CitiManager® Site Agency/Organization Program Coordinator

GSA SmartPay®

Quick Start Guide

December 2025

Treasury and Trade Solutions

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Overview

Document Scope

This **CitiManager Quick Start Guide for Agency/Program Coordinators** provides detailed step-by-step instructions for some of the most commonly used CitiManager Site functions available to Agency/Organization Program Coordinators (A/OPCs).

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

Your Access 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 Agency/Organization level so there may be variances in what is described in this User Guide based on your agency/organization's setup.

A Note About Navigation

Most step-by-step instructions in this User Guide assume you are already logged into the CitiManager Site. Refer to the **Log In to CitiManager Site** topic for the steps required to log in.

Unless otherwise noted, the step-by-step instructions begin from the CitiManager Site **Home** screen.

What Is CitiManager?

The CitiManager Site is a powerful online tool that allows A/OPCs to efficiently manage their card programs. Depending on your Agency/Organizations setup, you will be able to:

- View accounts, statements, balances and transactions
- Dispute transactions
- View authorizations/declines
- View, approve or reject application and maintenance requests
- Perform account maintenance
- Activate and deactivate users
- Assign applications and agency/organization
- Set passcodes
- Manage alerts
- Manage your profile
- Access on-demand training resources in the Learning Center

Compatible Browsers

The CitiManager Site is compatible with the latest versions of Chrome and Edge.

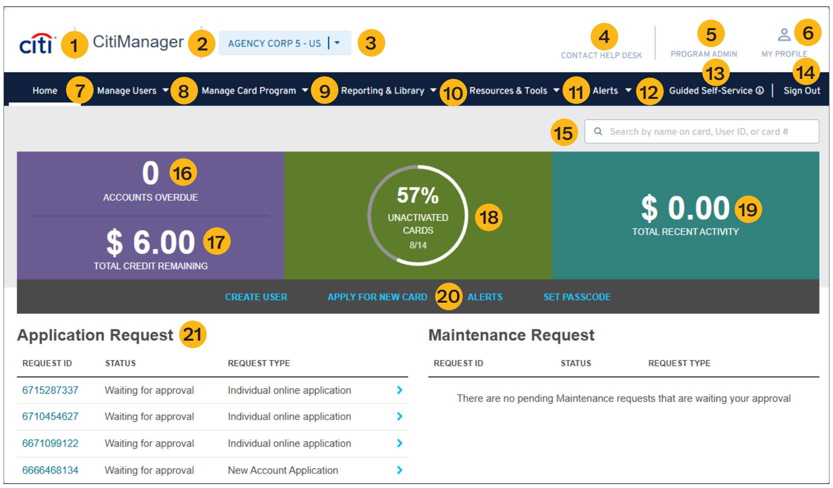
Basic Navigation

Description

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 program — including accounts overdue, total credit remaining, number of un-activated cards and recent activity at your hierarchy level.

You can also view a list of application and maintenance requests. Use the navigation options from the header and the navigation bar as well as quick links to navigate to additional program information and preferences.

Screen



CitiManager Home Screen

Step/Action

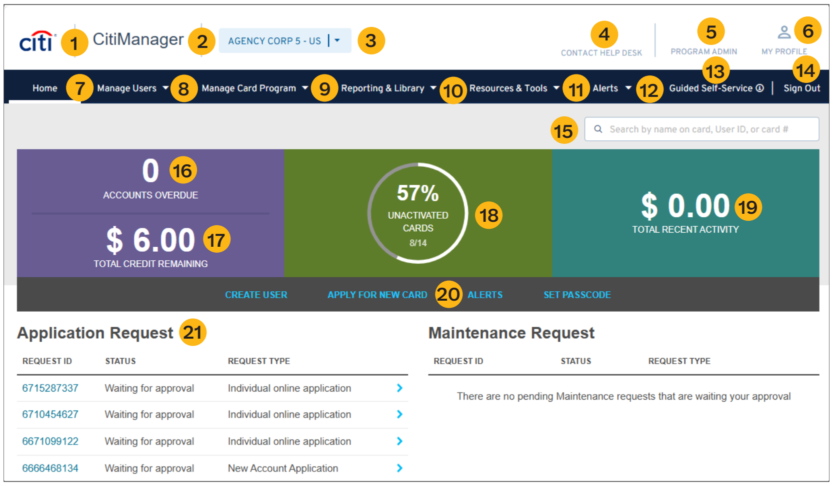
Header

1. Click the **Citi** logo on the far left-side of the header to be directed to the Citi Commercial Cards website.
2. Click the **CitiManager** link on the left-side of the header to return to the **Home** screen.
3. Your agency/organization name displays on the left-side of the header. If you have access to more than one agency/organization, you may select another one using the drop-down list.
4. If you need assistance from the Helpdesk, select the **Contact Help Desk** icon that displays on the right-side of the header.
5. If you have both Cardholder and Non-cardholder access to the CitiManager Site you can toggle between both accounts by positioning your mouse over the role icon that displays on the right-side of the header and selecting the desired role.
6. Click the **My Profile** icon on the far right-side of the header to access or modify your profile details.

Navigation Bar

7. Click the **Home** link to return to the **Home** screen.
8. Position your mouse over the **Manage Users** drop-down menu to create a new card application for a Cardholder, create a new CitiManager Site account for A/OPCs, perform a user search and view requests. Once you have completed a search, the **Cardholder Details** or **Non-Cardholder Details** screens can be used to view account information and are the launching point to perform account activities using the links on the left-side of the screen.

Screen	Step/Action



CitiManager Home Screen

9. Position your mouse over the **Manage Card Program** drop-down menu to perform bulk hierarchy transfers, perform document management (e.g. bulk online maintenance, bulk online applications, upload the supervisor list), print multiple statements, run CitiManager Reports, set alerts for a hierarchy, set passcodes and pre-fill application form data and view your hierarchy.

10. Position your mouse over the **Reporting & Library** drop-down menu to access the CitiManager — Reporting tool, the Library and run reports.

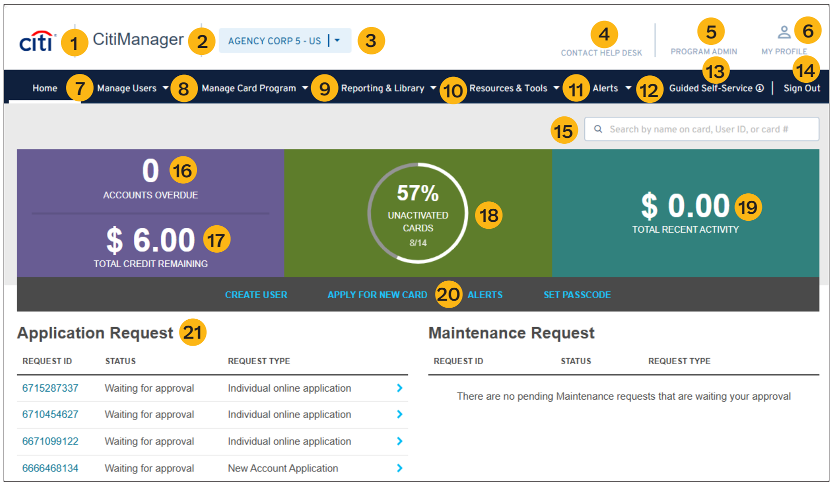
11. Position your mouse over the **Resources & Tools** drop-down menu to access Expense Management if you have the entitlement, access the Learning Center, view Links & Help, view messages, initiate a search for A/OPCs to view their hierarchy, role, full name, and user profile e-mail address.

12. Position your mouse over the **Alerts** drop-down menu to manage your alert subscriptions, view the audit log and view on-demand mobile alert information.

13. Click the **Guided Self-Service** link to open a guided self-service window. Once the window is open you can search for a topic or click on the Quick Actions that display to open step-by-step instructions. The window will remain open until you close it so you can reference the instructions while you perform the task. The topics available are limited to frequently asked questions and are based on your entitlements. For step-by-step instructions for all functions, refer to the CitiManager Non-cardholder End-to-End Guide. The full library of User Guides and web-based training is available from the Learning Center.

14. Click the **Sign Out** link on the far right-side of the navigation bar to log out of the CitiManager Site.

Screen



CitiManager Home Screen

Step/Action

Screen Components

15. From the search field located below the navigation bar on the right, you may perform a search by typing a first or last name or a card account number and then press **Enter** on your keyboard. The **Search Result** screen displays.
16. The top of the first dashboard tile is **Accounts Overdue** which displays the number of accounts that are currently past due. The number of accounts displayed is recent from the previous cycle. This applies to individually billed programs only.
17. The bottom of the first dashboard tile is **Total Credit Remaining** which displays the total remaining credit for the hierarchy assigned to you. This tile only displays a dollar amount for centrally billed programs. For individually billed programs, an amount does not display.
18. The second dashboard tile is **Unactivated Cards** which displays the number of cards that have not been activated. The total includes both open and closed individual accounts.
19. The third dashboard tile is **Total Recent Activity** dashboard tile displays the total amount of activity in the current billing cycle.
20. Use the quick links below the dashboard to create a user, apply for new card, set your personal alerts and set passcode.
21. In the **Application Request** section, located below the quick links on the left-side of the screen, you can view a list of pending **Application Requests** that are waiting for your review.

Register as an Agency/Organization Program Coordinator

Key Concepts

As an A/OPC it's possible to register for the CitiManager Site so you can manage your card program.

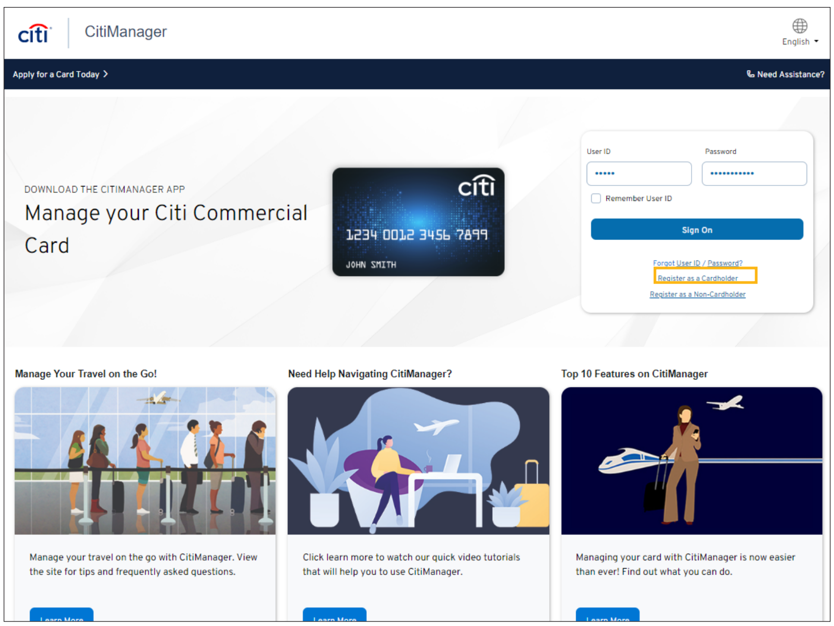
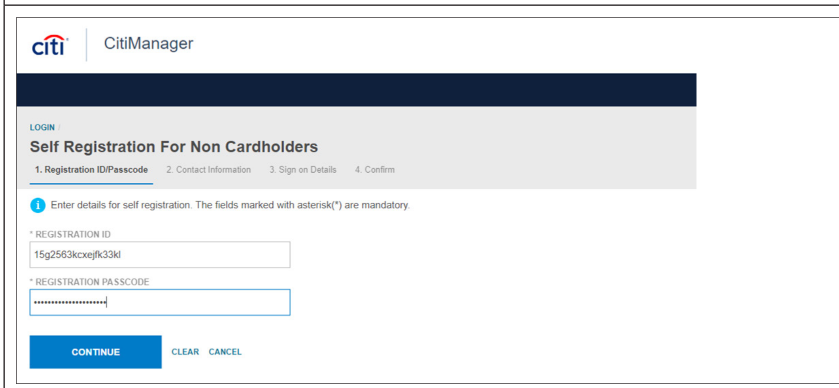
In order to register, another A/OPC must set up a profile first which will generate a Registration ID and a Registration Passcode.

Citi will send one e-mail with the Registration ID and another with your Registration Passcode. These e-mails are required during the registration process.

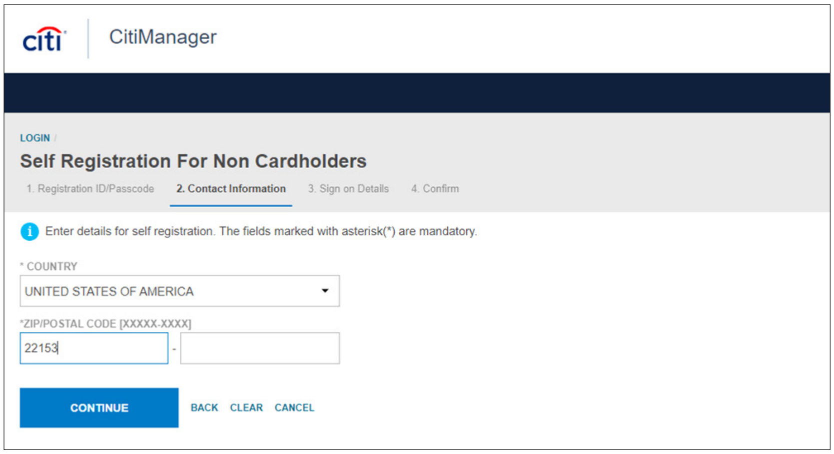
Once you receive your registration details, you must register within 60 days or your details will expire. You will be reminded every 15 days until your registration is complete.

The Registration ID and Passcode can be re-sent by your administrator.

