager Site.</p> <p><b>Screen Components Section</b></p> <p>15. From the search field located below the navigation bar on the right, you may perform a search by typing a name or card account number, and then select an action from the drop-down list such as <b>Card Accounts</b>, <b>View Requests</b> or <b>User Search</b>.</p> <p>16. The first dashboard tile is <b>Outstanding Requests</b> which displays the number of requests that are pending approval when an approval workflow is used by your agency/organization. This includes any application or maintenance requests.</p> <p>17. The top of the second dashboard tile is <b>Accounts Overdue</b> 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.</p> |



| Screen   | Descriptions   |
|--|--|
|  <p><b>Home Screen</b></p> | <p>18. The bottom of the second dashboard tile is <b>Total Credit Remaining</b> which displays the total remaining credit for the hierarchy assigned to you.</p> <p>19. The third dashboard tile is <b>Unactivated Cards</b> which displays the number of cards that have not been activated. The total includes both open and closed individual accounts. This is not a real-time total — the total displayed is from the previous day.</p> <p>20. The fourth dashboard tile is <b>Total Recent Activity</b> dashboard tile displays the total amount of activity in the current billing cycle. This is not a real-time total — the total displayed is from the previous day.</p> <p>21. Use the quick links displayed below the dashboard in the middle of the screen to create a user, apply for a new card, set your personal alerts and set a passcode.</p> <p>22. In the <b>Application Request</b> section located below the quick links on the left-side of the screen, you can view a list of pending <b>Application Requests</b> that are waiting for your review.</p> <p>23. In the <b>Maintenance Request</b> section located below the quick links on the right-side of the screen, you may view a list of pending Maintenance Requests that are waiting for your review.</p> |

## 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 <a href="http://www.citimanager.com/login">www.citimanager.com/login</a> .<br><i>The CitiManager Site Login screen displays.</i>  |
| 2.   | From the language drop-down list that displays on the top right corner of the screen, select the desired language.<br><i>CitiManager Site text displays in the selected language.</i> |

## Register as a Non-cardholder

### Key Concepts

As a Non-cardholder it's possible to register for the CitiManager Site so you can manage your card program.

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

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

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

The Registration ID and Passcode can be re-sent by another A/OPC.

### Step-by-Step Instructions

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

| Step | Action  |
|------|---|
| 8.   | In the <b>Confirm Password</b> field, re-type the password.   |
| 9.   | Verify the information in the <b>Zip/Postal Code</b> , <b>Contact Number</b> and <b>User Profile E-mail Address</b> fields and update if necessary.   |
| 10.  | From the <b>Helpdesk Verification Question</b> drop-down list, select a question that will be used to verify your identity should you need to contact the Helpdesk to reset your password or retrieve your username.  |
| 11.  | From the <b>Helpdesk Verification Answer</b> field, type an answer to the Helpdesk verification question you selected.  |
| 12.  | Click the <b>Continue</b> button.<br><i>The Confirm screen displays.</i>  |
| 13.  | Review the details and click the <b>Confirm</b> button.<br><i>A confirmation message displays indicating registration was successful and a confirmation e-mail is sent to the address entered during the registration process.</i>  |
| 14.  | Click the <b>OK</b> button.<br><i>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.</i>  |
| 15.  | Type your user ID and password and click the <b>Sign On</b> button.<br><i>The Reset Challenge Questions and Answers screen displays.</i><br><b>Note:</b> As an extra security measure, each time you log in you may be required to answer one of the challenge questions. |
| 16.  | Select and answer three challenge questions.<br><b>Note:</b> To confirm the challenge question answers, you will be asked to answer the questions twice during the set-up process.  |
| 17.  | Click the <b>Save</b> button.<br><i>The CitiManager Site Home screen displays.</i>  |

## 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 may be asked to answer a challenge question.

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

As an additional layer of security, you may be required to enter a one-time (OTP) during the log in process. If prompted, select a receipt option from the available options. The available options are based on your profile, and may include text message, call office or call mobile phone. Once you enter the OTP, the CitiManager Site **Home** screen displays and you will not need to answer a challenge question.

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

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

### Step-by-Step Instructions

| Step | Action   |
|------|--|
| 1.   | Navigate to <a href="http://www.citimanager.com/login">www.citimanager.com/login</a> .<br><i>The CitiManager Site Login screen displays.</i>   |
| 2.   | In the <b>User ID</b> field, type your username.   |
| 3.   | In the <b>Password</b> field, type your password.  |
| 4.   | Click the <b>Sign On</b> button.<br><i>The Challenge Question or One-Time Passcode receipt options screen displays.</i><br><b>Note:</b> When you log in to the CitiManager Site for the first time you must select and answer three challenge questions. Each time you log in, you may be asked to answer one of the challenge questions.<br>Depending on your agency/organization set-up, the One-time Passcode receipt option screen may display. Select how you would like to receive your one-time passcode and click the <b>Continue</b> button. When the eight-digit code is received, enter it on the <b>One-time Passcode</b> screen in the CitiManager Site and click the <b>Continue</b> button. If you enter a OTP, you will not be prompted to answer a challenge question and the CitiManager Site <b>Home</b> screen displays. |
| 5.   | If necessary, answer the challenge question and click the <b>Continue</b> button.<br><i>The CitiManager Site Home screen displays.</i><br><b>Note:</b> You have three attempts to answer the challenge question correctly.   |

## 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 browser or tab **Close [X]** button. Even though the browser/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 <b>Sign Out</b> link.<br><i>The screen refreshes and the CitiManager Site Login screen displays.</i> |

## 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 <a href="http://www.citimanager.com/login">www.citimanager.com/login</a> .<br><i>The CitiManager Site Login screen displays.</i>         |
| 2.   | Click the <b>Forgot User ID</b> link.<br><i>The Forgot Sign On — Username screen displays.</i>   |
| 3.   | Select the <b>Non-cardholder/Card Applicant</b> role radio button and click the <b>Continue</b> button.<br><i>The Enter Details screen displays.</i> |
| 4.   | In the <b>First Name</b> field, type your first name.  |
| 5.   | In the <b>Last Name</b> field, type your last name.  |
| 6.   | From the <b>Country</b> drop-down list, select your country.   |
| 7.   | In the <b>Contact Number</b> field, type your contact phone number.<br><b>Note:</b> Only numeric values are allowed in this field.                   |

| Step | Action   |
|------|--|
| 8.   | In the <b>Zip/Postal</b> code field, type the zip code associated with your user profile.  |
| 9.   | In the <b>E-mail Address</b> field, type the e-mail address associated with your user profile.   |
| 10.  | In the <b>Confirm E-mail Address</b> field, re-type the e-mail address that is associated with your user profile.  |
| 11.  | Click the <b>Continue</b> button.<br><i>The Helpdesk Verification screen displays.</i>   |
| 12.  | In the <b>Helpdesk Verification Answer</b> field, type the answer to the verification question and click the <b>Continue</b> button.<br><i>The OTP Details screen displays.</i>  |
| 13.  | From the <b>OTP Details</b> screen, select the appropriate contact option and click the <b>Continue</b> button.<br><i>A passcode is sent via text message or phone call depending on the option you have selected.</i> |
| 14.  | From the <b>One-Time Passcode</b> field, type the passcode you were provided and click the <b>Continue</b> button.<br><i>A confirmation message displays.</i>  |
| 15.  | Click the <b>OK</b> button.<br><i>The CitiManager Site Login screen displays and the system sends your username to the e-mail address on file.</i>   |

## 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 <a href="http://www.citimanager.com/login">www.citimanager.com/login</a> .<br><i>The CitiManager Site Login screen displays.</i>                           |
| 2.   | Click the <b>Forgot Password?</b> link.<br><i>The Forgot Password — Select Role screen displays.</i>   |
| 3.   | Select the <b>Non-cardholder/Card Applicant</b> role radio button and click the <b>Continue</b> button.<br><i>The Forgot Password — Enter Details screen displays.</i> |
| 4.   | In the <b>Username</b> field, type your username.  |
| 5.   | In the <b>Zip/Postal Code</b> field, type the zip code associated with your user profile.  |
| 6.   | In the <b>E-mail Address</b> field, type the e-mail address associated with your user profile.   |
| 7.   | In the <b>Confirm E-mail Address</b> field, re-type the e-mail address associated with your user profile.  |

| Step | Action  |
|------|---|
| 8.   | To validate the information entered, click the <b>Continue</b> button.<br><i>The Helpdesk Verification screen displays.</i>   |
| 9.   | In the <b>Helpdesk Verification Answer</b> field, type the answer to the verification question and click the <b>Continue</b> button.<br><i>The OTP Details screen displays.</i>   |
| 10.  | From the <b>OTP Details</b> screen, select the appropriate contact option and click the <b>Continue</b> button.<br><i>A passcode is sent via text message or phone call depending on the option you have selected.</i>                        |
| 11.  | From the <b>One-Time Passcode</b> field, type the passcode you were provided and click the <b>Continue</b> button.<br><i>A confirmation message displays indicating a temporary message has been created and sent to your e-mail address.</i> |
| 12.  | Click the <b>OK</b> button.<br><i>The CitiManager Site Login screen displays.</i>   |

## View a Different Company (Agency/Organization)

### Key Concepts

Each Level 1 Hierarchy entity is referred to as a separate agency/organization. As a Non-cardholder, you may have access to accounts in different agencies/organizations if your organization has more than one. For example, you may manage multiple travel programs or a travel program and a purchase program.

When logging in to the CitiManager Site, your view defaults to an agency/organization which has been set as your primary agency/organization.

You can use the **Company (Agency/Organization)** drop-down list that displays in the header of any CitiManager Site screen to toggle between them. If the **Company (Agency/Organization)** drop-down list is not available, you only have access to one agency/organization.

To change the agency/organization that displays as the default, refer to the **Change Primary Company (Agency/Organization)** in this User Guide.

### Step-by-Step Instructions

| Step | Action   |
|------|--|
| 1.   | From the header, click the <b>Company (Agency/Organization)</b> drop-down arrow and select the desired agency/organization name.<br><i>The agency/organization name displayed in the header changes to the one selected.</i> |

## 2. My Profile

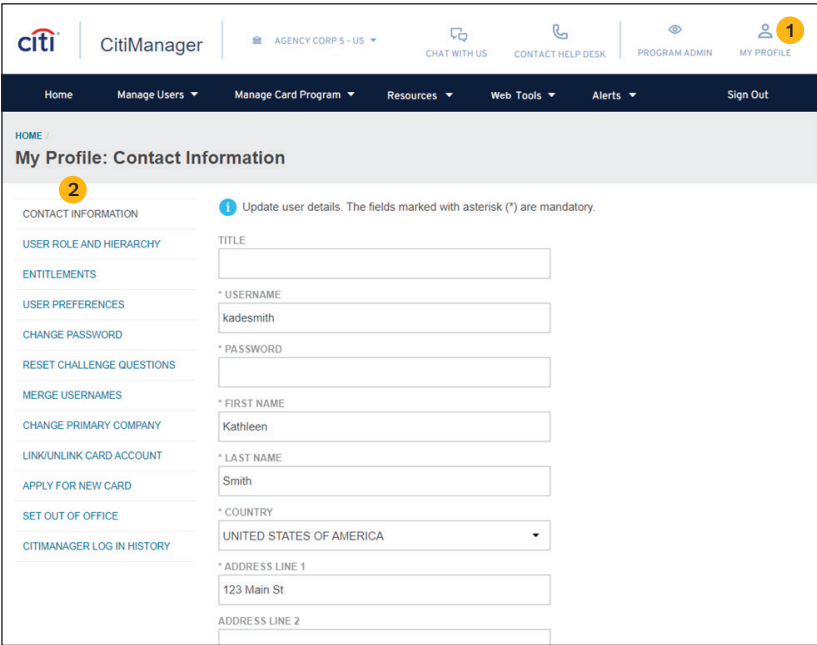
### My Profile Overview

#### Description

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

- CitiManager Site contact details
- User role and hierarchy information
- View entitlements
- User preferences such as language, date and time format and currency
- Change your password
- Reset challenge questions
- Merge CitiManager Site user names if you have more than one
- Change your primary agency/organization if you are assigned more than one
- Link/Unlink another card account
- Apply for a new card
- Set an out-of-office backup
- CitiManager Site log in history

#### My Profile Screen — Navigation

| Screen  | Descriptions  |
|---|---|
|  | <ol style="list-style-type: none"> <li>1. Click the <b>My Profile</b> icon from the header to access the <b>My Profile</b> screen and links used to view your profile information.</li> <li>2. Click the desired link displayed on the left-side of the screen which allows you to view and maintain your profile information such as role, hierarchy, entitlements and passwords.</li> </ol> |

#### My Profile Screen



## 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 name and last name
- Address
- Mobile phone number
- Phone number/contact number
- Fax number
- User profile e-mail address
- Alternate e-mail address

To update the contact information and the address associated with your card/statement, refer to the **Perform Card Maintenance** topic in this User Guide.

### Step-by-Step Instructions

| Step | Action   |
|------|--|
| 1.   | From the header, click the <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i>  |
| 2.   | Update the necessary contact details associated with your CitiManager Site profile.<br><b>Note:</b> An asterisk (*) indicates a required field. The <b>Mobile Phone Number</b> 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 <b>Save Changes</b> button.<br><i>A confirmation message displays indicating your profile has been successfully updated.</i>   |

## View User Roles and Hierarchy

### Key Concepts

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

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

In the CitiManager Site the Cardholder, Non-cardholder and Supervisor roles are available. The Supervisor role is only used if you have that role in your online application workflow.

