



CitiManager Mobile App User Guide

September 2022

Table of Contents

CitiManager Mobile App: Overview	2
CitiManager Mobile App: Current Features.....	2
CitiManager Mobile App: Expanding our Global Footprint	3
Global Features.....	4
ROW Features (ex. NAM)	15
LATAM Features.....	18
NAM Features.....	19
ROW Features (ex. NAM)	23

CitiManager Mobile App: Overview

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

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

Following slides will cover:

- Current app features which are live and where
- Markets where the app is currently available

App features have been categorized with one or more tags:

Account Management

Regulatory

Self Service

Security

CitiManager Mobile App: Current Features

Global Features

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

*iOS Only.

Rest of World Features (ex. NAM)



Two-Way Fraud
Notifications



3D Secure
Notifications



Argentina Dual
Currency Display

NAM Only Features



Pay Bill



Add Payment
Accounts



Receipt
Image Upload



Account
Comments

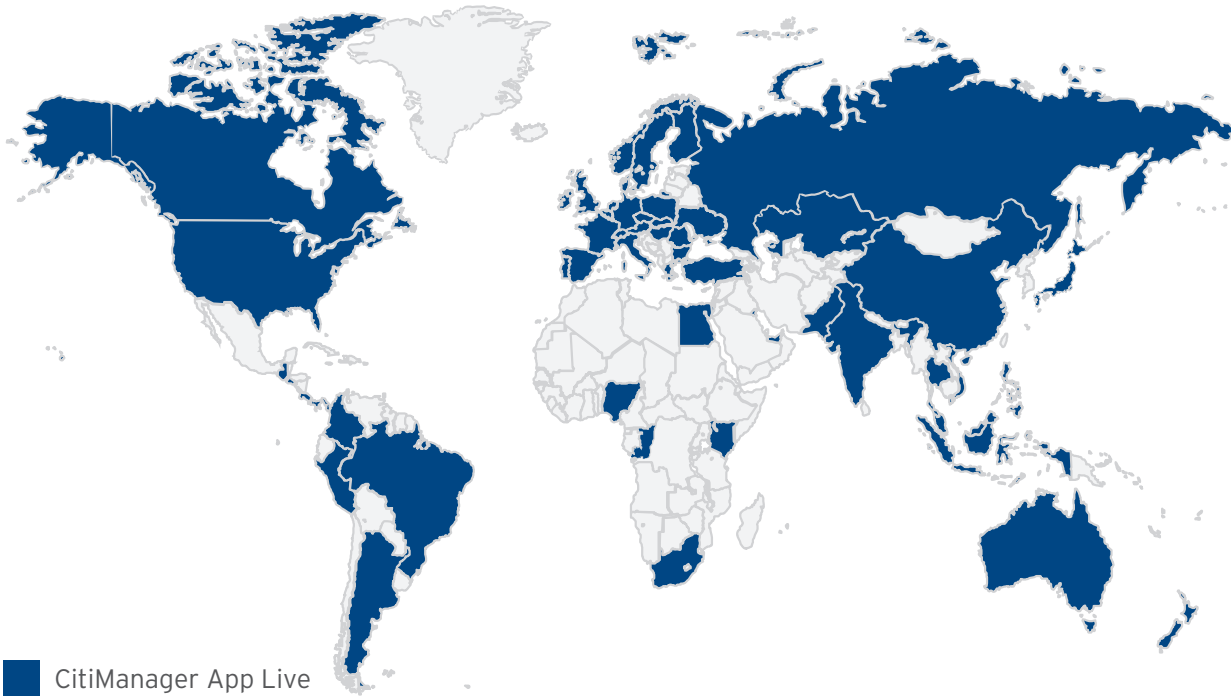
Available on:



If you have not yet registered for CitiManager please [click here!](#)

CitiManager Mobile App: Expanding our Global Footprint

CitiManager Mobile App is currently live in 58 markets globally



NORTH AMERICA

United States	Guam
Canada	N. Mariana Islands
American Samoa	US Virgin Islands

ASIA PACIFIC

Australia	Philippines
China (iOS)	Singapore
India	Thailand
Malaysia	Vietnam
New Zealand	Japan

