# CitiManager® Site Upgrade Transition User Guide

July 2018

Treasury and Trade Solutions

# Table of Contents

# CitiManager® Site Upgrade Transition Reference Document

## Introduction

At Citi, we're always focused on improving convenience and increasing efficiency and our latest CitiManager® Site release updates the interface for Non-cardholders with an all-new look and feel.

All the functions you currently use are still available. However, navigation and workflows are more streamlined, and managing Cardholders will be easier than ever.

This overview document will assist with your transition by mapping how you previously navigated to functions in the CitiManager Site and how to access them in the new interface.

For detailed steps on how to perform CitiManager Site functions highlighted in this transition document, refer to the **CitiManager Non-cardholder Quick Start Guide** or the **CitiManager Non-cardholder End-to-End User Guide**. To access these guides, log in to the CitiManager Site and from the side navigation bar, click the **Web Tools** icon and select the **Learning Center** link.

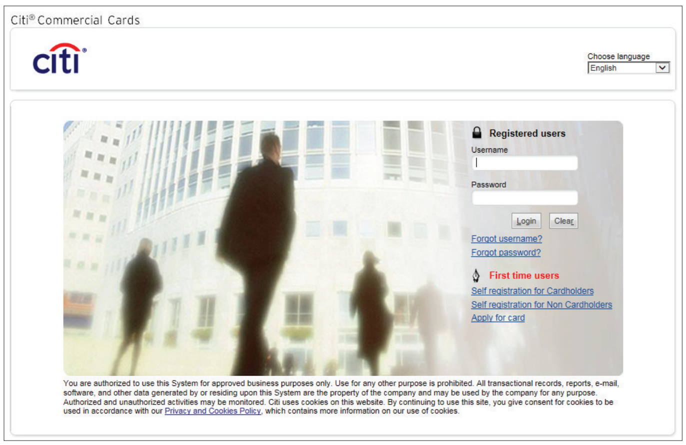
## Login Screen

Navigate to the CitiManager **Login** screen to access the CitiManager Site. From this screen you can also choose your language before you log in, retrieve a forgotten username, reset your password, and self-register as a Non-cardholder.

<table>
<tr><th>CitiManager (Previously) →</th><th>CitiManager (Now)</th></tr>
<tr>
<td>

**Navigation:**
www.citimanager.com/login

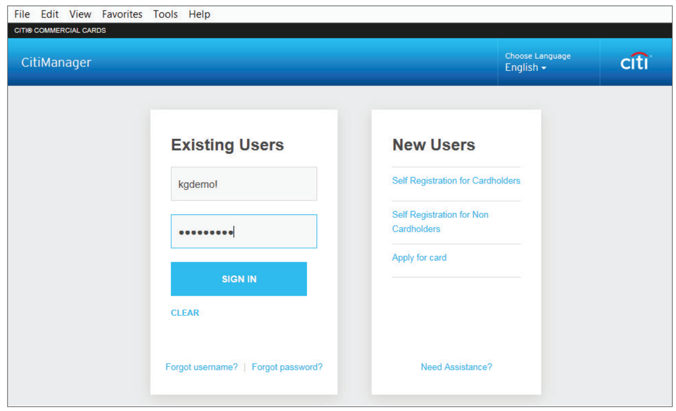
**CitiManager Site Login Screen**




</td>
<td>

**Navigation:**
www.citimanager.com/login

**CitiManager Site Login Screen**




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

## Home Screen

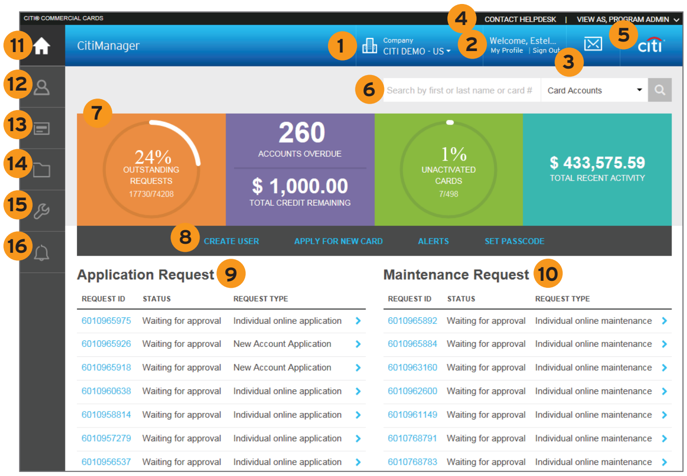
After you log in to the CitiManager Site, the **Home** screen displays. The **Home** screen acts as a dashboard and displays a high level metric summary of your program — including outstanding requests, accounts overdue, total credit remaining, number of un-activated cards and recent activity.

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

| Screen | Descriptions |
|---|---|

## Screen

### CitiManager Site Login Screen




## Descriptions

### Header

1. View your company. If you have access to more than one, you may select another company by selecting it from the drop-down list.
2. Access **My Profile** functions or sign out of the CitiManager Site.
3. View the **Message Board.**
4. Contact the Help Desk for assistance.
5. If you have both Cardholder and Non-cardholder access to the CitiManager Site you can toggle between both using the drop-drop list.

### Screen Components

6. Complete a search by typing a name or card account number and then select an action from the drop-down list such as **Card Accounts** or **View Requests.**
7. View high-level account metrics such as outstanding requests, accounts overdue, total credit remaining, percent un-activated cards and total recent activity.
8. Use the quick links to create a user, apply for new card, set your personal alerts and set passcode.
9. View a list of pending **Application Requests** that are waiting for your review.
10. View a list of pending **Maintenance Requests** that are waiting for your review.

### Side Navigation Bar

11. Click the **Home** icon to return to the **Home** screen.
12. Click the **Manage Users** icon to view card account details, view recent and billed statements, perform account maintenance, view requests, view refund history, perform a user search, print multiple statements, view disputes, view hierarchy, create a user and assign/unassign applications.
13. Click the **Manage Card Program** icon to complete a new account applications, run reports, and set passcodes.
14. Click the **Resources** icon to view messages, access FAQs and Links & Help.
15. Click the **Tools** icon to navigate to CitiManager – Reporting, CitiManager – Transaction Management or CitiManager – Expense Management if you are entitled and also the Learning Center.
16. Click the **Alerts** icon to manage your alert subscriptions, view the audit log and view on-demand mobile alert information.

