



Citibank® Commercial Cards CitiDirect® Card Management System

What's New in Release 3.4

December 15, 2003

The CitiDirect® Card Management System Release 3.4 will be implemented for an effective date of Monday, December 15, 2003. This release includes enhanced features for Cardholders, Approving officials and Agency/Organization Program Coordinators. Please read further for all of the details

NEW AND ENHANCED FEATURES!!

Attention: Cardholders

SELF SERVICE PASSWORD RESET

An exciting new feature has been implemented with this release that will enable Cardholders to have their user password reset without ever calling the Help Desk. In the event that a Cardholder forgets their password, they should click on the 'Forgot your password' link on the CitiDirect login page. Cardholders will receive a pop up that guides them through a self-service password reset process. The Cardholder will be prompted to provide 3 key data elements, user ID, credit card account number and email address. Upon system authentication of those data elements, the Cardholder will receive a message that an email will be sent to their designated email address with a temporary password. Cardholders will receive an email within minutes from CitiDirect Administrator with the system-generated temporary password. They can then log in to CitiDirect using the temporary password and, as usual, will be prompted to change the temporary password immediately.

In the event that a Cardholder does not remember their user ID or user name to access CitiDirect, they can click on the "Forgot your user name" link, answer the prompts and receive an email with their user name.

Both of these features will be available to all Cardholders, provided CitiDirect has the cardholder email address on file.

EMAIL ADDRESS

In order to support the success of the Cardholder self-service password reset, the email address has become a vital piece of information. Therefore, when any Cardholder logs in to CitiDirect, a scan of the cardholder account profile will be conducted. If CitiDirect detects that an email address is not present, the user will receive a warning message on the CitiDirect Home Page advising them that we do not have an email address and to click to add it. The Cardholder may also, at any time, go to Assistance – Change Email Address submenu and initiate an update to their email address.

STATEMENT TRANSACTION DETAIL

The Cardholder statement has been modified for easier viewing of all the details of a transaction. The hyperlink for the Merchant name and the Amount no longer exist. Instead, on the far left of the Statement is a "+" sign for each transaction. This indicates that there is more information for that transaction record. When the user clicks on the "+" sign the single line transaction record

expands to display all of the details of that transaction, including what previously appeared in the Merchant name link, the Amount link as well as any line item detail that accompanied the transaction from the merchant, reallocation activity, Transaction Detail Identifier (TDI) and Transaction Detail Description (TDD).

Only one transaction at a time can be expanded for view so the user must click on the "-" sign next to the expanded transaction to collapse the detail display or simply click on another transaction "+" sign. This will cause the expanded transaction to collapse and expand the newly selected transaction for view of the transaction detail.

For reallocation of transactions the user must expand the transaction record. Once expanded, the reallocation function becomes available and when reallocation is completed, the reallocation details are included in that expanded view of the transaction, all on one single screen.

STATEMENT PRINT

To complement the enhancement to the display of transaction detail, the Statement Print function has been revamped. Any user wishing to print a copy of a Statement will now have a choice of printing the statement summary only or the statement summary and any/all of the details of the transactions, including notes, reallocation details and more.

ADDITIONAL INFORMATION

Many Internet users have installed Pop-up Blocker software in an attempt to eliminate annoying sales or solicitation interruptions of their Internet navigation. While this blocker or Pop-up Killer software serves its purpose well, it may eliminate legitimate pop up messages that the CitiDirect application uses to prompt users through the functionality. Each time a user logs in to CitiDirect, the CitiDirect application will poll the user's environment to detect if Pop-up Blocker software exists or is enabled. If the Pop-up Blocker software is detected, CitiDirect will display a message advising the user to disable the software while in a CitiDirect session for complete functionality.

When we implement a new software version of CitiDirect it is necessary for us to take the web site application down and off line. While the application is unavailable to the user community a site outage page is posted to inform the user that the site is unavailable at this time. The next time the user attempts to access the URL, the user may experience difficulty by continuing to see the outage page even when the CitiDirect® Card Management System is no longer down. This is usually caused by the user's browser 'saving' a record of the page and being referred to during the next visit to the web site. The CitiDirect Help Desk advises all users to check the browser settings on their desktop to ensure that the Temporary Internet Files setting is designated as "Check for newer versions of stored pages every visit to the page", otherwise known as clearing your browser cache with each visit to the site.

The Tutorial that is accessible under Assistance – Tutorial will be available soon. The construction and revamping of this feature is scheduled for completion soon and will provide you with a valuable tool for training new users as well as reference for the experienced users. In the meantime, the Online Help has been updated to reflect the functionality features of this new release.

Attention: Agency/Organization Program Coordinators and Approving Officials

SELF SERVICE PASSWORD RESET

The self-service password reset feature is **only available to Cardholders** at this time. Agency/Organization Program Coordinators, Approving Officials and other authorized users of CitiDirect will continue to contact our Help Desk for password resets.

Agency/Organization Program Coordinators and Approving Officials should read through the Cardholder section of this What's New to familiarize themselves with the Cardholder self-service password reset feature and the collection and maintenance of cardholder email addresses.

CARD MANAGEMENT

Cardholder account name changes can be submitted using the CitiDirect – Card Management – Account Modify functionality. Edits have been implemented which will **restrict name changes to only the last name**. In the event that Agency/Organization Program Coordinators have a legitimate need to change or update the first name field for a cardholder account they are advised to contact Customer Service for assistance.

Additional configurability has been added that allows each agency to designate their desire to **require an email address** for each new cardholder account set up. As stated earlier, the inclusion of email addresses becomes paramount for the success of the Cardholder Self-service Password Reset as well as the email notification features available for Statement electronic workflow and approvals. Any agency interested in having this option turned on that will require email address for new cardholder account set-ups should contact their Solution Engineer.

The **Department of Navy/Marines** will now have access to a new Obligation Processing Type Indicator (OPTI). A new **OPTI value of "C"** has been defined to designate the method of payment for contract management. AOPCs should contact the Navy e-Business office if they plan to make contract payments using the purchase card.

A new optional feature for setting up centrally billed accounts (Purchase accounts or Travel Centrally Billed accounts) is available. This feature will provide a method for designated employees to electronically submit their request for a new account to their Agency/Organization Program Coordinator. If the Agency/Organization Program Coordinator approves the request using the electronic workflow, the new account request is processed electronically and cards are generated and mailed. If your agency is interested in learning more about this optional feature, contact your Client Development Manager for the benefits of this feature and how to implement it.

INQUIRY and INBOX STATEMENTS DISPLAY and PRINT

The description of new functionality for the display and print of Statement and Transaction details applies to any user viewing Statement Transaction detail. Agency/Organization Program Coordinators, Approving Officials and all other users of CitiDirect should familiarize themselves with these changes as described in the Cardholder section of this What's New document.

A new option is now available that allows an agency to designate if they want the CitiDirect system to send an **email notification to cardholders** when there is a **new statement** that has just cycled and is in need of their review. This complements the existing options of email notification for other stages and statuses of statement approvals. Any agency interested in having this option turned on should contact their Solution Engineer. Population of the cardholder email address field is required so we will work with each agency to identify how to most successfully implement this optional feature.

HELP FILES

The On Line Help section has been updated to reflect the changes in functionality that have been described above in this latest version of CitiDirect.

Note: Please refer to the Online Help for more detail, or contact the CitiDirect Help Desk toll free at 1-800-790-7206 option 2, for further assistance.