CitiManager® Site Quick Start Guide

Cardholder

February 2019

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 company's setup.

Navigation Overview

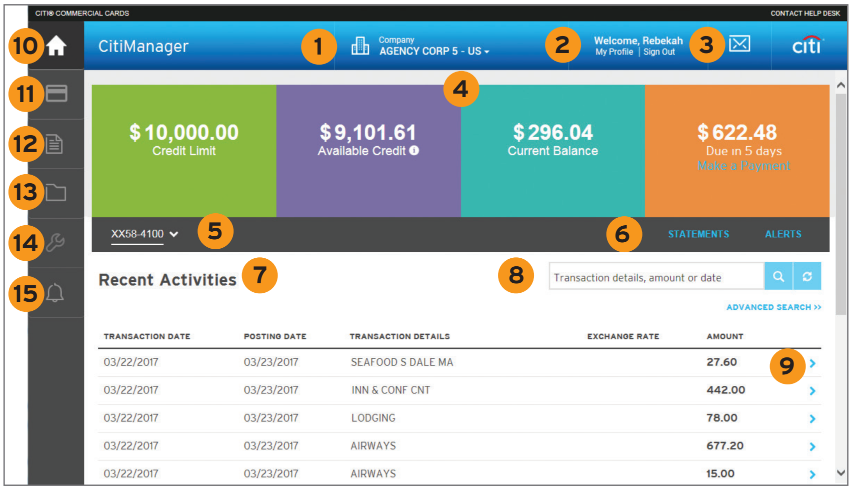
Basic Navigation

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



TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT
03/22/2017	03/23/2017	SEAFOOD S DALE MA		27.60
03/22/2017	03/23/2017	INN & CONF CNT		442.00
03/22/2017	03/23/2017	LODGING		78.00
03/22/2017	03/23/2017	AIRWAYS		677.20
03/22/2017	03/23/2017	AIRWAYS		15.00

Descriptions

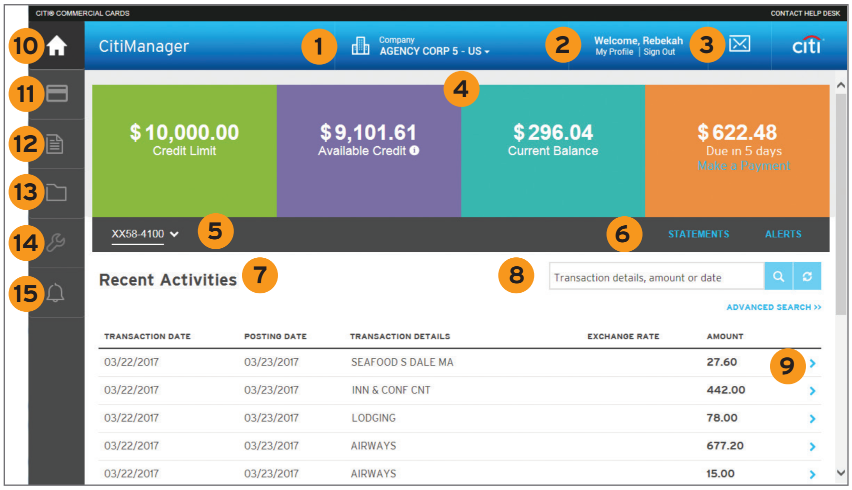
Header

1. View your company. If you have access to more than one, you may select it using the drop-down list.
2. Access **My Profile** functions or sign out of the CitiManager Site.
3. View the **Message Board**.

Screen Components

4. View high-level account metrics such as credit limit, available credit, current balance and amount due. If your organization allows you to make payments, the **Make a Payment** link displays. For centrally billed accounts, the amount due by your company displays.
5. Use the account drop-down arrow to toggle between card accounts if you have more than one.
6. Use the quick links to navigate to the **Statements** and **Alerts** screens.
7. View list of transactions that posted since your last statement.
8. 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.
9. Click the **> Forward** arrow to navigate to the **Statements** screen.

Screen



$10,000.00 Credit Limit

$9,101.61 Available Credit

$296.04 Current Balance

$622.48 Due in 5 days Make a Payment

Recent Activities

Transaction details, amount or date

TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT
03/22/2017	03/23/2017	SEAFOOD S DALE MA		27.60
03/22/2017	03/23/2017	INN & CONF CNT		442.00
03/22/2017	03/23/2017	LODGING		78.00
03/22/2017	03/23/2017	AIRWAYS		677.20
03/22/2017	03/23/2017	AIRWAYS		15.00

Descriptions

Side Navigation Bar

10. Click the **Home** button to return to the **Home** screen.
11. Click the **Cards** button to view an overview of your card account, payment information, statements, aging of balance, recent transactions and your card contact information.
12. Click the **Statements** button to select a monthly statement to view and also view recent activity, change your paperless settings and view disputes.
13. Click the **Resources** button to view messages, access FAQs and Links & Help.
14. Click the **Tools** button to navigate to other online tools if you have access.
15. Click the **Alerts** button to manage your alert subscriptions, view the audit log and view on-demand mobile alert information.

My Profile Overview

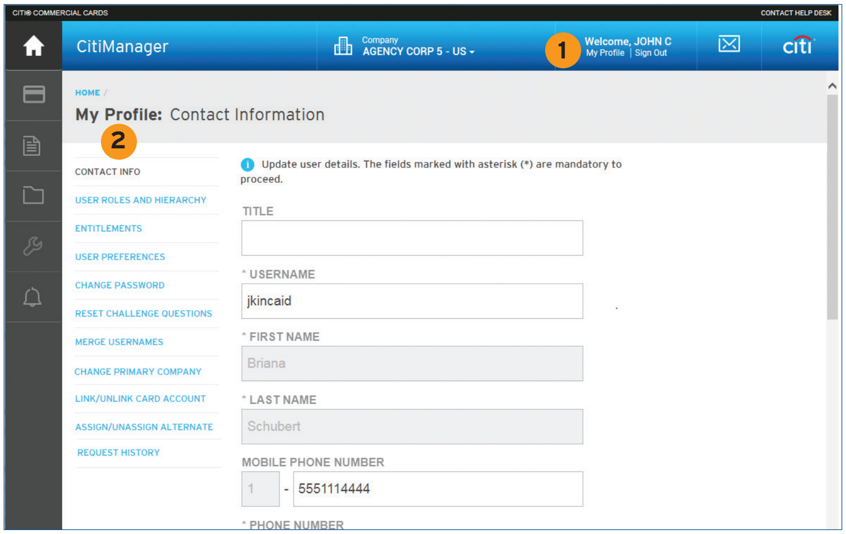
Description

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
- Merge CitiManager Site user names if you have more than one
- Change your primary company if you are assigned more than one
- Link/Unlink another card account
- Assign/Unassign Alternate user
- View application and maintenance request history

My Profile Screen

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



My Profile: Contact Information

Update user details. The fields marked with asterisk (*) are mandatory to proceed.

TITLE

* USERNAME: jkincaid

* FIRST NAME: Briana

* LAST NAME: Schubert

MOBILE PHONE NUMBER: 1 - 5551114444

* PHONE NUMBER

</td><td>

1. Click the **My Profile** link from the header to access links used to view and maintain profile information.
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

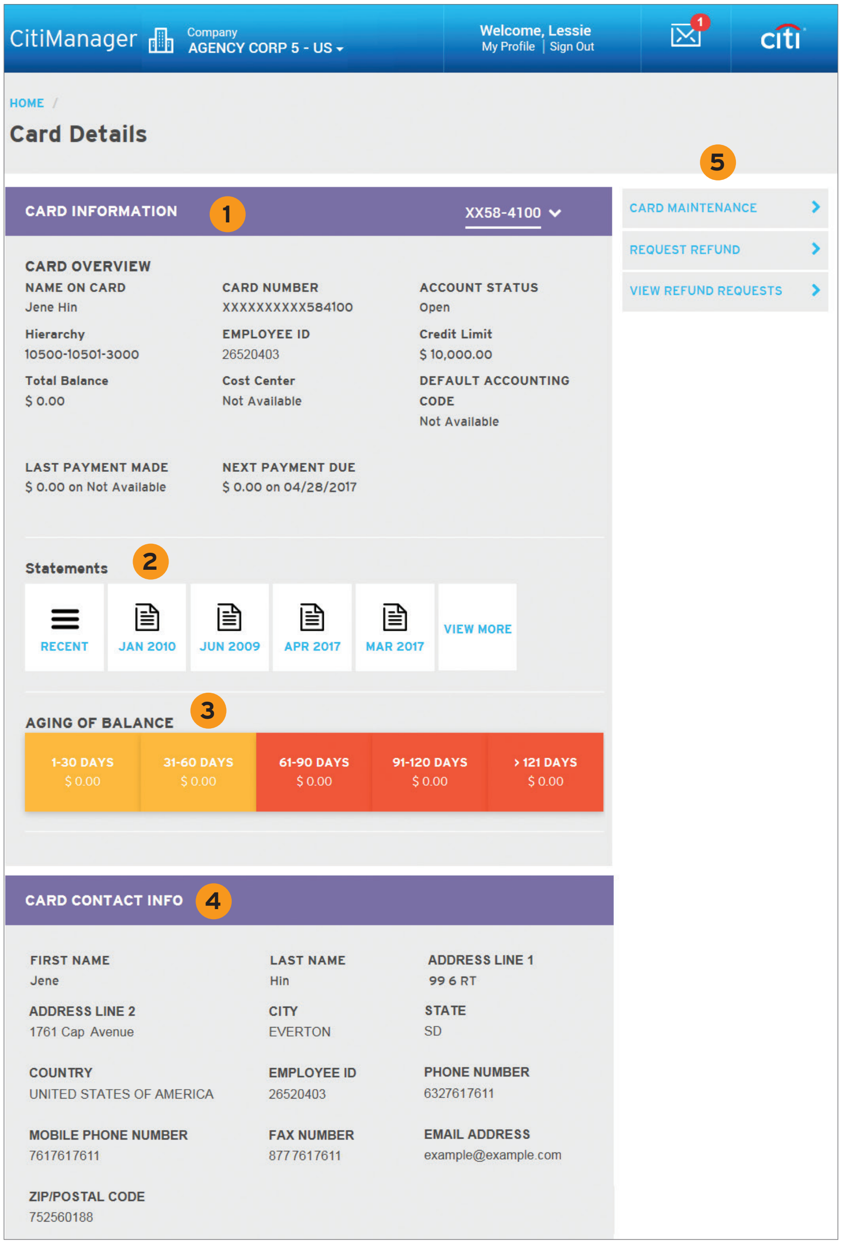
Description

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 company's settings you may also be entitled to perform account maintenance, request a refund and view refund requests.

Card Details Screen

Screen	Descriptions
	1. View card name, number and status, hierarchy, employee ID, credit limit, total balance, cost center and default accounting code and payment information. 2. Links to recent transaction activity, and current and previous statements. 3. Aging of balance information (1 – 120 Days). 4. Contact information associated with your card/statement. 5. Links to perform card maintenance and request a refund, if entitled.

Card Details

CARD INFORMATION XX58-4100

CARD OVERVIEW

NAME ON CARD Jene Hin	CARD NUMBER XXXXXXXXXX584100	ACCOUNT STATUS Open
Hierarchy 10500-10501-3000	EMPLOYEE ID 26520403	Credit Limit $ 10,000.00
Total Balance $ 0.00	Cost Center Not Available	DEFAULT ACCOUNTING CODE Not Available
LAST PAYMENT MADE $ 0.00 on Not Available	NEXT PAYMENT DUE $ 0.00 on 04/28/2017	

Statements

AGING OF BALANCE

1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	› 121 DAYS
$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00

CARD CONTACT INFO

FIRST NAME Jene	LAST NAME Hin	ADDRESS LINE 1 99 6 RT
ADDRESS LINE 2 1761 Cap Avenue	CITY EVERTON	STATE SD
COUNTRY UNITED STATES OF AMERICA	EMPLOYEE ID 26520403	PHONE NUMBER 6327617611
MOBILE PHONE NUMBER 7617617611	FAX NUMBER 8777617611	EMAIL ADDRESS example@example.com
ZIP/POSTAL CODE 752560188		

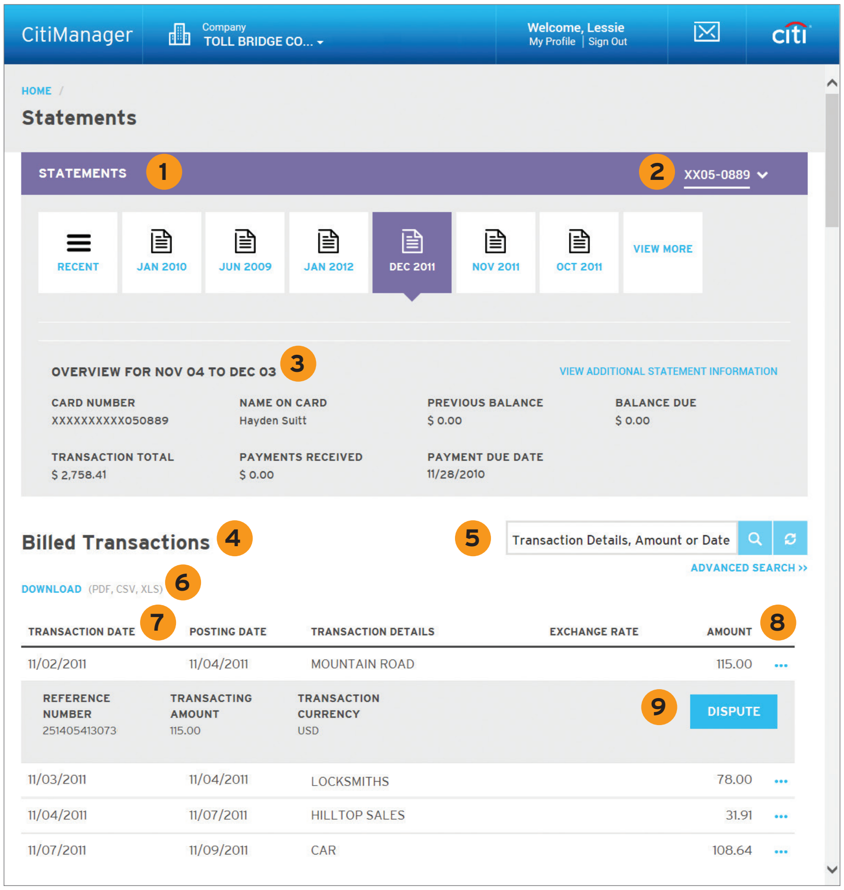
Statements Overview

Description

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

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 or dispute a transaction, 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. The row must be expanded to view the dispute button.

OVERVIEW FOR NOV 04 TO DEC 03

CARD NUMBER	NAME ON CARD	PREVIOUS BALANCE	BALANCE DUE
XXXXXXXXXX050889	Hayden Suitt	$ 0.00	$ 0.00
TRANSACTION TOTAL	**PAYMENTS RECEIVED**	**PAYMENT DUE DATE**	
$ 2,758.41	$ 0.00	11/28/2010	

Billed Transactions

TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT
11/02/2011	11/04/2011	MOUNTAIN ROAD		115.00
REFERENCE NUMBER 251405413073	TRANSACTING AMOUNT 115.00	TRANSACTION CURRENCY USD		
11/03/2011	11/04/2011	LOCKSMITHS		78.00
11/04/2011	11/07/2011	HILLTOP SALES		31.91
11/07/2011	11/09/2011	CAR		108.64

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 company'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 companies that have the Registration ID and Passcode feature turned on, 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

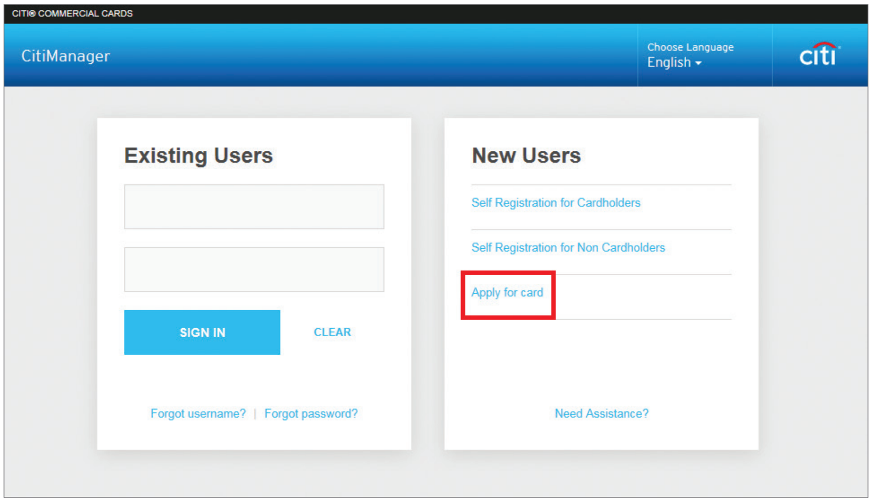
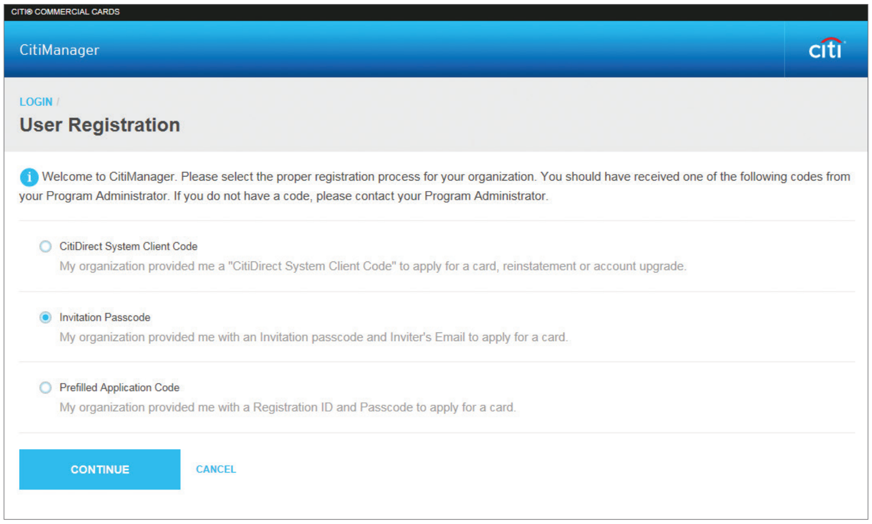
Before you can apply for a new card, an Invitation Passcode and the inviter's e-mail address are required. Both are obtained from your Program Administrator.

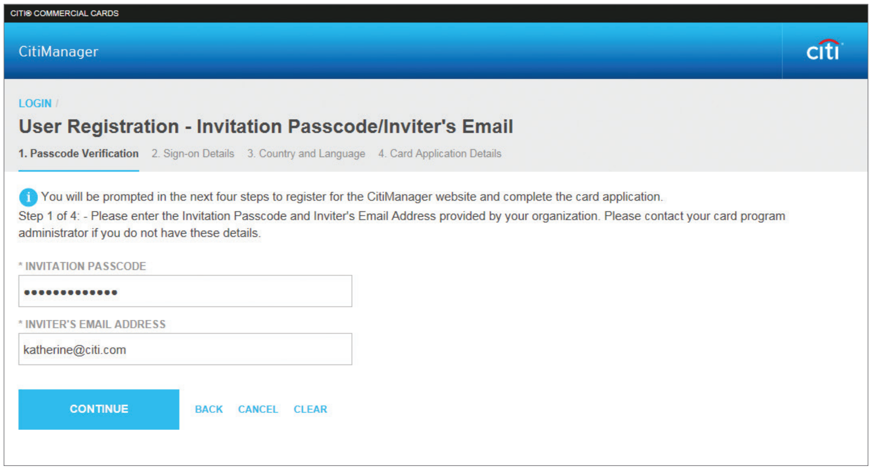
Once you have submitted your application, you will receive a confirmation message when the necessary approvals have been received, either from a Supervisor and/or Program Administrator.

