

CitiManager[®] Site Quick Start Guide

Department of Defense

Cardholder

October 2021



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User Guide Overview

Document Scope

This CitiManager® Site User Guide provides detailed step-by-step instructions for the most common CitiManager Site functions used by Cardholders.

Your Access and Configuration May Vary

The functions you have access to 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 company level so there may be variances in what is described in this User Guide based on your agency/organization's setup.

Screen captures in this guide contain dummy data for personal information and it is used for illustrative purposes only.

Navigation Overview

Basic Navigation

Key Concepts

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 account – including your credit limit, total balance and available credit. You can also view recent transactions that have posted since your last statement. Use the navigation options from the header and the side navigation bar as well as quick links to navigate to additional account information and preferences.

Home Screen

Screen	Descriptions
	<p>Header</p> <ol style="list-style-type: none"> 1. Your agency/organization name displays in the header. If you have access to more than one, you may select it using the drop-down list. 2. Click the My Profile link to view or modify your profile information. 3. Click the Log Out link to sign out of the CitiManager Site. 4. Click the Envelope icon to view the message board. <p>Screen Components</p> <ol style="list-style-type: none"> 5. View high-level account metrics such as credit limit, available credit, current balance and amount due. If your agency/organization allows you to make payments, the Make a Payment link displays. For centrally billed accounts, the amount due by your company displays. 6. Use the account drop-down arrow to toggle between card accounts if you have more than one. 7. Use the quick links to request a replacement card, view requests, statements or alerts. 8. In the Recent Activity section, you can view Recent Authorizations which are authorized or declined transactions that have not yet posted to the account and Unbilled Transactions which have posted since your last statement and will appear on the next one.

Screen	Descriptions																																				
<p>Recent Authorization(s)</p> <table border="1"> <thead> <tr> <th>TRANSACTION DATE</th> <th>POSTING DATE</th> <th>TRANSACTION DETAILS</th> <th>EXCHANGE RATE</th> <th>AMOUNT</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>07/28/2020</td> <td>—</td> <td>SUPERCENTER #928</td> <td>—</td> <td>10.00</td> <td>Approved</td> </tr> <tr> <td>07/29/2020</td> <td>—</td> <td>SUPERCENTER #928</td> <td>—</td> <td>14.74</td> <td>Decline</td> </tr> </tbody> </table> <p>Unbilled Transaction(s)</p> <table border="1"> <thead> <tr> <th>TRANSACTION DATE</th> <th>POSTING DATE</th> <th>TRANSACTION DETAILS</th> <th>EXCHANGE RATE</th> <th>AMOUNT</th> <th></th> </tr> </thead> <tbody> <tr> <td>07/20/2020</td> <td>07/22/2020</td> <td>EXECUTIVE CLUB</td> <td>—</td> <td>100.00</td> <td>></td> </tr> <tr> <td>07/22/2020</td> <td>07/26/2020</td> <td>COUNTRY KITCHEN</td> <td>—</td> <td>11.74</td> <td>></td> </tr> </tbody> </table>	TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS	07/28/2020	—	SUPERCENTER #928	—	10.00	Approved	07/29/2020	—	SUPERCENTER #928	—	14.74	Decline	TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT		07/20/2020	07/22/2020	EXECUTIVE CLUB	—	100.00	>	07/22/2020	07/26/2020	COUNTRY KITCHEN	—	11.74	>	<p>Side Navigation Bar</p> <ol style="list-style-type: none"> 9. Click the Home icon to return to the Home screen. 10. Click the Cards icon to view an overview of your card account, payment information, statements, aging of balance, recent transactions and your card contact information. 11. Click the Statements icon to select a monthly statement to view and also view recent activity, change your paperless settings and view disputes. 12. Click the Resources icon to view messages, access FAQs and Links & Help. 13. Click the Alerts icon to manage your alert subscriptions, view the audit log and view on-demand mobile alert information.
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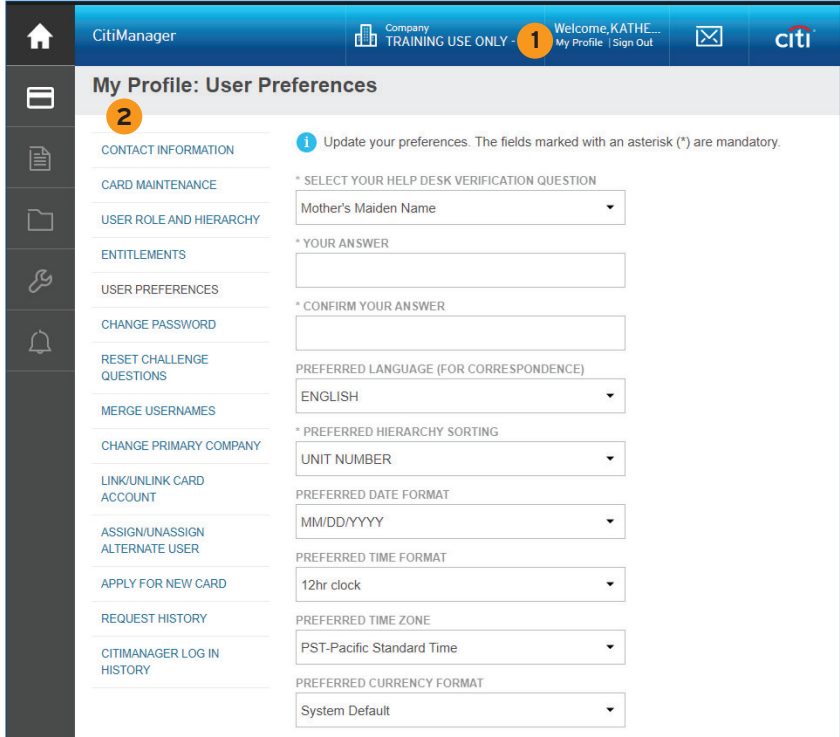
My Profile Overview

Description

The **My Profile** screen allows you 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 preferences such as language, date and time format and currency
- Password
- Reset challenge questions
- Change your primary company if you are assigned more than one
- Assign/Unassign Alternate user
- View application and maintenance request history

My Profile Screen

Screen	Descriptions
 <p>The screenshot shows the 'My Profile: User Preferences' screen. The header includes 'CitiManager', 'Company TRAINING USE ONLY', and a user greeting 'Welcome, KATHE... My Profile Sign Out'. A sidebar on the left contains navigation links: CONTACT INFORMATION, CARD MAINTENANCE, USER ROLE AND HIERARCHY, ENTITLEMENTS, USER PREFERENCES, CHANGE PASSWORD, RESET CHALLENGE QUESTIONS, MERGE USERNAMES, CHANGE PRIMARY COMPANY, LINK/UNLINK CARD ACCOUNT, ASSIGN/UNASSIGN ALTERNATE USER, APPLY FOR NEW CARD, REQUEST HISTORY, and CITIMANAGER LOG IN HISTORY. The main content area displays a form for updating preferences, with a note: 'Update your preferences. The fields marked with an asterisk (*) are mandatory.' The form includes fields for: SELECT YOUR HELP DESK VERIFICATION QUESTION (Mother's Maiden Name), YOUR ANSWER, CONFIRM YOUR ANSWER, PREFERRED LANGUAGE (FOR CORRESPONDENCE) (ENGLISH), PREFERRED HIERARCHY SORTING (UNIT NUMBER), PREFERRED DATE FORMAT (MM/DD/YYYY), PREFERRED TIME FORMAT (12hr clock), PREFERRED TIME ZONE (PST-Pacific Standard Time), and PREFERRED CURRENCY FORMAT (System Default). A yellow circle with the number '2' highlights the 'CONTACT INFORMATION' section in the sidebar.</p>	<ol style="list-style-type: none"> 1. Click the My Profile link from the header. 2. Click the links that display on the left side of the screen to view and maintain profile information.

Card Details Overview

Description

The **Card Details** screen provides a high-level summary of your card account information including the following:

- **Card Overview:** Card name, number and status, hierarchy, employee ID, credit limit, total balance, cost center and default accounting code
- **Payments:** Last payment made, next payment due, view history (if entitled)
- **Statements:** Recent transaction activity, previous statements
- Aging of balance information (1 - 120+ Days)
- Contact information associated with your card/statement

Depending on your program and agency/organization’s settings you may also be entitled to perform account maintenance, request a refund and view refund requests.

Card Details Screen

Screen	Descriptions																																													
<p>CARD INFORMATION 1 ••37 2612: Restricted (07/2019-12/2019)</p> <p>CARD OVERVIEW</p> <table border="1"> <tr> <td>NAME ON CARD CE TEST ACCOUNT 22</td> <td>CARD NUMBER ••••• ••37 2612</td> <td>ACCOUNT STATUS Open</td> </tr> <tr> <td>HIERARCHY 9999201-0029000-0039001</td> <td>EMPLOYEE ID 1234567903</td> <td>CREDIT LIMIT \$ 25.00</td> </tr> <tr> <td>CURRENT BALANCE \$ 0.00</td> <td>COST CENTER Not Available</td> <td>DEFAULT ACCOUNTING CODE Not Available</td> </tr> </table> <p>PAYMENTS VIEW HISTORY</p> <p>STATEMENTS 2</p> <p>RECENT 23 DEC 2019 23 NOV 2019 23 OCT 2019 23 SEP 2019 23 AUG 2019</p> <p>AGING OF BALANCE 3</p> <table border="1"> <tr> <th>Number of Days</th> <th>1-30 DAYS</th> <th>31-60 DAYS</th> <th>61-90 DAYS</th> <th>91-120 DAYS</th> <th>> 121 DAYS</th> </tr> <tr> <td>Past Due</td> <td>\$ 0.00</td> <td>\$ 0.00</td> <td>\$ 0.00</td> <td>\$ 0.00</td> <td>\$ 0.00</td> </tr> <tr> <td>Total Past Due</td> <td colspan="5">\$ 0.00</td> </tr> <tr> <td>Amount</td> <td colspan="5">\$ 0.00</td> </tr> </table> <p>CARD CONTACT INFO EDIT >> 4</p> <table border="1"> <tr> <td>FIRST NAME CE</td> <td>LAST NAME TEST ACCOUNT 22</td> <td>ADDRESS LINE 1 1 PENNS WAY</td> </tr> <tr> <td>CITY NEW CASTLE</td> <td>STATE DE</td> <td>COUNTRY UNITED STATES OF AMERICA</td> </tr> <tr> <td>EMPLOYEE ID 1234567903</td> <td>PHONE NUMBER 30232571857185</td> <td>MOBILE PHONE NUMBER 8157909247</td> </tr> <tr> <td>FAX NUMBER 000000000000000000</td> <td>EMAIL ADDRESS cardholder@noemail.com</td> <td>ZIP/POSTAL CODE 19721230001</td> </tr> </table> <p>ACCOUNT UPGRADE CARD MAINTENANCE VIEW ACCOUNT DOCUMENTS 5</p>	NAME ON CARD CE TEST ACCOUNT 22	CARD NUMBER ••••• ••37 2612	ACCOUNT STATUS Open	HIERARCHY 9999201-0029000-0039001	EMPLOYEE ID 1234567903	CREDIT LIMIT \$ 25.00	CURRENT BALANCE \$ 0.00	COST CENTER Not Available	DEFAULT ACCOUNTING CODE Not Available	Number of Days	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	> 121 DAYS	Past Due	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	Total Past Due	\$ 0.00					Amount	\$ 0.00					FIRST NAME CE	LAST NAME TEST ACCOUNT 22	ADDRESS LINE 1 1 PENNS WAY	CITY NEW CASTLE	STATE DE	COUNTRY UNITED STATES OF AMERICA	EMPLOYEE ID 1234567903	PHONE NUMBER 30232571857185	MOBILE PHONE NUMBER 8157909247	FAX NUMBER 000000000000000000	EMAIL ADDRESS cardholder@noemail.com	ZIP/POSTAL CODE 19721230001	<ol style="list-style-type: none"> 1. The Card Information section displays the card name, number and status, hierarchy, employee ID, credit limit, total balance, cost center and default accounting code and payment information. 2. In the Statements section click the Recent or statement date icons to view recent transactions or current and previous statements. 3. The Aging of Balance section displays historical balances from 1 to 120+ days. 4. The Card Contact Information section displays the contact information associated with your card or statement including name, address, phone numbers and e-mail address. 5. On the right-side of screen, additional links display based on your entitlements. Links could include Card Maintenance, Request Refund or View Refund requests.
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Statements Overview

Description

The **Statements** screen displays an overview of your recent transactions, your current statement or a statement from the previous 36 statements.

You can also download your statement and dispute a transaction if it billed to your statement within the previous 60 days.

Statements Screen

Screen	Descriptions
<p>The screenshot shows the CitiManager interface for the 'Statements' section. At the top, there's a navigation bar with 'CitiManager', user information, and a Citi logo. Below that, the 'Statements' header is visible. A purple bar contains 'STATEMENTS' (1) and a card account selector '++37 2612: Restricted (07/2019-12/2019)' (2). A row of document icons shows dates from '23 DEC 2019' to '23 AUG 2019', with '23 SEP 2019' selected. Below this is an 'OVERVIEW FOR AUG 24 TO SEP 23' (3) section with a table of account details. A 'Billed Transactions' section (4) includes a search field (5) and a 'DOWNLOAD' link (6). A table of transactions follows, with columns for 'TRANSACTION DATE', 'POSTING DATE', 'TRANSACTION DETAILS', 'EXCHANGE RATE', 'AMOUNT', and 'DISPUTE' (8). A 'DISPUTE' button (9) and 'VIEW AUTHORIZATIONS' link are at the bottom.</p>	<ol style="list-style-type: none"> 1. The Statements section displays an overview of your statement and allows you to toggle between statements by clicking the icon for the statement date. 2. If you have more than one card account, use the drop-down arrow to toggle between card accounts. 3. The overview section provides balance and payment information for the dates displayed. 4. A list of billed or recent transactions for the statement display. 5. Use the search field to perform a basic transaction search by the details, amount or date or click the Advanced Search link to narrow your search. 6. Click the Download link to download a statement. 7. The list of transactions will display the transaction date, posting date, details and amount. 8. To view additional transaction detail, click the ellipsis (...) link that displays on the right-side of the row you wish to expand. 9. Click the Dispute button to dispute a transaction.

