

Citi Commercial Card Application Operational Guide

Welcome to Citi Commercial Cards Program Application.

➤ Applying for Citi Commercial Cards

1. Access CitiManager® to submit application

Please follow CitiManager navigation and help-text to create User ID and submit application.

-----P2

- 1 Receipt of Registration ID/Password
- 2 Sign on Details
- 3 Country and language preference
- 4 Card Application Details
- 5 Cardholder personal information

➤ For your future usage of CitiManager after application submission.

2. Login to CitiManager

- View Requests
- Activate your card
- View PIN
- Setup Alert

How to use CitiManager after your card application process is completed-----P10

3. Statement and Payment Appendix

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1 – Alert Subscription Setup -----P13

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For questions or inquiries:

Commercial Card Customer Service, Citibank, N.A., Tokyo Branch	
After card issued	03-6776-9000 or 072-640-6686 24 hours a day, year-round

CitiManager is a powerful online tool that allows Cardholders to view and manage their account at any time after you have applied for a card. Login authentication is performed using the ID/password created when applying for the card and one-time passcode received via SMS or automated voice. Some of the key self-service activities may include:

- Card Activation, View PIN
- View recent activity and current and past statements
- Report lost/stolen/never received/broken card and reissue a card
- Manage e-mail and mobile alerts

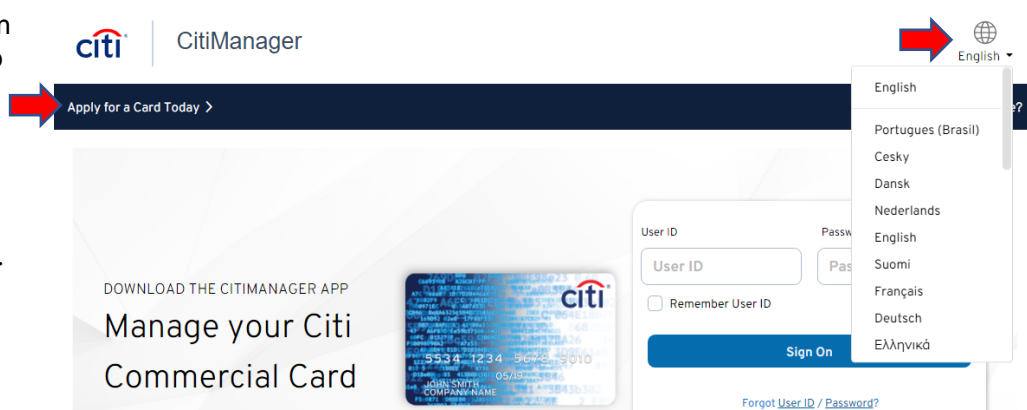
1. Apply for a card on CitiManager – please move to Type 1 (BOLA) or Type 2 (IOLA)

Type 1 – “Prefilled Application Code(BOLA)” – Those who received 2 email from @citi.com containing “Registration ID” and “Registration Passcode”

You will receive 2 emails from @citi.com, one for “Registration ID”, and the other for “Registration Passcode”. Citi recommend accessing from a Computer Terminal, with Chrome Browser.

- Access CitiManager. <https://home.cards.citidirect.com>

- Select Language from dropdown on the top right and select your preferred language.



- Click “Apply for a Card Today” at the top left of the screen.

(1) Registration ID/Passcode

- Select “Prefilled Application Code”.

- Please input Registration ID and Passcode, received by email.