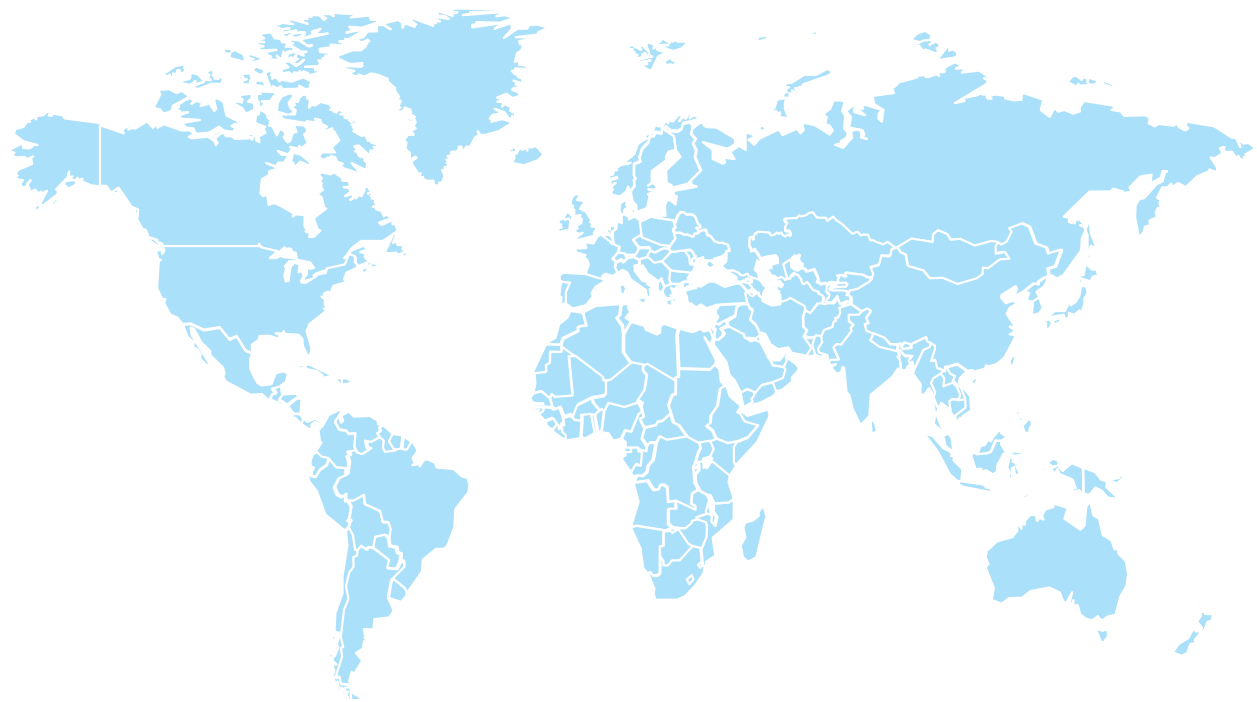
LATIN AMERICA

Argentina	Guatemala
Brazil	Panama
Costa Rica	Puerto Rico
El Salvador	

EUROPE, MIDDLE EAST & AFRICA

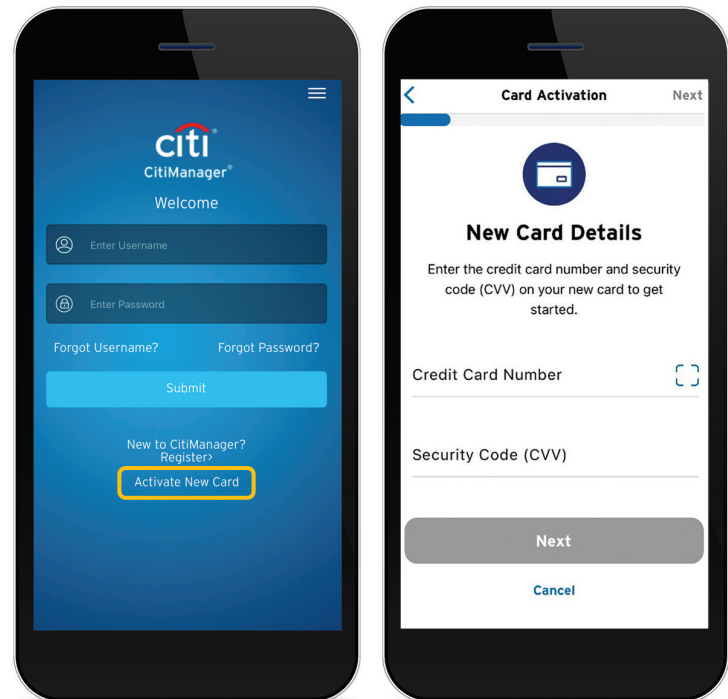
Austria	Ireland	Portugal
Belgium	Israel	Romania
Bulgaria	Italy	Russia
Czech Republic	Kazakhstan	Slovakia
Denmark	Kenya	South Africa
Egypt	Kuwait	Spain
Finland	Luxembourg	Sweden
France	Netherlands	Switzerland
Germany	Nigeria	Turkey
Greece	Norway	UAE
Hungary	Pakistan	Ukraine
	Poland	United Kingdom

Global Features



Card Activation (Pre-Login)

Self Service



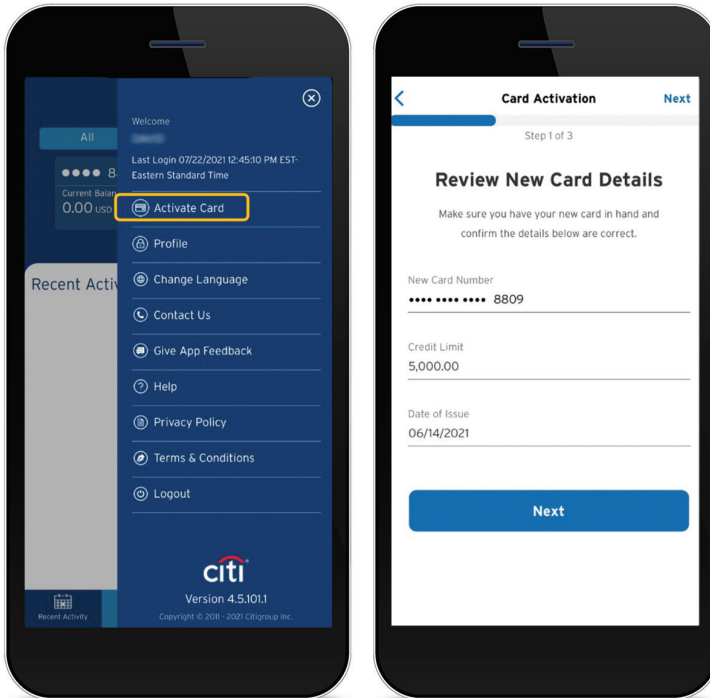
Description

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

Availability

Global

Card Activation (Post-Login)