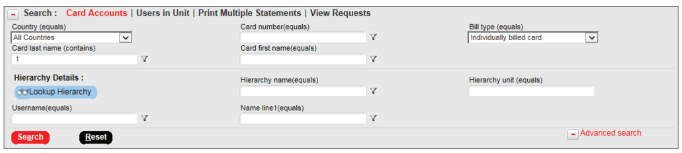
## Searches

The process of performing searches has been streamlined so you no longer have to select filters to change the qualifiers such as **equals**, **starts with**, **ends with** and **contains.** Instead, you can simply type full or partial search criteria into the desired field without selecting a qualifier. You can choose a basic search or click the **More Options** button for additional search options. Up to 1,000 results can be returned before you have to further refine your search.

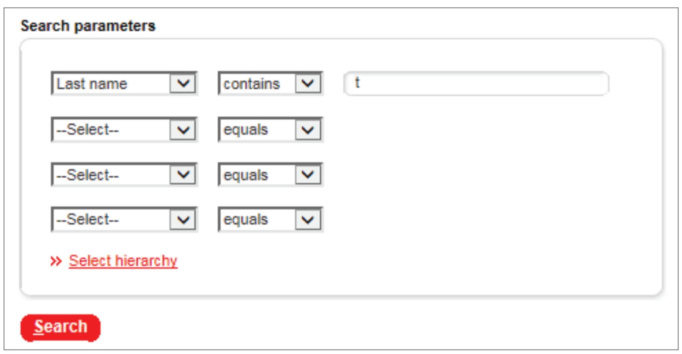
### CitiManager (Previously) → CitiManager (Now)

#### CitiManager (Previously)

Search Options

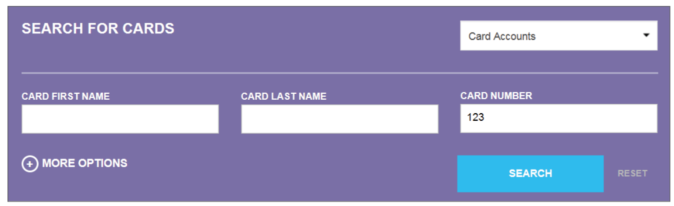



Search Parameters




#### CitiManager (Now)

Search Options



## Manage Users

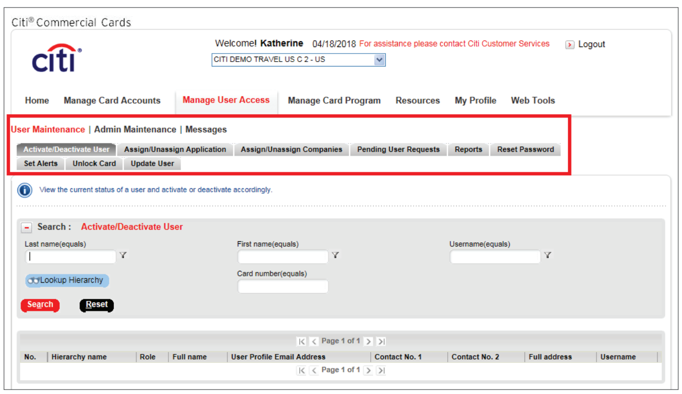
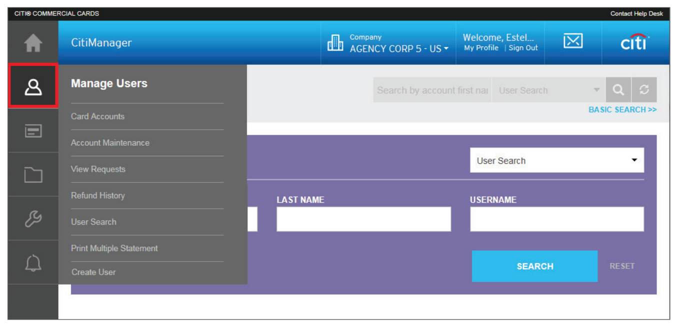
To view and manage card accounts and users, click the **Manage Users** icon from the side navigation bar.

Click the **Card Accounts** link to view card accounts, disputes, hierarchies, modify alerts received by the cardholder, view and download statements and transactions (billed and recent) and dispute a transaction.

Click the **View Requests** link to view/approve/deny application and maintenance requests.

Click the **User Search** link to reset a user's password, activate/de-activate a user, update a user's personal and contact details, roles, hierarchy and entitlements. You can also assign/unassign companies.

You can also click the appropriate links to perform account maintenance, view refund history, print multiple statements and create a user.

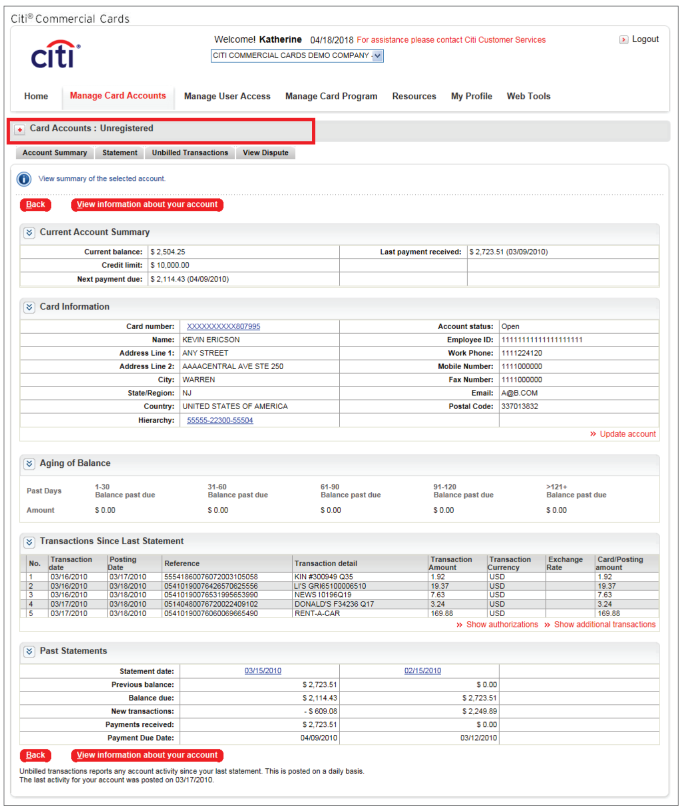
| CitiManager (Previously) → | CitiManager (Now) |
|---|---|
| **Navigation:** Manage User Access Tab | **Navigation:** Manage Users Icon |
| User Maintenance Options | Manage Users Options |
|  |  |