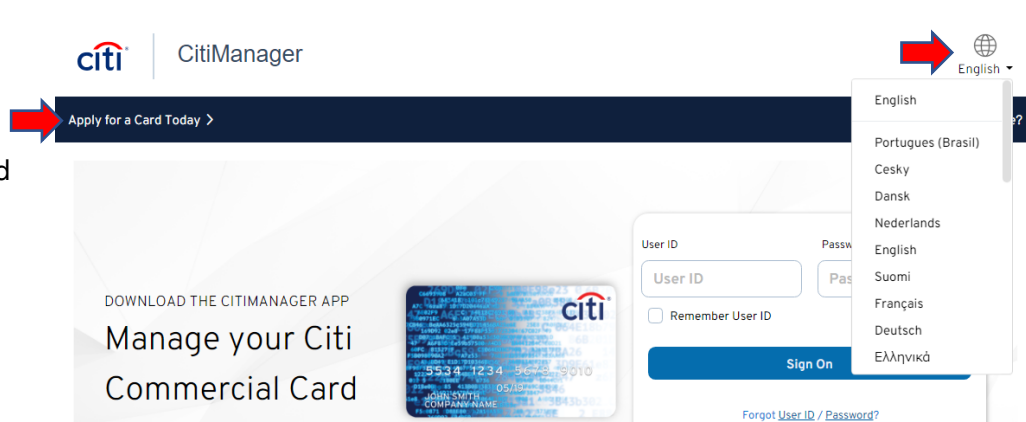
Type 2 - “Invitation Passcode (IOLA)” – Those who received an “Invitation Passcode” from your company Program Administrator

(1) Invitation Passcode / Inviter’s Email Address

- Access CitiManager. <https://home.cards.citidirect.com>

- Select Language from dropdown on the top right and select your preferred language.

- Click “**Apply for a Card Today**” at the top left of the screen.



- Select “Prefilled Application Code”.

LOGIN /

User Registration

Welcome to CitiManager. Please select the proper registration process for your organization. You should have been provided with an Invitation Passcode and Inviter's Email Address by your Program Administrator. If you do not have a code, please contact your Program Administrator.

☒ **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.

CONTINUE **CANCEL**

- Please input Invitation Passcode and Inviter’s email Address, as instructed by your Program Administrator.

LOGIN / USER REGISTRATION /

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 Program Administrator for these details.

