CitiManager® Site Quick Start Guide

Department of Defense

Cardholder

October 2021

Treasury and Trade Solutions

Table of Contents

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

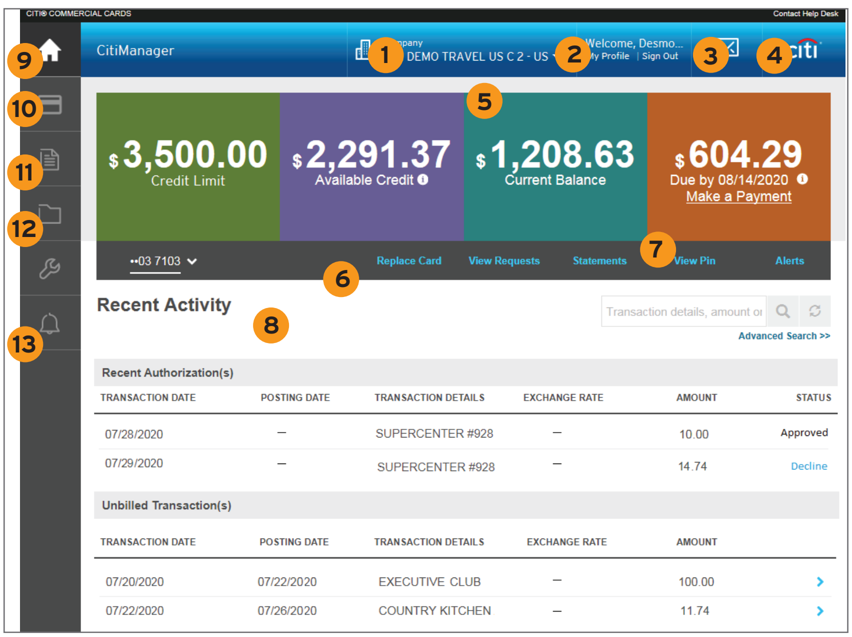
Basic Navigation

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

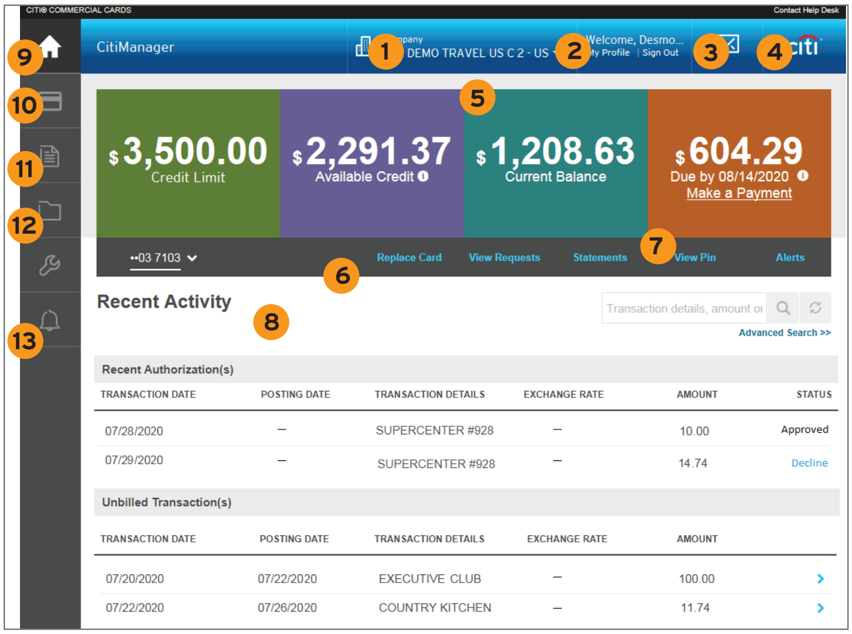
Header

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.

Screen Components

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

Side Navigation Bar

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.

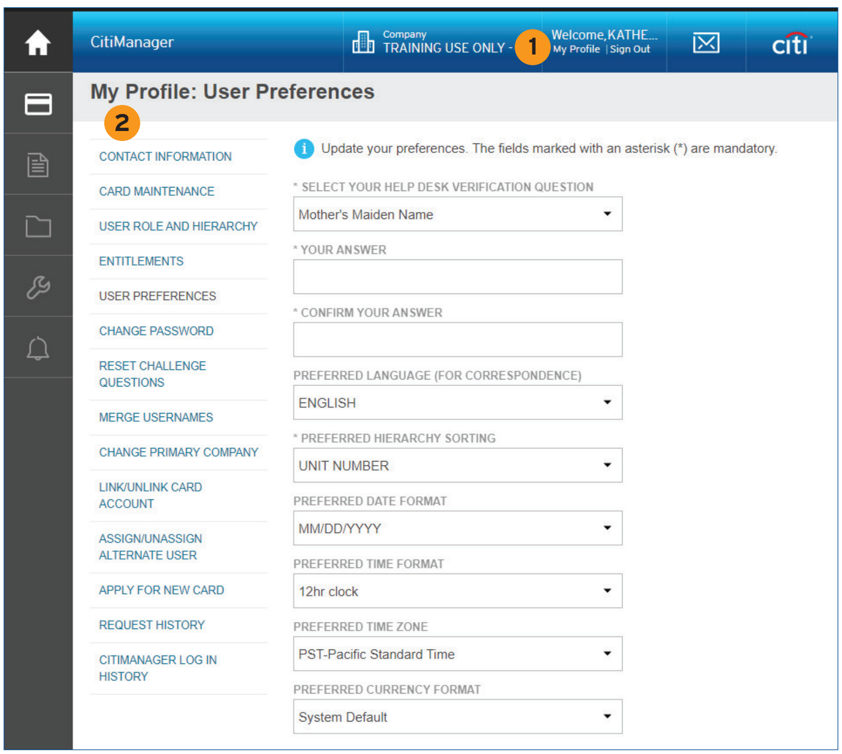
My Profile Overview

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

<table>
<tr><th>Screen</th><th>Descriptions</th></tr>
<tr><td>
</td><td>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.</td></tr>
</table>

Card Details Overview

Description

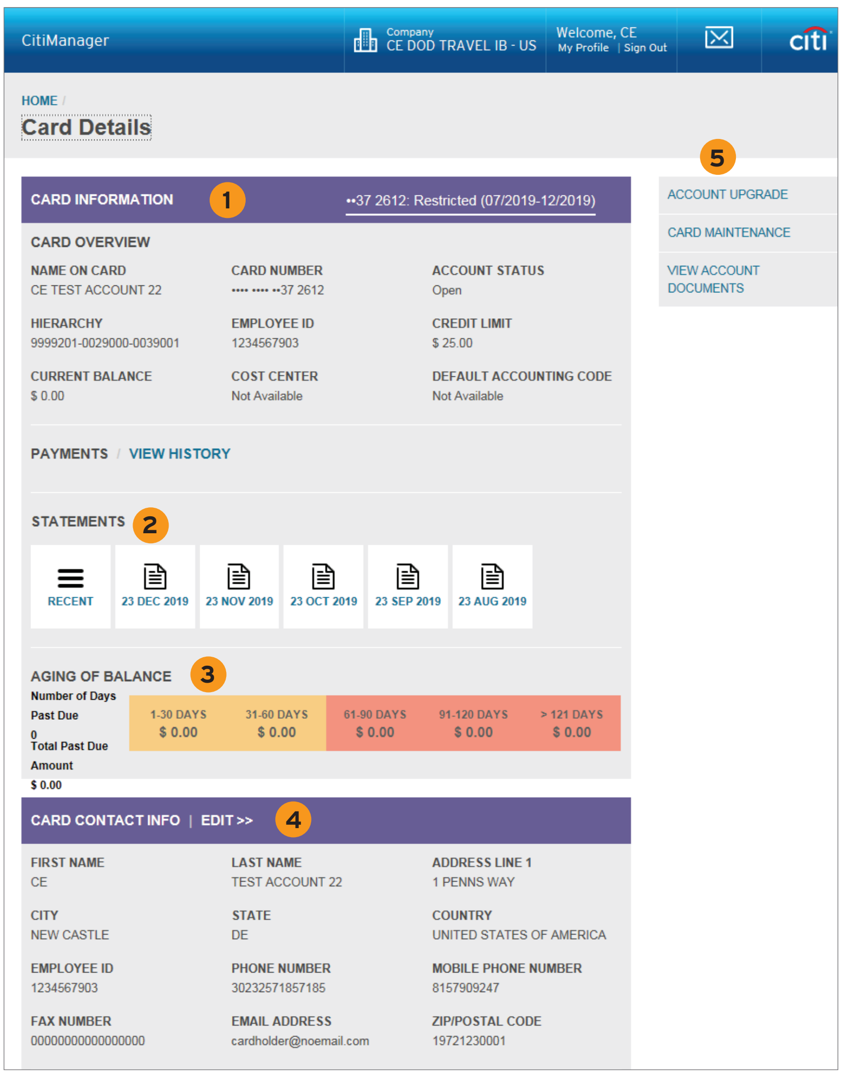
The **Card Details** screen provides a high-level summary of your card account information including the following:

- **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



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.

Statements Overview

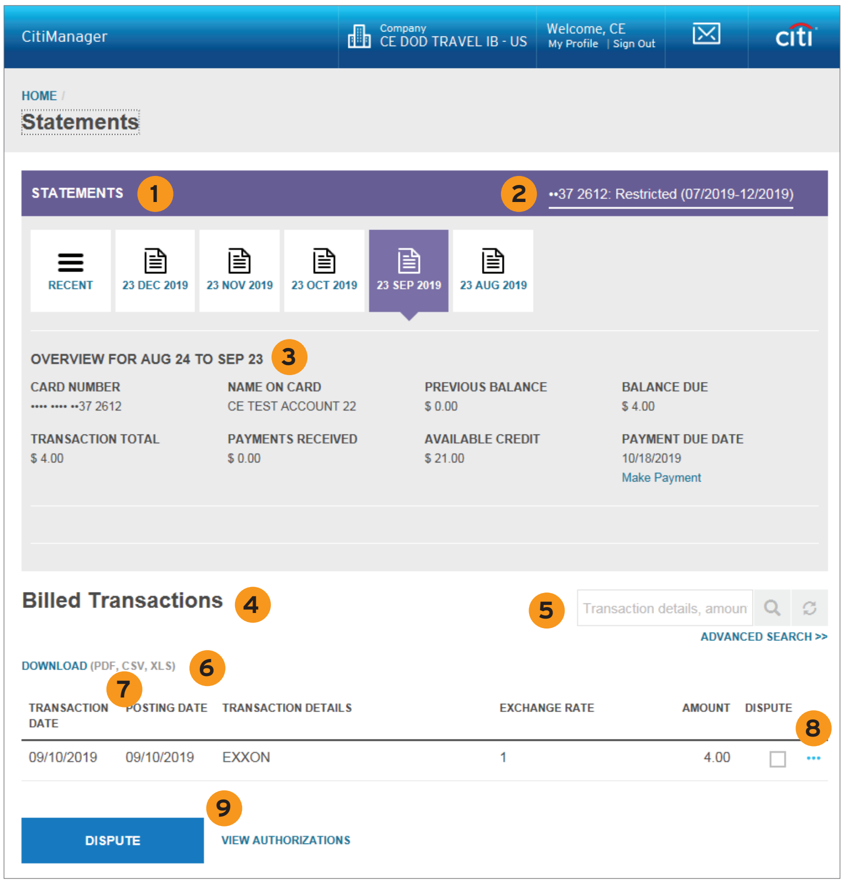
Description

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

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).

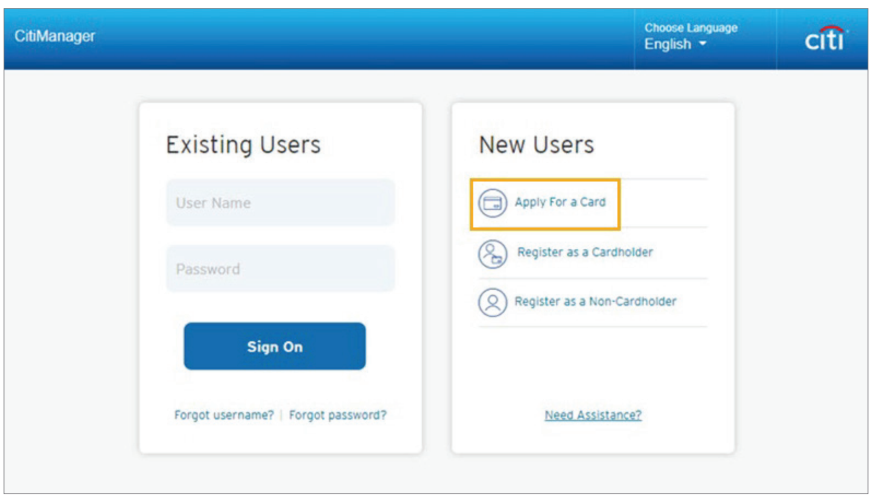
Once you have submitted your application, you will receive a confirmation message when the necessary approvals have been received, either from a Supervisor and/or A/OPC.

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

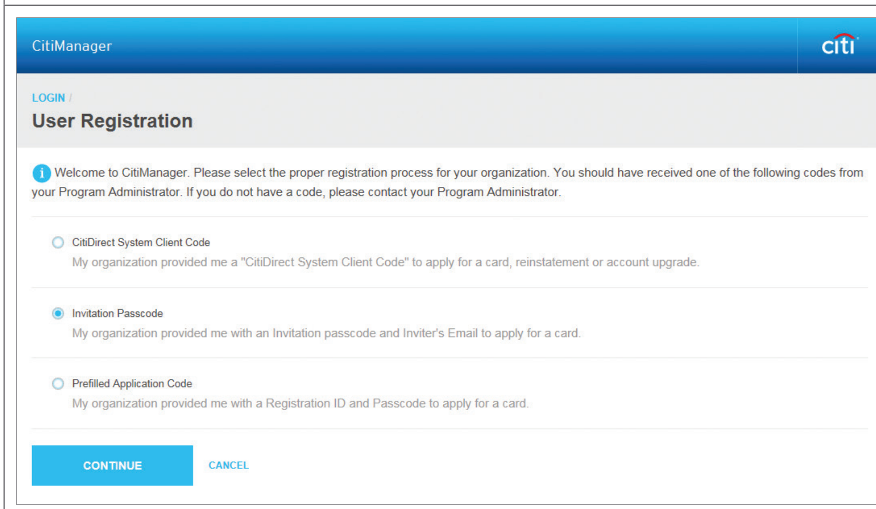
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>



CitiManager Site Login Screen
</td><td>

1. Navigate to citimanager.com/login.
2. From the **CitiManager Site Login** screen **New Users** section, click the **Apply For a Card** link.

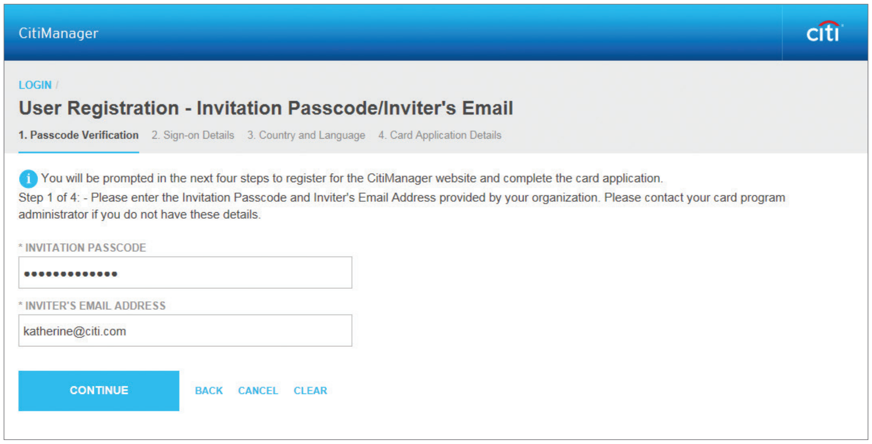
   The User Registration screen displays.
</td></tr>
<tr><td>



User Registration Screen
</td><td>

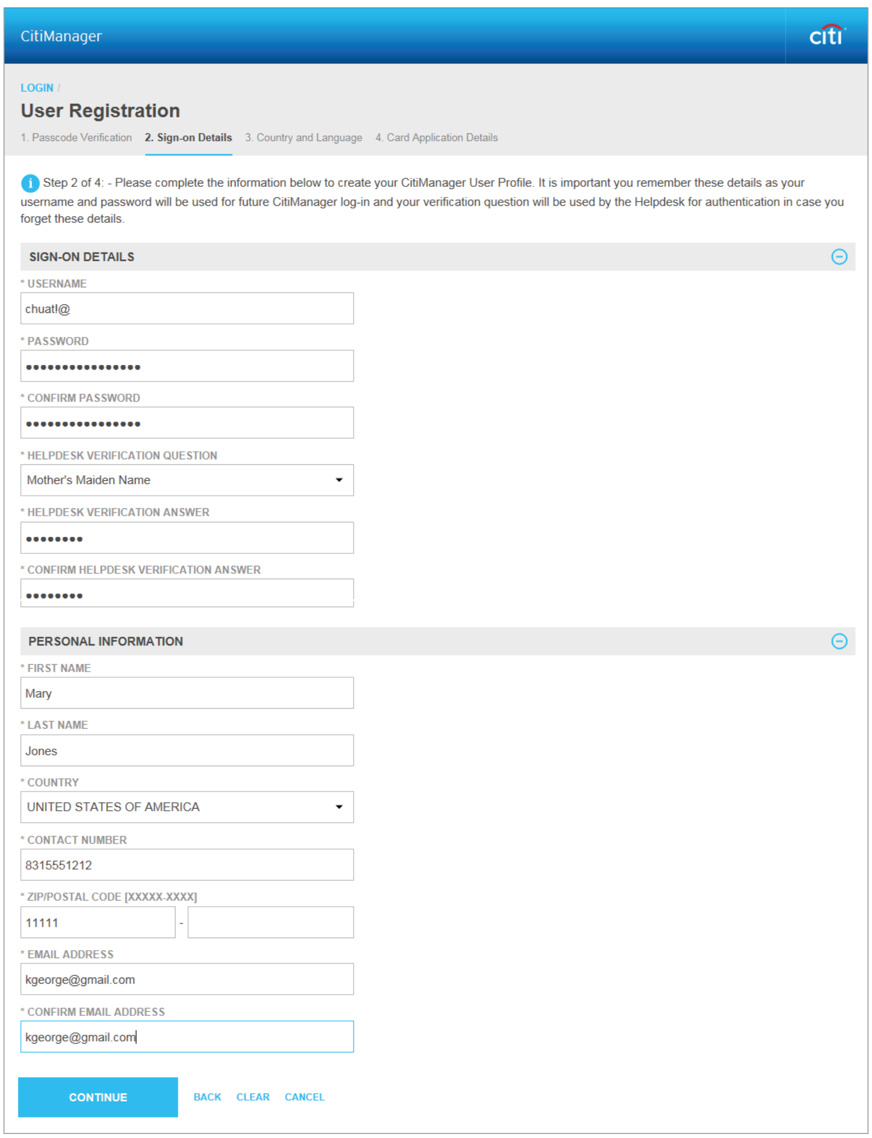
3. Select the **Invitation Passcode** radio button.
4. Click the **Continue** button.