Getting Started

What is CitiManager?

Description

The CitiManager Site is a powerful online tool that allows Cardholders to view and manage their account at any time. Based on your agency/organization's set up, some of the key self-service activities may include:

- Retrieve a forgotten username or password
- View recent activity and current and past statements
- View credit limits, total balances and transaction level detail
- 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

For Department of Defense Cardholders who do not have a CitiManager profile, the CitiManager Site will send you Registration ID and Passcode e-mails once activity is recorded on your Cardholder account. Once received, you can complete the CitiManager Site self-registration process to access your account details.

Apply for Card Using an Invitation Passcode

Key Concepts

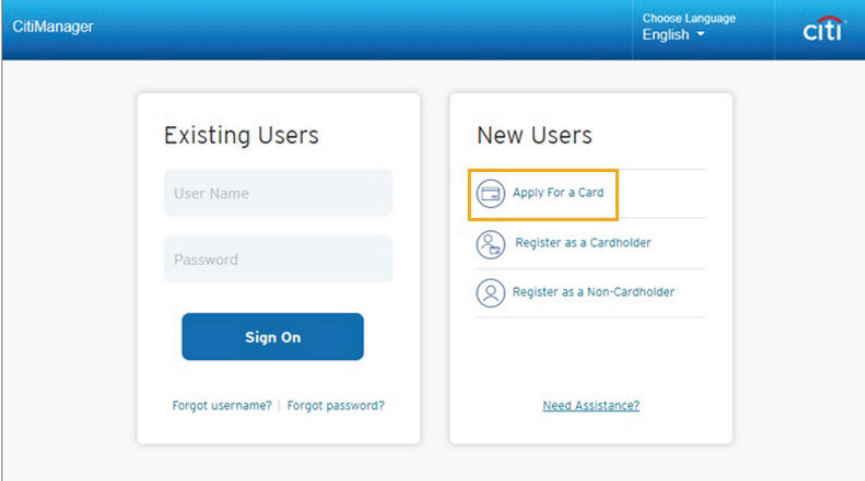
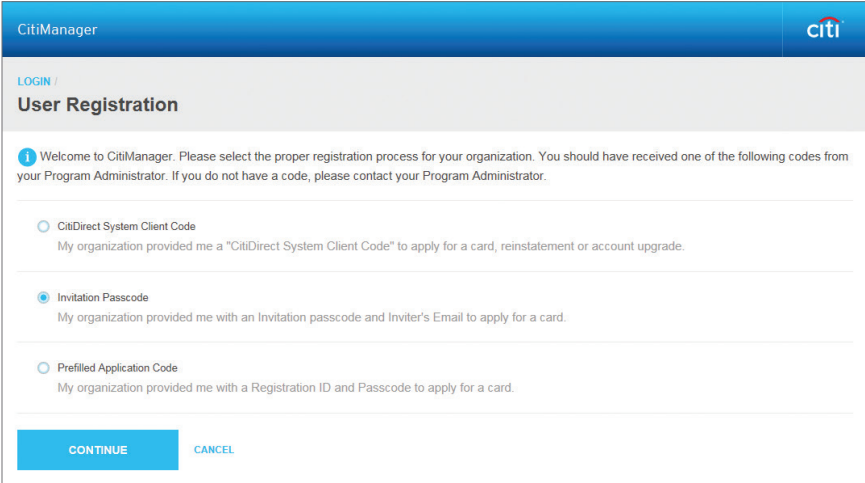
Before you can apply for a new card, an Invitation Passcode and the inviter’s e-mail address are required. Both are obtained from your Agency/Organization Program Coordinator (A/OPC).

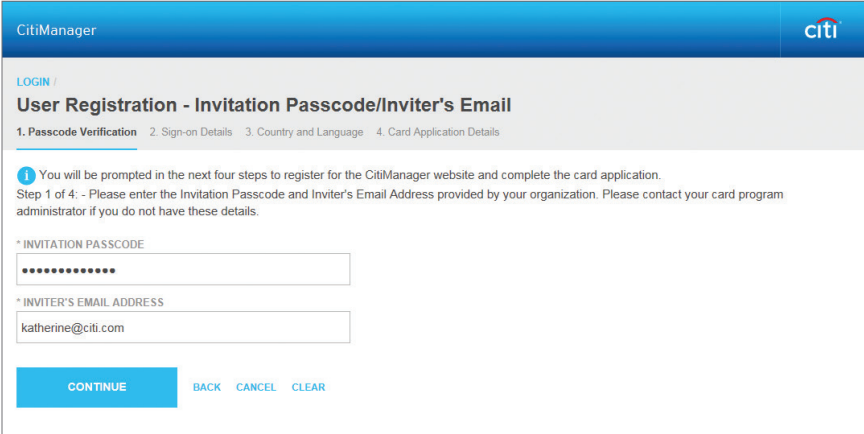
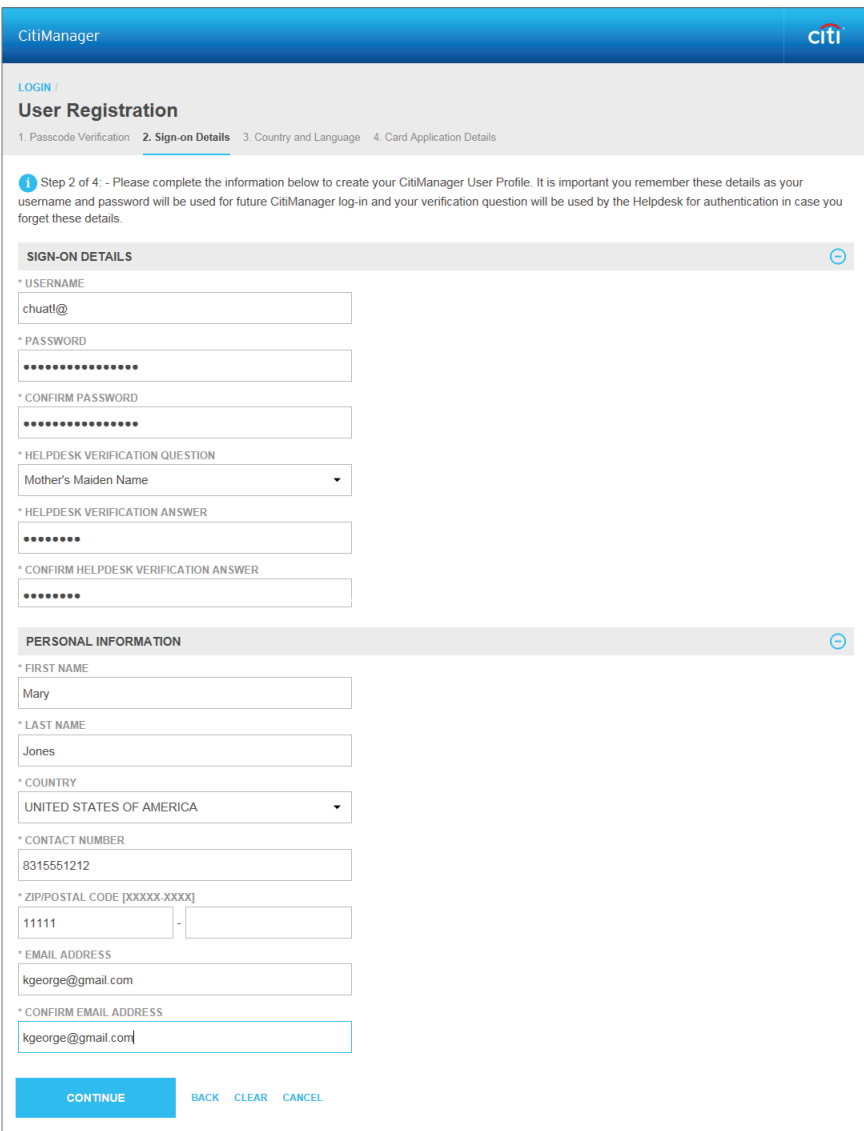
Once you have submitted your application, you will receive a confirmation message when the necessary approvals have been received, either from a Supervisor and/or A/OPC.

You can view the status of your application in the CitiManager Site by using the username and password created during the application process to log in and navigate to **My Profile > Request History**. Refer to the **View Application and Maintenance Request History** topic in this user guide for additional information.

Once your card application is approved, the account will be linked to the CitiManager Site username and password that was created during the application process. This will allow you to log in to the CitiManager Site to view balances, credit limits, statements and perform other self-service tasks.

Step-by-Step Instructions

Screen	Step/Action
	<ol style="list-style-type: none"> 1. Navigate to citimanager.com/login. 2. From the CitiManager Site Login screen New Users section, click the Apply For a Card link. <i>The User Registration screen displays.</i>
	<ol style="list-style-type: none"> 3. Select the Invitation Passcode radio button. 4. Click the Continue button. <i>The User Registration – Invitation Passcode/ Inviter’s Email screen displays.</i>
<p>User Registration Screen</p>	

Screen	Step/Action
 <p>User Registration – Invitation Passcode/Inviter’s Email Screen</p>	<ol style="list-style-type: none"> In the Invitation Passcode field, type the Invitation Passcode that was provided to you by your A/OPC. In the Inviter’s Email Address field, type the Inviter’s Email address that was provided to you by your A/OPC. Click the Continue button. <i>The User Registration – Sign-on Details screen displays.</i>
 <p>User Registration Screen – Sign-on Details</p>	<ol style="list-style-type: none"> Complete the required fields in the Sign-on Details and Personal Information sections. Note: The password and username requirements display in a window as you type your password. A checkmark displays when the requirements are fulfilled. Click the Continue button. <i>A confirmation message displays.</i> <i>The CitiManager Site sends an e-mail confirming the registration and username created.</i>

Screen	Step/Action
	<p>10. Click the OK button.</p> <p><i>The User Registration – Country and Language screen displays.</i></p> <p>Note: Based on your company's set-up, this screen may not display. Continue to Step 12.</p> <p>11. The Select country and Select language fields should be pre-populated based on what was entered in the User Profile screen. Click the Continue button.</p> <p><i>The Card Application Details screen displays.</i></p>
Confirmation Message	
	<p>12. Complete the required fields in all sections of the application. Required fields are indicated by an asterisk (*).</p> <p>Note: If the sections of the application are collapsed, click the (+) plus sign icon in the section header to expand them.</p> <p>13. When you are finished, click the Submit button that displays at the bottom of the screen.</p> <p><i>An application submission confirmation message displays.</i></p> <p>14. Click the OK button.</p> <p><i>The CitiManager Login screen displays.</i></p> <p>Note: The approving Supervisor will receive an e-mail indicating your application is awaiting their approval.</p>
User Registration Apply for Card – Card Application Details	

Self-register as a Cardholder

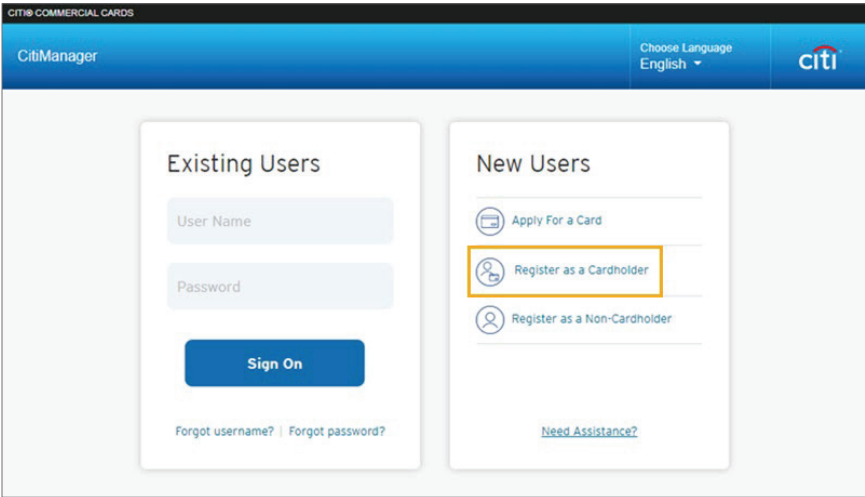
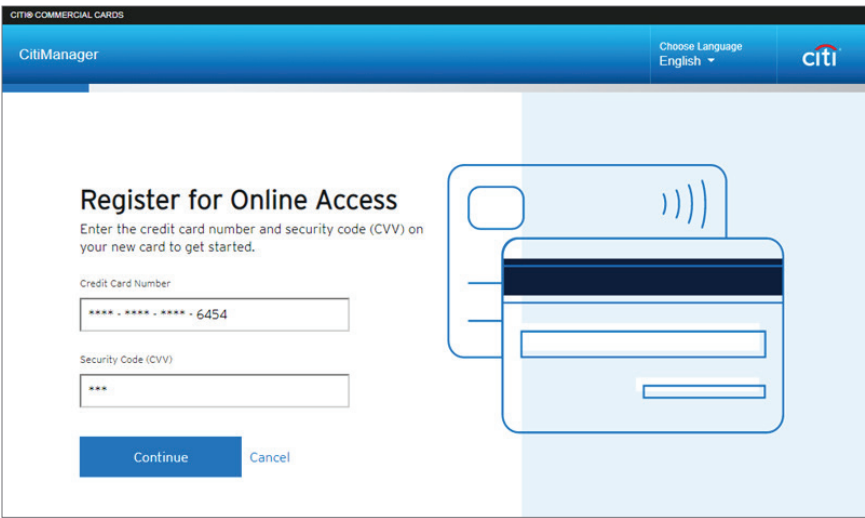
Key Concepts

As a Cardholder it is possible to self-register for the CitiManager Site so you can view your account information, view statements and balances and perform other self-service tasks such as set your alerts or view your PIN.

To complete the self-registration process, you will need the following information:

- Your credit card number.
- The CVV security code from the back of your credit card.
- The last four digits of your Employee ID/Social Security Number that were provided to you during the application process.