Self Service

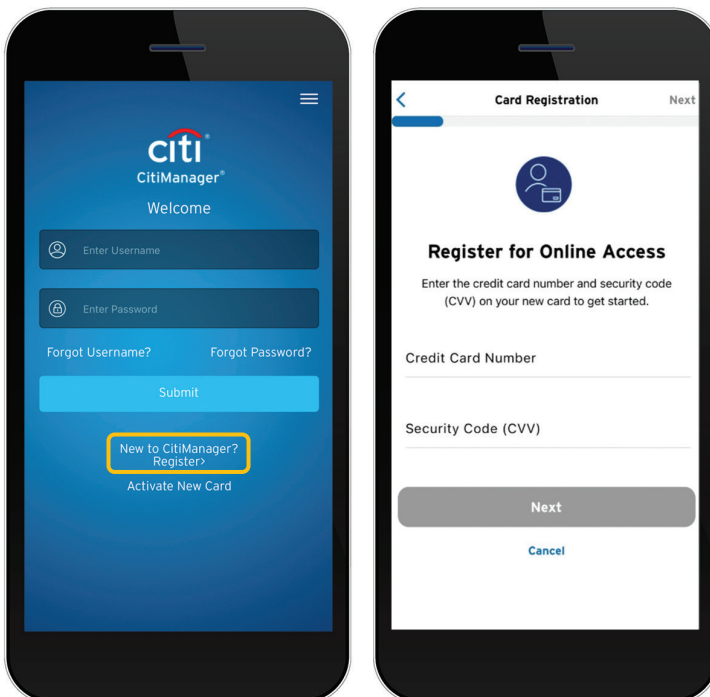
Description

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

Availability

Global

User Registration



Self Service

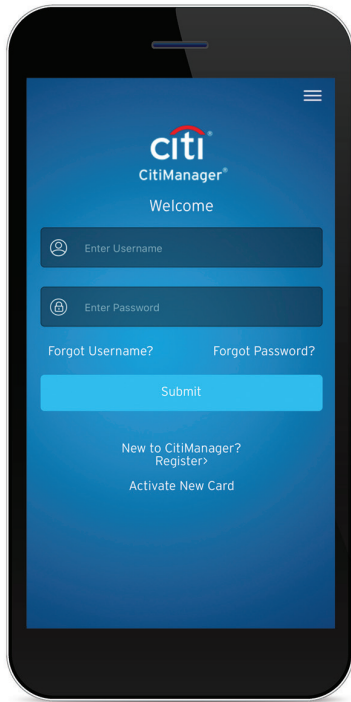
Description

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

Availability

Global

Biometric Login



Security

Description

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

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

Availability

Global

One Time Passcode (OTP) Login

Security

Self Service



Description

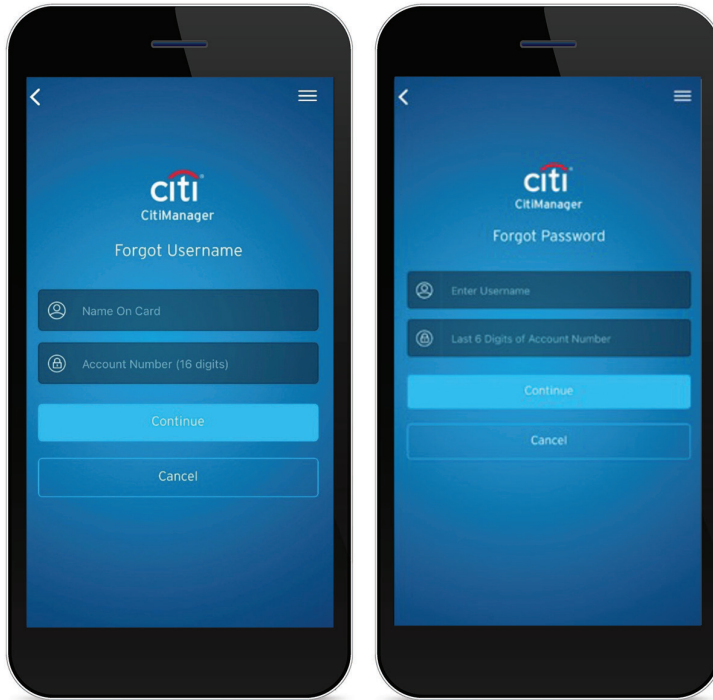
One Time Passcode Login allows for the user to receive a one-time use passcode consisting of a combination of six characters and/or digits in order for the user to login to his/her account.