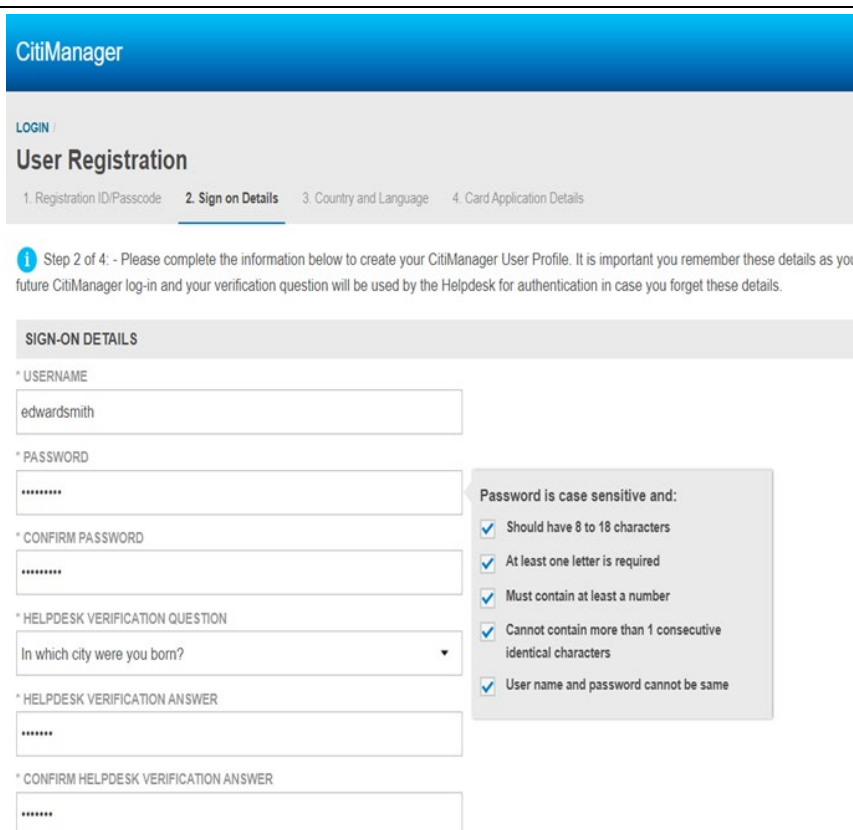
* INVITATION PASSCODE

* INVITER'S EMAIL ADDRESS

CONTINUE **BACK** **CANCEL** **CLEAR**

(2) Sign on Details

- Follow Help-text (explanation of each item displayed on the right side when you move the cursor) and set a Username and Password.
- Username/Password will be used when you login CitiManager from next time.
- Helpdesk verification answer will be used in case you forget your username or password.



CitiManager

LOGIN

User Registration

1. Registration ID/Passcode 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 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
edwardsmith

* PASSWORD

* CONFIRM PASSWORD

* HELPDESK VERIFICATION QUESTION
In which city were you born? ▼

* HELPDESK VERIFICATION ANSWER

* CONFIRM HELPDESK VERIFICATION ANSWER

Password is case sensitive and:

- ☒ Should have 8 to 18 characters
- ☒ At least one letter is required
- ☒ Must contain at least a number
- ☒ Cannot contain more than 1 consecutive identical characters
- ☒ User name and password cannot be same

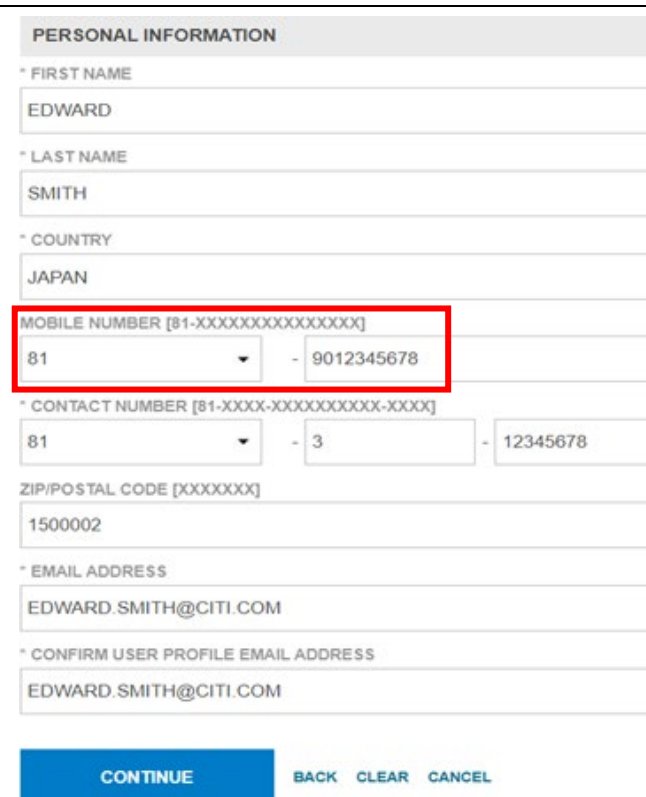
- **FIRST NAME/LAST NAME**
Please enter your legal name. Please use Hepburn spelling to enter Japanese Name into English First Name/Last Name field.

- **MOBILE/CONTACT NUMBER**
This number will be used for One Time Passcode sent when you log into CitiManager next time.

Please ensure that you enter a phone number in both the "Contact Number" and "Mobile Number" fields.
You may enter the same phone number in both fields.

Please input in single-byte number, excluding leading 0 and hyphen.

- **ZIP CODE**
It is used as identification in case you forget your username and password to login.