Step-By-Step Instructions

Screen	Step/Action
 **CitiManager Site Login Screen**	1. Navigate to **www.citimanager.com/login**. *The CitiManager Site Login screen displays.* 2. Click the **Register as a Non-Cardholder** link. *The Registration ID/Passcode screen displays.*
 **Registration ID/Passcode Screen**	3. In the **Registration ID** field, type the Registration ID supplied in the e-mail sent from the CitiManager Site. 4. In the **Registration Passcode** field, type the Registration Passcode supplied in the e-mail sent from the CitiManager Site. 5. Click the **Continue** button. *The Contact Information screen displays.*

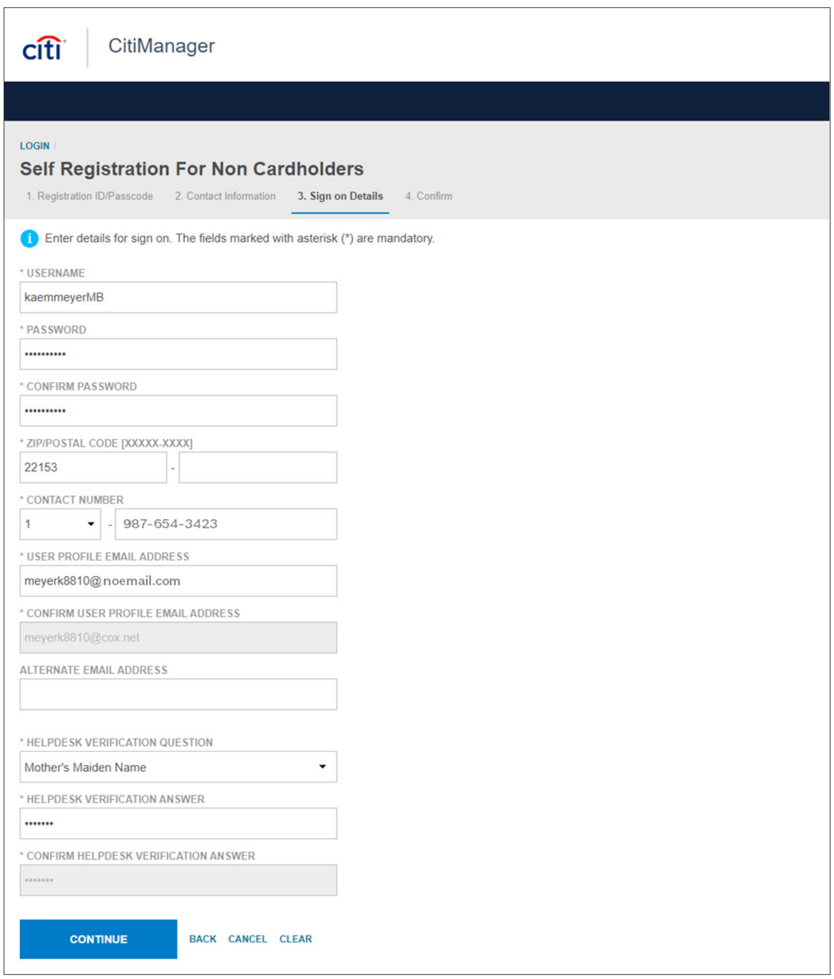
Screen	Step/Action



Contact Information

6. From the **Country** drop-down list select your country.
7. From the **Zip/Postal Code** field, type your zip/postal code.
8. Click the **Continue** button.

   The Sign on Details screen displays.



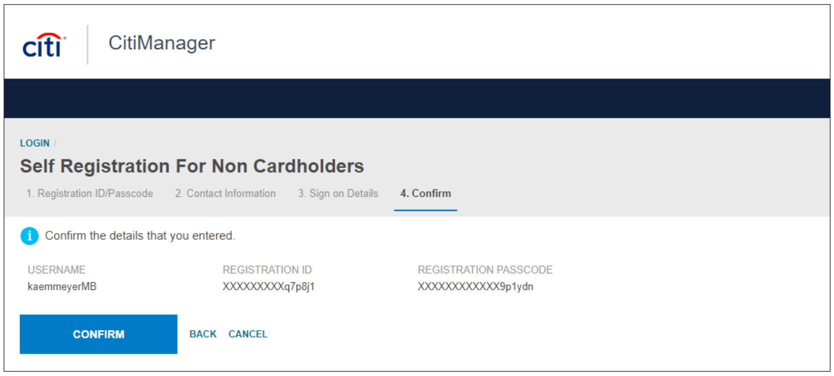
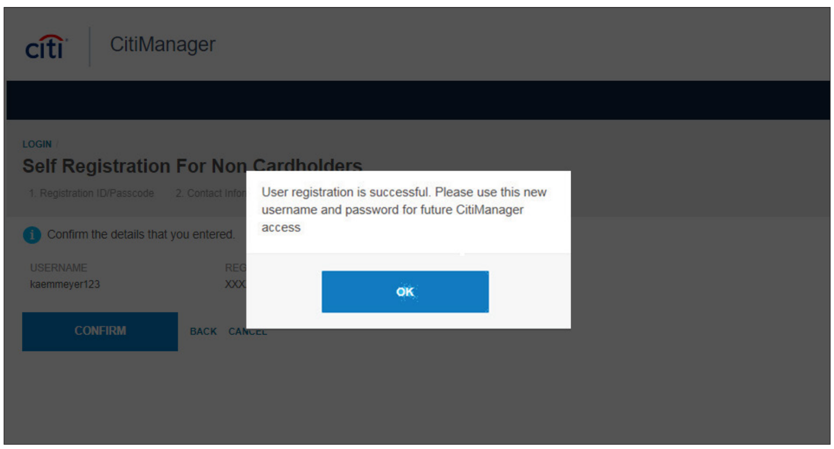
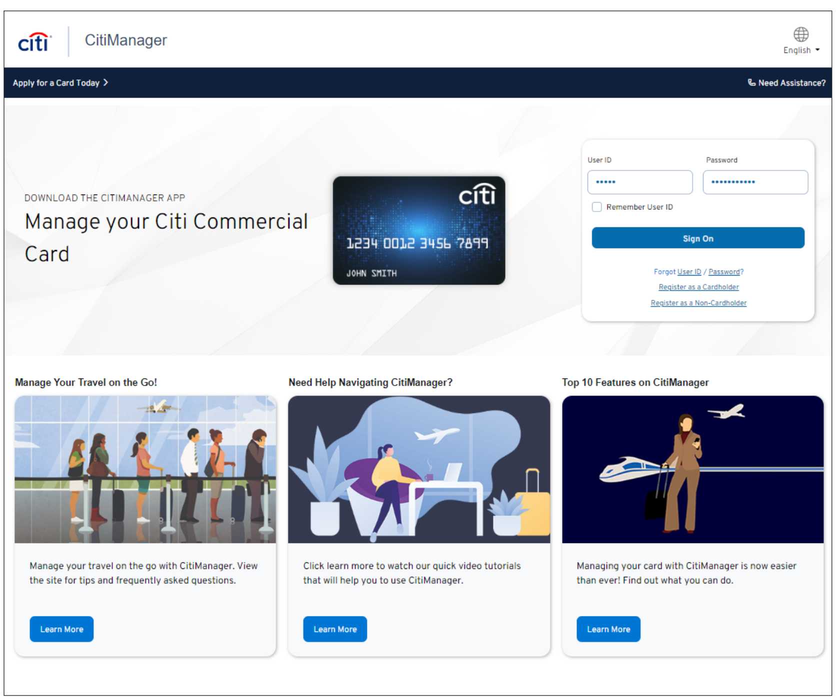
Sign-on Details Screen

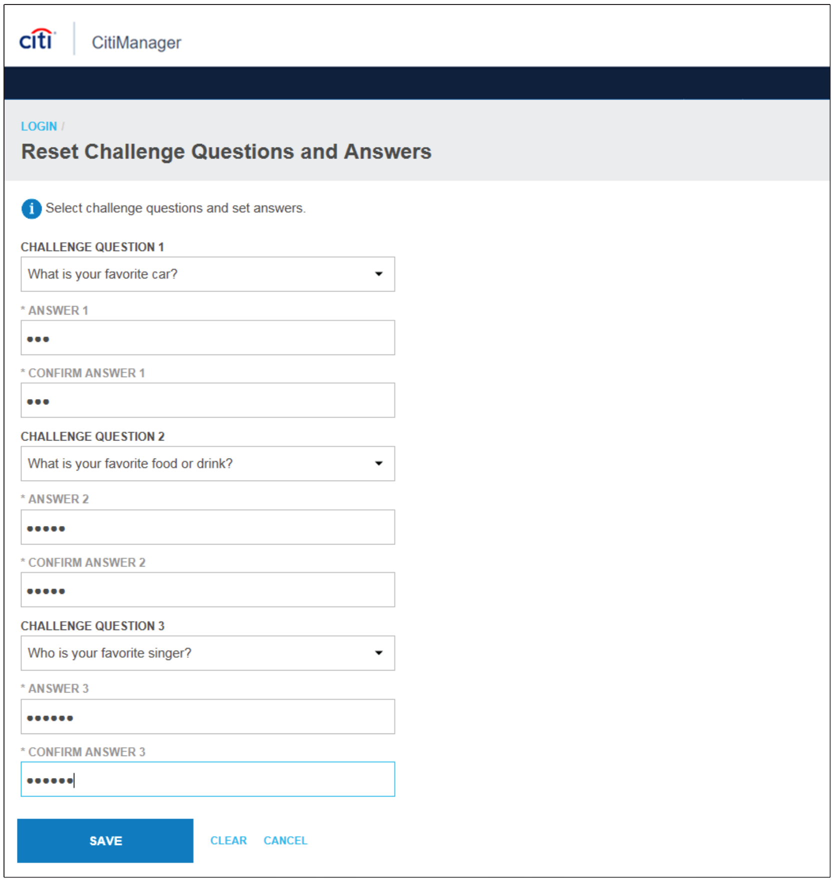
9. In the **Username** field, type your desired username.

   Note: The username requirements display in a window as you type your username. A checkmark displays when the requirement is fulfilled.
10. In the **Password** field, type and confirm a password that meets the requirements.

    Note: The password requirements display in a window as you type your password. A checkmark displays when the requirement is fulfilled.
11. In the **Confirm Password** field, re-type the password.
12. Verify the information in the **Zip/Postal Code, Contact Number** and **User Profile Email Address** fields and update if necessary.
13. From the **Helpdesk Verification Question** drop-down list, select a question that will be used to verify your identity should you need to contact the helpdesk.
14. From the **Helpdesk Verification Answer** field, type an answer to the Helpdesk verification question you selected.
15. When you are finished, click the **Continue** button.

    The Confirm screen displays.

Screen	Step/Action
 **Confirm Screen**	16. Review the details and click the **Confirm** button. *A confirmation message displays indicating registration was successful and a confirmation e-mail is sent to the address entered during the registration process.*
 **Confirmation Message**	17. Click the **OK** button. *The CitiManager Site Login screen displays. When you log in for the first time, you will be prompted to select and answer three challenge questions.* **Note:** As an extra security measure, each time you log in, you will be asked to answer one of the challenge questions.
 **CitiManager Site Login Screen**	18. In the **User ID** and **Password** fields, type your username and password and click the **Sign On** button. *The Reset Challenge Questions and Answers screen displays.*

Screen	Step/Action
 **Reset Challenge Questions and Answers Screen**	19. Select and answer three challenge questions. 20. Click the **Save** button. *The CitiManager Site Home screen displays.*

Log In to the CitiManager Site

Key Concepts

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

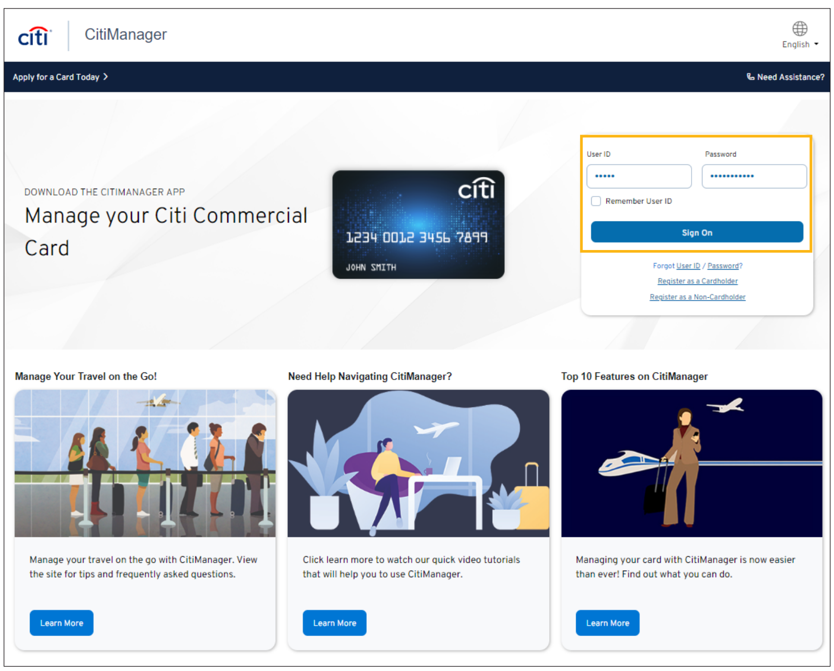
You can only have one session of CitiManager open at a time.

As an additional layer of security, you may be required to enter a one-time passcode (OTP) during the log in process. If prompted, select a receipt option from the available options. The available options are based on your profile, and may include text message, call office or call mobile phone. Once you enter the OTP, the CitiManager Site **Home** screen displays and you will not need to answer a challenge question.

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

If you need additional information about CitiManager Site registration, refer to the **Register as an Agency/Organization Program Coordinator** topic in this User Guide.

Step-By-Step Instructions

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


CitiManager Site Login Screen
</td><td>

1. Navigate to **www.citimanager.com/login**.

   The CitiManager Site Login screen displays.

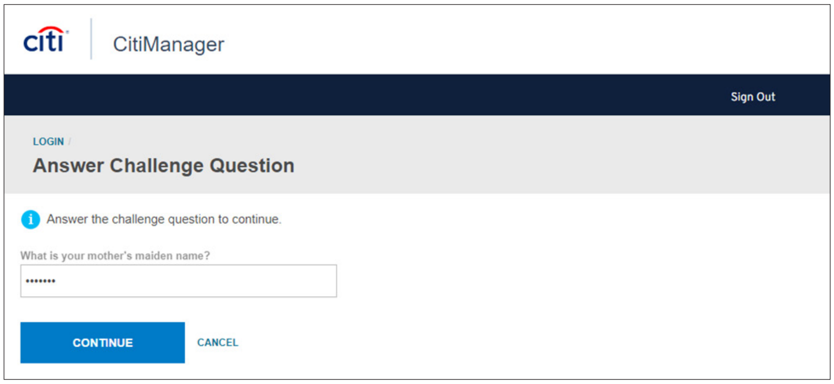
2. In the **User ID** field, type your user ID.
3. In the **Password** field, type your password.
4. Click the **Sign On** button.