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

Availability

Global

Forgot Username/PW



Self Service

Description

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

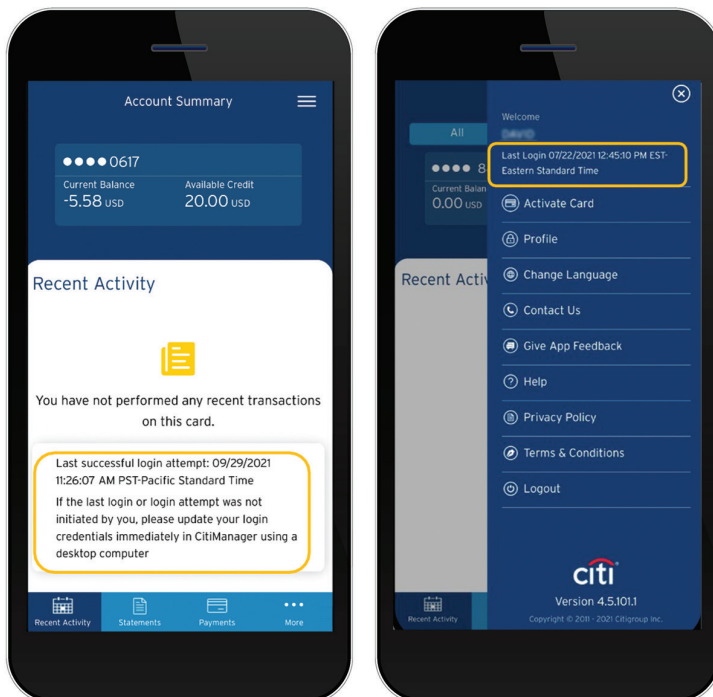
Availability

Global and iOS only

Last Login Date Display

Regulatory

Self Service



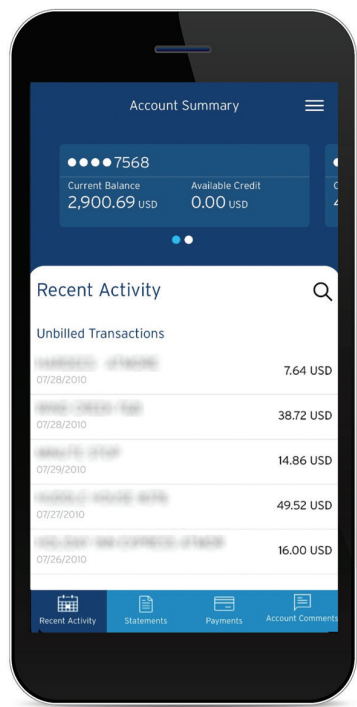
Description

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

Availability

Global

My Accounts



Account Management

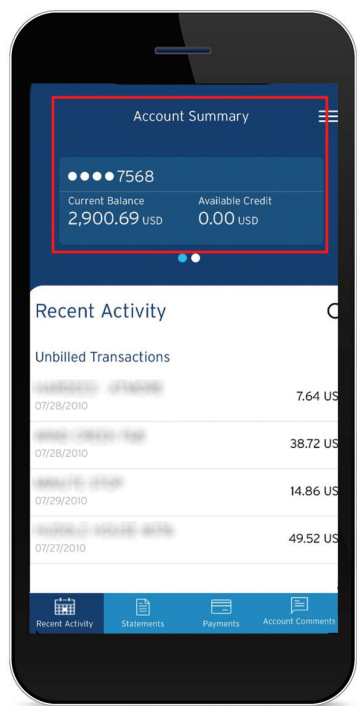
Description

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

Availability

Global

View Account Summary



Account Management

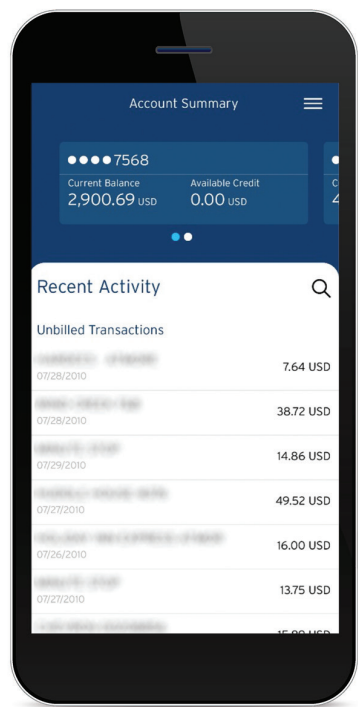
Description

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

Availability

Global

View Recent Activity



Account Management

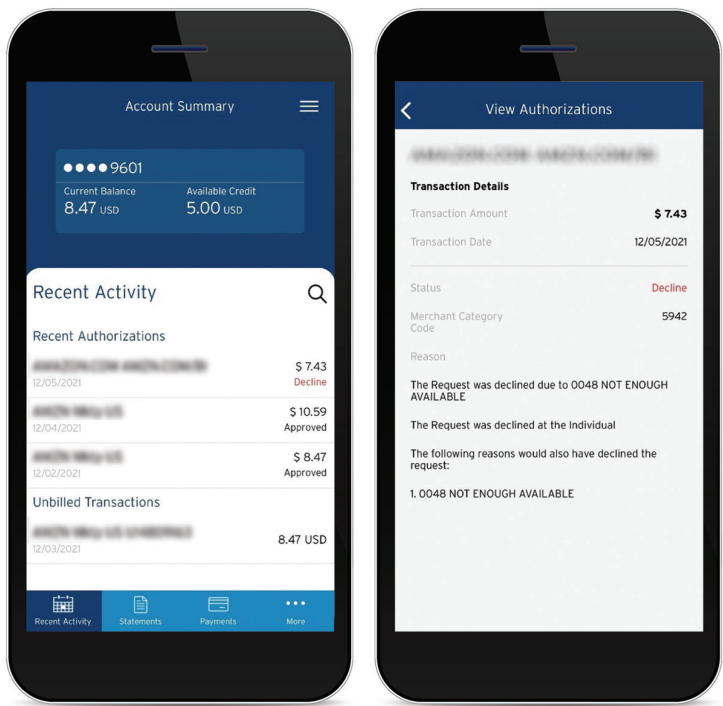
Description

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

Availability

Global

View Authorizations and Declines in Real Time



Self Service

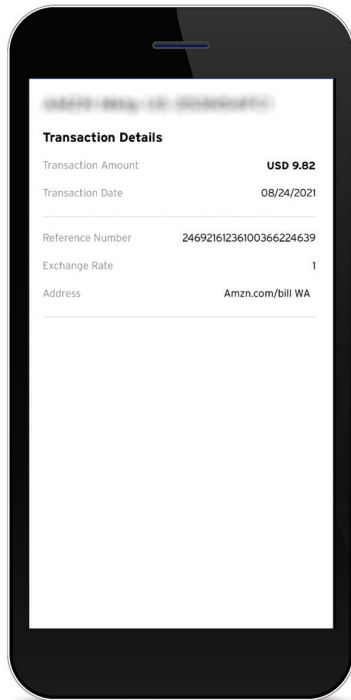
Description

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

Availability

Global

View Transaction Summary



Account Management

Description

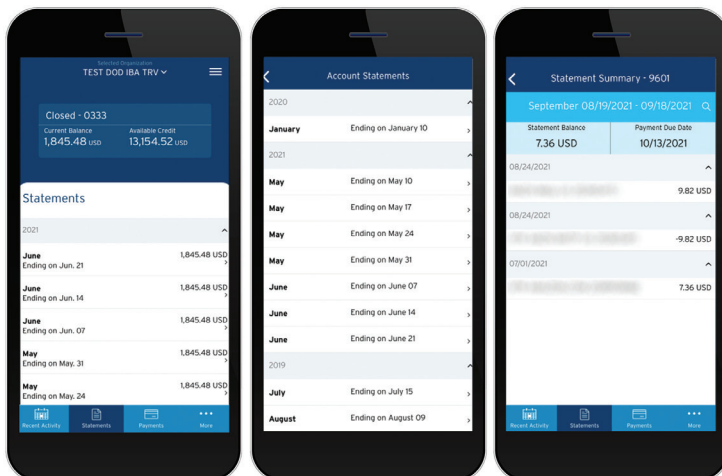
View Transaction Summary

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

Availability

Global

View Statements



Account Management

Description

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

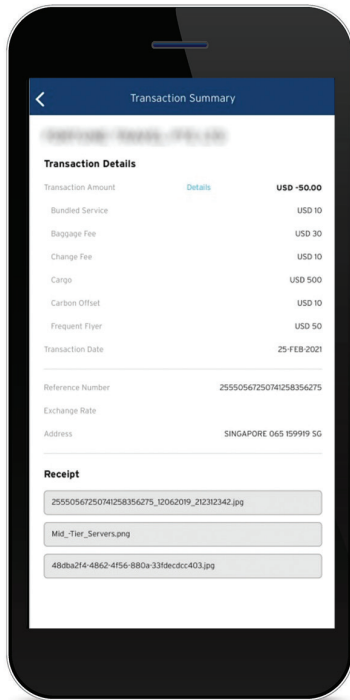
All Statements brings users to a new screen displaying all Statement history.