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 <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i>         |
| 2.   | Click the <b>User Role and Hierarchy</b> link.<br><i>The User Role and Hierarchy screen displays. The roles and hierarchies you have been assigned display.</i> |
| 3.   | Click the <b>(+) plus sign</b> icon to expand the hierarchy tree as necessary.<br><i>The hierarchy tree expands.</i>  |

## 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 A/OPC.

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 <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i> |
| 2.   | Click the <b>Entitlements</b> link.<br><i>The Entitlements screen displays. All the entitlements you have been assigned display.</i>                    |

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

## 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 <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i> |
| 2.   | Click the <b>Change Password</b> link.<br><i>The Change Password screen displays.</i>   |
| 3.   | In the <b>Your Current Password</b> field, type your current password.  |

| Step | Action  |
|------|---|
| 4.   | In the <b>Create Your New Password</b> field, type your new password.<br><b>Note:</b> The password requirements display in a window as you type. A checkmark displays when each requirement is fulfilled. |
| 5.   | In the <b>Confirm Your New Password</b> field, re-type your new password.   |
| 6.   | Click the <b>Change Password</b> button.<br><i>A confirmation message displays indicating your password has been changed.</i>   |

## 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 <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i>  |
| 2.   | Click the <b>Reset Challenge Questions</b> link.<br><i>The Reset Challenge Questions screen displays prompting you to answer one of your existing challenge questions.</i>   |
| 3.   | Type the answer to the existing challenge question displayed.  |
| 4.   | Click the <b>Confirm</b> button.<br><i>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.</i>  |
| 5.   | From the <b>CitiManager Site Login</b> screen, type your username and password and then click the <b>Sign In</b> button.<br><i>The challenge question screen displays.</i>   |
| 6.   | Select your three challenge questions from the drop-down list and then type the answer for each.<br><b>Note:</b> 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 <b>Clear</b> button before saving. To confirm the challenge question answers, you will be asked to answer the questions twice during the set-up process. |
| 7.   | Click the <b>Save</b> button.<br><i>The CitiManager Site Home screen displays and your new challenge questions and answers become effective.</i>   |

## Merge Usernames

### Key Concepts

As a CitiManager Site user you may have more than one username based on your role or responsibilities. For example, you may have a Non-cardholder username and a Cardholder username. If this is the case, you can merge the Cardholder username with your Non-cardholder username, eliminating the need to log in separately to each account and manage each separately.

Be sure to merge any usernames for which you have fewer permissions into the one that has the most permissions. This will ensure that you have all the permissions you are entitled to under one username.

**Note:** If you are merging Cardholder and Non-cardholder accounts, be sure to merge the Cardholder username into the Non-Cardholder username otherwise you will not be able to access the Learning Center. Only Non-cardholders can access the Learning Center.

Before you merge your usernames, be sure you are logged in to the CitiManager Site using the username you wish to keep. This username will be kept as the primary username. After the merge is complete, the alternate username (the one being merged) will be deactivated.

You can only merge two usernames at a time. You must repeat the merge process to add additional accounts.

If you don't already have a card or are applying for a new card, refer to the **Apply for a Card** topic in this User Guide.

If you already have a card account but have not registered it in the CitiManager Site, you can link it to your existing CitiManager username without creating another login, username and password. Refer to the **Link a Card Account** topic in this User Guide.

### Step-by-Step Instructions

| Step | Action  |
|------|---|
| 1.   | From the header, click the <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i>   |
| 2.   | Click the <b>Merge Usernames</b> link.<br><i>The Merge Usernames screen displays.</i>   |
| 3.   | Click the <b>Start Merge</b> button.<br><i>The Disclaimer screen displays.</i>  |
| 4.   | Read the disclaimer information displayed and when finished click the <b>Continue</b> button.<br><i>The Login screen displays.</i><br><b>Note:</b> By clicking the <b>Continue</b> button, you are acknowledging that you have read and understand the conditions for merging your usernames. |
| 5.   | In the <b>Alternate Username</b> field, type your alternate username.   |
| 6.   | In the <b>Password</b> field, type the password for the alternate username.   |
| 7.   | Click the <b>Continue</b> button.<br><i>The Challenge Question screen displays and you are prompted to answer one of the challenge questions associated with the alternate username you are merging.</i>  |
| 8.   | In the challenge question field, type the answer to the challenge question.   |
| 9.   | Click the <b>Complete</b> button.<br><i>You are logged out of system and returned to the CitiManager Log In screen.</i>   |
| 10.  | Log back in to the CitiManager Site using the primary username and all of your permissions will be available from that username.  |

## Change Primary Company (Agency/Organization)

### Key Concepts

Each Level 1 Hierarchy entity is referred to as a separate agency/organization. As a Non-cardholder, you may have access to accounts in different agencies/organizations if your organization has more than one. For example, you may manage multiple travel programs or a travel program and a purchase program.

When logging in to the CitiManager Site, your view defaults to one of those accounts which have been set as your primary agency/organization.

While you can toggle between agencies/organizations using the drop-down list that displays in the header of the CitiManager Site, you can also change the default so when you log in to the CitiManager Site the preferred agency/organization displays by default.

You cannot change your primary agency/organization if only one agency/organization is assigned to you.

### Step-by-Step Instructions

| Step | Action  |
|------|---|
| 1.   | From the header, click the <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i>                   |
| 2.   | Click the <b>Change Primary Company (Agency/Organization)</b> link.<br><i>The Change Primary Company screen displays a list of agencies/organizations managed by you.</i> |
| 3.   | Select the radio button for the agency/organization you wish to set as your default.  |
| 4.   | Click the <b>Save</b> button.<br><i>The default agency/organization is saved and a confirmation message displays at the top of the screen.</i>                            |

## Link a Card Account

### Key Concepts

If you already have a card account but have not registered it in the CitiManager Site, you can link it to your existing CitiManager username without creating another login, username and password. You can only link your own account, not another Cardholder's.

If you don't already have a card or are applying for a new card, refer to the **Apply for Card** topic in this User Guide.

If you have more than one CitiManager username (for example, a Cardholder and Non-cardholder username) and you would like to merge them so you don't have to login separately to each, refer to the **Merge Usernames** topic in this User Guide.

There are two possible registration options. The option used is based on your agency/organization's setup. You will use one of the following options:

- **Registration ID and Passcode** — If your agency/organization uses this option, Citi will send two e-mails once a transaction has posted to your account. You will receive one e-mail with your Registration ID and another with your Registration Passcode. These e-mails are required during the registration process. Once you receive your registration details, you must register within 60 days or your details will expire. You will be reminded every 15 days until your registration is complete.
- **Card Details** — Use the details from your card account. You will need your card number, account name and address. The account name, address and zip code must match what appears on your billing statement exactly.

Depending on your agency/organization's setup, these options may not display and the **Enter Your Card Information** screen automatically displays.

If you need to unlink an account, you must toggle to your Cardholder account and unlink it from **My Profile**. Refer to the **Unlink a Card Account** topic in this User Guide.

## Step-by-Step Instructions

### Link a Card Account Using a Registration ID and Passcode

| Step | Action  |
|------|---|
| 1.   | From the header, click the <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i> |
| 2.   | Click the <b>Link Card Account</b> link.<br><i>The Link Card Account screen displays.</i>   |
| 3.   | Select the <b>Registration ID/Passcode</b> radio button and click the <b>Continue</b> button.<br><i>The Registration ID/Passcode screen displays.</i>   |
| 4.   | In the <b>Registration ID</b> field, type the Registration ID sent in the e-mail sent from Citi.  |
| 5.   | In the <b>Registration Passcode</b> field, type the Registration Passcode sent in the e-mail from Citi.   |
| 6.   | Click the <b>Continue</b> button.<br><i>A confirmation message and the Card Account screen display. The card account you just linked is now listed.</i> |

### Link a Card Account Using Card Details

| Step | Action   |
|------|--|
| 1.   | From the header, click the <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i>  |
| 2.   | Click the <b>Link Card Account</b> link.<br><i>The Link Card Account screen displays.</i>  |
| 3.   | Select the <b>Enter Your Card Information</b> radio button and click the <b>Continue</b> button.<br><i>The Enter Your Card Information screen displays.</i>  |
| 4.   | From the <b>Card Details</b> section, in the <b>Card Number</b> field, type your card number exactly as it appears on your billing statement, no spaces or dashes.   |
| 5.   | In the <b>Name on Card</b> field, type the account name exactly as it appears on your billing statement.   |
| 6.   | In the <b>Contact Details</b> section, type the billing address for your card exactly as it appears on your billing statement. An asterisk (*) indicates a required field.<br><b>Note:</b> If your zip code is nine digits, then enter all nine digits. If your zip code is only five digits, then only enter five digits. |
| 7.   | Click the <b>Continue</b> button.<br><i>A confirmation message and the Card Account screen display. The card account you just linked is now listed.</i>  |

## Unlink a Card Account

### Key Concepts

If you linked additional card accounts to your user profile, you can remove them when they have been closed, reported as lost-stolen and a new card has been issued.

You must unlink the card account from your Cardholder role.

If you have any issues unlinking a card account, contact the Helpdesk for assistance.

### Step-by-Step Instructions

| Step | Action   |
|------|--|
| 1.   | Click the role icon that displays on the right-side of the header and select your <b>Cardholder</b> role.<br><i>A confirmation message displays confirming you want to switch roles.</i>   |
| 2.   | Click the <b>OK</b> button.<br><i>The CitiManager Site refreshes and you are logged in to your Cardholder account.</i>   |
| 3.   | From the header, click the <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i>  |
| 4.   | Click the <b>Link/Unlink Card Account</b> link.<br><i>The Card Details screen displays.</i>  |
| 5.   | Click the <b>Unlink Card Account</b> link.<br><b>Note:</b> If you have more than one account linked, click the radio button for the account you wish to remove from your user profile.<br><i>The confirmation screen displays.</i> |
| 6.   | Verify you have selected the correct account and click the <b>Confirm</b> button.<br><i>A confirmation message displays at the top of the screen.</i>  |

## Apply for a New Card

### Key Concepts

If as a Non-cardholder, you need to apply for your own card for yourself, an Invitation Passcode and the Inviter's E-mail address are required. Both are obtained from your administrator.

You will receive a confirmation message when the necessary approvals have been received, either from a Supervisor and/or Non-cardholder.

Once your card application is approved, the account will be linked to your CitiManager Site username and password that were created during the application process.

Only use the **Apply for a New Card** procedure if you don't already have a card or are applying for a new card.

If you already have a card account but have not registered it in the CitiManager Site, you can link it to your existing CitiManager username without creating another login, username and password. Refer to the **Link a Card Account** topic in this User Guide.

If you have more than one CitiManager username (for example, a Cardholder and Non-cardholder username) and you would like to merge them so you don't have to login separately to each, refer to the **Merge Usernames** topic in this User Guide.



## Step-by-Step Instructions

| Step | Action  |
|------|---|
| 1.   | <p>From the header, click the <b>My Profile</b> icon that displays on the far right-side of the screen.</p> <p><i>The Contact Information screen displays.</i></p> <p><b>Note:</b> You can also click the <b>Apply for New Card</b> link that displays on the CitiManager <b>Login</b> Screen. If you click this link, proceed to Step 4.</p> |
| 2.   | <p>Click the <b>Apply for New Card</b> link.</p> <p><i>The Apply for New Card screen displays.</i></p>  |
| 3.   | <p>Click the <b>Begin</b> button.</p> <p><i>The Apply for New Card — Passcode Verification screen displays.</i></p>   |
| 4.   | <p>In the <b>Invitation Passcode</b> field, type the <b>Invitation Passcode</b> that was sent to you by your administrator.</p>   |
| 5.   | <p>In the <b>Invitation E-mail Address</b> field, type the inviter's e-mail address that was sent to you by your administrator.</p>   |
| 6.   | <p>Click the <b>Continue</b> button.</p> <p><i>The Country screen displays.</i></p>   |
| 7.   | <p>Select the country of the currency where the card will be billed from the drop-down list.</p> <p><b>Note:</b> The countries displayed from the drop-down list are based on your agency/organization's setup.</p>   |
| 8.   | <p>Click the <b>Continue</b> button.</p> <p><i>The card application form displays.</i></p>  |
| 9.   | <p>Complete the required fields on the application.</p> <p><b>Note:</b> If you are unable to complete the required fields, you can also save the application as a draft and return to it later. For individually billed accounts, a physical address is required for the primary address of the card. P.O. boxes are not allowed.</p>         |
| 10.  | <p>Click the <b>Submit</b> button.</p> <p><i>A confirmation message displays at the top of the screen indicating the application has been submitted for processing.</i></p>   |

## Set/Remove Out of Office Backup

### Key Concepts

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

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

### Step-by-Step Instructions

#### Set an Out of Office Backup

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

## Remove Out of Office Backup

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

## 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 <b>My Profile</b> icon that displays on the far right-side of the screen.<br><i>The Contact Information screen displays.</i>                     |
| 2.   | Click the <b>CitiManager Log In History</b> link that displays on the left-side of the screen.<br><i>The CitiManager Log In History screen displays your login history.</i> |

## 3. Manage Users

### View Card Accounts

#### Key Concepts

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

Once the search is complete, you may view:

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

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

#### Step-by-Step Instructions

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>Card Accounts</b> link.<br><i>The Search screen displays.</i>   |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br><br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><br><i>The search results display at the bottom of the screen.</i><br><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name.  |
| 3.   | From the <b>Card Number</b> column, click the link for the card account you wish to view.<br><br><i>The Card Details screen displays the card overview including the current balance, credit limit, payment history, links to recent and previous statements, ageing of balance information and the card contact information.</i><br><br><b>Note:</b> To navigate back to the <b>Search Results</b> screen, click the <b>Back</b> button that displays at the bottom of the screen, or the <b>Search Results</b> link in the breadcrumbs displayed at the top of the screen.  |
| 4.   | From the <b>Card Details</b> screen you can also navigate to the following: <ul style="list-style-type: none"> <li>• Depending on your agency/organization's setup you can <b>View Account Information</b> (account communications), <b>View Disputes</b>, <b>View Billing Account Information</b>, <b>View Hierarchy</b>, and <b>Update Alerts</b> for the account by clicking the desired link that displays on the right-side of the screen.</li> <li>• To view recent transactions or previously billed transactions for the selected card account, click the <b>Recent</b> icon or the desired statement date icon.</li> <li>• If applicable based on your set-up, to perform account maintenance on the selected Cardholder, click the <b>Edit</b> link next to the <b>Card Information</b> header at the top of the screen.</li> </ul> |

## View Account Information

### Key Concepts

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

### Step-by-Step Instructions

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

## View Disputes

### Key Concepts

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

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

### Step-by-Step Instructions

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

## 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 is 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.

### Step-by-Step Instructions

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>Card Accounts</b> link.<br><i>The Search screen displays.</i>   |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br><br>If you search by <b>Hierarchy Unit</b> , you must enter the full hierarchy number with no spaces or dashes.<br><br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><br><i>The search results display at the bottom of the screen.</i><br><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name. |
| 3.   | From the <b>Card Number</b> column, select the radio button for the card account you wish to view.<br><br><b>Note:</b> To navigate back to the <b>Search Results</b> screen, click the <b>Back</b> button that displays at the bottom of the screen or the link in the breadcrumbs displayed at the top of the screen.<br><br><i>The Card Details screen displays.</i>  |
| 4.   | Click the <b>View Hierarchy</b> link that displays on the right-side of the screen.<br><br><i>The View Hierarchy screen displays.</i>   |
| 5.   | To expand the view of this card account's sub-hierarchies, click the <b>(+) plus sign</b> icon to expand the hierarchy.   |
| 6.   | To transfer the Cardholder's hierarchy: <ol style="list-style-type: none"> <li>a) Click the <b>Transfer Hierarchies</b> link.<br/><i>The Transfer Hierarchies screen displays.</i></li> <li>b) Select the radio button for the hierarchy where the Cardholder will be transferred and click the <b>Transfer Hierarchy</b> button.<br/><i>A confirmation message displays.</i></li> <li>c) Click the <b>OK</b> button.<br/><i>The Transfer Hierarchy History screen displays.</i></li> </ol>   |