   The Challenge Questions screen displays.

   Note: When you log in to the CitiManager Site for the first time you must select and answer three challenge questions.

   Each time you log in, you may be asked to answer one of the challenge questions.

   Depending on your agency/organization set-up, the One-time Passcode receipt option screen may display. Select how you would like to receive your one-time passcode and click the **Continue** button. When the eight-digit code is received, enter it on the **One-time Passcode** screen in the CitiManager Site and click the **Continue** button. If you enter a OTP, you will not be prompted to answer a challenge question and the CitiManager Site **Home** screen displays.
</td></tr>
</table>

Screen	Step/Action
 **Challenge Questions Screen**	5. Answer the challenge question and click the **Continue** button. *The CitiManager Site Home screen displays.* **Note:** You have three attempts to answer the challenge question correctly.

Retrieve Forgotten Username

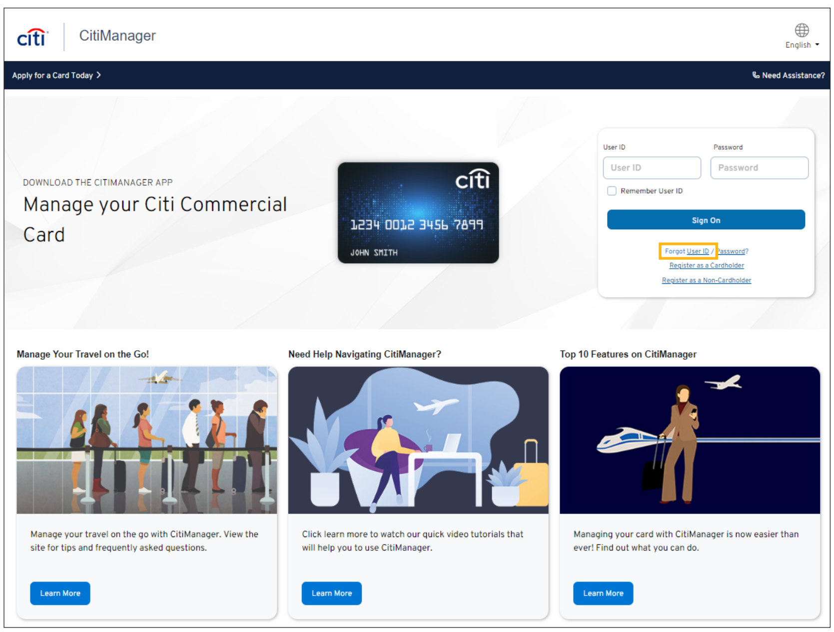
Key Concepts

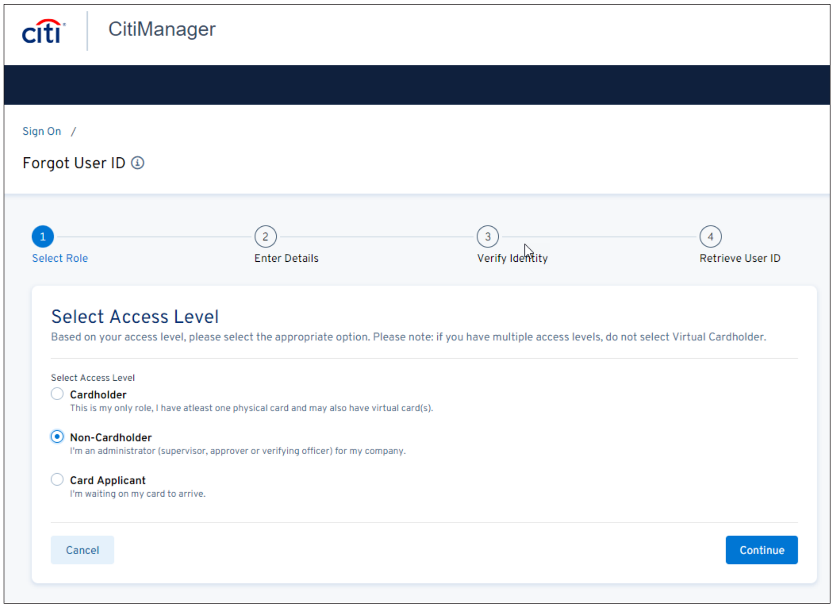
If you forget your username, you will need to retrieve it in order to log into the CitiManager Site. When you are finished submitting the request, your username will be sent to your e-mail address.

To retrieve your username, the following information is required:

- Your first and last name
- Your country
- Your contact phone number
- The zip code/postal code associated with your user profile
- The e-mail address associated with your user profile
- Your Helpdesk verification answer

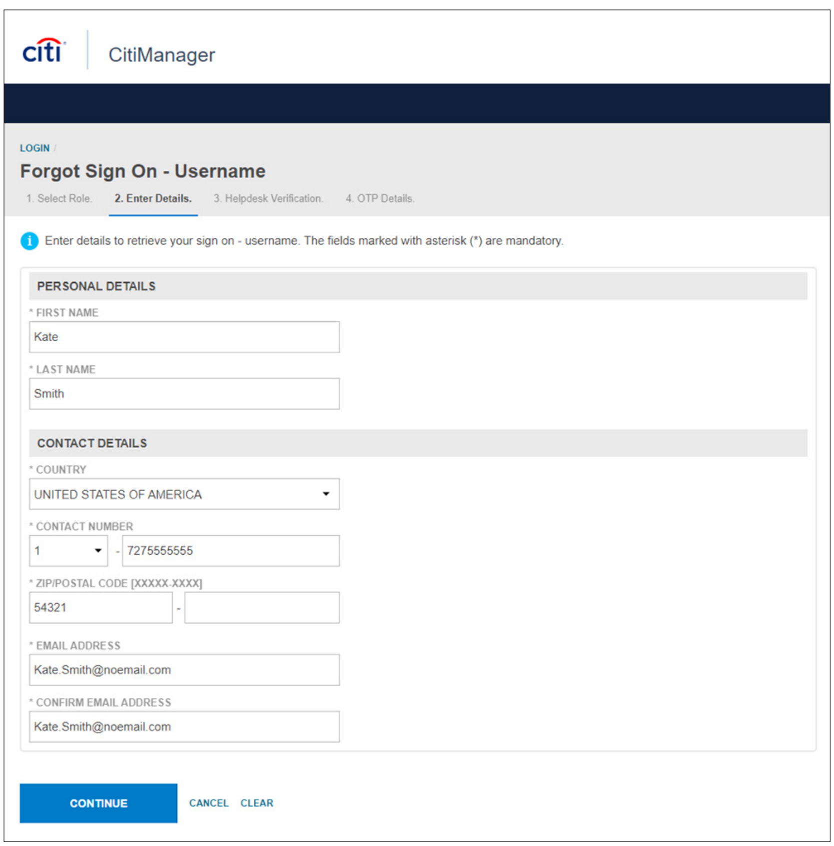
Step-By-Step Instructions

Screen	Step/Action
 **CitiManager Site Login Screen**	1. Navigate to **www.citimanager.com/login**. *The CitiManager Site Login screen displays.* 2. Click the **Forgot User ID** link. *The Forgot User ID — Select Role screen displays.*

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


Forgot User ID — Select Role Screen
</td><td>

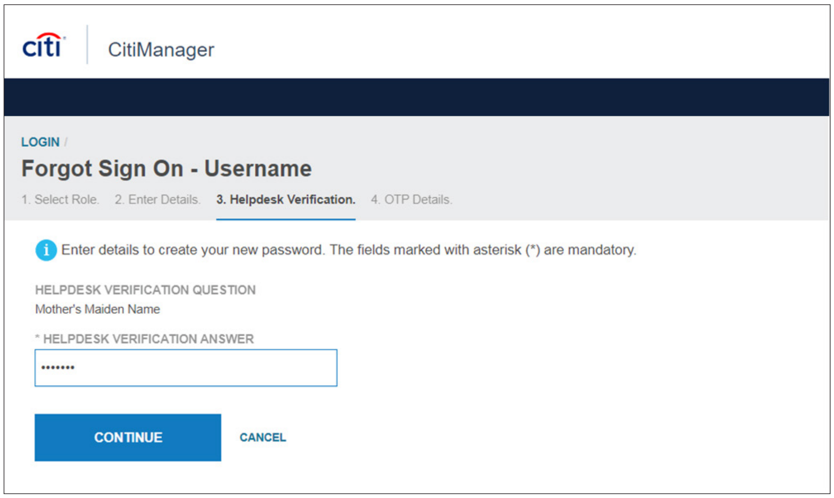
3. Select the **Non-Cardholder** role radio button and click the **Continue** button.

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


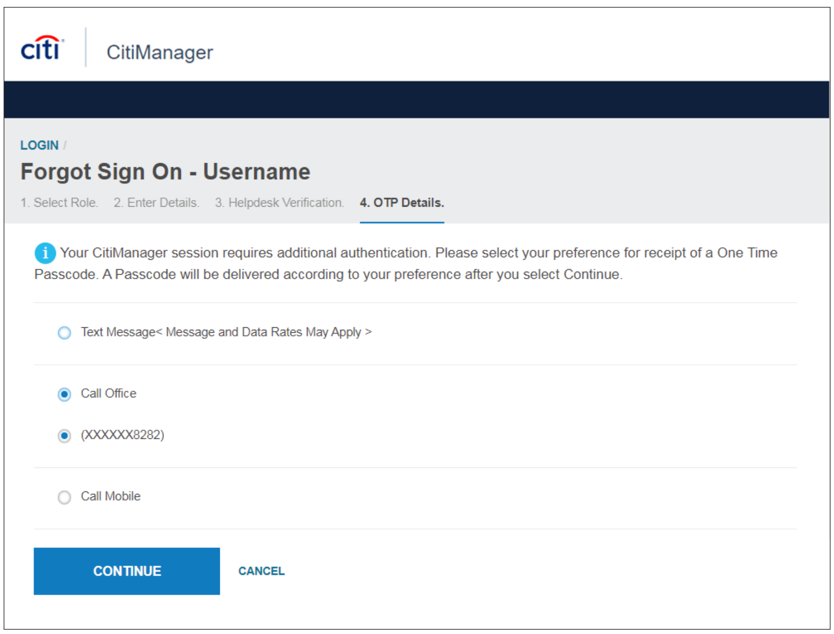
Forgot Sign On — Username — Enter Details Screen
</td><td>

4. In the **First Name** field, type your first name.
5. In the **Last Name** field, type your last name.
6. From the **Country** drop-down list, select your country.
7. In the **Contact number** field, type your contact phone number. Only numeric values are allowed.
8. In the **Zip/Postal** code field, type the zip code associated with your user profile.
9. In the **Email Address** field, type the e-mail address associated with your user profile.
10. In the **Confirm Email Address** field, re-type the e-mail address that is associated with your user profile.
11. Click the **Continue** button.

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

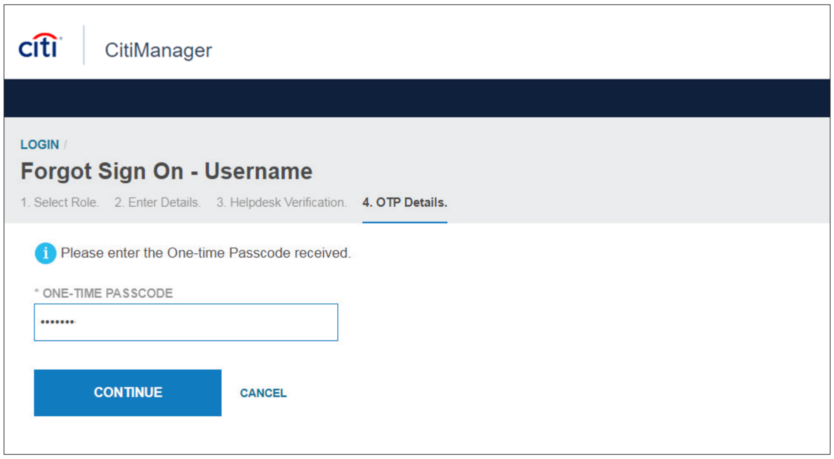
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Forgot Sign On — Username — Helpdesk Verification Screen
</td><td>
12. In the **Helpdesk Verification Answer** field, type the answer to the verification question and click the **Continue** button.

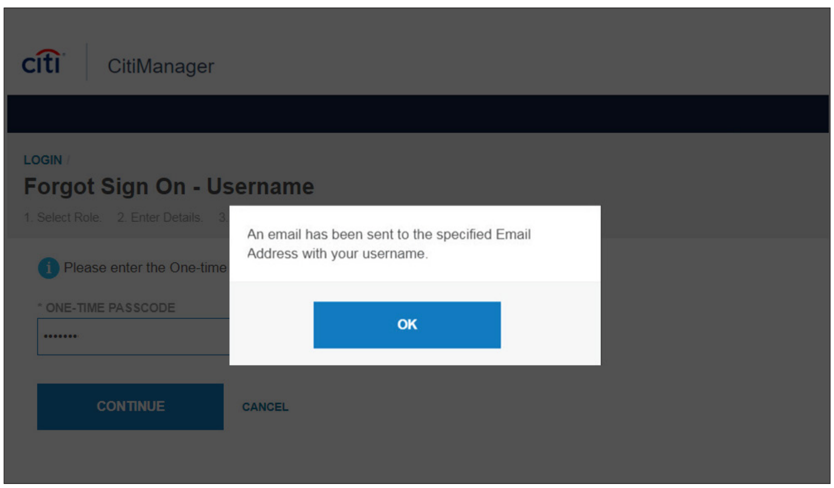
The Forgot Sign On — Username — OTP Details — Select OTP Option screen displays.
</td></tr>
<tr><td>


Forgot Sign On — Username — OTP Details
</td><td>
13. From the **OTP Details** screen, select the appropriate contact option and click the **Continue** button.

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

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


Forgot Sign On — Username — Input OTP
</td><td>
14. From the **One-Time Passcode** field, type the passcode you were provided and click the **Continue** button.

A confirmation message displays.
</td></tr>
<tr><td>


Confirmation Message
</td><td>
15. Click the **OK** button.