Step-by-Step Instructions

Screen	Step/Action
 <p>CitiManager Site Login Screen</p>	<ol style="list-style-type: none"> 1. Navigate to citimanager.com/login. 2. From the CitiManager Site Login screen New Users section, click the Register as a Cardholder link. <i>The Register for Online Access screen displays.</i>
 <p>Register for Online Access</p>	<ol style="list-style-type: none"> 3. In the Credit Card Number field, type your 16-digit credit card number. 4. In the Security Code (CVV) field, type the CVV security code that displays on the back of your credit card. 5. Click the Continue button. <i>The verify identity screen displays.</i>

Screen	Step/Action
	<p>6. In the Last 4 of Social – OR – Employee ID – OR – Date of Birth field, type the number that was provided by your agency/ organization during the application process. This number is either the last four digits of your social security number (SSN) or the last four digits of your Employee ID depending on your agency/organization set-up.</p> <p>Note: If you are a non-US Cardholder, the Date of Birth field displays. Type you date of birth in mm/dd/yyyy format or select it using the Calendar.</p> <p>7. Click the Continue button.</p> <p><i>The Verification Method screen displays.</i></p>
<p>Last 4 of Social – Employee ID – Date of Birth</p>	
	<p>8. Select the radio button for the phone number where you want to receive the one-time passcode.</p> <p>Note: If you are not able to receive a one-time passcode using the available options, click the Register using temporary credentials, we'll send to the email we have on file link. The screen will refresh and a Registration ID and Passcode will be sent to your e-mail address. Enter your Registration ID and Passcode and continue to Step 12.</p> <p>9. Click the Continue button.</p> <p><i>The One-Time Code field screen displays.</i></p>
<p>Verification Method</p>	

Screen	Step/Action
	<p>10. In the One-Time Identification Code field, type the one-time passcode code that was sent to the option selected.</p> <p>Note: The one-time passcode expires after three minutes and you have six attempts to enter it correctly. The time remaining displays at the top of the screen. If time expires before the one-time passcode is entered correctly, a message window displays. Click the Try Again button and then click the Resend code link to have a code sent again.</p> <p>11. Click the Continue button.</p> <p><i>The Sign On Details screen displays.</i></p>
<p>One-Time Identification Code</p>	
	<p>12. In the Username field, type a username that meets the requirements.</p> <p>Note: If the username you entered already exists, you will be asked to enter a different one.</p> <p>13. In the Password field, type a password that meets the requirements.</p> <p>14. In the Confirm Password field, re-type the password.</p> <p>15. In the Primary Email Address field, verify the e-mail address that is pre-populated based on the e-mail address provided during the application process and update it if necessary.</p> <p>Note: This is the e-mail address that will be used as your primary e-mail address in your CitiManager Site Profile.</p> <p>16. In the Alternate Email Address (Optional) field, type an alternate e-mail address.</p> <p>Note: This is an optional field. The alternate e-mail address can be used for alerts.</p>
<p>Sign On Details</p>	<p>17. Click the Continue button.</p> <p><i>The Client Services Verification screen displays.</i></p>

Screen	Step/Action
	<p>18. From the Client Services Question drop-down list, select the question that will be used to verify your identity when you call Customer Service.</p> <p>19. In the Client Services Answer field, type the answer to the question you selected.</p> <p>Note: This is a free-form field and it is not case sensitive.</p> <p>20. In the Confirm Client Services Answer field, re-type the answer to the question you selected.</p> <p>21. Click the Continue button.</p> <p><i>The Review and Register screen displays.</i></p>
<p>Customer Services Verification</p>	
	<p>22. Review the information displayed and when you are finished, click the Register Account button.</p> <p><i>The Confirmation screen displays indicating you have successfully registered your account.</i></p>
<p>Review and Register</p>	

Screen	Step/Action
	<p>23. To continue to the CitiManager Site, click the Sign On button.</p> <p><i>The Security Questions screen displays.</i></p> <p>Note: When you log in for the first time, you will be asked to select and answer three challenge questions. For subsequent logins, you may be asked to answer one of the challenge questions to complete the log in process.</p>
	<p>24. Select, answer and confirm three challenge questions and click the Save button.</p> <p><i>The CitiManager Site Home screen displays.</i></p> <p>Note: You cannot select a challenge question more than once.</p>
<p>Security Questions</p>	

Log In/Out of the CitiManager Site

Key Concepts

In order to access your account information in the CitiManager Site, you must login to the application using a valid username and password and then answer a challenge question.

Depending on your agency/organization set-up, you may be prompted to enter a one-time passcode (OTP) during the log in processes. If prompted, you will select a receipt option from the available options. Once you enter the OTP, the CitiManager 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.

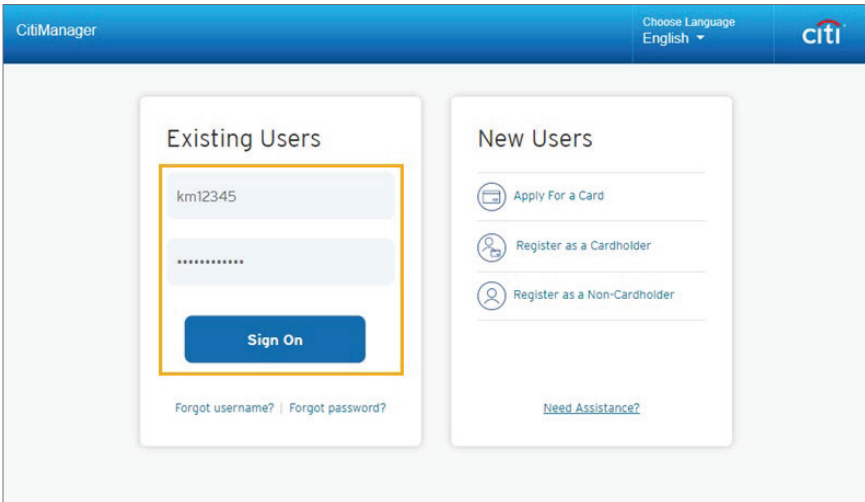
If you need additional information about CitiManager Site self-registration, refer to the **Self-register as a Cardholder** topic in this user guide.

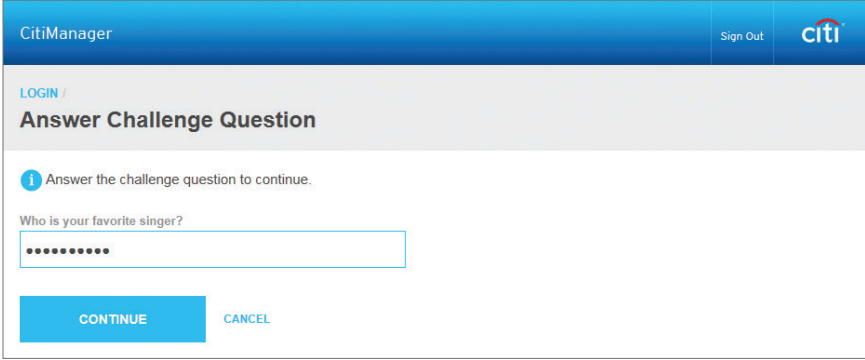

When logging out of the CitiManager Site, be sure to use the **Sign Out** link so the system closes all your current session information properly.

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 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

Screen	Step/Action
	<ol style="list-style-type: none"> Navigate to citimanager.com/login. From the CitiManager Site Login screen, type your Username and Password in the required fields. Click the Sign On button. <p><i>The Challenge Question or One-time Passcode receipt options screen displays.</i></p> <p>Note: Depending on your agency/ organization set-up, the One-time Passcode receipt option screen may display. Otherwise, the Challenge Question screen displays. If a one-time passcode is required, select a receipt option and then enter the eight-digit passcode once it is received. If you enter a OTP, you will not be prompted to answer a challenge question and the CitiManager Site Home screen displays.</p>
<p>CitiManager Site Login Screen</p>	

Screen	Step/Action
 <p>Answer Challenge Question Screen</p>	<ol style="list-style-type: none"> In the challenge question field, type the answer to the challenge question. Click the Continue button. <p><i>The CitiManager Site Home screen displays. You have successfully logged into the CitiManager Site.</i></p>
 <p>Sign Out</p>	<ol style="list-style-type: none"> From the CitiManager Site header, click the Sign Out link. <p><i>The screen refreshes and the CitiManager Site Login screen displays.</i></p>

Reset Forgotten Password

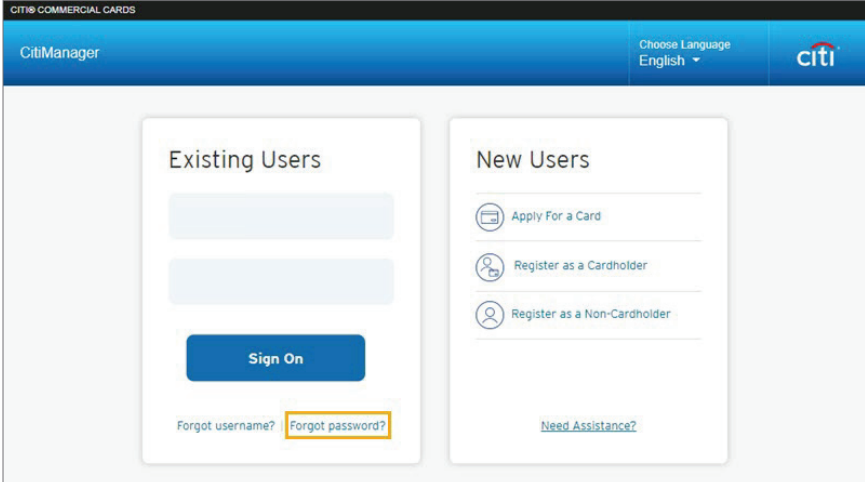
Key Concepts

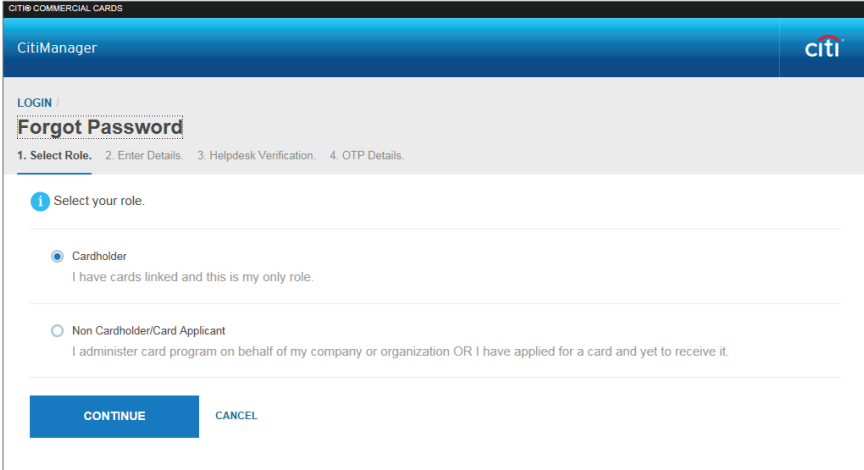
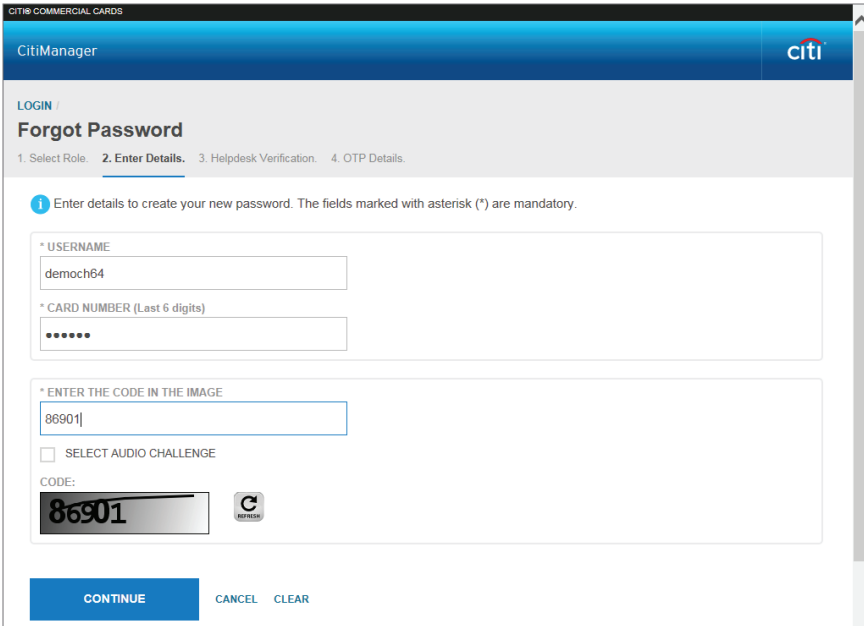
If you forget your password, you will need to reset it in order to sign in to the CitiManager Site. You can also contact your A/OPC for help retrieving your password.