## 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 <b>Manage Users</b> drop-down menu and click the <b>Card Accounts</b> link.<br><i>The Search screen displays.</i>   |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br><br>If you search by <b>Hierarchy Unit</b> , you must enter the full hierarchy number with no spaces or dashes.<br><br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><br><i>The search results display at the bottom of the screen.</i><br><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name. |
| 3.   | From the <b>Card Number</b> column, click the link for the card account you wish to view.<br><br>To navigate back to the <b>Search Results</b> screen, click the <b>Back</b> button that displays at the bottom of the screen or the link in the breadcrumbs displayed at the top of the screen.<br><br><i>The Card Details screen displays.</i>  |
| 4.   | Click the <b>Update Alerts</b> link that displays on the right-side of the screen.<br><br><i>The Update Alerts screen displays.</i>   |
| 5.   | To enter/edit the e-mail address(s) where SMS alerts will be sent, click the <b>E-mail Addresses — Edit</b> link and complete the following steps when the <b>E-mail Address Preferences</b> window opens: <ol style="list-style-type: none"> <li>Type and confirm up to five e-mail addresses.</li> <li>Click the <b>Save</b> button.</li> </ol>   |



| Step | Action   |
|------|--|
| 6.   | <p>To enter/edit the mobile phone number(s) where SMS alerts will be sent, click the <b>Mobile Phone Number — Edit</b> link and complete the following steps when the <b>E-mail Address Preferences</b> window opens:</p> <ul style="list-style-type: none"> <li>a) In the <b>Country Code</b> and <b>Mobile Number</b> field, type a valid mobile phone number where you wish alerts to be sent.<br/><b>Note:</b> Only numeric values are allowed in this field. The country code defaults based on the country associated with your profile.</li> <li>b) Click in the <b>Supported Carriers</b> field and select the mobile carrier.</li> <li>c) <b>Note:</b> Canadian users will receive a confirmation text message to enable subscriptions due to regulations in Canada.</li> <li>d) Click in the <b>Preferred Time Zone</b> field and select the preferred time zone.</li> <li>e) Click in the <b>From</b> and <b>To</b> fields and select the time-frame in which the Cardholder would like to receive alerts.</li> <li>f) From the list of weekdays, select the days the Cardholder would like to receive alerts.</li> <li>g) Click the <b>Save</b> button.</li> </ul> |
| 7.   | <p>To subscribe to alerts, select the <b>E-mail</b> and/or <b>SMS Text</b> checkbox(es) for each of the alerts the Cardholder will receive. To unsubscribe to alerts, deselect the <b>E-mail</b> and/or <b>SMS Text</b> checkbox(es) for the alerts the Cardholder will no longer receive.</p> <p><b>Note:</b> Some alerts may be greyed out and unavailable. Alerts that are selected and greyed out are mandatory.</p> <p>For more information about each alert, hover your mouse over the information icon next to the alert name.</p> <p>Some alerts require you to type or select a threshold setting that will trigger the alert. For example, for the <b>Available Credit Remaining %</b> alert, you must select the desired threshold from the <b>% Remaining</b> from the drop-down list. When the selected percent of remaining credit level is met, the Cardholder will receive an alert.</p>   |
| 8.   | <p>When you are finished, review the terms and conditions at the bottom of the screen and if you agree, select the checkbox.</p> <p><b>Note:</b> If you do not agree to the terms and conditions, you cannot set the alerts for the Cardholder.</p>  |
| 9.   | <p>Click the <b>Save</b> button.</p> <p><i>The alerts settings are saved and a confirmation message displays at the top of the screen.</i></p>   |

## Emulate Cardholder

### Key Concepts

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

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

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

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

| Option        | Description   |
|---------------|---|
| End Emulation | Return to A/OPC 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 <b>Manage Users</b> drop-down menu and click the <b>Card Accounts</b> link.<br><i>The Search screen displays.</i>   |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br><br>Click the <b>View Disputes</b> link that displays on the right-side of the screen.<br><br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the (+) plus sign icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><br><i>The search results display at the bottom of the screen.</i><br><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name. |
| 3.   | From the <b>Card Number</b> column, click the link for the card account you wish to view.<br><br><b>Note:</b> You are only able to emulate a Cardholder who is registered in the CitiManager Site and has a username created. You can tell if an account has a username by looking at the <b>Username</b> column.<br><br><i>The Card Details screen displays.</i>   |
| 4.   | From the menu that displays on the right-side of the screen, click the <b>Emulate Card Holder</b> link.<br><br><i>The confirmation agreement window displays.</i>   |
| 5.   | Click the <b>Accept</b> button.<br><br><i>The Cardholder Home screen displays and the Emulating Card drop-down list displays at the top-center of the screen.</i>   |
| 6.   | To display the emulation option buttons, click the drop-arrow.  |

## View and Attach Account Documents

### Key Concepts

You can attach documents (such as certificates of training or signed statements of understanding) to a Cardholder account in the CitiManager Site that will stay on the Cardholders account when they move to another location. This will assist in the tracking of training certificates and statements of understanding.

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.

### Step-by-Step Instructions

| Step | Action   |
|------|--|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>Card Accounts</b> link.<br><i>The Search screen displays.</i>  |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br>Click the <b>View Disputes</b> link that displays on the right-side of the screen.<br>To search for users at a specific hierarchy level, click the <b>Select Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><i>The search results display at the bottom of the screen.</i><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name. |
| 3.   | From the <b>Card Number</b> column, click the link for the card account you wish to view.<br><i>The Card Details screen displays.</i>  |
| 4.   | Click the <b>View Account Documents</b> link that displays on the right-side of the screen.<br><i>The View Account Documents screen displays.</i>  |

| Step | Action  |
|------|---|
| 5.   | <p>To view an attached document:</p> <ol style="list-style-type: none"> <li>From the <b>Document Name</b> column, click the document you wish to view.<br/><i>The document to be downloaded window displays.</i></li> <li>Click the <b>Download</b> button.<br/><i>A message displays indicating the document may be cached to your computer.</i></li> <li>Click the <b>OK</b> button.<br/><i>A confirmation message displays at the top of the screen and the browser open/save options window displays.</i></li> <li>Click the <b>Open</b> button.<br/><i>The document opens.</i></li> </ol> <p>To attach a new document:</p> <ol style="list-style-type: none"> <li>Click the <b>Add Document</b> button.<br/><i>The upload window displays.</i></li> <li>In the <b>Document Name</b> field, type the name of the document. The document name cannot contain any special characters.</li> <li>Click the <b>Browse</b> button and navigate to the document you want to attach then click the <b>Open</b> button.<br/><i>The upload window displays and the name of the document to be attached displays in the Select File to Upload field.</i></li> <li>Click the <b>Upload</b> button.<br/><i>The document is attached and the name will display on the View Accounts Documents screen.</i></li> </ol> <p>To delete an attachment:</p> <ol style="list-style-type: none"> <li>Click the <b>Delete</b> link for the document you wish to delete.<br/><i>A confirmation message displays.</i></li> <li>Click the <b>OK</b> button.<br/><i>The document is deleted.</i></li> </ol> <p>To download an attachment:</p> <ol style="list-style-type: none"> <li>Click the <b>Download</b> link that displays at the top of the screen.<br/><i>The format window displays.</i></li> <li>Select the desired format for the download and click the <b>Download</b> button.<br/><i>A message displays indicating the document may be cached to your computer.</i></li> <li>Click the <b>OK</b> button.<br/><i>A confirmation message displays at the top of the screen and the browser open/save options window displays.</i></li> <li>Click the <b>Save</b> button.<br/><i>A message displays indicating the download is complete.</i></li> </ol> |

## View and Download Recent Transactions

### Key Concepts

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

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

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

### Step-by-Step Instructions

#### View Recent Transactions

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>Card Accounts</b> link.<br><i>The Search screen displays.</i>   |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br><br>If you search by <b>Hierarchy Unit</b> , you must enter the full hierarchy number with no spaces or dashes.<br><br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><br><i>The search results display at the bottom of the screen.</i><br><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name. |
| 3.   | From the <b>Card Number</b> column, click the link for the card account you wish to view.<br><br><i>The Card Details screen displays the card overview including the current balance, credit limit, payment history, links to recent and previous statements, ageing of balance information and the card contact information.</i>   |
| 4.   | From the <b>Statements</b> section, click the <b>Recent</b> icon.<br><br><i>The Statements screen displays. A snapshot of the credit limits, balances and payments display at the top of the screen. Recent transactions display at the bottom of the screen.</i>   |
| 5.   | To search for a specific transaction amount, date or description, type the search criteria in search field that displays in the upper-right corner of the <b>Recent Activity</b> section and click the <b>Search</b> icon. Click the <b>Advanced Search</b> link to access additional search criteria.<br><br><i>The transactions are filtered by the search criteria entered.</i>  |

| Step | Action  |
|------|---|
| 6.   | <p>To view additional transaction detail, click the <b>ellipsis (...)</b> link that displays on the right-side of the row you wish to expand.</p> <p><i>The row expands and additional transaction detail displays.</i></p> <p><b>Note:</b> The <b>More</b> link displays when the row is expanded. When you click the <b>More</b> link, the <b>Statements Action</b> window displays and you can initiate a dispute. For additional information about disputes refer to the <b>Dispute Transactions</b> topic in this User Guide. For additional information about attaching documents, refer to the <b>View/Upload/Delete Attachments</b> topic in this User Guide.</p> |
| 7.   | <p>To view authorizations, scroll to the bottom of the screen and click the <b>View Authorizations</b> link.</p> <p><i>The View authorizations screen displays transactions and their status, including declined and pending.</i></p> <p><b>Note:</b> If the transaction was declined, from the <b>Status</b> column, click the <b>Decline</b> link to view additional information about the decline.</p>   |

#### Download Recent Transactions

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

## View and Download Statements

### Key Concepts

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

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

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

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

### Step-by-Step Instructions

#### View Statements and Transactions

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

## Download Statements

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

## View Authorizations

### Key Concepts

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

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

### Step-by-Step Instructions

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



| Step | Action  |
|------|---|
| 4.   | <p>From the <b>Statements</b> section, click the <b>Recent</b> icon.</p> <p><i>The Statements screen displays a snapshot of the credit limits, balances and payments display at the top of the screen. Recent transactions display at the bottom of the screen.</i></p> |
| 5.   | <p>To view authorizations, scroll to the bottom of the screen and click the <b>View Authorizations</b> link.</p> <p><i>The View Authorizations screen displays transactions and their status.</i></p>   |
| 6.   | <p>If the transaction was declined, from the <b>Status</b> column, click the <b>Decline</b> link to view additional information about the decline.</p> <p><i>The Additional Information screen displays the decline reason code and description.</i></p>                |

## 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. 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 your 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.   | <p>From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>Card Accounts</b> link.</p> <p><i>The Search screen displays.</i></p> |

| Step | Action  |
|------|---|
| 2.   | <p>To perform a search, type the desired search criteria and click the <b>Search</b> button.</p> <p><b>Note:</b> To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.</p> <p><i>The search results display at the bottom of the screen.</i></p> <p><b>Note:</b> To sort the search results, click the desired column header name.</p>  |
| 3.   | <p>From the <b>Card Number</b> column, click the link for the card account you wish to view.</p> <p><i>The Card Details screen displays.</i></p>  |
| 4.   | <p>From the <b>Statements</b> section, click the icon for the statement date you wish to view. You can choose to view recent transactions or billed transactions for a particular statement date.</p> <p><i>The statements screen displays for the month selected. Transactions display at the bottom of the screen.</i></p> <p><b>Note:</b> To search for a specific transaction amount, date or description, type the search criteria in search field that displays in the upper-right corner of the <b>Recent Activity</b> or <b>Billed Transactions</b> section and click the <b>Search</b> icon. Click the <b>Advanced Search</b> link to access additional search criteria.</p> |
| 5.   | <p>From the <b>Dispute</b> column, click the checkbox for each of the transactions you wish to dispute and click the <b>Dispute</b> button.</p> <p><b>Note:</b> 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.</p> <p><i>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.</i></p>   |
| 6.   | <p>Click the <b>Continue Dispute</b> button.</p> <p><b>Note:</b> 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 <b>View Transaction Details</b> button.</p> <p><i>The Transaction Dispute — Questions screen displays.</i></p>  |
| 7.   | <p>Select the dispute reason from the available options and click the <b>Continue</b> button.</p> <p><b>Note:</b> You must select a dispute reason to continue. Only one reason can be selected. Click the reason name to view a description.</p> <p><i>The Transaction Dispute — Questions screen displays.</i></p>  |
| 8.   | <p>Answer the question(s) and complete any fields requesting additional information that display based on the reason selected.</p>  |
| 9.   | <p>When you are finished, click the verification checkbox to certify the information provided is accurate and then click the <b>Continue</b> button.</p> <p><i>The Transaction Dispute — Review screen displays.</i></p>  |
| 10.  | <p>Review the dispute details, reason code and additional information and if correct, click the <b>Submit Dispute</b> button. If not, click the <b>Back</b> button.</p> <p><i>The Dispute Transactions — Confirmation screen displays indicating if the dispute was successfully initiated.</i></p>   |
| 11.  | <p>If the dispute reason you selected indicated a requirement to fax or mail additional dispute information, click the <b>Download Dispute</b> form button and follow the instructions on the form.</p> <p><b>Note:</b> To return to the <b>Cardholder Details/Statement</b> screen, click the <b>Return to Statement/Recent Transactions</b> link. If the dispute reason was <b>Fraud</b>, your card will be closed. Click the <b>Contact Customer Service</b> button to request a replacement card.</p>   |

## View/Upload/Delete Attachments

### Key Concepts

It's possible to view documents that have been attached to a transaction such as receipts. You can also upload or delete attachments. Depending on your configuration, your agency/organization may be uploading attachments in CitiManager — Transaction Management instead of the CitiManager Site. Attachments can only be uploaded for recent statements and the previous two cycles of billed statements.

