

I just received my new card. What do I need to do?

Channel	Online	Mobile App	Telephone
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Step	What	How	Why	Citimanager.com/login	CitiManager Mobile App	Customer Service number on back of your card
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1	Activate your card by completing the 'Card Receipt Verification' process and establishing your PIN.	<p>URL: https://cardactivation.citi.com</p> <p>Customer Service Virtual Agent: 1-800-200-7056</p> <p>From Outside the U.S.: 1-757-852-9076</p> <p>Information above appears on the back of your card.</p>	Ensure your card is ready for use when you are ready to travel.	N/A	N/A	✓
2	Register your card on CitiManager and create your profile using current address.	<p>URL: https://citimanager.com/login</p>	Ability for you to view or manage your profile as well as: <ul style="list-style-type: none"> • Retrieve a forgotten user name or password • View recent activity and current/past statements • View credit limits, total balances and transaction level • Make a payment • Request a refund • Manage e-mail and mobile alerts • Dispute a transaction and view the dispute once it's submitted • Manage preferences and update contact information • View current PIN 	✓	N/A	N/A
3	Review "CitiManager Cardholder Quick Reference Guide"	<p>URL: https://www.citibank.com/tts/sa/federal-government-benefits/dod.html</p>	Document provides overview of CitiManager online capabilities for monitoring and managing your card account. Review process for how to register.	✓	N/A	N/A
4	Set up Alerts.	<p>URL: https://citimanager.com/login</p>	Select to receive text or email notices for specific events. For example: <ul style="list-style-type: none"> • Transaction posting • Declined transaction • Payment/past due notices 	✓	N/A	N/A
5	Download the CitiManager Mobile Application.	<p>URL: https://www.citibank.com/tts/solutions/commercial-cards/</p>	Access and manage account activity using your mobile device available for IOS and Android.	N/A	✓	N/A
6	Identify your Agency Program Coordinator (APC).	<p>Identify your APC: https://www.defensetravel.dod.mil/site/localSupport.cfm – access link to Local Defense Travel Administrators</p>	Key point of contact to assist with management of your DoD Travel Card.	N/A	N/A	N/A
7	Before booking your travel contact your APC and confirm the effective dates assigned to your account/card.	<p>Contact your APC: https://www.defensetravel.dod.mil/site/localSupport.cfm – access link to Local Defense Travel Administrators</p>	Ensures your card is ready for use and not subject to being declined due to missing/outdated effective dates.	N/A	N/A	N/A