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

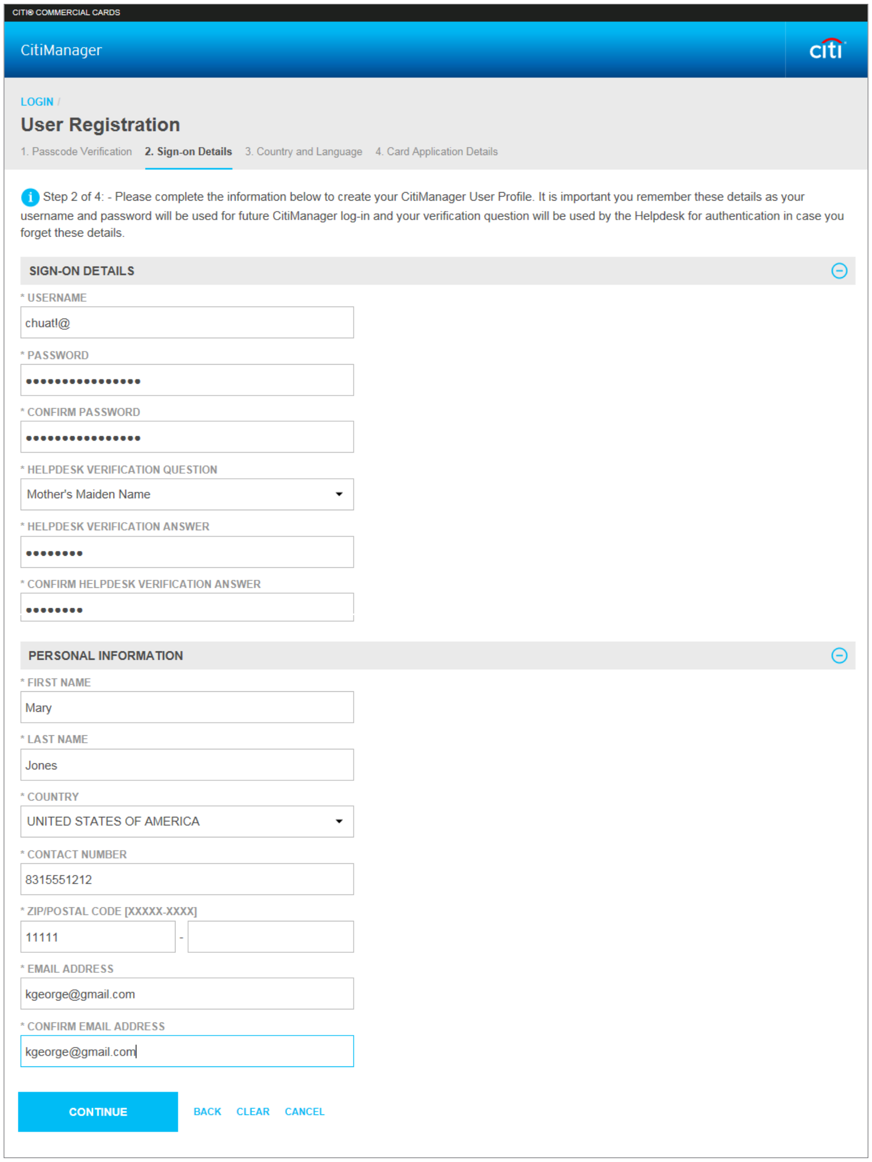
Once your card application is approved, the account will be linked to the CitiManager Site username and password that was created during the application process. This will allow you to log in to the CitiManager Site to view balances, credit limits, statements and perform other self-service tasks.

Step-by-Step Instructions

Screen	Step/Action
 CitiManager Site Login Screen	1. Navigate to citimanager.com/login. 2. From the **CitiManager Site Login** screen **New Users** section, click the **Apply for card** link. *The User Registration screen displays.*
 Welcome to CitiManager. Please select the proper registration process for your organization. You should have received one of the following codes from your Program Administrator. If you do not have a code, please contact your Program Administrator. ○ CitiDirect System Client Code My organization provided me a "CitiDirect System Client Code" to apply for a card, reinstatement or account upgrade. ● Invitation Passcode My organization provided me with an Invitation passcode and Inviter's Email to apply for a card. ○ Prefilled Application Code My organization provided me with a Registration ID and Passcode to apply for a card. User Registration Screen	3. Select the **Invitation Passcode** radio button. 4. Click the **Continue** button. *The User Registration – Invitation Passcode/ Inviter's Email screen displays.*

Screen	Step/Action
 CITI® COMMERCIAL CARDS CitiManager LOGIN / User Registration - Invitation Passcode/Inviter's Email 1. Passcode Verification 2. Sign-on Details 3. Country and Language 4. Card Application Details You will be prompted in the next four steps to register for the CitiManager website and complete the card application. Step 1 of 4: - Please enter the Invitation Passcode and Inviter's Email Address provided by your organization. Please contact your card program administrator if you do not have these details. * INVITATION PASSCODE: ••••••••••••• * INVITER'S EMAIL ADDRESS: katherine@citi.com CONTINUE BACK CANCEL CLEAR User Registration – Invitation Passcode/Inviter's Email Screen	5. In the **Invitation Passcode** field, type the Invitation Passcode that was provided to you by your Program Administrator. 6. In the **Inviter's Email Address** field, type the Inviter's Email address that was provided to you by your Program Administrator. 7. Click the **Continue** button. *The User Registration – Sign-on Details screen displays.*

Screen



User Registration

1. Passcode Verification 2. Sign-on Details 3. Country and Language 4. Card Application Details

Step 2 of 4: - Please complete the information below to create your CitiManager User Profile. It is important you remember these details as your username and password will be used for future CitiManager log-in and your verification question will be used by the Helpdesk for authentication in case you forget these details.

SIGN-ON DETAILS

* USERNAME: chuatl@

* PASSWORD: ••••••••••••••••

* CONFIRM PASSWORD: ••••••••••••••••

* HELPDESK VERIFICATION QUESTION: Mother's Maiden Name

* HELPDESK VERIFICATION ANSWER: ••••••••

* CONFIRM HELPDESK VERIFICATION ANSWER: ••••••••

PERSONAL INFORMATION

* FIRST NAME: Mary

* LAST NAME: Jones

* COUNTRY: UNITED STATES OF AMERICA

* CONTACT NUMBER: 8315551212

* ZIP/POSTAL CODE [XXXXX-XXXX]: 11111 -

* EMAIL ADDRESS: kgeorge@gmail.com

* CONFIRM EMAIL ADDRESS: kgeorge@gmail.com

User Registration Screen – Sign-on Details

Step/Action

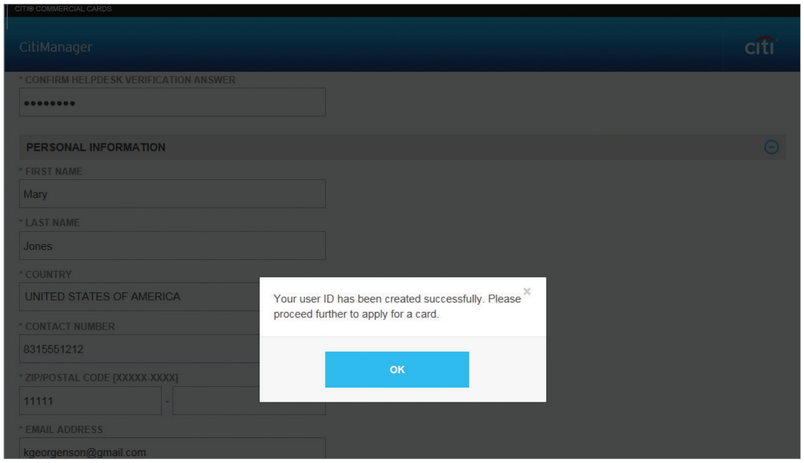
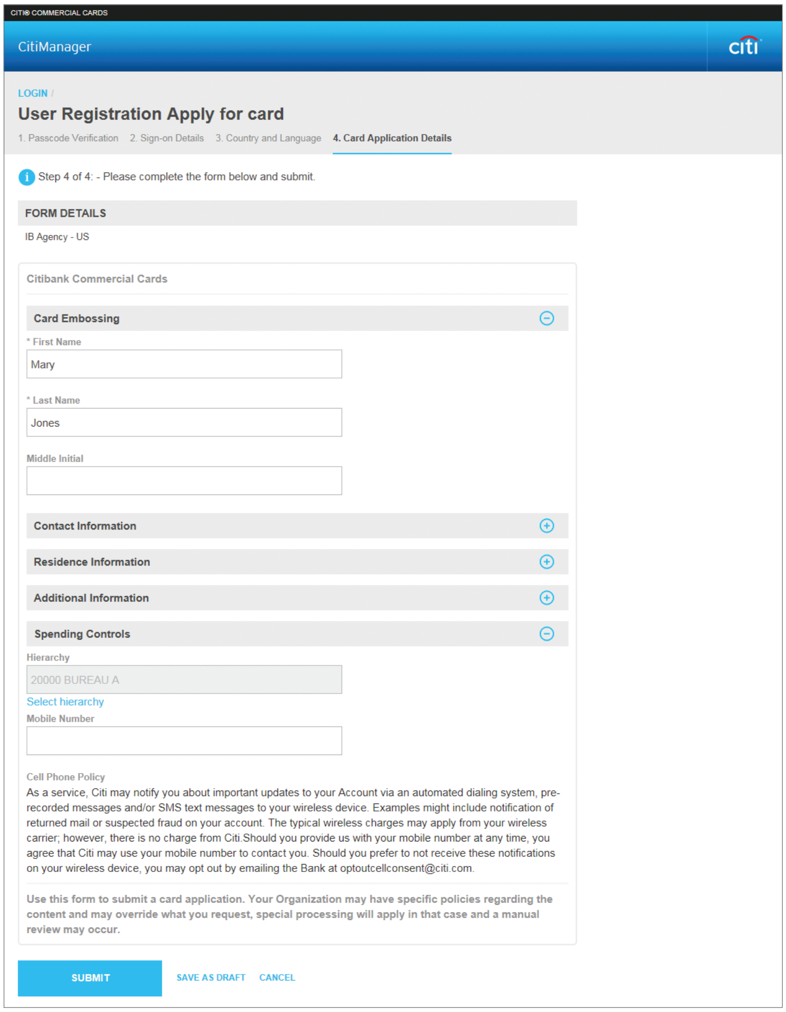
8. Complete the required fields in the **Sign-on Details** and **Personal Information** sections.

   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.

Screen	Step/Action
 CITI® COMMERCIAL CARDS CitiManager * CONFIRM HELPDESK VERIFICATION ANSWER ••••••••• PERSONAL INFORMATION * FIRST NAME Mary * LAST NAME Jones * COUNTRY UNITED STATES OF AMERICA * CONTACT NUMBER 8315551212 * ZIP/POSTAL CODE [XXXXX-XXXX] 11111 - * EMAIL ADDRESS kgeorgenson@gmail.com Your user ID has been created successfully. Please proceed further to apply for a card. OK Confirmation Message	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.*
 CITI® COMMERCIAL CARDS CitiManager LOGIN / User Registration Apply for card 1. Passcode Verification 2. Sign-on Details 3. Country and Language 4. Card Application Details Step 4 of 4: - Please complete the form below and submit. FORM DETAILS IB Agency - US Citibank Commercial Cards Card Embossing * First Name Mary * Last Name Jones Middle Initial Contact Information Residence Information Additional Information Spending Controls Hierarchy 20000 BUREAU A Select hierarchy Mobile Number Cell Phone Policy As a service, Citi may notify you about important updates to your Account via an automated dialing system, pre-recorded messages and/or SMS text messages to your wireless device. Examples might include notification of returned mail or suspected fraud on your account. The typical wireless charges may apply from your wireless carrier; however, there is no charge from Citi.Should you provide us with your mobile number at any time, you agree that Citi may use your mobile number to contact you. Should you prefer to not receive these notifications on your wireless device, you may opt out by emailing the Bank at optoutcellconsent@citi.com. Use this form to submit a card application. Your Organization may have specific policies regarding the content and may override what you request, special processing will apply in that case and a manual review may occur. SUBMIT SAVE AS DRAFT CANCEL User Registration Apply for Card – Card Application Details	12. Complete the required fields in all sections of the application. Required fields are indicated by an asterisk (*). 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 or Program Administrator will receive an e-mail indicating your application is awaiting their approval.

Self-register as a Cardholder

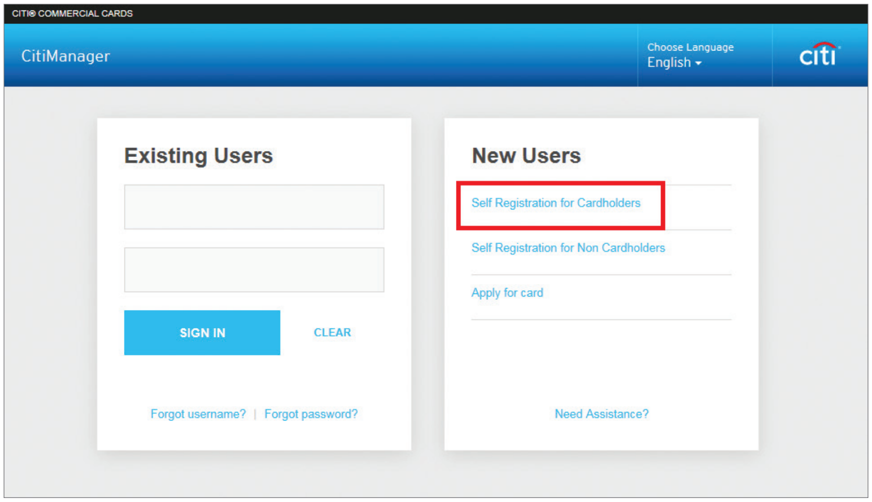
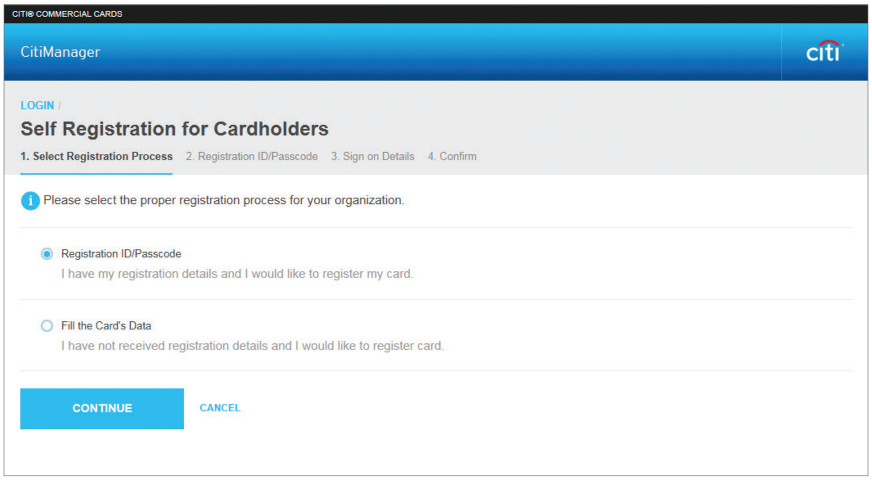
Key Concepts

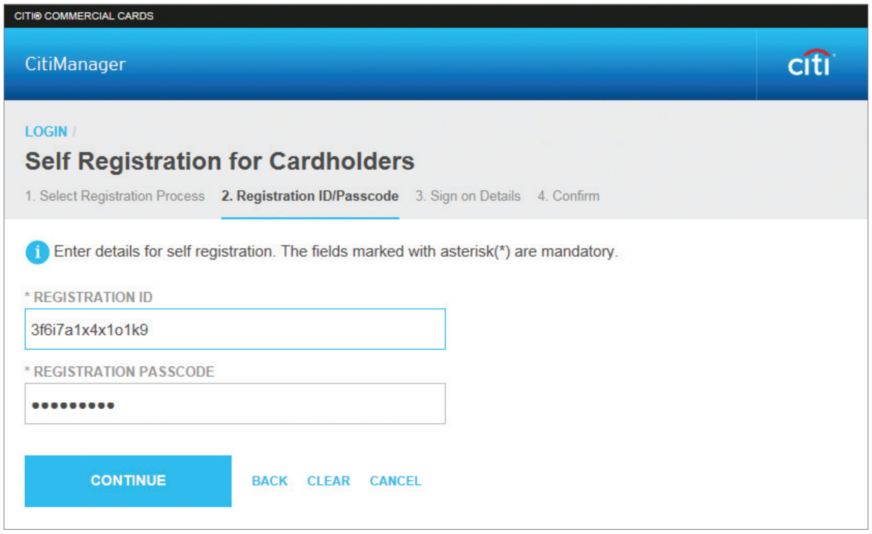
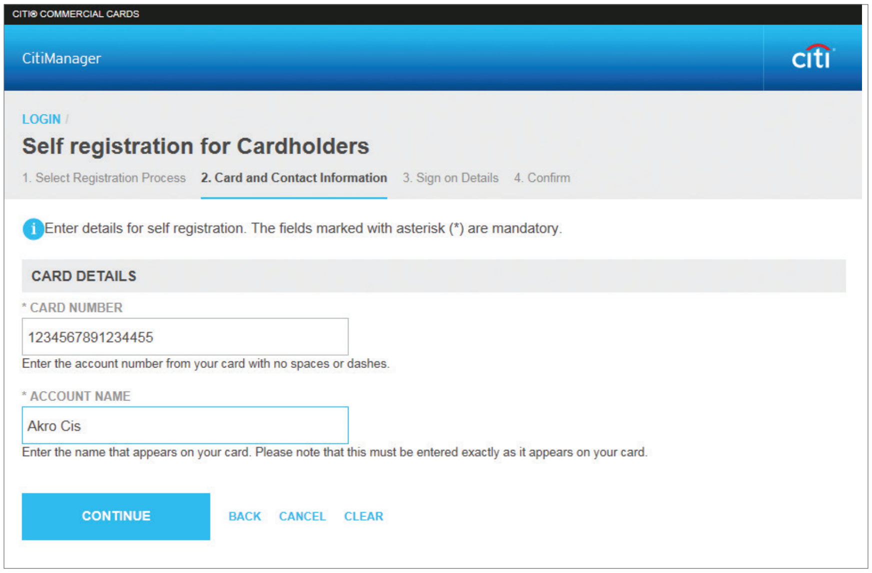
As a Cardholder it's possible to self-register for the CitiManager Site so you can view your account information, view statements and balances and perform other self-service tasks such as updating your alerts.