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

The following file types are supported:

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

### Step-by-Step Instructions

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>Card Accounts</b> link.<br><i>The Search screen displays.</i>   |
| 2.   | To narrow your search, type the desired search criteria and click the <b>Search</b> button.<br><br>If you search by <b>Hierarchy Unit</b> , you must enter the full hierarchy number with no spaces or dashes.<br><br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><br><i>The search results display at the bottom of the screen.</i><br><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name. |
| 3.   | From the <b>Card Number</b> column, click the link for the card account you wish to view.<br><br><i>The Card Details screen displays the card overview including the current balance, credit limit, payment history, links to recent and previous statements, ageing of balance information and the card contact information.</i>   |
| 4.   | From the <b>Statements</b> section, click the icon for the statement date you wish to view. You can choose to view recent transactions or billed transactions for a particular statement date.<br><br><i>The Statements screen displays for the month selected. Billed transactions display at the bottom of the screen.</i>  |
| 5.   | To search for a specific transaction amount, date or description, type the search criteria in search field that displays in the upper-right corner of the <b>Billed Transactions</b> section and click the <b>Search</b> button. Click the <b>Advanced Search</b> link to access additional search criteria.<br><br><i>The transactions are filtered by the search criteria entered.</i>  |
| 6.   | To a view, upload or delete an attachment for a transaction, click the <b>ellipsis (...)</b> link that displays on the right-side of the transaction you wish to expand.<br><br><i>The row expands and additional transaction detail and Attach and Dispute buttons display.</i>  |
| 7.   | From the expanded row, select the <b>More</b> link.<br><br><i>The Statement Actions window displays.</i>  |

| Step | Action  |
|------|---|
| 8.   | Select the <b>Attach</b> radio button.  |
| 9.   | Click the <b>Submit</b> button.   |
| 10.  | <p>To view an attachment:</p> <ul style="list-style-type: none"> <li>a) From the <b>File Name</b> column, click the link for the document you wish to open.<br/><i>The attachment opens.</i></li> </ul> <p>To delete a document:</p> <ul style="list-style-type: none"> <li>a) From the <b>Actions</b> column, click the <b>Delete</b> link for the document you wish to delete.<br/><i>A confirmation message displays.</i></li> <li>b) Click the <b>OK</b> button.<br/><i>The document is deleted.</i></li> </ul> <p>To upload an attachment:</p> <ul style="list-style-type: none"> <li>a) From the <b>Actions</b> column, click the <b>Upload</b> link.<br/><b>Note:</b> If there are already five attachments, you will not be able to upload an additional one unless an already uploaded document is deleted first.<br/><i>The upload window displays.</i></li> <li>b) Click the <b>Choose File</b> button and navigate to the desired document.</li> <li>c) Select the document file and click the <b>Upload</b> button.<br/><i>The file is uploaded and displays in the Attachments list.</i></li> </ul> <p>To delete an attachment:</p> <ul style="list-style-type: none"> <li>a) From the <b>Actions</b> column, click the <b>Delete</b> link for the attachment you wish to delete.<br/><i>A confirmation message displays confirming you want to delete the attachment.</i></li> <li>b) Click the <b>Delete</b> button.<br/><i>A confirmation message displays.</i></li> </ul> <p>To view the Deleted File Log:</p> <ul style="list-style-type: none"> <li>a) Click the <b>Deleted File Log</b> link that displays at the bottom of the screen.<br/><i>The log opens displaying the name of the attachments deleted, the date they were deleted and who deleted them.</i></li> </ul> |

## Replace Lost/Stolen/Never Received/Damaged Card

### Key Concepts

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

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

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

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

As an Agency/Organization Program Administrator (A/OPC) 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 <b>Manage Users</b> drop-down menu and click the <b>Cards Account</b> link.<br><i>The Search screen displays.</i>   |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br>Click the <b>View Disputes</b> link that displays on the right-side of the screen.<br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><i>The search results display at the bottom of the screen.</i><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name. |
| 3.   | From the <b>Card Number</b> column, click the link for the card account you wish to view.<br><i>The Card Details screen displays.</i>  |
| 4.   | Click the <b>Replace Lost/Stolen/Never Received/Damaged Card</b> link that displays on the right-side of the screen.<br><b>Note:</b> This link only displays if status of the card is <b>Open</b> .<br><i>The Card Details screen displays.</i>  |
| 5.   | Review the information displayed in the <b>Card Information</b> section to verify the correct card was selected and from the <b>Select Reason</b> drop-down list, select either <b>Lost</b> , <b>Stolen</b> , or <b>Never Received</b> .   |
| 6.   | From the <b>Have you noticed any fraudulent transactions on your card</b> options, select the <b>Yes</b> radio button.   |

| Step | Action  |
|------|---|
| 7.   | Click the <b>Continue</b> button.<br><i>A message displays indicating the card will be blocked immediately.</i>   |
| 8.   | Click the <b>OK</b> button.<br><i>A confirmation window displays indicating the card has been temporarily blocked and to contact Customer Service.</i><br><b>Note:</b> Please call Customer Service to report the fraudulent transaction(s) and arrange for a replacement card. |
| 9.   | Click the <b>OK</b> 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 <b>Manage Users</b> drop-down menu and click the <b>Cards Account</b> link.<br><i>The Search screen displays.</i>  |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br>If you search by <b>Hierarchy Unit</b> , you must enter the full hierarchy number with no spaces or dashes.<br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><i>The search results display at the bottom of the screen.</i><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name. |
| 3.   | From the <b>Card Number</b> column, click the link for the card account you wish to view.<br><i>The Card Details screen displays.</i>   |
| 4.   | Click the <b>Replace Lost/Stolen/Never Received/Damaged Card</b> link that displays on the right-side of the screen.<br><b>Note:</b> This link only displays if status of the card is <b>Open</b> .<br><i>The Card Details screen displays.</i>   |
| 5.   | Review the information displayed in the <b>Card Information</b> section to verify the correct card was selected and from the <b>Select Reason</b> drop-down list, select either <b>Lost</b> , <b>Stolen</b> , or <b>Never Received</b> .  |
| 6.   | From the <b>Have you noticed any fraudulent transactions on your card</b> options, select the <b>No</b> radio button.   |
| 7.   | Click the <b>Continue</b> button.<br><i>Either the OTP Details or Card Delivery screen displays.</i>  |
| 8.   | If a One-time Passcode is necessary, complete the following steps. Otherwise, continue to Step 9. <ul style="list-style-type: none"> <li>a) Select the radio button for the desired receipt option and click the <b>Continue</b> button.</li> <li>b) Once received, type the One-time Passcode and click the <b>Continue</b> button.<br/><i>The Card Delivery screen displays.</i></li> </ul>   |

| Step | Action  |
|------|---|
| 9.   | From the <b>Shipping Options</b> section, select either the radio button for <b>Current Mailing Address</b> or <b>Alternate Address</b> . If <b>Alternate Address</b> is selected, complete the <b>Address Line 1</b> , <b>City</b> , <b>State</b> and <b>Postal Code</b> fields.   |
| 10.  | From the <b>Delivery Method</b> section, select the radio button for desired delivery method.   |
| 11.  | <p>Click the <b>Submit</b> button.</p> <p><i>A confirmation message displays, and the card will be blocked effective immediately.</i></p> <p><b>Note:</b> 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.</p> <p>If expedited shipping is selected, a message will display indicating the fee charged for expedited services, if applicable.</p> <p>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.</p> |
| 12.  | Click the <b>OK</b> button.   |

## Initiate Replacement For Damaged Card

### Step-by-Step Instructions

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

| Step | Action  |
|------|---|
| 6.   | Click the <b>Continue</b> button.<br><i>Either the OTP Details or Card Delivery screen displays.</i>  |
| 7.   | If a One-time Passcode is necessary, complete the following steps. Otherwise, continue to Step 8.<br>a) Select the radio button for the desired receipt option and click the <b>Continue</b> button.<br>b) Once received, type the One-time Passcode and click the <b>Continue</b> button.<br><i>The Card Delivery screen displays.</i>   |
| 8.   | From the <b>Shipping Options</b> section, select either the radio button for <b>Current Mailing Address</b> or <b>Alternate Address</b> . If <b>Alternate Address</b> is selected, complete the <b>Address Line 1</b> , <b>City</b> , <b>State</b> and <b>Postal Code</b> fields.<br><b>Note:</b> If the card has a Bulk/Site address associated with it, the <b>Alternate Address</b> field will not display. Only an A/OPC can request a card to be shipped to an alternate address.  |
| 9.   | From the <b>Delivery Method</b> section, select the radio button for desired delivery method.   |
| 10.  | Click the <b>Submit</b> button.<br><i>A confirmation message displays.</i><br><b>Note:</b> 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.<br>If expedited shipping is selected, a message will display indicating the fee charged for expedited services, if applicable.<br>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 <b>OK</b> button.   |



## Perform Account Maintenance

### Key Concepts

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

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

For individuality billed accounts, an A/OPC 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.   | <p>From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>Account Maintenance</b> link.</p> <p><i>The Account Maintenance — Search screen displays.</i></p>  |
| 2.   | <p>To perform a search, type the desired search criteria and click the <b>Search</b> button.</p> <p>To search for users at a specific hierarchy level, click the <b>Select Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.</p> <p><i>The search results display at the bottom of the screen including the Username, Name, Account Number and Status. The results are based on the hierarchy selected. If no hierarchy was selected, all users display.</i></p> |
| 3.   | <p>Select the radio button for the account you wish to maintain and click the <b>Update Account</b> button.</p> <p><i>The Form Details screen displays.</i></p>   |

| Step                            | Action   |                               |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |
|---------------------------------|--|-------------------------------|---------------------|---------------------|--------|----|----|-----------------|----|----|----------------------------|----|----|---------------|----|----|------------------------|----|----|---------------------------|----|----|---------------------------------|----|----|
| 4.                              | <p>Complete the necessary updates to all sections of the form.</p> <p><b>Notes:</b> You can maintain information such as the address, credit limit, temporary credit limit, accounts status and MCCGs. Fields marked with the (§) symbol are not real-time fields. Fields marked with the (§) indicate a previous maintenance request has been submitted but not yet processed. All un-marked fields are processed in real-time.</p> <p>The <b>Temporary Cash Advance Percentage Start Date</b>, <b>Temporary Credit Limit Start Date</b>, and <b>Temporary Single Purchase Limit Start Date</b> fields are processed real-time except weekends and on Thanksgiving, Christmas and New Year's.</p> <p>To add/remove an MCCG, click the <b>Add/RemoveMCCgroups</b> 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 <b>Edit</b> link and make any necessary changes. To update the single purchase limit, from the <b>Single Purchase Limit for MCCG</b> field, enter the new limit. When you are finished, click the <b>Update</b> button and then the <b>Back to Form</b> link.</p> <p>To close an account, from the <b>Cardholder-Demographics</b> section, from the <b>Account Status</b> drop-down list, select the <b>Closed</b> status. The <b>Closed Temporary Block</b> status is equivalent to <b>Deactivate</b>. The only closed status that cannot be reopened in the CitiManager Site is <b>Closed Deceased</b>. There are several closed status options:</p> <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> <p>If your agency/organization uses mission critical, the <b>Mission Critical Start Date</b> and <b>Mission Critical End Dates</b> fields display on your maintenance forms. To put the account in mission critical, enter the dates for mission critical status. The mission critical start date has to be greater than today's date and only occur on business days.</p> <p>If your agency/organization is using convenience checks, you are able to order additional checks using the connivance check fields on the maintenance form. You need to know the new starting check numbers and fill out all the necessary convenience check fields. The account also has to have the <b>Convenience Check Indicator</b> set to <b>Yes</b>.</p> <p>If you need to add comments to explain the reasons for account changes, enter them in the <b>Account Comments</b> field on the maintenance form. You can enter a maximum of 500 characters in the field. You can view previous comments by clicking the <b>View History</b> button.</p> <p>To order a replacement card, you may select the checkbox in the <b>Order a Replacement Card</b> section. Select the address where you want the replacement card delivered. You may also initiate a card replacement in the CitiManager Site when a card has been lost, stolen, never received or damaged. Refer to the Replace Lost/Stolen/Never Received/Damaged Card topic in the User Guide for additional information.</p> | Account Status in CitiManager | Account Status Code | Account Reason Code | Closed | CL | V9 | Closed Deceased | CL | DC | Closed Not Used/Inactivity | CL | DU | Closed Misuse | CL | V4 | Closed Temporary Block | CL | V3 | Closed No Longer Employed | CL | TE | Closed Too Many Cards/Duplicate | CL | TC |
| Account Status in CitiManager   | Account Status Code  | Account Reason Code           |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |
| Closed                          | CL   | V9                            |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |
| Closed Deceased                 | CL   | DC                            |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |
| Closed Not Used/Inactivity      | CL   | DU                            |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |
| Closed Misuse                   | CL   | V4                            |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |
| Closed Temporary Block          | CL   | V3                            |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |
| Closed No Longer Employed       | CL   | TE                            |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |
| Closed Too Many Cards/Duplicate | CL   | TC                            |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |
| 5.                              | <p>When you are finished, click the <b>Submit</b> button.</p> <p><i>A confirmation message displays based on the maintenance performed.</i></p>  |                               |                     |                     |        |    |    |                 |    |    |                            |    |    |               |    |    |                        |    |    |                           |    |    |                                 |    |    |

## Update Multiple Accounts

### Key Concepts

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

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

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

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

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

### Step-by-Step Instructions

| Step | Action   |
|------|--|
| 1.   | <p>From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>Update Multiple Accounts</b> link.</p> <p><i>The Update Multiple Accounts: Select Hierarchy screen displays.</i></p>  |
| 2.   | <p>If necessary, click the <b>(+) plus sign</b> 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 <b>View Accounts</b> button.</p> <p><i>The Update Multiple Accounts Search screen displays.</i></p> <p><b>Note:</b> 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.</p>   |
| 3.   | <p>To select individual card accounts, click in the checkbox for those accounts to be included in the bulk maintenance update and click the <b>Bulk Maintenance</b> button.</p> <p>OR</p> <p>To select all accounts displayed in the search results, click the checkbox that displays to the left of the <b>Card Number</b> column header and click the <b>Bulk Maintenance</b> button.</p> <p><i>The Update Multiple Accounts Form Details screen displays.</i></p> <p><b>Note:</b> To narrow the search result, enter your search criteria in the text fields that display at the top of the screen and click the <b>Search</b> button.</p>  |
| 4.   | <p>Complete the necessary updates to all sections of the form that you want maintained in a bulk.</p> <p><b>Notes:</b> You can maintain information such as the account status, mission critical, MCCGs, and temporary credit limit.</p> <p>To close an account, from the <b>Account Status</b> drop-down that displays in the <b>Additional</b> section, select the appropriate <b>Closed</b> status.</p> <p>To put the accounts in mission critical status, enter the dates for mission critical status in the <b>Mission Critical Start Date</b> and <b>Mission Critical End Date</b> fields. The mission critical start date has to be greater than today's date and only occur on business days.</p> <p>To add/remove an MCCG, click the <b>Add/RemoveMCCGroups</b> 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 <b>Update</b> button and then the <b>Back to Form</b> button.</p> |
| 5.   | <p>When complete, click the <b>Submit</b> button.</p> <p><i>A confirmation message displays indicating the number of accounts to be updated.</i></p>   |

| Step | Action  |
|------|---|
| 6.   | Click the <b>Confirm</b> button.<br><i>The Update Multiple Accounts Form Details screen displays.</i> |

## Manage Application and Maintenance Requests (View Requests)

### Key Concepts

You can search for and view all online application and maintenance requests submitted through the CitiManager Site. Non-cardholders can approve or reject the user requests as well as print requests, view the audit log and add comments to a request.