   The User Registration – Invitation Passcode/ Inviter's Email screen displays.
</td></tr>
</table>

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


User Registration – Invitation Passcode/Inviter's Email Screen
</td><td>

5. In the **Invitation Passcode** field, type the Invitation Passcode that was provided to you by your A/OPC.
6. In the **Inviter's Email Address** field, type the Inviter's Email address that was provided to you by your A/OPC.
7. Click the **Continue** button.

The User Registration – Sign-on Details screen displays.
</td></tr>
<tr><td>


User Registration Screen – Sign-on Details
</td><td>

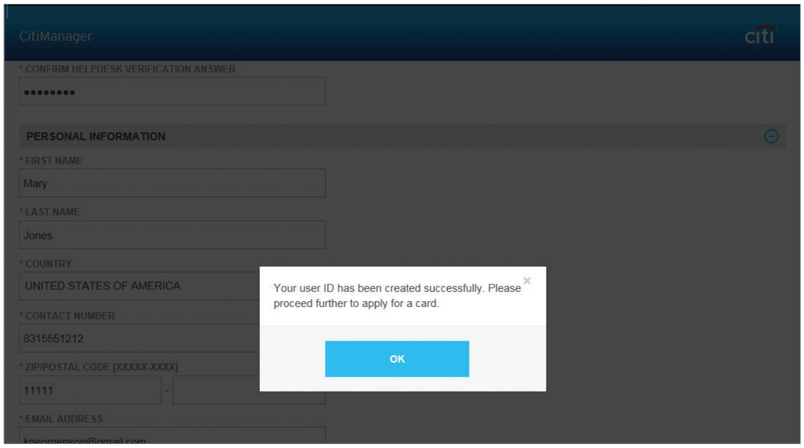
8. Complete the required fields in the **Sign-on Details** and **Personal Information** sections.

Note: The password and username requirements display in a window as you type your password. A checkmark displays when the requirements are fulfilled.

9. Click the **Continue** button.

A confirmation message displays.

The CitiManager Site sends an e-mail confirming the registration and username created.
</td></tr>
</table>

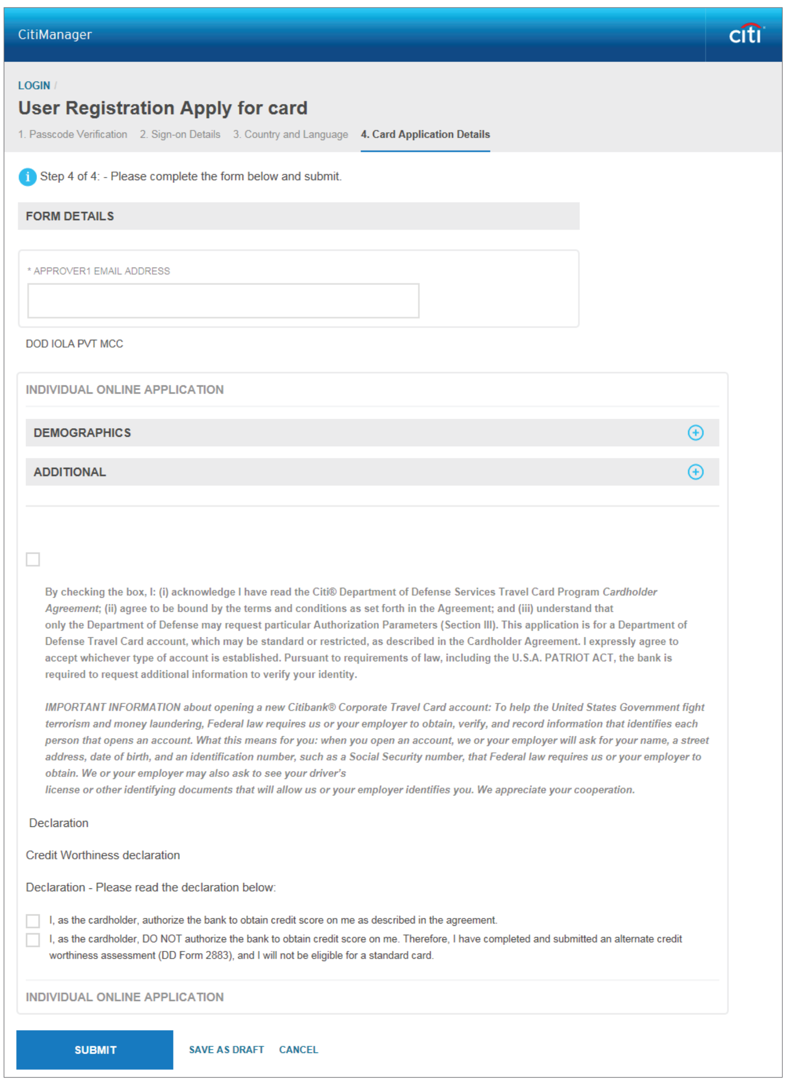
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Confirmation Message
</td><td>
10. Click the OK button.

The User Registration – Country and Language screen displays.

Note: Based on your company's set-up, this screen may not display. Continue to Step 12.

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.

The Card Application Details screen displays.
</td></tr>
<tr><td>


User Registration Apply for Card – Card Application Details
</td><td>
12. Complete the required fields in all sections of the application. Required fields are indicated by an asterisk (*).

Note: If the sections of the application are collapsed, click the (+) plus sign icon in the section header to expand them.

13. When you are finished, click the Submit button that displays at the bottom of the screen.

An application submission confirmation message displays.

14. Click the OK button.

The CitiManager Login screen displays.

Note: The approving Supervisor will receive an e-mail indicating your application is awaiting their approval.
</td></tr>
</table>

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.

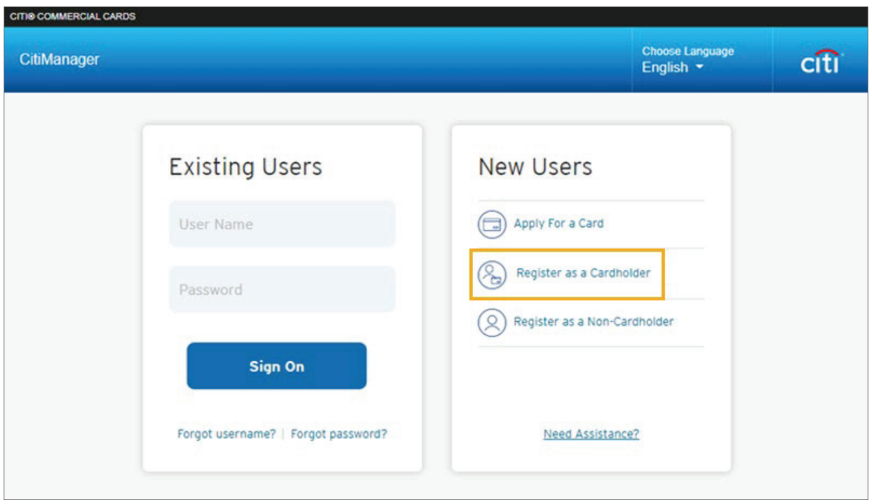
To complete the self-registration process, you will need the following information:

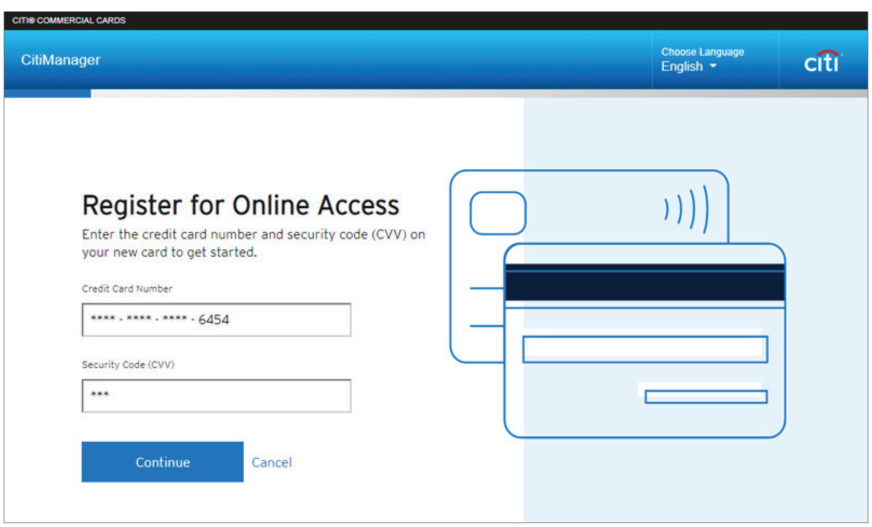
• Your credit card number.

• The CVV security code from the back of your credit card.

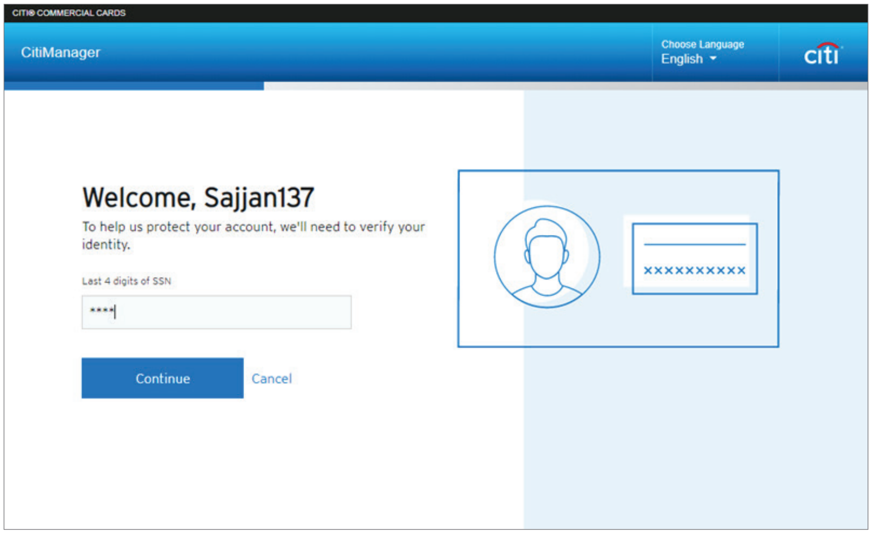
• The last four digits of your Employee ID/Social Security Number that were provided to you during the application process.

Step-by-Step Instructions

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>

CitiManager Site Login Screen</td><td>1. Navigate to citimanager.com/login.
2. From the CitiManager Site Login screen New Users section, click the Register as a Cardholder link.
The Register for Online Access screen displays.</td></tr>
<tr><td>

Register for Online Access</td><td>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.
The verify identity screen displays.</td></tr>
</table>

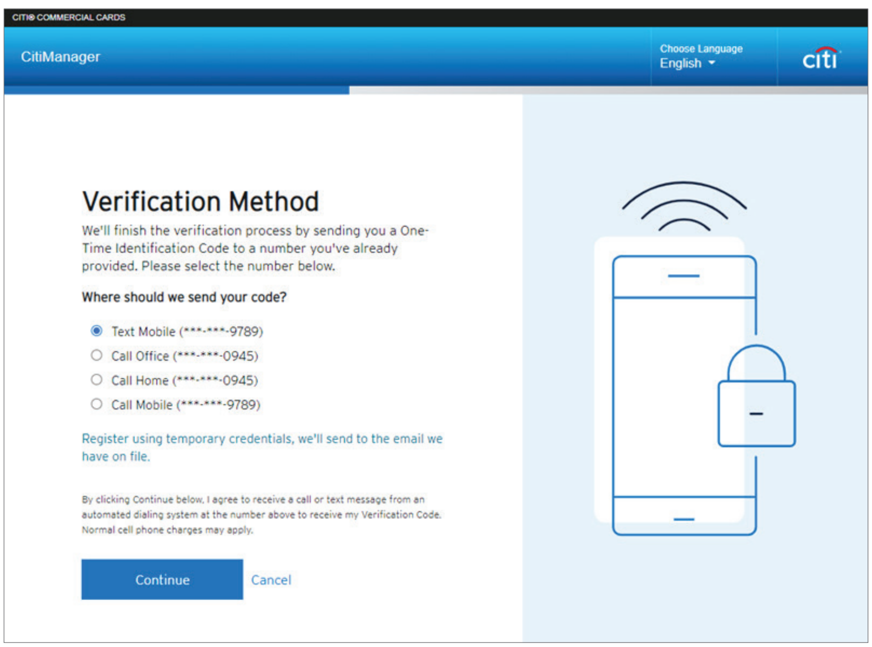
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Last 4 of Social – Employee ID – Date of Birth
</td><td>

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.

   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.

7. Click the **Continue** button.

   The Verification Method screen displays.
</td></tr>
<tr><td>


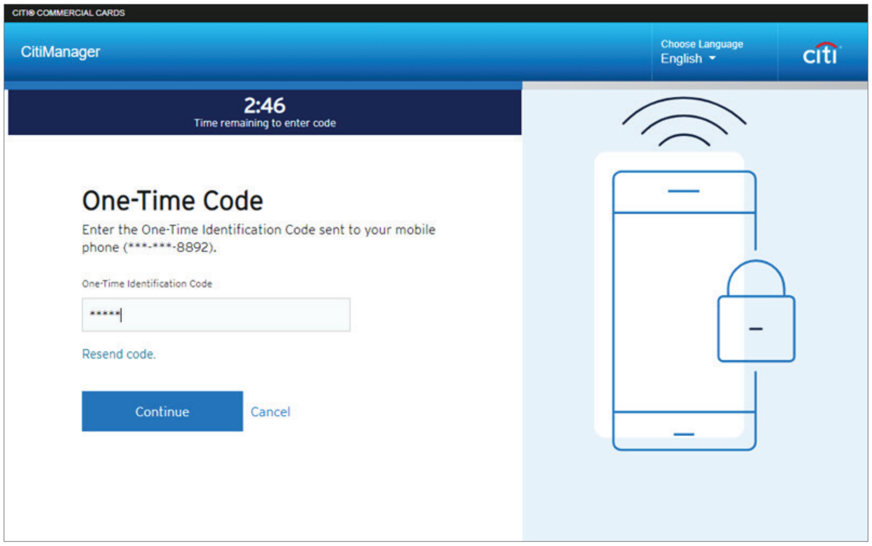
Verification Method
</td><td>

8. Select the radio button for the phone number where you want to receive the one-time passcode.

   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.

9. Click the **Continue** button.

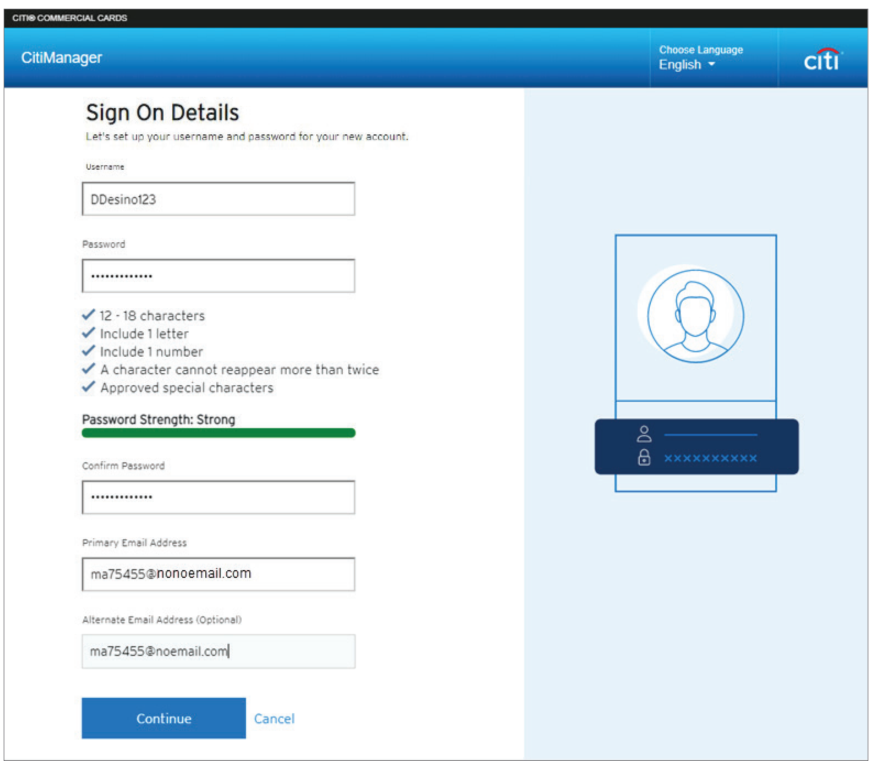
   The One-Time Code field screen displays.
</td></tr>
</table>

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


One-Time Identification Code
</td><td>
10. In the One-Time Identification Code field, type the one-time passcode code that was sent to the option selected.

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.

11. Click the Continue button.

The Sign On Details screen displays.
</td></tr>
<tr><td>


Sign On Details
</td><td>
12. In the Username field, type a username that meets the requirements.

Note: If the username you entered already exists, you will be asked to enter a different one.

13. In the Password field, type a password that meets the requirements.

14. In the Confirm Password field, re-type the password.

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.

Note: This is the e-mail address that will be used as your primary e-mail address in your CitiManager Site Profile.

