

Applying for a business card in CitiManager

Two-step approval

November 2022

Business Cards



On-Line Application (OLA) in CitiManager

Application for a Business Card (debit, charge or guaranteed) may be submitted via CitiManager platform in the following processes:

- **One-step approval** (the application is approved by one of the stated program administrators)

Process: the applicant -> the program administrator -> the bank

- **Two-step approval** (the approval by both the supervisor and the administrator of the program is required)

Process: the applicant -> the supervisor -> the program administrator -> the bank

(with one approval process only being set on a given client).

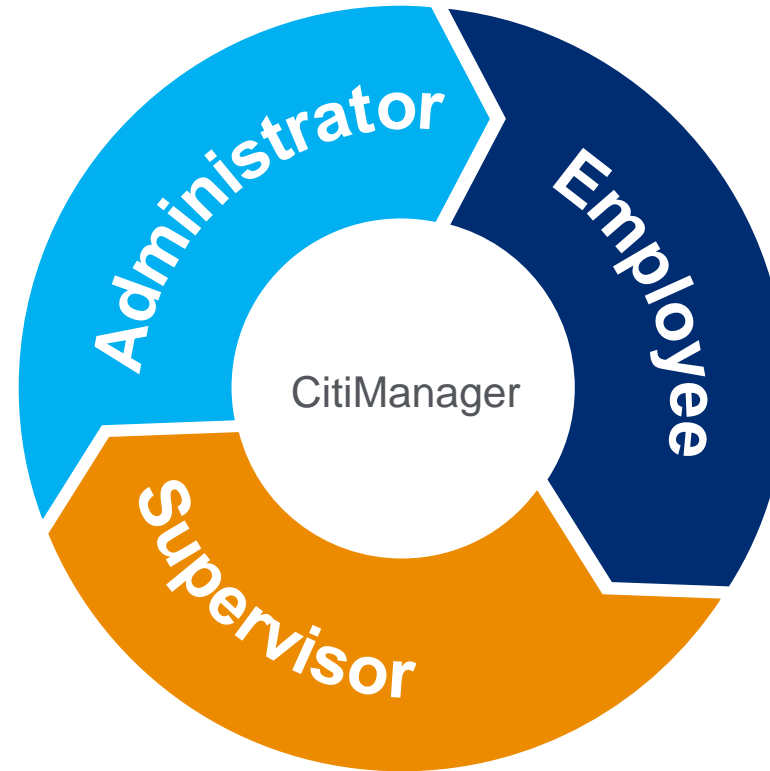
If the Client has decided to use the two levels of the application's approval process, they shall **inform the Bank accordingly** to allow it to use the relevant settings of the process in the system.

After the process has been set by the Bank, prior to the employees being able to apply for a card, the program administrator shall assure the first level of approval by **developing the form** with the details of the supervisors who are to approve the applications in the first place. Following preparation of the file, the administrator **uploads the file** containing the details of the supervisors into CitiManager.

The supervisor whose details have been entered on the file, the list of supervisors shall receive the registration data for CitiManager, when the first card applicant submits the application and designates a given supervisor as the first-step approver.

On-Line Application (OLA) – two-step approval

- Setting the access code for submitting applications;
- Preparing and uploading the list of supervisors into CitiManager
- Providing the employee with the application data (the access code and the email address)
- Final approval of the application



- Completion of the application in CitiManager using the data obtained from the Administrator
- Assigning the PIN number to the card
- Selection of the Supervisor from the list
- Submission of the application

- Verification of the application, editing and review of the application
- First-step approval
- Transferring of the application to the next step of the process

On-Line Application (OLA) – two-step approval

The program administrator assures the first level of approval through preparation and uploading to the system of the list of the supervisors who shall approve applications in the first place. They are also in charge of updating the list.