Availability

Global

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

Ancillary Service Charges



Self Service

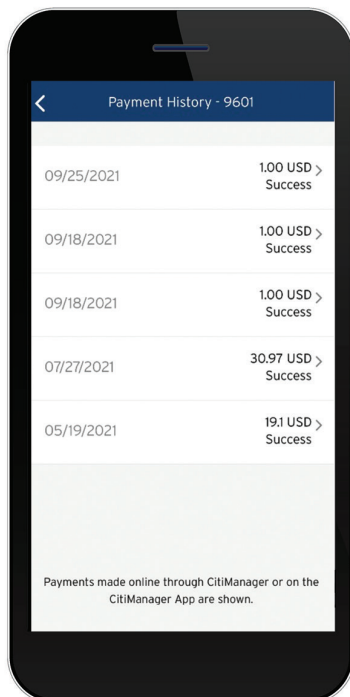
Description

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

Availability

Global

View Payment History



Account Management

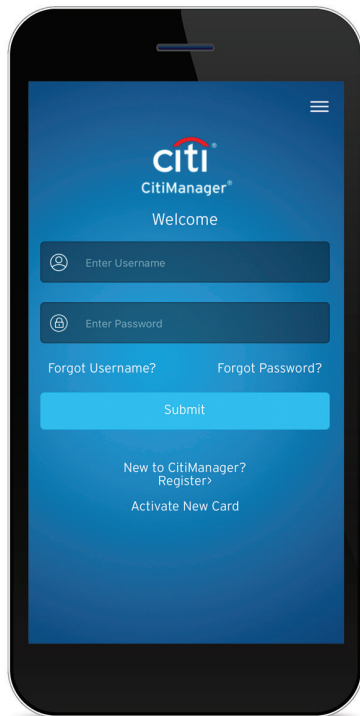
Description

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

Availability

Global

Push Notification



Account Management

Description

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

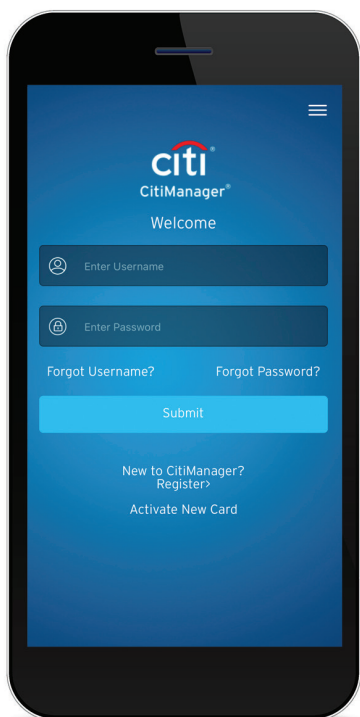
- Available credit remaining (%)
- Declined transaction
- Dispute resolution notice
- Each transaction
- Email statement
- High value transaction (\$)
- Payment due
- Payment received
- Payment past reminder
- Two way fraud (ex. NAM)

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

Availability

Global

Mobile Phone Number Capture



Self Service

Description

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

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

Availability

Global

View PIN (excluding Reset PIN)

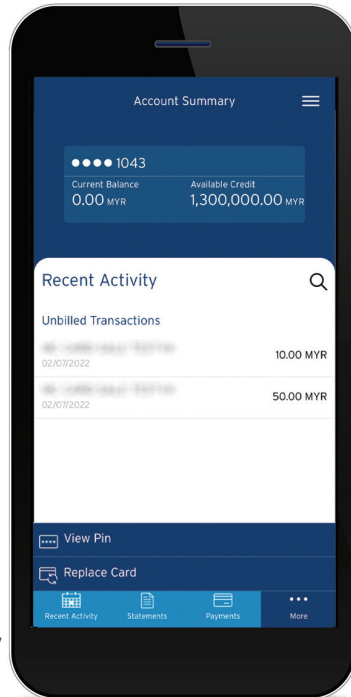
Self Service

Description

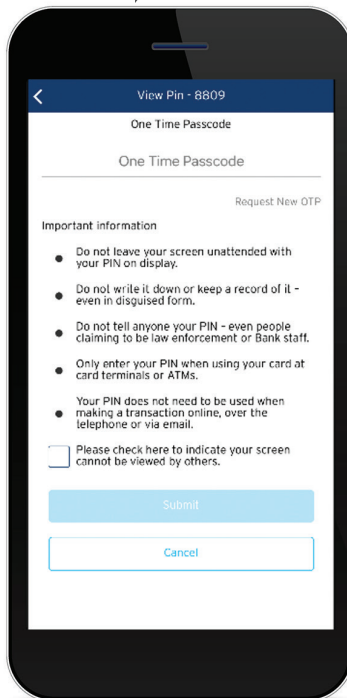
View PIN (ex. Reset PIN) allows the user to view the PIN after providing either the card's CVV or receive OTP for verification. After two views user must log out and back in for security purposes.