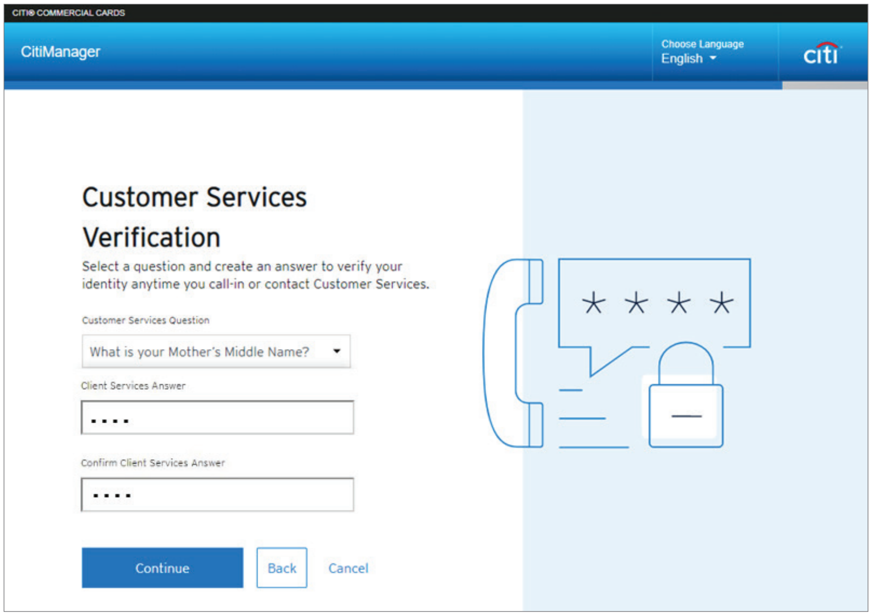
16. In the Alternate Email Address (Optional) field, type an alternate e-mail address.

Note: This is an optional field. The alternate e-mail address can be used for alerts.

17. Click the Continue button.

The Client Services Verification screen displays.
</td></tr>
</table>

Screen	Step/Action

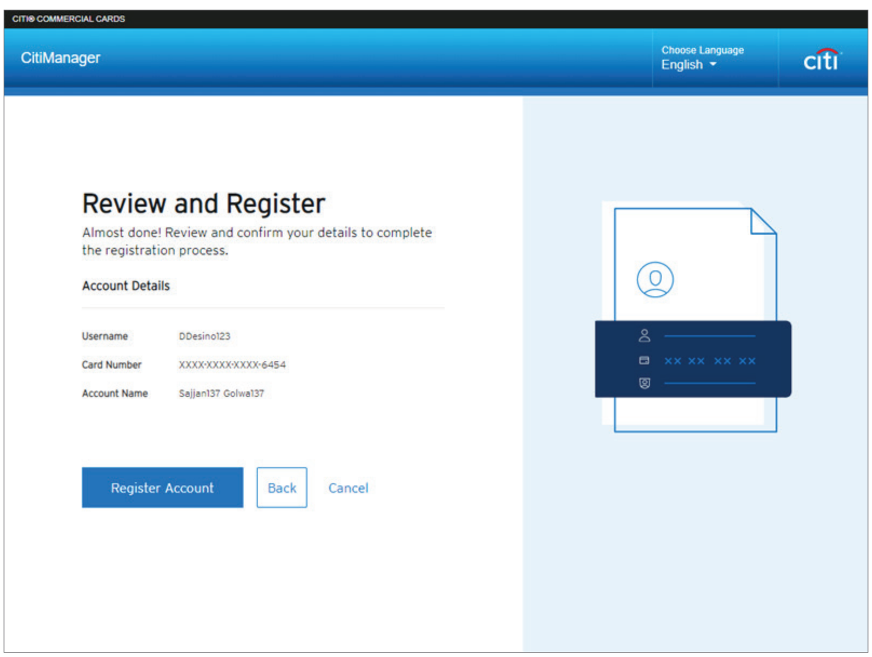


Customer Services Verification

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.
19. In the **Client Services Answer** field, type the answer to the question you selected.

    Note: This is a free-form field and it is not case sensitive.
20. In the **Confirm Client Services Answer** field, re-type the answer to the question you selected.
21. Click the **Continue** button.

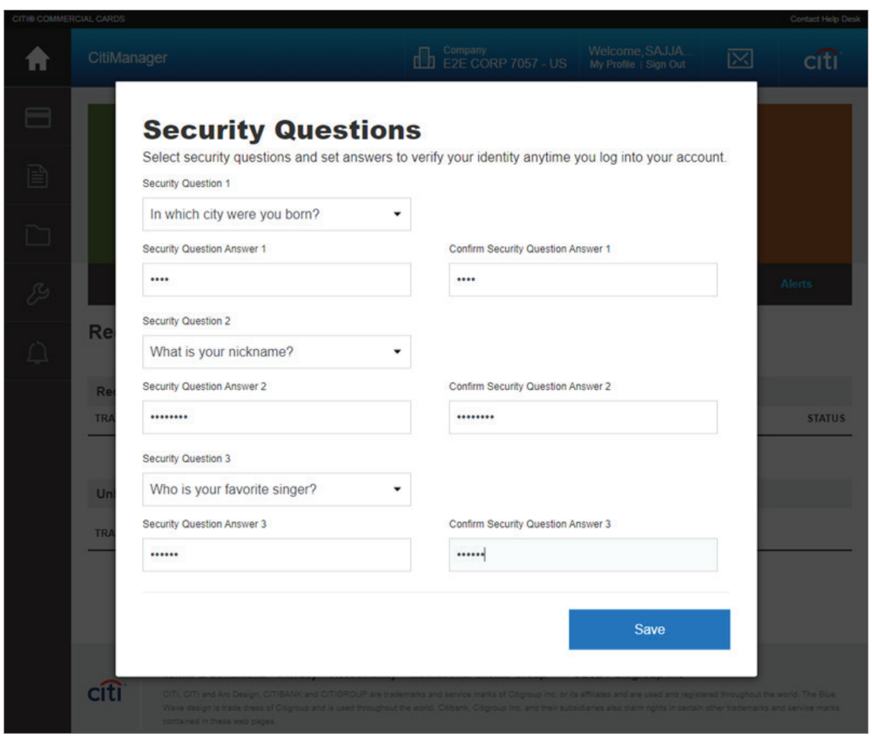
    The Review and Register screen displays.



Review and Register

22. Review the information displayed and when you are finished, click the **Register Account** button.

    The Confirmation screen displays indicating you have successfully registered your account.

Screen	Step/Action
 Sign On	23. To continue to the CitiManager Site, click the **Sign On** button. *The Security Questions screen displays.* **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.
 Security Questions	24. Select, answer and confirm three challenge questions and click the **Save** button. *The CitiManager Site Home screen displays.* **Note:** You cannot select a challenge question more than once.

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.

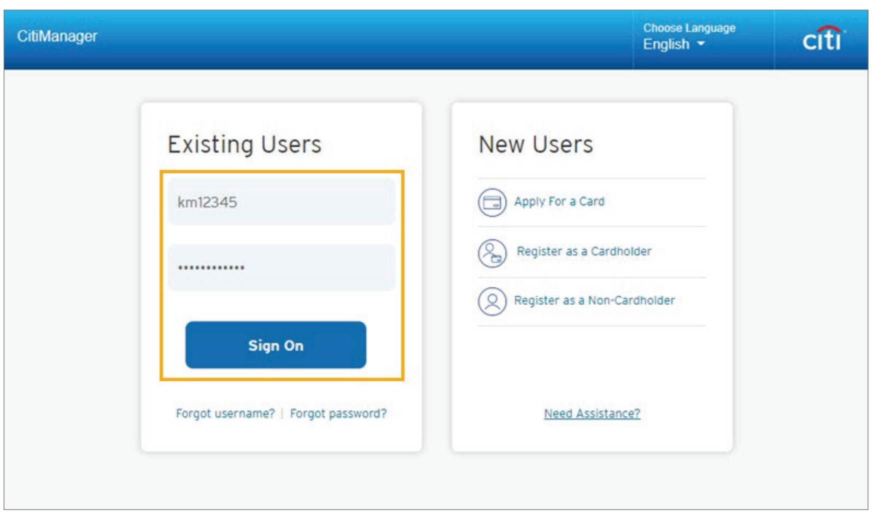
If you need additional information about CitiManager Site self-registration, refer to the **Self-register as a Cardholder** topic in this user guide.

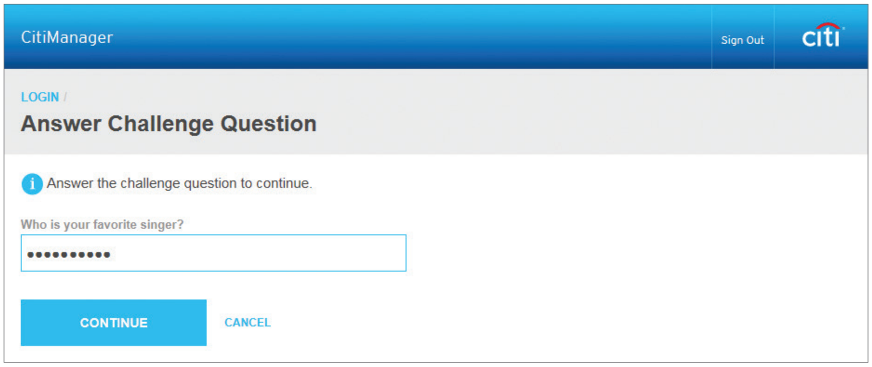
When logging out of the CitiManager Site, be sure to use the **Sign Out** link so the system closes all your current session information properly.

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
 CitiManager Site Login Screen	1. Navigate to citimanager.com/login. 2. From the **CitiManager Site Login** screen, type your **Username** and **Password** in the required fields. 3. Click the **Sign On** button. *The Challenge Question or One-time Passcode receipt options screen displays.* **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.

Screen	Step/Action
 Answer Challenge Question Screen	4. In the challenge question field, type the answer to the challenge question. 5. Click the **Continue** button. *The CitiManager Site Home screen displays. You have successfully logged into the CitiManager Site.*
 Sign Out	6. From the CitiManager Site header, click the **Sign Out** link. *The screen refreshes and the CitiManager Site Login screen displays.*

Reset Forgotten Password

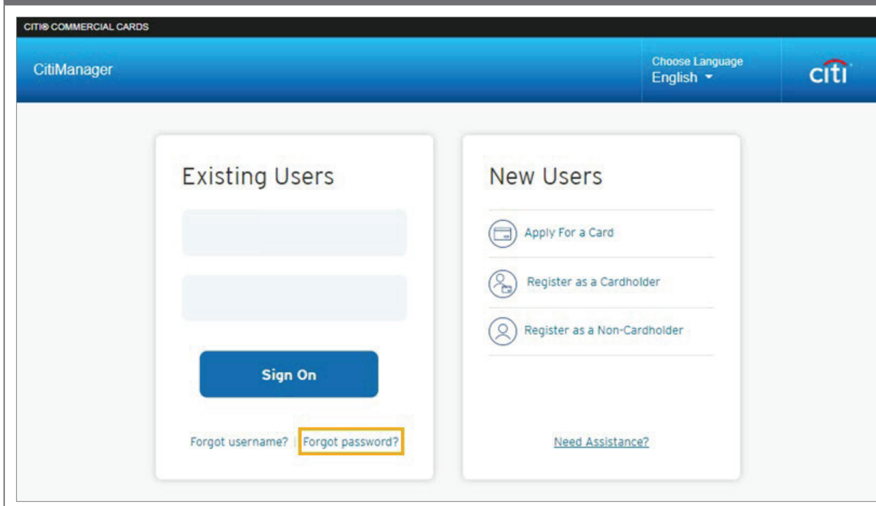
Key Concepts

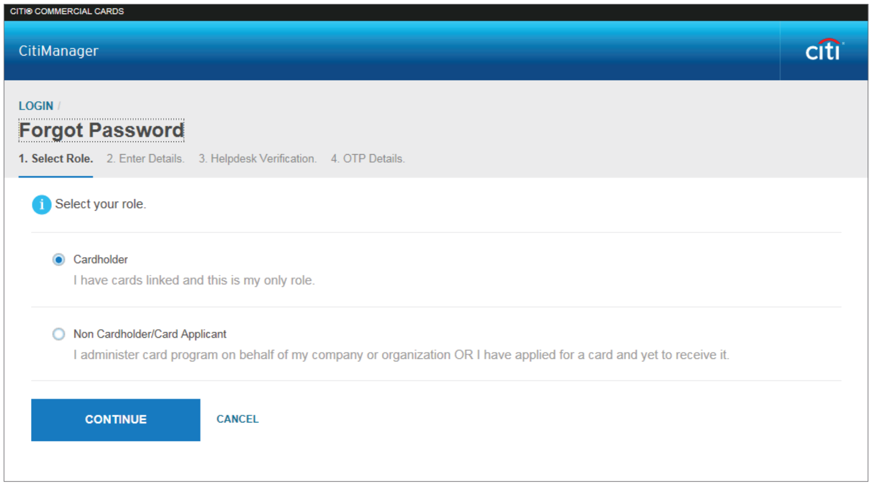
If you forget your password, you will need to reset it in order to sign in to the CitiManager Site. You can also contact your A/OPC for help retrieving your password.

To retrieve your password, the following information is required:

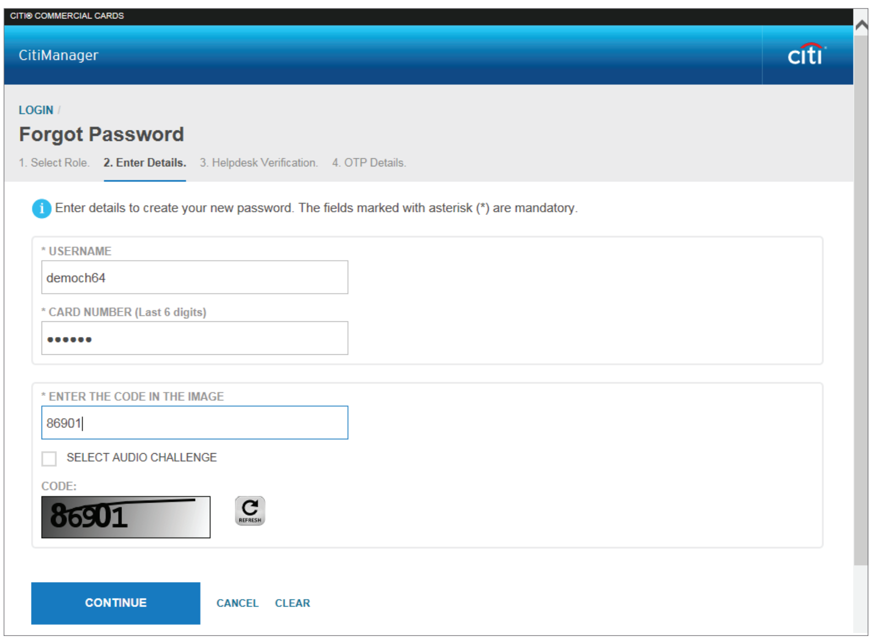
- A valid username
- The last six digits of your account number
- Your Helpdesk verification answer

Step-by-Step Instructions

Screen	Step/Action
 CitiManager Site Login Screen	1. Navigate to citimanager.com/login. 2. From the **CitiManager Site Login** screen, click the **Forgot password?** link. *The Forgot Password – Select Role screen displays.*

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Forgot Password – Select Role Screen
</td><td>
3. Select the **Cardholder** radio button and click the **Continue** button.

The Forgot Password – Enter Details screen displays.
</td></tr>
<tr><td>


Forgot Password – Enter Details Screen
</td><td>
4. In the **Username** field, type your username.

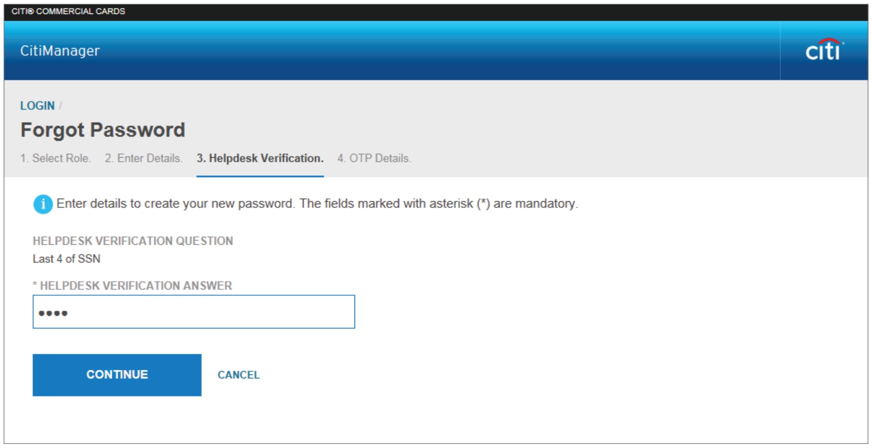
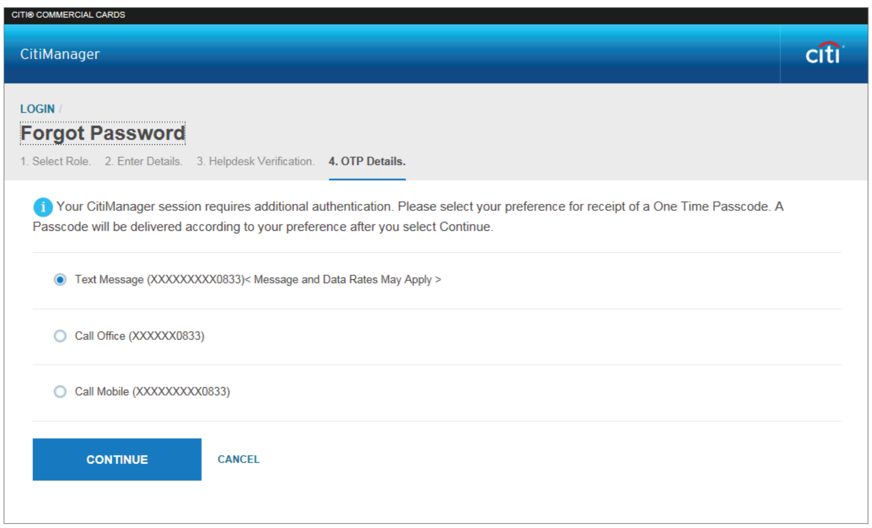
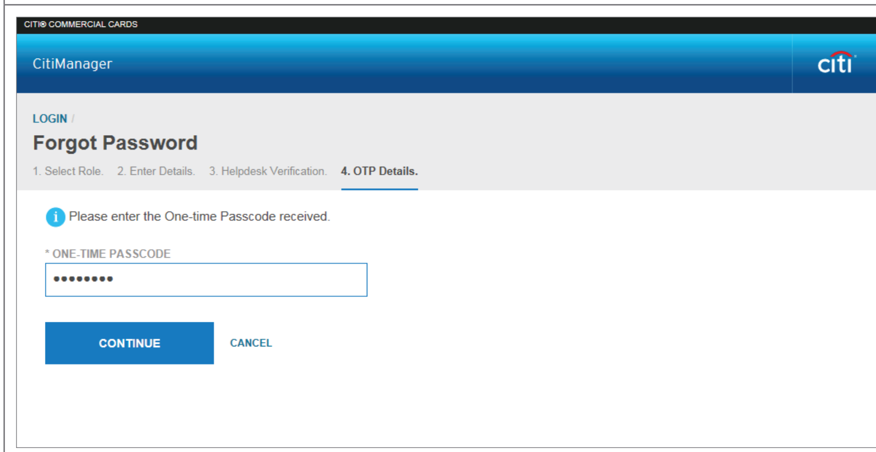
5. In the **Card Number** field, type the last six digits of your card number.