PERSONAL INFORMATION

* FIRST NAME
EDWARD

* LAST NAME
SMITH

* COUNTRY
JAPAN

MOBILE NUMBER [81-XXXXXXXXXXXXXX]

81 - 9012345678

* CONTACT NUMBER [81-XXXX-XXXXXXXXXX-XXXX]

81 - 3 - 12345678

ZIP/POSTAL CODE [XXXXXX]
1500002

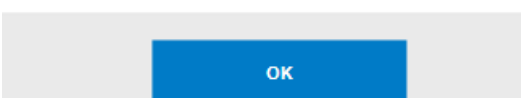
* EMAIL ADDRESS
EDWARD.SMITH@CITI.COM

* CONFIRM USER PROFILE EMAIL ADDRESS
EDWARD.SMITH@CITI.COM

CONTINUE BACK CLEAR CANCEL

- **Successful ID creation.**
You will also receive an email after user registration completed.

Your user ID has been created successfully. Please proceed further to apply for a card.



OK

(3) Select country and language preference

- Language selection

Your application will be displayed according to your language selection here. (Your Program Administrator will also see the application in the same language.)

[LOGIN](#) / [USER REGISTRATION](#) /

User Registration - Invitation Passcode/Inviter's Email

[1. Passcode Verification](#)
[2. Sign on Details](#)
[3. Country and Language](#)
[4. Card Application Details](#)

i Step 3 of 4: - Please select the country where your card will be billed and the language displayed

* SELECT COUNTRY
 JAPAN

* SELECT LANGUAGE
 JAPANESE

CONTINUE CANCEL

(4) Applicant Registration

Please note, if no activity for more than 15 minutes on the application form screen, system will time out.

Grayed out fields are pre-populated with your company information. No input required.

CITIBANK INFORMATION

COUNTRY

JAPAN

GROUP CORPORATE NUMBER

0004455842000039054

RELATIONSHIP NUMBER

0004455842000146362-TTS JAPAN PVT C CB T&E

PRODUCT CODE

002-Visa Corporate card

* LANGUAGE CODE

BILLING CYCLE

15

(5) Cardholder personal information

You may save the application as draft and update it later. Please refer to [2. Login to CitiManager after application submission] for steps on logging in and opening the application.

Recommend disabling Browser “Auto Complete Function” to prevent unexpected values populated.

- ENGLISH LAST /FIRST NAME

It is copied from your input during ID creation. Please double check it is legal name and correctly spelled.

Middle Name

Please input in First Name column. If it does not fit in the column length, please omit middle name.

- KANJI/KATAKANA Name

Please input with double byte (full-width) characters. If you do not have Japanese spelling, please input in double Byte alphabet characters.

CARDHOLDER PERSONAL INFORMATION	
* TITLE	MR
* ENGLISH LAST NAME	SMITH
* ENGLISH FIRST NAME	EDWARD JAMES
* KANJI LAST NAME	スミス
* KANJI FIRST NAME	エドワード ジェームズ
* KATAKANA LAST NAME	スミス
* KATAKANA FIRST NAME	エドワード ジェームズ
* EMBOSSED NAME ON CARD	EDWARD SMITH
* GENDER	MALE
* DATE OF BIRTH	25/08/1977

Please input your Last Name in Double Byte characters. If you do not have Kanji name, please input in Double Byte alphabet characters. Information should match with your ID Documents - if there is a mismatch, your application will be rejected and you would need to re-submit a new application.

Registration of your card with Maiden name, and Aliases

- Please input your legal name into the English, Kana, Kanji Name fields.
- If you are using an alias name or maiden name, please enter it in the "Alias Name" field at the bottom of the application form.
- Your card statement will show your registered name.
- Please also note that our customer service will identify you by your registered name.
- You may input maiden name and aliases for your Card embossed name.

Address

- Please validate your input
- ☐ The building name and room number are filled in.
- ☐ Please enter the address to which the card will be sent, such as your home address or work address. After receiving and activating your card, please update to your home address.
- ☐ Please make sure you have entered your postal code correctly.
- ☐ When entering your work address, please also enter your company name and department name.
- ☐ Home address 4 field must be “日本”
- ☐ Address must be input in double-byte with no more than 30 characters per address line.