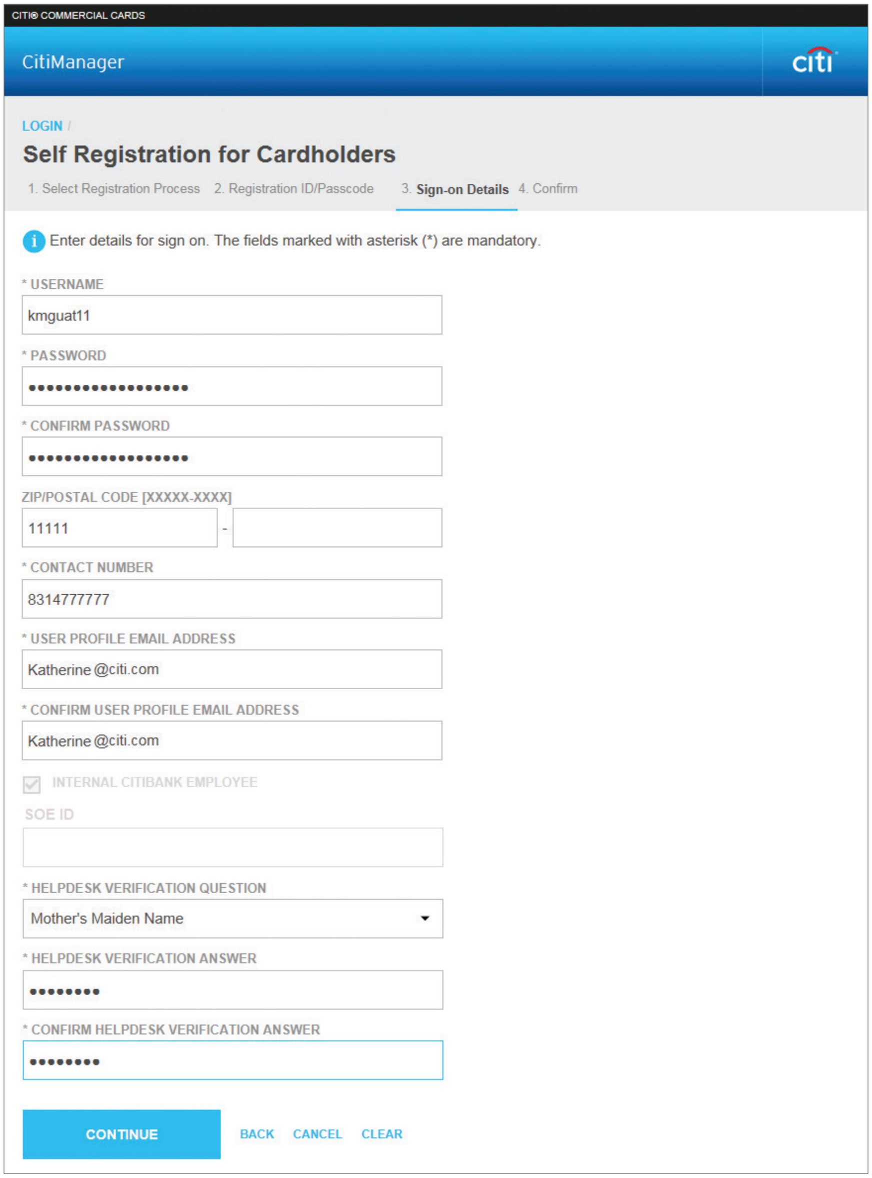
There are two possible self-registration options for Cardholders. The option used is based on your organization's set-up. You will use one of the following options:

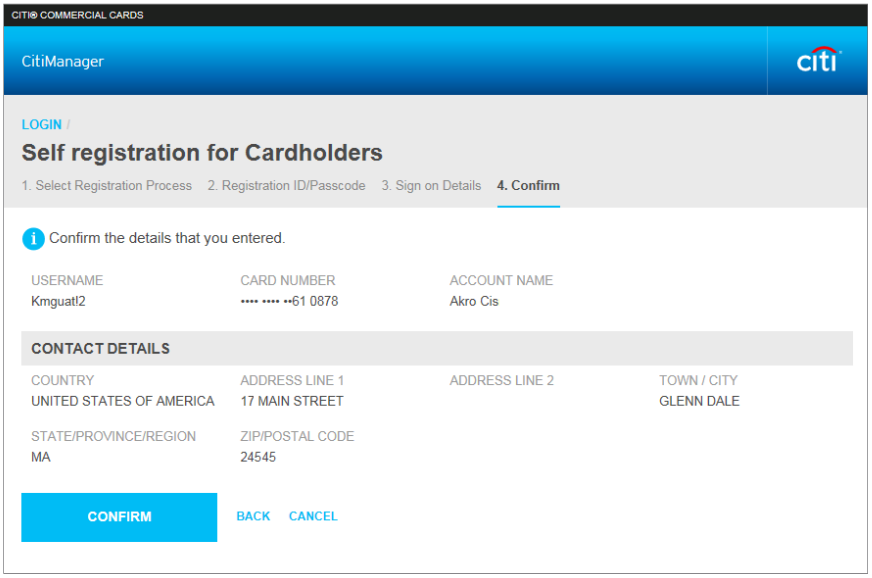
- **Registration ID and Passcode** – If your organization uses this option, Citi will send you two e-mails once a transaction has posted to your account. You will receive one e-mail with your Registration ID and another with your Registration Passcode. These e-mails are required during the registration process. Once you receive your registration details, you must register within 60 days or your details will expire. You will be reminded every 15 days until your registration is complete.
- **Card Details** – Use the details from your card account. You will need your card number, account name and address. The account name, address and zip code must match exactly what appears on your billing statement.

Step-by-Step Instructions

Screen	Step/Action
 CitiManager Site Login Screen	1. Navigate to citimanager.com/login. 2. From the **CitiManager Site Login** screen **New Users** section, click the **Self Registration for Cardholders** link. *The Self Registration for Cardholders – Select Registration Process screen displays.*
 Please select the proper registration process for your organization. I have my registration details and I would like to register my card. I have not received registration details and I would like to register card. Self Registration for Cardholders – Select Registration Process Screen	3. Select the **Registration ID/Passcode** radio button, click the **Continue** button and proceed to Step 4, OR Select the **Fill the Card's Data** radio button, click the **Continue** button and proceed to Step 7.

Screen	Step/Action
 Enter details for self registration. The fields marked with asterisk(*) are mandatory. * REGISTRATION ID: 3f6i7a1x4x1o1k9 * REGISTRATION PASSCODE: ●●●●●●●●● Self Registration for Cardholders – Registration ID and Passcode Screen	4. In the **Registration ID** field, type the Registration ID supplied in the e-mail sent from Citi. 5. In the **Registration Passcode** field, type the Passcode supplied in the e-mail sent from Citi. 6. Click the **Continue** button and proceed to Step 11. *The Self Registration for Cardholders – Sign on Details screen displays.*
 Enter details for self registration. The fields marked with asterisk (*) are mandatory. * CARD NUMBER: 1234567891234455 Enter the account number from your card with no spaces or dashes. * ACCOUNT NAME: Akro Cis Enter the name that appears on your card. Please note that this must be entered exactly as it appears on your card. Self registration for Cardholders – Card and Contact Information Screen	7. In the **Card Number** field, type your card number exactly as it appears on your billing statement, no spaces or dashes. 8. In the **Account Name** field, type your account name exactly as it appears on your billing statement. 9. Click the **Continue** button. *The Self registration for Cardholders – Sign on Details screen displays.*

Screen	Step/Action
 CITI® COMMERCIAL CARDS CitiManager LOGIN / **Self Registration for Cardholders** 1. Select Registration Process 2. Registration ID/Passcode 3. **Sign-on Details** 4. Confirm Enter details for sign on. The fields marked with asterisk (*) are mandatory. * USERNAME kmguat11 * PASSWORD •••••••••••••••••• * CONFIRM PASSWORD •••••••••••••••••• ZIP/POSTAL CODE [XXXXX-XXXX] 11111 - * CONTACT NUMBER 8314777777 * USER PROFILE EMAIL ADDRESS Katherine@citi.com * CONFIRM USER PROFILE EMAIL ADDRESS Katherine@citi.com ☑ INTERNAL CITIBANK EMPLOYEE SOE ID * HELPDESK VERIFICATION QUESTION Mother's Maiden Name * HELPDESK VERIFICATION ANSWER •••••••• * CONFIRM HELPDESK VERIFICATION ANSWER •••••••• CONTINUE BACK CANCEL CLEAR Self Registration for Cardholders – Sign-on Details Screen	10. Complete the required fields (*) for self-registration. **Note:** The username and password requirements display in a pop-up window as you enter them. A checkmark displays when the requirement is fulfilled. The fields displayed and the username and password requirements vary based on your company's setup. 11. When you are finished, click the **Continue** button. *The Self Registration for Cardholders – Confirm screen displays.*

Screen	Step/Action
 **Self registration for Cardholders** Confirm the details that you entered. USERNAME: Kmguat!2 CARD NUMBER: •••• •••• ••61 0878 ACCOUNT NAME: Akro Cis **CONTACT DETAILS** COUNTRY: UNITED STATES OF AMERICA ADDRESS LINE 1: 17 MAIN STREET ADDRESS LINE 2: TOWN / CITY: GLENN DALE STATE/PROVINCE/REGION: MA ZIP/POSTAL CODE: 24545 Self Registration for Cardholders – Confirm Screen	12. Review the information that displays and when you are finished, click the **Confirm** button. *A confirmation message displays.* 13. Click the **OK** button. *The CitiManager Site Login screen displays.* **Note:** Use the Username and Password you created to log in to the CitiManager Site. When you log in for the first time, you will be asked to select and answer three challenge questions. You will be asked to answer one of the challenge questions each time you log in.

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.

As an additional layer of security, you may be required to enter a one-time passcode (OTP) during the login process. The CitiManager Site will assess the risk based on your previous login history. This additional step of authentication will not be necessary for every login.

If you cannot remember your username or password, refer to the **Retrieve Forgotten Username** or **Reset Forgotten Password** topics in this user guide.

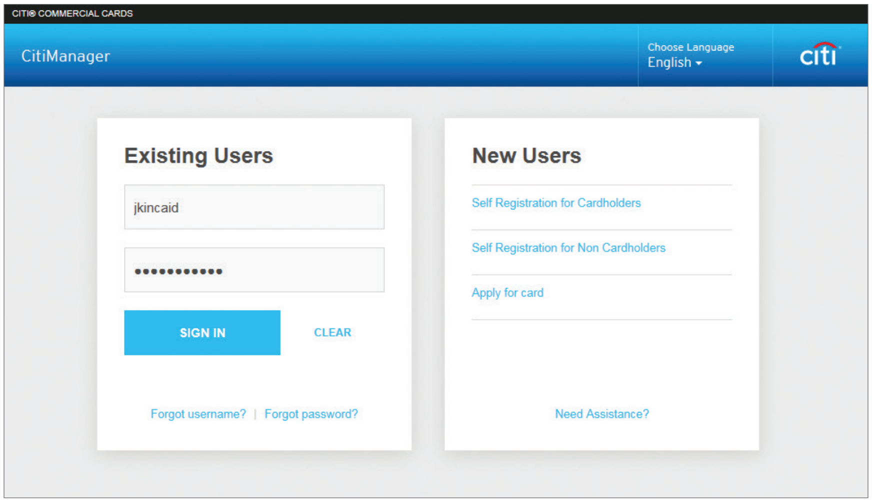
If you need additional information about CitiManager Site self-registration, refer to the **Self-register as a Cardholder** topic in this user guide.

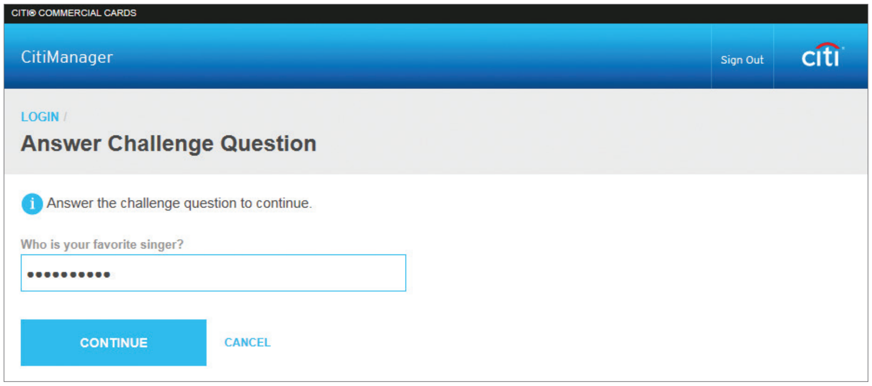
When logging out of the CitiManager Site, be sure to use the **Sign Out** link so the system closes all your current session information properly.

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
 jkincaid •••••••••••• 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 In** button. *The Answer Challenge Question screen displays.* **Note:** If the system determines it necessary, the **One-time Passcode** receipt option screen displays. 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.

Screen	Step/Action
 Answer Challenge Question Answer the challenge question to continue. Who is your favorite singer? •••••••••• 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

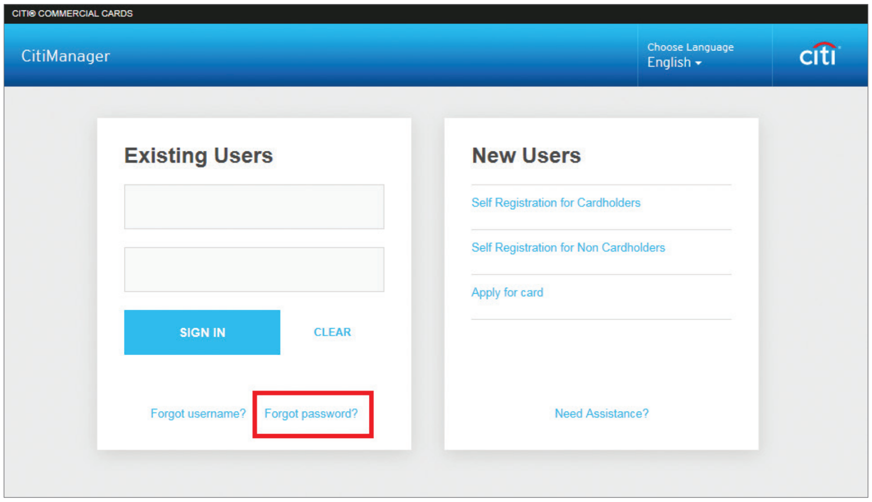
Key Concepts

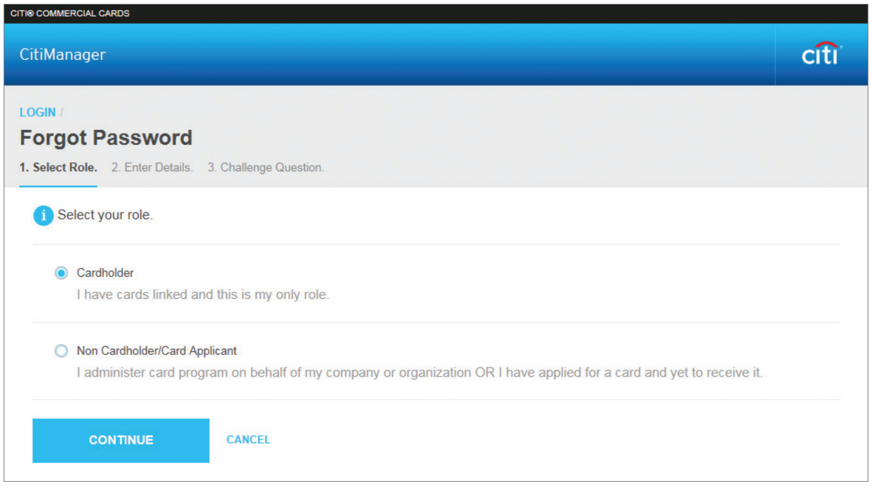
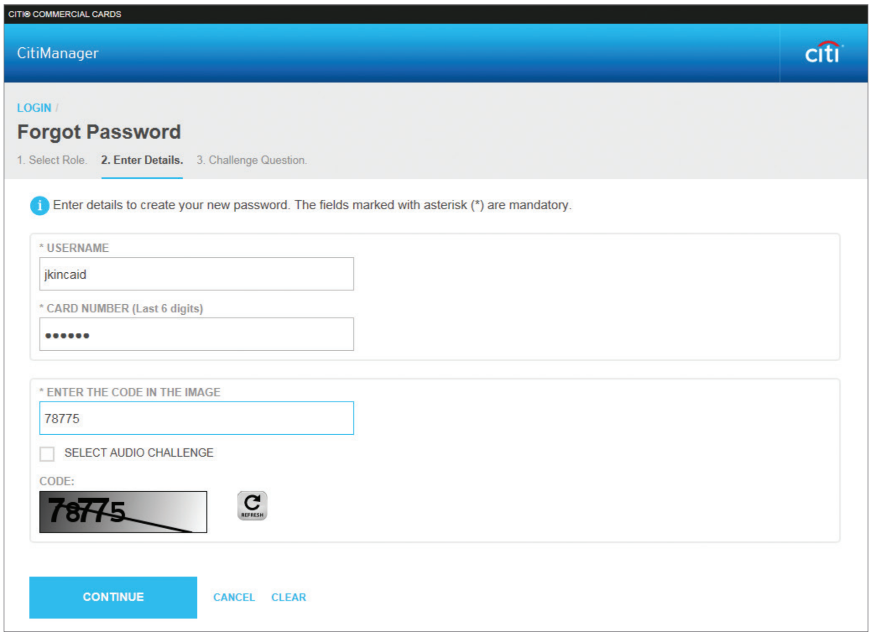
If you forget your password, you will need to reset it in order to sign in to the CitiManager Site.