6. In the **Enter the Code in the Image** field, enter the CAPTCHA code displayed in the shaded image.

Note: To listen to the CAPTCHA code, select the **Select Audio Challenge** checkbox and click the **Play Audio** button.

7. Click the **Continue** button.

The Helpdesk Verification screen displays.
</td></tr>
</table>

Screen	Step/Action
 Forgot Password – Helpdesk Verification Screen	8. In the **Helpdesk Verification Answer** field, type the answer to the verification question and click the **Continue** button. *The OTP Details screen displays.*
 Forgot Password – OTP Details – Receipt Options Screen	9. From the **OTP Details** screen, select the appropriate contact option and click the **Continue** button. *A passcode is sent via text message or phone call depending on the option you have selected.*
 Forgot Password – OTP Details – Enter Passcode Screen	10. In the **One-Time Passcode** field, type the passcode you were provided and click the **Continue** button. *A confirmation message displays.* 11. Click the **OK** button. *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.*

Retrieve Forgotten Username

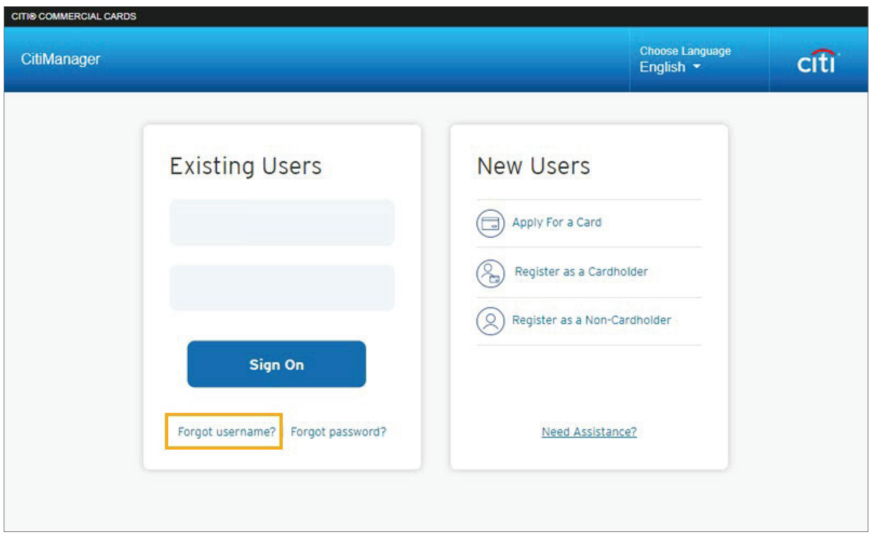
Key Concepts

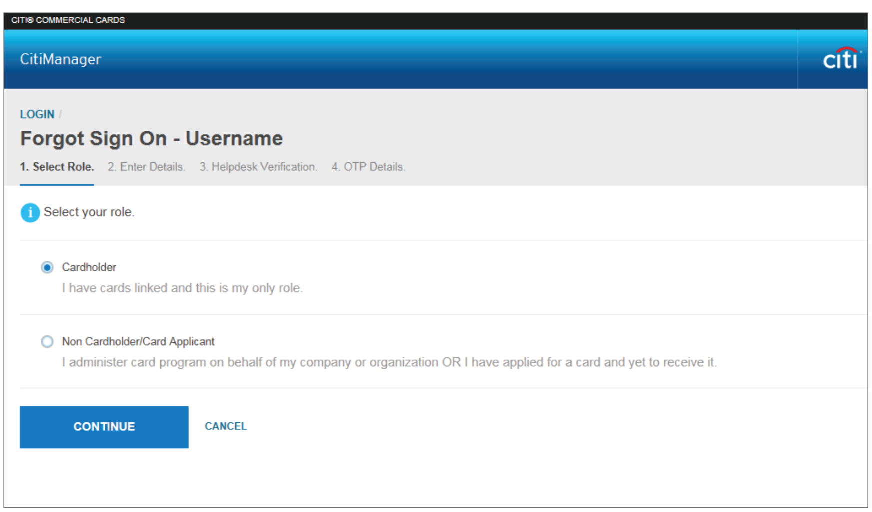
If you forget your username, you will need to retrieve it in order to log into the CitiManager Site. When you are finished submitting the request, your username will be sent to your e-mail address. Your can also contact your A/OPC for help retrieving your username.

To retrieve your username, the following information is required:

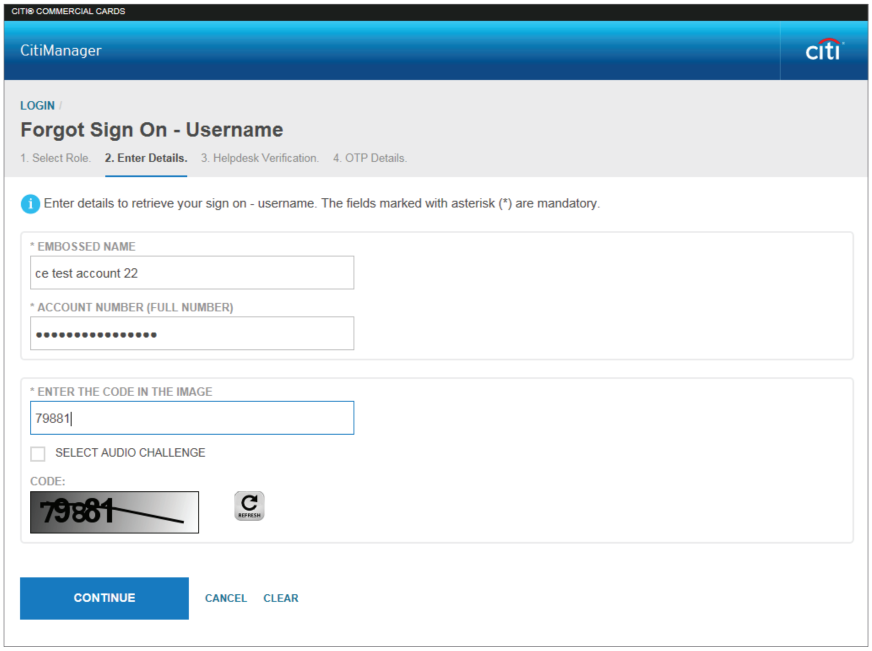
- Your full account number
- The embossed name as it appears on your card
- Your Helpdesk verification answer

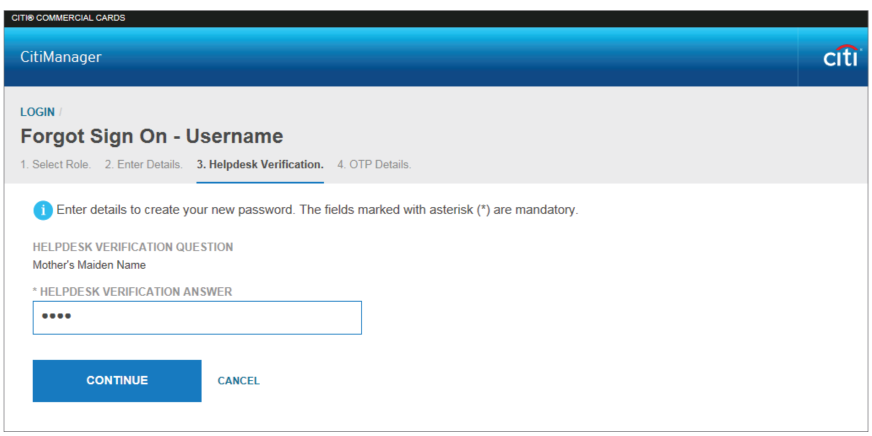
Step-by-Step Instructions

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


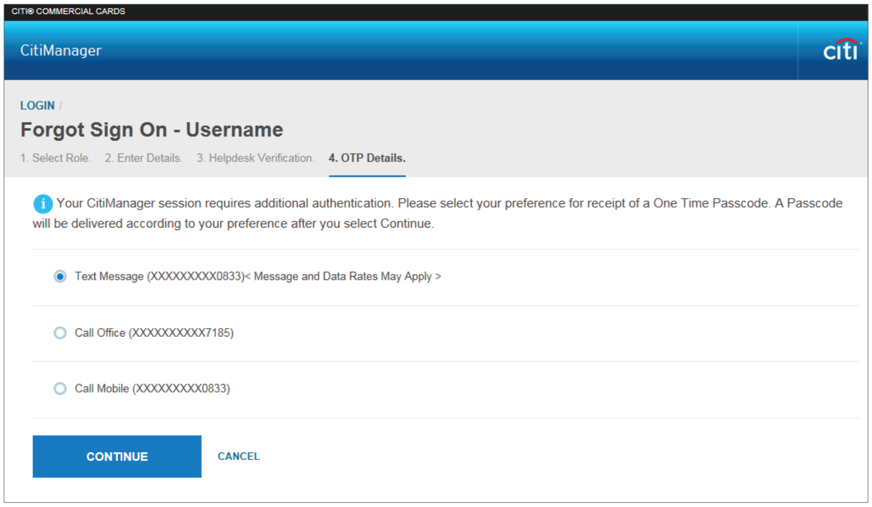
CitiManager Site Login Screen
</td><td>
1. Navigate to citimanager.com/login.
2. From the CitiManager Site Login screen, click the Forgot username? link.
The Forgot Sign On – Username screen displays.
</td></tr>
<tr><td>


Forgot Sign On – Username – Select Role Screen
</td><td>
3. Select the Cardholder radio button and click the Continue button.
The Forgot Sign On – Username – Select Role screen displays.
</td></tr>
</table>

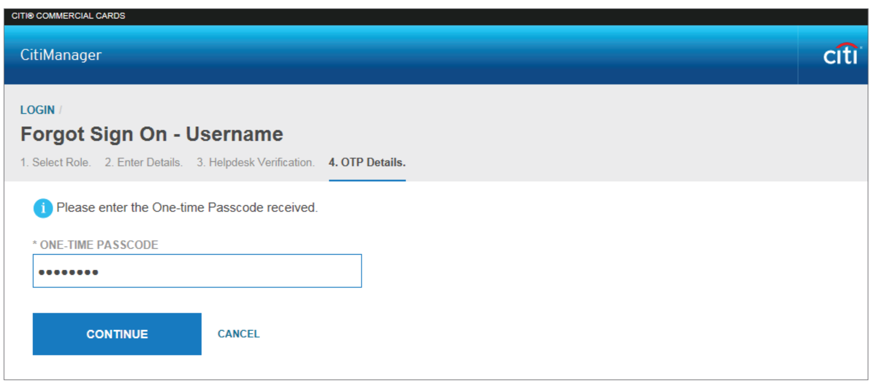
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Forgot Sign On – Username – Screen
</td><td>
4. In the Embossed Name field, type your name as it appears on your card.
5. In the Account Number (Full Number) field, type your full account number.
6. In the Enter the Code in the Image field, enter the CAPTCHA code displayed in the shaded image.
Note: To listen to the CAPTCHA code, select the Select Audio Challenge checkbox and click the Play Audio button.
7. Click the Continue button.
The Forgot Sign On – Username – Helpdesk Verification screen displays.
</td></tr>
<tr><td>


Forgot Sign On – Username – Helpdesk Verification Screen
</td><td>
8. In the challenge question field, type the answer to the challenge question and click the Continue button.
Note: You have three attempts to answer the challenge question correctly.
The Forgot Sign On – Username – OTP Details screen displays.
</td></tr>
</table>

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Forgot Sign On – Username – OTP Details – Receipt Options Screen
</td><td>
9. From the OTP Details screen, select the appropriate contact option and click the Continue button.

A passcode is sent via text message or phone call depending on the option you have selected.
</td></tr>
<tr><td>


Forgot Sign On – Username – OTP Details – Enter Passcode Screen
</td><td>
10. In the One-Time Passcode field, type the passcode you were provided and click the Continue button.

A confirmation message displays.

11. Click the OK button.

The system sends your username to the e-mail address on file.
</td></tr>
</table>

My Profile

Update User Preferences

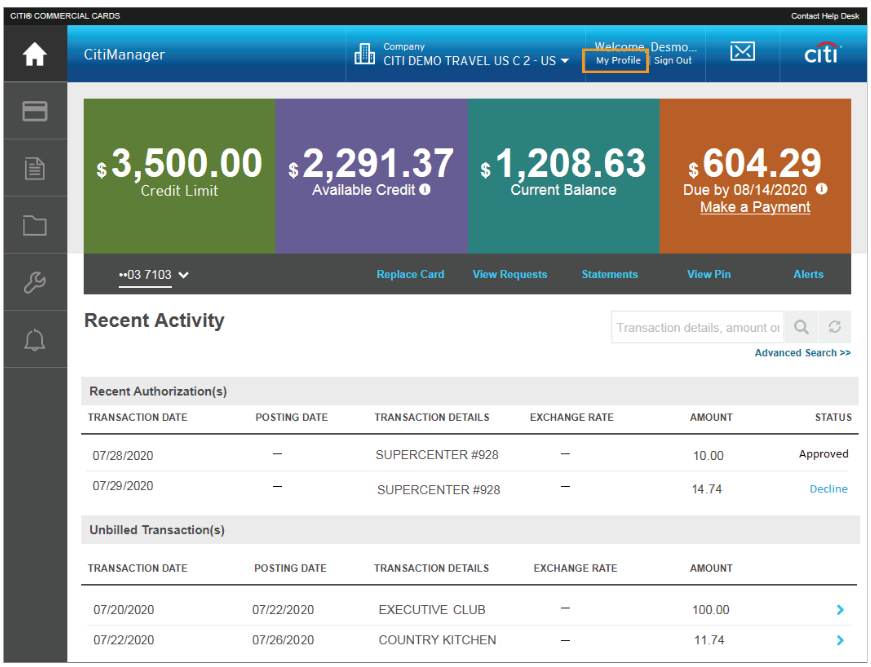
Key Concepts

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

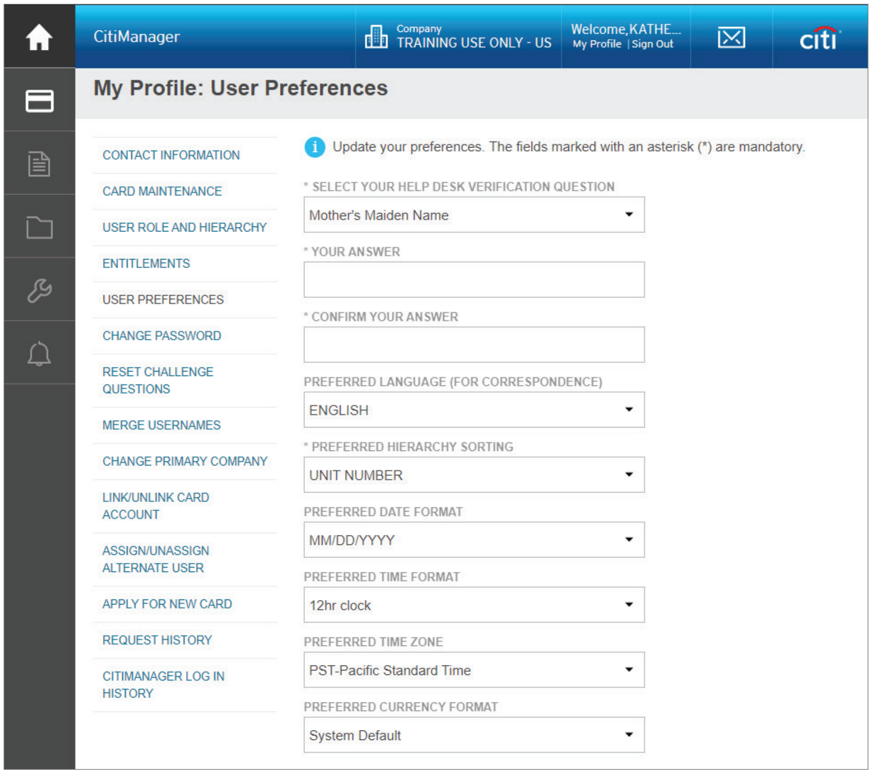
The Help Desk verification question/answer is used to confirm your status with Citi when you call the Help Desk for assistance (Corporate and Federal Government clients, except Department of Defense).

Step-by-Step Instructions

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Home Screen
</td><td>
1. From the CitiManager Site header, click the My Profile link that displays under your name.

The My Profile – User Preferences screen displays.
</td></tr>
</table>

Screen	Step/Action
 My Profile Screen – User Preferences	2. 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. 3. When you are finished, click the **Save Changes** button. *A confirmation message displays at the top of the screen.*

View Application and Maintenance Request History

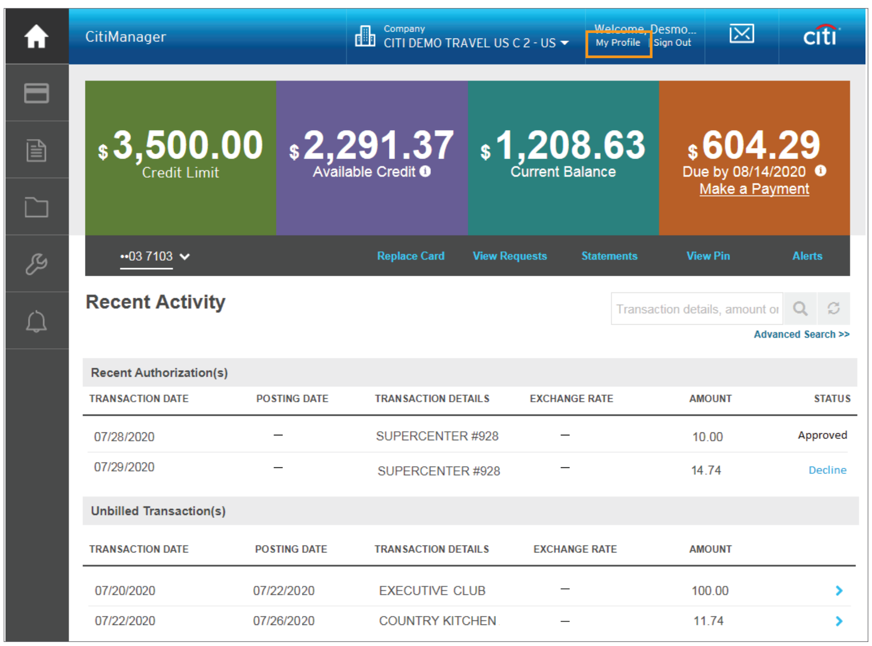
Key Concepts

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.