Availability

Global

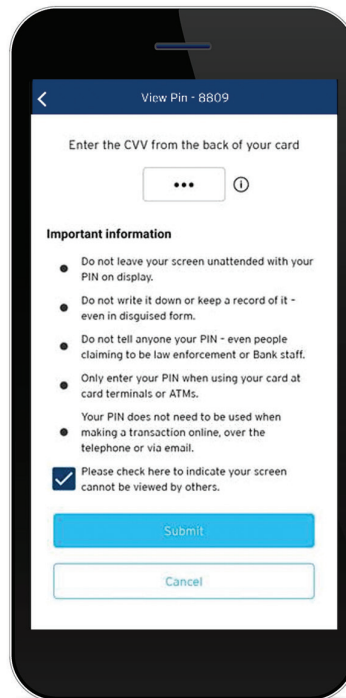


Select View Pin

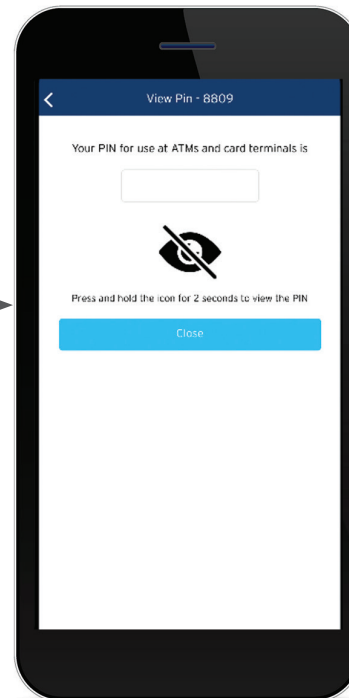


Input OTP

OR



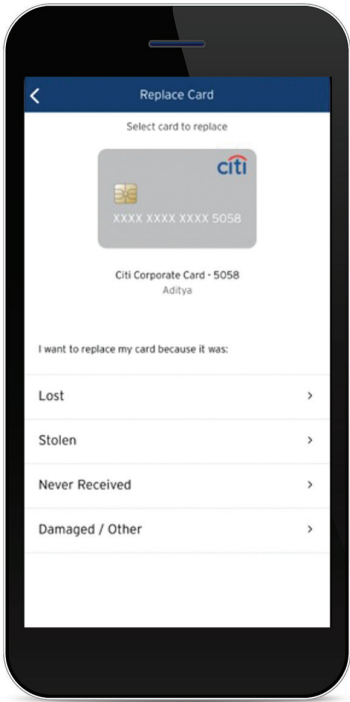
Input card CVV*



Press screen to display PIN

*CVV authentication available if cardholder does not have a mobile phone number on file.

Replace Card



Self Service

Description

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

Availability

Global

ROW Features (ex. NAM)



Two-Way Fraud Notifications

Security

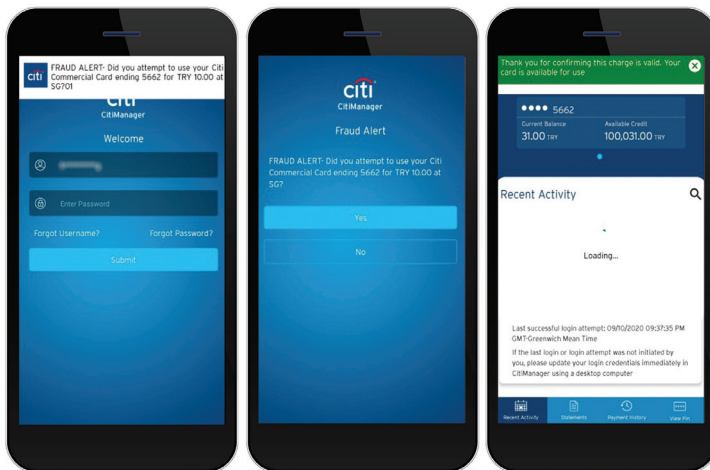
Account Management

Description

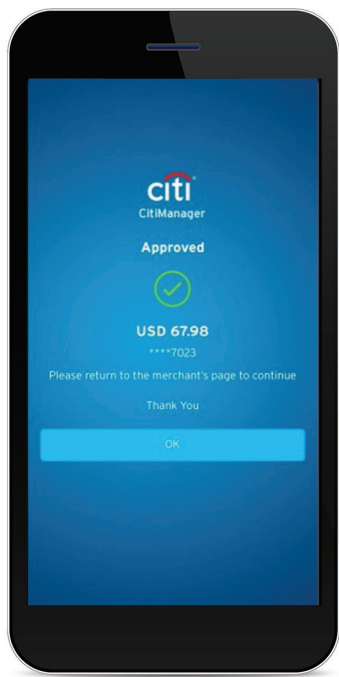
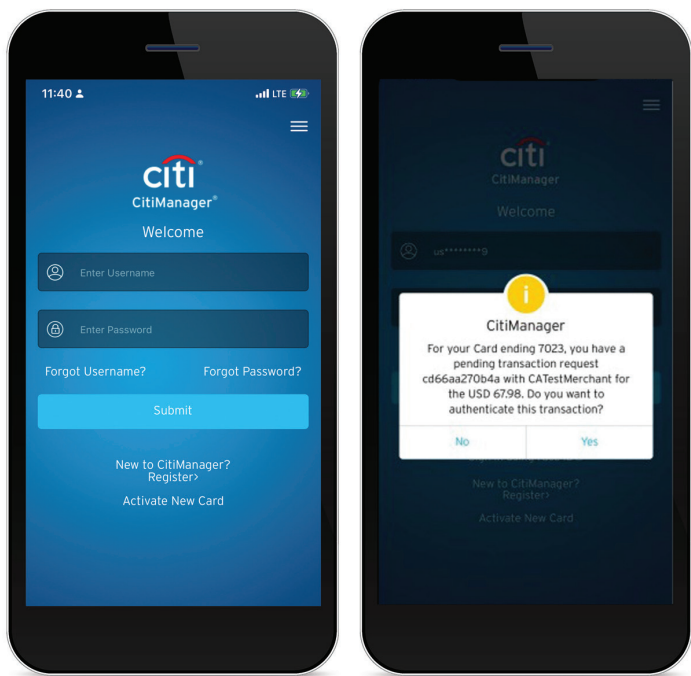
Two-Way Fraud Notifications allows the user to receive an SMS or Push Notification in real time to verify suspicious activity on the user's card.