The CitiManager Site Login screen displays and the CitiManager Site sends an e-mail with your username.
</td></tr>
</table>

Reset Forgotten Password

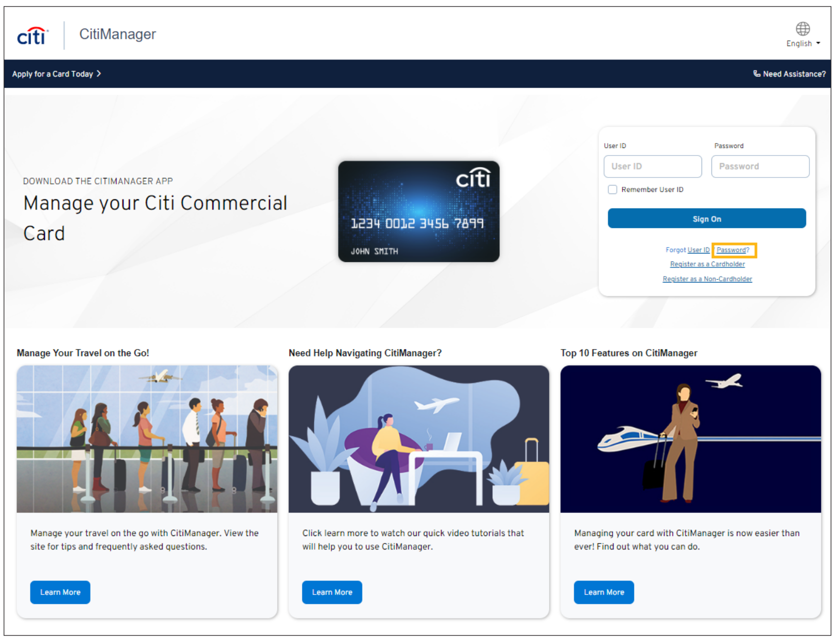
Key Concepts

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

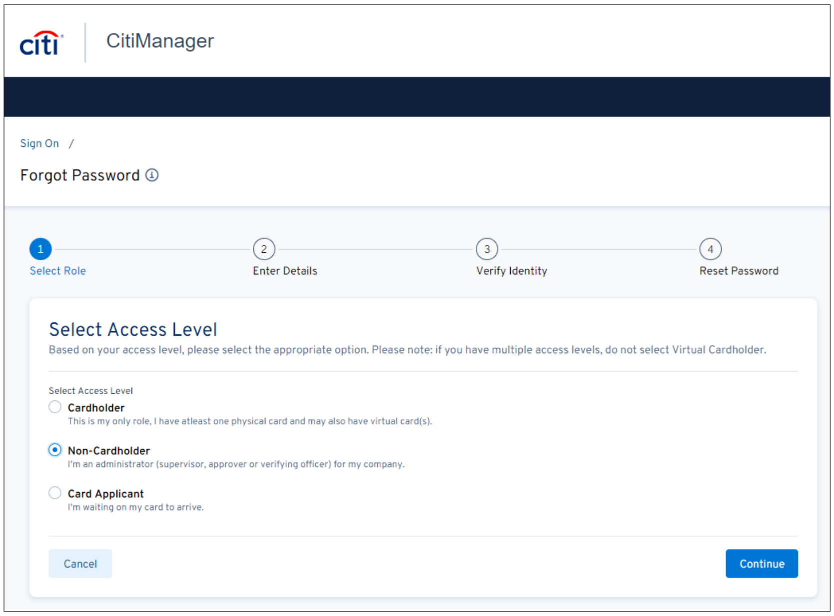
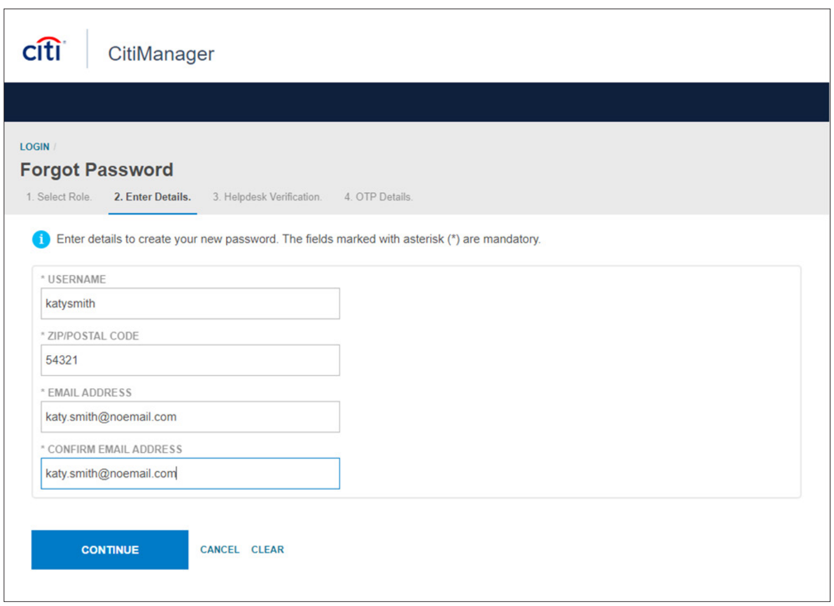
To reset your password, the following information is required:

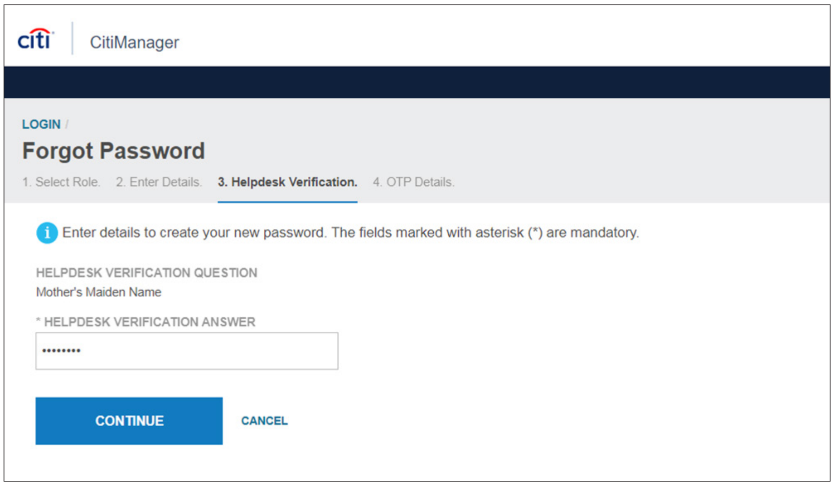
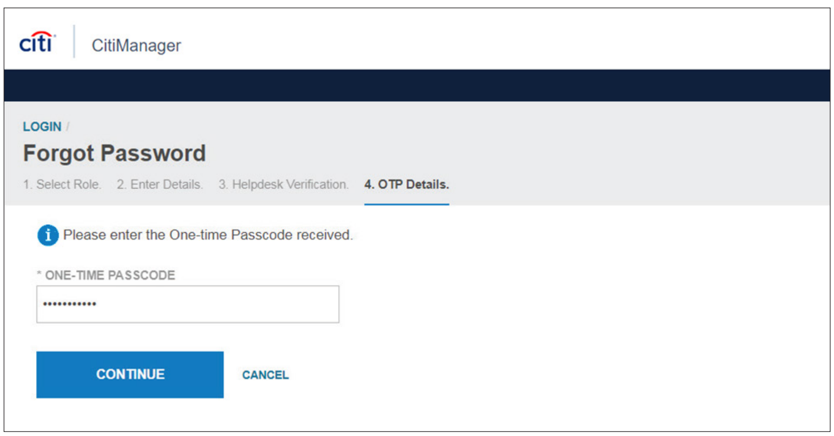
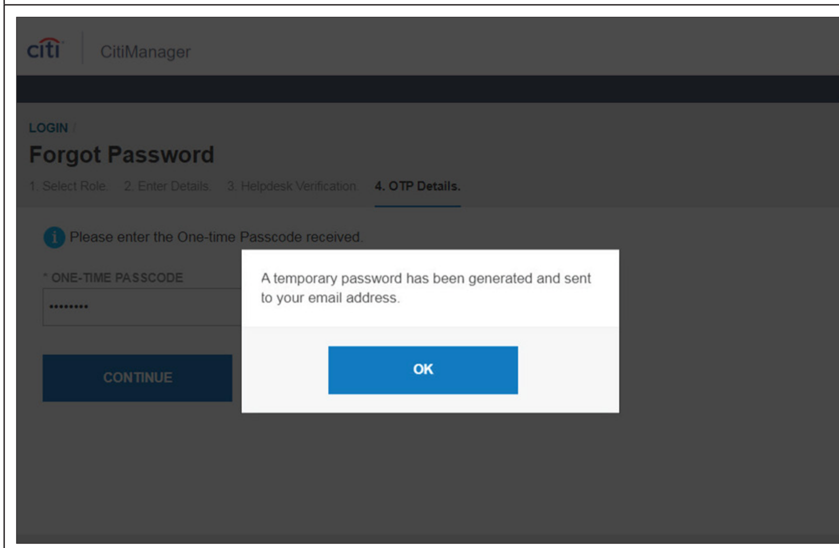
- A valid username
- The zip/postal code associated with your profile
- The e-mail address associated with your profile
- Your Helpdesk verification answer

Step-By-Step Instructions

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


CitiManager Site Home Screen
</td><td>
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.
</td></tr>
</table>

Screen	Step/Action
 **Forgot Password — Select Role Screen**	3. Select the **Non-Cardholder** role radio button and click the **Continue** button. *The Forgot Password — Enter Details screen displays.*
 **Forgot Password — Enter Details Screen**	4. In the **Username** field, type your username. 5. In the **Zip/Postal Code** field, type the zip code associated with your user profile. 6. In the **Email Address** field, type the e-mail address associated with your user profile. 7. In the **Confirm Email Address** field, re-type the e-mail address associated with your user profile. 8. To validate the information entered, click the **Continue** button. *The Forgot Password — Helpdesk Verification screen displays.*

Screen	Step/Action
 **Forgot Password — Helpdesk Verification**	9. In the **Helpdesk Verification Answer** field, type the answer to the verification question. 10. Click the **Continue** button. *The Forgot Password — OTP Details screen displays.*
 **Forgot Password — Enter OTP Details Screen**	11. In the **One-Time Passcode** field, type the passcode you were provided and click the **Continue** button. *A confirmation message displays indicating a temporary password has been created and sent to your e-mail address.*
 **Confirmation Message**	12. Click the **OK** button. *The CitiManager Site Login screen displays.*

Search for a Cardholder and View Cardholder Details

Key Concepts

As an A/OPC you can search for Cardholders assigned to hierarchies within your span of control. Once you complete a search you may click the link from the **Username** column to access the following information on the **Cardholder Details** screen:

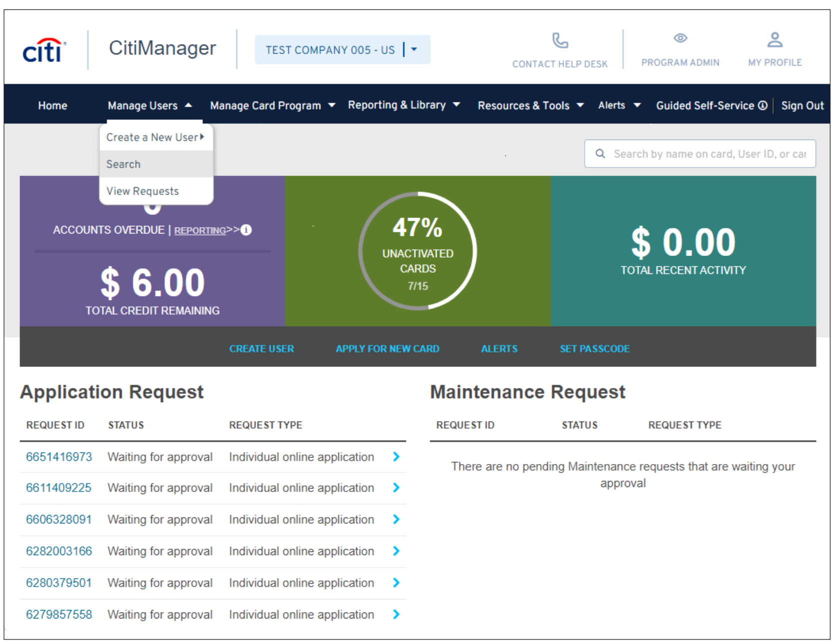
- Balance, credit limit and payment information
- Recent transactions and previous statements
- Aging of balance information
- Card contact information

A/OPCs can only access accounts within their span of control.

The **Cardholder Details** screen is also a launching point if you want to perform account maintenance or perform other actions such as assign/unassign applications or companies, emulate a cardholder, replace a card, reset a password, reset registration details, update alerts, view account information, initiate/view a dispute if it was initiated online in the CitiManager Site and view entitlements or the hierarchy.

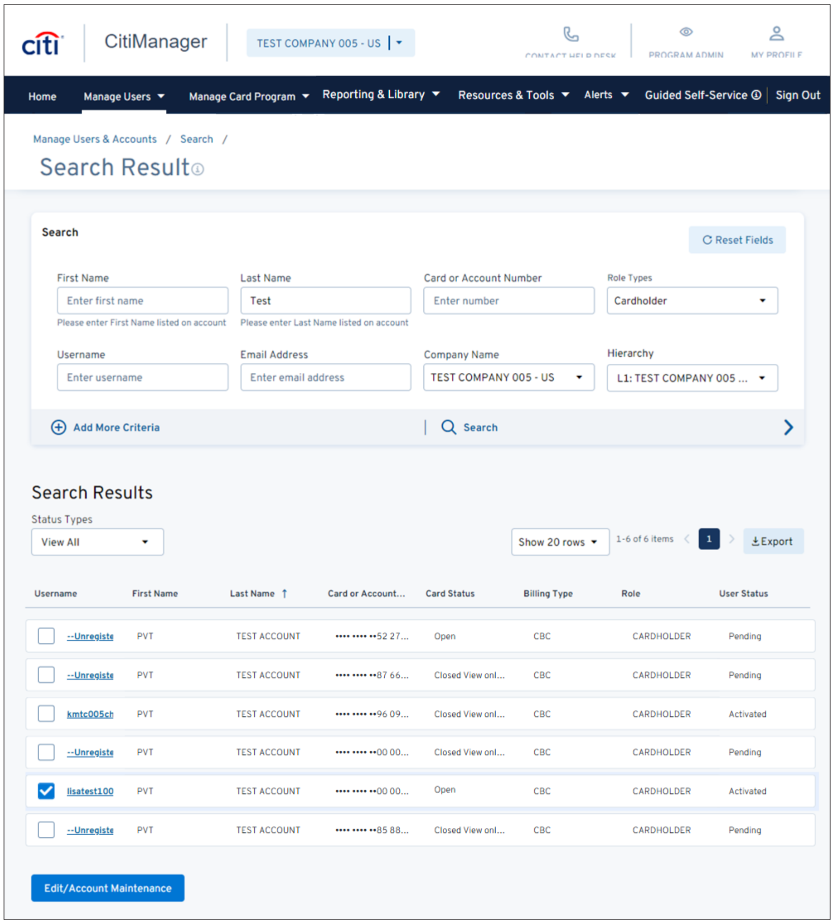
You can only emulate Cardholders or update alerts for Cardholders who have registered for the CitiManager Site and have a username.