Phone Number

- Please input phone number without leading 0 and hyphens. This is used to receive one-time passcode when you make 3D Secure online transaction.

* HOME ZIP CODE [XXXXXXX]

1500002

LOOKUP

* KANJI HOME ADDRESS 1

東京都渋谷区

KANJI HOME ADDRESS 2

渋谷 1-1-1-505号 シティビル

KANJI HOME ADDRESS 3

* KANJI HOME ADDRESS 4

日本

HOME PHONE NUMBER [81-XXXX-XXXXXXXXXX-XXXX]

81

- 90

- 12345678

* MOBILE PHONE NUMBER

81

- 8012345678

* EMAIL ADDRESS

EDWARD.SMITH@CITI.COM

PIN (4 Digit)

- Please input PIN. This is PIN to be used at merchant terminal. Please do not use sequential number, etc. Our system may replace your PIN with random number, if it cannot be accepted. Please use ‘VIEW PIN’ function on CitiManager upon receipt of the card. You cannot update PIN on the card, and required card re-issuance for PIN change.
- PIN will be recorded into our system, when you submit first time. You cannot change PIN without re-issue card.
- If Employee ID is mandatory at your company, please input/verify the value. If pre-filled employee ID is incorrect, please contact your Program Administrator.

Credit Limit is pre-populated by Program Administrator.

* PIN

* CONFIRM PIN

CARDHOLDER EMPLOYMENT INFORMATION

EMBOSSED COMPANY NAME ON CARD

DEPARTMENT NAME

Human Resources Division

DEPARTMENT NUMBER

000001001 JPN T&E

EMPLOYEE ID

123456

Please confirm all mandatory information is entered, review Consent Clause and Important Matters Regarding Handling of Personal Information and click on “Submit”

SUBMIT

SAVE AS DRAFT CANCEL

Thank you for completing application submission.

Citi will review your application. If additional information / document is required, Citi will contact you. Please refer 2. Login to CitiManager, View Request, if you need to modify your application.

If your company is '**Company Billing Program**', this is end of application. Thank you.

2. Login to CitiManager after application submission

Please login in to CitiManager with your User ID and password created during Card application process.

The image shows two screenshots of the CitiManager login process. The first screenshot is the 'Select OTP Option' screen, which has fields for 'User ID' and 'Password', a 'Remember User ID' checkbox, and a 'Sign On' button. Below the button are links for 'Forgot User ID / Password?', 'Register as a Cardholder', and 'Register as a Non-Cardholder'. The second screenshot is the 'Enter OTP' screen, which has a message: 'Your CitiManager login requires addition:'. Below this are two radio button options: 'Text Message< Message and Data Rates Ma' and '(+81-XXXXXX1770)'. There is also a field for 'ONE-TIME PASSCODE' and buttons for 'CONTINUE' and 'CANCEL'.

Your home screen has link to move to the next screen for your needs.

The image shows the CitiManager home screen with several annotations. A blue box at the top left says 'Before using card, Activate your card' with an arrow pointing to the 'Card' icon in the sidebar. A blue box at the top right says 'Check your PIN from View PIN' with an arrow pointing to the 'View Pin' button. A blue box at the bottom left says 'If your application is returned, View Request and update' with an arrow pointing to the 'View Requests' button. A blue box at the bottom right says 'Setup Alert Refer appendix 4 for detail' with an arrow pointing to the 'Alerts' button. The home screen itself shows 'Credit Limit 0.00', 'Available Credit 0.00', and 'Current Balance 0.00'. Below these are buttons for 'View Requests', 'Statements', 'View Pin', and 'Alerts'. The sidebar on the left has icons for 'Card', 'Documents', 'Folder', 'Settings', and 'Notifications'.

For more detail, “CitiManager®Userguide for Cardholder” is available at CitiManager at Resource -> FAQ

Activate your Card

Your card is delivered with inactive status. From home screen, Click Card Icon, and Activation screen will automatically pop-up. Click OK to activate your card. This is one time activity required every time when a new card is delivered, including replacement card.