	A	B	C	D	E	F	G
1	Group Number	Group Name	Employee ID	Employee e-mail ID	Employee Name	GL Code	Hierarchy unit
2	TEST129495	Jane Doe	94837104	jane.doe@test.com	Jane Doe	Cost Centre 12345	
3	TEST4928	John Doe	889203	john.doe@test.com	John Doe	GLC12345	
4							

CitiManager

Company: FIRMA TESTOWA

HOME / Document Management

1 DOCUMENT MANAGEMENT

2 SELECT FUNCTION: Supervisor List

3 SELECT ACTIVITY: UPLOAD FILE

4 * SELECT FILE TO UPLOAD: [input] BROWSE

5 DOWNLOAD FILE

Last file uploaded on: 10/11/2022 12:09:25

VIEW REPORT

UPLOAD

The list of supervisors shall be prepared on a special form that can be found on the website: <https://www.citibank.pl/poland/karty-biznes/en/admin-panel.html> (section: Manuals).

Following downloading of xls file, save it on your computer and enter the details of supervisors

Navigate as follows:

1. Manage the card program -> **Document Management**
2. Select function -> **Supervisors List**
3. Select action -> **Upload File**
4. Select the file that you saved (xls with the list of supervisors).
5. If you intend to modify the existing list of supervisors, instead of using the template from the website you may download file with the existing details of supervisors from CitiManager and add or remove data accordingly.

Preparing the file constituting the list of supervisors

Column name	Description	Field requirements
Group Number <i>Non-obligatory field</i>	Within the company, supervisors may be divided into various groups. Each group shall have a unique ID called the group's ID.	File length: 20 characters; Supported characters: letters, digits and <space>
Group Name <i>Obligatory field</i>	The group's name shall be unique within the company but may be repeated in the file.	File length: 60 Supported characters: letters, digits and <space>
Employee ID <i>Non-obligatory field</i>	Supervisor's number (staff ID)	File length: 15 characters; Supported characters: letters, digits and <space>
Employee Email ID <i>Obligatory field</i>	Supervisor's email address	File length: 60 Supported characters: letters, digits, special characters and <space>
Employee Name <i>Obligatory field</i>	Supervisor's name (composed of the first name, the middle name, if used, and the last name)	File length: 50 Supported characters: letters, digits and <space>
GL Code <i>Non-obligatory field</i>	Accounting code, cost origin location or general ledger code	File length: 20 Supported characters: letters, digits and <space>
Hierarchy Unit <i>Obligatory field</i>	Enter the number of the hierarchy unit copied from CitiManager View Hierarchy (you may need to add mark , prior to 000)	File length: 50 Supported characters: digits