Step-By-Step Instructions

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


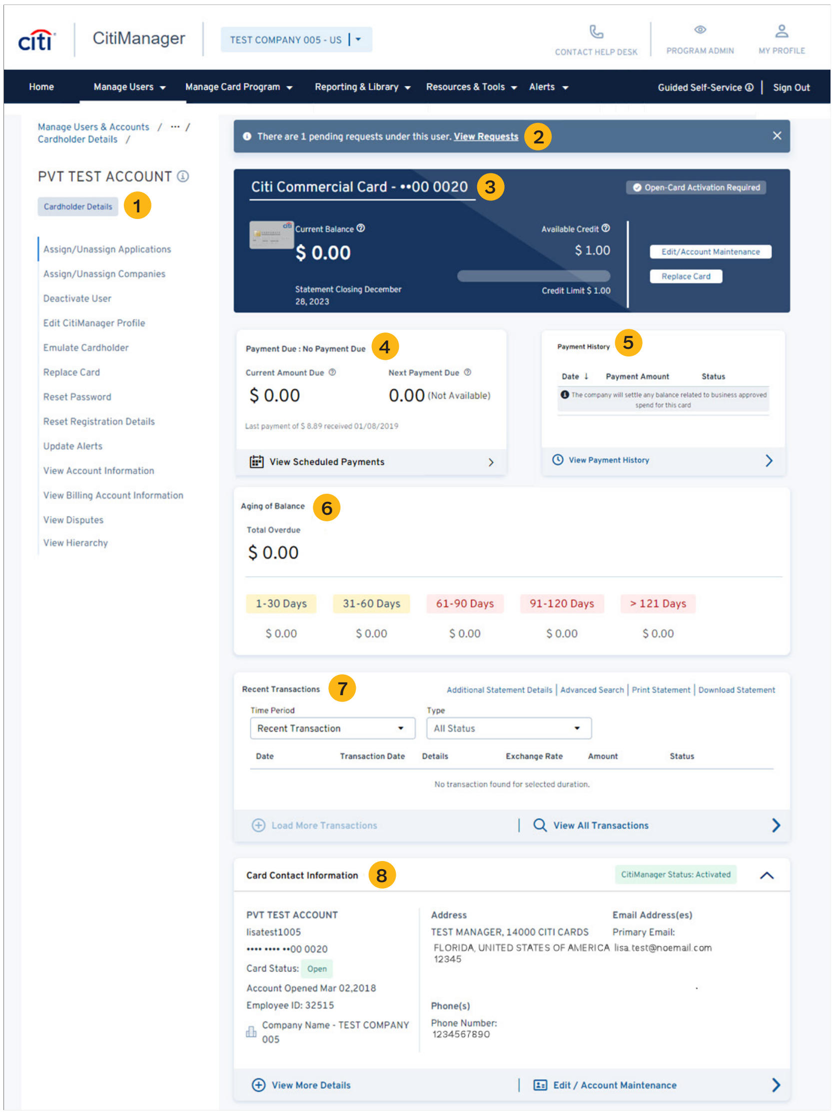
CitiManager Site Home Screen — Manage Users Menu
</td><td>
1. From the navigation bar, position your mouse over the Manage Users drop-down menu and click the Search link.

The Search screen displays.
</td></tr>
</table>

Screen	Step/Action
 **Search Screen**	2. To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** and field to select/deselect sort options. 3. From the **Username** column, click the link for the card account you wish to view. *The Cardholder Details screen displays the card overview including current balance, available credit, credit limit, payment history, aging of balance, recent transactions, previous statements, transaction details and card contact information.* **Note:** To perform a new search or return to your search results, from the breadcrumbs that display on top-left of the screen, position your mouse over the ellipsis (three dots) and click either **Search** or **Search Results.**

Cardholder Details Screen Overview

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



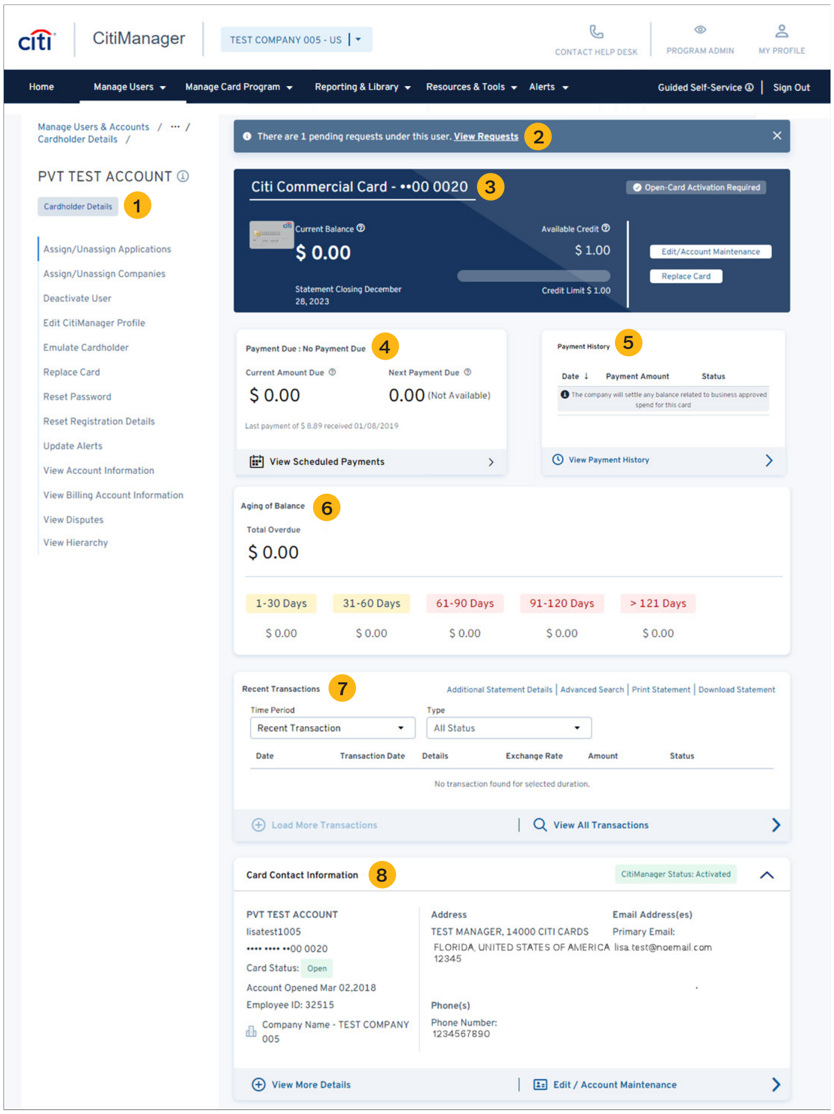
Cardholder Details Screen

</td><td>

1. Links displayed on the left-side of the screen can be used to perform additional actions on the card account. The links displayed are based on your entitlements and agency/organization's set-up.
2. If the account has pending application and maintenance requests or the Cardholder has not yet registered for the CitiManager Site, a message displays at the top of the screen and you can click the link to view the requests or resend the registration details.
3. In the card information section, the card number, card status, the current balance, available credit, statement closing date and credit limit display. If you have additional card accounts, a drop-down arrow displays, and you can select another account to view. The account status displays in the top-right of the sections. You can click the **Edit/Account Maintenance** or **Replace Card** buttons to perform account maintenance or initiate a card replacement.
4. In the **Payment Due** section, the current amount due, the next payment due and last payment received display. Click the **View Scheduled Payment** link to display any scheduled payment information such as amount, date, bank routing number, bank name, bank account number and type and the status of the payment.
5. In the **Payment History** section, the date, payment amount and status of the payment display. Click the **View Payment History** link to display payment information such as amount, date, bank routing number, bank name, bank account number and type and the status of the payment. This section displays based on your agency/organization's set-up. You must also have the entitlements to make a payment and view payment history.

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

Screen	Step/Action



Cardholder Details Screen

6. In the **Aging of Balance** section, the total past due and days past due (1-120) display.
7. In the **Recent Transactions/Statements** section, you can view recent or billed transactions. You can select a statement date from the **Time Period** drop-down list. You can also click the links on the top-right of the section to view additional statement details, perform an advanced search, print a statement or download a statement. From the bottom of the section, you can click the **Load More Transactions** link to display additional transactions. Ten transactions display by default and ten additional will display if you load more transactions. You can click the **View All Transaction** link to view all transactions or search for a transaction.
8. The **Card Contact Information** section displays the account name, the address and contact information, the account status and agency/organization name. From the bottom of the section, you can click the **View More Details** link to display additional contact information or click the **Edit/Account Maintenance** link to perform account maintenance.

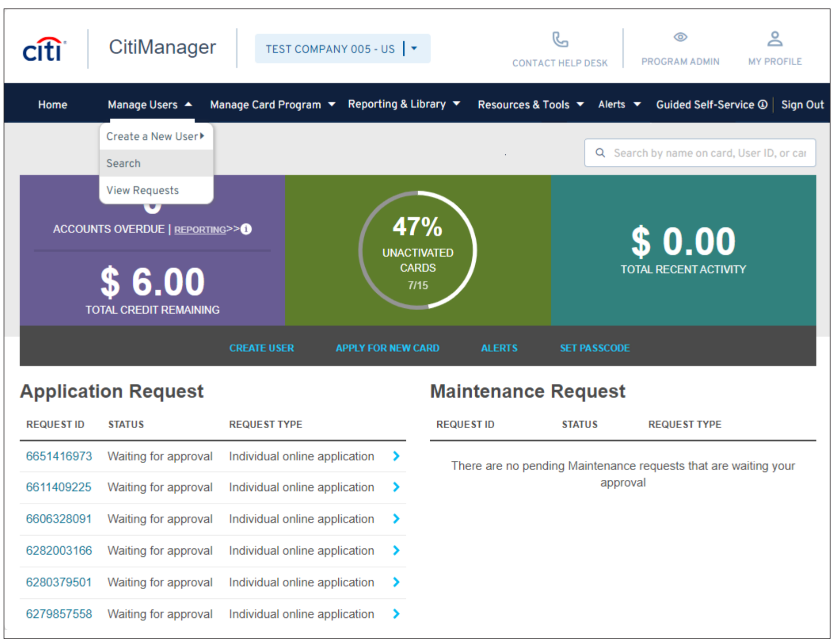
Search for A/OPCs and View User Details and Account Information

Key Concepts

You can search for an A/OPC and view their user account information. Once you complete the search is complete, you may view their user account information including their:

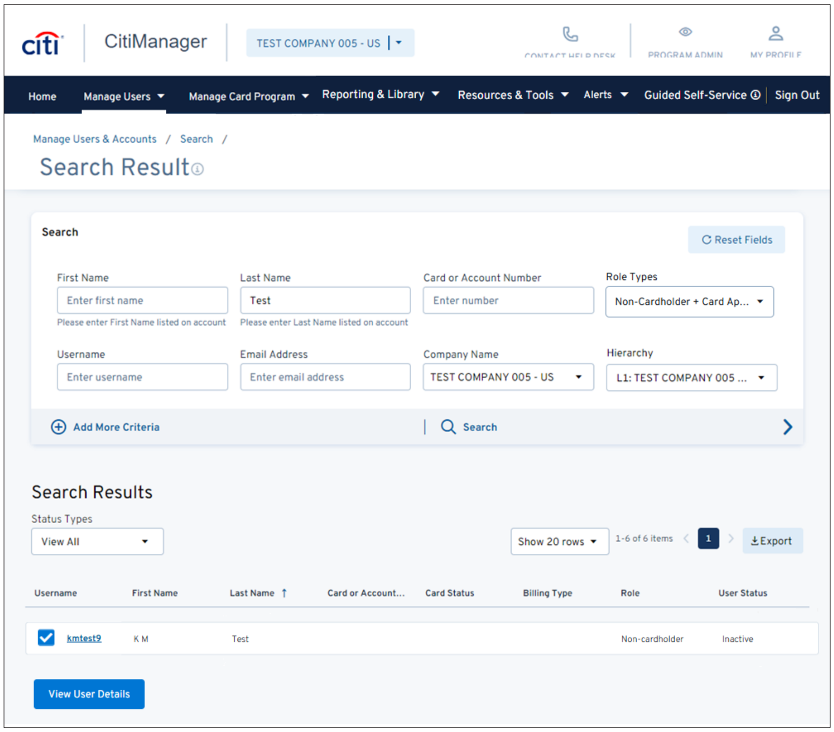
- CitiManager Status
- Agency/Organization Name
- Address
- E-mail Address
- Phone Number
- Role
- Entitlements

Step-By-Step Instructions

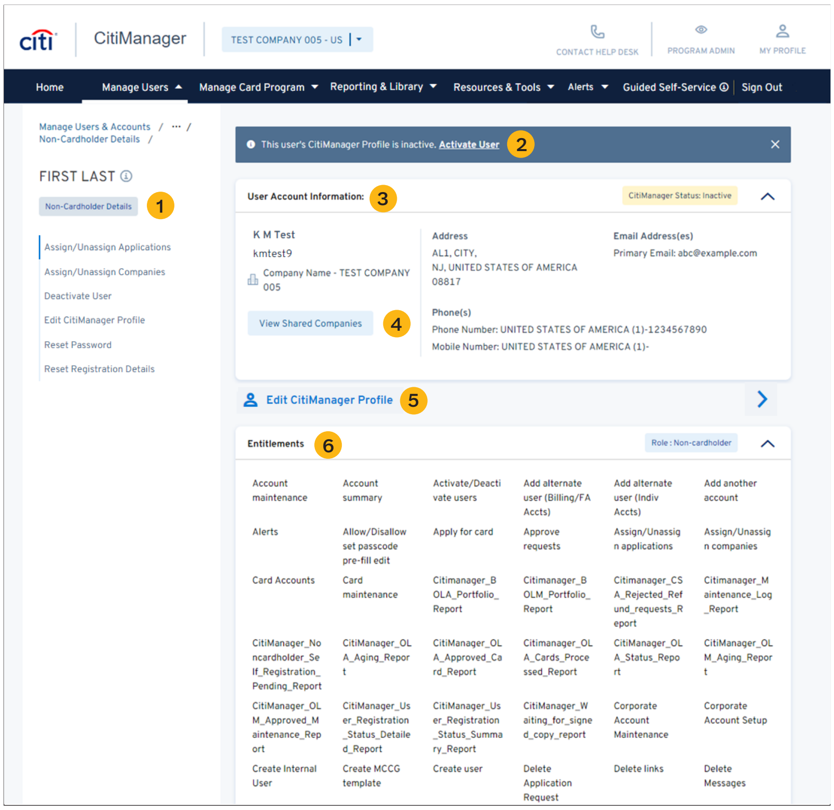
<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>

CitiManager Site Home Screen — Manage Users Menu</td>
<td>1. From the navigation bar, position your mouse over the Manage Users drop-down menu and click the Search link.