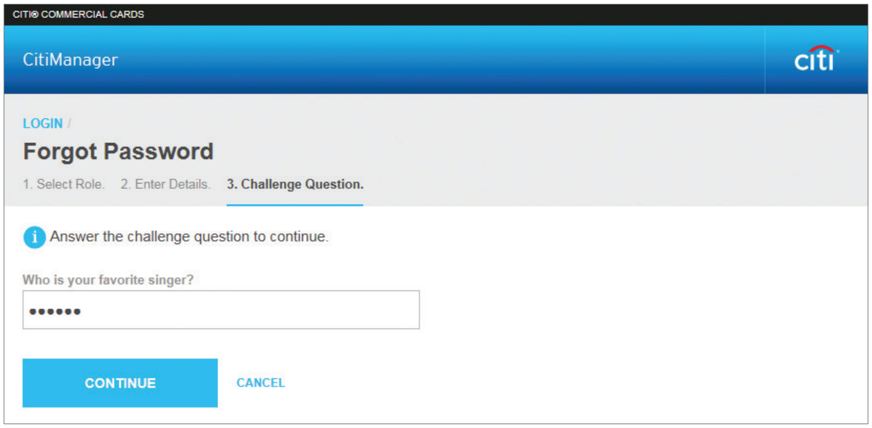
To retrieve your password, the following information is required:

- A valid username
- The last six digits of your account number

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.*

Screen	Step/Action
 CITI® COMMERCIAL CARDS CitiManager LOGIN / Forgot Password 1. Select Role. 2. Enter Details. 3. Challenge Question. Select your role. ● Cardholder I have cards linked and this is my only role. ○ Non Cardholder/Card Applicant I administer card program on behalf of my company or organization OR I have applied for a card and yet to receive it. Forgot Password – Select Role Screen	3. Select the **Cardholder** radio button and click the **Continue** button. *The Forgot Password – Enter Details screen displays.*
 CITI® COMMERCIAL CARDS CitiManager LOGIN / Forgot Password 1. Select Role. 2. Enter Details. 3. Challenge Question. Enter details to create your new password. The fields marked with asterisk (*) are mandatory. * USERNAME: jkincaid * CARD NUMBER (Last 6 digits): •••••• * ENTER THE CODE IN THE IMAGE: 78775 ☐ SELECT AUDIO CHALLENGE CODE: 78775 Forgot Password – Enter Details Screen	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 Challenge Question screen displays.*

Screen	Step/Action
 Answer the challenge question to continue. Who is your favorite singer? •••••• Challenge Question Screen	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. *A message displays indicating a temporary password has been generated and sent to your e-mail address. Use this password to login to the CitiManager Site. You will be prompted to create a new password.*

Retrieve Forgotten Username

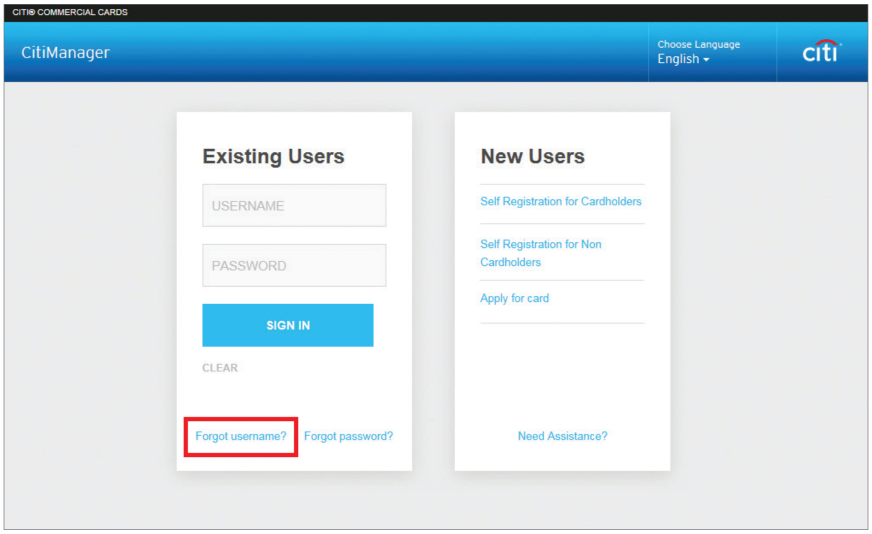
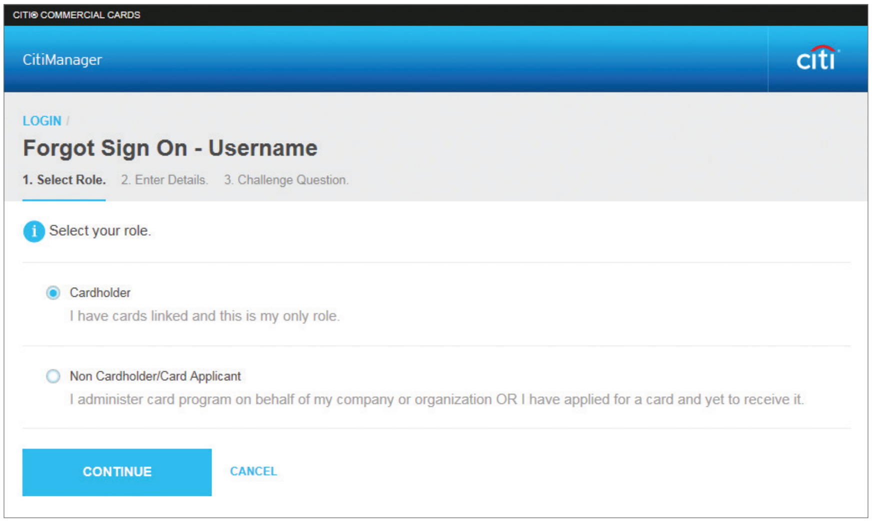
Key Concepts

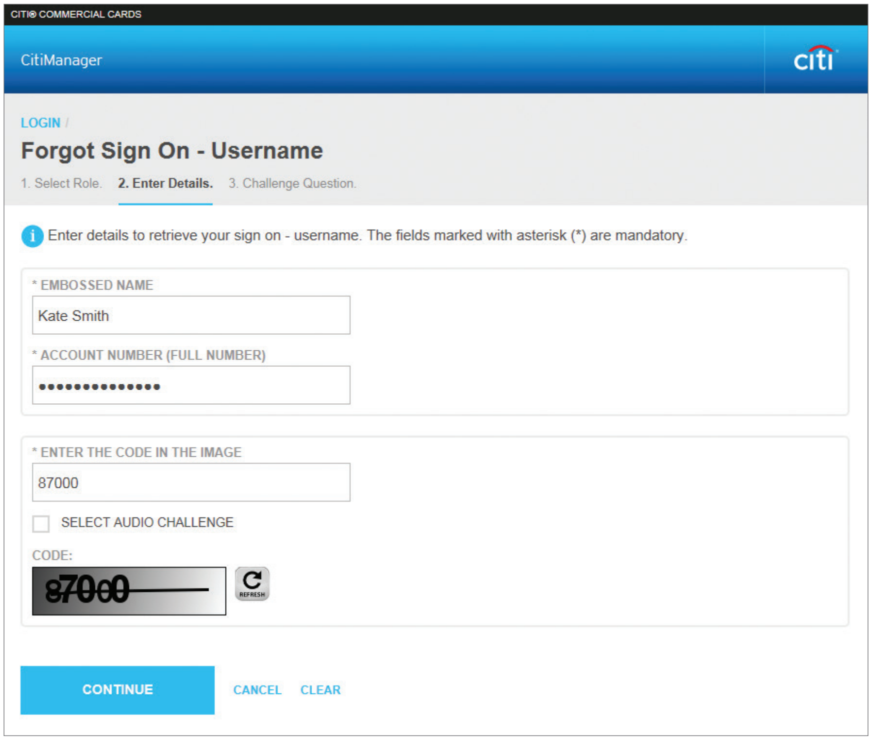
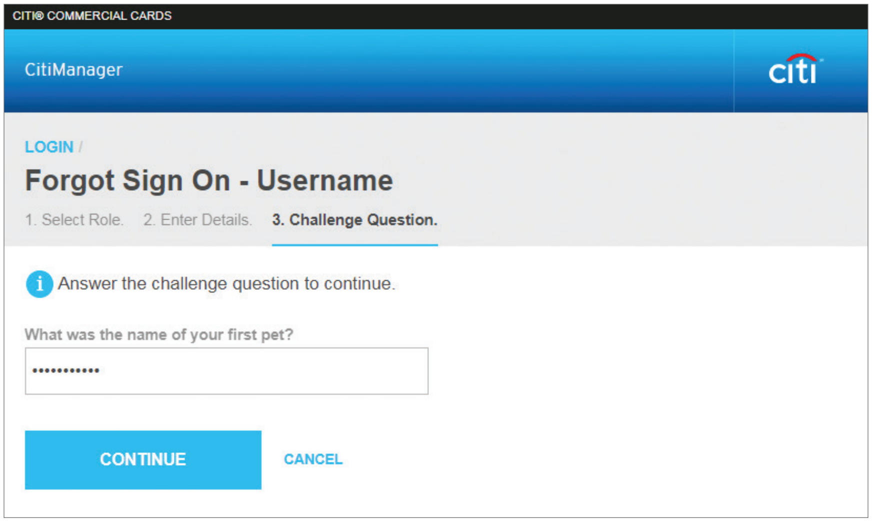
If you forget your username, you will need to retrieve it in order to log into the CitiManager Site. When you are finished submitting the request, your username will be sent to your e-mail address.

To retrieve your username, the following information is required:

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

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 username?** link. *The Forgot Sign On – Username screen displays.*
 Select your role. I have cards linked and this is my only role. I administer card program on behalf of my company or organization OR I have applied for a card and yet to receive it. Forgot Sign On – Username – Select Role Screen	3. Select the **Cardholder** radio button and click the **Continue** button. *The Forgot Sign On – Username – Select Role screen displays.*

Screen	Step/Action
 CITI® COMMERCIAL CARDS CitiManager LOGIN / **Forgot Sign On - Username** 1. Select Role. **2. Enter Details.** 3. Challenge Question. Enter details to retrieve your sign on - username. The fields marked with asterisk (*) are mandatory. * EMBOSSED NAME Kate Smith * ACCOUNT NUMBER (FULL NUMBER) •••••••••••••• * ENTER THE CODE IN THE IMAGE 87000 ☐ SELECT AUDIO CHALLENGE CODE: 87000 REFRESH CONTINUE CANCEL CLEAR Forgot Sign On – Username – ` Screen	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 – Challenge Question screen displays.*
 CITI® COMMERCIAL CARDS CitiManager LOGIN / **Forgot Sign On - Username** 1. Select Role. 2. Enter Details. **3. Challenge Question.** Answer the challenge question to continue. What was the name of your first pet? ••••••••••• CONTINUE CANCEL Forgot Sign On – Username – Challenge Question Screen	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 system sends an email with the correct username to the email address on file.*

My Profile

Update User Preferences

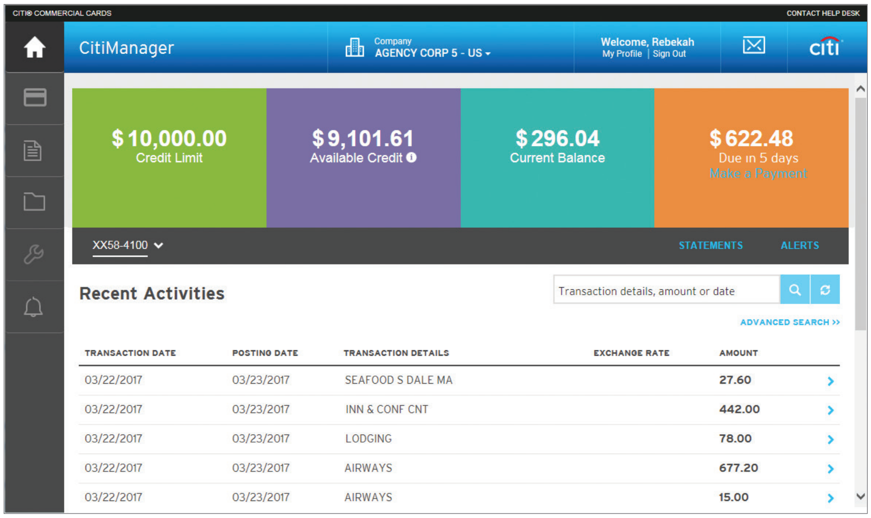
Key Concepts

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
 Home Screen	1. From the CitiManager Site header, click the **My Profile** link that displays under your name. *The Contact Information screen displays.*

$10,000.00 Credit Limit

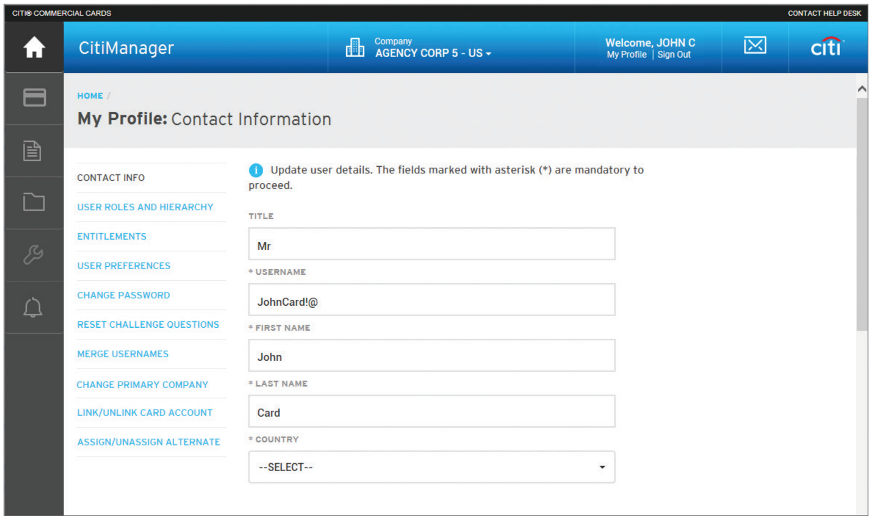
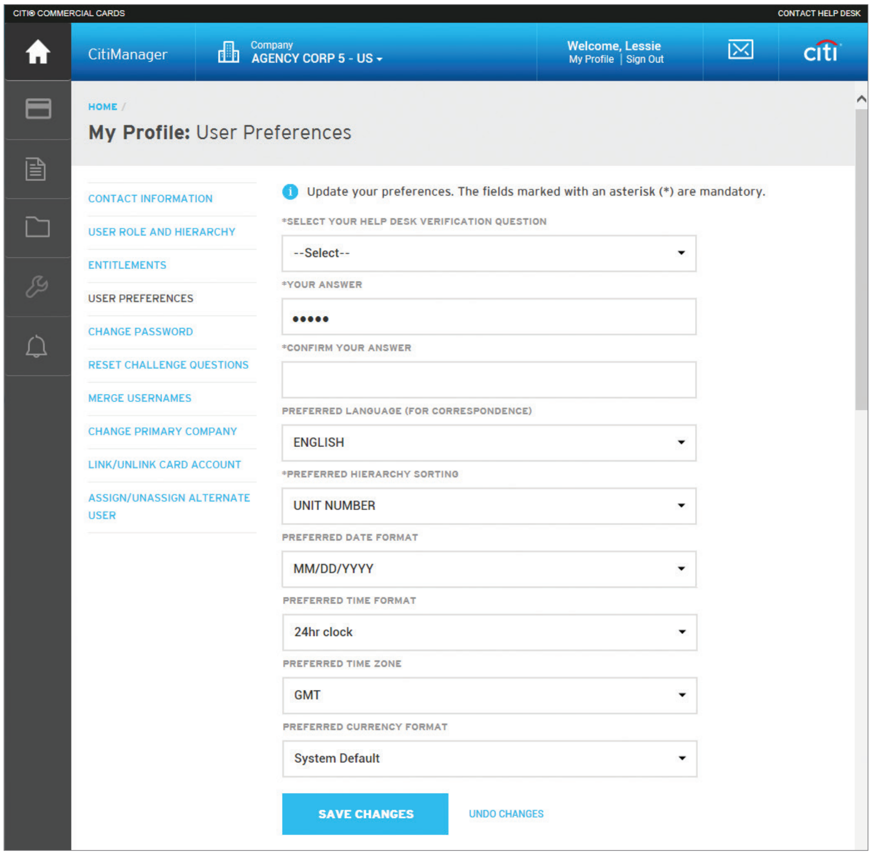
$9,101.61 Available Credit

$296.04 Current Balance

$622.48 Due in 5 days

Recent Activities

TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT
03/22/2017	03/23/2017	SEAFOOD S DALE MA		27.60
03/22/2017	03/23/2017	INN & CONF CNT		442.00
03/22/2017	03/23/2017	LODGING		78.00
03/22/2017	03/23/2017	AIRWAYS		677.20
03/22/2017	03/23/2017	AIRWAYS		15.00

Screen	Step/Action
 CITI® COMMERCIAL CARDS CONTACT HELP DESK CitiManager Company AGENCY CORP 5 - US Welcome, JOHN C My Profile | Sign Out HOME / **My Profile:** Contact Information CONTACT INFO USER ROLES AND HIERARCHY ENTITLEMENTS USER PREFERENCES CHANGE PASSWORD RESET CHALLENGE QUESTIONS MERGE USERNAMES CHANGE PRIMARY COMPANY LINK/UNLINK CARD ACCOUNT ASSIGN/UNASSIGN ALTERNATE Update user details. The fields marked with asterisk (*) are mandatory to proceed. TITLE: Mr * USERNAME: JohnCard!@ * FIRST NAME: John * LAST NAME: Card * COUNTRY: --SELECT-- My Profile Screen – Contact Information	2. Click the **User Preferences** link. *The User Preferences screen displays.*
 CITI® COMMERCIAL CARDS CONTACT HELP DESK CitiManager Company AGENCY CORP 5 - US Welcome, Lessie My Profile | Sign Out HOME / **My Profile:** User Preferences CONTACT INFORMATION 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 Update your preferences. The fields marked with an asterisk (*) are mandatory. *SELECT YOUR HELP DESK VERIFICATION QUESTION: --Select-- *YOUR ANSWER: ••••• *CONFIRM YOUR ANSWER: PREFERRED LANGUAGE (FOR CORRESPONDENCE): ENGLISH *PREFERRED HIERARCHY SORTING: UNIT NUMBER PREFERRED DATE FORMAT: MM/DD/YYYY PREFERRED TIME FORMAT: 24hr clock PREFERRED TIME ZONE: GMT PREFERRED CURRENCY FORMAT: System Default SAVE CHANGES UNDO CHANGES My Profile Screen – User Preferences	3. Make any necessary changes to your user preferences. **Note:** An asterisk (*) indicates a required field. 4. 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

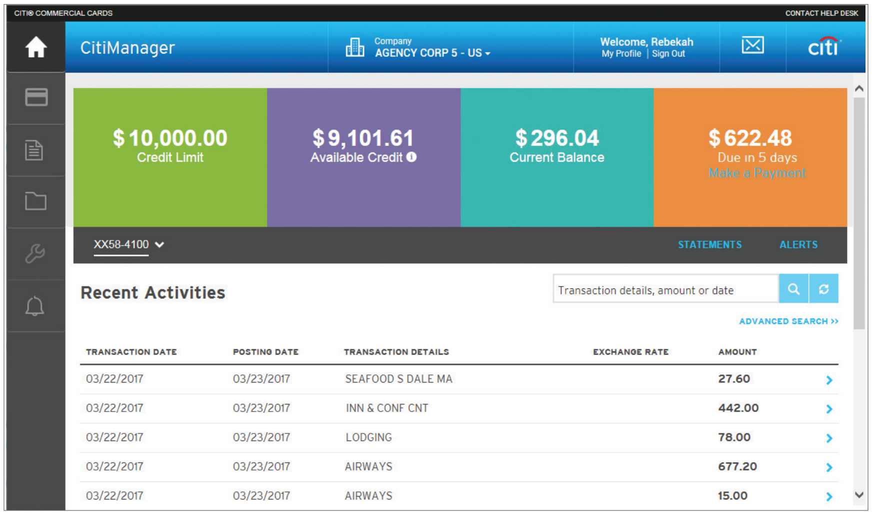
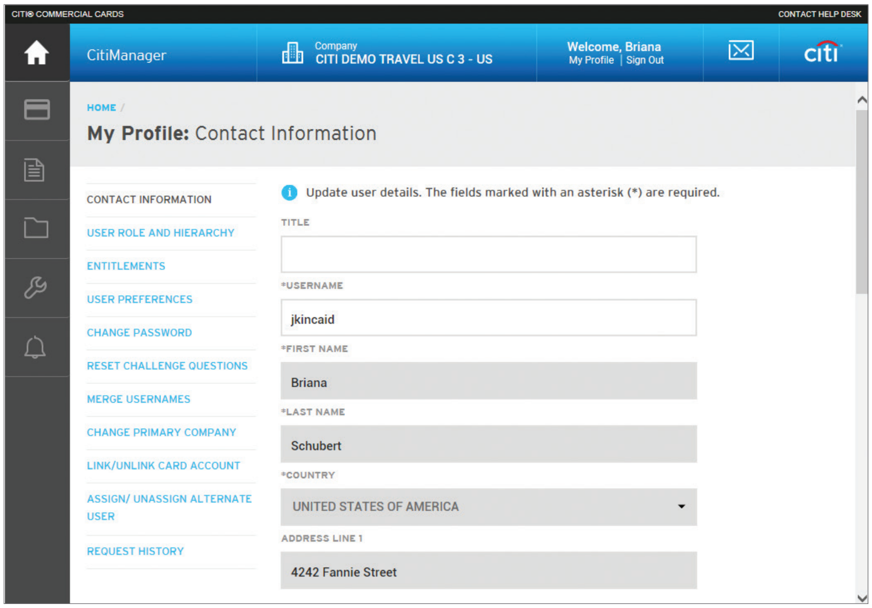
Key Concepts