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

- View the Maintenance Audit Log
- Override an approval
- Delete an application request
- Download applications
- View account documents

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

To delete an online application request, a Non-cardholder must have that entitlement assigned to them. Requests can only be deleted if it has not been approved/sent to the processor.

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                        | Request was approved by the Non-cardholder and will be processed by Citi.  |
| Draft                           | Request was saved but not submitted.   |
| More Information Requested      | The application was rejected by approver 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                       | Request was processed and a card will be issued.   |
| Waiting for Approval            | Online Card Application request is awaiting Non-cardholder approval.   |
| Waiting for E-mail Consent      | Request has been approved but the system is currently waiting for the Cardholder to agree to creditworthiness check. This is only applies to individually billed programs.   |
| Waiting for Supervisor Approval | Request is awaiting Supervisor approval.   |
| Expired                         | Request was not handled within a predefined time period.   |

## Step-by-Step Instructions

### View/Approve/Reject a Request

| Step | Action  |
|------|---|
| 1.   | <p>From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>View Requests</b> link.</p> <p><b>Note:</b> You can also access requests by clicking the <b>Request ID</b> link from the <b>Application Request</b> section of the <b>Home</b> screen. Applications will only display on the <b>Home</b> screen if they are waiting for approval.</p>  |
| 2.   | <p>To perform a search, type the desired search criteria and click the <b>Search</b> button.</p> <p>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.</p> <p><i>The search results display at the bottom of the screen.</i></p> <p><b>Note:</b> 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.</p>  |
| 3.   | <p>To refine/sort the requests displayed in the search results:</p> <ol style="list-style-type: none"> <li>From the <b>Refine by Request Type</b> or <b>Refine by Status</b> sections displayed on the left-side of the screen, de-select the <b>All</b> checkbox first to activate the sort option checkboxes.</li> <li>Select the desired checkbox(es) in displayed on the left-side of the screen and click the <b>Refine Search</b> button. You may need to scroll down to view this button.<br/><i>The requests displayed are filtered by the options selected.</i></li> <li>To further sort the results by <b>Request ID</b>, <b>Name</b>, <b>Status</b> (e.g. Waiting for Approval) or <b>Request Type</b>, click the column header name.</li> </ol> |
| 4.   | <p>To view a request, from the <b>Request ID</b> column, click the link for the request you wish to view.</p> <p><i>The View Request screen displays.</i></p>   |
| 5.   | Review the request details.   |
| 6.   | <p>When you are finished reviewing the request, select either the <b>Approve</b> or <b>Reject</b> radio button.</p> <p><b>Note:</b> If request is rejected, you are required to type a reason for the rejection in <b>Comments</b> field and then click the <b>Save comment</b> link. By default, the <b>Allow for Resubmit</b> checkbox is selected. De-select the checkbox if resubmission is not allowed.</p>  |
| 7.   | <p>When you are finished, click the <b>Submit</b> button.</p> <p><i>A confirmation message displays.</i></p>  |

### View the Maintenance Audit Log

| Step | Action  |
|------|---|
| 1.   | <p>From the <b>View Request</b> screen, click the <b>View Audit</b> link displayed on the right-side of the screen.</p> <p><b>Note:</b> To navigate to the <b>View Request</b> screen, refer to Steps 1-4 of the <b>View/Approve/Reject a Request</b> topic.</p> <p><i>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.</i></p> |
| 2.   | To navigate back to the request, click the <b>Back</b> button.  |

## Download Applications

| Step | Action  |
|------|---|
| 1.   | <p>From the <b>View Request</b> screen, click the <b>Download</b> link displayed on the right-side of the screen.</p> <p><b>Note:</b> To navigate to the <b>View Request</b> screen, refer to Steps 1–4 of the <b>View/Approve/Reject a Request</b> topic.</p> <p><i>A message displays indicating the download file may have been cached locally to your computer.</i></p> |
| 2.   | <p>Click the <b>OK</b> button.</p> <p><i>The browser document options window displays. The location of the Save or Open options vary based on your browser settings.</i></p>  |
| 3.   | <p>From the browser document option window, click the <b>Open</b> button.</p> <p><i>The document opens in the selected format.</i></p> <p><b>Note:</b> Once the document is open, you can print it by selecting <b>Print</b> from the <b>File</b> menu.</p>   |

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

## 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.   | <p>From the <b>View Request</b> screen, click the <b>Delete Application Request</b> link displayed on the right-side of the screen.</p> <p><b>Note:</b> To navigate to the <b>View Request</b> screen, refer to Steps 1–4 of the <b>View/Approve/Reject a Request</b> topic. For additional information about how to view account documents, refer to the <b>View and Attach Account Documents</b> topic in this User Guide.</p> <p><i>The comments window displays.</i></p> |
| 2.   | <p>In the comments field, type a reason for deleting the request and click the <b>Confirm</b> button.</p> <p><b>Note:</b> You must enter comments in order to delete the request. There is a 2000 character limit.</p> <p><i>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.</i></p>   |

## Search for User and View Details

### Key Concepts

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

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

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

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

**Note:** Users are created in CitiManager — Transaction Management.

### Step-by-Step Instructions

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

| Step | Action  |
|------|---|
| 3.   | From the <b>Username</b> column, click the link for the user you wish to view.<br><i>The User Details screen displays.</i>  |
| 4.   | As necessary, click the link for the desired function that displays on the right-side of the screen.<br><b>Note:</b> For additional information about the functions available from the <b>User Details</b> screen, refer to the appropriate topic in this User Guide. |

## Reset Registration Details

### Key Concepts

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

### Step-by-Step Instructions

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



## 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 <b>Manage Users</b> drop-down menu and click the <b>User Search</b> link.<br><i>The Search screen displays.</i>   |
| 2.   | To narrow your search, type the desired search criteria and click the <b>Search</b> button.<br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><i>The search results display at the bottom of the screen.</i><br><b>Note:</b> To sort the results by the <b>Username</b> , <b>Full Name</b> or <b>Email Address</b> columns, click the column header name. |
| 3.   | From the <b>Username</b> column, click the link for the user you wish to view.<br><i>The User Details screen displays.</i>  |
| 4.   | From the right-side of the <b>User Details</b> screen, click the <b>Reset Password</b> link.<br><i>A confirmation message displays verifying you want to reset the password for that user.</i>  |
| 5.   | Click the <b>Reset</b> button.<br><i>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.</i>   |

## 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 if they left your organization or changed roles and no longer required access to the CitiManager Site. The activated/deactivated status indicates if the user can log into the CitiManager Site or not.

Username 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.

### Step-by-Step Instructions

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

## Update User — Personal and Contact Details, User Roles, Hierarchy and Entitlements

### Key Concepts

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

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

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

### Step-by-Step Instructions

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

| Step | Action  |
|------|---|
| 8.   | To change the user's entitlements:<br>a) From the <b>Entitlements</b> section header, click the <b>(+) plus sign</b> icon to expand the section.<br>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 <b>Continue</b> button that displays at the bottom of the screen.<br><i>The Confirm Details screen displays.</i>  |
| 10.  | Verify your changes and click the <b>Save</b> button.<br><i>A confirmation message displays at the top of the screen.</i>   |
| 11.  | Click the <b>OK</b> button.<br><i>The Search for Users screen displays.</i>   |

### Assign/Unassign Companies (Agency/Organizations)

#### Key Concepts

You can assign a user to another agency/organization so they can manage accounts that reside in another hierarchy that is not currently attached to their username.

You can only assign agencies/organizations for existing or pending users and for agencies/organizations you are entitled to.

#### Step-by-Step Instructions

##### Assign an Agency/Organization

| Step | Action   |
|------|--|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>User Search</b> link.<br><i>The Search screen displays.</i>  |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><i>The search results display at the bottom of the screen.</i><br><b>Note:</b> To sort the results by the <b>Username</b> , <b>Full Name</b> or <b>Email Address</b> columns click the column header name. |
| 3.   | From the <b>Username</b> column, click the link for the user you wish to assign an agency/organization.<br><i>The User Details screen displays Card Details, Contact Details, User Role(s) and User Entitlements sections.</i>   |
| 4.   | Click the <b>Assign/Unassign Companies (Agency/Organization)</b> link that displays on the right-side of the screen.<br><i>The Assign/Unassign Companies (Agency/Organization) screen displays.</i>  |
| 5.   | Click the <b>Assign Company (Agency/Organization)</b> button.<br><i>The Assign Companies (Agency/Organization) screen displays.</i>  |
| 6.   | From the <b>Company (Agency/Organization)</b> , <b>User Role(s)</b> and <b>Hierarchy</b> section drop-down list, select the agency/organization you would like to assign this user.  |

| Step | Action  |
|------|---|
| 7.   | Click the <b>Set Hierarchy</b> link that displays to the right of the drop-down list.<br><i>The Select Hierarchy screen displays.</i>   |
| 8.   | Click the <b>(+) plus sign</b> icon to expand the hierarchy. Click the checkbox(es) for the hierarchy or hierarchies you wish to assign to the user. When you are finished, click the <b>Select</b> button.<br><i>The Assign Companies (Agency/Organization) screen displays.</i>   |
| 9.   | From the <b>Role</b> column, select the checkbox next to the desired role.  |
| 10.  | On the far right-side of the <b>Entitlements</b> section header, click the <b>(+) plus sign</b> icon to review and edit entitlements for this user.<br><b>Note:</b> This section header will not expand until a role is selected.   |
| 11.  | Select the checkbox(es) for all the entitlements you wish to assign this user for the assigned agency/organization.<br><b>Note:</b> Click the <b>Select All</b> or <b>Deselect All</b> link that displays under the <b>(+) plus sign</b> icon to select all or deselect all entitlements.   |
| 12.  | Scroll to the bottom of the screen and click the <b>Continue</b> button.<br><i>The Confirm Details screen displays.</i>   |
| 13.  | Review the details screen and scroll to the bottom of the screen and click the <b>Assign Company (Agency/Organization)</b> button to grant this account access to the selected agency/organization with the assigned entitlements.<br><i>A confirmation message displays indicating the agency/organization is successfully assigned to the user.</i> |
| 14.  | Click the <b>OK</b> button.<br><i>You are returned to the User Details screen.</i>  |

#### Unassign a Company (Agency/Organization)

| Step | Action   |
|------|--|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>User Search</b> link.<br><i>The Search screen displays.</i>  |
| 2.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><i>The search results display at the bottom of the screen.</i><br><b>Note:</b> To sort the results by the <b>Username</b> , <b>Full Name</b> or <b>Email Address</b> columns click the column header name. |
| 3.   | From the <b>Username</b> column, click the link for the user you wish to unassign an agency/organization.<br><i>The User Details screen displays the card overview including balance and payment history, links to recent and previous statements, ageing of balance information and the card contact details.</i>   |
| 4.   | Click the <b>Assign/Unassign Companies (Agencies/Organizations)</b> link that displays on the right-side of the screen.<br><i>The Assign/Unassign Companies (Agencies/Organizations) screen displays.</i>  |
| 5.   | Select the checkbox next to the agency/organization you wish to unassign this user.  |

| Step | Action  |
|------|---|
| 6.   | Click the <b>Unassign Company (Agency/Organization)</b> button.<br><i>A confirmation message displays verifying you want to unassign the agency/organization.</i><br><b>Note:</b> If the user only has one agency/organization assigned, it cannot be unassigned. |
| 7.   | Click the <b>OK</b> button.<br><i>A confirmation message displays indicating the agency/organization has been successfully unassigned.</i>  |
| 8.   | Click the <b>OK</b> button.<br><i>You are returned to the User Details screen.</i>  |

## Assign/Unassign CitiManager — Reporting

### Key Concepts

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

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

When assigning Reporting, you will have three different roles to from which to assign. These roles determine the type of access the user will have for the **Organizational Shared** folders.

- **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.
- **Read/Write** — The user will be able to run any report template from **Shared Reports** and save report templates as their own or shared with other A/OPCs.
- **Read/Write/Delete** — The user will be able to run any report template from **Shared Reports** and save report templates as their own or shared with other A/OPCs. In addition, they can delete shared report templates from the **Organizational Shared** folders.

### Step-by-Step Instructions

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

| Step | Action  |
|------|---|
| 5.   | From the left-side of the <b>Assign Additional Application</b> section header, select the radio button for <b>Citibank Custom Reporting System</b> .  |
| 6.   | From the <b>Assign New Hierarchy</b> section header, click the <b>Set Hierarchy</b> link.   |
| 7.   | Select the checkbox for the desired hierarchy and click the <b>Save</b> button.<br><b>Note:</b> Click the <b>(+) plus sign</b> if you need to expand the hierarchy to access lower levels.  |
| 8.   | Click the <b>Save</b> button.<br><b>Note:</b> If you want to prevent the user from accessing certain attributes such as full account number, you can click the <b>Update Deny Attributes</b> link prior to saving and selecting the desired attributes to deny to the user. |
| 9.   | Click the <b>Save</b> button.<br><i>A confirmation message displays.</i>  |
| 10.  | Click the <b>OK</b> button.<br><i>The User Details screen displays.</i>   |

#### Unassign CitiManager — Reporting

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

## Print Multiple Statements

### Key Concepts

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

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

### Step-by-Step Instructions

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

## Notify Citi of Lost or Stolen Card

### Key Concepts

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

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



## 4. Manage Card Program

### Create New Account Application

#### Key Concepts

If your agency/organization uses the New Account Application process to initiate and process a card application for a potential Cardholder, complete the following steps:

- Assign the card account to a hierarchy in your organization.
- Complete and submit the New Account Application form.