## View and Manage Card Accounts

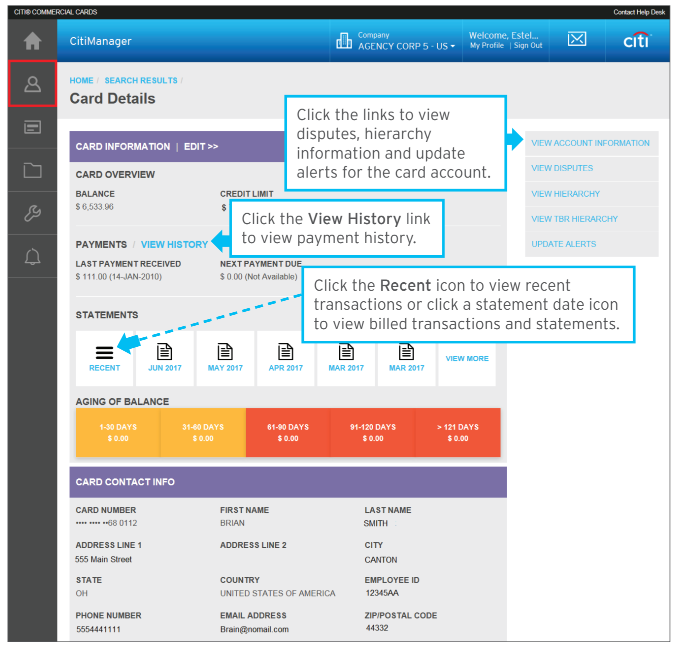
You can view and manage card account information from the **Card Details** screen. You can view a card overview, payments, aging of balance and card contact information. You can also navigate to recent transactions and previous statements. It is also possible to view disputes and hierarchy information and update alerts for the card account.

| CitiManager (Previously) | CitiManager (Now) |
|---|---|
| **Navigation:** Manage Card Accounts Tab > Card Accounts > Search > Manage Account Button | **Navigation:** Manage Users Icon > Card Accounts Link > Search |
| Card Accounts Screen | Card Details Screen |

### Card Accounts Screen



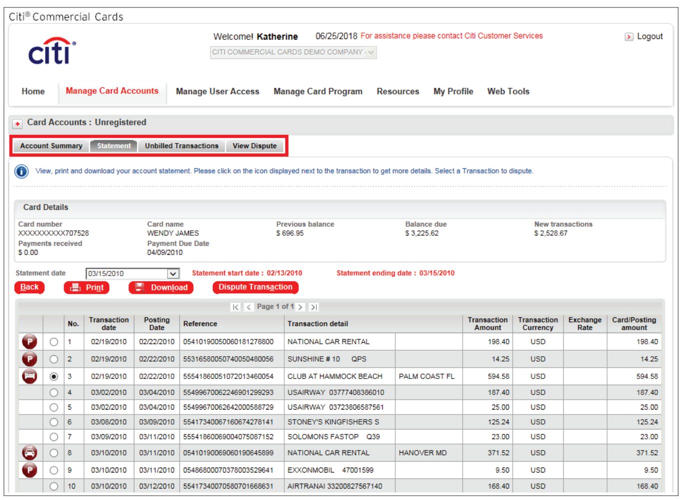

### Card Details Screen

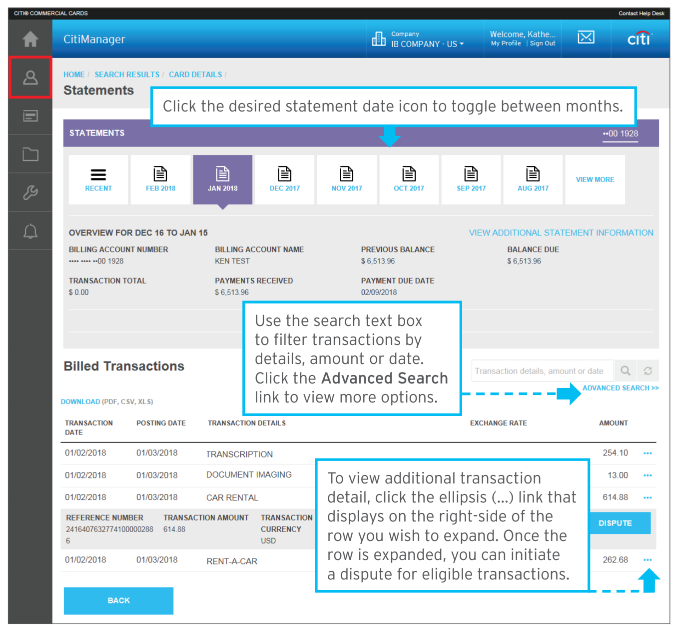


## View Statements and Transactions

From the **Statements** screen, you can navigate to current or previous statements and view transactions. You can also view recent transactions (unbilled) for a card account that have posted to the account but have not yet been billed to a statement. The **Statements** screen displays a snapshot of credit limits, balances, payments posted, pending authorizations and due dates. A list of transactions display and you can expand each row to view additional detail that may have been sent to Citi from a merchant and also dispute a transaction if it is eligible.

| CitiManager (Previously) | CitiManager (Now) |
|---|---|
| **Navigation:** Manage Card Accounts Tab > Card Accounts > Search > Manage Account Button > Statement or Unbilled Transactions Tabs | **Navigation:** Manage Users Icon > Card Accounts Link > Search > Card Details > Recent or Statement Date Icon |
| **Statements Screen** | **Statements Screen** |



## Manage Application and Maintenance Requests

You can view all online applications and maintenance requests submitted through the CitiManager Site and then approve or reject them. You can access requests either from the **Home** screen or by clicking the **Manage Users** icon from the side navigation bar.