View PIN

Please make sure you view your PIN once card is delivered. View PIN can be used twice a day.

View Request

You can view your application request status from here. If you application is returned, please access from here, make change and re-submit.

Setup Alert

Please refer Appendix 3 to receive alert via SMS or email.

List of Application and Maintenance Requests

REQUEST ID	STATUS	REQUEST TYPE	LAST MODIFIED DATE	MODIFIED BY
A0002022022	DRAFT	Bulk online application		
	You have not submitted the application. By click the Request ID, you can continue to modify.			
A0002022023	Waiting for Approval	Bulk online application		
	Waiting for PA approval. You can recall the application to edit and resubmit.			
A0002022024	More information required	Bulk online application		
	PA or Citi returned application for correction. Please read comment and update, then resubmit.			
A0002022025	Waiting for signed copy or Pending final review by Citi	Bulk online application		
	It is under Citi review process.			
A0002022026	Processed	Bulk online application		
	Applications process completed. Card has been issued or on its way for delivery.			

3. Statement

Statement : Statement closes on 15th of every month (or 14th, when 15th is Sunday). Please login to CitiManager to view and download the statement. Statement is available next day of closure date onwards.

Available Credit : Available Credit is calculated by subtracting your card payment from your original credit limit. You can view the current Available Credit amount at CitiManager home screen. When a payment is cancelled/refunded, it may take a week or more for the refund amount to reflect on the Available Credit amount.

Alert: By subscribing to the alert in CitiManager, you will receive a notification once your statement is available.

How to view statement in CitiManager

Screen

CITIBANK COMMERCIAL CARDS

CitiManager

Company: TTS JAPAN PVT C I...

Welcome [Name] My Profile | Sign Out

HOME | Statements

STATEMENTS 1

15 AUG 2022 15 JUL 2022 15 JUN 2022 15 MAY 2022 15 APR 2022

OVERVIEW FOR JUL 16 TO AUG 15 3

BILLING ACCOUNT NUMBER: [Redacted] 759

BILLING ACCOUNT NAME: [Redacted]

PREVIOUS BALANCE: JPY 2,502

TRANSACTION TOTAL: JPY 1,660

PAYMENTS RECEIVED: JPY 2,502

AVAILABLE CREDIT: JPY 10,300

PAYMENT DUE DATE: 09/12/2022

STATEMENT DATE: 08/15/2022

Billed Transactions 4

Transaction details, amount, date, etc. 5

ADVANCED SEARCH >>

DOWNLOAD(PDF, CSV, XLS) 6

TRANSACTION DATE	POSTING DATE	TRANSACTION DETAILS	EXCHANGE RATE	AMOUNT	DISPUTE
08/12/2022	08/12/2022	[Redacted] 00000		-2,502	...

1. Overview of your statement - 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 to toggle between card accounts.
3. The overview section provides balance and payment.
4. A list of billed or recent transactions for the statement displays.
5. Use the search field to perform a transaction search.
6. Click the Download link to download a statement.
7. The list of transactions will display.
8. To view additional transaction detail or dispute a transaction, click the ellipsis (...) link.

Page 1 of 1

STATEMENT OF ACCOUNT 金庫口座ご利用代金明細書

STATEMENT DATE 発行日: 15/11/2022

STATEMENT PERIOD 期間: 17/10/2022 - 15/11/2022

CORPORATE NAME 会社名: TTS JAPAN PVT X I T&E

Due Date お支払日: 12/12/2022

CORPORATE Card Account 口座: **** *JX 00-8827

Citibank®Commercial Cards

ACCOUNT STATUS 金庫口座のステータス

Please pay the full statement balance by the payment due date. Thank you.
お支払日（休日の場合は翌営業日）までにご利用代金明細書の金額をお支払いください。引き落とし不能、または振込がない場合は遅延損害金の対象となります。