#### Step-by-Step Instructions

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Card Program</b> drop-down menu and click the <b>New Account Application</b> link.<br><i>The New Account Application: Select Hierarchy screen displays.</i>   |
| 2.   | From the <b>Select Hierarchy</b> section, select the radio button for the hierarchy that will be assigned. Click the <b>(+) plus sign</b> icon to expand the hierarchy.   |
| 3.   | Click the <b>Continue</b> button.<br><i>Depending on your agency/organization set-up, either the County and Language or Card Application Details screen displays. If the Country and Language screen displays, continue to Step 4. If the Card Application Details screen displays, continue to Step 7.</i> |
| 4.   | From the <b>Select Country</b> drop-down list, select the country.  |
| 5.   | From the <b>Select Language</b> drop-down list, select the language.  |
| 6.   | Click the <b>Show Form</b> button.<br><i>The Card Application Details screen displays.</i>  |
| 7.   | Complete the application details.<br><b>Note:</b> An asterisk (*) indicates a required field.   |
| 8.   | Click the <b>Submit</b> button.<br><b>Note:</b> The <b>Save as Draft</b> link allows you to save your progress to finish later.<br><i>A confirmation message displays.</i>  |
| 9.   | To close the message, click the <b>OK</b> button.<br><i>The application is sent to Citi for processing.</i>   |

### 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 Applications (BOLA) Portfolio Report
- CitiManager Bulk Online Maintenance (BOLM) Portfolio Report

- CitiManager Online Applications (OLA) Ageing Report
- CitiManager Online Applications (OLA) Approved Card Report
- CitiManager Online Maintenance (OLM) Ageing Report
- CitiManager Online Maintenance (OLM) Approved Maintenance Report
- CitiManager Dispute Ageing Report

### Step-by-Step Instructions

| Step | Action   |
|------|--|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Card Program</b> drop-down menu and click the <b>Reports</b> link.<br><i>The Search: Reports screen displays.</i>  |
| 2.   | From the report drop-down list that displays on the right-side of the screen, select the report you wish to run.   |
| 3.   | If the report you are running requires a date, from the <b>From Date</b> and <b>To Date</b> 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 <b>From Time</b> and <b>To Time</b> fields. Not all reports require a date range or follow the steps below.<br><br><b>Notes:</b> To run a report for a specific hierarchy, click the <b>Select Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><br>When running the User Activity Report, select the sub-report option. You can enter a 16-digit account number when running the Individual Online Maintenance report for all maintenance requests on that specific account number. |
| 4.   | Click the <b>Generate</b> button.<br><i>A message displays indicating the download file may be cached to your computer's hard drive.</i>   |
| 5.   | If your download doesn't start automatically, please click the <b>&gt;&gt; here</b> link.<br><i>A confirmation message displays indicating the download may be cached to your computer.</i>  |
| 6.   | Click the <b>OK</b> button.<br><i>A confirmation message displays at the top of the screen and the browser document options display. The location of the Save or Open options vary based on your browser settings.</i>   |
| 7.   | Click either the <b>Open</b> or <b>Save</b> option.<br><i>The selected document opens in Excel or the Save options window opens.</i>   |

## Set Passcode and Pre-fill Application Form Data

### Key Concepts

Once the application criteria for your agency/organization has been determined and the application has been created, Citi will attach the application to the appropriate card programs and business units within your agency/organization in the CitiManager Site.

In order for applications to process, the A/OPC needs to set up a security passcode for online applications initiated by a Cardholder. This passcode is sent to each card applicant by the Non-cardholder. The card applicant will also be sent the inviter's e-mail address, which is required to access the application. The inviter's e-mail address must be an e-mail address for a user who has the required hierarchy level and the entitlement to approve applications. In order to approve applications, the user must be active, have the Approve Requests entitlement and sit at or above the hierarchy at which the application is attached.

Non-cardholders can also set pre-filled fields on the application so the data will be consistent for all Cardholders.

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

## Step-by-Step Instructions

| Step | Action  |
|------|---|
| 1.   | <p>From the navigation bar, position your mouse over the <b>Manage Card Program</b> drop-down menu and click the <b>Set Passcode</b> link.</p> <p><i>The Set Passcode and Prefill — Set/Change Hierarchy screen displays.</i></p>   |
| 2.   | <p>From the <b>Select Hierarchy</b> section, select the radio button for the hierarchy where the passcode will be set. Click the <b>(+) plus sign</b> icon to expand the hierarchy.</p> <p><b>Note:</b> Only hierarchies in your span of control display. It is possible to set different passcodes for each hierarchy level.</p>                                 |
| 3.   | <p>Once the hierarchy for the passcode is selected, click the <b>Save</b> button.</p> <p><i>The Set/Change Workflow screen displays.</i></p> <p><b>Note:</b> Your application workflow displays in the <b>Workflow</b> section. The workflow defines who completes, submits and approves/rejects applications before they are sent to Citi for processing.</p>    |
| 4.   | <p>In the <b>Passcode</b> field, type the desired passcode.</p> <p><b>Note:</b> The passcode is case sensitive and has a 20 character limit. Characters can be a combination of alpha/numeric and special characters are allowed.</p>   |
| 5.   | <p>From the <b>Passcode Expiration</b> section, select the radio button for the desired expiration option. If you select the <b>Allow passcode to expire</b> option, click in the date field and select an expiration date from the calendar.</p> <p><b>Note:</b> It is recommended you select the <b>Do Not Expire</b> option.</p>                               |
| 6.   | <p>Click the <b>Continue</b> button.</p> <p><i>The Prefill Data screen displays.</i></p>  |
| 7.   | <p>From the <b>Country</b> drop-down list, select the applicable country.</p>   |
| 8.   | <p>If you want any of the application fields to default so they are consistent for all Cardholders in a hierarchy, type the pre-fill value in the desired field(s) and click the <b>Save</b> link that displays in the bottom left corner of the form.</p> <p><b>Note:</b> Different defaults can be set for each hierarchy level using a different passcode.</p> |
| 9.   | <p>Click the <b>Continue</b> button.</p> <p><i>The Preview and Confirm screen displays.</i></p>   |
| 10.  | <p>Once you are finished previewing, click the <b>Set Passcode</b> button.</p> <p><i>The Passcode and form data confirmation message displays at the top of the screen.</i></p> <p><b>Note:</b> To prevent the form from being locked, it's recommended you do NOT select the checkbox next to the hierarchy.</p>   |

## Transfer Hierarchy (Single and Bulk)

### Key Concepts

As a Non-cardholder 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 <b>Manage Card Program</b> drop-down menu and click the <b>Bulk Hierarchy Transfer</b> link.<br><i>The Bulk Hierarchy screen displays.</i>  |
| 2.   | Select the radio button for the receiving hierarchy where the accounts will be transferred.   |
| 3.   | Click the <b>Transfer Hierarchy</b> button.<br><i>The Hierarchy Transfer — Search screen displays.</i>  |
| 4.   | To perform a search, type the desired search criteria and click the <b>Search</b> button.<br>If you search by <b>Hierarchy Unit</b> , you must enter the full hierarchy number with no spaces or dashes.<br>To search for users at a specific hierarchy level, click the <b>Lookup Hierarchy</b> link. If necessary, click the <b>(+) plus sign</b> icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the <b>Select</b> button.<br><i>The search results display at the bottom of the screen.</i><br><b>Note:</b> To sort the results by the <b>Card Number</b> , <b>Username</b> , <b>Card Name</b> , <b>Status</b> or <b>Employee ID</b> columns, click the column header name. |
| 5.   | From the <b>Card Number</b> column, select the radio button for the card account you wish to transfer and click the <b>Add Account for Transfer</b> link.<br><i>A confirmation message displays at the top of the screen indicating the account has been added to the list of accounts to be transferred.</i>   |
| 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 <b>Continue</b> button.<br><i>The Transfer Hierarchy Recap screen displays.</i>  |
| 8.   | Verify the accounts selected for transfer, and click the <b>Continue</b> button.  |
| 9.   | Click the <b>OK</b> button.<br><i>The Transfer Hierarchy History screen displays.</i>   |

## Download/Upload Bulk Online Applications (BOLA)

### Key Concepts

Bulk Online Applications (BOLA) allows A/OPCs to initiate a large number of Cardholder Applications in bulk using a file upload process. When initiating applications in bulk, cardholders do not need to complete their application manually through the CitiManager Site.

When uploading applications using BOLA:

- Only use the BOLA Form Template downloaded from the correct hierarchy in the CitiManager Site. Copy the hierarchy displayed in the downloaded form to all records in the BOLA Form Template. It's best practice to use one form per one 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, 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 BOLA 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.
- BOLA 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 must 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.
- For U.S. Federal Government clients, individual liability accounts that require an opt-out of credit worthiness assessment, most agency/organizations are utilizing our individual Online Application (IOLA) process through CitiManager. BOLA can be used, however, an application will not process until the Cardholder consents to the credit-worthiness check.

### Step-by-Step Instructions

Download the Bulk Online Application Form Template

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

| Step | Action   |
|------|--|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Card Program</b> drop-down menu and click the <b>Document Management</b> link.<br><i>The Document Management screen displays.</i>                                |
| 2.   | From the <b>Select Function</b> drop-down list, verify <b>Bulk Online Application</b> is selected. If not, select it from the drop-down list.  |
| 3.   | From the <b>Select Activity</b> section, select the <b>Download Bulk Online Application Form Template</b> radio button.  |
| 4.   | Click the <b>Download</b> button.<br><i>The Download Form Template screen displays.</i>  |
| 5.   | Click the <b>(+) plus sign</b> icon to expand the hierarchy tree. Select the hierarchy to which you would like the card accounts to be set up and click the <b>Download</b> button.<br><i>The select format window displays.</i> |
| 6.   | Select the <b>Download Excel Template</b> or <b>Download Text Template</b> radio button and click the <b>Download</b> button.<br><i>A message displays indicating the file may be saved to your computer's hard drive.</i>       |

| Step | Action   |
|------|--|
| 7.   | Click the <b>OK</b> button.<br><br><i>A message displays indicating your document downloaded successfully and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.</i> |
| 8.   | From the browser document option window, click the <b>Open</b> button.<br><br><i>The BOLA Form Template opens in selected format.</i>  |
| 9.   | Complete the required fields and save the document to your computer's hard drive. Refer to the <b>Complete the Bulk Online Application Form Template</b> topic for additional information about completing and saving the spreadsheet.       |

### Complete the Bulk Online Application 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.   | <p>Populate the <b>BOLA Form Template</b> with all the required information.</p> <p><b>Note:</b> The <b>PA E-mail Address</b> is populated based on the profile of the user who downloaded the form. The <b>Form ID</b>, <b>PA E-mail</b> and the <b>Identifier for Card Unit/Hierarchy</b> are pre-filled and are mandatory for each record in the spreadsheet. Please copy this information down to each record.</p> <p>The required fields for completing bulk online applications include:</p> <ul style="list-style-type: none"> <li>• Legal name (e.g. The name on birth certificate or as subsequently changed by legal acts, such as marriage). The first name and last name are entered in separate fields. Both the First Name and Last Name field are required.</li> <li>• Address Line 1 (or an Army Post Office or Fleet Post Office box number if applicant is in the military). U.S. Only: This cannot be a P.O. Box address if you are requesting the card to be expedited.</li> <li>• City</li> <li>• State</li> <li>• Postal Code</li> <li>• Social Security Number (U.S. Only) Full 9-digit SSN required for Individual Liability Accounts and last 4-digits of SSN required for Centrally/Corporate Billed Accounts</li> <li>• Identification number (Canada Only) such as an Alien Identification Number or Passport Number</li> <li>• Home and business telephone numbers</li> <li>• Other fields may be required for a particular program or agency/organization</li> </ul> <p><b>Note:</b> Refer to row two of the form for field formatting requirements.</p> |
| 2.   | <p>When you are finished, save the file as an Excel spreadsheet to your computer's hard drive. From the <b>File</b> menu, select <b>Save As</b>.</p> <p><i>The Save As window displays.</i></p>  |
| 3.   | Navigate to the desired folder location on your computer's hard drive.   |
| 4.   | <p>In the <b>File name</b> field, type the new name of the spreadsheet.</p> <p><b>Note:</b> 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.</p> <p>The file must be saved in .xls format, not .xlsx or an error will occur.</p>  |
| 5.   | <p>Click the <b>Save</b> button.</p> <p><i>The file is saved to your computer's hard drive and is ready to be uploaded.</i></p>  |

### Upload the Completed Bulk Online Application Form

Once you have completed the Bulk Online Application Form Template, it should be uploaded to the CitiManager Site.

Exceptions may occur during processing due to incorrect formatting of fields or the omission of mandatory fields. View the Download Bulk Online Application History to view the errors and download the file to remediate them.

| Step | Action   |
|------|--|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Card Program</b> drop-down menu and click the <b>Document Management</b> link.<br><i>The Document Management screen displays.</i>  |
| 2.   | From the <b>Select Function</b> drop-down list, verify <b>Bulk Online Application</b> is selected. If not, select it from the drop-down list.  |
| 3.   | From the <b>Select Activity</b> section, select the <b>Upload Bulk Online Application Data File</b> radio button.<br><i>The Upload Bulk Online Application Data File section displays.</i>   |
| 4.   | From the <b>Upload Bulk Online Application Data File</b> section, click the <b>Browse</b> 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 <b>Open</b> button.<br><i>The file name displays in the field to the left of the Browse button.</i> |
| 5.   | Click the <b>Upload</b> button.<br><i>The CitiManager Site processes the file and confirmation message displays at the top of the screen.</i>  |

### Review/Remediate the Status of Records Submitted in the BOLA File

Successful Excel files will process without further action. Exceptions that occur will not generate an e-mail and must be reviewed in the **Error Description** file. Any record found in the error file has not been transmitted to Citi for processing. You can resubmit the rejected applications by downloading the **Original Error File** (\_ERR.xls) and using that Excel file to remediate the errors and resubmit them. Only include the rejected applications from this file when resubmitting, not the ones that already processed.