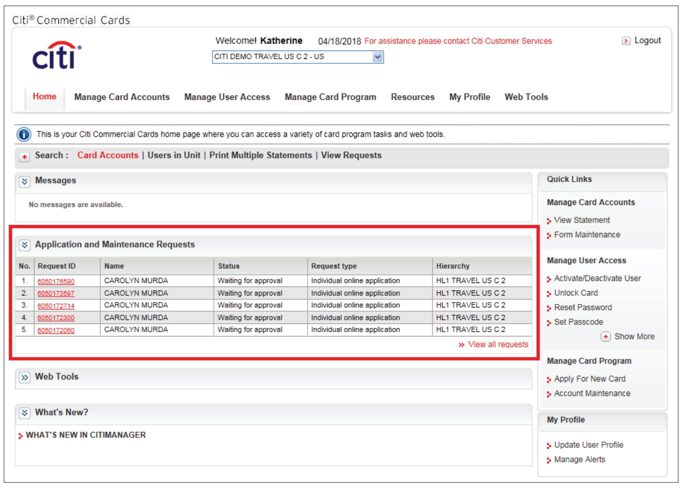
From the **View Request** screen you can also override an approval, download application requests and delete an application request. The option to approve and reject a request depends on the workflow and the status of the selected request. To delete an online application request, Non-cardholders must have that entitlement assigned to them.

### CitiManager (Previously) → CitiManager (Now)

**CitiManager (Previously)**

**Navigation:** Home Screen > Request ID Link

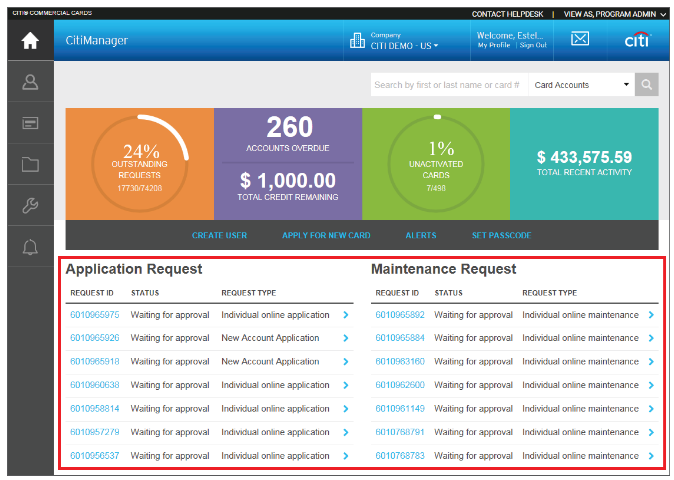
Application and Maintenance Requests – Home Screen




**CitiManager (Now)**

**Navigation:** Home Screen > Application Request or Maintenance Request ID Link

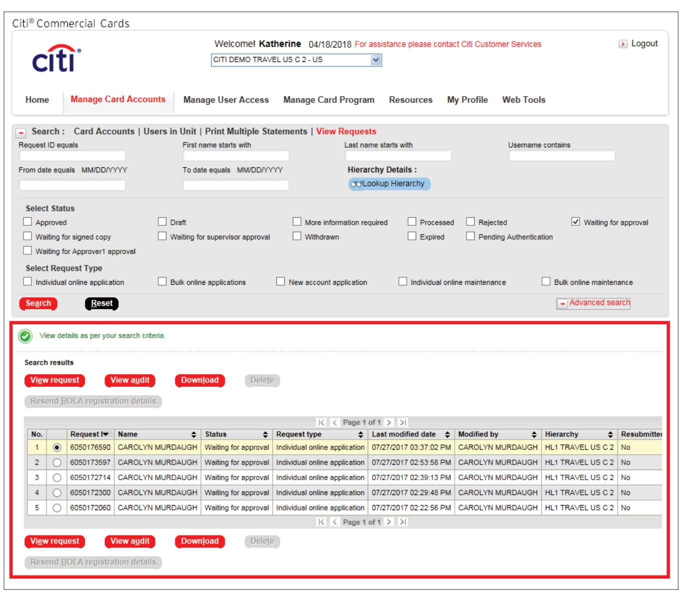
Application and Maintenance Requests – Home Screen




**CitiManager (Previously)**

**Navigation:** Manage Card Accounts > View Requests Button

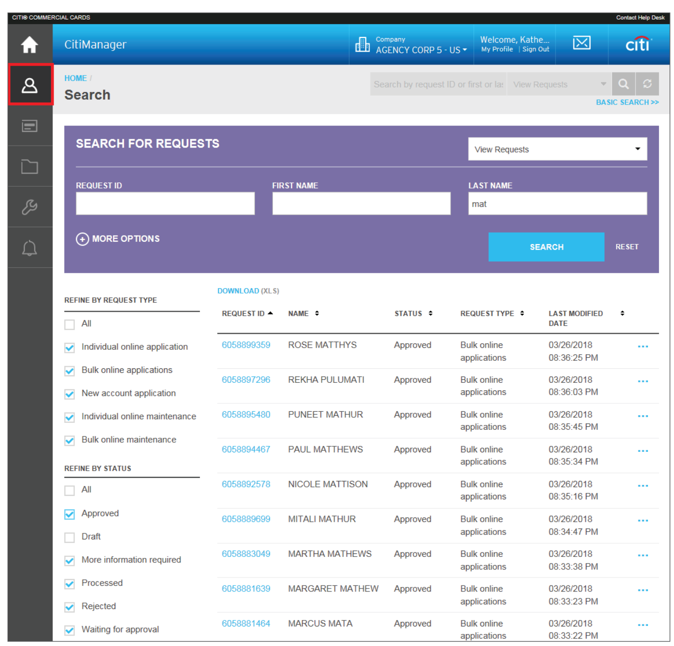
Application and Maintenance Requests – Manage Card Accounts




**CitiManager (Now)**

**Navigation:** Manage Users Icon > View Requests Link > Search > Refine Results > Request ID Link

Application and Maintenance Requests – Manage Card Accounts



## Manage Card Program

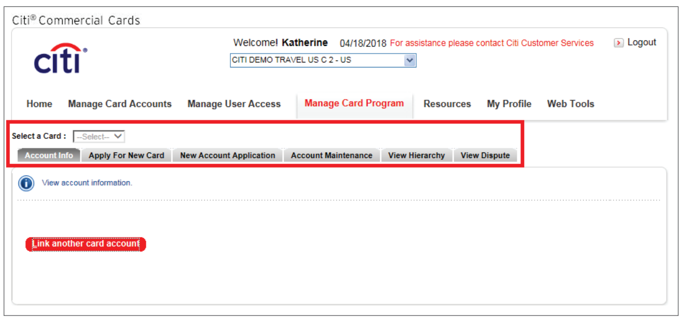
To manage card program activities, click the **Manage Card Program** icon from the side navigation bar. You can initiate a new card account application, run reports, set passcodes and complete bulk transfers.