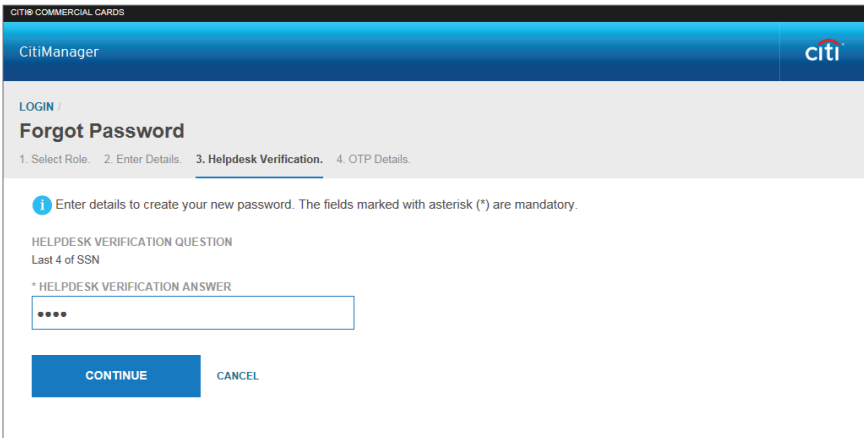
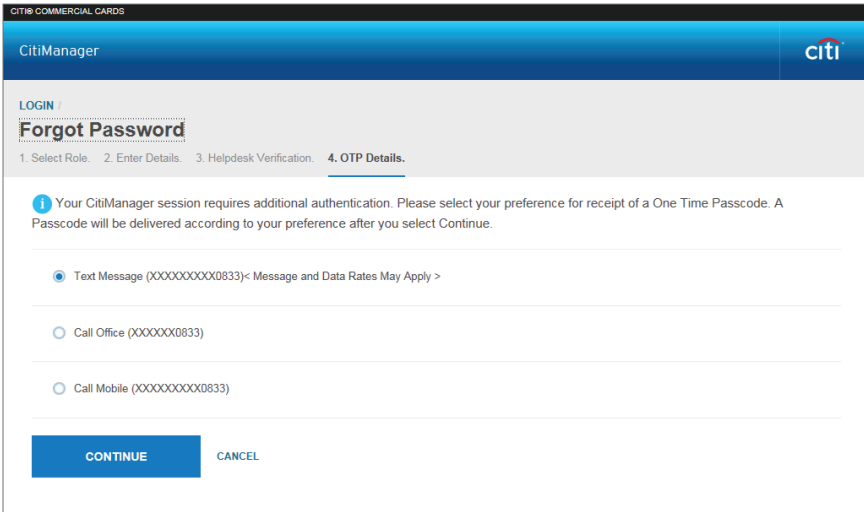
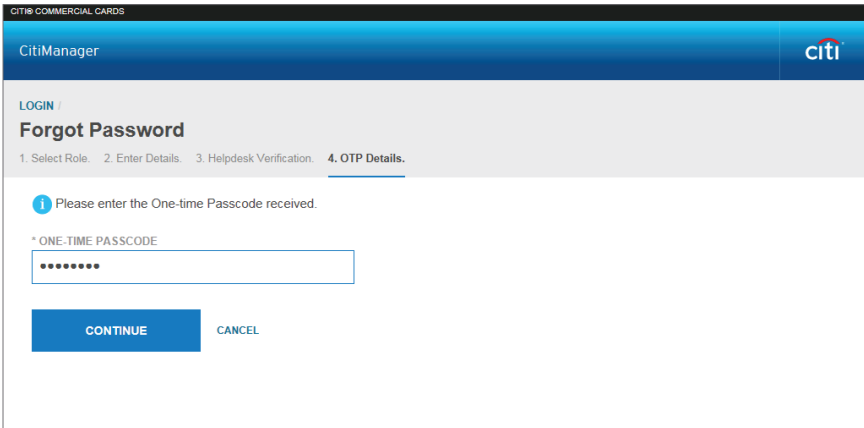
To retrieve your password, the following information is required:

- A valid username
- The last six digits of your account number
- Your Helpdesk verification answer

Step-by-Step Instructions

Screen	Step/Action
 <p>CitiManager Site Login Screen</p>	<ol style="list-style-type: none"> Navigate to citimanager.com/login. From the CitiManager Site Login screen, click the Forgot password? link. <p><i>The Forgot Password – Select Role screen displays.</i></p>

Screen	Step/Action
	<p>3. Select the Cardholder radio button and click the Continue button.</p> <p><i>The Forgot Password – Enter Details screen displays.</i></p>
<p>Forgot Password – Select Role Screen</p>	
	<p>4. In the Username field, type your username.</p> <p>5. In the Card Number field, type the last six digits of your card number.</p> <p>6. In the Enter the Code in the Image field, enter the CAPTCHA code displayed in the shaded image.</p> <p>Note: To listen to the CAPTCHA code, select the Select Audio Challenge checkbox and click the Play Audio button.</p> <p>7. Click the Continue button.</p> <p><i>The Helpdesk Verification screen displays.</i></p>
<p>Forgot Password – Enter Details Screen</p>	

Screen	Step/Action
	<p>8. In the Helpdesk Verification Answer field, type the answer to the verification question and click the Continue button.</p> <p><i>The OTP Details screen displays.</i></p>
<p>Forgot Password – Helpdesk Verification Screen</p> 	<p>9. From the OTP Details screen, select the appropriate contact option and click the Continue button.</p> <p><i>A passcode is sent via text message or phone call depending on the option you have selected.</i></p>
	<p>10. In the One-Time Passcode field, type the passcode you were provided and click the Continue button.</p> <p><i>A confirmation message displays.</i></p> <p>11. Click the OK button.</p> <p><i>A message displays indicating a temporary password has been generated and sent to your e-mail address. Use this password to the CitiManager Site. You will be prompted to create a new password.</i></p>
<p>Forgot Password – OTP Details – Enter Passcode Screen</p>	

Retrieve Forgotten Username

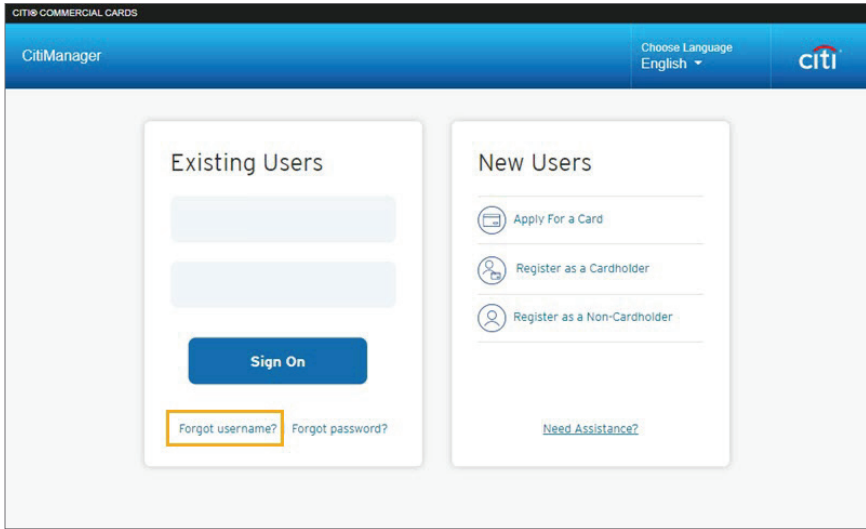
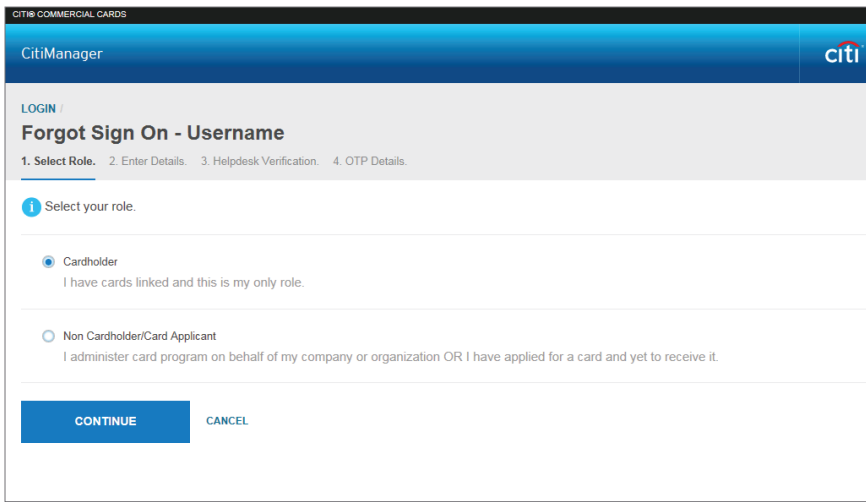
Key Concepts

If you forget your username, you will need to retrieve it in order to log into the CitiManager Site. When you are finished submitting the request, your username will be sent to your e-mail address. You can also contact your A/OPC for help retrieving your username.

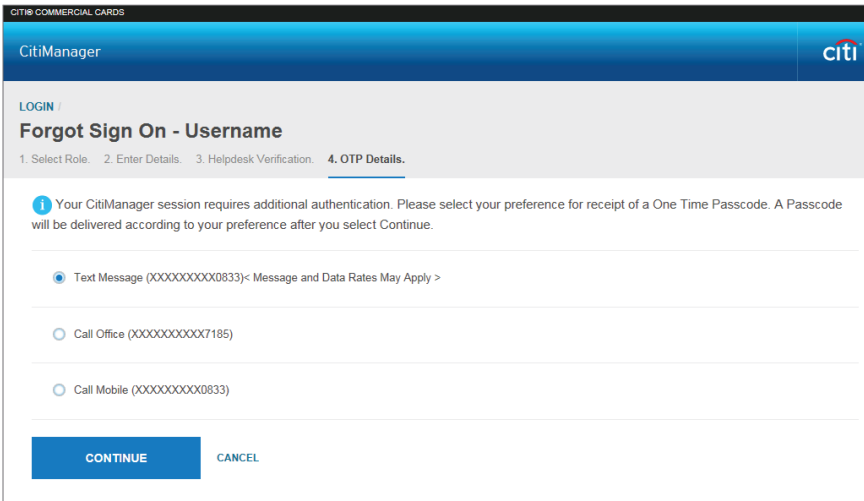
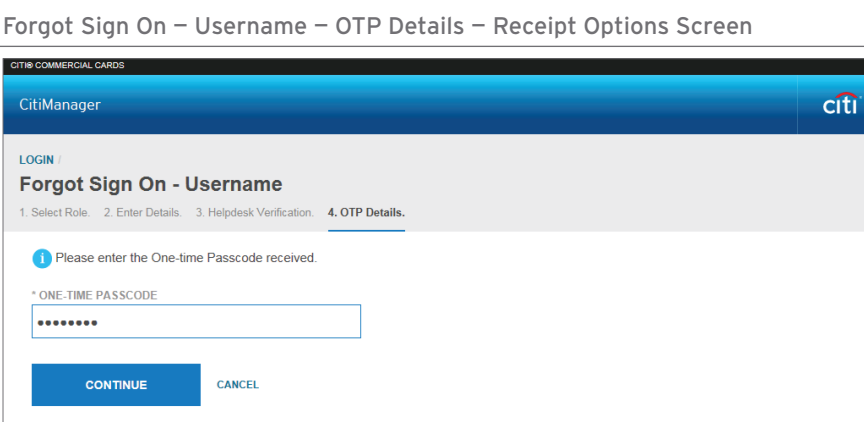
To retrieve your username, the following information is required:

- Your full account number
- The embossed name as it appears on your card
- Your Helpdesk verification answer

Step-by-Step Instructions

Screen	Step/Action
 <p>CitiManager Site Login Screen</p>	<ol style="list-style-type: none"> 1. Navigate to citimanager.com/login. 2. From the CitiManager Site Login screen, click the Forgot username? link. <i>The Forgot Sign On – Username screen displays.</i>
 <p>Forgot Sign On – Username – Select Role Screen</p>	<ol style="list-style-type: none"> 3. Select the Cardholder radio button and click the Continue button. <i>The Forgot Sign On – Username – Select Role screen displays.</i>

Screen	Step/Action
<p>Forgot Sign On - Username</p> <p>1. Select Role. 2. Enter Details. 3. Helpdesk Verification. 4. OTP Details.</p> <p>Enter details to retrieve your sign on - username. The fields marked with asterisk (*) are mandatory.</p> <p>* EMBOSSED NAME ce test account 22</p> <p>* ACCOUNT NUMBER (FULL NUMBER)</p> <p>* ENTER THE CODE IN THE IMAGE 79881</p> <p><input type="checkbox"/> SELECT AUDIO CHALLENGE</p> <p>CODE: 79881</p> <p>CONTINUE CANCEL CLEAR</p>	<ol style="list-style-type: none"> In the Embossed Name field, type your name as it appears on your card. In the Account Number (Full Number) field, type your full account number. In the Enter the Code in the Image field, enter the CAPTCHA code displayed in the shaded image. <p>Note: To listen to the CAPTCHA code, select the Select Audio Challenge checkbox and click the Play Audio button.</p> Click the Continue button. <p><i>The Forgot Sign On – Username – Helpdesk Verification screen displays.</i></p>
<p>Forgot Sign On - Username</p> <p>1. Select Role. 2. Enter Details. 3. Helpdesk Verification. 4. OTP Details.</p> <p>Enter details to create your new password. The fields marked with asterisk (*) are mandatory.</p> <p>HELPDESK VERIFICATION QUESTION Mother's Maiden Name</p> <p>* HELPDESK VERIFICATION ANSWER</p> <p>CONTINUE CANCEL</p>	<ol style="list-style-type: none"> In the challenge question field, type the answer to the challenge question and click the Continue button. <p>Note: You have three attempts to answer the challenge question correctly.</p> <p><i>The Forgot Sign On – Username – OTP Details screen displays.</i></p>

Screen	Step/Action
 <p>Forgot Sign On – Username – OTP Details – Receipt Options Screen</p>	<p>9. From the OTP Details screen, select the appropriate contact option and click the Continue button.</p> <p><i>A passcode is sent via text message or phone call depending on the option you have selected.</i></p>
 <p>Forgot Sign On – Username – OTP Details – Enter Passcode Screen</p>	<p>10. In the One-Time Passcode field, type the passcode you were provided and click the Continue button.</p> <p><i>A confirmation message displays.</i></p> <p>11. Click the OK button.</p> <p><i>The system sends your username to the e-mail address on file.</i></p>

My Profile

Update User Preferences

Key Concepts

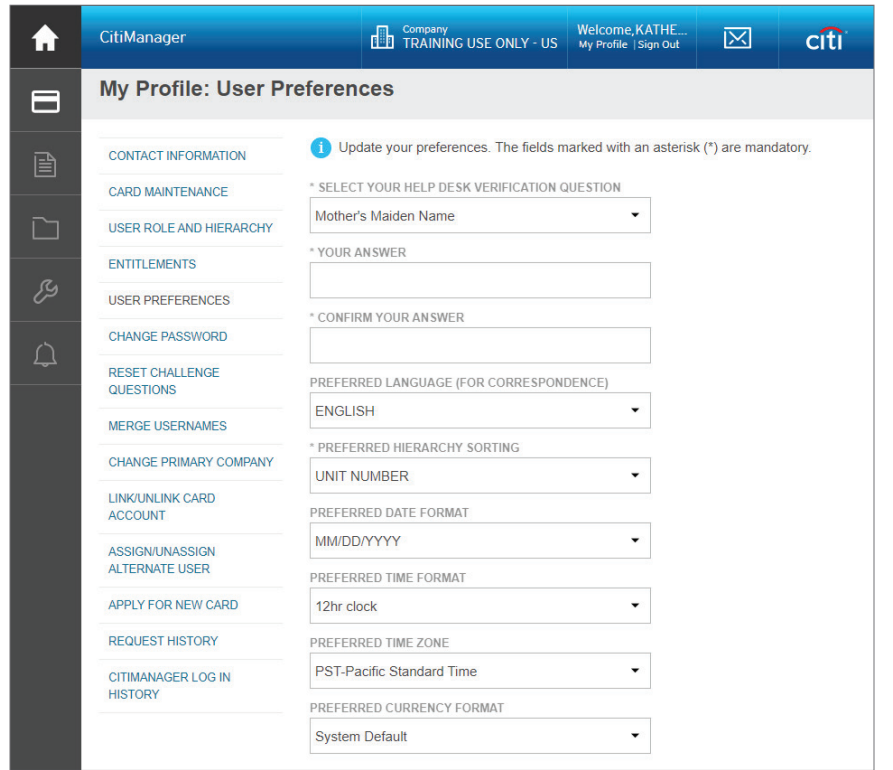
It is possible to update the following CitiManager Site user preferences:

- Help Desk verification question and answer
- Language
- Hierarchy Sorting (Unit name or number)
- Date Format
- Time Format
- Time Zone
- Currency Format

The Help Desk verification question/answer is used to confirm your status with Citi when you call the Help Desk for assistance (Corporate and Federal Government clients, except Department of Defense).