The Search screen displays.</td></tr>
</table>

Screen	Step/Action
 **Search Screen**	2. To perform a search, type the desired search criteria and click the **Search** link. **Note:** To filter by Non-cardholder (A/OPC), from the **Role Types** drop-down list, select **Non-Cardholder + Card Applicant**. To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options. To sort the results by the A/OPC role, select **Non-cardholder** from the **Role Types** drop-down list. 3. From the **Username** column, click the link for the A/OPC you wish to view. *The Non-Cardholders Details – User Account Information screen displays the user status, name, company, address, e-mail address, phone number, role, and entitlements.* **Note:** To perform a new search or return to your search results, from the breadcrumbs that display on top-left of the screen, position your mouse over the **ellipsis (...)** and click either **Search** or **Search Results**.

Non-Cardholder Details Screen Overview

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


Non-Cardholder (A/OPC) Details Screen
</td>
<td>
1. Links displayed on the left-side of the screen can be used to perform additional actions on the account.
2. A message and links will display at the top of the screen if the account has been inactivated or if the user has not registered in the CitiManager Site. If the account has been inactivated, you can click the **Activate User** link to activate the user. If the user has not registered in the CitiManager Site, the **Resend Registration Details** link displays.
3. In the **User Account Information** section, the account status, account name, agency/organization, address and contact information display.
4. The view the agencies/organizations you share with the A/OPC being viewed, click the **View Shared Companies** button.
5. To edit the user's CitiManager profile, including personal details, contact details, roles, hierarchy, and entitlements, click the **Edit CitiManager Profile** link.
6. In the **Entitlements** section, the entitlements and role assigned to the Non-cardholder display.
</td></tr>
</table>

View Statements and Recent Transactions

Key Concepts

You can view a Cardholder's current statement or a statement from previous months. You can also view recent transactions for a Cardholder that have posted to the account but have not yet been billed to a statement. Transaction data will be retained for the previous 72 statements. Statements that are three years or older are archived and a request needs to be submitted to download them.

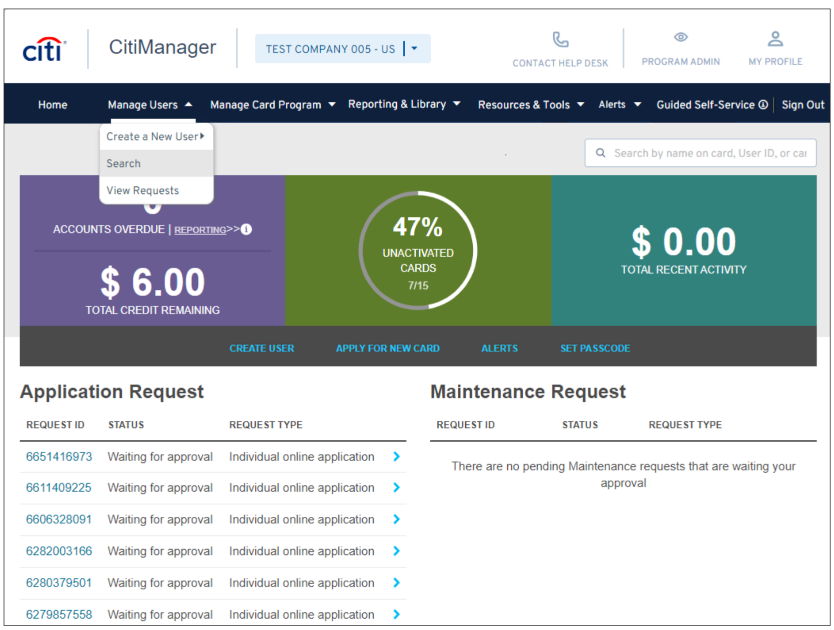
The **Recent Activity/Statements** section of the **Cardholder Details** screen displays the posting date, transaction date, transaction details, exchange rate, amount and status of recent transactions. You can expand each transaction to view additional detail that may have been sent to Citi from a merchant. Transaction detail includes the original currency amount, currency exchange rate and the conversion amount that was posted and may include items such as airline name, ticket and flight number. Additionally, you can initiate a dispute if the transaction meets the requirements. Refer to the **Dispute a Transaction** topic in this User Guide for additional information.

You can also perform an advanced search of billed transactions by status type, a specific date, a date range, description or amount.

You can download and print transactions for individually or centrally billed accounts. If you wish to print recent transactions, it's recommended you download the transactions in Excel format. After you open the downloaded file, you can print it by selecting **Print** from the **File** menu.

Step-By-Step Instructions

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



CitiManager Site Home Screen

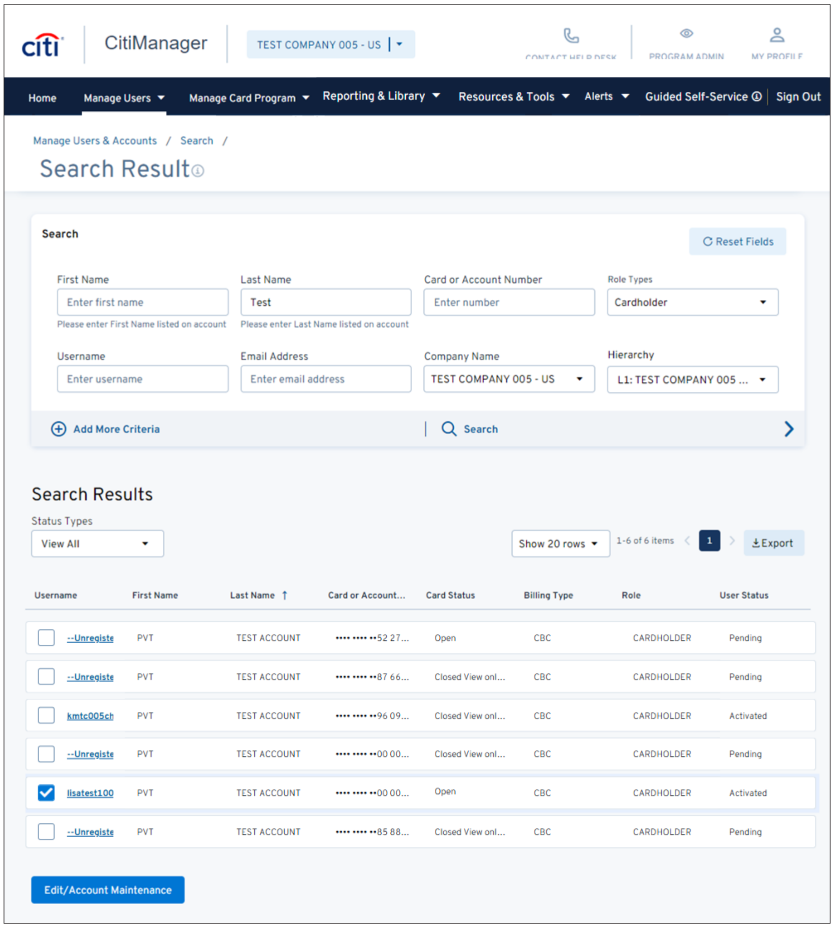
</td><td>

1. From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **Search** link.

   The Search screen displays.

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

Screen



Search Screen

Step/Action

2. To perform a search, type the desired search criteria and click the **Search** link.

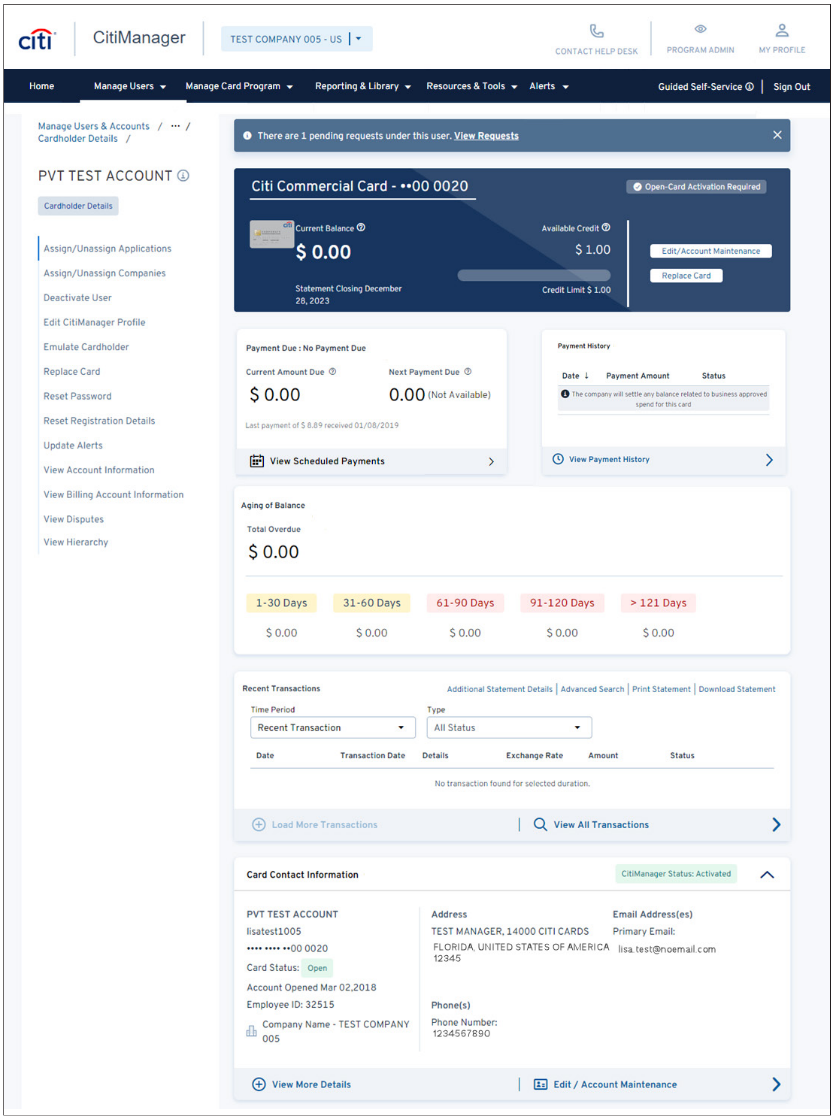
   Note: To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link.

   The search results display at the bottom of the screen.

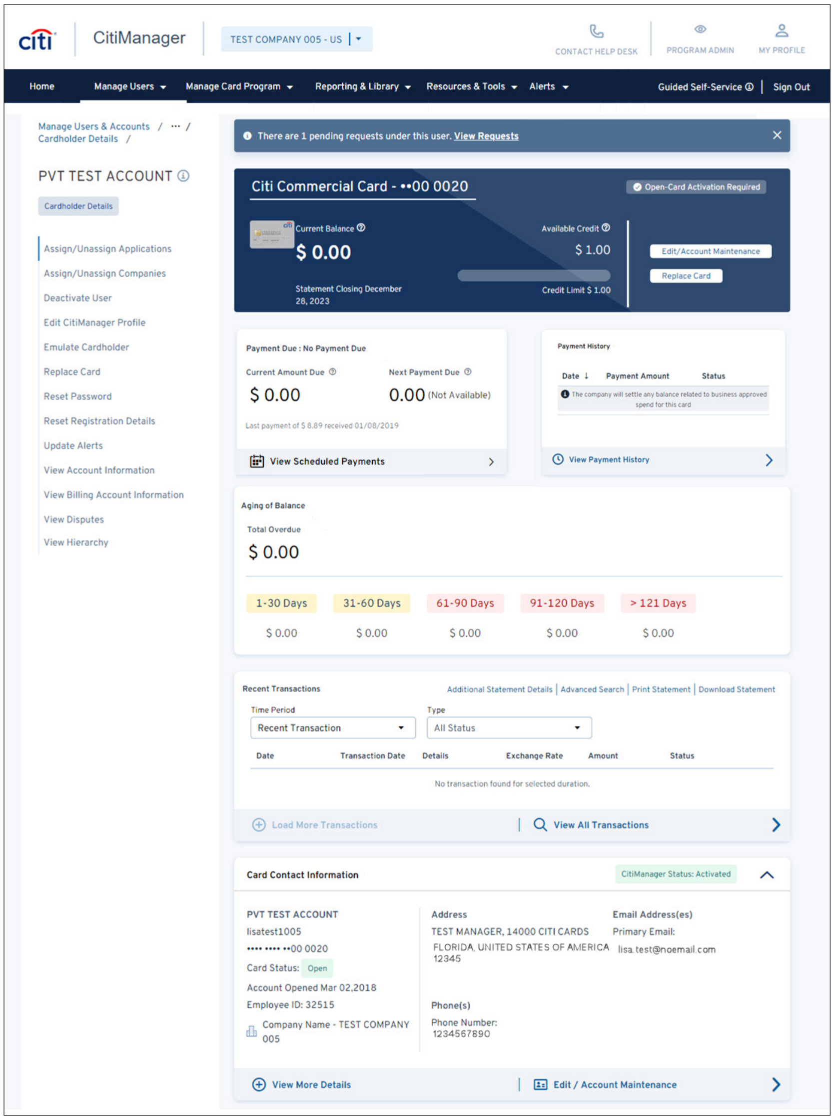
   Note: To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options.

3. From the **Username** column, click the link for the card account you wish to view.

   The Cardholder Details screen displays.