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

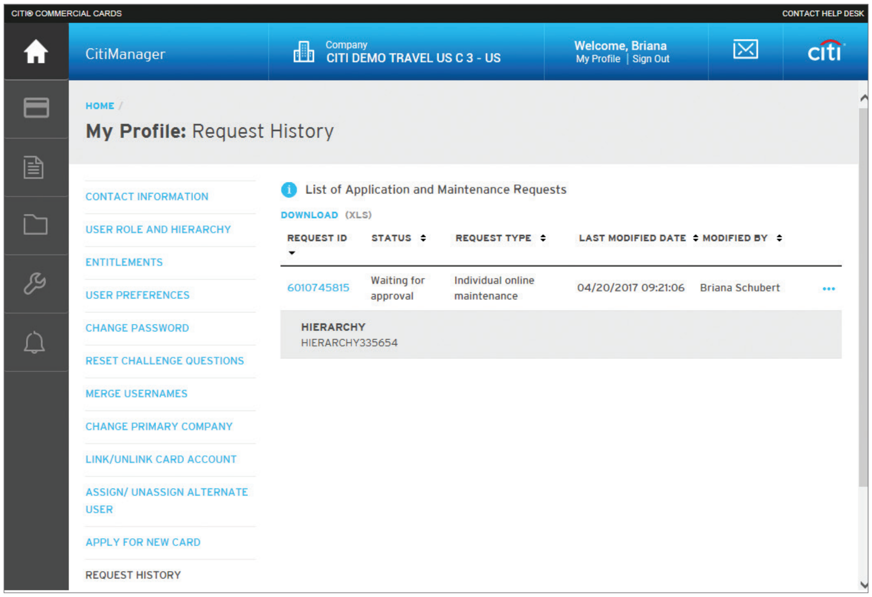
- Request ID
- Status
- Request Type
- The date the request was last modified
- Audit information such as which fields have changed, when they were updated and by whom.
- Hierarchy

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

Step-by-Step Instructions

Screen	Step/Action
 CITI® COMMERCIAL CARDS CONTACT HELP DESK CitiManager Company AGENCY CORP 5 - US Welcome, Rebekah My Profile | Sign Out $10,000.00 Credit Limit $9,101.61 Available Credit $296.04 Current Balance $622.48 Due in 5 days Make a Payment XX58-4100 STATEMENTS ALERTS Recent Activities Transaction details, amount or date ADVANCED SEARCH >> TRANSACTION DATE | POSTING DATE | TRANSACTION DETAILS | EXCHANGE RATE | AMOUNT 03/22/2017 | 03/23/2017 | SEAFOOD S DALE MA | | 27.60 03/22/2017 | 03/23/2017 | INN & CONF CNT | | 442.00 03/22/2017 | 03/23/2017 | LODGING | | 78.00 03/22/2017 | 03/23/2017 | AIRWAYS | | 677.20 03/22/2017 | 03/23/2017 | AIRWAYS | | 15.00 Home Screen	1. From the CitiManager Site header, click the **My Profile** link that displays under your name. *The Contact Information screen displays.*
 CITI® COMMERCIAL CARDS CONTACT HELP DESK CitiManager Company CITI DEMO TRAVEL US C 3 - US Welcome, Briana My Profile | Sign Out HOME / **My Profile:** Contact Information CONTACT INFORMATION 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 REQUEST HISTORY Update user details. The fields marked with an asterisk (*) are required. TITLE *USERNAME: jkincaid *FIRST NAME: Briana *LAST NAME: Schubert *COUNTRY: UNITED STATES OF AMERICA ADDRESS LINE 1: 4242 Fannie Street My Profile – Contact Information	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.

Screen	Step/Action



My Profile: Request History

List of Application and Maintenance Requests

REQUEST ID	STATUS	REQUEST TYPE	LAST MODIFIED DATE	MODIFIED BY	
6010745815	Waiting for approval	Individual online maintenance	04/20/2017 09:21:06	Briana Schubert	...

HIERARCHY
HIERARCHY335654

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 (...) that displays to the right of the screen.
5. To download the Online Application Report:

   a) Click the **Download** link.

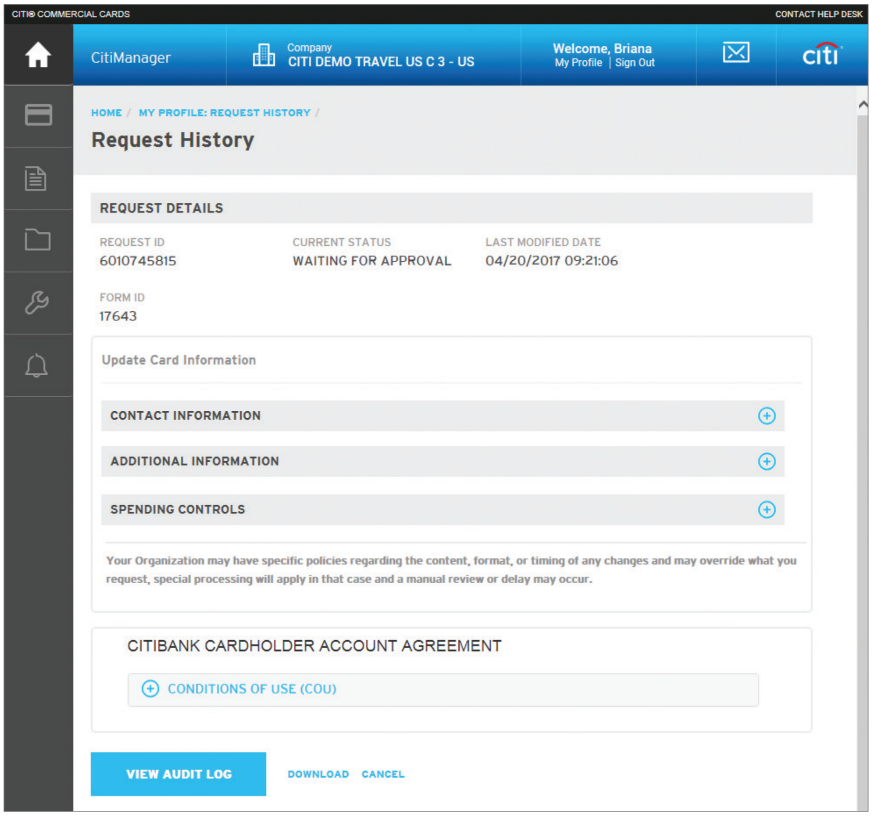
   A message displays indicating the report will be cached to your computer.

   b) Click the **OK** button to close the message.

   The browser document options window displays. The location of the Save or Open options vary based on your browser settings.

   c) Either open or save the file to your computer.
6. 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.



Request History

REQUEST DETAILS

REQUEST ID: 6010745815
CURRENT STATUS: WAITING FOR APPROVAL
LAST MODIFIED DATE: 04/20/2017 09:21:06
FORM ID: 17643

Update Card Information

Your Organization may have specific policies regarding the content, format, or timing of any changes and may override what you request, special processing will apply in that case and a manual review or delay may occur.

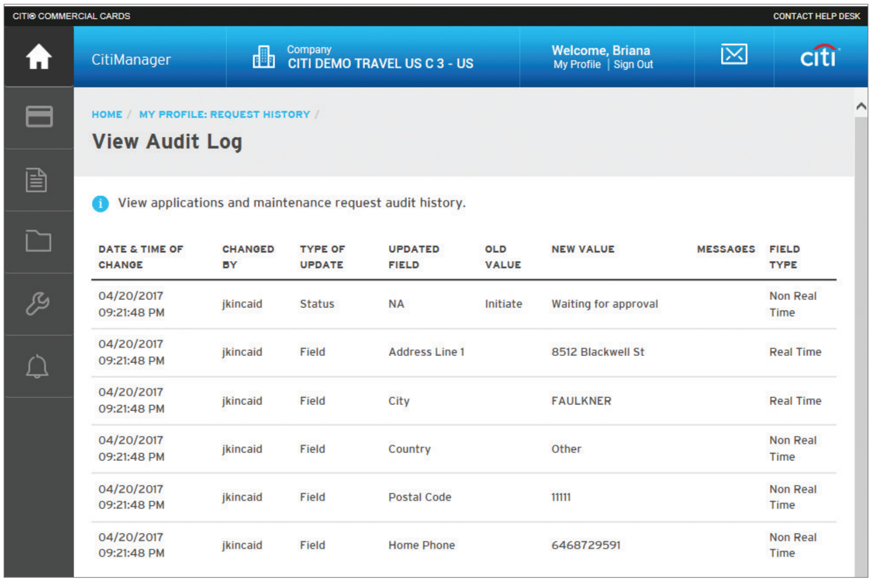
CITIBANK CARDHOLDER ACCOUNT AGREEMENT

My Profile – Request Details

7. To view additional information from the **Contact Information, Additional Information, Spending Controls** sections or to view the **CitiManager Cardholder Account Agreement**, click the **(+) sign** icon from the section header as necessary.
8. To view the Audit Log, scroll to bottom of screen click the **View Audit Log** button.

   The Audit Log displays

Screen



HOME / MY PROFILE: REQUEST HISTORY /

View Audit Log

View applications and maintenance request audit history.

DATE & TIME OF CHANGE	CHANGED BY	TYPE OF UPDATE	UPDATED FIELD	OLD VALUE	NEW VALUE	MESSAGES	FIELD TYPE
04/20/2017 09:21:48 PM	jkincaid	Status	NA	Initiate	Waiting for approval		Non Real Time
04/20/2017 09:21:48 PM	jkincaid	Field	Address Line 1		8512 Blackwell St		Real Time
04/20/2017 09:21:48 PM	jkincaid	Field	City		FAULKNER		Real Time
04/20/2017 09:21:48 PM	jkincaid	Field	Country		Other		Non Real Time
04/20/2017 09:21:48 PM	jkincaid	Field	Postal Code		11111		Non Real Time
04/20/2017 09:21:48 PM	jkincaid	Field	Home Phone		6468729591		Non Real Time

Audit Log

Step/Action

9. When you are finished viewing the **Audit Log**, scroll to the bottom of the screen and click the **Back** button.

Statements

View and Download Recent Transactions

Key Concepts

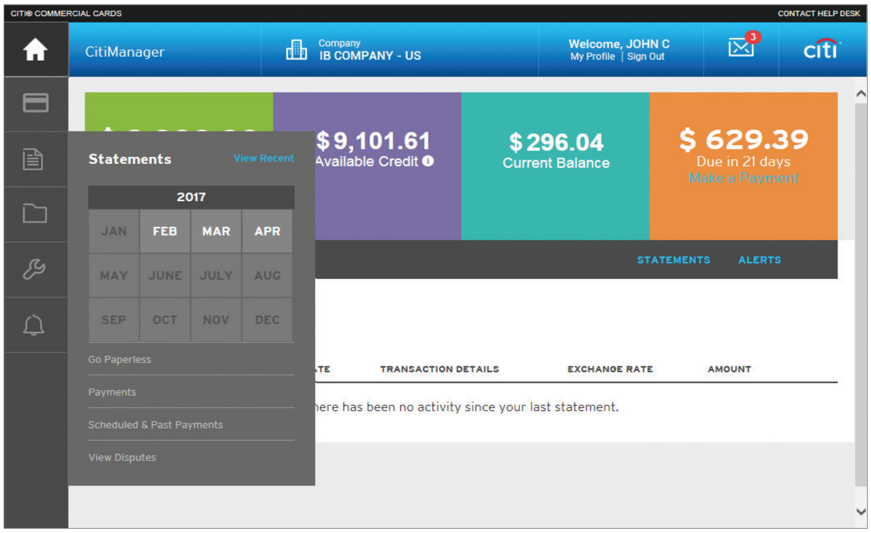
Recent unbilled transactions are transactions that have posted to your account but have not yet billed to a statement. The recent unbilled transactions that display will appear on your next statement. The information displayed on the **Recent** screen is not considered a final statement.

You can download transactions for individually or centrally billed accounts.

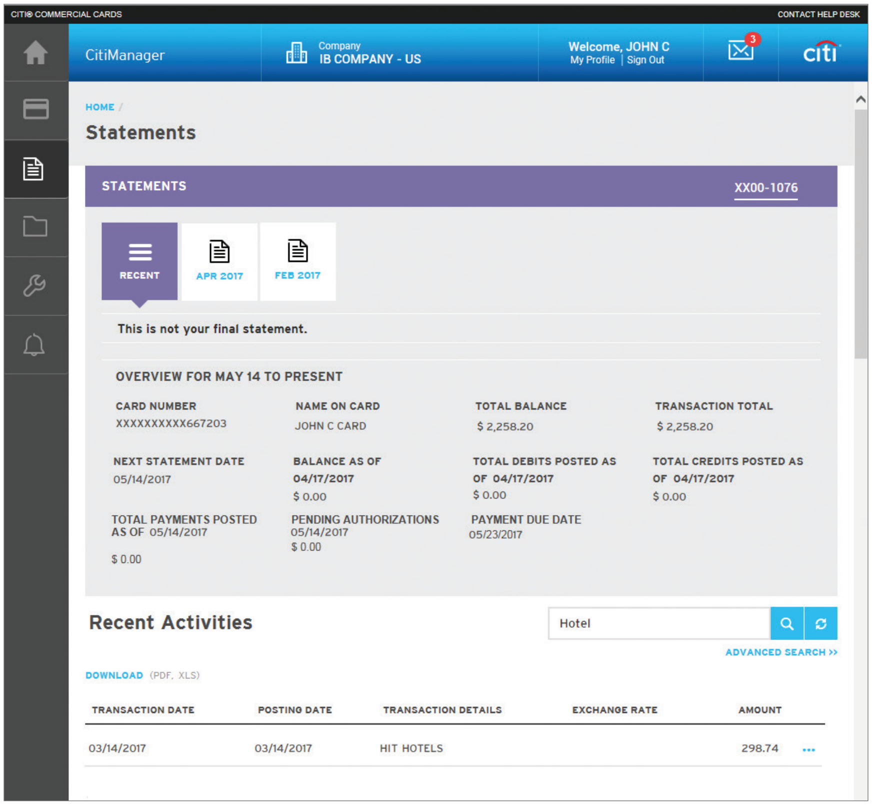
If you wish to print your recent transactions, it's recommended you download the transactions in Excel format. Once the document is open, you can print it by selecting **Print** from the **File** menu.

Step-by-Step Instructions

To View Recent Transactions

Screen	Step/Action
 Home Screen – View Recent Link	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. Recent transaction activity also displays on the **Home** screen. Click the **> More** arrow that displays on the right-side of each transaction row to navigate to the **Statements – Recent** screen. *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.

Screen



Statements

STATEMENTS XX00-1076

This is not your final statement.

OVERVIEW FOR MAY 14 TO PRESENT

CARD NUMBER XXXXXXXXXX667203	NAME ON CARD JOHN C CARD	TOTAL BALANCE $ 2,258.20	TRANSACTION TOTAL $ 2,258.20
NEXT STATEMENT DATE 05/14/2017	BALANCE AS OF 04/17/2017 $ 0.00	TOTAL DEBITS POSTED AS OF 04/17/2017 $ 0.00	TOTAL CREDITS POSTED AS OF 04/17/2017 $ 0.00
TOTAL PAYMENTS POSTED AS OF 05/14/2017 $ 0.00	PENDING AUTHORIZATIONS 05/14/2017 $ 0.00	PAYMENT DUE DATE 05/23/2017	

Recent Activities

Hotel

TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT
03/14/2017	03/14/2017	HIT HOTELS		298.74

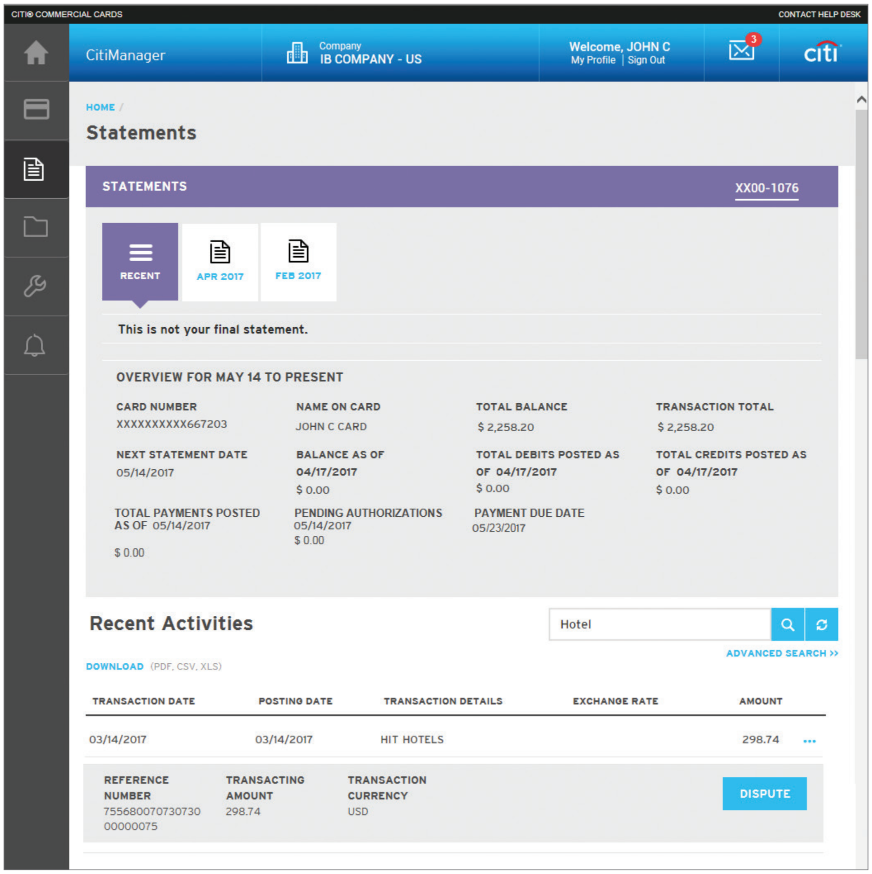
Statements Screen – Recent Transactions/Search

Step/Action

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



This is not your final statement.

OVERVIEW FOR MAY 14 TO PRESENT

CARD NUMBER: XXXXXXXXXX667203
NAME ON CARD: JOHN C CARD
TOTAL BALANCE: $ 2,258.20
TRANSACTION TOTAL: $ 2,258.20
NEXT STATEMENT DATE: 05/14/2017
BALANCE AS OF 04/17/2017: $ 0.00
TOTAL DEBITS POSTED AS OF 04/17/2017: $ 0.00
TOTAL CREDITS POSTED AS OF 04/17/2017: $ 0.00
TOTAL PAYMENTS POSTED AS OF 05/14/2017: $ 0.00
PENDING AUTHORIZATIONS 05/14/2017: $ 0.00
PAYMENT DUE DATE: 05/23/2017

TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	
03/14/2017	03/14/2017	HIT HOTELS		298.74	...