Step-by-Step Instructions

Screen	Step/Action
<p>The screenshot shows the CitiManager Home Screen. At the top, there's a navigation bar with 'CitiManager', company name 'CITI DEMO TRAVEL US C 2 - US', and user information 'Welcome Desmo... My Profile Sign Out'. Below this, four large colored boxes display key financial metrics: Credit Limit (\$3,500.00), Available Credit (\$2,291.37), Current Balance (\$1,208.63), and Due Amount (\$604.29). A 'Make a Payment' button is visible under the due amount. Below these are navigation links for 'Replace Card', 'View Requests', 'Statements', 'View Pin', and 'Alerts'. The main content area is titled 'Recent Activity' and contains two tables: 'Recent Authorization(s)' and 'Unbilled Transaction(s)'. The 'Recent Authorization(s)' table has columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Status. It lists two transactions from 07/28/2020 and 07/29/2020, both for 'SUPERCENTER #928'. The 'Unbilled Transaction(s)' table has columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, and Amount. It lists two transactions from 07/20/2020 and 07/22/2020, for 'EXECUTIVE CLUB' and 'COUNTRY KITCHEN' respectively.</p>	<ol style="list-style-type: none"> 1. From the CitiManager Site header, click the My Profile link that displays under your name. <i>The My Profile – User Preferences screen displays.</i>
Home Screen	

Screen	Step/Action
	<ol style="list-style-type: none"> Make any necessary changes to your user preferences. Note: An asterisk (*) indicates a required field. The Mobile Phone Number field is a required field. If you choose not to provide your mobile phone number, you must select the opt out checkbox. Otherwise, you will not be able to save your changes. When you are finished, click the Save Changes button. <i>A confirmation message displays at the top of the screen.</i>
<p>My Profile Screen – User Preferences</p>	

View Application and Maintenance Request History

Key Concepts

You can view information about your account application and maintenance requests including the following information:

- Request ID
- Status
- Request Type
- The date the request was last modified
- Audit information such as which fields have changed, when they were updated and by whom.
- Hierarchy

It is also possible to download the Online Application Report, which provides a history of the request.

Step-by-Step Instructions

Screen	Step/Action
<p>The screenshot shows the CitiManager Home Screen. At the top, there's a header with 'CitiManager', a company name 'CITI DEMO TRAVEL US C 2 - US', and a user profile section with 'Welcome, Desmo...', 'My Profile', and 'Sign Out'. Below the header, there are four large colored boxes displaying account information: Credit Limit (\$3,500.00), Available Credit (\$2,291.37), Current Balance (\$1,208.63), and a payment due (\$604.29 due by 08/14/2020). Below this, there are navigation links: '+03 7103', 'Replace Card', 'View Requests', 'Statements', 'View Pin', and 'Alerts'. The main section is titled 'Recent Activity' and contains two tables: 'Recent Authorization(s)' and 'Unbilled Transaction(s)'. The 'Recent Authorization(s)' table has columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Status. It shows two entries for SUPERCENTER #928 on 07/28/2020 and 07/29/2020. The 'Unbilled Transaction(s)' table has columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, and Amount. It shows two entries for EXECUTIVE CLUB and COUNTRY KITCHEN on 07/20/2020 and 07/22/2020.</p>	<ol style="list-style-type: none"> 1. From the CitiManager Site header, click the My Profile link that displays under your name. <i>The My Profile: User Preferences screen displays.</i>
Home Screen	

Screen	Step/Action
	<p>2. Click the Request History link.</p> <p><i>A list of application and maintenance requests display.</i></p> <p>Note: If there are no requests, a message displays indicating there are no requests for this user.</p>

My Profile – User Preferences

	<p>3. To sort requests, click on header in which you'd like to sort the requests.</p> <p>4. To view the hierarchy, expand the row for the desired request by clicking the ellipsis (...) link that displays to the right of the screen.</p> <p>5. To view the details of a specific request, from the Request ID column, click the link for the desired request.</p> <p><i>The application or maintenance request details display with the approval history.</i></p>
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My Profile – Request History



Screen	Step/Action
<p>The screenshot shows the 'Request History' page in CitiManager. At the top, there's a navigation bar with 'HOME / MY PROFILE:REQUEST HISTORY / Request History'. Below that, a message states: 'View Requests. Fields marked with the (\$) symbol are not real time fields. Fields marked with (+) indicate a previous maintenance request has been submitted but not yet processed.' A table titled 'Request Details' shows: Request ID: 6162673104, Current status: Processed, LAST MODIFIED DATE: 07/23/2020 01:37:08, Form ID: 35602. The main section is titled 'DOD CARD ACCOUNT MAINTENANCE - IBA' and contains a 'DEMOGRAPHICS' section with fields for EXPIRATION DATE \$ (2024-06-30 00:00:00.0), FIRST NAME (CE), MIDDLE INITIAL, LAST NAME (TEST ACCOUNT 22), MAILING ADDRESS LINE 1 (1 PENNS WAY), MAILING ADDRESS LINE 2, MAILING ADDRESS LINE 3, ALTERNATE EMPLOYER'S NAME, SUPERVISOR EMPLOYER'S ADDRESS, and SUPERVISOR PHONE NUMBER. Below this is an 'ADDITIONAL' section. At the bottom, an 'Approval History' table shows one entry: ACTION: Approved, DATE/TIME: 07/23/2020 01:37:09, APPROVER: KEVIN kevin@citi.com, RE-APPLY, and DESCRIPTION. At the very bottom, there are buttons for 'VIEW AUDIT LOG', 'VIEW ACCOUNT DOCUMENTS', and 'CANCEL'.</p>	<ol style="list-style-type: none"> To view additional information from the Demographics or Additional sections, click the (+) plus sign icon from the section header as necessary. To view the Audit Log, scroll to bottom of screen click the View Audit Log button. <i>The Audit Log displays.</i>
<p>My Profile – Request Details</p>	



Screen	Step/Action																																																								
<p>View Audit Log</p> <p>View applications and maintenance request audit history.</p> <p>Viewing 1-10 of 22 < 1 2 3 > </p> <table border="1"> <thead> <tr> <th>Date & Time Of Change</th> <th>Changed By</th> <th>Type Of Update</th> <th>Updated Field</th> <th>Old Value</th> <th>New Value</th> <th>Messages</th> <th>FIELD STATUS</th> </tr> </thead> <tbody> <tr> <td>07/23/2020 01:37:15 PM</td> <td>SYSTEM</td> <td>Status</td> <td>NA</td> <td></td> <td>Processed</td> <td></td> <td></td> </tr> <tr> <td>07/23/2020 01:37:09 PM</td> <td>kwallacedod</td> <td>Status</td> <td>NA</td> <td>Initiate</td> <td>Approved</td> <td></td> <td></td> </tr> <tr> <td>07/23/2020 01:37:15 PM</td> <td>SYSTEM</td> <td>Request</td> <td>NA</td> <td></td> <td></td> <td>Processor Messages</td> <td></td> </tr> <tr> <td>07/23/2020 01:37:09 PM</td> <td>kwallacedod</td> <td>Field</td> <td>Mailing Address Line 1</td> <td></td> <td>1 PENNS WAY</td> <td></td> <td></td> </tr> <tr> <td>07/23/2020 01:37:09 PM</td> <td>kwallacedod</td> <td>Field</td> <td>Mailing City</td> <td></td> <td>NEW CASTLE</td> <td></td> <td></td> </tr> <tr> <td>07/23/2020 01:37:09 PM</td> <td>kwallacedod</td> <td>Field</td> <td>Mailing Country</td> <td></td> <td>UNITED STATES OF AMERICA</td> <td></td> <td></td> </tr> </tbody> </table>	Date & Time Of Change	Changed By	Type Of Update	Updated Field	Old Value	New Value	Messages	FIELD STATUS	07/23/2020 01:37:15 PM	SYSTEM	Status	NA		Processed			07/23/2020 01:37:09 PM	kwallacedod	Status	NA	Initiate	Approved			07/23/2020 01:37:15 PM	SYSTEM	Request	NA			Processor Messages		07/23/2020 01:37:09 PM	kwallacedod	Field	Mailing Address Line 1		1 PENNS WAY			07/23/2020 01:37:09 PM	kwallacedod	Field	Mailing City		NEW CASTLE			07/23/2020 01:37:09 PM	kwallacedod	Field	Mailing Country		UNITED STATES OF AMERICA			<p>8. When you are finished viewing the Audit Log, scroll to the bottom of the screen and click the Back button.</p>
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Statements

View and Download Recent Transactions

Key Concepts

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

You can download transactions for individually or centrally billed accounts.

If you wish to print your 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

To View Recent Transactions

Screen	Step/Action																		
<p>The screenshot shows the CitiManager home screen for a commercial card. The 'Statements' section is highlighted, and the 'View Recent' link is circled in orange. The screen also displays account balances: Available Credit of \$2,291.37, Current Balance of \$1,208.63, and a payment due of \$604.29 by 08/14/2020. A table of recent transactions is visible at the bottom.</p> <table border="1"> <thead> <tr> <th>TRANSACTION DATE</th> <th>POSTING DATE</th> <th>TRANSACTION DETAILS</th> <th>EXCHANGE RATE</th> <th>AMOUNT</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>07/28/2020</td> <td>—</td> <td>SUPERCENTER #928</td> <td>—</td> <td>10.00</td> <td>Approved</td> </tr> <tr> <td>07/29/2020</td> <td>—</td> <td>SUPERCENTER #928</td> <td>—</td> <td>14.74</td> <td>Decline</td> </tr> </tbody> </table>	TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS	07/28/2020	—	SUPERCENTER #928	—	10.00	Approved	07/29/2020	—	SUPERCENTER #928	—	14.74	Decline	<ol style="list-style-type: none"> From the CitiManager Site side navigation bar, position your mouse over the Statements button and then click the View Recent link that displays at the top of the fly-out menu. <p><i>The Statements – Recent screen displays. An overview of the account displays at the top of the screen. Recent activity displays at the bottom of the screen.</i></p> <p>Note: If you have more than one card account, click the account number drop-down arrow in the Statements header to toggle between accounts.</p>
TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS														
07/28/2020	—	SUPERCENTER #928	—	10.00	Approved														
07/29/2020	—	SUPERCENTER #928	—	14.74	Decline														

Home Screen – View Recent Link

Screen	Step/Action
<p>The screenshot shows the CitiManager interface for a cardholder. The top navigation bar includes 'CitiManager', 'Company IB COMPANY - US', and a welcome message for 'JOHN C'. The main content area is titled 'Statements' and shows an overview for 'MAY 14 TO PRESENT'. Below this is the 'Recent Activities' section, which contains a search bar with the text 'Hotel' entered. A search button and an 'ADVANCED SEARCH' link are visible next to the search bar. Below the search bar is a table of transactions with columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Dispute. One transaction is listed: 03/14/2017, 03/14/2017, HIT HOTELS, 1, 4.00. There are also buttons for 'DISPUTE' and 'VIEW AUTHORIZATIONS'.</p>	<p>2. 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 Recent Activities section and click the Search button. Click the Advanced Search link to access additional search criteria.</p> <p><i>The transactions are filtered by the search criteria entered.</i></p>
<p>Statements Screen – Recent Transactions/Search</p>	