Screen	Step/Action
 **Cardholder Details Screen**	4. From the **Recent Transactions/Statements** section, verify that **Recent Transactions** displays in the **Time Period** field. Ten transactions display by default. The transaction post date, transaction date, transaction details, exchange rate, transaction amount and status display. • To view ten additional transactions on the **Cardholder Details** screen, click the **Load More Transactions** link. To view all transactions, click the **View All Transactions** link. • To expand a transaction and view additional information, click the arrow link on the right-side of the transaction. • To view authorizations/declines, view the transaction status in the **Status** column (Posted, Pending, Declined, Diverted). • To view additional information about a transaction and a decline reason, click the arrow link on the right-side of the transaction to expand it. Once the transaction is expanded, you can also click the **View More Details** button. • To view a snapshot of additional account details, credit limits, balance and payment details, click the **Additional Statement Details** link. • To perform an advanced search, click the **Advanced Search** link. From the **Advanced Search** screen, you can filter by status type, or a date range or search by a date, description or amount. **Note:** By default, the **Time Period** and **Search** fields are not available for input. To activate the fields, click the **Hide Advanced Search** link. To filter by **Date Range** or **Amount Range**, click the **Advanced Search** link to display these field.

Screen	Step/Action



Cardholder Details Screen

Step/Action:

- To download statements in either Comma Separated Value (CSV) or Excel (EXL) format, click the **Download Statement** link and select the desired option. If you intend to print the statement, PDF is the recommended format. To print, you can open downloaded file and select **Print** from the **File** menu.
- To initiate a dispute online, either select the checkbox for the transaction(s) and then click the **Dispute Charges** link or when the transactions is expanded, click the **Dispute Transaction** button.
- To view/attach/delete transaction documents, click the arrow link on the right-side of the transaction to expand it and then click the **Upload Receipt File** button.

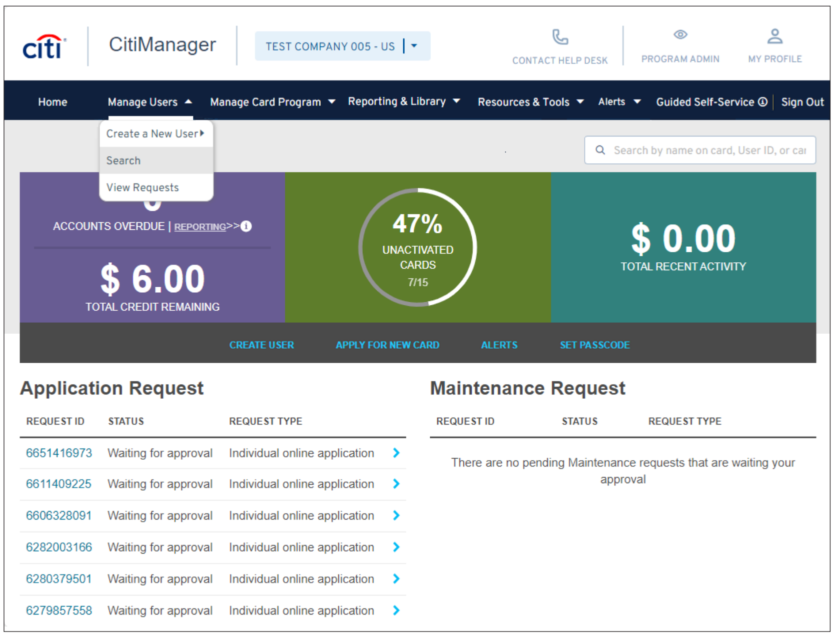
Perform Account Maintenance

Key Concepts

Account Maintenance allows the A/OPC to update Cardholder account information such as card address, Employee ID, credit limit, temporary spend controls, account status and Merchant Category Code Groups (MCCGs).

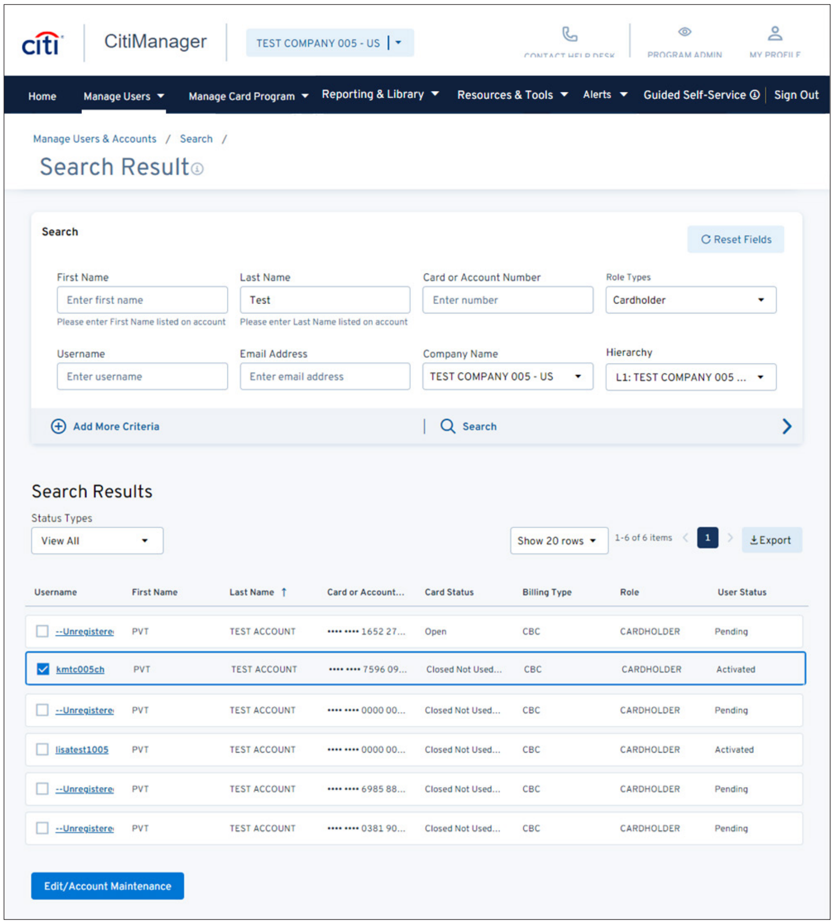
For individuality billed accounts, an A/OPC is not permitted to perform account maintenance on their own account.

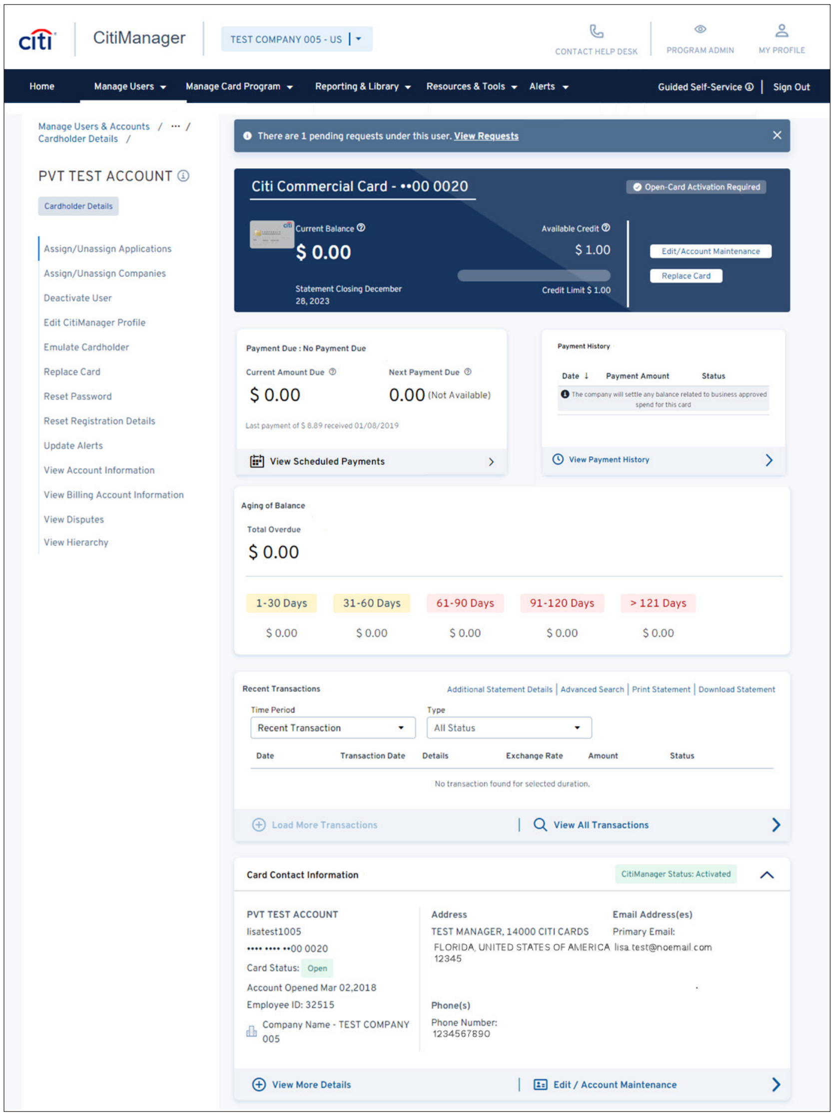
Step-By-Step Instructions

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


CitiManager Site Home Screen
</td><td>
1. From the navigation bar, position your mouse over the Manage Users drop-down menu and click the Search link.

The Search screen displays.
</td></tr>
</table>

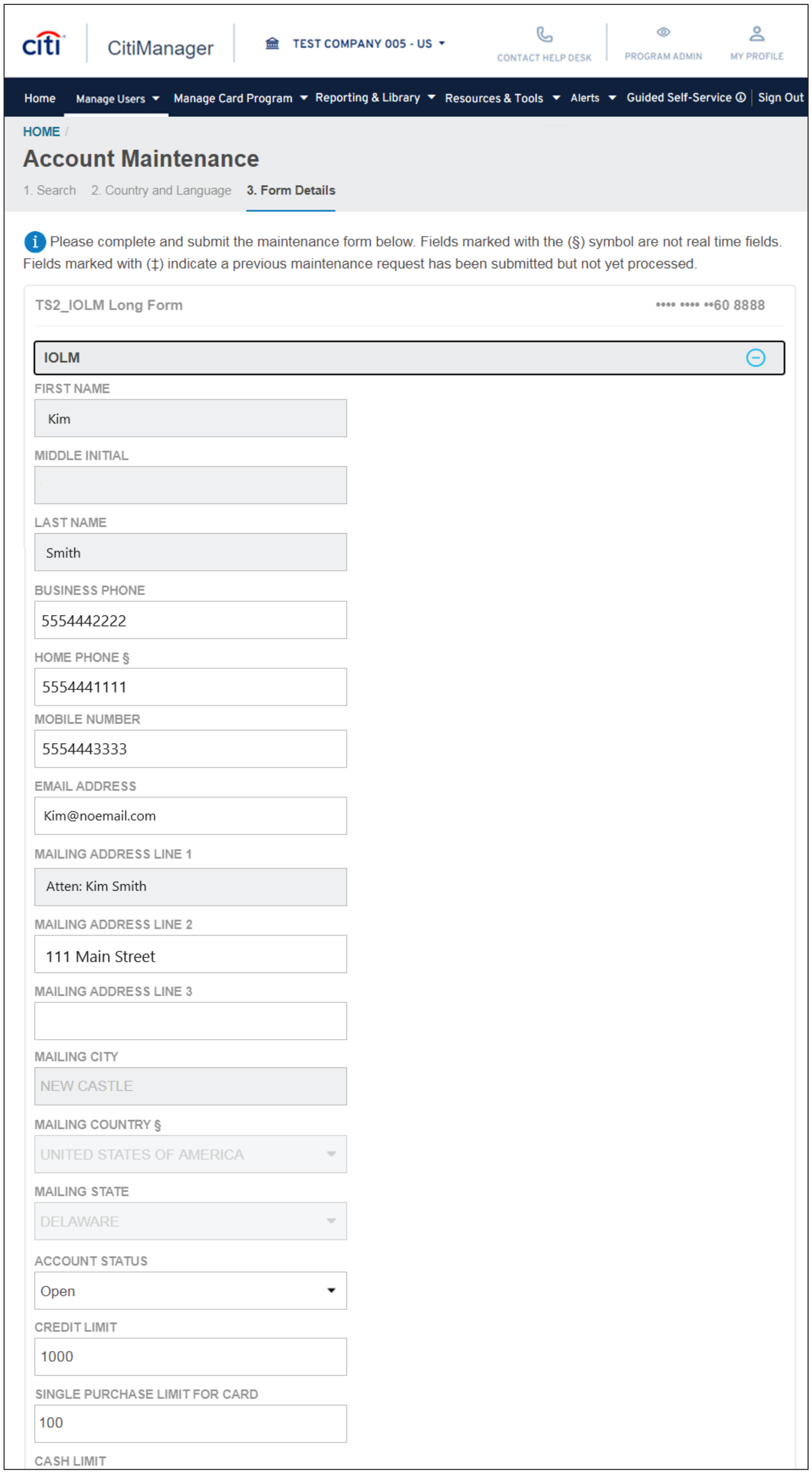
Screen	Step/Action
 Search Screen	2. To perform a search, type the desired search criteria and click the **Search** link. **Note:** To search by **Employee ID**, **Status Type** or **Billing Type**, click the **Add More Criteria** link. *The search results display at the bottom of the screen.* **Note:** To sort the results by a column, click the column header name. To filter your results by status types, use the **Status Types** field to select/deselect sort options. 3. From the **Username** column, click the link for the card account you wish to maintain. **Note:** You can also select the checkbox for the account and then scroll down to the bottom of the screen and click the **Edit/Account Maintenance** button. If you choose this option, continue to Step 5. *The Cardholder Details screen displays.*

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


Cardholder Details Screen
</td><td>
4. Click the **Edit/Account Maintenance** button from the **Current Balance** section of the screen.