To complete bulk online maintenance (BOLM), bulk applications (BOLA) and upload the supervisor list, click the **Document Management** link.

### CitiManager (Previously) →

**Navigation:** Manage Card Program Tab

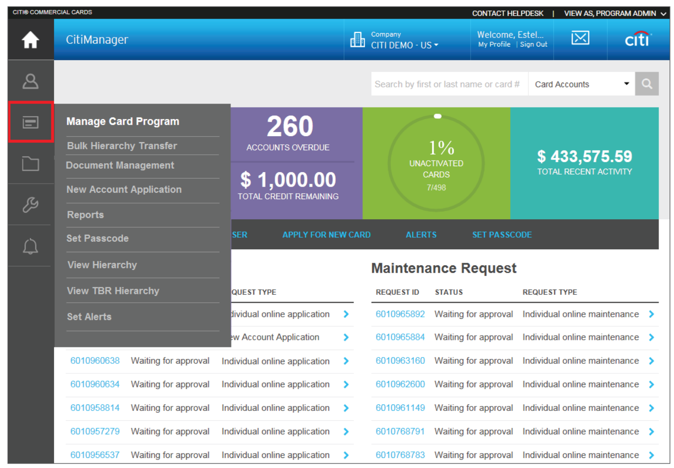
**Manage Card Program Options**




### CitiManager (Now)

**Navigation:** Manage Card Program Icon

**Manage Card Program Options**



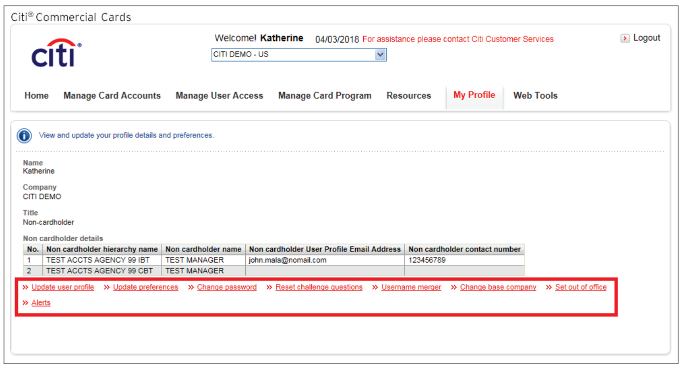
## My Profile

To view information related to your CitiManager Site profile such as contact details, user roles, hierarchy, entitlements or to update your user preferences, change your password, reset your challenge questions, merge usernames, change your primary company, link a card account or set your out of office back up, click the **My Profile** link that displays under your name at the top of the screen. When the **Contact Information** screen displays, click the link for the action you wish to perform.

### CitiManager (Previously) →

**Navigation:** My Profile Tab

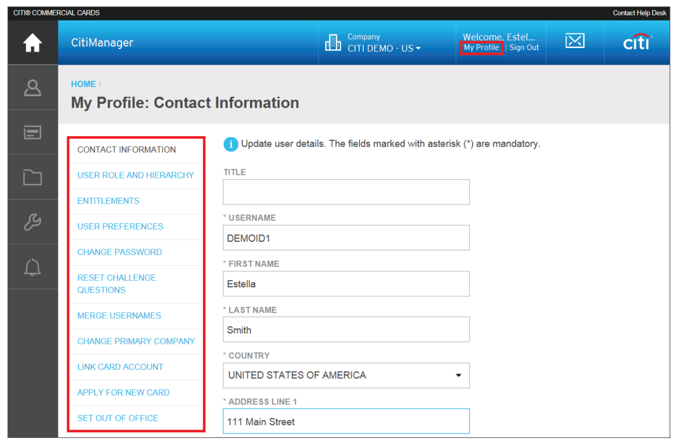
**My Profile Options**




### CitiManager (Now)

**Navigation:** My Profile Link

**My Profile Options**



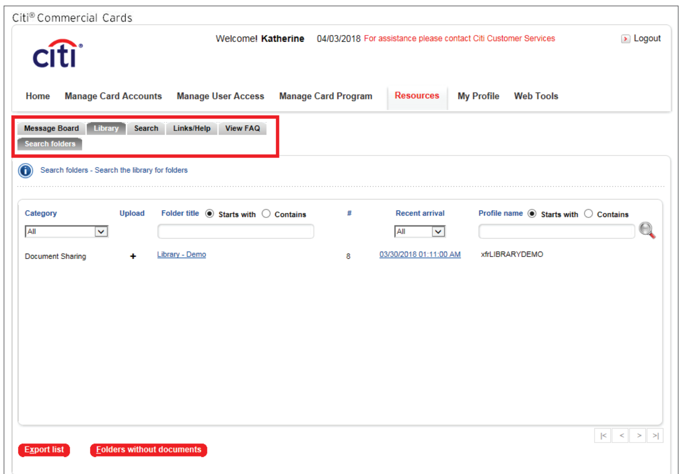
## Resources

To view and post messages, use Library to upload and download files to and from Citi, search for Non-cardholders, access links to resources and Frequently Asked Question (FAQs) click the **Resources** icon from the side navigation bar.