Screen	Step/Action																																																				
<p>The screenshot shows the CitiManager interface for a cardholder. The top navigation bar includes 'CitiManager', 'Company IB COMPANY - US', 'Welcome, JOHN C', and 'My Profile Sign Out'. The main content area is titled 'Statements' and shows a summary for 'MAY 14 TO PRESENT'. Below this is a table of 'Recent Activities' with columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Dispute. A specific transaction on 03/14/2017 for 'HIT HOTELS' is highlighted, and a 'More' button is visible next to it.</p> <table border="1"> <caption>OVERVIEW FOR MAY 14 TO PRESENT</caption> <thead> <tr> <th>CARD NUMBER</th> <th>NAME ON CARD</th> <th>TOTAL BALANCE</th> <th>TRANSACTION TOTAL</th> </tr> </thead> <tbody> <tr> <td>XXXXXXXXXX667203</td> <td>JOHN C CARD</td> <td>\$ 2,258.20</td> <td>\$ 2,258.20</td> </tr> <tr> <th>NEXT STATEMENT DATE</th> <th>BALANCE AS OF</th> <th>TOTAL DEBITS POSTED AS OF</th> <th>TOTAL CREDITS POSTED AS OF</th> </tr> <tr> <td>05/14/2017</td> <td>04/17/2017</td> <td>04/17/2017</td> <td>04/17/2017</td> </tr> <tr> <td></td> <td>\$ 0.00</td> <td>\$ 0.00</td> <td>\$ 0.00</td> </tr> <tr> <th>TOTAL PAYMENTS POSTED AS OF</th> <th>PENDING AUTHORIZATIONS</th> <th>PAYMENT DUE DATE</th> <td></td> </tr> <tr> <td>05/14/2017</td> <td>05/14/2017</td> <td>05/23/2017</td> <td></td> </tr> <tr> <td>\$ 0.00</td> <td>\$ 0.00</td> <td></td> <td></td> </tr> </tbody> </table> <table border="1"> <caption>Recent Activities</caption> <thead> <tr> <th>TRANSACTION DATE</th> <th>POSTING DATE</th> <th>TRANSACTION DETAILS</th> <th>EXCHANGE RATE</th> <th>AMOUNT</th> <th>DISPUTE</th> </tr> </thead> <tbody> <tr> <td>03/14/2017</td> <td>03/14/2017</td> <td>HIT HOTELS NY</td> <td>1</td> <td>4.00</td> <td><input type="checkbox"/> ...</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>REFERENCE NUMBER</th> <th>TRANSACTION AMOUNT</th> <th>TRANSACTION CURRENCY</th> <th>TRANSACTION DETAILS</th> </tr> </thead> <tbody> <tr> <td>24614029253253000000 576</td> <td>4.00</td> <td>USD</td> <td>More Information</td> </tr> </tbody> </table>	CARD NUMBER	NAME ON CARD	TOTAL BALANCE	TRANSACTION TOTAL	XXXXXXXXXX667203	JOHN C CARD	\$ 2,258.20	\$ 2,258.20	NEXT STATEMENT DATE	BALANCE AS OF	TOTAL DEBITS POSTED AS OF	TOTAL CREDITS POSTED AS OF	05/14/2017	04/17/2017	04/17/2017	04/17/2017		\$ 0.00	\$ 0.00	\$ 0.00	TOTAL PAYMENTS POSTED AS OF	PENDING AUTHORIZATIONS	PAYMENT DUE DATE		05/14/2017	05/14/2017	05/23/2017		\$ 0.00	\$ 0.00			TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	DISPUTE	03/14/2017	03/14/2017	HIT HOTELS NY	1	4.00	<input type="checkbox"/> ...	REFERENCE NUMBER	TRANSACTION AMOUNT	TRANSACTION CURRENCY	TRANSACTION DETAILS	24614029253253000000 576	4.00	USD	More Information	<p>3. To view additional transaction detail, click the ellipsis (...) link that displays on the right-side of the row you wish to expand.</p> <p><i>The row expands and additional transaction details display.</i></p>
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05/14/2017	04/17/2017	04/17/2017	04/17/2017																																																		
	\$ 0.00	\$ 0.00	\$ 0.00																																																		
TOTAL PAYMENTS POSTED AS OF	PENDING AUTHORIZATIONS	PAYMENT DUE DATE																																																			
05/14/2017	05/14/2017	05/23/2017																																																			
\$ 0.00	\$ 0.00																																																				
TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	DISPUTE																																																
03/14/2017	03/14/2017	HIT HOTELS NY	1	4.00	<input type="checkbox"/> ...																																																
REFERENCE NUMBER	TRANSACTION AMOUNT	TRANSACTION CURRENCY	TRANSACTION DETAILS																																																		
24614029253253000000 576	4.00	USD	More Information																																																		

Statements – Recent Transactions Additional Detail

Step-by-Step Instructions

To Download Recent Transactions

Screen	Step/Action
<p>The screenshot shows the 'Statements' page for cardholder JOHN C. The 'RECENT' tab is selected. Below the overview, the 'Recent Activities' section shows a transaction for 'HIT HOTELS' on 03/14/2017 with an amount of 4.00. A 'DOWNLOAD' link is highlighted with an orange box.</p>	<ol style="list-style-type: none"> From the Statements – Recent screen, click the Download link that displays under the Recent Activities header. <i>The download options display in a new window.</i>
<p>The screenshot shows the same 'Recent Activities' section, but with a dialog box open titled 'Please select a download format.' The dialog has two radio buttons: 'CSV' and 'Excel'. The 'Excel' option is selected. A 'DOWNLOAD' button is visible at the bottom of the dialog.</p>	<ol style="list-style-type: none"> Select the radio button for the desired download format and click the Download button. Note: 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. <i>A download message displays stating that the file will be cached to your computer.</i>

Statement Screen – Download Options

Screen	Step/Action
<p>The screenshot shows the 'Billed Transactions' screen in CitiManager. A modal dialog box is displayed in the center with the text: 'Please note that the downloaded file may be cached on your computer.' Below the text are two buttons: 'OK' and 'CANCEL'.</p>	<p>3. Click the OK button.</p> <p>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.</p>

Statements Screen – Download Message

<p>The screenshot shows the 'Recent Activities' screen in CitiManager. A green notification bar at the top says 'Your file is ready for download.' Below it is a table of transactions. At the bottom, a file open dialog box is visible with the text: 'Do you want to open or save Statement.pdf from cafeaut.cards.citidirect.com?' and buttons for 'Open', 'Save', and 'Cancel'.</p>	<p>4. From the browser document option window, click the Open button.</p> <p>The document opens in the selected format.</p> <p>Note: Once the document is open, you can print it by selecting Print from the File menu.</p>
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Statements Screen – Open Document

<p>The screenshot shows an Excel spreadsheet with the following data:</p> <table border="1"> <thead> <tr> <th>Transaction Type</th> <th>Transaction date</th> <th>Posting date</th> <th>Reference</th> <th>Description</th> <th>Transaction amount</th> <th>Transac</th> </tr> </thead> <tbody> <tr> <td>OTHER</td> <td>01/05/2012</td> <td>01/09/2012</td> <td></td> <td>5.41E+21 CAR_05000872</td> <td>241.56 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/05/2012</td> <td>01/09/2012</td> <td></td> <td>5.55419E+22 THE HOME 4127</td> <td>145.57 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/08/2012</td> <td>01/09/2012</td> <td>25247802006000132021158</td> <td>CRAMERS SHOP</td> <td>22.64 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/08/2012</td> <td>01/09/2012</td> <td>55541862007010179011627</td> <td>THE HOME</td> <td>55.83 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/09/2012</td> <td>01/10/2012</td> <td>25247802009000210019402</td> <td>CRAMERS SHOP</td> <td>26.9 USD</td> <td></td> </tr> <tr> <td>PURCHASE</td> <td>01/09/2012</td> <td>01/10/2012</td> <td>55436872010690102087463</td> <td>WWV</td> <td>39.36 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/10/2012</td> <td>01/11/2012</td> <td>25140612011000018248101</td> <td>FRIEDMAN</td> <td>12.54 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/10/2012</td> <td>01/11/2012</td> <td>25140612011000018248168</td> <td>FRIEDMAN</td> <td>46.67 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/10/2012</td> <td>01/11/2012</td> <td>25247802010000234016571</td> <td>MAXXS</td> <td>42.75 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/10/2012</td> <td>01/11/2012</td> <td>55446412011200923300012</td> <td>PRICE</td> <td>34.74 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/12/2012</td> <td>01/13/2012</td> <td>25140612013000018448709</td> <td>ELECTRIC SUPP</td> <td>199.08 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/12/2012</td> <td>01/13/2012</td> <td>25140612013000018448816</td> <td>ELECTRIC SUPP</td> <td>14.98 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/12/2012</td> <td>01/13/2012</td> <td>2524780201200028502799</td> <td>CRAMERS SHOP</td> <td>8.34 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/12/2012</td> <td>01/16/2012</td> <td>05410192013105110349974</td> <td>SUPPLIES_00112425</td> <td>12.99 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/13/2012</td> <td>01/16/2012</td> <td>25140612014000018548929</td> <td>FRIEDMAN</td> <td>18.68 USD</td> <td></td> </tr> <tr> <td>OTHER</td> <td>01/13/2012</td> <td>01/16/2012</td> <td>55432862013000358698652</td> <td>HARDWARE</td> <td>116.83 USD</td> <td></td> </tr> </tbody> </table>	Transaction Type	Transaction date	Posting date	Reference	Description	Transaction amount	Transac	OTHER	01/05/2012	01/09/2012		5.41E+21 CAR_05000872	241.56 USD		OTHER	01/05/2012	01/09/2012		5.55419E+22 THE HOME 4127	145.57 USD		OTHER	01/08/2012	01/09/2012	25247802006000132021158	CRAMERS SHOP	22.64 USD		OTHER	01/08/2012	01/09/2012	55541862007010179011627	THE HOME	55.83 USD		OTHER	01/09/2012	01/10/2012	25247802009000210019402	CRAMERS SHOP	26.9 USD		PURCHASE	01/09/2012	01/10/2012	55436872010690102087463	WWV	39.36 USD		OTHER	01/10/2012	01/11/2012	25140612011000018248101	FRIEDMAN	12.54 USD		OTHER	01/10/2012	01/11/2012	25140612011000018248168	FRIEDMAN	46.67 USD		OTHER	01/10/2012	01/11/2012	25247802010000234016571	MAXXS	42.75 USD		OTHER	01/10/2012	01/11/2012	55446412011200923300012	PRICE	34.74 USD		OTHER	01/12/2012	01/13/2012	25140612013000018448709	ELECTRIC SUPP	199.08 USD		OTHER	01/12/2012	01/13/2012	25140612013000018448816	ELECTRIC SUPP	14.98 USD		OTHER	01/12/2012	01/13/2012	2524780201200028502799	CRAMERS SHOP	8.34 USD		OTHER	01/12/2012	01/16/2012	05410192013105110349974	SUPPLIES_00112425	12.99 USD		OTHER	01/13/2012	01/16/2012	25140612014000018548929	FRIEDMAN	18.68 USD		OTHER	01/13/2012	01/16/2012	55432862013000358698652	HARDWARE	116.83 USD		<p>Statements Screen – Excel Document</p>
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View and Download Statements

Key Concepts

You can view either your current statement or a statement from the previous 72 statements. You can also view recent transactions that have not billed to your statement.

The **Statements** screen displays the following information:

- An account, balance and payment overview
- A list of transactions that have billed to your account
- Transaction details

From the **Statements** screen you can also download your statement and dispute a transaction. You can download transactions for individually or centrally billed accounts.

If you wish to print your statement, it's recommended you download it in PDF format. Once the PDF document is open, you can print it by selecting **Print** from the **File** menu.

Step-by-Step Instructions

To View Statements and Transactions

Screen	Step/Action																		
<p>The screenshot shows the CitiManager Home Screen. At the top, there's a navigation bar with 'CitiManager', company name 'CITI DEMO TRAVEL US C 2 - US', and user info 'Welcome, Desmo... My Profile Sign Out'. Below this, a 'Statements' sidebar is open, showing a calendar for 2010 with 'JUN 20' selected. The main area displays account balances: Available Credit of 2,291.37, Current Balance of \$1,208.63, and a due amount of \$604.29 with a due date of 08/14/2020. Below the balances are links for 'Replace Card', 'View Requests', 'Statements', 'View Pin', and 'Alerts'. A search bar is present with the text 'Transaction details, amount or'. At the bottom, a table shows transaction details.</p> <table border="1"> <thead> <tr> <th>TRANSACTION DATE</th> <th>POSTING DATE</th> <th>TRANSACTION DETAILS</th> <th>EXCHANGE RATE</th> <th>AMOUNT</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>07/28/2020</td> <td>–</td> <td>SUPERCENTER #928</td> <td>–</td> <td>10.00</td> <td>Approved</td> </tr> <tr> <td>07/29/2020</td> <td>–</td> <td>SUPERCENTER #928</td> <td>–</td> <td>14.74</td> <td>Decline</td> </tr> </tbody> </table> <p>Home Screen – Select Statement Date</p>	TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS	07/28/2020	–	SUPERCENTER #928	–	10.00	Approved	07/29/2020	–	SUPERCENTER #928	–	14.74	Decline	<ol style="list-style-type: none"> 1. From the CitiManager Site side navigation bar, position your mouse over the Statements button and then click the icon for the statement date you wish to view. Use the Back and Forward (< >) arrows to navigate between years. <i>The Statements screen displays for the month selected. Billed transactions display at the bottom of the screen.</i> Note: If you have more than one card account, click the account number drop-down arrow in the Statements header to toggle between accounts. To view transactions that have posted to your account but not yet to your statement, click the View Recent link.
TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS														
07/28/2020	–	SUPERCENTER #928	–	10.00	Approved														
07/29/2020	–	SUPERCENTER #928	–	14.74	Decline														

Screen	Step/Action
<p>The screenshot shows the CitiManager interface. At the top, there's a navigation bar with 'CitiManager', 'Company IB COMPANY - US', and a user profile for 'JOHN C'. Below this is a 'Statements' section with tabs for 'RECENT', 'APR 2017', 'MAR 2017', and 'FEB 2017'. A message states 'This is not your final statement.' Below that is an 'OVERVIEW FOR MAY 14 TO PRESENT' table with columns for Card Number, Name on Card, Total Balance, Transaction Total, Next Statement Date, Balance as of, Total Debits Posted As of, Total Credits Posted As of, Total Payments Posted As of, Pending Authorizations, and Payment Due Date. The 'Billed Transactions' section is highlighted with an orange box, showing a search bar containing 'Hotel' and a search button. Below the search bar is a table with columns: Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Dispute. A single transaction is listed: 03/14/2017, 03/14/2017, HIT HOTELS, 1, 4.00. There are buttons for 'DISPUTE' and 'VIEW AUTHORIZATIONS'.</p>	<p>2. 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 Billed Transactions section and click the Search button. Click the Advanced Search link to access additional search criteria.</p> <p><i>The transactions are filtered by the search criteria entered.</i></p>

Statements Screen – Search

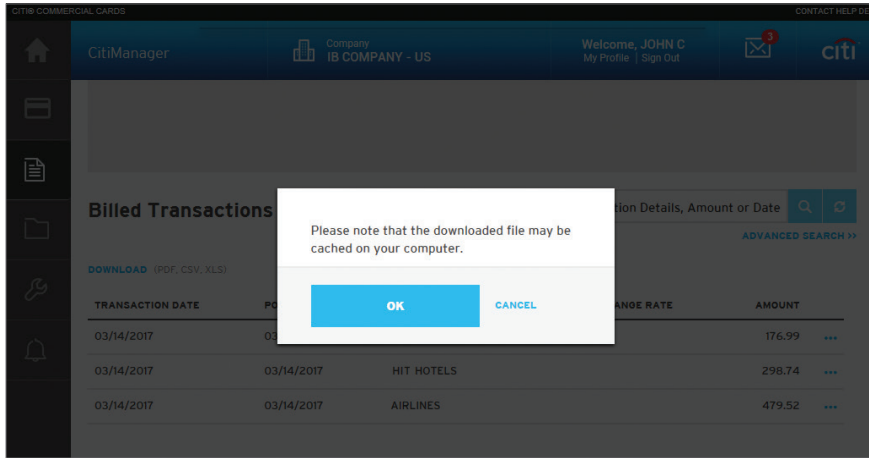
Screen	Step/Action
<p>The screenshot shows the CitiManager interface for a cardholder. The top navigation bar includes 'CitiManager', 'Company IB COMPANY - US', and 'Welcome, JOHN C My Profile Sign Out'. The main content area is titled 'Statements' and shows a summary for 'MAY 14 TO PRESENT'. Below this is a table of 'Billed Transactions' with columns for Transaction Date, Posting Date, Transaction Details, Exchange Rate, Amount, and Dispute. A transaction for 'HIT HOTELS' on 03/14/2017 is highlighted, with a 'More' link in the Dispute column. A 'DISPUTE' button is visible at the bottom left of the transaction list.</p>	<p>3. To view additional transaction detail, click the ellipsis (...) link that displays on the right-side of the row you wish to expand. <i>The row expands and additional transaction details display.</i></p>