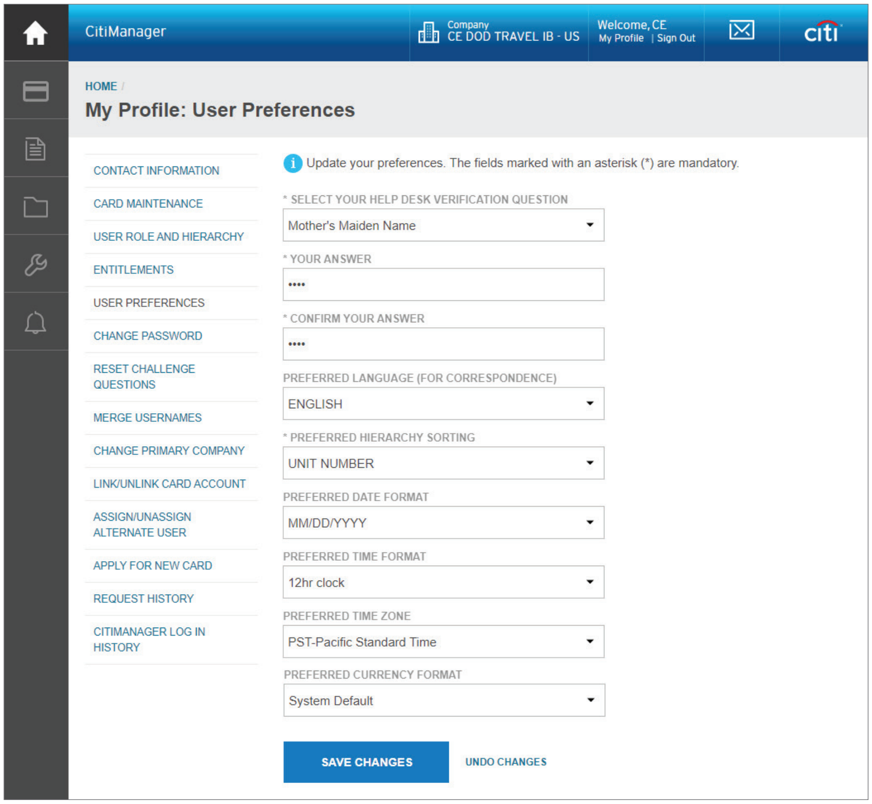
Step-by-Step Instructions

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Home Screen
</td><td>
1. From the CitiManager Site header, click the My Profile link that displays under your name.

The My Profile: User Preferences screen displays.
</td></tr>
</table>

Screen	Step/Action

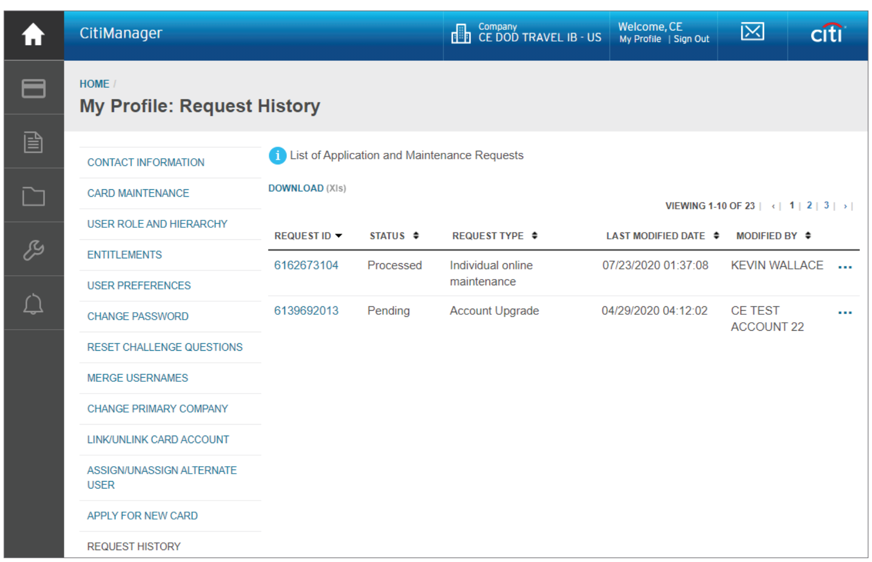


My Profile – User Preferences

2. Click the **Request History** link.

   A list of application and maintenance requests display.

   Note: If there are no requests, a message displays indicating there are no requests for this user.

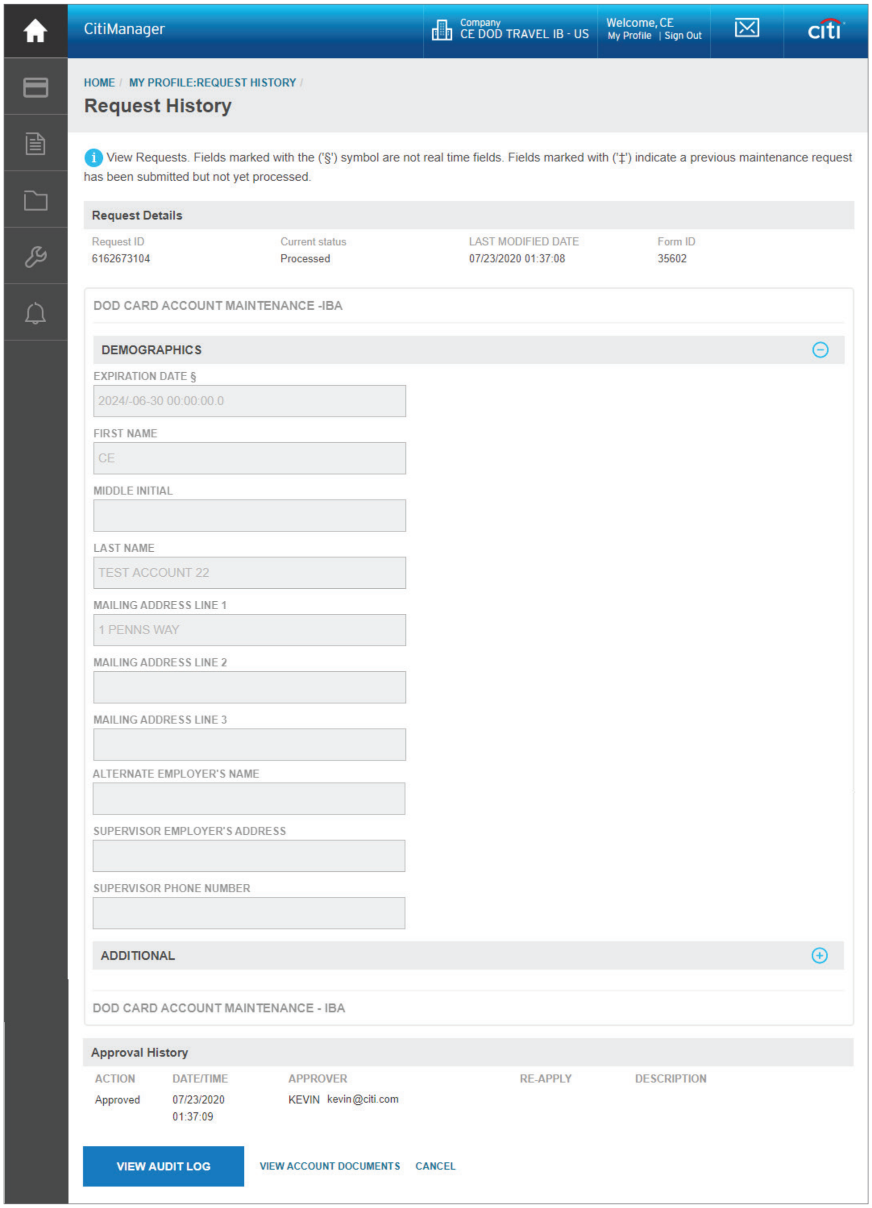


My Profile – Request History

3. To sort requests, click on header in which you'd like to sort the requests.
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.
5. To view the details of a specific request, from the **Request ID** column, click the link for the desired request.

   The application or maintenance request details display with the approval history.

Screen

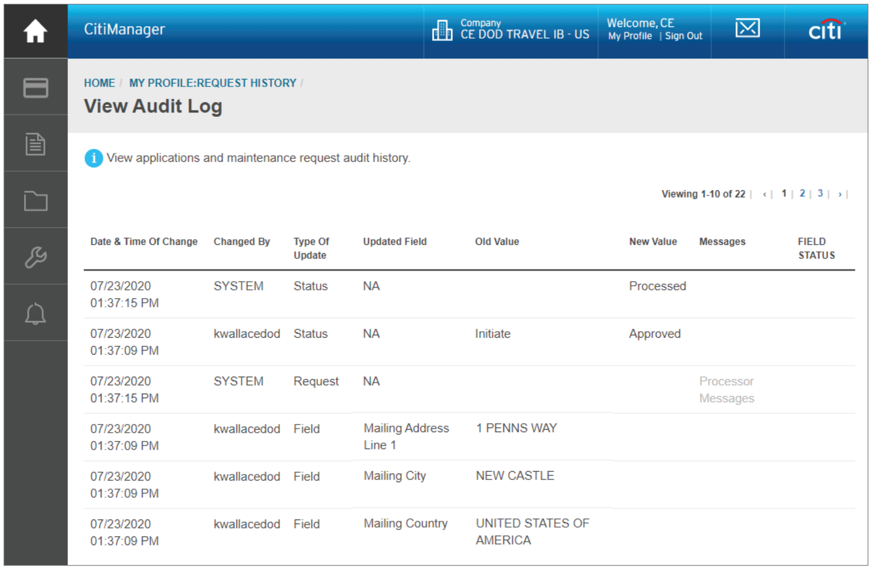


My Profile – Request Details

Step/Action

6. To view additional information from the **Demographics** or **Additional** sections, click the **(+) plus sign** icon from the section header as necessary.
7. To view the Audit Log, scroll to bottom of screen click the **View Audit Log** button.

   The Audit Log displays.

Screen	Step/Action
 Audit Log	8. When you are finished viewing the **Audit Log**, scroll to the bottom of the screen and click the **Back** button.

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			

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.

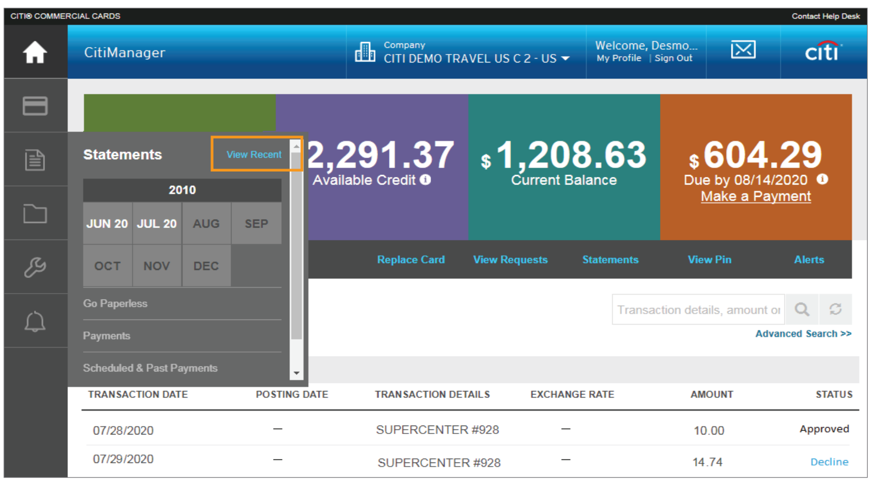
You can download transactions for individually or centrally billed accounts.

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

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>



Home Screen – View Recent Link

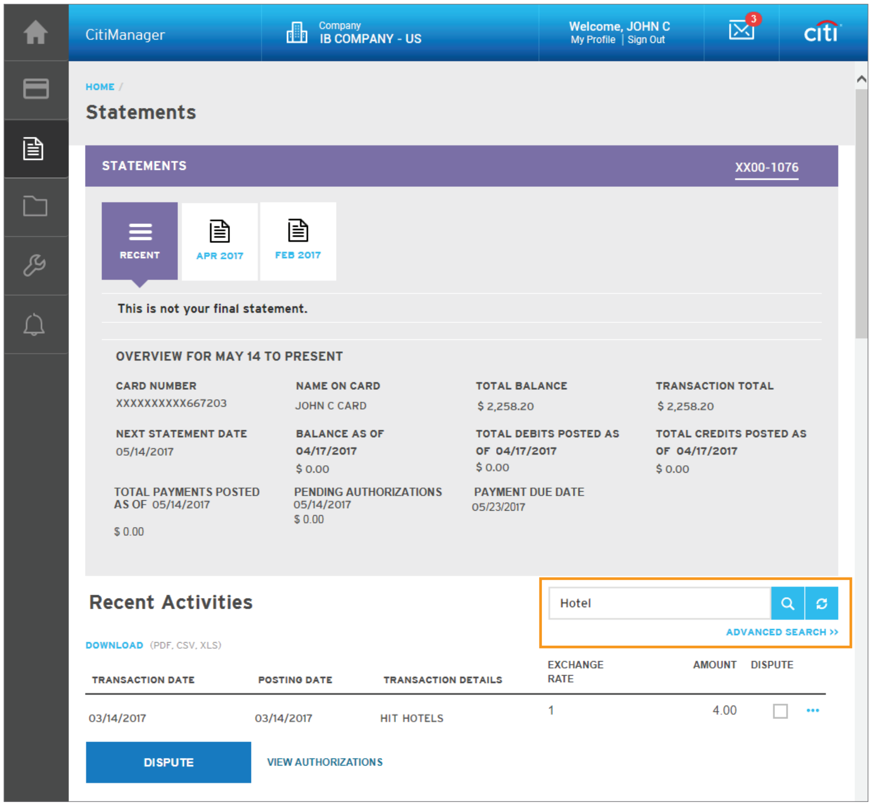
</td><td>

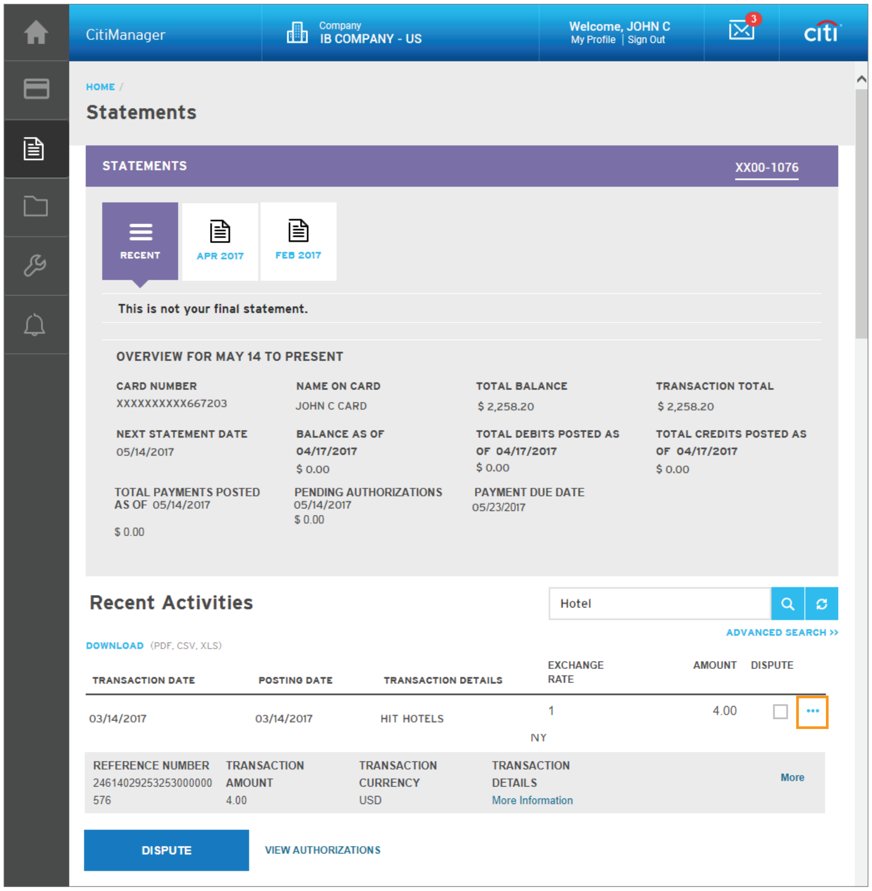
1. From the CitiManager Site side navigation bar, position your mouse over the **Statements** button and then click the **View Recent** link that displays at the top of the fly-out menu.

   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.

   Note: If you have more than one card account, click the account number drop-down arrow in the **Statements** header to toggle between accounts.