REFERENCE NUMBER	TRANSACTING AMOUNT	TRANSACTION CURRENCY
75568007073073000000075	298.74	USD

Statements – Recent Transactions Additional Detail

Step/Action

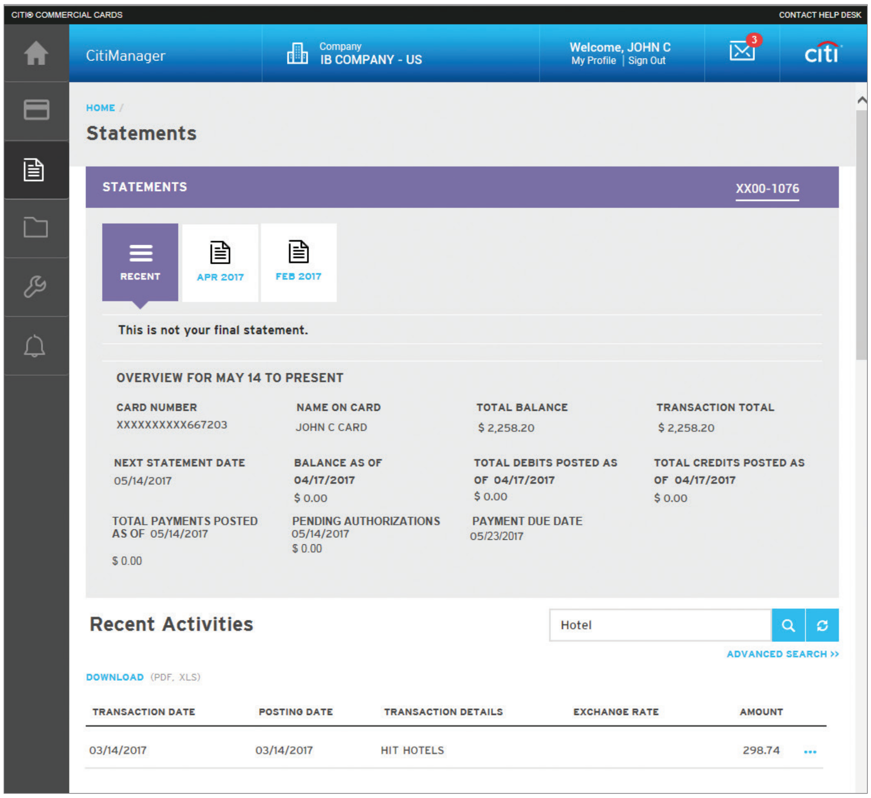
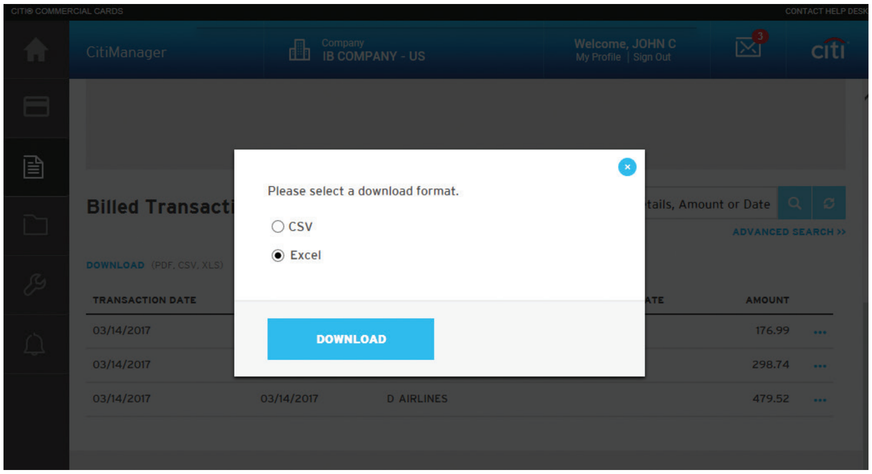
3. To view additional transaction detail, click the ellipsis (...) link that displays on the right-side of the row you wish to expand.

   The row expands and additional transaction details display.

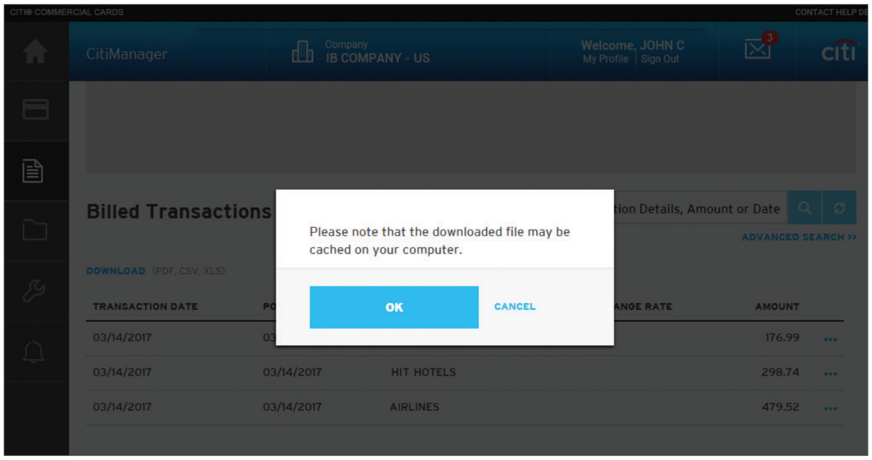
   Note: The **Dispute** button displays when the row is expanded.

Step-by-Step Instructions

To Download Recent Transactions

Screen	Step/Action
 This is not your final statement. OVERVIEW FOR MAY 14 TO PRESENT CARD NUMBER XXXXXXXXXX667203 NAME ON CARD JOHN C CARD TOTAL BALANCE $ 2,258.20 TRANSACTION TOTAL $ 2,258.20 NEXT STATEMENT DATE 05/14/2017 BALANCE AS OF 04/17/2017 $ 0.00 TOTAL DEBITS POSTED AS OF 04/17/2017 $ 0.00 TOTAL CREDITS POSTED AS OF 04/17/2017 $ 0.00 TOTAL PAYMENTS POSTED AS OF 05/14/2017 $ 0.00 PENDING AUTHORIZATIONS 05/14/2017 $ 0.00 PAYMENT DUE DATE 05/23/2017 Recent Activities Hotel TRANSACTION DATE | POSTING DATE | TRANSACTION DETAILS | EXCHANGE RATE | AMOUNT 03/14/2017 | 03/14/2017 | HIT HOTELS | | 298.74 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.*
 Please select a download format. ○ CSV ● Excel 03/14/2017 176.99 03/14/2017 298.74 03/14/2017 03/14/2017 D AIRLINES 479.52 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**



Billed Transactions

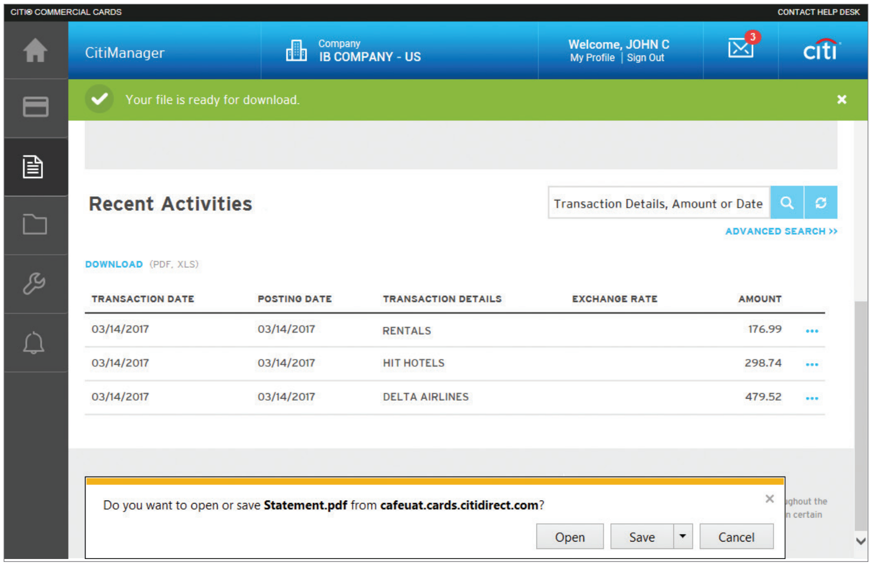
Please note that the downloaded file may be cached on your computer.

TRANSACTION DATE	PO		ANGE RATE	AMOUNT	
03/14/2017	03			176.99	•••
03/14/2017	03/14/2017	HIT HOTELS		298.74	•••
03/14/2017	03/14/2017	AIRLINES		479.52	•••

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.



Your file is ready for download.

Recent Activities

TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	
03/14/2017	03/14/2017	RENTALS		176.99	•••
03/14/2017	03/14/2017	HIT HOTELS		298.74	•••
03/14/2017	03/14/2017	DELTA AIRLINES		479.52	•••

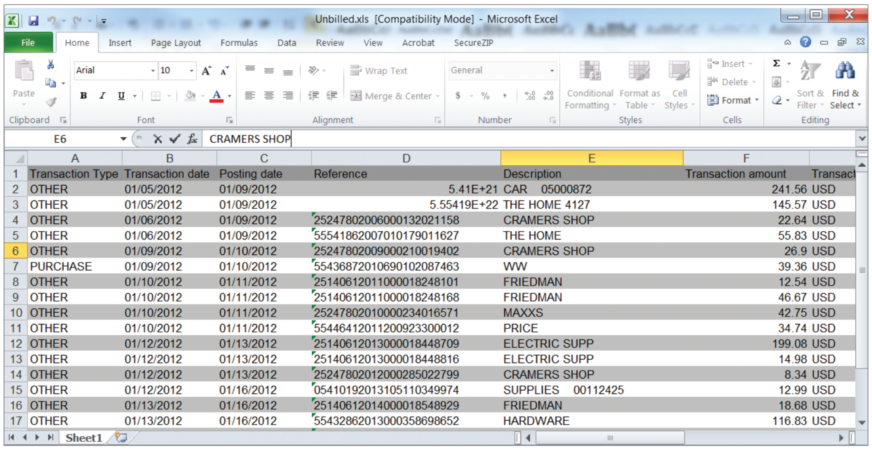
Do you want to open or save **Statement.pdf** from **cafeuat.cards.citidirect.com**?

Statements Screen – Open 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.



E6 CRAMERS SHOP

	A	B	C	D	E	F	
1	Transaction Type	Transaction date	Posting date	Reference	Description	Transaction amount	Transact
2	OTHER	01/05/2012	01/09/2012	5.41E+21	CAR 05000872	241.56	USD
3	OTHER	01/05/2012	01/09/2012	5.55419E+22	THE HOME 4127	145.57	USD
4	OTHER	01/06/2012	01/09/2012	25247802006000132021158	CRAMERS SHOP	22.64	USD
5	OTHER	01/06/2012	01/09/2012	55541862007010179011627	THE HOME	55.83	USD
6	OTHER	01/09/2012	01/10/2012	25247802009000210019402	CRAMERS SHOP	26.9	USD
7	PURCHASE	01/09/2012	01/10/2012	55436872010690102087463	WW	39.36	USD
8	OTHER	01/10/2012	01/11/2012	25140612011000018248101	FRIEDMAN	12.54	USD
9	OTHER	01/10/2012	01/11/2012	25140612011000018248168	FRIEDMAN	46.67	USD
10	OTHER	01/10/2012	01/11/2012	25247802010000234016571	MAXXS	42.75	USD
11	OTHER	01/10/2012	01/11/2012	55446412011200923300012	PRICE	34.74	USD
12	OTHER	01/12/2012	01/13/2012	25140612013000018448709	ELECTRIC SUPP	199.08	USD
13	OTHER	01/12/2012	01/13/2012	25140612013000018448816	ELECTRIC SUPP	14.98	USD
14	OTHER	01/12/2012	01/13/2012	25247802012000285022799	CRAMERS SHOP	8.34	USD
15	OTHER	01/12/2012	01/16/2012	05410192013105110349974	SUPPLIES 00112425	12.99	USD
16	OTHER	01/13/2012	01/16/2012	25140612014000018548929	FRIEDMAN	18.68	USD
17	OTHER	01/13/2012	01/16/2012	55432862013000358698652	HARDWARE	116.83	USD

Statements Screen – Excel Document

View and Download Statements

Key Concepts

You can view either your current statement or a statement from the previous 36 months. You can also view recent transactions that have not billed to your statement.

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

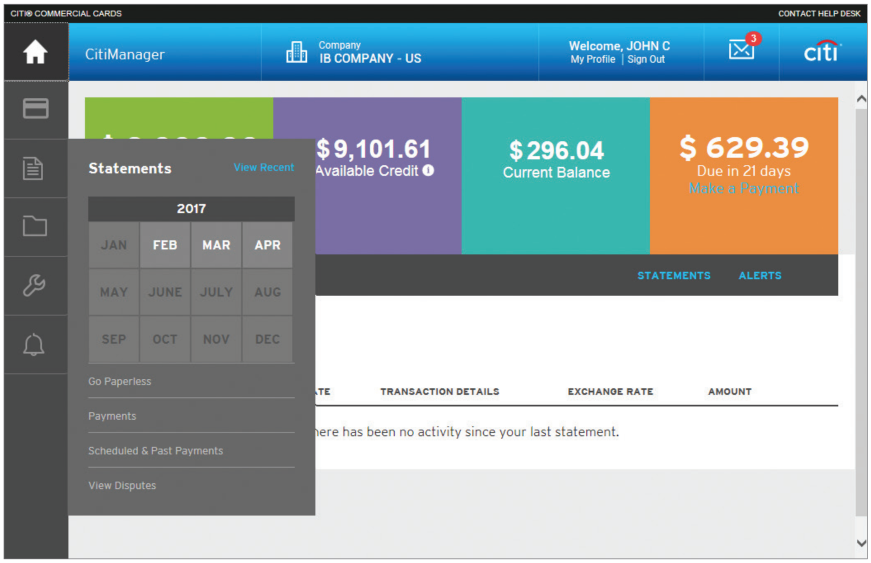
- An account, balance and payment overview
- Declining balance details
- A list of transactions that have billed to your account
- Transaction details

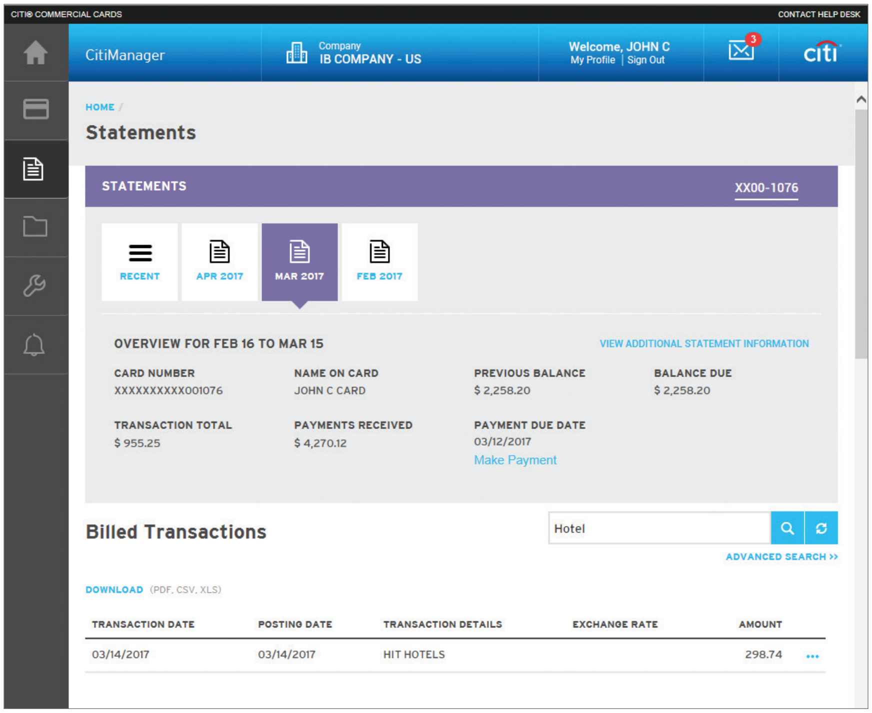
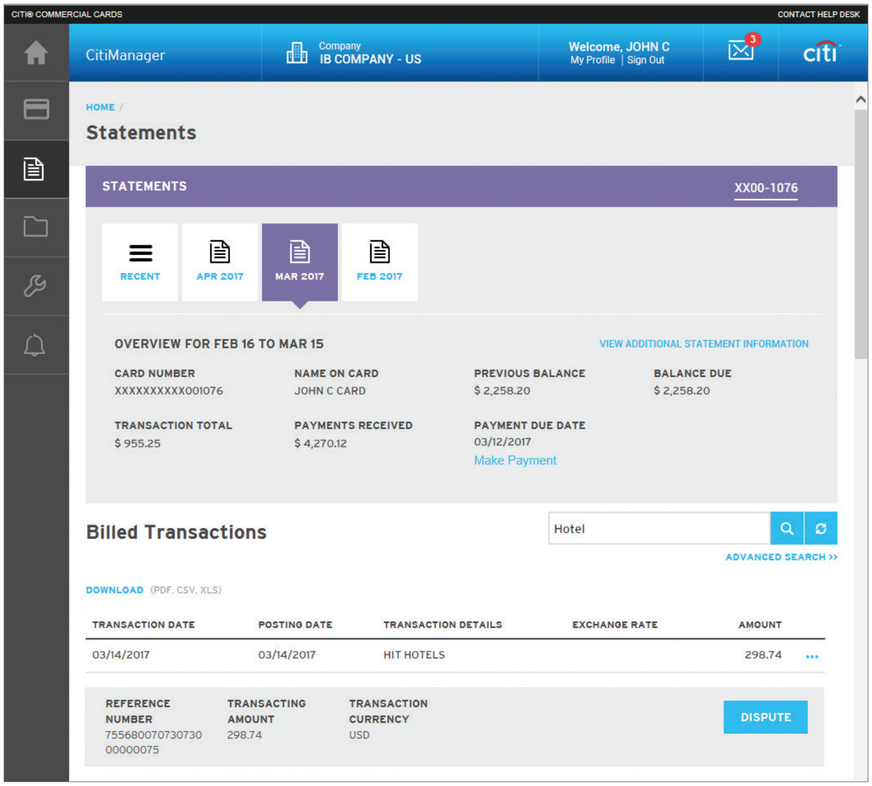
From the **Statements** screen you can also download your statement and dispute a transaction. You can download transactions for individually or centrally billed accounts.