### CitiManager (Previously)

**Navigation:** Resources Tab > Messages Board, Library, Search, Links/Help, View FAQ Tabs

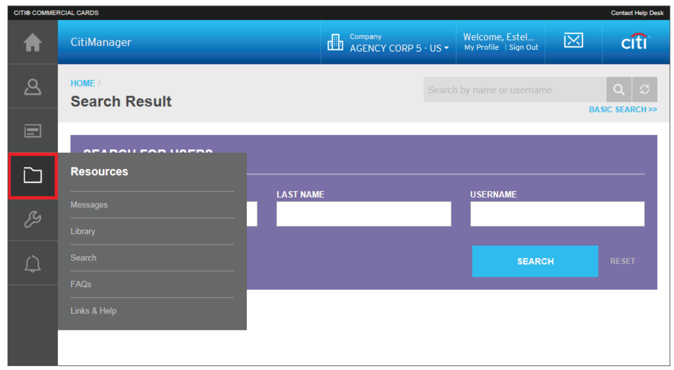
Resources Options




### CitiManager (Now)

**Navigation:** Resources Icon > Messages, Library, Search, FAQs or Links & Help Links

Resources Options



## Web Tools

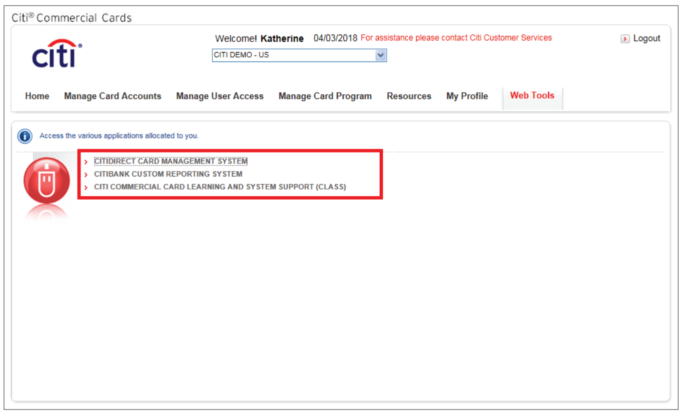
Depending on your entitlements, you can access CitiManager – Transaction Management (CCMS), CitiManager – Reporting (CCRS) and CitiManager – Expense Management (GCMS) by clicking the **Web Tools** icon from the side navigation bar.

Additionally you can access the Learning Center (CLASS) to register for and launch reference documents, web-based training and register for webinars and instructor-led training.

<table>
<tr><th>CitiManager (Previously)</th><th>CitiManager (Now)</th></tr>
<tr><td>

**Navigation:** Web Tools Tab > CCMS, CCRS, GCMS or CLASS Links

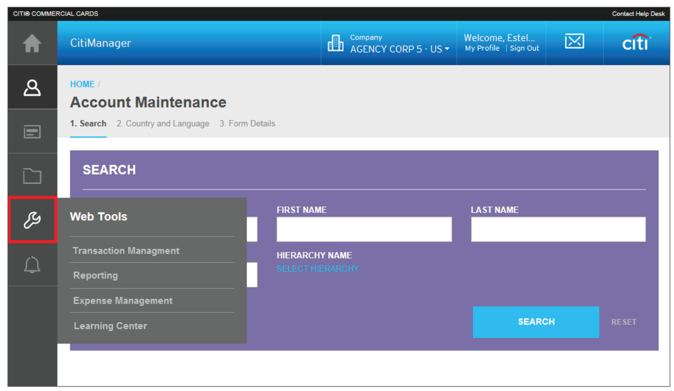
**Web Tool Options**




</td><td>

**Navigation:** Web Tools Icon > Transaction Management, Reporting, Expense Management or Learning Center Links

**Web Tool Options**




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

## Alerts

It is possible to set alerts available to Cardholders in your hierarchy, update alerts received by a specific Cardholder and set the alerts you receive as a Non-cardholder when selected activities occur to your Cardholder's accounts, for example, when a transaction is declined.

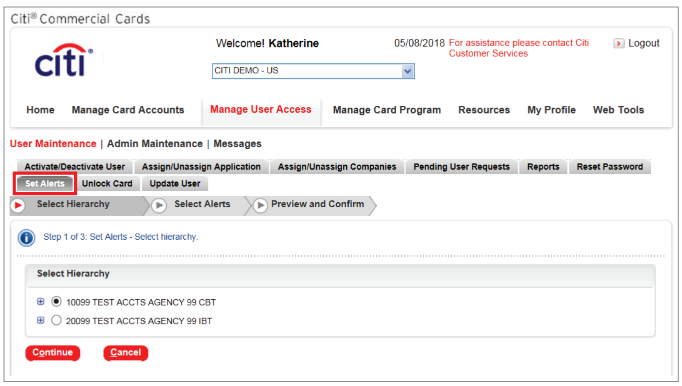
| CitiManager (Previously) → | CitiManager (Now) |
|---|---|