</td></tr>
</table>

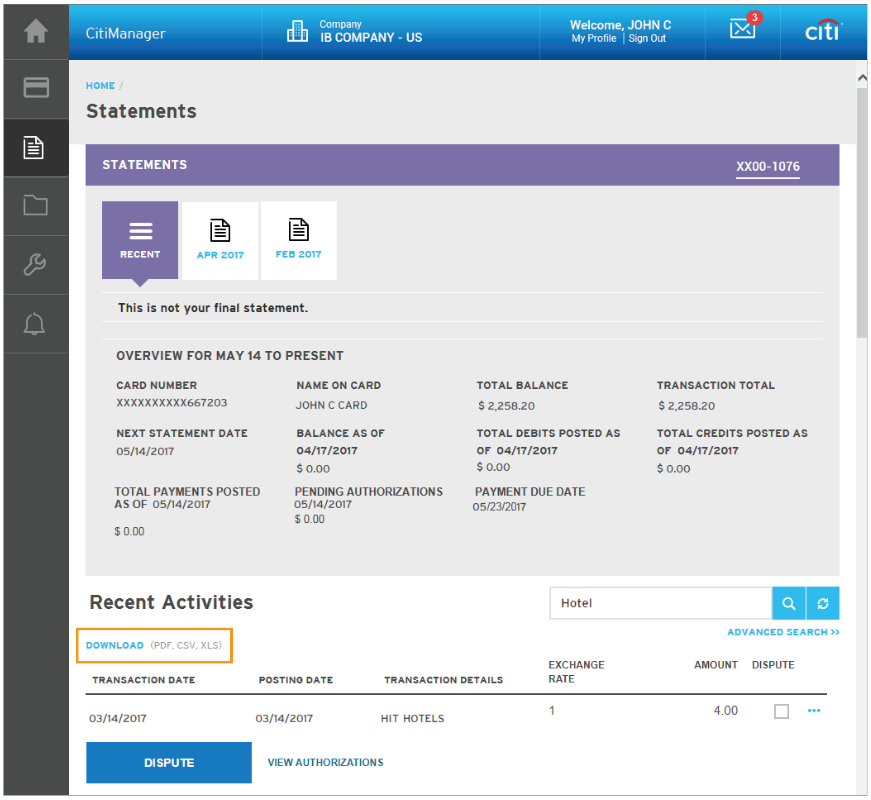
Screen	Step/Action
 Statements Screen – Recent Transactions/Search	2. To search for a specific transaction amount, date or description, type the search criteria in search field that displays in the upper-right corner of the **Recent Activities** section and click the **Search** button. Click the **Advanced Search** link to access additional search criteria. *The transactions are filtered by the search criteria entered.*

Screen	Step/Action
 Statements – Recent Transactions Additional Detail	3. To view additional transaction detail, click the **ellipsis (...)** link that displays on the right-side of the row you wish to expand. *The row expands and additional transaction details display.*

Step-by-Step Instructions

To Download Recent Transactions

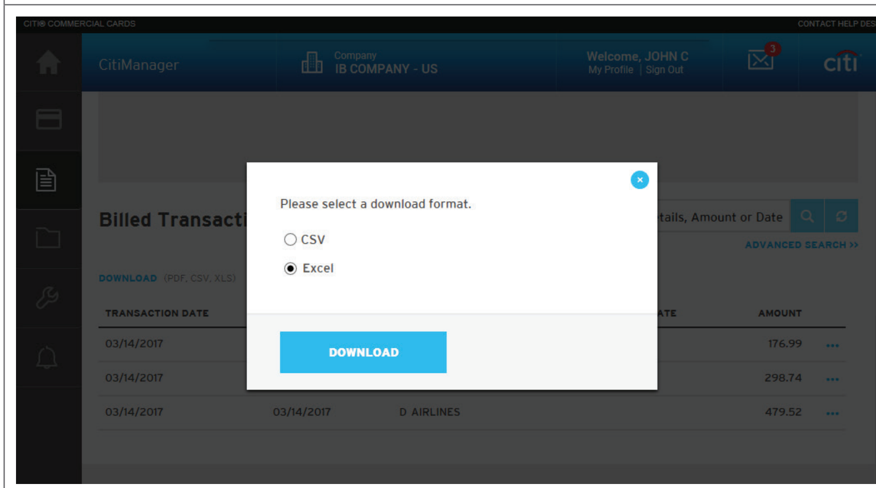
Screen | **Step/Action**



Statements – Recent Transactions Download Link

1. From the **Statements – Recent** screen, click the **Download** link that displays under the **Recent Activities** header.

   The download options display in a new window.



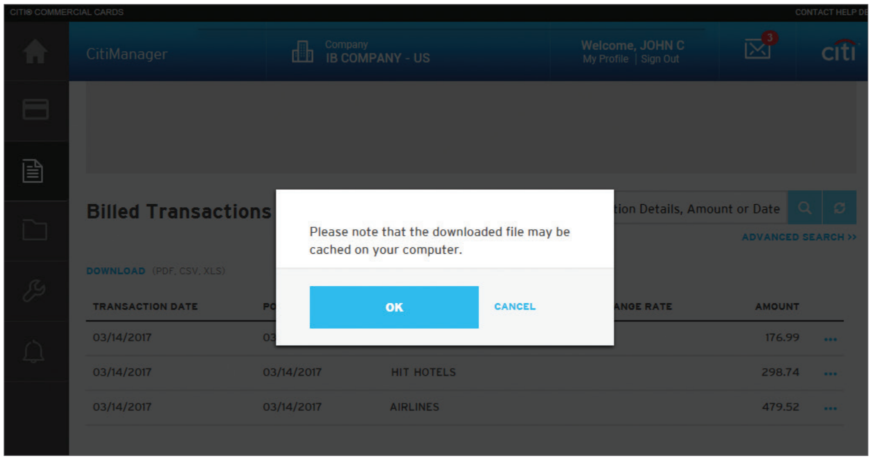
Statement Screen – Download Options

2. 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.

   A download message displays stating that the file will be cached to your computer.

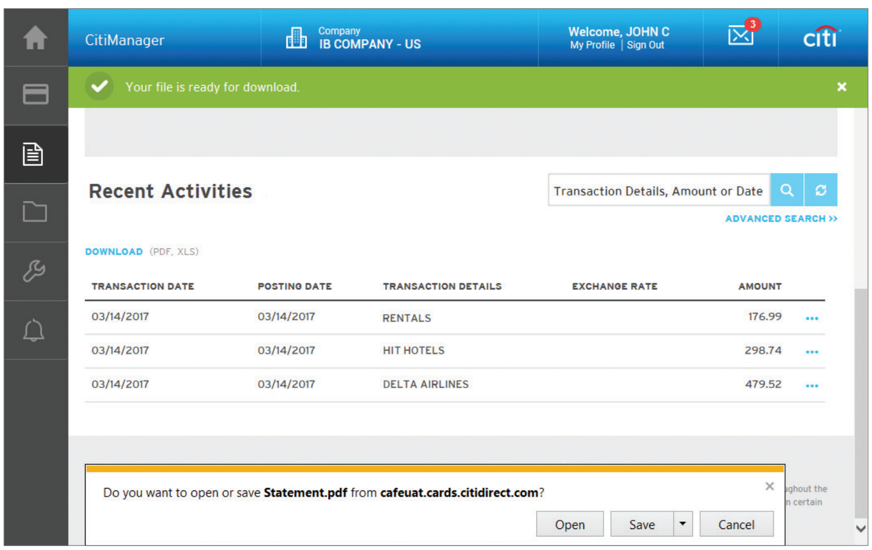
Screen	Step/Action



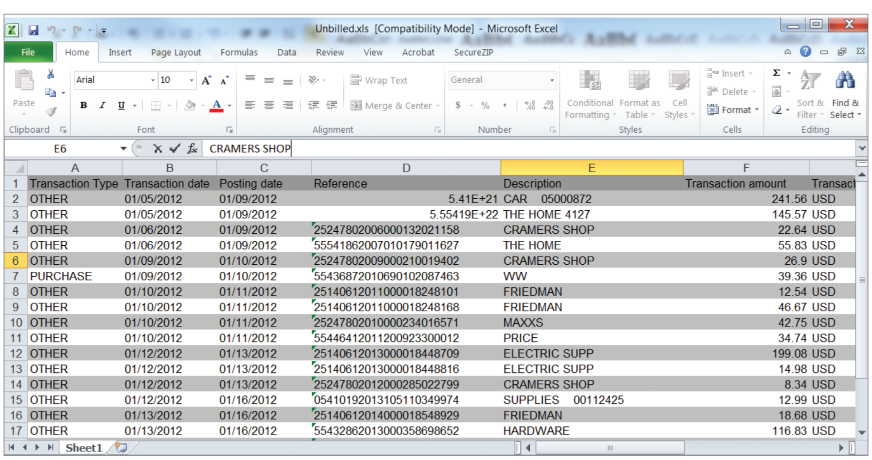
Statements Screen – Download Message

3. Click the **OK** button.

   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.



Statements Screen – Open Document



Statements Screen – Excel Document

4. From the browser document option window, click the **Open** button.

   The document opens in the selected format.

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

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:

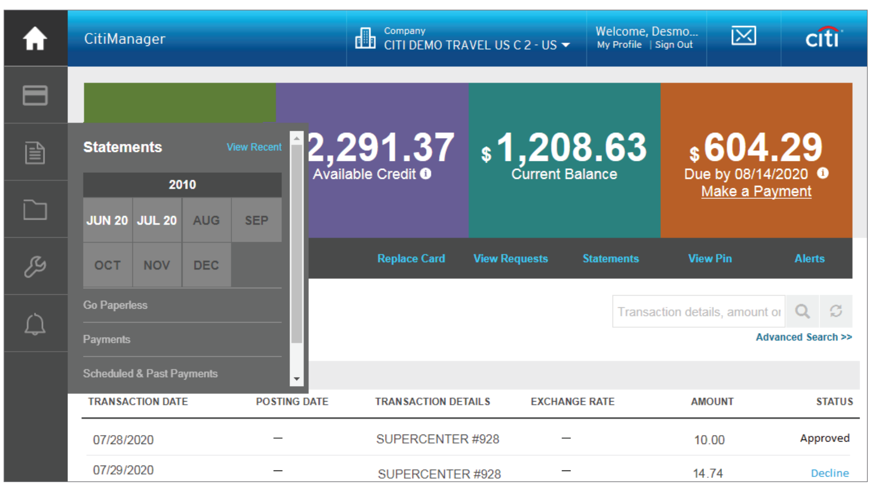
- An account, balance and payment overview
- A list of transactions that have billed to your account
- Transaction details

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

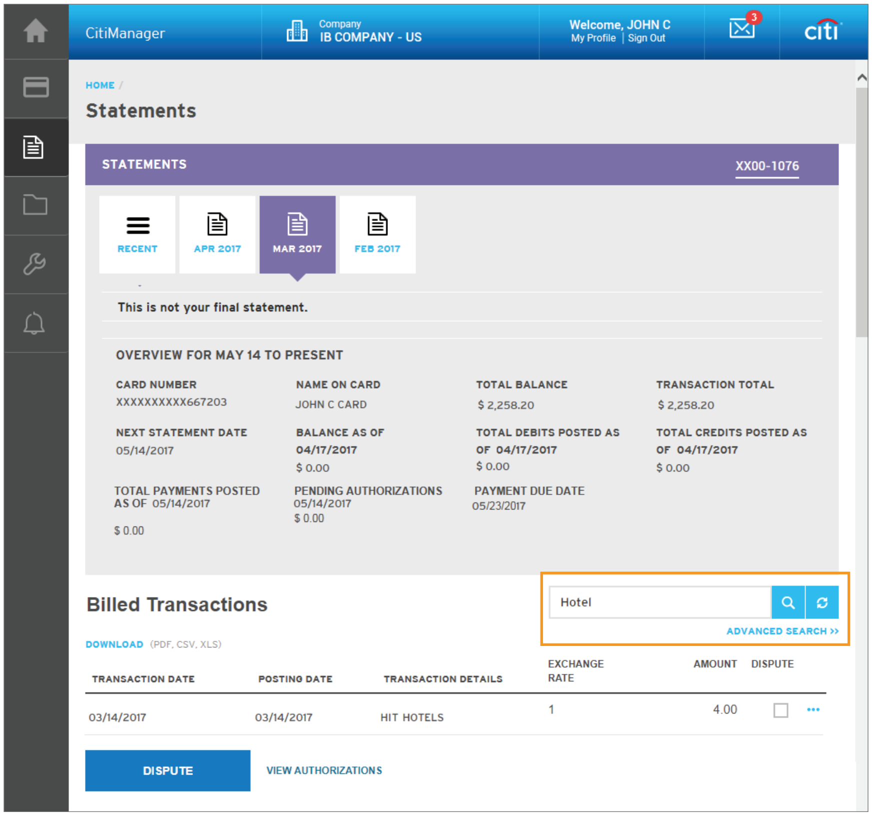
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Home Screen – Select Statement Date
</td><td>
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.

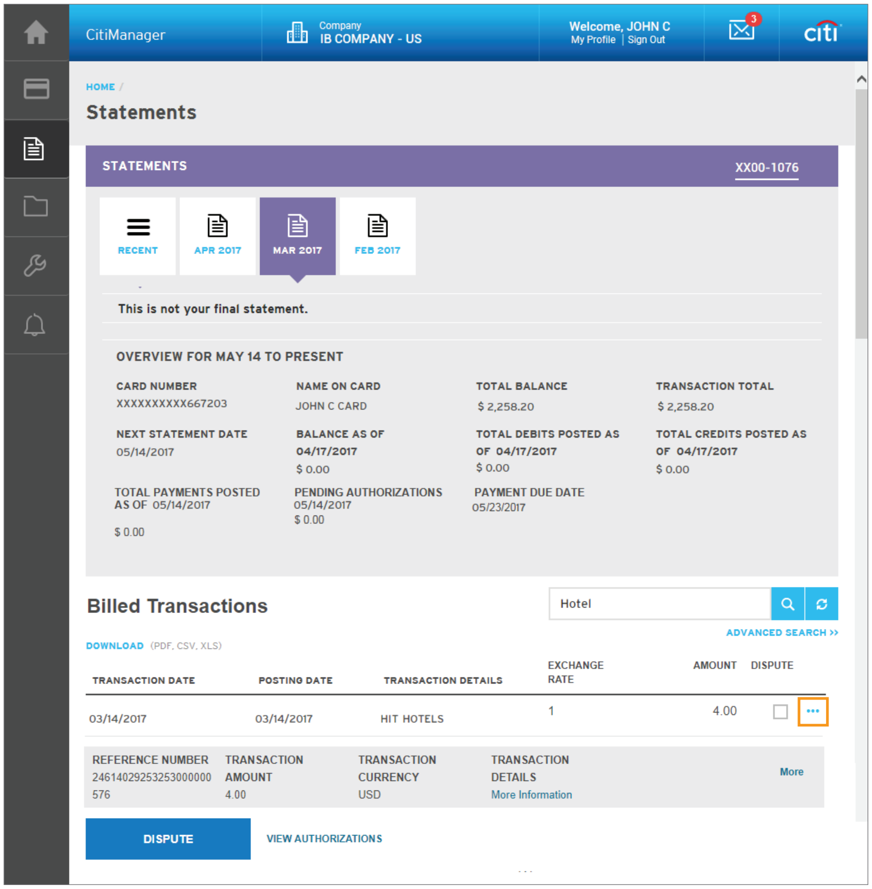
The Statements screen displays for the month selected. Billed transactions display at the bottom of the screen.

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.
</td></tr>
</table>

Screen	Step/Action
 Statements Screen – Search	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. *The transactions are filtered by the search criteria entered.*

Screen



Statements Screen – Additional Transaction Detail

Step/Action

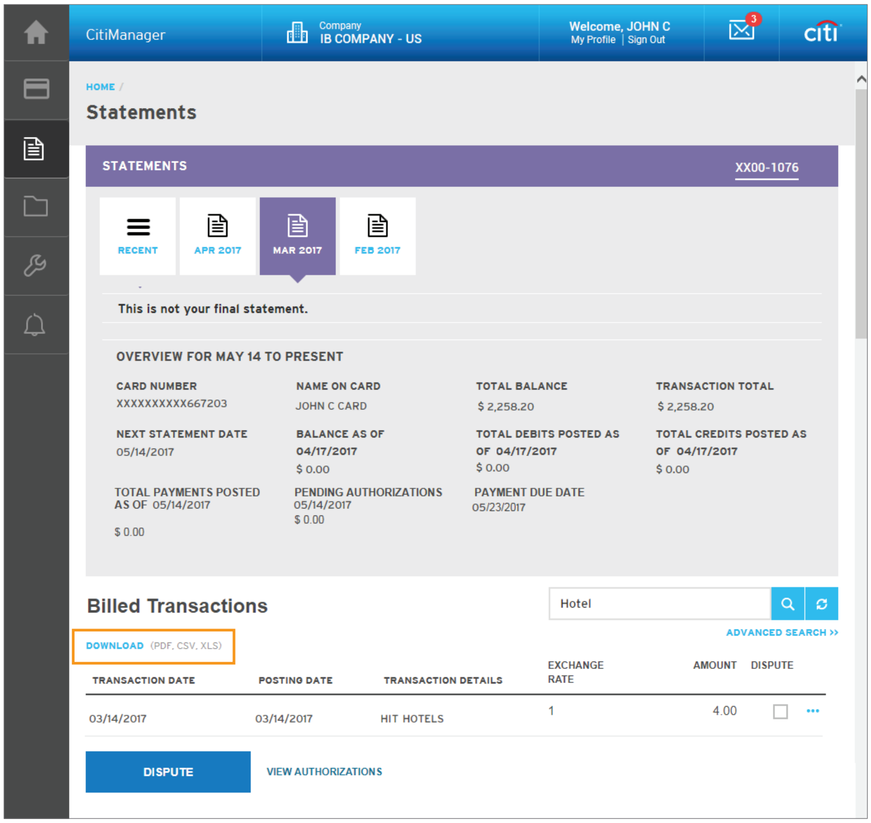
3. To view additional transaction detail, click the **ellipsis (...)** link that displays on the right-side of the row you wish to expand.

   The row expands and additional transaction details display.

Step-by-Step Instructions

To Download Statements

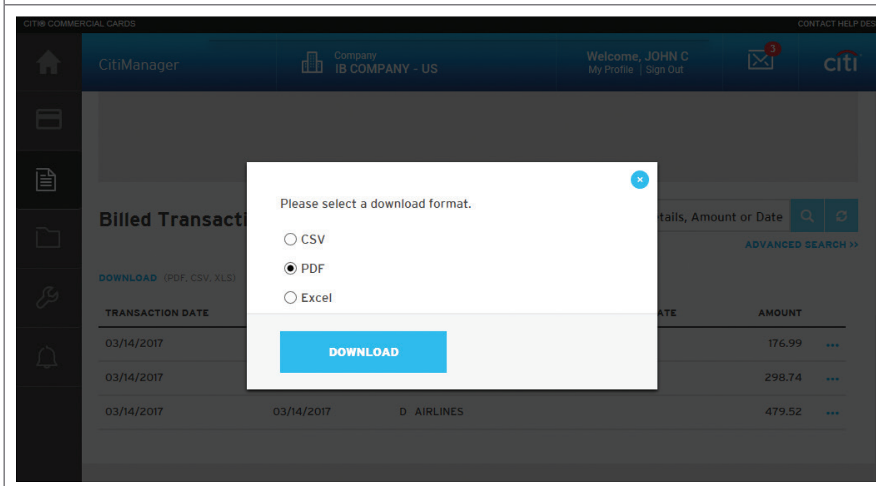
Screen | **Step/Action**



Statements Screen – Download Link

1. From the **Statements** screen, click the **Download** link that displays under the **Billed Transaction** header.

   The download options display in a new window.