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

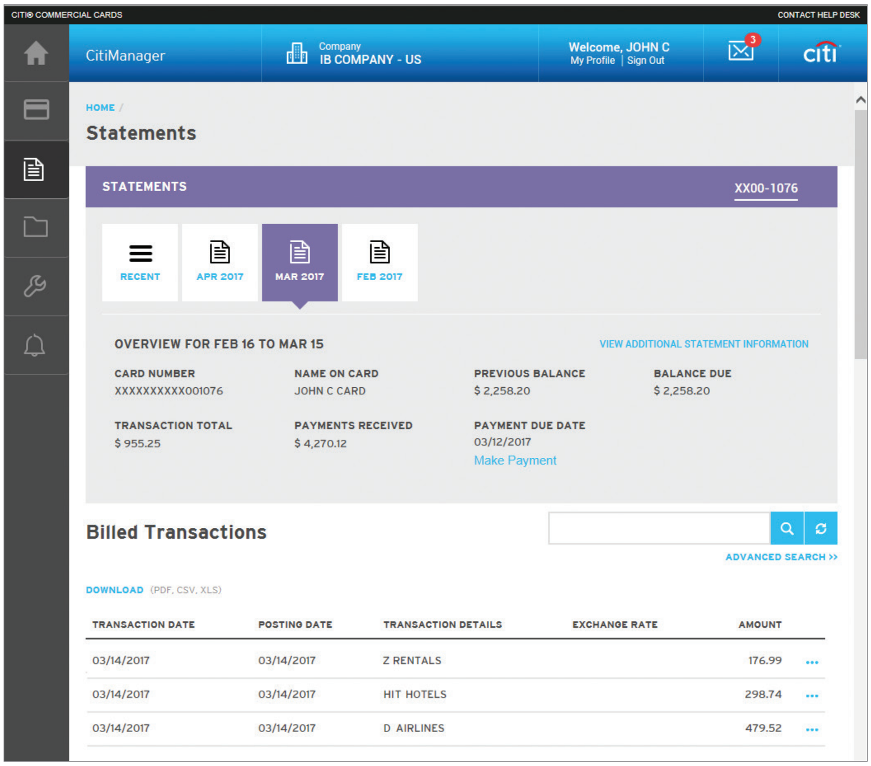
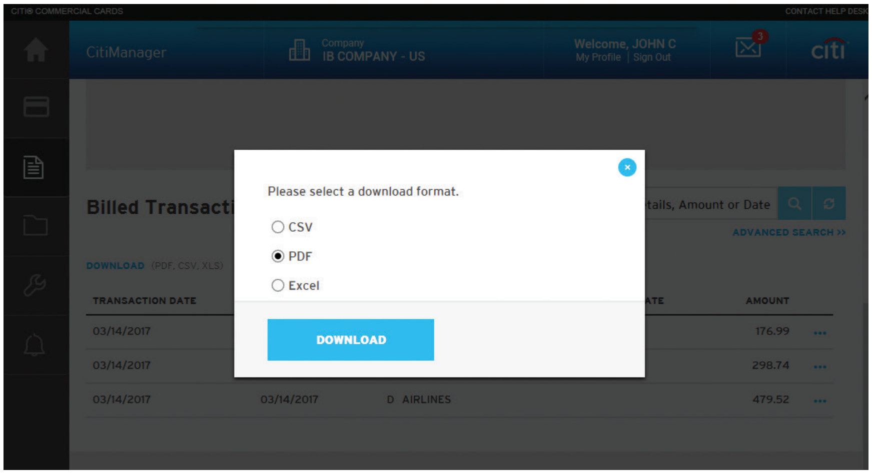
To View Statements and Transactions

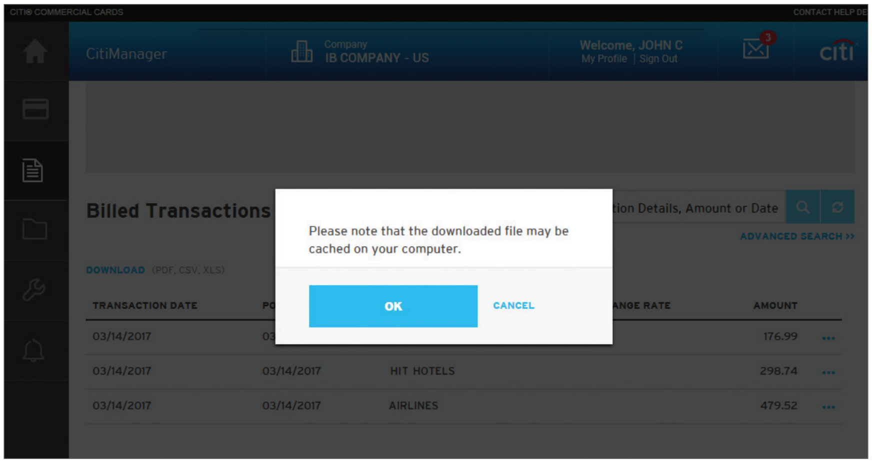
Screen	Step/Action
 Home Screen – Select Statement Date	1. From the CitiManager Site side navigation bar, position your mouse over the **Statements** button and then click the icon for the statement date you wish to view. Use the **Back** and **Forward** (‹ ›) arrows to navigate between years. You can also navigate to your statements from the **Home** screen by clicking the **Statements** link displayed on the right side of the screen or by clicking the icon for the statement date you wish to view from the **Card Details** screen. *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.

Screen	Step/Action
 **Statements** STATEMENTS XX00-1076 OVERVIEW FOR FEB 16 TO MAR 15 CARD NUMBER: XXXXXXXXXX001076 NAME ON CARD: JOHN C CARD PREVIOUS BALANCE: $ 2,258.20 BALANCE DUE: $ 2,258.20 TRANSACTION TOTAL: $ 955.25 PAYMENTS RECEIVED: $ 4,270.12 PAYMENT DUE DATE: 03/12/2017 **Billed Transactions** Hotel TRANSACTION DATE | POSTING DATE | TRANSACTION DETAILS | EXCHANGE RATE | AMOUNT 03/14/2017 | 03/14/2017 | HIT HOTELS | | 298.74 … 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.*
 **Statements** STATEMENTS XX00-1076 OVERVIEW FOR FEB 16 TO MAR 15 CARD NUMBER: XXXXXXXXXX001076 NAME ON CARD: JOHN C CARD PREVIOUS BALANCE: $ 2,258.20 BALANCE DUE: $ 2,258.20 TRANSACTION TOTAL: $ 955.25 PAYMENTS RECEIVED: $ 4,270.12 PAYMENT DUE DATE: 03/12/2017 **Billed Transactions** Hotel TRANSACTION DATE | POSTING DATE | TRANSACTION DETAILS | EXCHANGE RATE | AMOUNT 03/14/2017 | 03/14/2017 | HIT HOTELS | | 298.74 … REFERENCE NUMBER: 75568007073073000000075 TRANSACTING AMOUNT: 298.74 TRANSACTION CURRENCY: USD Statements Screen – Additional Transaction 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.* **Note:** The **Dispute** button displays when the row is expanded.

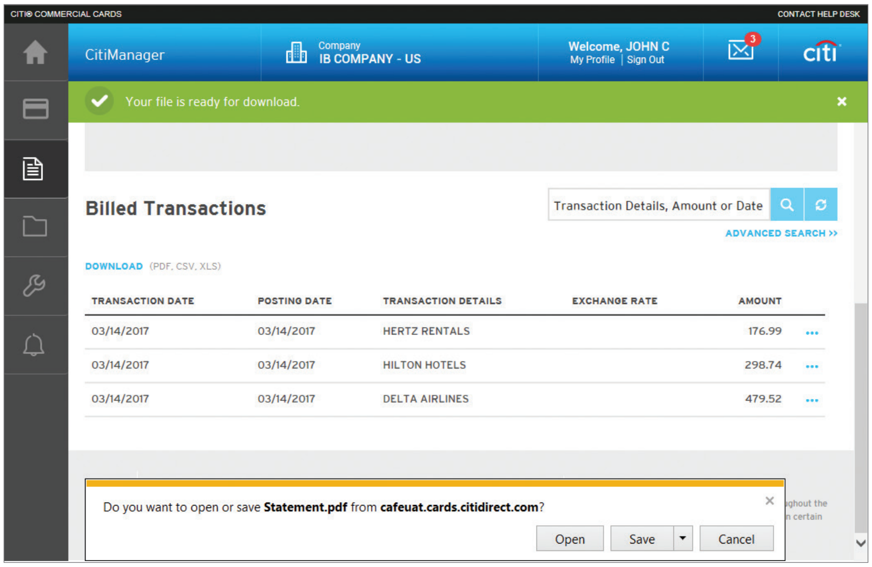
Step-by-Step Instructions

To Download Statements

Screen	Step/Action
 OVERVIEW FOR FEB 16 TO MAR 15 CARD NUMBER: XXXXXXXXXX001076 NAME ON CARD: JOHN C CARD PREVIOUS BALANCE: $ 2,258.20 BALANCE DUE: $ 2,258.20 TRANSACTION TOTAL: $ 955.25 PAYMENTS RECEIVED: $ 4,270.12 PAYMENT DUE DATE: 03/12/2017 Billed Transactions DOWNLOAD (PDF, CSV, XLS) TRANSACTION DATE / POSTING DATE / TRANSACTION DETAILS / EXCHANGE RATE / AMOUNT 03/14/2017 / 03/14/2017 / Z RENTALS / / 176.99 03/14/2017 / 03/14/2017 / HIT HOTELS / / 298.74 03/14/2017 / 03/14/2017 / D AIRLINES / / 479.52 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.*
 Please select a download format. ○ CSV ● PDF ○ Excel DOWNLOAD 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
 Please note that the downloaded file may be cached on your computer. OK CANCEL 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



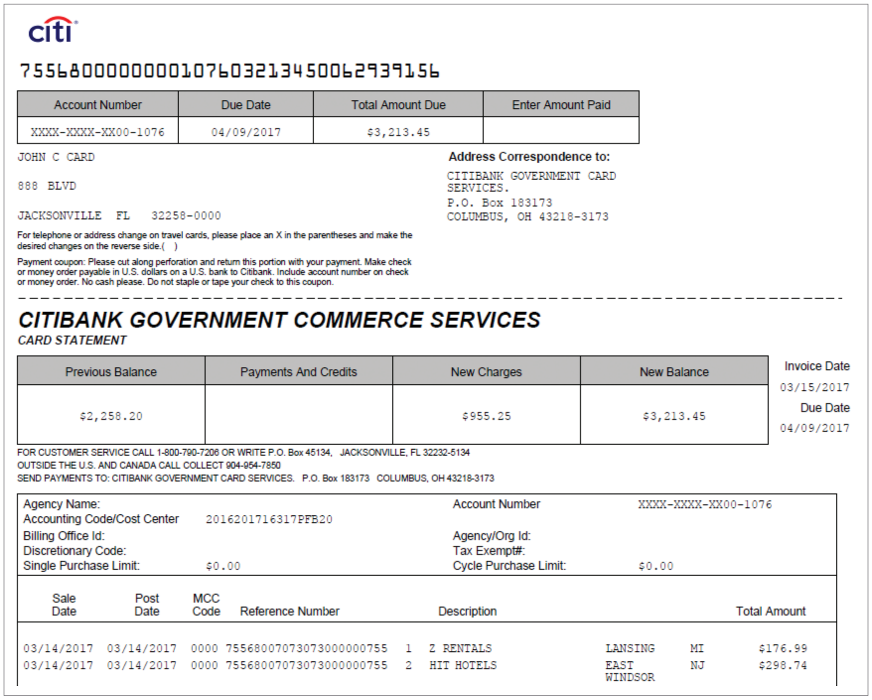
Your file is ready for download.

Billed Transactions

TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT
03/14/2017	03/14/2017	HERTZ RENTALS		176.99
03/14/2017	03/14/2017	HILTON HOTELS		298.74
03/14/2017	03/14/2017	DELTA AIRLINES		479.52

Do you want to open or save **Statement.pdf** from **cafeuat.cards.citidirect.com**?

Statements Screen – Open/Save Options



75568000000001076032134500629391 56

Account Number	Due Date	Total Amount Due	Enter Amount Paid
XXXX-XXXX-XX00-1076	04/09/2017	$3,213.45	

JOHN C CARD

888 BLVD

JACKSONVILLE FL 32258-0000

Address Correspondence to:

CITIBANK GOVERNMENT CARD
SERVICES.
P.O. Box 183173
COLUMBUS, OH 43218-3173

For telephone or address change on travel cards, please place an X in the parentheses and make the desired changes on the reverse side.( )

Payment coupon: Please cut along perforation and return this portion with your payment. Make check or money order payable in U.S. dollars on a U.S. bank to Citibank. Include account number on check or money order. No cash please. Do not staple or tape your check to this coupon.

CITIBANK GOVERNMENT COMMERCE SERVICES

CARD STATEMENT

Previous Balance	Payments And Credits	New Charges	New Balance
$2,258.20		$955.25	$3,213.45

Invoice Date
03/15/2017
Due Date
04/09/2017

FOR CUSTOMER SERVICE CALL 1-800-790-7206 OR WRITE P.O. Box 45134, JACKSONVILLE, FL 32232-5134
OUTSIDE THE U.S. AND CANADA CALL COLLECT 904-954-7850
SEND PAYMENTS TO: CITIBANK GOVERNMENT CARD SERVICES. P.O. Box 183173 COLUMBUS, OH 43218-3173

Agency Name:		Account Number	XXXX-XXXX-XX00-1076
Accounting Code/Cost Center	2016201716317PFB20		
Billing Office Id:		Agency/Org Id:	
Discretionary Code:		Tax Exempt#:	
Single Purchase Limit:	$0.00	Cycle Purchase Limit:	$0.00

Sale Date	Post Date	MCC Code	Reference Number		Description			Total Amount
03/14/2017	03/14/2017	0000	75568007073073000000755	1	Z RENTALS	LANSING	MI	$176.99
03/14/2017	03/14/2017	0000	75568007073073000000755	2	HIT HOTELS	EAST WINDSOR	NJ	$298.74

Statements – PDF

Step/Action

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.

Make a Payment

Key Concepts

If your 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:

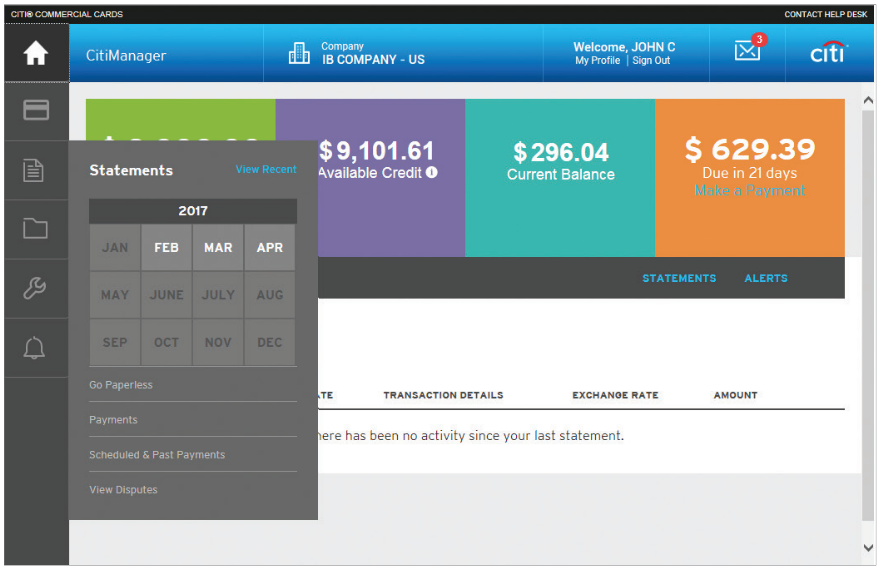
Payment requests received by 4:00 p.m. Eastern Time (ET) on a bank business day are posted to your Citibank Card account on the same day.

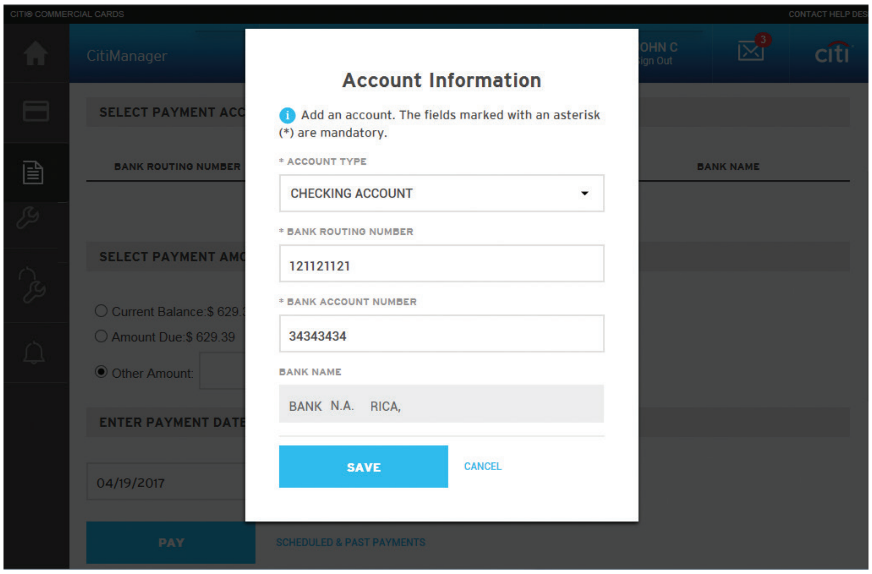
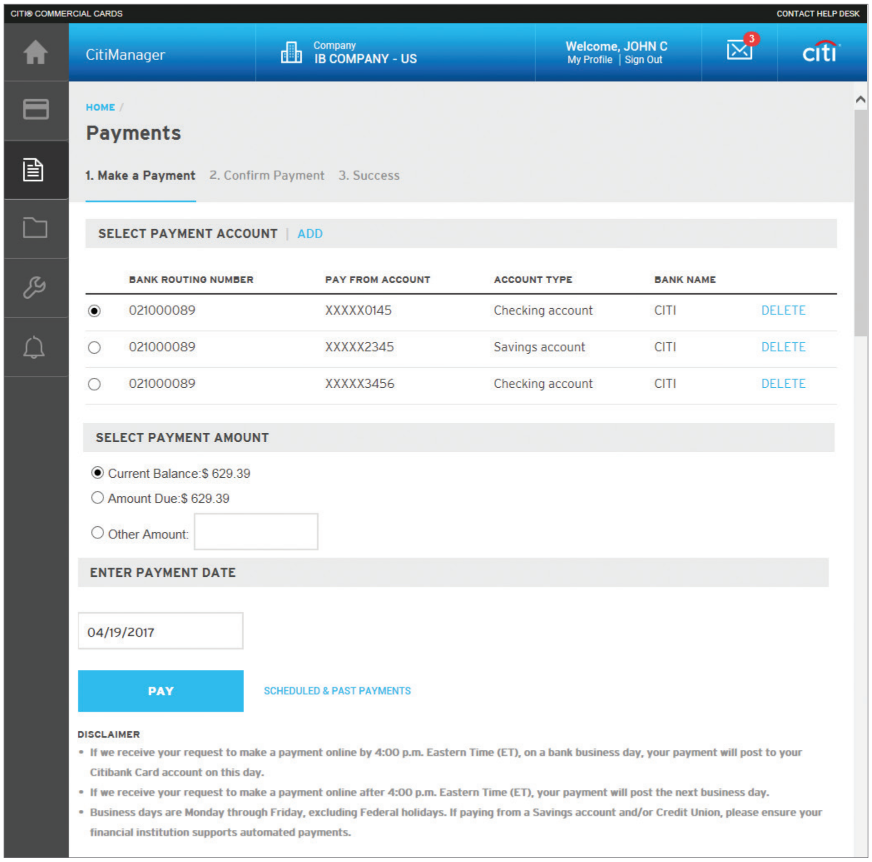
Payment requests received after 4:00 p.m. ET on a bank business day will post the next business day.

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
 here has been no activity since your last statement. 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.*

Account Information

Add an account. The fields marked with an asterisk (*) are mandatory.