Availability

Global ex. NAM



3D Secure



Regulatory

Description

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

Availability

EMEA Only

Receipt Image Upload

Self Service

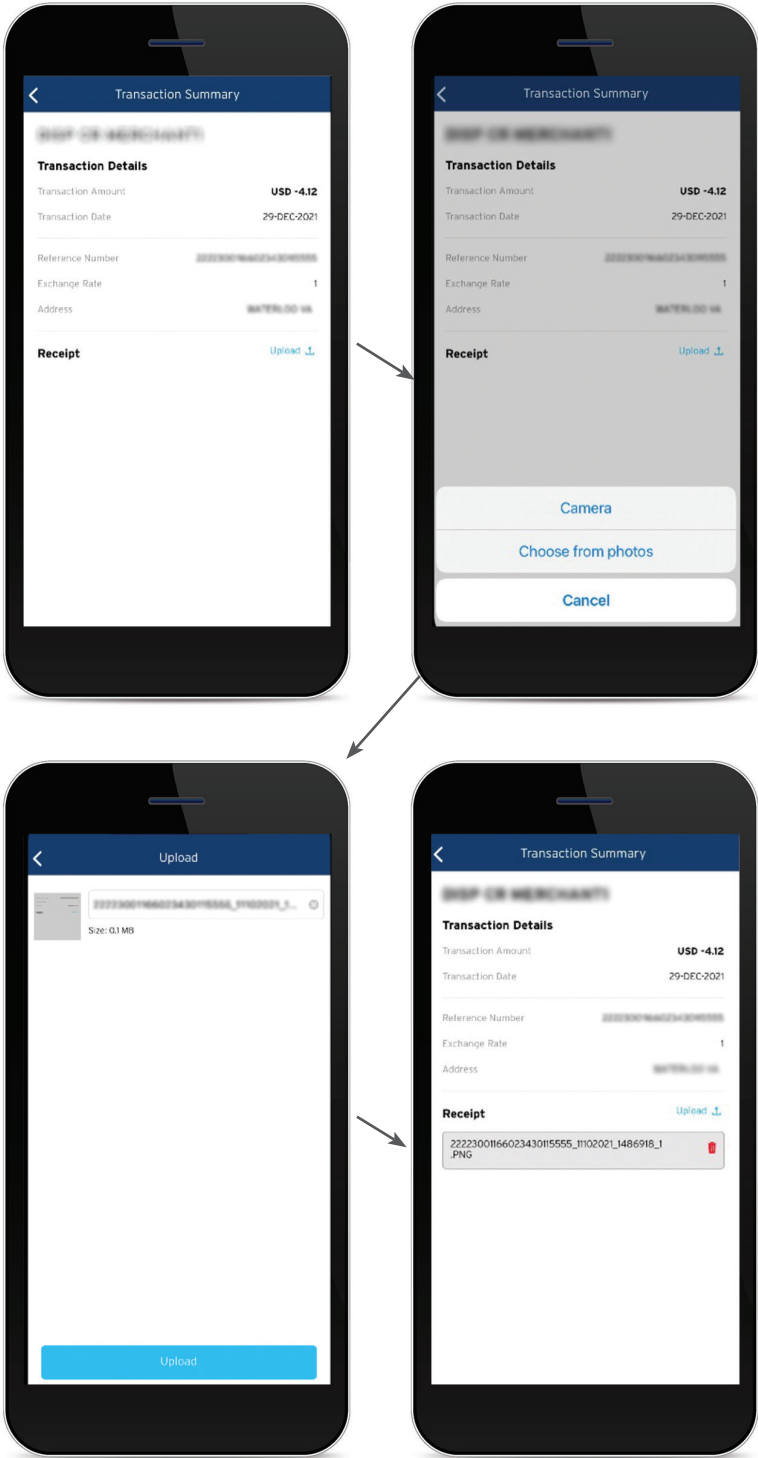
Description

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

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

Availability

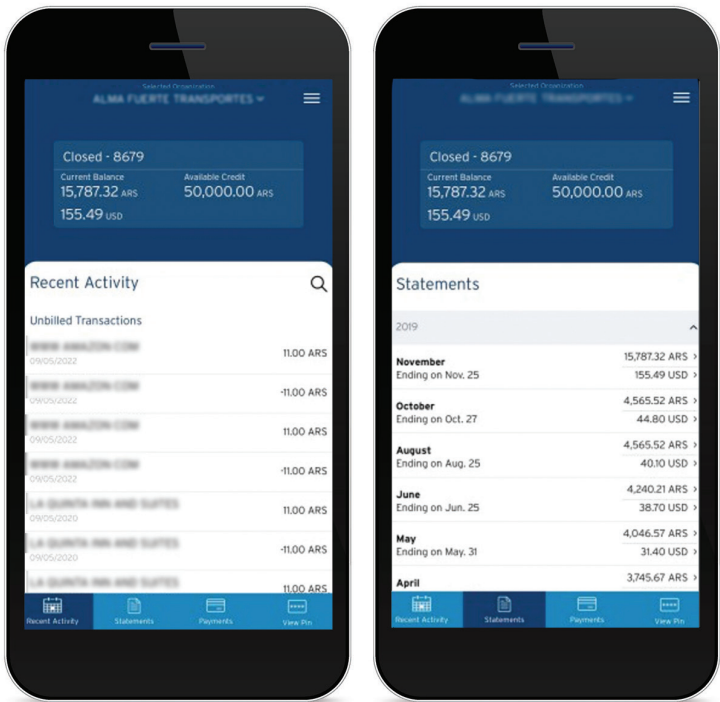
NAM only



LATAM Features



Argentina Dual Currency Balance Display



Regulatory

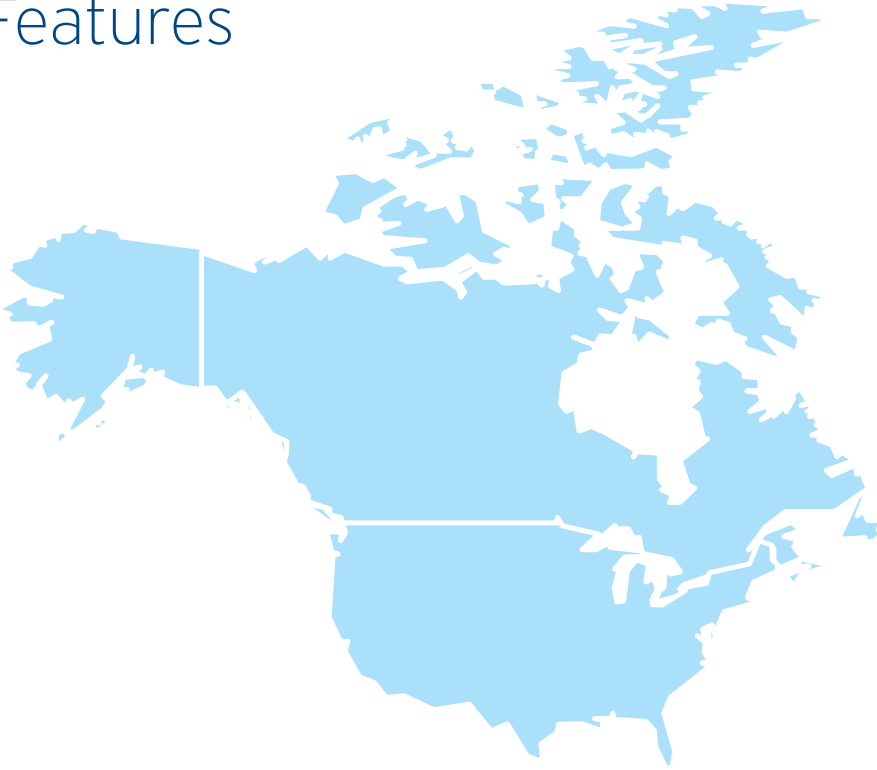
Description

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

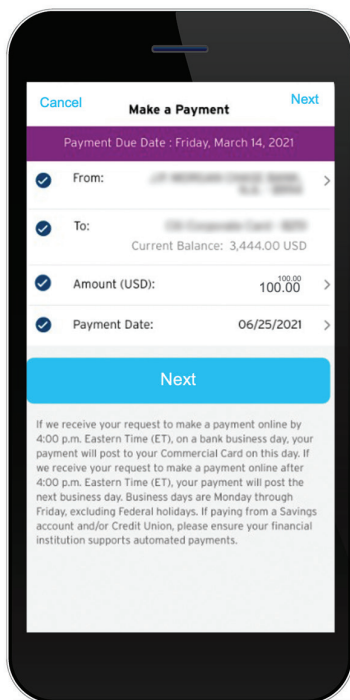
Availability

LATAM

NAM Features



Pay Bill



Account Management