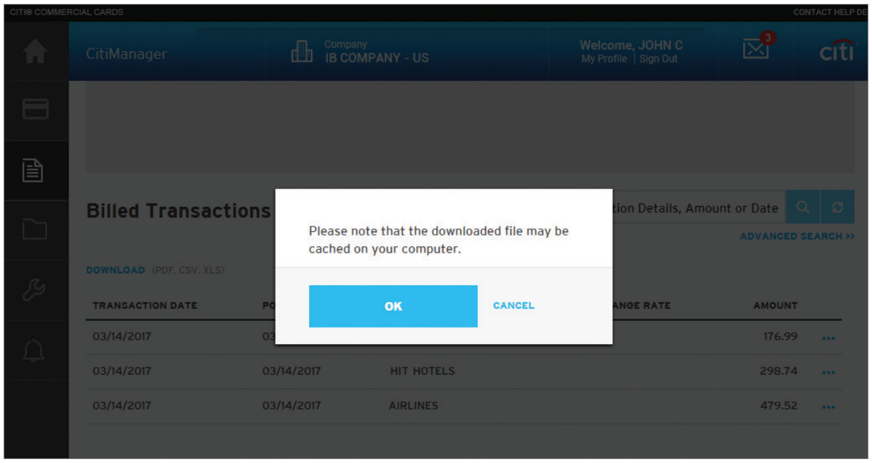
Statements Screen – Download Options

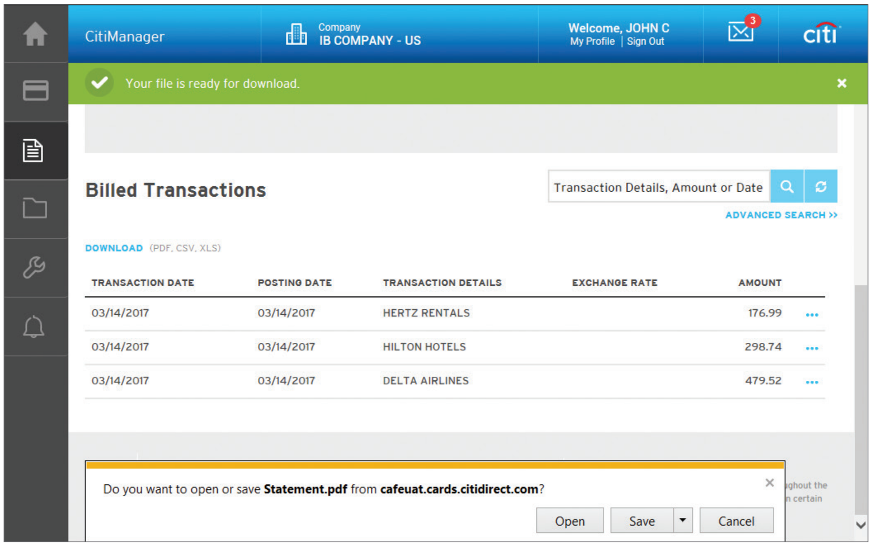
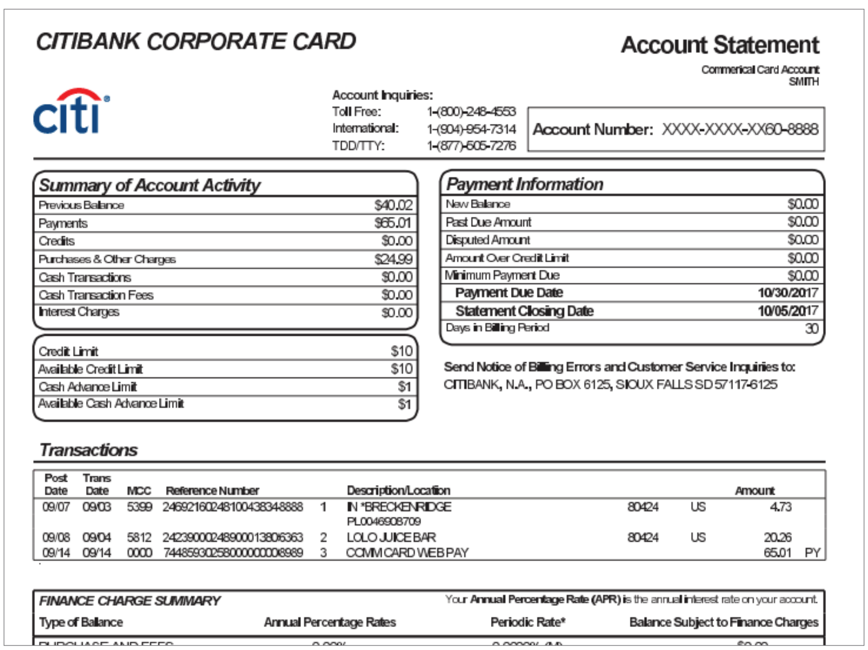
2. Select the radio button for the desired download format and click the **Download** button.

   Note: Download options include Comma Separated Value (CSV), Portable Document Format (PDF) or Excel. PDF is the default option.

   If you intend to print your statement, PDF is the recommended format.

   A download message displays stating that the file will be cached to your computer.

Screen	Step/Action
 Statements Screen – Download Message	3. Click the **OK** button. *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.*

Screen	Step/Action
 Statements Screen – Open/Save Options  Statements – PDF	4. From the browser document option window, click the **Open** button. *The document opens in the selected format.* **Note:** Once the document is open, you can print it by selecting **Print** from the **File** menu.

CITIBANK CORPORATE CARD

Account Statement

Commercial Card Account
SMITH

Account Inquiries:
Toll Free: 1-(800)-248-4553
International: 1-(904)-954-7314
TDD/TTY: 1-(877)-505-7276

Account Number: XXXX-XXXX-XX60-8888

Summary of Account Activity	
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

Credit Limit	$10
Available Credit Limit	$10
Cash Advance Limit	$1
Available Cash Advance Limit	$1

Payment Information	
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

Send Notice of Billing Errors and Customer Service Inquiries to:
CITIBANK, N.A., PO BOX 6125, SIOUX FALLS SD 57117-6125

Transactions

Post Date	Trans Date	MCC	Reference Number		Description/Location			Amount	
09/07	09/03	5399	24692160248100438348888	1	IN *BRECKENRIDGE PL0046908709	80424	US	4.73	
09/08	09/04	5812	24239000248900013806363	2	LOLO JUICE BAR	80424	US	20.26	
09/14	09/14	0000	74485930258000000006989	3	COMM CARD WEB PAY			65.01	PY

FINANCE CHARGE SUMMARY

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

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

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:

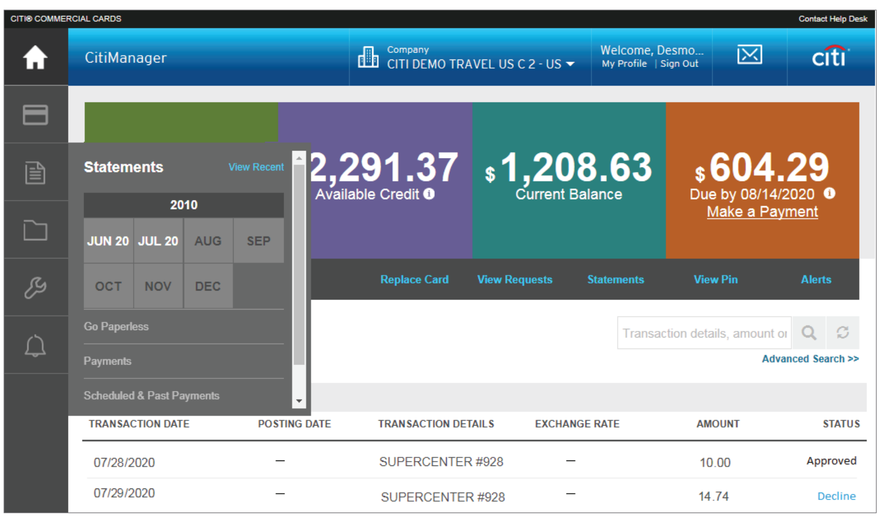
Payment requests received by 4:00 p.m. Eastern Time (ET) on a bank business day are posted to your Citibank Card account on the same day.

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

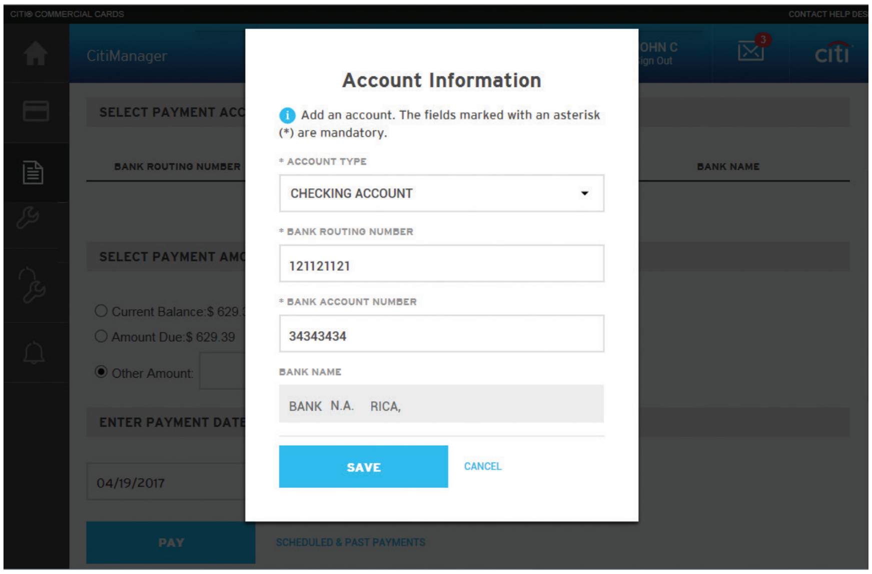
Business days are Monday through Friday, excluding federal holidays.

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
 Home Screen – Payments Link	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**). *The Payments screen displays.* 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. *The Account Information window displays.*

Screen	Step/Action



Payments Screen – Additional Transaction Detail

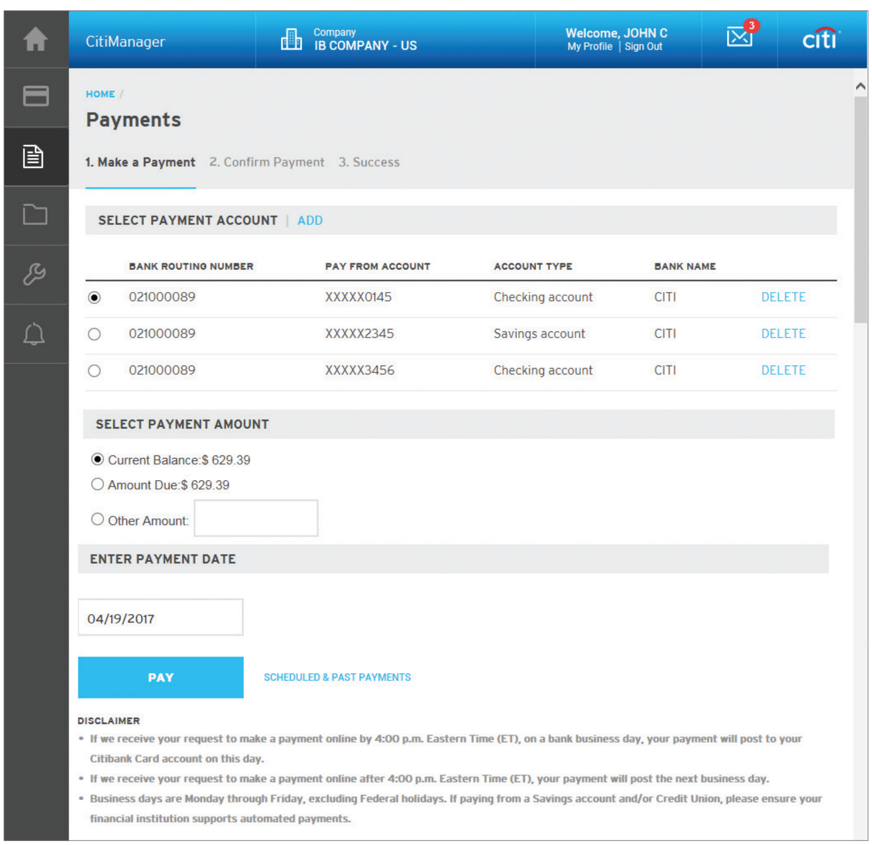
3. From the **Account Type** drop-down list, select the appropriate pay from account type.
4. In the **Bank Routing Number** field, type the bank routing code for the account.

   Note: The bank name will automatically populate after you type a valid routing number.
5. In the **Pay From Account** field, type the account number.
6. Click the **Save** button.

   The new bank account is added.

   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.

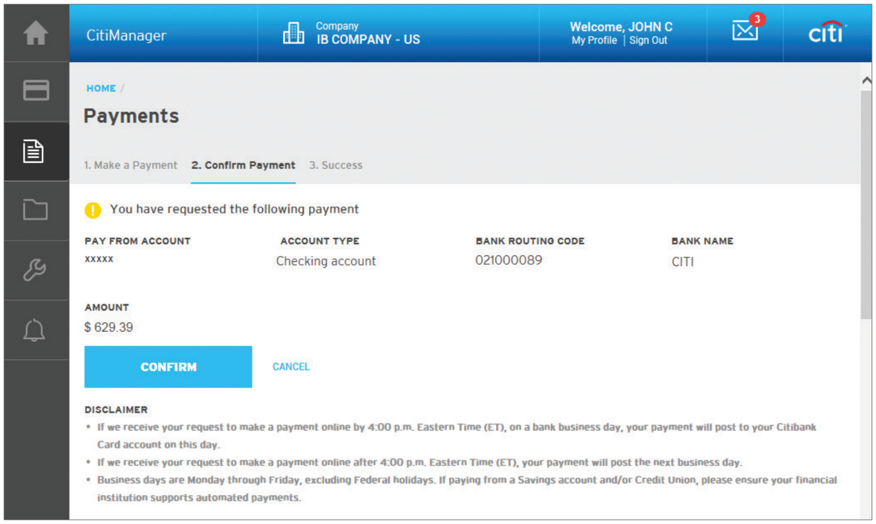


Payments – Make a Payment

7. To select the desired pay from account, click the appropriate radio button.
8. 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.
9. To schedule a payment in the future, type a date or select it from the calendar.
10. To submit your payment, click the **Pay** button.

    The Confirm Payment screen displays.

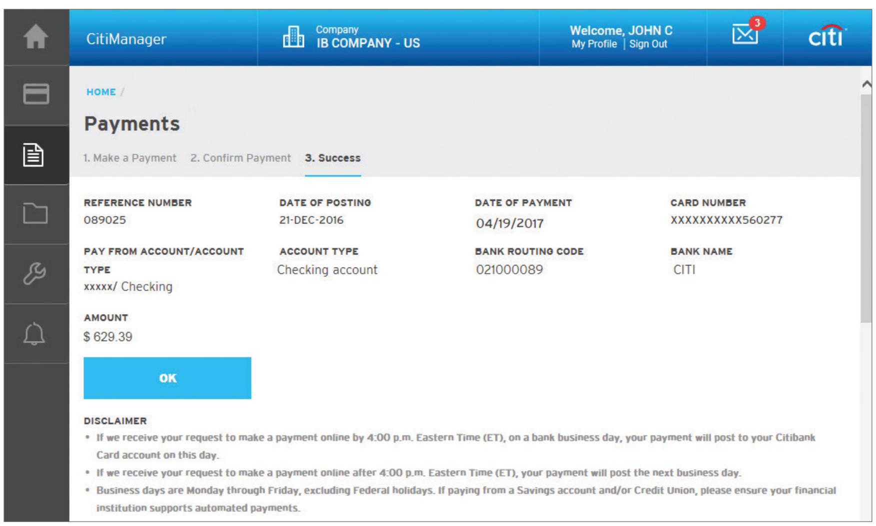
Screen | **Step/Action**



Payments – Confirm Payment

11. Review your payment information and click the **Confirm** button.

    The Success screen displays your payment information and a confirmation displays at the top of the screen.



Payments – Success

12. Click the **OK** button.

    The Scheduled & Past Payments screen displays.

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:

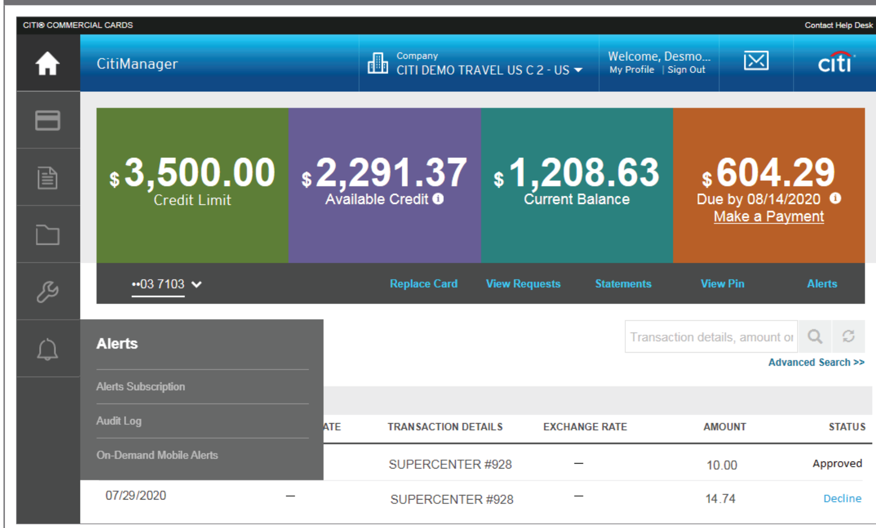
- Time zone
- Time of day
- Day of week

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.