Name/Address

Remittance information if paying via bank transfer
ご利用代金を振り込みされる場合の振込先情報

Remittance Info 送金情報

Bank: 銀行: シティバンク、エス・エイ

Branch: 支店: ヤマブキ支店

Account Number 口座番号: 当座 8022002

Account Name 口座名義: 株式会社 TTS JAPAN

CITIBANK® COMMERCIAL CARD ACCOUNT STATEMENT SUMMARY (JPY)

Credit Limit ご利用限度額(JPY)	Previous Balance 前期末高(JPY)	Payment Due お支払金額(JPY)
10,000	1,790	3,460

TRANSACTION DETAILS 取引の詳細 (JPY)

日付 Transaction Date	取引番号 Reference	取引の詳細 Transaction Detail	金額 Transaction amount	請求額 Billing Amount (JPY)
Previous Balance 前期末高				1,790
14/11/2022	MT22318027800024000002	PAYMENT KOZAFURIKAE 00000	JPY 1,790	1,790 CR
28/10/2022	05334902303270200638134	GREENCABグリーンキャブ JPN 1620052	JPY 900	900
28/10/2022	75250002302041963719640	SHINJUKU EX BUS TERMIN新大塚/1スターミナル JPN 1510051	JPY 1,300	1,300
19/10/2022	15210002294000003811432	ENUCHIYOMEYAKUJIN JBCI[お支払] JPN 6640884	JPY 540	540
15/10/2022	15210002290000004065784	ENUCHIYOMEYAKUJIN JBCI[お支払] JPN 6640884	JPY 540	540
14/10/2022	05334902288278700580580	CITI CAFE C i i カフェ JPN 1000004	JPY 180	180
				3,460

Appendix 1 - Alert Subscription Setup

HOME /

Alerts Subscription

Subscribe/Unsubscribe to receive Email and SMS Alerts.

CONTACT PREFERENCES

EMAIL ADDRESS

EDIT

MOBILE PHONE NUMBER

(+) 81-901

EDIT

TRANSACTIONAL ALERTS

ALERT NAME	HELP	ALERT SETTINGS	☒ EMAIL	☒ SMS TEXT
Available Credit Remaining (%)		* % Remaining 70 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.	☒	☒
Each Transaction		Notification will occur for every transaction made to the account, excluding payments.	☒	☒
Email Statement			☒	☐
High Value Transaction		*High Value Transaction Amount 0 Provide the transaction amount which should trigger an alert. Enter a positive number up to 15 digits in length, excluding decimals, e.g. 500.	☒	☒

1. Click **EDIT** button next to the MOBILE PHONE NUMBER.
2. Set the preferred time zone , timeframe and day to receive SMS TEXT.
***Must be set up**
3. Click the SAVE button.
4. Mark all SMS TEXT check box once.

This is required once. After the initial setup is completed, you can set your preferred notification setting by clicking the alert icon on the left side of the screen.
5. Set your remaining balance (%) and high transaction amount.
6. Mark the Terms & Conditions check box.
7. Click SAVE button.

Appendix 2 – In case you forget your password

If you forget your password, you will need to reset it in order to login to CitiManager.

To reset your password, the following information is required: Username, Zip Code, Email Address, Helpdesk Verification Answer

Step-by-Step Instructions

Step	Action
1.	Navigate to www.citimanager.com/login . The CitiManager Site Login screen displays.
2.	Click the Forgot password? link. The Forgot Password — Select Role screen displays.
3.	Select the Card Applicant radio button and click the Continue button. The Forgot Password — Enter Details screen displays.
4.	Enter the Username, Zip Code and Email address set during user registration.
5.	Click the Continue button. The Helpdesk Verification screen displays.
6.	In the Helpdesk Verification Answer field, type the answer to the verification question and click the Continue button. The OTP Details screen displays.
7.	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. In the One-Time Passcode field, type the passcode you were provided and click the Continue button. A confirmation message displays.
8.	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 login to the CitiManager Site. You will be prompted to create a new password.

End of Document