* ACCOUNT TYPE: CHECKING ACCOUNT

* BANK ROUTING NUMBER: 121121121

* BANK ACCOUNT NUMBER: 34343434

BANK NAME: BANK N.A. RICA,

HOME /

Payments

1. Make a Payment 2. Confirm Payment 3. Success

SELECT PAYMENT ACCOUNT | ADD

	BANK ROUTING NUMBER	PAY FROM ACCOUNT	ACCOUNT TYPE	BANK NAME	
●	021000089	XXXXX0145	Checking account	CITI	DELETE
○	021000089	XXXXX2345	Savings account	CITI	DELETE
○	021000089	XXXXX3456	Checking account	CITI	DELETE

SELECT PAYMENT AMOUNT

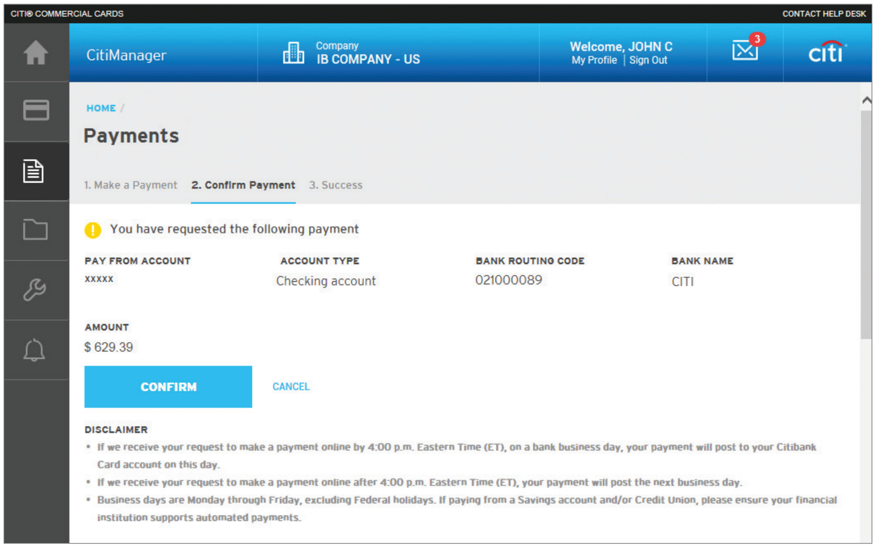
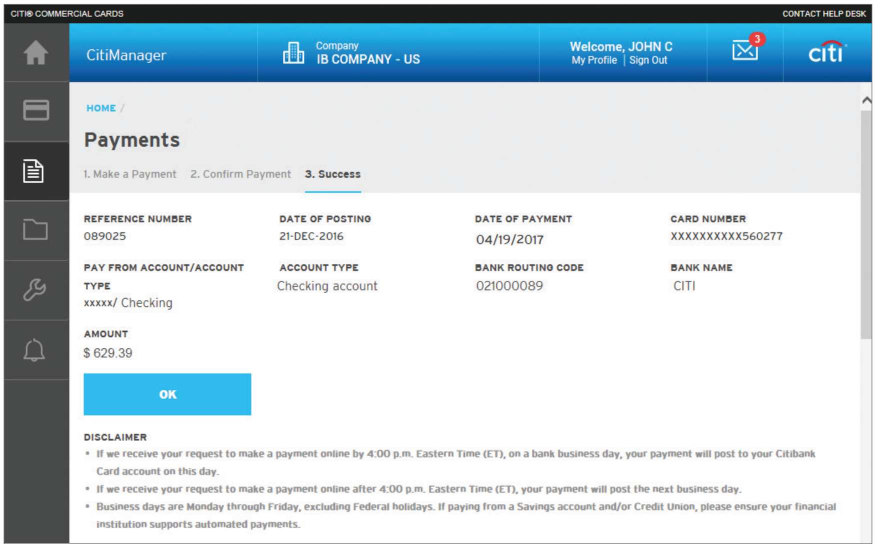
● Current Balance:$ 629.39
○ Amount Due:$ 629.39
○ Other Amount:

ENTER PAYMENT DATE

04/19/2017

DISCLAIMER

- If we receive your request to make a payment online by 4:00 p.m. Eastern Time (ET), on a bank business day, your payment will post to your Citibank Card account on this day.
- If we receive your request to make a payment online after 4:00 p.m. Eastern Time (ET), your payment will post the next business day.
- Business days are Monday through Friday, excluding Federal holidays. If paying from a Savings account and/or Credit Union, please ensure your financial institution supports automated payments.

Screen	Step/Action
 **Payments** 1. Make a Payment 2. Confirm Payment 3. Success You have requested the following payment PAY FROM ACCOUNT: xxxxx ACCOUNT TYPE: Checking account BANK ROUTING CODE: 021000089 BANK NAME: CITI AMOUNT: $ 629.39 DISCLAIMER • If we receive your request to make a payment online by 4:00 p.m. Eastern Time (ET), on a bank business day, your payment will post to your Citibank Card account on this day. • If we receive your request to make a payment online after 4:00 p.m. Eastern Time (ET), your payment will post the next business day. • Business days are Monday through Friday, excluding Federal holidays. If paying from a Savings account and/or Credit Union, please ensure your financial institution supports automated payments. 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** 1. Make a Payment 2. Confirm Payment 3. Success REFERENCE NUMBER: 089025 DATE OF POSTING: 21-DEC-2016 DATE OF PAYMENT: 04/19/2017 CARD NUMBER: XXXXXXXXXX560277 PAY FROM ACCOUNT/ACCOUNT TYPE: xxxxx/ Checking ACCOUNT TYPE: Checking account BANK ROUTING CODE: 021000089 BANK NAME: CITI AMOUNT: $ 629.39 DISCLAIMER • If we receive your request to make a payment online by 4:00 p.m. Eastern Time (ET), on a bank business day, your payment will post to your Citibank Card account on this day. • If we receive your request to make a payment online after 4:00 p.m. Eastern Time (ET), your payment will post the next business day. • Business days are Monday through Friday, excluding Federal holidays. If paying from a Savings account and/or Credit Union, please ensure your financial institution supports automated payments. 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 alerts based on:

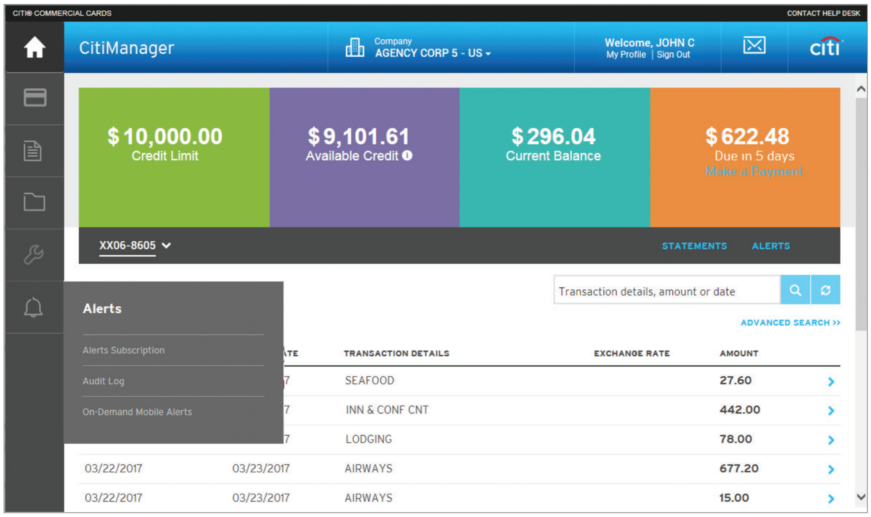
- Time zone
- Time of day
- Day of week

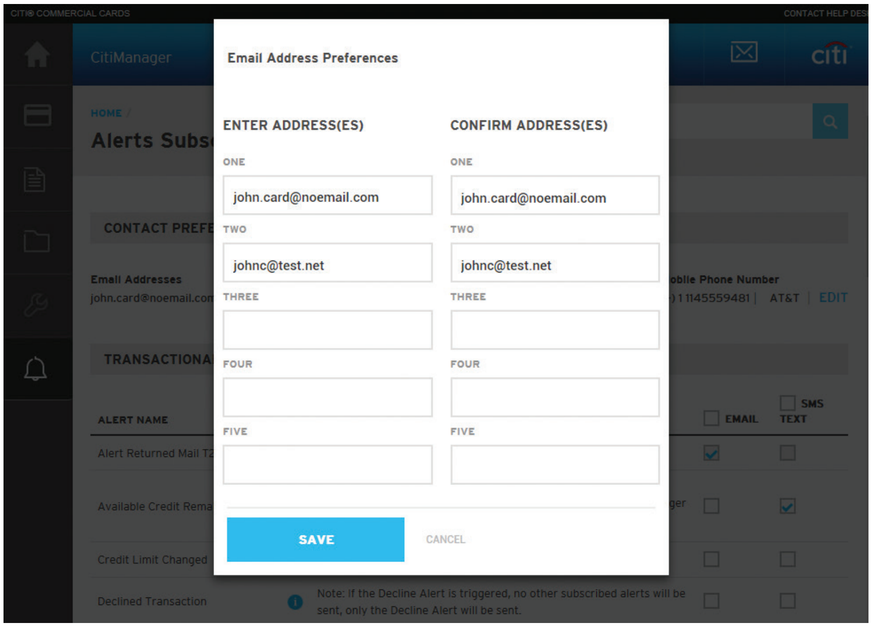
Once you have subscribed to mobile alerts in the CitiManager Site, you will receive a confirmation text message on your mobile device with a four-digit PIN. The four-digit PIN must be entered on the PIN confirmation number screen in the CitiManager Site. Once the PIN has been entered, the CitiManager 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.

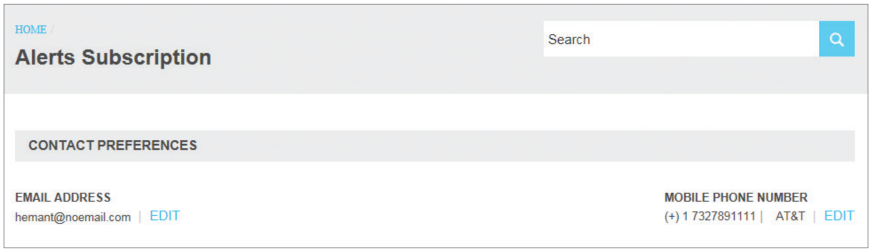
On-Demand Mobile Alerts

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
 Home Screen – Alerts	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.*

Screen	Step/Action
 HOME / Alerts Subscription CONTACT PREFERENCES EMAIL ADDRESS: hemant@noemail.com | EDIT MOBILE PHONE NUMBER: (+) 1 7327891111 | AT&T | EDIT Alerts Subscription Screen  Email Address Preferences ENTER ADDRESS(ES) / CONFIRM ADDRESS(ES) ONE: john.card@noemail.com / john.card@noemail.com TWO: johnc@test.net / johnc@test.net THREE FOUR FIVE Note: If the Decline Alert is triggered, no other subscribed alerts will be sent, only the Decline Alert will be sent. Alerts Subscription Screen – E-mail Address Preferences	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.

Screen	Step/Action
	

HOME /

Alerts Subscription

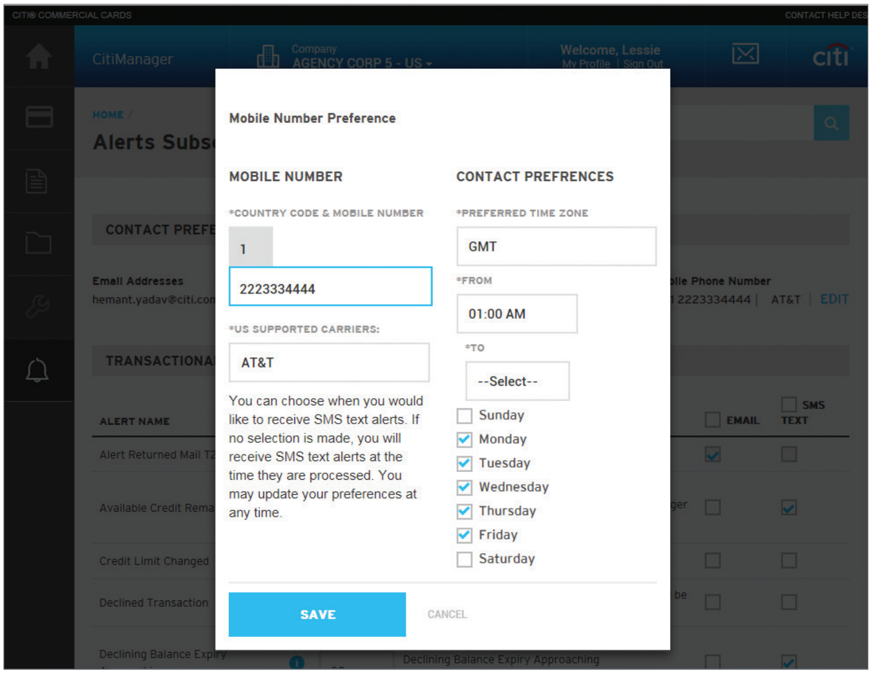
Search

CONTACT PREFERENCES

EMAIL ADDRESS
hemant@noemail.com | EDIT

MOBILE PHONE NUMBER
(+) 1 7327891111 | AT&T | EDIT

Alerts Subscription Screen



Mobile Number Preference

MOBILE NUMBER

*COUNTRY CODE & MOBILE NUMBER
1
2223334444

*US SUPPORTED CARRIERS:
AT&T

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.

CONTACT PREFRENCES

*PREFERRED TIME ZONE
GMT

*FROM
01:00 AM

*TO
--Select--

☐ Sunday
☑ Monday
☑ Tuesday
☑ Wednesday
☑ Thursday
☑ Friday
☐ Saturday

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:

   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.

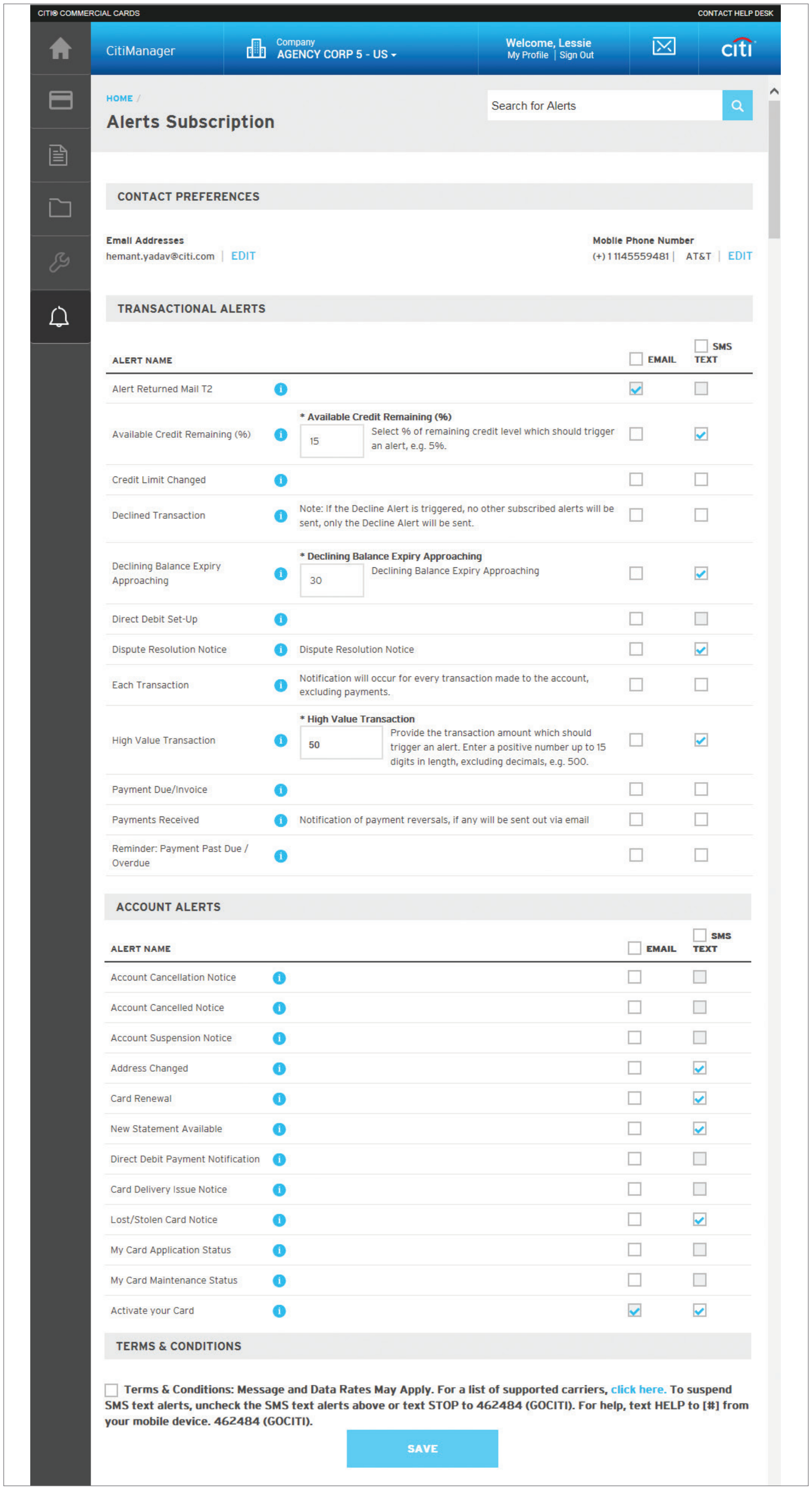
   c) Click in the **Preferred Time Zone** field and select your preferred time zone.

   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

CONTACT PREFERENCES

Email Addresses
hemant.yadav@citi.com | EDIT

Mobile Phone Number
(+) 1 1145559481 | AT&T | EDIT

TRANSACTIONAL ALERTS

ALERT NAME		☐ EMAIL	☐ SMS TEXT
Alert Returned Mail T2		☑	☐
Available Credit Remaining (%)	* Available Credit Remaining (%) 15 Select % of remaining credit level which should trigger an alert, e.g. 5%.	☐	☑
Credit Limit Changed		☐	☐
Declined Transaction	Note: If the Decline Alert is triggered, no other subscribed alerts will be sent, only the Decline Alert will be sent.	☐	☐
Declining Balance Expiry Approaching	* Declining Balance Expiry Approaching 30 Declining Balance Expiry Approaching	☐	☑
Direct Debit Set-Up		☐	☐
Dispute Resolution Notice	Dispute Resolution Notice	☐	☑
Each Transaction	Notification will occur for every transaction made to the account, excluding payments.	☐	☐
High Value Transaction	* High Value Transaction 50 Provide the transaction amount which should trigger an alert. Enter a positive number up to 15 digits in length, excluding decimals, e.g. 500.	☐	☑
Payment Due/Invoice		☐	☐
Payments Received	Notification of payment reversals, if any will be sent out via email	☐	☐
Reminder: Payment Past Due / Overdue		☐	☐

ACCOUNT ALERTS

ALERT NAME	☐ EMAIL	☐ SMS TEXT
Account Cancellation Notice	☐	☐
Account Cancelled Notice	☐	☐
Account Suspension Notice	☐	☐
Address Changed	☐	☑
Card Renewal	☐	☑
New Statement Available	☐	☑
Direct Debit Payment Notification	☐	☐
Card Delivery Issue Notice	☐	☐
Lost/Stolen Card Notice	☐	☑
My Card Application Status	☐	☐
My Card Maintenance Status	☐	☐
Activate your Card	☑	☑

TERMS & CONDITIONS

☐ **Terms & Conditions: Message and Data Rates May Apply. For a list of supported carriers, click here. To suspend SMS text alerts, uncheck the SMS text alerts above or text STOP to 462484 (GOCITI). For help, text HELP to [#] from your mobile device. 462484 (GOCITI).**

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.

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