Validation of the supervisor list file

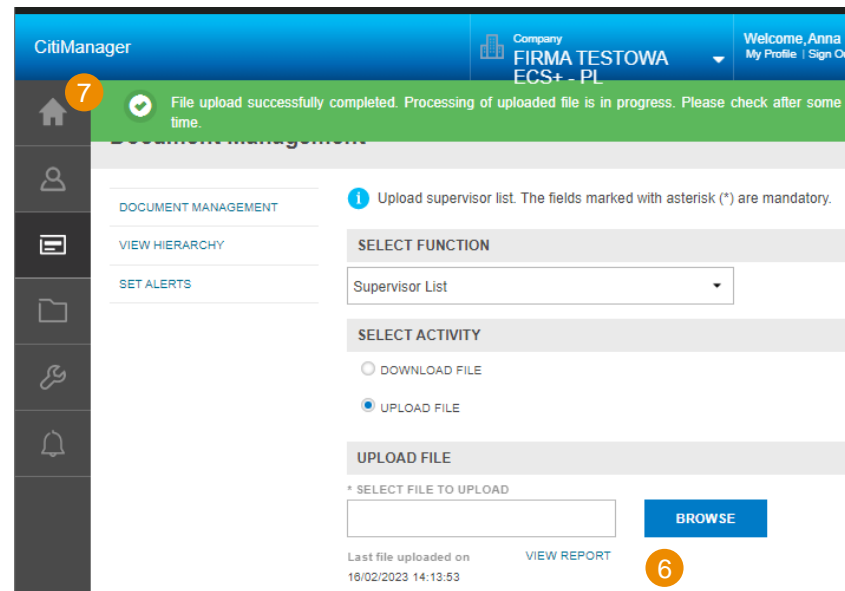
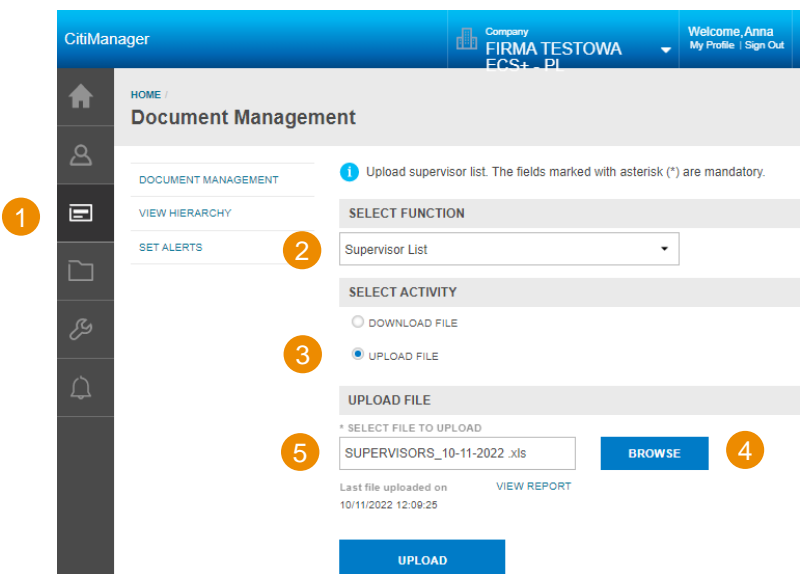
One of the key issues is correct preparation of the file containing the details of supervisors.

The file shall meet the following conditions:

- The file with the details of supervisors shall be prepared using an Excel (xls) template.
- Files in other formats will not be processed correctly by the system.
- The file name cannot contain any special characters.
- The first line containing column names (headings) cannot be removed from the file's template.
- The details of supervisors shall be found on a single sheet.
- Following entry of data and saving of the list of supervisors, the file shall be uploaded in CitiManager.
- The file containing the details of supervisors shall comprise all data reported to date that is currently found in CitiManager for that specific company or hierarchy unit.
- The maximum permitted number of lines in the file is 9999.
- Each newly transferred file containing a list of supervisors shall be written over the preceding list of supervisors.
- The supervisors may be linked to a specific hierarchy using the Hierarchy Unit column.

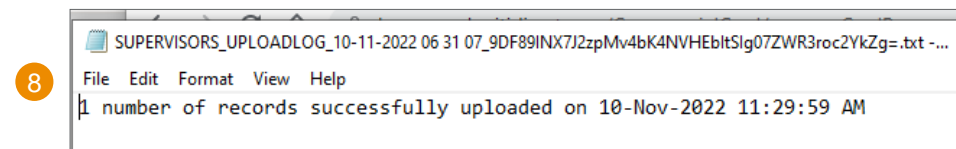
Uploading the supervisor list file

Following preparation of the supervisor list file consistently with the information presented on the previous slides, the file shall be uploaded into the system.



Navigate as follows:

1. Manage the card program -> **Documentation Management**
2. Select function -> **List of Supervisors**
3. Select action -> **Upload File**
4. Select **Browse** and subsequently *select the xls file from the computer* with a previously prepared list of supervisors.
5. The file name path shall be filled in – make sure that the file name is correct.
6. Select **Upload**.
7. A green message shall appear confirming that the file has been successfully uploaded.
8. Following selection of **View Report** command, a text file shall be displayed with confirmation of the number of uploaded records.



Selection of a supervisor

Following correct uploading of the list of supervisors by the program administrator, the card applicant shall select the supervisor to approve the application at the first stage when completing the application.

Apply for New Card
1. Passcode Verification 2. Country and Language 3. Card Application Details

i Please complete the form below and submit.

* APPROVING GROUP NAME
Archana 1

* SUPERVISOR'S EMAIL ADDRESS
--Select--
archana.a@iuo.citi.com 2

Apply for New Card
1. Passcode Verification 2. Country and Language 3. Card Application Details

i Please complete the form below and submit.