Statements Screen – Additional Transaction Detail

Step-by-Step Instructions

To Download Statements

Screen	Step/Action
<p>The screenshot shows the CitiManager interface for a cardholder. The 'Statements' section is active, displaying a summary for May 14 to the present. Below the summary, the 'Billed Transactions' section is visible, with a 'DOWNLOAD (PDF, CSV, XLS)' link highlighted in a red box. The transaction table below shows one entry for 'HIT HOTELS' on 03/14/2017 with an amount of 4.00.</p>	<p>1. From the Statements screen, click the Download link that displays under the Billed Transaction header.</p> <p><i>The download options display in a new window.</i></p>
<p>Statements Screen – Download Link</p>	<p>2. Select the radio button for the desired download format and click the Download button.</p> <p>Note: Download options include Comma Separated Value (CSV), Portable Document Format (PDF) or Excel. PDF is the default option.</p> <p>If you intend to print your statement, PDF is the recommended format.</p> <p><i>A download message displays stating that the file will be cached to your computer.</i></p>
<p>The screenshot shows the same CitiManager interface as above, but with a modal dialog box open. The dialog asks 'Please select a download format.' and has three radio button options: 'CSV', 'PDF' (which is selected), and 'Excel'. A 'DOWNLOAD' button is at the bottom of the dialog.</p>	<p>Statements Screen – Download Options</p>

Screen	Step/Action												
 <p>The screenshot shows the 'Billed Transactions' screen in CitiManager. A modal message box is displayed in the center, stating: 'Please note that the downloaded file may be cached on your computer.' Below the message are two buttons: 'OK' (highlighted in blue) and 'CANCEL'. The background shows a table of transactions with columns for Transaction Date, Description, and Amount.</p> <table border="1" data-bbox="185 642 967 768"> <thead> <tr> <th>TRANSACTION DATE</th> <th>DESCRIPTION</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>03/14/2017</td> <td></td> <td>176.59</td> </tr> <tr> <td>03/14/2017</td> <td>HIT HOTELS</td> <td>298.74</td> </tr> <tr> <td>03/14/2017</td> <td>AIRLINES</td> <td>479.52</td> </tr> </tbody> </table>	TRANSACTION DATE	DESCRIPTION	AMOUNT	03/14/2017		176.59	03/14/2017	HIT HOTELS	298.74	03/14/2017	AIRLINES	479.52	<p>3. Click the OK 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>
TRANSACTION DATE	DESCRIPTION	AMOUNT											
03/14/2017		176.59											
03/14/2017	HIT HOTELS	298.74											
03/14/2017	AIRLINES	479.52											

Statements Screen – Download Message

Screen	Step/Action
<p>The screenshot shows the CitiManager interface. At the top, there's a navigation bar with 'CitiManager', 'Company: IB COMPANY - US', and 'Welcome, JOHN C'. Below this is a green notification bar: 'Your file is ready for download.' The main content area is titled 'Billed Transactions' and contains a table with columns: TRANSACTION DATE, POSTING DATE, TRANSACTION DETAILS, EXCHANGE RATE, and AMOUNT. The table lists three transactions: HERTZ RENTALS (176.99), HILTON HOTELS (298.74), and DELTA AIRLINES (479.52). Below the table is a download dialog box asking 'Do you want to open or save Statement.pdf from cafeuat.cards.citidirect.com?' with 'Open', 'Save', and 'Cancel' buttons.</p>	<p>4. From the browser document option window, click the Open button.</p> <p><i>The document opens in the selected format.</i></p> <p>Note: Once the document is open, you can print it by selecting Print from the File menu.</p>

Statements Screen – Open/Save Options

The screenshot shows a PDF of a CITIBANK CORPORATE CARD Account Statement. It includes the Citi logo, account number (XXXX-XXXX-XX60-8888), and various summary tables.

Item	Amount
Previous Balance	\$40.02
Payments	\$65.01
Credits	\$0.00
Purchases & Other Charges	\$24.99
Cash Transactions	\$0.00
Cash Transaction Fees	\$0.00
Interest Charges	\$0.00

Item	Amount
New Balance	\$0.00
Past Due Amount	\$0.00
Disputed Amount	\$0.00
Amount Over Credit Limit	\$0.00
Minimum Payment Due	\$0.00
Payment Due Date	10/30/2017
Statement Closing Date	10/05/2017
Days in Billing Period	30

Post Date	Trans Date	MCC	Reference Number	Description/Location	Amount
09/07	09/03	5399	24692160248100438348888	IN BRECKENRIDGE PLOO46908709	4.73
09/08	09/04	5812	24239000248900013806363	LOLO JUICE BAR	20.26
09/14	09/14	0000	744859302589000000008989	CCMM CARD WEBPAY	65.01 PY

Type of Balance	Annual Percentage Rates	Periodic Rate*	Balance Subject to Finance Charges
...

Statements – PDF

Make a Payment

Key Concepts

If your agency/organization allows it, you can make an online payment. If paying from a Savings account and/or Credit Union, ensure your financial institution supports automated payments.

Before you can make a payment online you must enter your banking account information. The required information includes:

- Your bank routing number
- Your checking or savings account number

You may choose from the following payment amount options:

Payment requests received by 4:00 p.m. Eastern Time (ET) on a bank business day are posted to your Citibank Card account on the same day.

Payment requests received after 4:00 p.m. ET on a bank business day will post the next business day.

Business days are Monday through Friday, excluding federal holidays.

For additional information about viewing your payment history, refer to the **View Scheduled and Past Payments (View Payment History)** topic in this user guide.

Step-by-Step Instructions

Screen	Step/Action																		
<p>Home Screen – Payments Link</p> <table border="1"> <thead> <tr> <th>TRANSACTION DATE</th> <th>POSTING DATE</th> <th>TRANSACTION DETAILS</th> <th>EXCHANGE RATE</th> <th>AMOUNT</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>07/28/2020</td> <td>–</td> <td>SUPERCENTER #928</td> <td>–</td> <td>10.00</td> <td>Approved</td> </tr> <tr> <td>07/29/2020</td> <td>–</td> <td>SUPERCENTER #928</td> <td>–</td> <td>14.74</td> <td>Decline</td> </tr> </tbody> </table>	TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS	07/28/2020	–	SUPERCENTER #928	–	10.00	Approved	07/29/2020	–	SUPERCENTER #928	–	14.74	Decline	<ol style="list-style-type: none"> 1. From the CitiManager Site side navigation bar, position your mouse over the Statements button and then click the Payments link. You can also click the Make a Payment link that displays on the Home screen (under Due in date) or on the Statements screen (under the Payment Due Date). <i>The Payments screen displays.</i> 2. Before you can make a payment online, your banking account information must be entered. If the desired pay from account information already exists, go to Step 7. To add a new pay from account, click the Add link from the Select Payment Account header and go to Step 3. <i>The Account Information window displays.</i>
TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS														
07/28/2020	–	SUPERCENTER #928	–	10.00	Approved														
07/29/2020	–	SUPERCENTER #928	–	14.74	Decline														

Screen	Step/Action
	<ol style="list-style-type: none"> From the Account Type drop-down list, select the appropriate pay from account type. In the Bank Routing Number field, type the bank routing code for the account. Note: The bank name will automatically populate after you type a valid routing number. In the Pay From Account field, type the account number. Click the Save button. <i>The new bank account is added.</i> Note: To add another account, repeat Steps 3-6. To delete an existing account, select the radio button for the account and then click the Delete link that displays on the right side.
<p>Payments Screen – Additional Transaction Detail</p>	
	<ol style="list-style-type: none"> To select the desired pay from account, click the appropriate radio button. In the Select Payment Amount section, click the radio button for the desired payment option. If you selected Other amount, type the payment amount in the text entry field. To schedule a payment in the future, type a date or select it from the calendar. To submit your payment, click the Pay button. <i>The Confirm Payment screen displays.</i>
<p>Payments – Make a Payment</p>	

Screen	Step/Action
<p>Payments – Confirm Payment</p>	<p>11. Review your payment information and click the Confirm button.</p> <p><i>The Success screen displays your payment information and a confirmation displays at the top of the screen.</i></p>
<p>Payments – Success</p>	<p>12. Click the OK button.</p> <p><i>The Scheduled & Past Payments screen displays.</i></p>

Alerts

Manage Alert Subscriptions

Key Concepts

As a Cardholder, you can set alerts so notifications are automatically sent via e-mail and/or to your mobile device when certain selected activity occurs on your account, for example, when statements are available and when payments are received.

There are two types of alerts to which you can subscribe:

- **Transactional Alerts** – An alert is sent when a defined condition or threshold is met, for example an alert is triggered when a payment is received or when a defined percentage of your credit limit is met.
- **Account Alerts** – An alert is sent when there are status changes to 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 you will receive your SMS alerts based on:

- Time zone
- Time of day
- Day of week

Once you have subscribed to mobile alerts in the CitiManager Site, you will receive a confirmation text message on your mobile device with a four-digit PIN. The four-digit PIN must be entered on the PIN confirmation number screen in the CitiManager Site. Once the PIN has been entered, the CitiManager Site will send another text to your mobile device confirming activation. The confirmation text message is sent any time you change or enter a new mobile phone number.

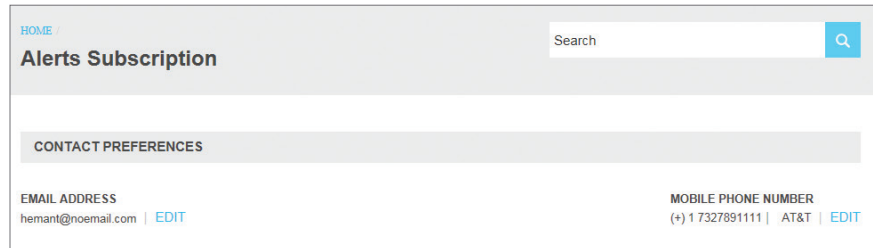
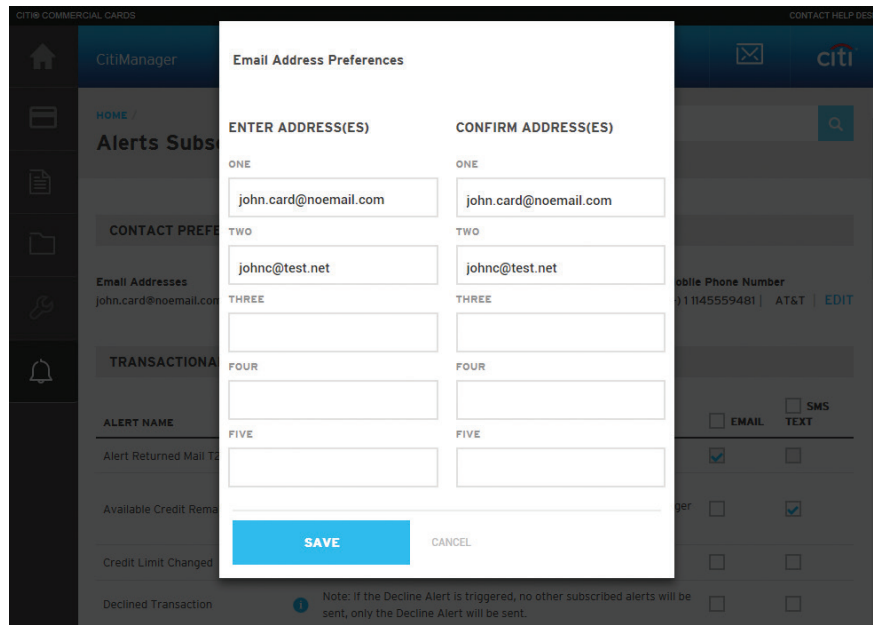
On-Demand Mobile Alerts

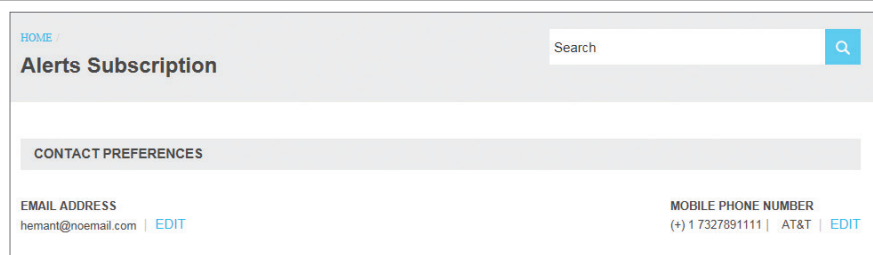
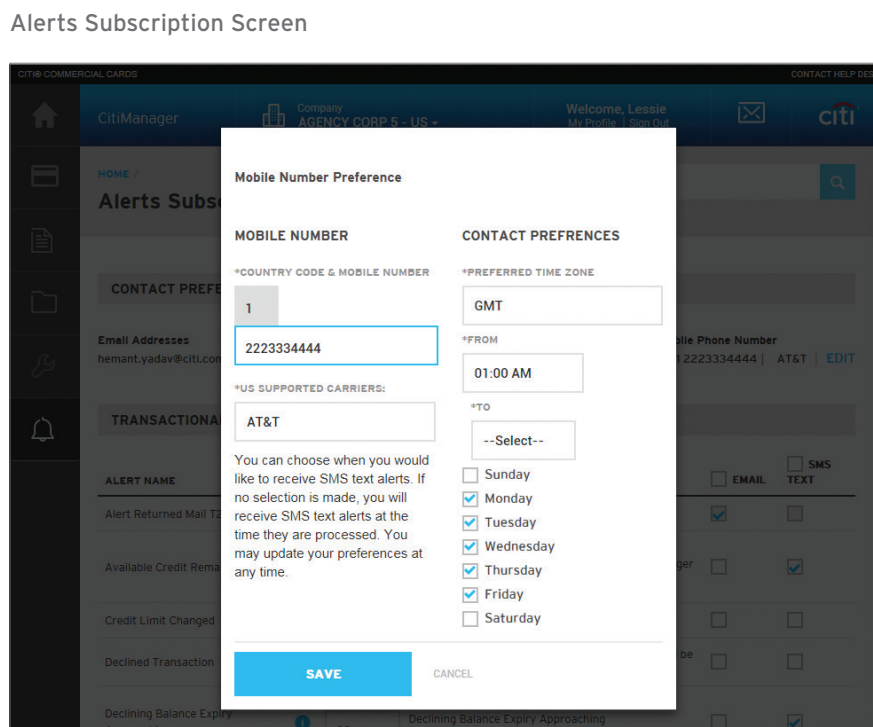
In addition, once you have registered your mobile device number in the CitiManager Site, you have full access to on-demand mobile alerts. On-demand mobile alerts allow you to request and receive immediate information such as account balances, payment amounts and due dates. Refer to the **Manage On-demand Mobile Alerts** topic in **CitiManager Cardholder User Guide** for additional information.