Only the failed Excel files display in the **Original Error File** column. 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. BOLA uploaded under the BOLM flow or 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.

| Step | Action  |
|------|---|
| 1.   | <p>To review the status of the records submitted in the BOLA file, from the <b>Select Activity</b> section, select the <b>Download Bulk Online Application History</b> radio button.</p> <p><i>The Download Bulk Online Application History section displays the list of files uploaded and their status.</i></p> <p><b>Note:</b> The status and the date the file was uploaded display at the bottom of the screen. You can also view a copy of the completed BOLA file that was uploaded, a file containing only the accounts that errored, and the error log.</p>  |
| 2.   | <p>To view a copy of the completed BOLA file that was uploaded:</p> <ol style="list-style-type: none"> <li>From the <b>Select Activity</b> section, verify the <b>Download Bulk Online Application History</b> radio button is selected.<br/><i>The Download Bulk Online Application History section displays.</i></li> <li>From the <b>Uploaded/Arrived File</b> column, click the link for the date you wish to view.<br/><i>The Uploaded File Download window displays.</i></li> <li>Click the <b>Download</b> button.<br/><i>A message displays indicating the file may be saved to your computer's hard drive.</i></li> <li>Click the <b>OK</b> button.<br/><i>A message displays indicating the file has downloaded successfully and the browser document options display.</i></li> <li>Click the <b>Open</b> button from the browser document options.<br/><i>A copy of the uploaded BOLA file opens for the selected date.</i></li> </ol>   |
| 3.   | <p>To view the error log file and details for the file you uploaded:</p> <ol style="list-style-type: none"> <li>From the <b>Error Description File</b> column, click the link name of the file you uploaded.<br/><i>The Log File Download window displays.</i></li> <li>Click the <b>Download</b> button.<br/><i>A message displays indicating the file may be saved to your computer's hard drive.</i></li> <li>Click the <b>OK</b> button.<br/><i>A message displays indicating the file has downloaded successfully and the browser document options display.</i></li> <li>Click the <b>Open</b> button.<br/><i>The error log file opens from the browser document options.</i></li> <li>Use this file to remediate any errors and then upload it to the CitiManager Site using the steps in the Upload the Bulk Online Application Form Template topic.</li> </ol> <p><b>Note:</b> You can rename the file or keep the same name as the original. Only upload the file with the accounts that did not process in the original file.</p> |



| Step | Action  |
|------|---|
| 4.   | <p>To open a copy of the Excel file that contains errors:</p> <p><b>Note:</b> 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 (e.g. BOLA uploaded under the BOLM flow or 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.</p> <p>Any record found in the error file has not been transmitted to Citi for processing.</p> <ol style="list-style-type: none"> <li>From the <b>Select Activity</b> section, verify the <b>Download Bulk Online Application History</b> radio button is selected.<br/><i>The Download Bulk Online Application History section displays.</i></li> <li>From the <b>Original Error File</b> column, click the file name link for the desired date.<br/><i>The Uploaded File Download window displays.</i></li> <li>Click the <b>Download</b> button.<br/><i>A message displays indicating the file may be saved to your computer's hard drive.</i></li> <li>Click the <b>OK</b> button.<br/><i>A message displays indicating the file has downloaded successfully and the browser document options display.</i></li> <li>Click the <b>Open</b> button from the browser document options.<br/><i>A copy of the uploaded BOLA file opens for the selected date.</i></li> </ol>   |
| 5.   | <p>To view the status of the BOLA requests that were successfully uploaded:</p> <ol style="list-style-type: none"> <li>From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>View Requests</b> link.<br/><i>The Search for Requests screen displays.</i></li> <li>Enter the desired search criteria and click the <b>Search</b> button.<br/><i>The search results display at the bottom of the screen.</i></li> <li>From the <b>Refine By Request Type</b> section, de-select the <b>All</b> checkbox and only select the <b>Bulk online applications</b> checkbox. Click the <b>Search</b> button.<br/><i>The bulk online application requests display.</i></li> <li>To view the request, click the <b>Request ID</b> link.<br/><i>The request selected displays.</i></li> </ol> <p><b>Note:</b> A unique <b>Request ID</b> will generate for each record that was successfully uploaded.</p> <p>The <b>Request ID</b> is used for reference when contacting Citi for assistance, for example if the Cardholder does not receive their card.</p> <p>For Individual Liability Programs and for International Payment Cards a request for consent will be sent to the E-mail addresses of each applicant listed on the BOLA form. These applications will remain in Waiting for E-mail consent status until such time as the applicant clicks the <b>I Agree</b> link in the E-mail.</p> <p>In the event that the consent E-mail is lost, deleted or not received, the E-mail may be re-sent by clicking the <b>Resend BOLA E-mail Consent</b> button located on the <b>View Requests</b> search results screen. Once consent is received, the application will be sent for processing. The status will change to <b>Approved</b> in CitiManager and any issues encountered during processing will be communicated back to you via E-mail.</p> |

## Update PA E-mail Address for Status E-mails

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

## Download/Upload Bulk Online Maintenance (BOLM) Requests

## Key Concepts

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

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

When uploading BOLM requests:

- Only use the BOLM Form Template downloaded from the correct hierarchy in the CitiManager Site. 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 (if applicable) as well as any fields that need to be changed. Required fields are dependent on the form.
- Do not reorder or delete columns because it will cause your entire spreadsheet to fail.
- You can hide columns you do not use or color code (highlight) them to suit your needs to ensure they are completed. You do not have to make the columns visible or remove the highlights for the spreadsheet to process.
- Addresses minimally require Address Line 1, City, State and Zip Code in the United States and Address Line 1 City, Province and Canadian Postal Code for Canadian accounts.
- Country designations in North America are either USA (United States) or CAN (Canada).
- Use a new BOLM Form Template for each bulk upload; do not create a new tab in the same document.
- No more than 2000 records can be added to the Excel spreadsheet.
- BOLM (and BOLA) 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 <b>Manage Card Program</b> drop-down menu and click the <b>Document Management</b> link.<br><i>The Document Management screen displays.</i>  |
| 2.   | From the <b>Select Function</b> drop-down list, select <b>Bulk Online Maintenance</b> .  |
| 3.   | From the <b>Select Activity</b> section, select the <b>Download Bulk Online Maintenance Form Template</b> radio button.  |
| 4.   | Click the <b>Download</b> button.<br><i>The Download Form Template screen displays.</i>  |
| 5.   | Select the checkbox for your assigned hierarchy and click the <b>Download</b> button.<br><i>The select format window displays.</i>   |
| 6.   | Select the <b>Download Excel Template</b> or <b>Download Text Template</b> radio button and click the <b>Download</b> button.<br><i>A message displays indicating the file may be saved to your computer's hard drive.</i>               |
| 7.   | Click the <b>OK</b> button.<br><i>A message displays indicating your document downloaded successfully and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.</i> |
| 8.   | From the browser document option window, click the <b>Open</b> button.<br><i>The BOLM Form Template opens in selected format.</i>  |
| 9.   | Complete the required fields and save the document to your computer's hard drive. Refer to the <b>Complete the Bulk Online Maintenance Form Template</b> 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 <b>Bulk Online Maintenance Form Template</b> with all the required information.<br><b>Note:</b> Refer to row two of the form for field formatting requirements. The <b>Form ID, Account Number, Employee ID or SSN</b> 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 <b>File</b> menu, select <b>Save As</b> .<br><i>The Save As window displays.</i>   |
| 3.   | Navigate to the desired folder location on your computer's hard drive.  |
| 4.   | In the <b>File name</b> field, type the new name of the spreadsheet.<br><b>Note:</b> 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.<br>The file must be saved in .xls format, not .xlsx or an error will occur.   |
| 5.   | Click the <b>Save</b> button.<br>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 <b>Manage Card Program</b> drop-down menu and click the <b>Document Management</b> link.<br><i>The Document Management screen displays.</i>   |
| 2.   | From the <b>Select Function</b> drop-down list, select <b>Bulk Online Maintenance</b> .   |
| 3.   | From the <b>Select Activity</b> section, select the <b>Upload Bulk Online Maintenance Data File</b> radio button.<br><i>The Upload Bulk Online Maintenance Data File section displays.</i>  |
| 4.   | From the <b>Upload Bulk Online Maintenance Data File</b> section, click the <b>Browse</b> 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 <b>Open</b> button.<br><i>The file name displays in the field to the left of the Browse button.</i>  |
| 5.   | Click the <b>Upload</b> button.<br><i>The CitiManager Site processes the file and confirmation message displays at the top of the screen.</i><br><b>Note:</b> 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 <b>Error Description</b> file.  |
| 6.   | To review the status of the records submitted in the BOLM file, from the <b>Select Activity</b> section, select the <b>Download Bulk Online Maintenance History</b> radio button.<br><i>The Download Bulk Online Maintenance History section displays the list of files uploaded and their status.</i>  |
| 7.   | To view a copy of the completed BOLM file that was uploaded <ol style="list-style-type: none"> <li>From the <b>Select Activity</b> section, verify the <b>Download Bulk Online Maintenance History</b> radio button is selected.<br/><i>The Download Bulk Online Maintenance History section displays.</i></li> <li>From the <b>Uploaded/Arrived File</b> column, click the link for the date you wish to view.<br/><i>The Uploaded File Download window displays.</i></li> <li>Click the <b>Download</b> button.<br/><i>A message displays indicating the file may be saved to your computer's hard drive.</i></li> <li>Click the <b>OK</b> button.<br/><i>A message displays indicating the file has downloaded successfully and the browser document options display.</i></li> <li>Click the <b>Open</b> button.<br/><i>A copy of the uploaded BOLM file opens for the selected date.</i></li> </ol> |

| Step | Action  |
|------|---|
| 8.   | <p>To open a copy of the Excel file that contains errors:</p> <p><b>Note:</b> 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. BOLA uploaded under the BOLM flow or 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.</p> <p>Any record found in the error file has not been transmitted to Citi for processing.</p> <ol style="list-style-type: none"> <li>From the <b>Select Activity</b> section, verify the <b>Download Bulk Online Maintenance History</b> radio button is selected.<br/><i>The Download Bulk Online Maintenance History section displays.</i></li> <li>From the <b>Original Error File</b> column, click the file name link for the desired date.<br/><i>The Uploaded File Download window displays.</i></li> <li>Click the <b>Download</b> button.<br/><i>A message displays indicating the file may be saved to your computer's hard drive.</i></li> <li>Click the <b>OK</b> button.<br/><i>A message displays indicating the file has downloaded successfully and the browser document options display.</i></li> <li>Click the <b>Open</b> button.<br/><i>A copy of the uploaded BOLM file opens for the selected date.</i></li> </ol> |
| 9.   | <p>To view the error log file and details for the file you uploaded:</p> <ol style="list-style-type: none"> <li>From the <b>Error Description File</b> column, click the link name of the file you uploaded.<br/><i>The Log File Download window displays.</i></li> <li>Click the <b>Download</b> button.<br/><i>A message displays indicating the file may be saved to your computer's hard drive.</i></li> <li>Click the <b>OK</b> button.<br/><i>A message displays indicating the file has downloaded successfully and the browser document options display.</i></li> <li>Click the <b>Open</b> button.<br/><i>The error log file opens.</i></li> </ol>   |
| 10.  | <p>To view the status of the BOLM requests that were successfully uploaded:</p> <ol style="list-style-type: none"> <li>From the navigation bar, position your mouse over the <b>Manage Users</b> drop-down menu and click the <b>View Requests</b> link.<br/><i>The Search for Requests screen displays.</i></li> <li>Enter the desired search criteria and click the <b>Search</b> button.<br/><i>The search results display at the bottom of the screen.</i></li> <li>From the <b>Refine By Request Type</b> section, de-select the <b>All</b> checkbox and only select the <b>Bulk online maintenance</b> checkbox. Click the <b>Search</b> button.<br/><i>The bulk online maintenance requests display.</i></li> <li>To view the request, click the <b>Request ID</b> link.<br/><i>The request selected displays.</i></li> </ol> <p><b>Note:</b> A unique <b>Request ID</b> will generate for each record that was successfully uploaded.</p> <p>The <b>Request ID</b> is used for reference when contacting Citi for assistance, for example if there is an issue with the maintenance request.</p>  |

## Update (A/OPC) E-mail Address for Status E-mails

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

## Download/Upload the Supervisor List

## Key Concepts

If your agency/organization requires Supervisors as a secondary approver for card applications you can upload the list of Supervisors who are designated within your agency/organization to approve card applications into the CitiManager Site.

The Supervisor List is available only to companies that use the **Card Applicant > Supervisor > Non-cardholder > Citi** online application approval workflow.

The Supervisor List template can be downloaded from the CitiManager Site and a Non-cardholder can update the document with the required Supervisor information. Once the Supervisor list has been completed, the document should be saved to the Non-cardholder's computer and then it can be uploaded to the CitiManager Site.

Once the Supervisor List is successfully uploaded, it is immediately available in the CitiManager Site so Card Applicants can select the approving Supervisor.

When a Supervisor is selected for the first time during the application submission process by an applicant, the Supervisor will receive registration details from Citi. Once the Supervisor registers in the CitiManager Site and creates a log in, they will be able to access application requests submitted for Supervisor approval in the CitiManager Site.