* APPROVING GROUP NAME
Archana

* SUPERVISOR'S EMAIL ADDRESS
--Select--
archana.a@iuo.citi.com 2

Navigate as follows:

The applicant shall visit www.citimanager.com/login website, select

Apply for a card today, and next shall select the *Invitation code*, enter the *Access code* and the *inviting person's email address*, proceed to the entry of the data required for registration in CitiManager. Thereafter, the applicant shall be directed to section titled

Apply for a new card.

1. The applicant shall select from the drop-down list the name of the approving group (it is possible that one name may be available for selection on the list)
2. Next, the applicant shall go to the Email address of supervisors and shall select the email address of the supervisor from the drop-down list. Thereafter, they shall continue to complete the application.

Following completion and submission of the application, the supervisor selected from the list shall receive a notification of the application awaiting approval and the applicant shall receive a confirmation of submission of the application via email and shall await its approval.

System notifications for supervisors

It is important to understand the behaviour of the system email in the case of supervisors whose details are found in the file. The table below explains how a system notification works.

IF	THEN
<p>A new list of supervisors has been uploaded in CitiManager.</p>	<p>The supervisors shall not receive any system notification until a new application is submitted to them for approval. When the application awaits approval, the supervisor shall receive the following email messages:</p> <ol style="list-style-type: none">1.Registration email message – registration ID2.Registration email message – access code to registration3.Notification of an Application awaiting approval4.Notification of any changes to the status of the application
<p>The supervisor already exists in the system in the role of: Card Holder, Supervisor or the Program Administrator.</p>	<p>The supervisors shall not receive any system notification until a new application is submitted to them for approval. If the current user of CitiManager is the Card Holder and their first name and last name and email address correspond to the data entered in the table of supervisors, the existing user name of the Card Holder shall be updated to enable exercise of supervisory functions.</p> <p>When the application awaits approval, the supervisor shall receive the following email messages:</p> <ol style="list-style-type: none">1.Notification of an Application awaiting approval2.Notification of any changes to the status of the application

System notifications confirming submission of an application

Following correct uploading of the list of supervisors by the program administrator and submission of the card application, the system shall send email notifications.

Od: citicommercialcards.admin@citi.com
Data: 10 listopada 2022 o 12:58:21 CET
Do: [REDACTED]
Temat: Action Required: Review Citi Commercial Card application: E0004879873

Dear CitiManager User

A Citi Commercial Card application **E0004879873** has been submitted for your [approval.Today's](#) action was submitted by: [REDACTED]

Please access the CitiManager link:



<https://home.cards.citidirect.com/CommercialCard/Cards.html>

Login using your new username/password and take the necessary steps to review the card application:

1. Once you have accessed CitiManager, click on the 'View Requests' link.
2. Locate the Citi card request by using the Request ID above in the search parameters.
3. Click 'View Request' to open the selected card application request.
4. Approve or Reject the request based on the policies of your organization

- 1 Following completion and submission of the application, the supervisor selected from the list shall receive a notification of an application awaiting approval.

Your Citi card application has been received E00...

 citicommercialcards.admin@c
Do [REDACTED] [HWJ]
Archiwizuj 13.05.2023  pon. 8:38

Dear Applicant

Your Citi Commercial Card application E0004879873 has been successfully received. Your application may be subject to further review as per your company's card program policy and Citi's procedures. You will be notified about the progress of your application via email.

To view your application online, please access the CitiManager link:

<https://home.cards.citidirect.com/CommercialCard/Cards.html>

Login using your username/password and go to the 'View Requests' link.

If you have any questions about this email or need assistance, please contact your internal Program Administrator or Citi Customer Service.

- 2 The applicant shall receive confirmation of submission of the application and shall await its approval.