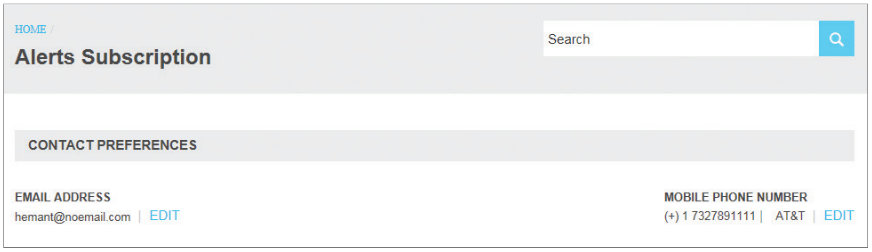
Step-by-Step Instructions

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


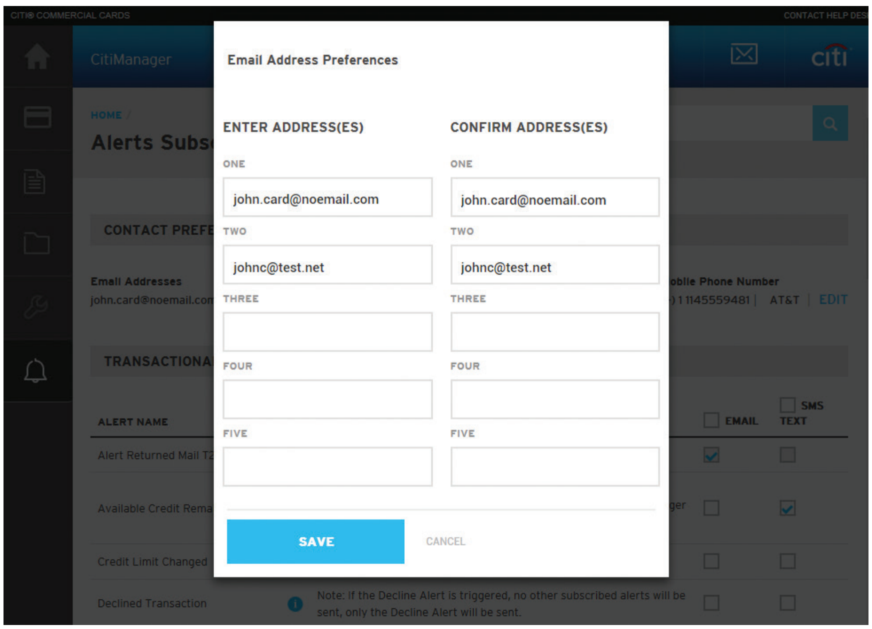
Home Screen – Alerts
</td><td>
1. From the CitiManager Site side navigation bar, position your mouse over the Alerts button and then click the Alerts Subscription link.

The Alerts Subscription screen displays.
</td></tr>
</table>

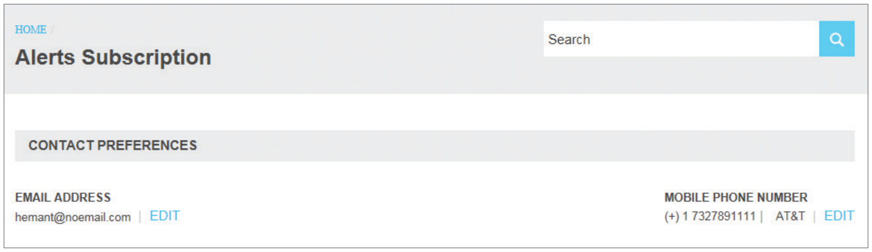
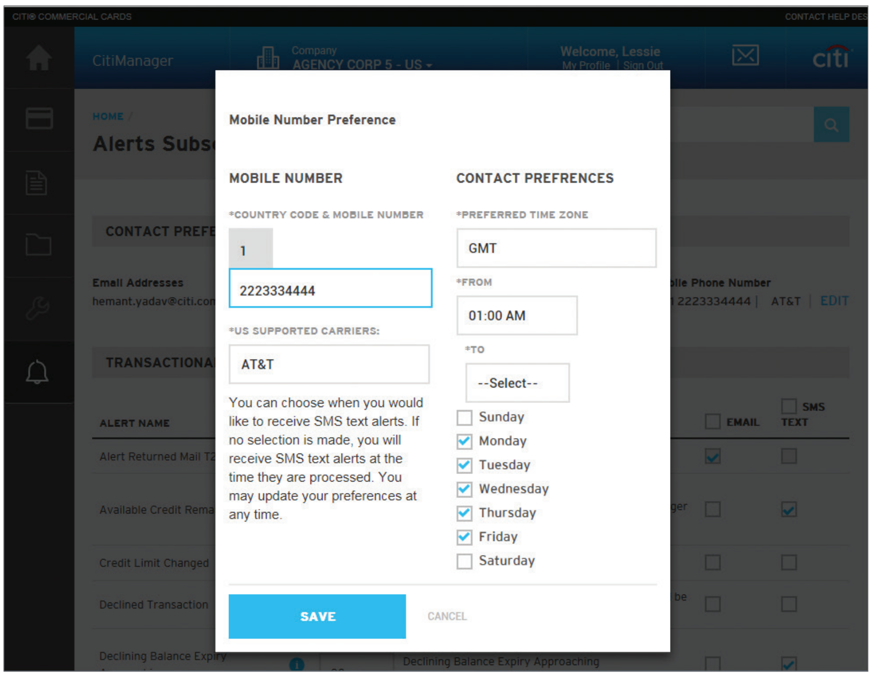
Screen	Step/Action
See screenshots below	2. To enter/edit the email address(es) where you want alerts sent, click the **Email Addresses – Edit** link and complete the following steps when the **Email Address Preferences** window opens: a) Type and confirm up to five email addresses. b) Click the **Save** button.



Alerts Subscription Screen



Alerts Subscription Screen – E-mail Address Preferences

Screen	Step/Action
 Alerts Subscription Screen  Alerts Subscription Screen – Mobile Number Preference	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:

Alerts Subscription Screen

Alerts Subscription Screen – Mobile Number Preference

a) In the **Country Code** and **Mobile Number** field, type a valid mobile phone number where you wish alerts to be sent.

Note: Only numeric values are allowed in this field. The country code defaults based on the country associated with your profile.

b) Click in the **Supported Carriers** field and select your mobile carrier.

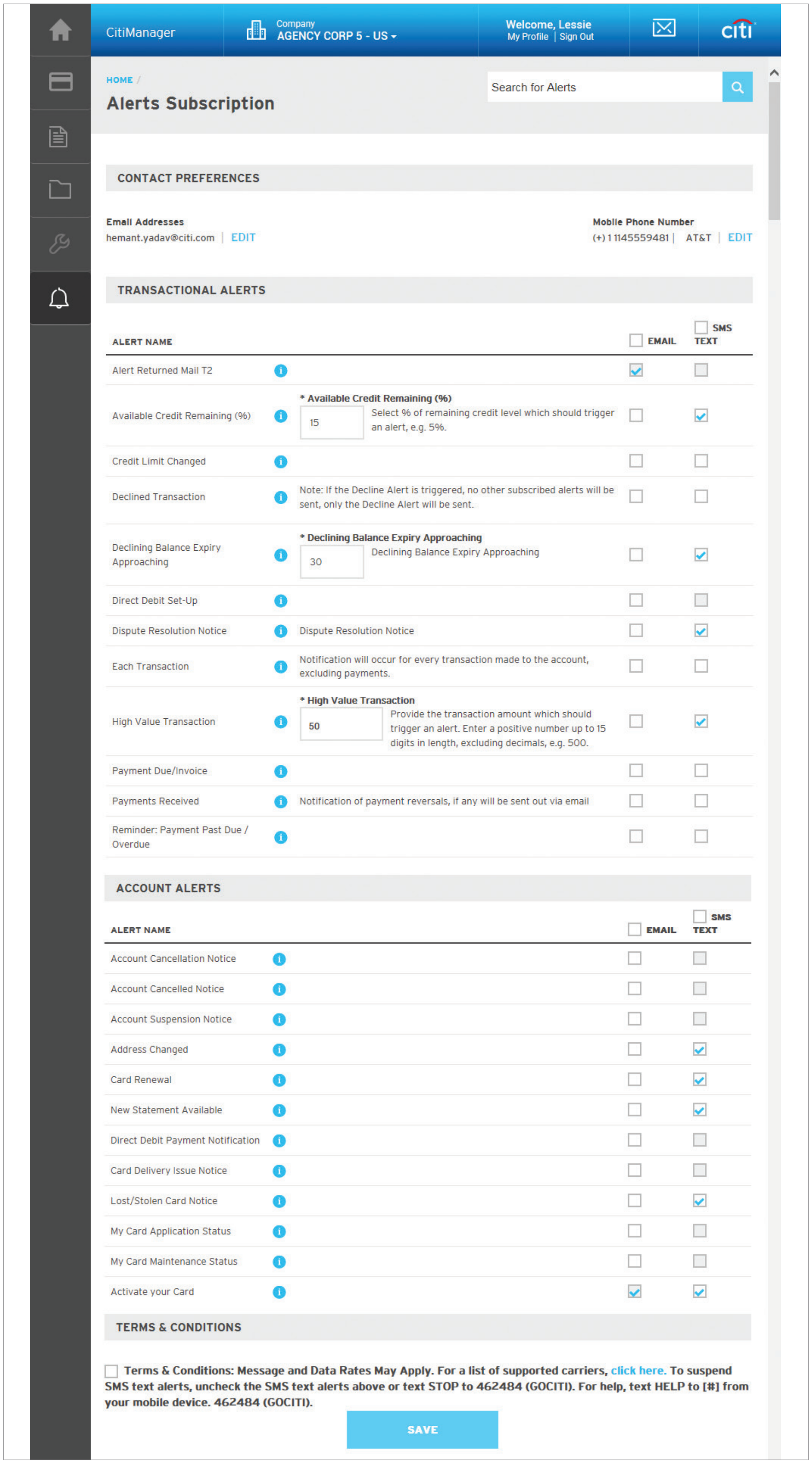
Note: If Sprint is your carrier, you are automatically enrolled in this subscription notification. This is a requirement of Sprint. Canadian users are automatically enrolled in this subscription due to regulations in Canada.

c) Click in the **Preferred Time Zone** field and select your preferred time zone.

d) Click in the **From** and **To** fields and select the time-frame in which you would like to receive alerts.

e) From the list of weekdays, select the days you would like to receive alerts.

f) Click the **Save** button.

Screen	Step/Action
 Alerts Subscription Screen – Alert Selections	4. To subscribe to alerts, select the **Email Alerts and/or SMS (Mobile Alerts) checkbox(es)** for each of the alerts you wish to receive. To unsubscribe to alerts, deselect the **Email Alerts** and/or **SMS (Mobile Alerts)** checkbox(es) for the alerts you no longer wish to receive. **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. For more information about each alert, click the information icon next to the alert name. 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. 5. When you are finished, review the terms and conditions at the bottom of the screen and if you agree, select the checkbox. **Note:** If you do not agree to the terms and conditions, you will not be able to receive alerts. 6. Click the **Save** button. *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.* **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.

View PIN

Key Concepts

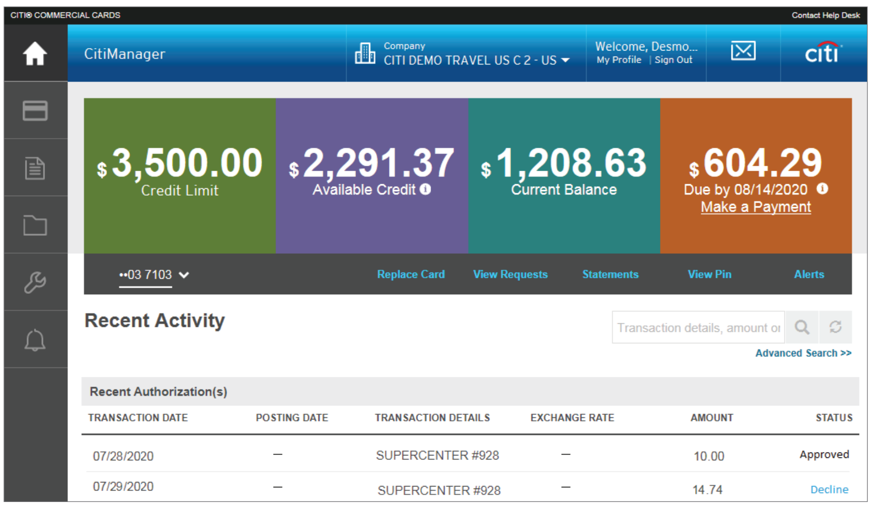
During the activation process, you are prompted to set up a four-digit PIN that may be used at certain merchant terminals. In order to process your transaction, some merchants require that you enter the four-digit PIN as an additional layer of security.

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.

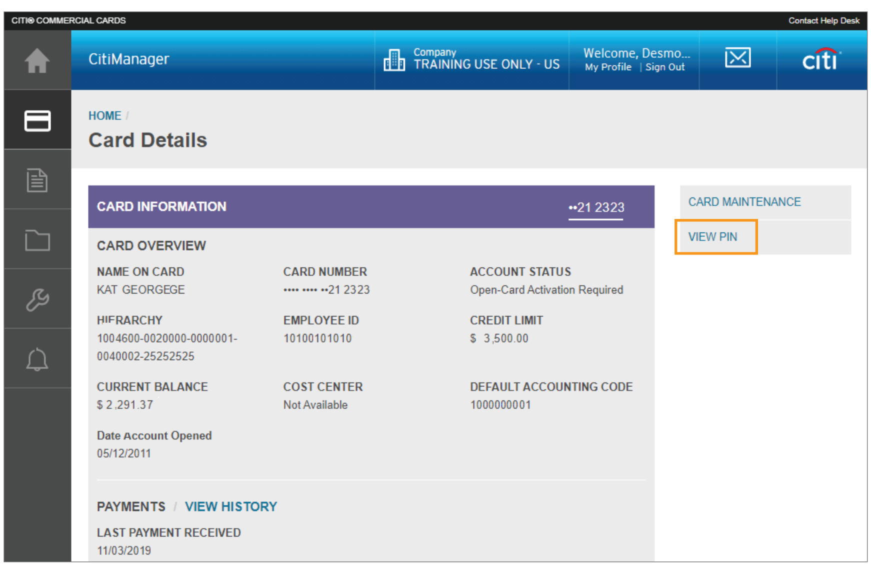
To view your PIN in the CitiManager site, you are required to enter either a one-time passcode (OTP) or the CVV/CVC (security code) from the back of your card. The OTP option is only available if your mobile number/office numbers have been entered on your user profile. If your mobile number/office numbers 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

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>



Home Screen



Card Details Screen

</td><td>

1. From the CitiManager Site **Home** screen:

   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.

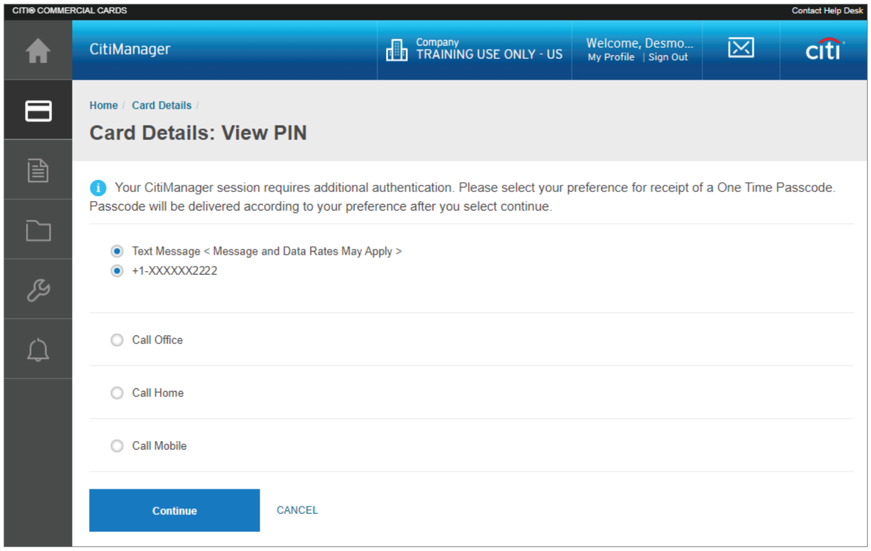
   OR

   Click the **View Pin** link from the quick links that display on the black bar.

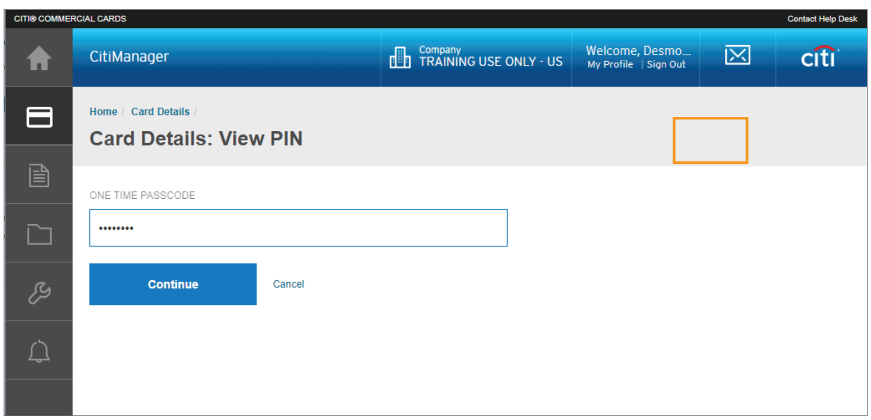
   The Card Details: View PIN screen displays either the OTP receipt options or the CVV/CVC Code field.

</td></tr>
</table>

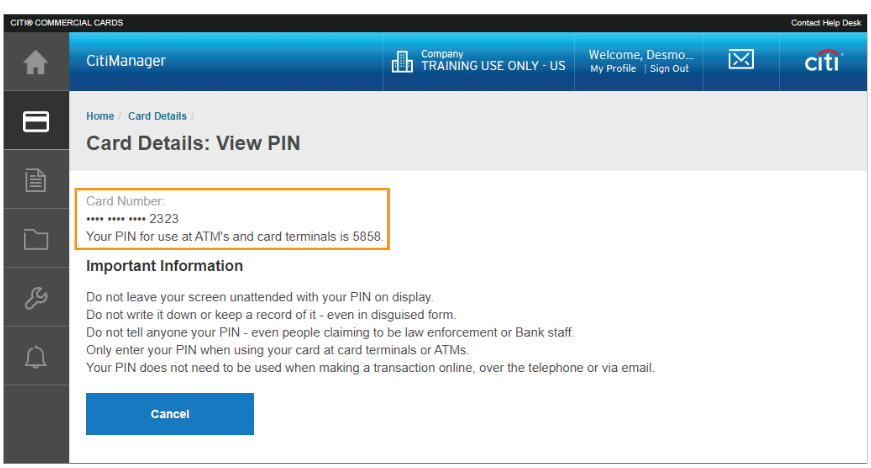
Screen	Step/Action
See screens below	2. If the OTP receipt options display, select the radio button for the desired option (text message or call) and click the **Continue** button. Once you have retrieved the OTP, enter it in the **One-Time Passcode** field and click the **Continue** button. OR If the **CVV/CVC Code** field displays, type the **CVV/CVC** code from the back of your card and click the **Continue** button. *Your PIN displays.*



Card Details: OTP Options Screen



Card Details: Enter OTP



View PIN Screen

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