## Step-by-Step Instructions

## Download the Supervisor List Template

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Card Program</b> drop-down menu and click the <b>Document Management</b> link.<br><i>The Upload Bulk Online Application File screen displays.</i> |
| 2.   | From the <b>Select Function</b> drop-down list, select <b>Supervisor List</b> .<br><i>The Download Supervisor List screen displays.</i>   |
| 3.   | From the <b>Select Activity</b> section, select the <b>Download</b> file radio button.  |
| 4.   | Click the <b>Download</b> button.<br><i>A message displays indicating the file may be saved to your computer's hard drive.</i>  |

| Step | Action  |
|------|---|
| 5.   | Click the <b>OK</b> button.<br><br><i>A message displays at the top of the screen indicating your document is ready for download and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.</i> |
| 6.   | From the browser document option window, click the <b>Open</b> button.<br><br><i>The Supervisor List opens in Excel format.</i>   |
| 7.   | Update the required fields on the Supervisor List template and save the document to your computer.  |

#### Upload the Supervisor List Template

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Card Program</b> drop-down menu and click the <b>Document Management</b> link.<br><br><i>The Upload Bulk Online Application File screen displays.</i>   |
| 2.   | From the <b>Select Function</b> drop-down list, select <b>Supervisor List</b> .<br><br><i>The Download Supervisor List screen displays.</i>   |
| 3.   | From the <b>Select Activity</b> section, select the <b>Upload File</b> radio button.<br><br><i>The Upload Supervisor List screen displays.</i>  |
| 4.   | From the <b>Upload File</b> section, click the <b>Browse</b> button and navigate to and select the updated Supervisor list template you saved to your computer and then click the <b>Open</b> button.<br><br><i>The file name displays in the field to the left of the Browse button.</i>     |
| 5.   | Click the <b>Upload</b> button.<br><br><i>The file upload confirmation message displays.</i><br><br><b>Note:</b> The uploaded file now becomes the new Supervisor List for your agency/organization. The CitiManager Site will retain the most recent Supervisor List uploaded to the system. |

#### View Your Hierarchy

##### Key Concepts

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

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

##### Step-by-Step Instructions

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

## Set Alerts for a Specific Hierarchy

### Key Concepts

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

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

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

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



## Manage MCCG Templates

### Key Concepts

The CitiManager Site allows select A/OPCs 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 <b>Manage Card Program</b> drop-down menu and click the <b>Manage MCCG Template</b> link.<br><i>The Manage MCCG Template screen displays.</i>  |
| 2.   | In the available search fields, enter your search criteria and click the <b>Search</b> button.<br><b>Note:</b> For additional search options, click the <b>More Options</b> button. To view all MCCG templates, you can click the <b>Search</b> button without entering any search criteria.<br><i>The search results display at the bottom of the screen.</i> |
| 3.   | Select the radio button next to the applicable MCCG template.  |
| 4.   | Click the <b>View MCCG Template</b> button.<br><i>The View MCCG Template screen displays.</i>  |
| 5.   | When you are finished viewing the MCCG template, click the <b>Back</b> button.<br><i>The Manage MCCG Template screen displays.</i>   |

## Create a MCCG Template

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

## Create a MCCG Template from Existing MCCG Template

| Step | Action   |
|------|--|
| 1.   | From the navigation bar, position your mouse over the <b>Manage Card Program</b> drop-down menu and click the <b>Manage MCCG Template</b> link.<br><i>The Manage MCCG Template screen displays.</i>  |
| 2.   | In the available search fields, enter your search criteria and click the <b>Search</b> button.<br><b>Note:</b> For additional search options, click the <b>More Options</b> button. To view all MCCG templates, you can click the <b>Search</b> button without entering any search criteria.<br><i>The search results display at the bottom of the screen.</i> |
| 3.   | Select the radio button next to the applicable MCCG template.  |
| 4.   | Click the <b>Modify or Copy of Selected Template</b> link.<br><i>The Modify or Copy of Selected Template screen displays.</i>  |
| 5.   | In the <b>MCCG Template Name</b> 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 <b>Save</b> button.<br><i>A confirmation message displays.</i>   |
| 8.   | Click the <b>OK</b> button.<br><i>The Manage MCCG Template screen displays.</i>  |

## Create New Hierarchy Unit

### Key Concepts

The CitiManager Site allows select A/OPCs to create new hierarchy units under the A/OPC's assigned hierarchy.

The ability to create new hierarchy sub-units must be enabled by Citi first. Once enabled, the New Hierarchy Setup Requests entitlement can be assigned to anyone who needs to create new hierarchy units.

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. Any hierarchy maintenance or deletion request need to go through CAS.

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 <b>Manage Card Program</b> drop-down menu and click the <b>Create New Hierarchy</b> link.<br><i>The Create New Hierarchy Unit screen displays.</i>  |
| 2.   | Click the <b>(+) plus sign</b> 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. |
| 3.   | Click the <b>Create New Sub-Unit</b> button.<br><i>The Create New Hierarchy Unit Form screen displays.</i>  |
| 4.   | Enter the applicable information for the new hierarchy.   |
| 5.   | Once all of the information is entered, click the <b>Submit</b> button.<br><i>A confirmation message displays.</i>  |
| 6.   | Click the <b>OK</b> button.<br><i>The View Additional Requests screen displays.</i>   |

## View Additional Requests

### Key Concepts

You 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 <b>Manage Card Program</b> drop-down menu and click the <b>View Additional Requests</b> link.<br><i>The Search: View Additional Requests screen displays.</i>   |
| 2.   | In the available search fields, enter your search criteria and click the <b>Search</b> button.<br><b>Note:</b> For additional search options, click the <b>More Options</b> button.<br><i>The search results display at the bottom of the screen.</i>                     |
| 3.   | To view the audit information, from the <b>Request ID</b> column, click the link for the applicable request.<br>To view the created by, last modified date, and modified by information, click the <b>ellipsis (...)</b> link that displays on the right-side of the row. |

## Create New Corporate Account

### Key Concepts

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

## Maintain Corporate Account

### Key Concepts

The CitiManager Site allows select A/OPCs to 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 <b>Manage Card Program</b> drop-down menu and click the <b>Corporate Account Maintenance</b> link.<br><i>The Corporate Account Maintenance screen displays.</i> |
| 2.   | In the available search fields, enter your search criteria and click the <b>Search</b> button.<br><i>The search results display at the bottom of the screen.</i>  |
| 3.   | Select the radio button next to the corporate account you wish to maintain.   |
| 4.   | Click the <b>Update Account</b> button.<br><i>The Update Account screen displays.</i>   |
| 5.   | Update the account as necessary.  |
| 6.   | Click the <b>Submit</b> button.<br><i>The confirmation message displays.</i>  |
| 7.   | Click the <b>Proceed</b> button.<br><i>A confirmation message displays.</i>   |
| 8.   | Click the <b>OK</b> button.<br><i>The Search: View Additional Requests screen displays.</i>   |

## 5. Resources

### View and Post Messages

#### Key Concepts

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

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

#### Step-by-Step Instructions

##### View Messages

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

##### Post a New Message

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Resources</b> drop-down menu and then click the <b>Messages</b> link.<br><i>The Messages screen displays.</i>                                    |
| 2.   | To post a new message, click the <b>Post New Message</b> link.<br><i>The Post Message screen displays.</i>  |
| 3.   | Click the <b>Select Hierarchy</b> link.<br><i>The Select Hierarchy screen displays.</i>   |
| 4.   | Click the <b>(+) plus sign</b> icon to expand the hierarchy tree. Select the checkboxes for the hierarchies to which you want to post the message. When you are finished, click the <b>Select</b> button. |
| 5.   | From the <b>Display From</b> and <b>Display Till</b> fields, select the timeframe you wish the message to be posted.  |
| 6.   | From the <b>Subject</b> field, type the subject of the post.  |
| 7.   | In the <b>Message</b> text field, type the message.   |
| 8.   | Click the <b>Post</b> button.<br><i>The message is sent to Citi for approval.</i>   |

## Upload and Download Documents Using Library

### Key Concepts

The Library allows you to securely share files with Citi.

Folder categories may include:

- Document Sharing
- File Delivery
- Program Reports
- Reference Material
- System Logs

The categories available are based on client requirements so all categories may not be visible to you.

You can download files from all folders categories. You can only upload files if this feature has been activated for your agency/organization and you have been granted the entitlement to upload files.

You can only upload documents to folders in the **Document Sharing** category.

### Step-by-Step Instructions

Download a Document from the Library

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Resources</b> drop-down menu and click the <b>Library</b> link.<br><i>The Library — Search for Folders screen displays.</i>  |
| 2.   | You can choose to view folders with or without documents by selecting the desired option from the drop-down list that displays in the upper-right corner.   |
| 3.   | You can perform a search to sort what displays by choosing a folder category and arrival date or typing a folder title. When you are finished, click the <b>Search</b> button.<br><i>The document titles that meet the search criteria entered display.</i> |
| 4.   | Click the <b>Folder Title</b> name and click the file you wish to download.<br><i>The document download window displays.</i><br><b>Note:</b> The download format defaults to a zip format. To download unzipped documents de-select the zip checkbox.       |
| 5.   | Click the <b>Download</b> button.<br><i>A confirmation message displays indicating the document may be cached to your computer's hard drive.</i>  |
| 6.   | Click the <b>OK</b> button.<br><i>The browser document option window displays. The location of the Save or Open options vary based on your browser settings.</i>  |
| 7.   | Click either the <b>Save</b> or <b>Open</b> button.<br><i>The selected document/zip file opens or the Save options window opens.</i>  |

### Upload a Document to Library

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Resources</b> drop-down menu and click the <b>Library</b> link.<br><i>The Library — Search for Folders screen displays.</i>  |
| 2.   | To upload a document, click the <b>Upload</b> icon that displays on the right-side of the row for the folder where you want the document to reside.<br><b>Note:</b> You can only upload files to the <b>Document Sharing</b> category if it has been activated for your agency/organization and you have been granted permission to upload files. |
| 3.   | To upload a file, click the <b>(+) plus sign</b> icon displayed under the <b>Upload</b> header next to the folder title where you want your file loaded.<br><i>The File upload window displays.</i>   |
| 4.   | To select a file to be uploaded, click the <b>Browse</b> button.<br><i>The Choose file window displays.</i><br><b>Note:</b> Search your computer to find the file to be uploaded.   |
| 5.   | Navigate to and select the file you wish to download from your computer.  |
| 6.   | To upload the file, click the <b>Upload</b> button.<br><i>The file is uploaded to the selected folder.</i>  |

### Download the Export Log

| Step | Action  |
|------|---|
| 1.   | From the navigation bar, position your mouse over the <b>Resources</b> drop-down menu and click the <b>Library</b> link.<br><i>The Library — Search for Folders screen displays.</i>                |
| 2.   | Click the <b>Export List</b> button that displays at the bottom of the screen.<br><i>The Export List zip option window option displays.</i>   |
| 3.   | Choose whether you would like to download the file in zipped format or not and click the <b>Download</b> button.<br><i>A message displays indicating the file may be saved to your computer.</i>    |
| 4.   | Click the <b>OK</b> button.<br><i>The browser document option window displays. The location of the Save or Open options vary based on your browser settings.</i>                                    |
| 5.   | Click <b>Open</b> button.<br><i>The selected document opens as a text file. If you chose to download the file in zipped format, a message displays confirming you want to open the zipped file.</i> |



## Search for Non-cardholders

### Key Concepts

You can search for Non-cardholders 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 <b>Resources</b> drop-down menu and click the <b>Search</b> link.<br><i>The Search for Users screen displays.</i>  |
| 2.   | To perform a basic search, use the <b>First Name</b> , <b>Last Name</b> or <b>Username</b> fields and click the <b>Search</b> button.<br><i>The search results display based on the search criteria entered.</i> |

## View Frequently Asked Questions

### Key Concepts

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

### Step-by-Step Instructions

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

## Access Links and Help

### Key Concepts

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

### Step-by-Step Instructions

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

## 6. Web Tools

### Access Web Tools (Transaction Management, Reporting)

#### Key Concepts

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

- Use **Transaction Management** to define and manage General Ledger codes and allocate/reallocate transactions.
- Use **Reporting** to run reports using templates or to create custom reports.

#### Step-by-Step Instructions

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

### 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 <b>Web Tools</b> drop-down menu and click the <b>Learning Center</b> link.<br><i>The Learning Center screen displays in a new window or tab.</i>   |
| 2.   | To access available resources:<br>In the <b>Search</b> field, type the desired search criteria, for example, <b>CitiManager User Guide</b> , and click the search arrow,<br>OR<br>Click the desired <b>Catalog</b> link.   |
| 3.   | To register for and launch a course:<br>a) Click the three vertical dots and click the <b>Register</b> link.<br>b) From the <b>Activity Registration</b> screen, verify the activity and click the <b>Add</b> button at the bottom right-side of the screen.<br>c) Click the <b>Register</b> button on the bottom right side of the screen.<br>d) Once you have registered for a course or curriculum, click the <b>Start</b> button from the <b>Activities Details</b> screen or your <b>To Do</b> list.<br>OR<br>To launch and document or computer-based training:<br>a) Click the three vertical dots and click the <b>Start</b> link. |

## 7. Alerts

### Set Your Personal Alert Subscriptions

#### Key Concepts

As a Non-cardholder, 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 reports listed below, you will only receive the alert if the Cardholder also has the alert enabled:

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

#### Step-by-Step Instructions

| Step | Action   |
|------|--|
| 1.   | From the navigation bar, position your mouse over the <b>Alerts</b> drop-down menu and then click the <b>Alert Subscriptions</b> link.<br><i>The Alerts Subscription screen displays.</i>  |
| 2.   | To enter/edit the e-mail address(es) where you want alerts sent, click the <b>Edit</b> link from the <b>Contact Preferences</b> section and complete the following steps when the <b>E-mail Address Preferences</b> window opens: <ol style="list-style-type: none"> <li>a) Type and confirm up to five e-mail addresses.</li> <li>b) Click the <b>Save</b> button.</li> </ol>   |
| 3.   | To subscribe to alerts, select the checkbox(es) for each of the alerts you wish to receive.<br>To unsubscribe alerts, de-select checkbox(es) for the alerts you no longer wish to receive.<br><b>Note:</b> For more information about each alert, click the information icon next to the alert name.<br>For alerts that allow you to select the hierarchy level, click the <b>Select Hierarchy</b> link. Click the <b>(+) plus sign</b> icon to expand the hierarchy tree. Select the checkboxes for the hierarchies from which you want to receive alerts. When you are finished, click the <b>Select</b> button. |
| 4.   | For alerts that allow you to select the hierarchy level, click the <b>Select Hierarchy</b> link. Click the <b>(+) plus sign</b> icon to expand the hierarchy tree.   |
| 5.   | Select all of the hierarchy levels to which you want to set that alert and click the <b>Select</b> button.<br><b>Note:</b> You must individually select each hierarchy you want to set. Selecting a higher level does not automatically select the levels below.   |
| 6.   | Click the <b>Save</b> button.<br><i>The alerts settings are saved and a confirmation message displays at the top of the screen.</i>  |

## 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 <b>Alerts</b> drop-down menu and then click the <b>Audit Log</b> link.<br><i>The Audit Log screen displays a log of alerts that have been changed.</i> |

## 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.

Message 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 <b>Alerts</b> drop-down menu and click the <b>On-Demand Mobile Alerts</b> link.<br><i>The On-Demand Mobile Alerts screen displays the commands and a description for each.</i> |

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Citi believes that sustainability is good business practice. We work closely with our clients, peer financial institutions, NGOs and other partners to finance solutions to climate change, develop industry standards, reduce our own environmental footprint, and engage with stakeholders to advance shared learning and solutions. Highlights of Citi's unique role in promoting sustainability include: (a) releasing in 2007 a Climate Change Position Statement, the first U.S. financial institution to do so; (b) targeting \$50 billion over 10 years to address global climate change; includes significant increases in investment and financing of renewable energy, clean technology, and other carbon-emission reduction activities; (c) committing to an absolute reduction in GHG emissions of all Citi owned and leased properties around the world by 10% by 2011; (d) purchasing more than 234,000 MWh of carbon neutral power for our operations over the last three years; (e) establishing in 2008 the Carbon Principles; a framework for banks and their U.S. power clients to evaluate and address carbon risks in the financing of electric power projects; (f) producing equity research related to climate issues that helps to inform investors on risks and opportunities associated with the issue; and (g) engaging with a broad range of stakeholders on the issue of climate change to help advance understanding and solutions.

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

**efficiency, renewable energy & mitigation**

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