### CitiManager (Previously)

**Set Alerts for You Hierarchy**

**Navigation:** Manage User Access Tab > Set Alerts Tab

**Alerts – Hierarchy**

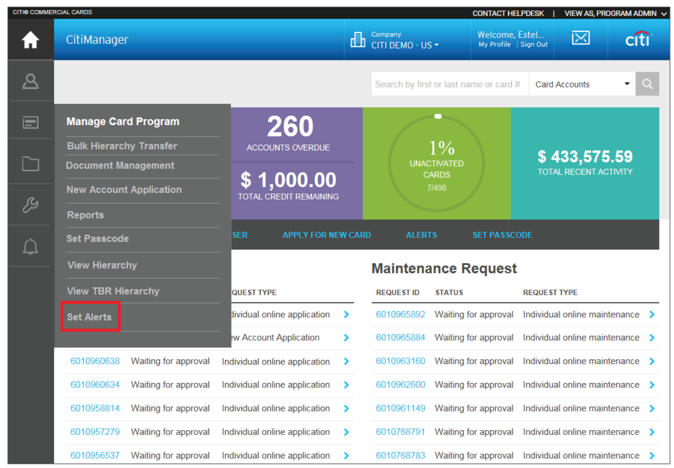



### CitiManager (Now)

**Set Alerts for Your Hierarchy**

**Navigation:** Manage Card Program Icon > Set Alerts Link

**Alerts – Hierarchy**

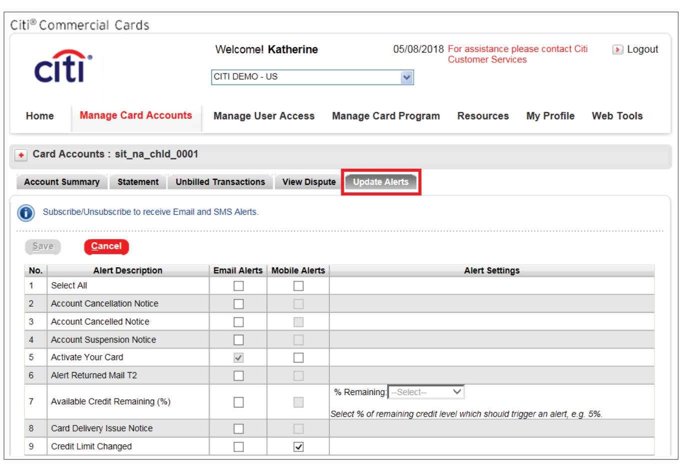



### CitiManager (Previously)

**Modify Alerts Received by a Cardholder**

**Navigation:** Manage Card Accounts Tab > Search >Manage Account Button > Update Alerts Tab

**Alerts – Cardholder**

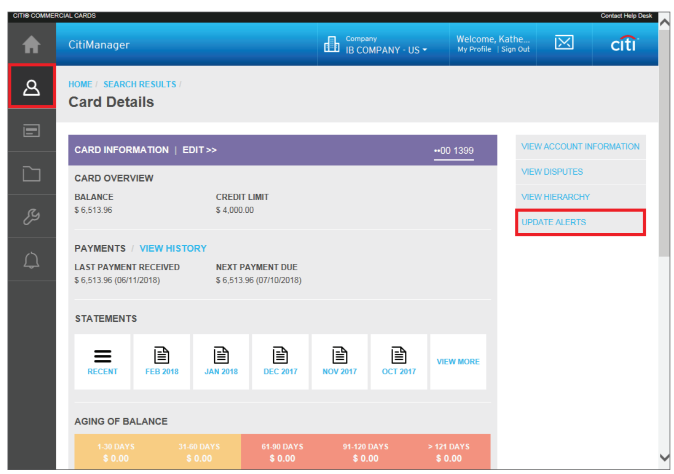



### CitiManager (Now)

**Modify Alerts Received by a Cardholder**

**Navigation:** Manage Users Icon > Card Accounts > Update Alerts Link

**Alerts – Cardholder**

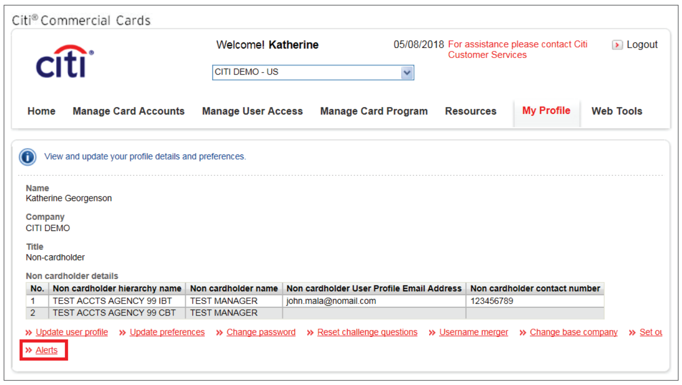


## CitiManager (Previously) →

### Set Your Own Alerts as a Non-cardholder

**Navigation:** My Profile Tab > Alerts Link

### Alerts – Non-cardholders

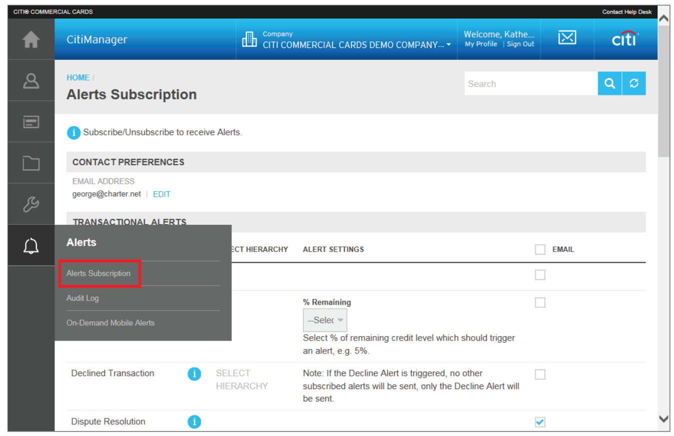



## CitiManager (Now)

### Set Your Own Alerts as a Non-cardholder

**Navigation:** Alerts Icon > Alert Subscriptions Link or Home Screen > Alerts Link

### Alerts – Non-cardholders



## Bulk Online Applications/Bulk Online Maintenance

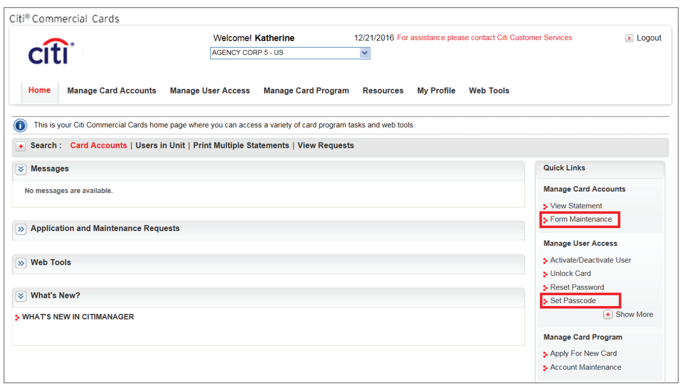
Bulk Online Applications (BOLA) allows Non-cardholders to initiate a large number of Cardholder Applications in bulk using a file upload process. When initiating applications in bulk, Cardholders do not need to create their application manually through the CitiManager Site.

Bulk Online Maintenance (BOLM) allows Non-cardholders to submit a large number of Cardholder Maintenance requests in bulk using a file upload process.

You can upload and download BOLA/BOLM forms from the **Document Management** screen by selecting the desired function and activity.