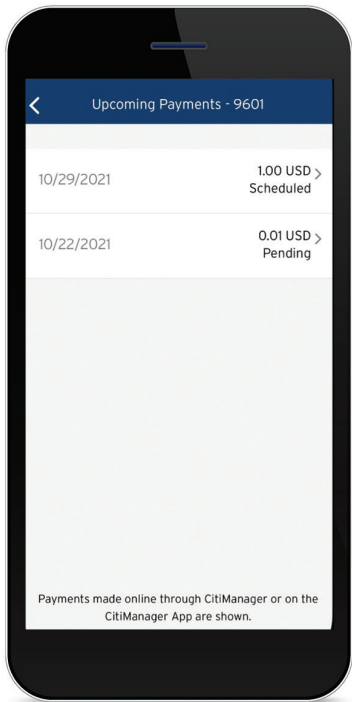
Description

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

Availability

NAM
(TS1 and TS2)

View Upcoming Payments



Account Management

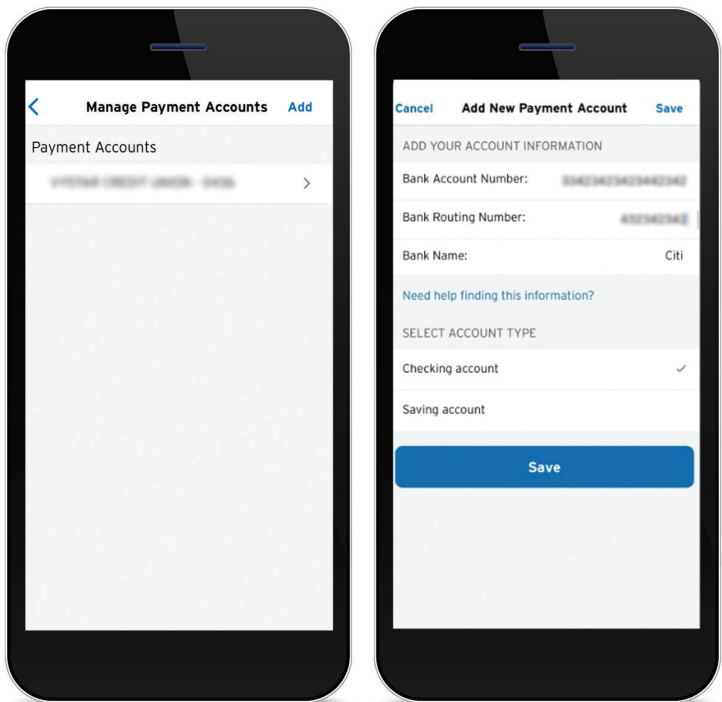
Description

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

Availability

NAM
(TS1 and TS2)

Add Payment Accounts



Account Management

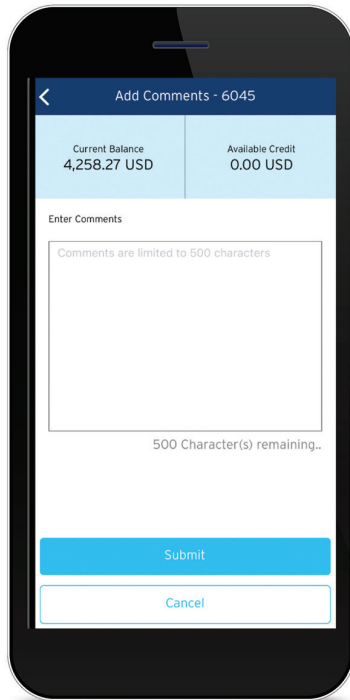
Description

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

Availability

NAM

Account Comments



Account Management

Description

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

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

Availability

NAM
(TS1 and TS2)