First stage of approval – the supervisor

The screenshot displays the CitiManager interface. At the top, a dashboard shows '1 Outstanding Requests' and '0 Waiting For Next Level Approval'. Below this is a table of 'Application Request' with one entry: Request ID E0004879873, Status 'Waiting for supervisor approval', and Request Type 'Individual online application'. A second screenshot shows the 'View Request' page for the same request. It includes 'REQUEST DETAILS' with fields for Request ID, Current Status, Supervisor, and Last Modified Date. Below this is the title of the request: 'Wniosek o Wydanie Karty Visa Business z dostepem do systemu CitiManager'. The 'INFORMACJE O POSIADACZU (PRACOWNIKU)' section has an 'APPROVE' button selected. A 'COMMENTS' field contains the text 'ok'. At the bottom, there is a 'SUBMIT' button, along with 'CANCEL' and 'SAVE COMMENT' options. Numbered callouts (1-4) highlight the request in the table, the status and supervisor fields, the 'APPROVE' button, and the 'SUBMIT' button respectively.

Following receipt of an email notification, the supervisor shall proceed consistently with the received email message(s) and shall register in or log into CitiManager platform (if previously registered in CitiManager).

1. Following logging into CitiManager platform, a list of applications awaiting approval shall be displayed on the main screen.

2. Once the application has been selected for approval, the details of the supervisor whose approval is being awaited shall appear on the screen.

3. The supervisor shall review the application and, subsequently, shall select APPROVE

4. Following approval of the application, the approver shall select SUBMIT

Following its submission, the application shall be redirected by the system to the program administrators and shall await final approval.

Second/final stage of approval – the program administrator

The screenshot shows the CitiManager interface. At the top, there are two summary cards: one for 'NIEZREALIZOWANE WNIOSKI' (2/4) at 50% and another for 'ZALEGŁOŚCI NA RACHUNKU | RAPORTOWANIE' (0). Below this is a table titled 'Żądanie wniosku' with columns for 'IDENTYFIKATOR ŻĄDANIA', 'STATUS', and 'TYP ŻĄDANIA'. Two rows are visible, both with status 'Oczekuje na zatwierdzenie'. A red box highlights the first row's ID 'E0004880376' with a '1' in a red circle. Below the table is a 'CitiManager' header with a 'Firma FIRMA TESTOWA ECS+ - PL' dropdown. The main content area is titled 'WYŚWIETL ŻĄDANIE' with a '2' in a red circle. It shows 'DANE ŻĄDANIA' with fields for ID, status, supervisor, and last modification date. Below that is a section for 'INFORMACJE O POSIADACZU (PRACOWNIKU)' with a '3' in a red circle. At the bottom, a 'HISTORIA ZATWIERDZEŃ' table shows one entry: 'Approved' on '14/11/2022 07:37:33' by a supervisor. A red box highlights this table with a '3' in a red circle.

IDENTYFIKATOR ŻĄDANIA	STATUS	TYP ŻĄDANIA
E0004880376	Oczekuje na zatwierdzenie	Indywidualny wniosek online
E0004879873	Oczekuje na zatwierdzenie	Indywidualny wniosek online

AKCJA	DATA/CZAS	OSOBA ZATWIERDZAJĄCA
Approved	14/11/2022 07:37:33	[Redacted]

1. The administrator logs into CitiManager platform. Following the logging into CitiManager platform, a list of applications awaiting approval shall be displayed on the main screen.
2. The administrator selects the application from the list and displays the requests
3. At the bottom of the page in the history of approvals, the administrator verifies whether the application has been approved by the supervisor.
4. If the application has been approved at the first stage and the administrator has no comments relating to the application, they shall approve the application by selecting APPROVE
5. Thereafter, the administrator selects SUBMIT

The screenshot shows the approval form for 'Bank Handlowy w Warszawie S.A. www.citihandlowy.pl'. It has two radio buttons: 'ZATWIERDŹ' (selected) and 'ODRZUĆ'. There is a checkbox for 'Allow for resubmit'. Below is a text area for 'UWAGI'. At the bottom, there is a blue 'WYŚLIJ' button with a '5' in a red circle, and 'ANULUJ' and 'ZACHOWAJ UWAGĘ' links.

Thank you

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