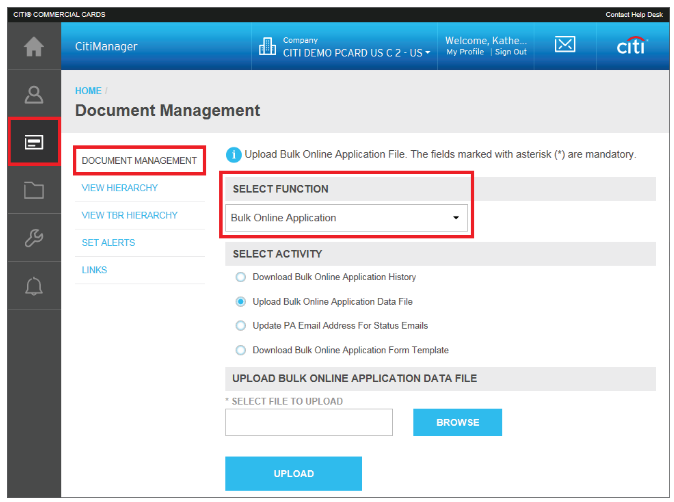
<table>
<tr><th>CitiManager (Previously)</th><th>CitiManager (Now)</th></tr>
<tr><td>

**Navigation:** Set Passcode Link › Download From Template Link




</td><td>

**Navigation:** Manage Card Program Tab › Document Management Link › Select either Bulk Online Application or Bulk Online Maintenance function › Select ether the upload or download activity.




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

## Navigation Quick Reference

The functions you have access to may vary based on your individual company set-up and entitlements that have been assigned to you.

| Task | Navigation |
|---|---|
| **Login Screen** | |
| Login to CitiManager | www.citimanager.com/login › Login Screen |
| Choose Your Language | www.citimanager.com/login › Login Screen |
| Self-register as Non-cardholder | www.citimanager.com/login › Login Screen |
| Retrieve Forgotten Username | www.citimanager.com/login › Login Screen |
| Reset Forgotten Password | www.citimanager.com/login › Login Screen |
| **My Profile** | |
| Update Contact Information | My Profile Link › Contact Information Link |
| View User Roles and Hierarchy | My Profile Link › User Role and Hierarchy Link |
| View Entitlements | My Profile Link › Entitlements Link |
| Update User Preferences | My Profile Link › User Preferences Link |
| Change Password | My Profile Link › Change Password Link |
| Reset Challenge Questions | My Profile Link › Reset Challenge Questions Link |
| Merge User Names | My Profile Link › Merge Usernames Link |
| Change Primary Company | My Profile Link › Change Primary Company Link |
| Link/Unlink Card Account | My Profile Link › Link Card Account Link |
| Apply for New Card | My Profile Link › Apply for New Card Link |
| Set/Remove Out of Office Backup | My Profile Link › Set Out of Office Link |
| **Manage Users** | |
| View Card Account Information | Manage Users Icon › Card Accounts › Search › Card Number Link |
| View Disputes | Manage Users Icons › Card Accounts › Search › Card Number Link › View Disputes Link |
| View Hierarchy | Manage Users Icon › Card Accounts › Search › Card Number Link › View Hierarchy Link |
| View and Download Statements and Transactions (Recent and Billed) | Manage Users Icon › Card Accounts › Search › Card Number Link › Recent or Statement Date Icon |
| Dispute a Transaction | Manage Users Icon › Card Accounts › Search › Card Number Link › Recent or Statement Date Icon › Click the (...) Ellipsis for Transaction to be Disputed |
| Perform Account Maintenance | Manage Users Icon › Account Maintenance Link › Search › Select Account Radio Button › Update Account Button |
| View/Approve/Deny Application and Maintenance Requests | Home Screen › Application Request or Maintenance Section › Request ID Link<br><br>Manage Users Icon › View Requests Link › Search › Request ID Link |
| Update User Personal Information, Contact Details, Role, Hierarchy or Entitlements | Manage Users Icon › User Search Link › Search › Username Link |
| View Refund History | Manage Users Icon › Refund History Link › Search › Account Number Link |
| Print Multiple Statements | Manage Users Icon › Print Multiple Statement Link › Search |
| Create User | Manage Users Icon › Create User Link › Create Button |

| Task | Navigation |
|---|---|
| **Manage Card Program** | |
| New Account Application | Manage Card Program Icon › New Account Application Link |
| Run Reports | Manage Card Program Icon › Reports Link |
| Set Passcode | Manage Card Program Icon › Set Passcode Link |
| Account Credit Refund | Manage Card Program Icon › Account Credit Refund Link |
| Bulk Hierarchy Transfer | Manage Card Program Icon › Bulk Hierarchy Transfer Link |
| Transfer Hierarchy History | Manage Card Program Icon › Transfer Hierarchy History Link |
| Download/Upload Bulk Online Applications | Manage Card Program Icon › Document Management Link › Select Function › Select Activity |
| Download/Upload Bulk Online Maintenance | Manage Card Program Icon › Document Management Link › Select Function › Select Activity |
| Update PA Email Address for Status Emails | Manage Card Program Icon › Document Management Link › Select Function › Select Activity |
| View Hierarchy | Manage Card Program Icon › View Hierarchy Link |
| **Resources** | |
| View and Post Messages | Resources Icon › Message Link |
| Use Library to Upload and Download Files | Resources Icon › Library Link |
| Search for Non-cardholders | Resources Icon › Search Link |
| View Frequently Asked Questions (FAQs) | Resources Icon › FAQs Link |
| Access Links & Help | Resources Icon › Links & Help Link |
| **Web Tools** | |
| Access CitiManager – Reporting (CCRS) | Web Tools Icon › Reporting Link |
| Access CitiManager – Transaction Management (CCMS) | Web Tools Icon › Transaction Management Link |
| Access CitiManager – Expense Management (GCMS) | Web Tools Icon › Expense Management Link |
| Access the Learning Center (CLASS) | Web Tools Icon › Learning Center Link |
| **Alerts** | |
| Set Alerts for Your Hierarchy | Manage Card Program Icon › Set Alerts Link |
| Set Alerts Received as a Non-cardholder | Alerts Icon › Alert Subscriptions Link or Home Screen Quick Links › Alerts Link |
| Set Alerts Received by a Cardholder | Manage User Icon › Card Accounts › Update Alerts Link |
| Manage On-Demand Mobile Alert Commands | Alerts Icon › On-Demand Mobile Alerts |

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