The Account Maintenance screen displays.
</td></tr>
</table>

Screen	Step/Action



Account Maintenance — Form Details Screen

5. Complete the necessary updates to all sections of the form.

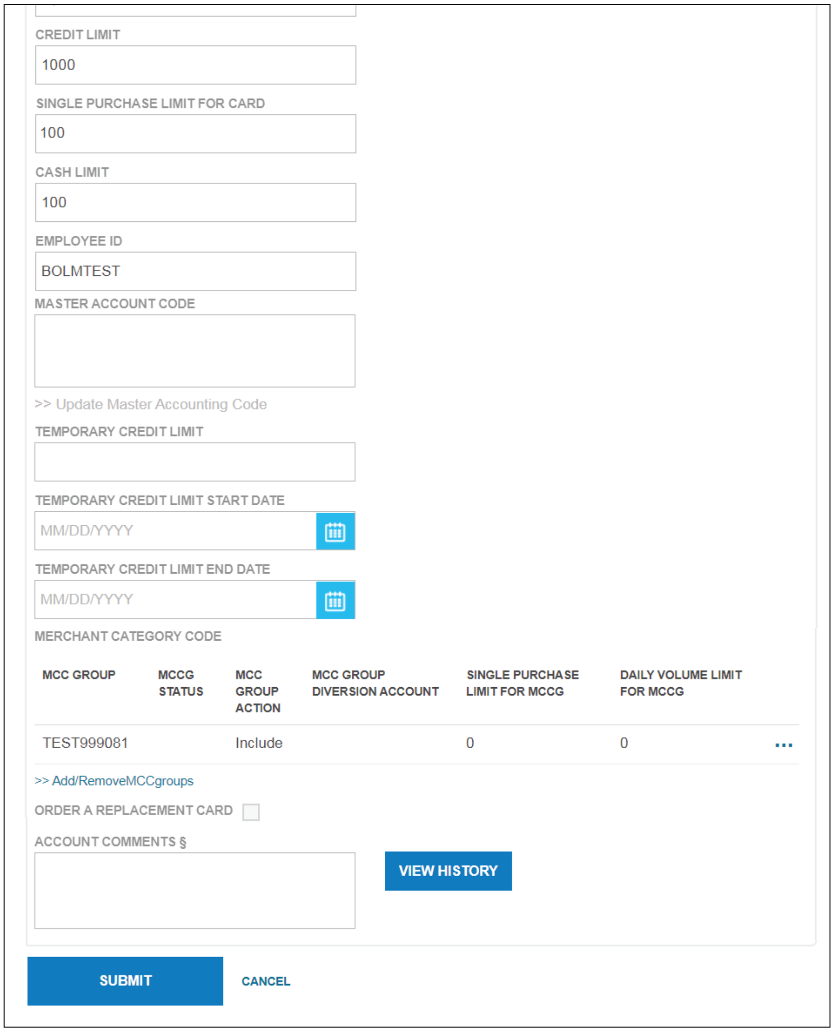
   The **Temporary Cash Advance Percentage Start Date, Temporary Credit Limit Start Date, and Temporary Single Purchase Limit Start Date** fields are processed real-time except weekends and on Thanksgiving, Christmas and New Year's.

   To add/remove an MCCG, click the **Add/RemoveMCCGroups** link in the **Spending Controls** section. Select or deselect the checkbox(s) for the desired MCCGs. If you are adding and deleting MCCGs to an account, you must perform the additions prior to submitting the deletions. When you are finished, click the **Update** button and then the **Back to Form** button.

   To close an account, from the **Cardholder-Demographics** section, from the **Account Status** drop-down list, select a closed status. The **Closed Temporary Block** status is equivalent to **Deactivate**. In the United States, the only accounts that can be re-opened through the account maintenance process are those with a closed status of **Closed Temporary Block** (Used for things such as leave of absence or maternity leave). For all other closed statuses used, with the exception of **Closed Deceased**, a new application will need to be completed.

   The **Closed Temporary Block** status is equivalent to **Deactivate**. The only closed status that cannot be reopened in the CitiManager Site is **Closed Deceased**.

   You may also initiate a card replacement in the CitiManager Site when a card has been lost, stolen, never received or damaged. Refer to the Replace Lost/Stolen/Never Received/Damaged Card topic in the CitiManager Non-cardholder End-to-End User Guide for additional information.

Screen	Step/Action
	6. When you are finished updating the form, click the **Submit** button. *A confirmation message displays based on the maintenance performed.* 7. Click the **OK** button. *A confirmation screen displays at the top of the screen.*

Account Maintenance — Form Details Screen

Manage Application and Maintenance Requests (View Requests)

Key Concepts

You can search for and view all online application and maintenance requests submitted through the CitiManager Site. Non-cardholders can approve or reject the user requests as well as print requests, view the audit log and add comments to a request.

From the **View Request** screen you can also:

- View the Audit Log
- Override an approval
- Delete an application request if entitled
- Download applications
- View account documents

The option to approve and reject a request depends on the workflow and the status of the selected request.

To delete an online application request, an A/OPC must have that entitlement assigned to them.

The **Delete Application Request** link is only enabled when the **Select Request Type** is **Individual online application, Bulk online application,** or **New account application** and the application status is not **Processed** or **Approved**.

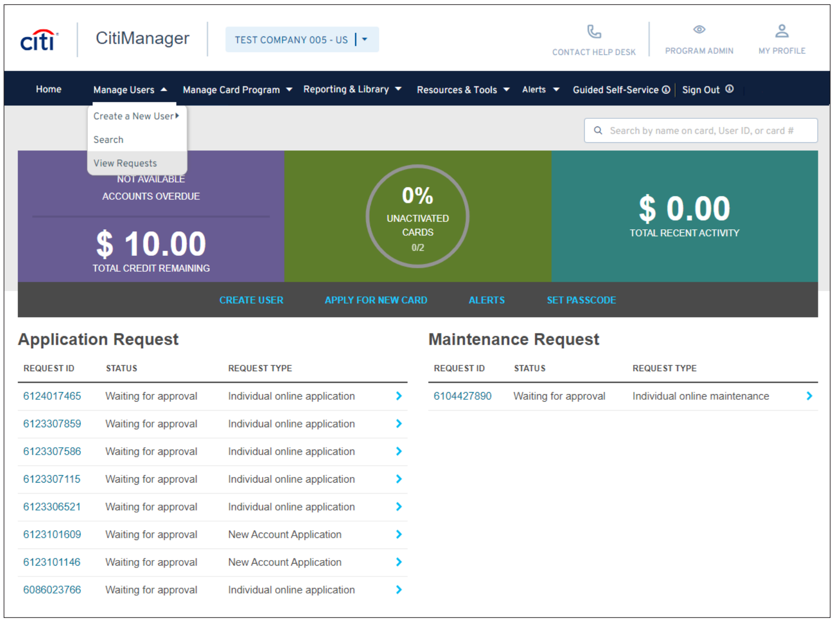
If the Company Number is not entered when setting the passcode and is entered during the approval process instead, generic COU and DPN consents are displayed at the bottom of the application. Consent e-mails will be sent to the applicant based on the liability type entered during the approval process. The application will not be processed until the applicant agrees to the new terms and conditions.

If the Company Number is modified after the application is submitted, updated COU and DPN consent e-mails may be sent to the applicant if necessary based on the liability type change. The application will not be processed until the applicant agrees to the new terms and conditions.

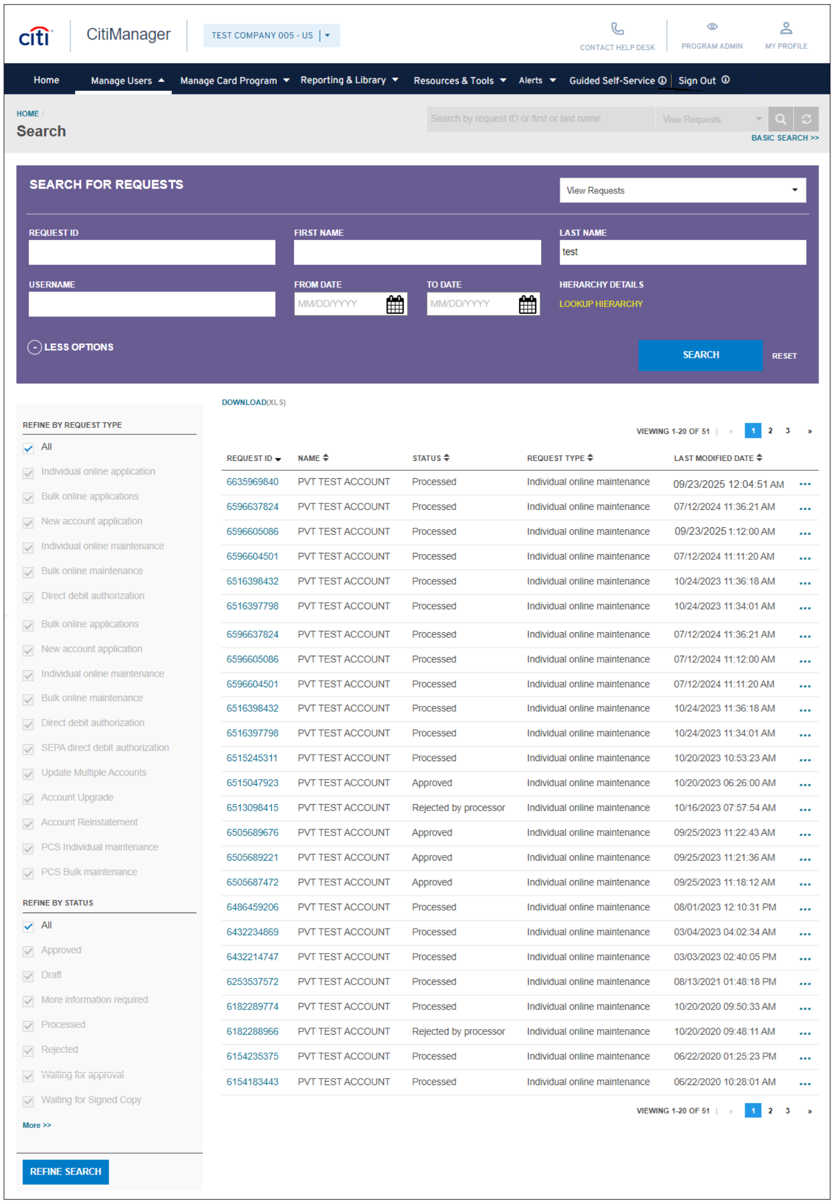
Request Status Descriptions

Request Status	Description
Approved	Request was approved by the A/OPC and will be processed by Citi.
Draft	Request was saved but not submitted.
More Information Requested	The application was rejected by approver and additional information is being requested.
Pending Final Review by Citi	Request was placed in queue for CAS to process (e.g. when two applications were submitted with the same social security number). This status is not updated in the CitiManager Site. Contact your CAS for the current status of the request.
Rejected by the Processor	Request was rejected by the backend processor. Contact your CAS who will identify and correct the issue.
Processed	Request was processed and a card will be issued.
Waiting for Approval	Online Card Application request is awaiting A/OPC approval.
Waiting for E-mail Consent	Request has been approved but the system is currently waiting for the Cardholder to agree to creditworthiness check. This is only applies to individually billed programs.
Waiting for Supervisor Approval	Request is awaiting Supervisor approval.
Expired	Request was not handled within a predefined time period.

Step-By-Step Instructions

Screen	Step/Action
 CitiManager Site Home Screen	1. From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **View Requests** link, OR From the **Home** screen **Application Request** or **Maintenance Request** sections, click desired **Request ID** link and continue to Step 5.

Screen



Search for Requests Screen

Step/Action

2. To perform a search, type the desired search criteria and click the **Search** link.

   Note: To perform an advanced search use the **Username, From Date** and **To Date** fields.

   To search for users at a specific hierarchy level, click the **Lookup Hierarchy** link. If necessary, click the **(+) plus sign** icon to expand the hierarchy. Select the checkbox for the desired hierarchy and click the **Select** button.

   The search results display at the bottom of the screen.

3. To refine/sort the requests displayed in the search results:

   a) From the **Refine by Request Type** or **Refine by Status** sections displayed on the left-side of the screen, de-select the **All** checkbox first to activate the sort option checkboxes.

   b) Select the desired checkbox(es) in displayed on the left-side of the screen and click the **Refine Search** button. You may need to scroll down to view this button.

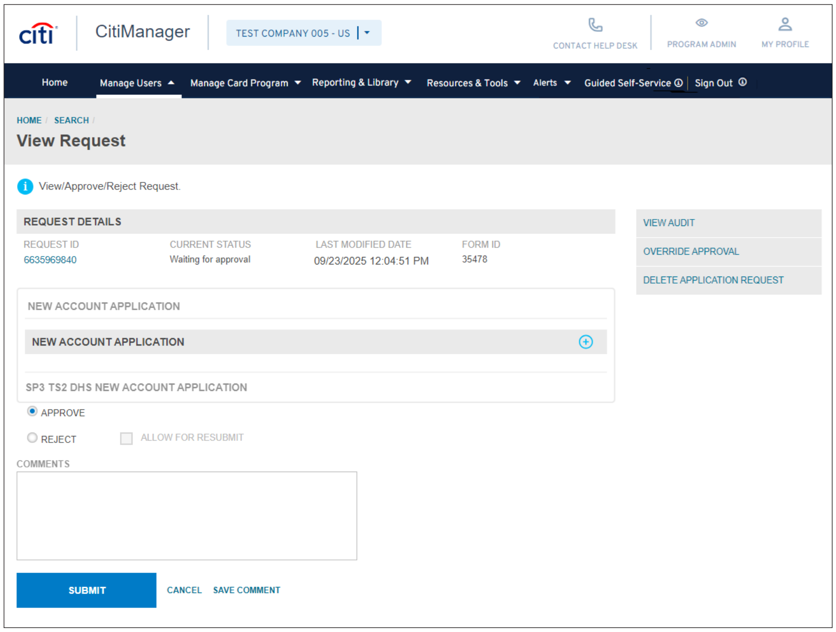
   The requests displayed are filtered by the options selected.

   c) To further sort the results by **Request ID**, **Name**, **Status** (e.g. Waiting for Approval) or **Request Type**, click the column header name.

4. To view a request, from the **Request ID** column, click the link for the request you wish to view.

   The View Request screen displays.

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



View Request Screen

</td>
<td>

5. Review the request details.
6. When you are finished reviewing the request, select either the **Approve** or **Reject** radio button.

   Note: If the request is rejected, you are required to type a reason for the rejection in the **Comments** field and then click the **Save** comment link. By default, the **Allow for Resubmit** checkbox is selected. De-select the checkbox if resubmission is not allowed.
7. When you are finished, click the **Submit** button.

   A confirmation message displays.

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

Treasury and Trade Solutions
citi.com/treasuryandtradesolutions

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