Step-by-Step Instructions

Screen	Step/Action															
<p>The screenshot shows the CitiManager Alerts page. At the top, there are four colored boxes representing account metrics: Credit Limit (\$3,500.00), Available Credit (\$2,291.37), Current Balance (\$1,208.63), and Due by 08/14/2020 (\$604.29). Below these are navigation links for Replace Card, View Requests, Statements, View Pin, and Alerts. A table of alerts is displayed, with columns for DATE, TRANSACTION DETAILS, EXCHANGE RATE, AMOUNT, and STATUS.</p> <table border="1"> <thead> <tr> <th>DATE</th> <th>TRANSACTION DETAILS</th> <th>EXCHANGE RATE</th> <th>AMOUNT</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td></td> <td>SUPERCENTER #928</td> <td>–</td> <td>10.00</td> <td>Approved</td> </tr> <tr> <td>07/29/2020</td> <td>SUPERCENTER #928</td> <td>–</td> <td>14.74</td> <td>Decline</td> </tr> </tbody> </table>	DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS		SUPERCENTER #928	–	10.00	Approved	07/29/2020	SUPERCENTER #928	–	14.74	Decline	<ol style="list-style-type: none"> 1. From the CitiManager Site side navigation bar, position your mouse over the Alerts button and then click the Alerts Subscription link. <i>The Alerts Subscription screen displays.</i>
DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS												
	SUPERCENTER #928	–	10.00	Approved												
07/29/2020	SUPERCENTER #928	–	14.74	Decline												

Home Screen – Alerts

Screen	Step/Action
 <p>The screenshot shows the 'Alerts Subscription' page. At the top, there is a search bar and a 'HOME' link. Below the title, there is a 'CONTACT PREFERENCES' section. Under this section, there are two fields: 'EMAIL ADDRESS' with the value 'hemant@noemail.com' and an 'EDIT' link, and 'MOBILE PHONE NUMBER' with the value '(+) 1 7327891111' and 'AT&T' and an 'EDIT' link.</p>	<p>2. To enter/edit the email address(es) where you want alerts sent, click the Email Addresses – Edit link and complete the following steps when the Email Address Preferences window opens:</p> <ol style="list-style-type: none"> Type and confirm up to five email addresses. Click the Save button.
<p>Alerts Subscription Screen</p>  <p>The screenshot shows the 'Email Address Preferences' modal window. It has two columns: 'ENTER ADDRESS(ES)' and 'CONFIRM ADDRESS(ES)'. Each column has five input fields labeled 'ONE' through 'FIVE'. The first two fields in the 'ENTER' column contain 'john.card@noemail.com' and 'johnnc@test.net'. The corresponding fields in the 'CONFIRM' column contain the same values. At the bottom, there are 'SAVE' and 'CANCEL' buttons. A note at the bottom states: 'Note: If the Decline Alert is triggered, no other subscribed alerts will be sent, only the Decline Alert will be sent.'</p>	
<p>Alerts Subscription Screen – E-mail Address Preferences</p>	

Screen	Step/Action
 <p>The screenshot shows the 'Alerts Subscription' page in CitiManager. At the top, there is a search bar and a 'HOME' link. Below the title, there is a 'CONTACT PREFERENCES' section. Under this section, the 'EMAIL ADDRESS' is listed as 'hemant@noemail.com' with an 'EDIT' link. The 'MOBILE PHONE NUMBER' is listed as '(+) 1 7327891111' with 'AT&T' as the carrier and an 'EDIT' link.</p>	<p>3. To edit your mobile number, your mobile carrier, and your notification preferences, click the Mobile Phone Number – Edit link and complete the following steps when the Mobile Number Preferences screen opens:</p>
<p>Alerts Subscription Screen</p>  <p>The screenshot shows the 'Mobile Number Preference' dialog box. It is divided into two main sections: 'MOBILE NUMBER' and 'CONTACT PREFERENCES'. MOBILE NUMBER: Includes a field for '*COUNTRY CODE & MOBILE NUMBER' with '1' in the country code and '2223334444' in the mobile number field. Below this is a dropdown for '*US SUPPORTED CARRIERS:' with 'AT&T' selected. CONTACT PREFERENCES: Includes a dropdown for '*PREFERRED TIME ZONE' with 'GMT' selected, a dropdown for '*FROM' with '01:00 AM' selected, and a dropdown for '*TO' with '--Select--' selected. There are also checkboxes for days of the week: Sunday (unchecked), Monday (checked), Tuesday (checked), Wednesday (checked), Thursday (checked), Friday (checked), and Saturday (unchecked). At the bottom, there are 'SAVE' and 'CANCEL' buttons. A note at the bottom of the dialog states: 'You can choose when you would like to receive SMS text alerts. If no selection is made, you will receive SMS text alerts at the time they are processed. You may update your preferences at any time.'</p>	<p>a) In the Country Code and Mobile Number field, type a valid mobile phone number where you wish alerts to be sent.</p> <p>Note: Only numeric values are allowed in this field. The country code defaults based on the country associated with your profile.</p> <p>b) Click in the Supported Carriers field and select your mobile carrier.</p> <p>Note: If Sprint is your carrier, you are automatically enrolled in this subscription notification. This is a requirement of Sprint. Canadian users are automatically enrolled in this subscription due to regulations in Canada.</p> <p>c) Click in the Preferred Time Zone field and select your preferred time zone.</p> <p>d) Click in the From and To fields and select the time-frame in which you would like to receive alerts.</p> <p>e) From the list of weekdays, select the days you would like to receive alerts.</p> <p>f) Click the Save button.</p>
<p>Alerts Subscription Screen – Mobile Number Preference</p>	

Screen	Step/Action																																																																														
<p>The screenshot shows the 'Alerts Subscription' page in CitiManager. It includes contact preferences (Email: hemant.yadav@citi.com, Mobile: +11145559481) and two main sections: 'TRANSACTIONAL ALERTS' and 'ACCOUNT ALERTS'. Each alert has an information icon, a description, and checkboxes for 'EMAIL' and 'SMS'. A 'SAVE' button is at the bottom.</p> <table border="1"> <thead> <tr> <th>ALERT NAME</th> <th>EMAIL</th> <th>SMS</th> </tr> </thead> <tbody> <tr> <td>Alert Returned Mail T2</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Available Credit Remaining (%)</td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Credit Limit Changed</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Declined Transaction</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Declining Balance Expiry Approaching</td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Direct Debit Set-Up</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Dispute Resolution Notice</td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Each 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To subscribe to alerts, select the Email Alerts and/or SMS (Mobile Alerts) checkbox(es) for each of the alerts you wish to receive.</p> <p>To unsubscribe to alerts, deselect the Email Alerts and/or SMS (Mobile Alerts) checkbox(es) for the alerts you no longer wish to receive.</p> <p>Note: Some alerts may be greyed out and unavailable. Available alerts are set by your Program Administrator. Alerts that are selected and greyed out are mandatory.</p> <p>For more information about each alert, click 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 Available Credit Remaining % alert, you must select the desired Available Credit Remaining %. When the selected percent of remaining credit level is met, you will receive an alert.</p> <p>5. When you are finished, review the terms and conditions at the bottom of the screen and if you agree, select the checkbox.</p> <p>Note: If you do not agree to the terms and conditions, you will not be able to receive alerts.</p> <p>6. Click the Save button.</p> <p><i>The alerts settings are saved and a confirmation message displays at the top of the screen. The PIN confirmation number screen displays if you elected to receive alerts on your mobile device for the first time or you changed your mobile phone number.</i></p> <p>Note: If you elected to receive alerts on your mobile device, you will receive a text message with a PIN. On the CitiManager Site PIN confirmation number screen, type the PIN number received on your mobile device in the PIN confirmation number field and click the Confirm button.</p>
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Alerts Subscription Screen – Alert Selections

View PIN

Key Concepts

During the activation process, you are prompted to set up a four-digit PIN that may be used at certain merchant terminals. In order to process your transaction, some merchants require that you enter the four-digit PIN as an additional layer of security.

You can view your PIN in the CitiManager site. If you would like to change your PIN, please contact Citi using the number on the back of your card.

To view your PIN in the CitiManager site, you are required to enter either a one-time passcode (OTP) or the CVV/CVC (security code) from the back of your card. The OTP option is only available if your mobile number/office numbers have been entered on your user profile. If your mobile number/office numbers have not been entered on your user profile, you are required to enter the CVV/CVC from the back of your card.

Step-by-Step Instructions

Screen	Step/Action																		
<p>Home Screen</p> <p>The screenshot shows the CitiManager Home screen for a commercial card. The top navigation bar includes 'CitiManager', company information 'CITI DEMO TRAVEL US C 2 - US', and user information 'Welcome, Desmo... My Profile Sign Out'. The main content area displays four key metrics: Credit Limit (\$3,500.00), Available Credit (\$2,291.37), Current Balance (\$1,208.63), and Due by 08/14/2020 (\$604.29). Below these are quick links for 'Replace Card', 'View Requests', 'Statements', 'View Pin', and 'Alerts'. A 'Recent Activity' section shows a table of transactions.</p> <table border="1"> <thead> <tr> <th>TRANSACTION DATE</th> <th>POSTING DATE</th> <th>TRANSACTION DETAILS</th> <th>EXCHANGE RATE</th> <th>AMOUNT</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>07/28/2020</td> <td>—</td> <td>SUPERCENTER #928</td> <td>—</td> <td>10.00</td> <td>Approved</td> </tr> <tr> <td>07/29/2020</td> <td>—</td> <td>SUPERCENTER #928</td> <td>—</td> <td>14.74</td> <td>Decline</td> </tr> </tbody> </table>	TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	STATUS	07/28/2020	—	SUPERCENTER #928	—	10.00	Approved	07/29/2020	—	SUPERCENTER #928	—	14.74	Decline	<ol style="list-style-type: none"> From the CitiManager Site Home screen: <ul style="list-style-type: none"> Click the Cards icon from the side-navigation bar. When the Card Details screen displays, click the View Pin link that displays on the right-side of the screen. OR Click the View Pin link from the quick links that display on the black bar. <p><i>The Card Details: View PIN screen displays either the OTP receipt options or the CVV/CVC Code field.</i></p>
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<p>Card Details Screen</p> <p>The screenshot shows the 'Card Details' screen. It features a 'CARD INFORMATION' section with a card number '**** *21 2323'. Below this is a 'CARD OVERVIEW' section with fields for Name on Card, Card Number, Account Status, Hierarchy, Employee ID, Credit Limit, Current Balance, Cost Center, and Default Accounting Code. A 'CARD MAINTENANCE' section contains a 'VIEW PIN' button highlighted with an orange box. At the bottom, there is a 'PAYMENTS / VIEW HISTORY' section showing the last payment received.</p>																			

Screen	Step/Action
<p>The screenshot shows the 'Card Details: View PIN' screen. At the top, there is a notification: 'Your CitiManager session requires additional authentication. Please select your preference for receipt of a One Time Passcode. Passcode will be delivered according to your preference after you select continue.' Below this, there are three radio button options: 'Text Message < Message and Data Rates May Apply >', '+1-XXXXXX2222', and 'Call Office'. Under 'Call Office', there are sub-options for 'Call Home' and 'Call Mobile'. At the bottom, there are 'Continue' and 'CANCEL' buttons.</p>	<p>2. If the OTP receipt options display, select the radio button for the desired option (text message or call) and click the Continue button. Once you have retrieved the OTP, enter it in the One-Time Passcode field and click the Continue button.</p> <p>OR</p> <p>If the CVV/CVC Code field displays, type the CVV/CVC code from the back of your card and click the Continue button.</p> <p><i>Your PIN displays.</i></p>
<p>Card Details: OTP Options Screen</p>	
<p>The screenshot shows the 'Card Details: View PIN' screen with a 'ONE TIME PASSCODE' input field. The field contains six asterisks. Below the field are 'Continue' and 'Cancel' buttons. An orange box highlights the 'Continue' button.</p>	
<p>Card Details: Enter OTP</p>	
<p>The screenshot shows the 'Card Details: View PIN' screen. It displays the 'Card Number' as '**** * 2323' and the PIN as 'Your PIN for use at ATM's and card terminals is 5858'. Below this is an 'Important Information' section with instructions: 'Do not leave your screen unattended with your PIN on display. Do not write it down or keep a record of it - even in disguised form. Do not tell anyone your PIN - even people claiming to be law enforcement or Bank staff. Only enter your PIN when using your card at card terminals or ATMs. Your PIN does not need to be used when making a transaction online, over the telephone or via email.' At the bottom, there is a 'Cancel' button. An orange box highlights the card number and PIN information.</p>	
<p>View PIN Screen</p>	

Treasury and Trade Solutions
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