

CitiManager® Alert Descriptions*

Name	Description
Account Cancellation Notice	Account is pending cancellation.
Account Cancelled Notice	Account has been cancelled.
Account Suspension Notice	Receive notification when account has been suspended; transactions are unable to be processed until suspension is removed.
Address Change	Receive notification whenever there is an address change/update.
Alert Returned Mail T2	Receive notification when postal mail was unable to be delivered to postal address provided.
Available Credit Remaining (%)	Receive notification when percent of available credit on account is below the user specified notification level.
BAL	2-way SMS command to request current balance, last payment, payment due, and due date when BALXXXX is texted from a mobile device, where XXXX is the last four digits of your Citi® Commercial Card Account.
Card Activated	Receive alert when card is activated.
Card Activation Reminder	Receive notification to remind cardholder to activate their Citi Commercial Card, sent every 30 days for up to three months if cardholder does not deactivate alert or activate their account.
Card Activation via IVR	Receive notification to confirm that your card has been activated via Interactive Voice Response (IVR).
Card Blocked	Receive notification whenever we are unable to contact a cardholder and need to place a block on his/her card due to suspected fraud.
Card Delivery Issue Notice	Receive notification when card was unable to be delivered to postal address provided (also known as J2 Credit Rating).
Card Renewal Alert	Receive notification when card is about to expire. Alert serves as a reminder to make sure mailing address is up to date by showing the first line of the address on file.
COM Alternative Names: AIDE (Canada); INFO (Canada)	2-way SMS command to request information regarding valid Citi® On-Demand commands.
Credit Balance Refund	Receive notification whenever a request for a refund is made via CitiManager. No subscription is required for this alert.
Credit Limit Change	EMEA/ASPAC: Receive notification when a permanent credit limit change is made on account. NA: Receive notification when a credit limit change is made on account. COL: Receive notification when credit limit is changed (SMS only).
CUST	2-way SMS command to request Citi® Commercial Cards customer service number when CUSTXXXX is texted from a registered mobile device, where XXXX is the last four digits of the Card Account.
Declined Transaction	Receive notification when and why a transaction is declined. Please Note: Unique from other alerts, a Program Administrator (PA) may subscribe to receive the Declined Transaction alert for a specific cardholder in a PA's hierarchies, if the cardholder is subscribed to the Declined Transaction alert. Per Citi's standard alerts set-up, a PA may still subscribe to receive the Declined Transaction alert for all cardholders in the PA's hierarchy, if the cardholders in that hierarchy are subscribed to the alert.

*Citi will not text customers asking for full card numbers, PIN codes, and any additional card details.

Name	Description
Declining Balance Expiry Approaching	Receive notification when the expiry date for the declining balance account is within the designated number of days pre-selected by the cardholder.
Direct Debit Bounced	Receive alert when a direct debit payment made on cardholder's card/account has bounced. Should be received within 4 days of the 'bounce'.
Direct Debit Cancellation	Receive alert whenever a direct debit cancellation is made on cardholder's card/account. Should be received within 4 days of cancellation.
Direct Debit Payment Notification	Receive alert within 5 business days from when a direct debit payment is posted to a cardholder's card/account (includes payment reversals).
Direct Debit Set-Up	Receive alert within 5 business days from when a direct debit payment is posted to a cardholder's card/account.
Dispute Resolution	Receive alert once a dispute has been resolved.
Each Transaction	Receive real time notification for each authorized transaction. Please Note: Unlike all other Citi Alerts, a PA cannot subscribe to receive the Each Transaction alert for all cardholders in the PA's hierarchy, if the cardholders in that hierarchy are subscribed to the alert.
Error Message 1	Receive error message when there is a break in the system links not allowing for the SMS 2-way command alert to be sent for processing or received by the mobile device.
Error Message 2	Receive error message when a 2-way command is used and the user is not subscribed to Citi SMS alerts from that mobile device.
Error Message 3	Receive error message when a 2-way command is used and the account is not valid or is not recognized.
HELP	2-way SMS command to request help with Citi® Commercial Card alerts.
Hierarchy Card Application Status	Email sent to a PA when an application is waiting for approval.
Hierarchy Card Maintenance Status	Email sent to a PA when a maintenance request is waiting for approval.
High-Value Transaction	Receive notification when there is a transaction above the user-specified notification amount: COL: Sent for all transactions >\$40USD SNG and HK: Sent for all transactions IND: Replaced by Real-Time "Each Transaction" Alert USA & CAN: Sent for all transactions above a cardholders' pre-defined amount
HIST Alternative Name: TRAN	2-way SMS command to request details on your three most recent posted transactions when HISTXXXX is texted from a registered mobile device, where XXXX is the last four digits of your Citi® Commercial Card Account.
Library Folder Notification	Notification when a document is ready for review in the library folder.
LIMIT Alternative Name: SPEND	2-way SMS command to receive available spend remaining on your account when LIMITXXXX is texted from a registered mobile device, where XXXX is the last four digits of your Citi® Commercial Card Account.
Lost/Stolen Replacement Card Notice	Receive notification within 72 hours of when card has been reported lost or stolen.
My Card Application Status	Notification to cardholder when application has been submitted.
My Card Maintenance Status	Notification to cardholder when maintenance request has been submitted.

Name	Description
New Statement Available	Receive notification when cardholder's statement(s) is available to be viewed on CitiManager®. Note: this alert will NOT be sent if the account has a 0 balance and no activity. Multiple statements for one user in the same cycle will be bundled into one alert.
Payment Due	Receive notification 5 business days before payment is due on account. Only generated if amount due is greater than \$0.
Payment Past Due	Receive notification on your statement due date if payment has not been received after 31 days past due.
Payment Received	Receive notification within 5 days of when your payment has been posted to your account (includes payment reversals).
PDF Statement via Email	Receive monthly PDF account statement directly via secure email.
STOP Alternative Names: CANCEL; END; QUIT; UNSUBSCRIBE; STOP ALL; ARRET (Canada)	2-way SMS command to suspend Citi® Commercial Card alerts from being sent to your registered mobile device.
Subscription Reminder	Receive monthly SMS reminder that you are enrolled in Citi® Commercial Card Alerts (Regulatory requirement).
Welcome Email	Receive a welcome email automatically welcoming the new cardholder Citi Commercial Cards once the Cardholder is approved for Card issuance.