

VALIDATION OF IBA STATEMENT PREFERENCE & ALERTS

JANUARY 31, 2019



IBA invoice statement choice

- It has been confirmed that the electronic/paper IBA billing statement selection box within CitiManager is displaying inconsistently for users, and that instructions on how to choose the type of statement to receive are a bit confusing
- Some users' preferences are defaulted so they do not get paper statements, while others' are defaulted so they get paper statements
- The statement delivery means/media is a personal choice
- To ensure that IBA card holders receive their choice of IBA statement delivery means/media, card holders should take a moment to confirm their preference in the CitiManager system: paper or electronic
- This guide is to assist employees with setting up their billing statement preference

How to navigate to the statement choice

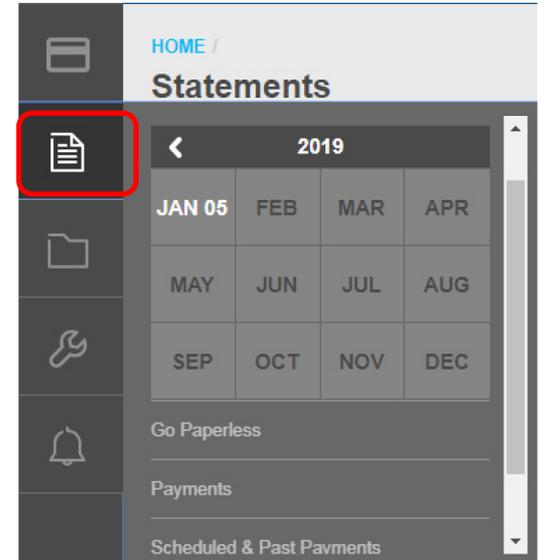
Step 1: Open the CitiManager system so you are at your desktop

Step 2: Find the paper icon on the left side of the desktop. It looks like this:



Step 3: Hover the mouse cursor over the “Paper” icon

- Hovering over the icon will make a flyout appear
- Clicking on the icon will lock the flyout on your desktop
- The words “Go Paperless” will appear on the flyout



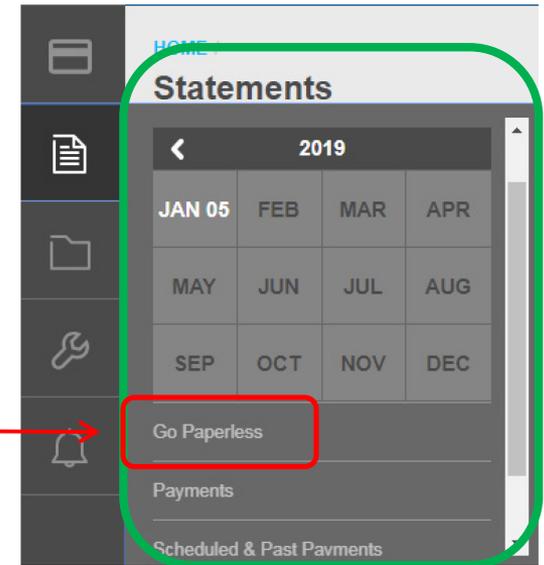
How to navigate to the statement choice

Step 4: Move the mouse cursor over the words “Go Paperless”

- This will cause the “Go Paperless” window to open

Step 5: When the “Go Paperless” window opens, you must verify that the settings are correct

“Go Paperless”



To **receive** paper statements

- You: “I **want** to get a paper statement”
- Clicking on the box will cause a check mark to appear or disappear
- If the box is not checked (empty), then you **will** get paper statements

Home /

Go Paperless

Select your delivery preference for statements and other notices regarding your Citi card account.

Enter a checkmark to STOP receiving paper statements and other notices regarding your Citi card account or uncheck to receive your statements and other notices in paper form.

[CLICK HERE TO READ TERMS AND CONDITIONS.](#)

I Agree

To **stop** paper statements

- You: “I like online statements. I **don't** want a paper statement”
- Clicking on the box will cause a check mark to appear or disappear
- If the box has a blue check mark, then you will **not** get paper statements. You will get online electronic statements only

Home /
Go Paperless

Select your delivery preference for statements and other notices regarding your Citi card account.

Enter a checkmark to STOP receiving paper statements and other notices regarding your Citi card account or uncheck to receive your statements and other notices in paper form.

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[I Agree](#)

Statement alerts

- Obviously, the online electronic statement is always available before the paper statement arrives in the mail
 - Electronic statements promote quicker personal reconciliation of charges, faster disputing of questioned charges, quicker identification of credits, and timely payment
- You can receive electronic alerts by e-mail, text or both e-mail and text, if you like
- You can also receive electronic alerts even if you get paper statements

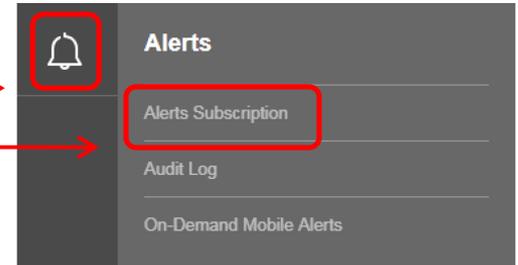
How to set up electronic alerts

Step 1: Navigate to the Citimanager home screen

Step 2: Hover over the “Bell” icon

Step 3: Click on “Alerts Subscription”

- A new box titled “Alerts Subscription” will appear containing two subsections, “Transactional Alerts” and “Account Alerts”
- Statement alert options are in the “Account Alerts” subsection



ACCOUNT ALERTS			
ALERT NAME	ALERT SETTINGS	<input checked="" type="checkbox"/> EMAIL	<input type="checkbox"/> SMS TEXT
Account Cancellation Notice		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Cancelled Notice		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Suspension Notice		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activate your Card		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Address Changed		<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Statement Available		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How to set up electronic alerts

Step 4: Select the alerts that you want and the delivery option

Step 5: To get electronic alerts for statements, check the boxes for “New Statement Available”

ACCOUNT ALERTS			
ALERT NAME	ALERT SETTINGS	<input checked="" type="checkbox"/> EMAIL	<input type="checkbox"/> SMS TEXT
Account Cancellation Notice		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Cancelled Notice		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Suspension Notice		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activate your Card		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Address Changed		<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Statement Available		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How to set up electronic alerts

- You must accept the Terms and Conditions by checking the check box to finish the setup, **and**
- You must click the blue “Save” button

TERMS & CONDITIONS



Terms & Conditions: Message and Data Rates May Apply.

To suspend SMS Alerts, uncheck the SMS Alerts above or text STOP to GOCITI (462484). For help, on your mobile device, text HELP to GOCITI (462484).

For help, on your mobile device, text HELP to GOCITI (462484) if in the U.S. or CANADA (226232) if in Canada.

SAVE

Statement payment options

- Card holders may obtain their account balance information online through Citimanager or by calling the toll-free number printed on the back of the IBA travel credit card. That number is 1-800-790-7206
- Payments may also be made by telephone at that same number
- Card holders who require a paper version of their IBA statement to mail a payment to the bank can also print the online statement
- Payments may be mailed to: Citibank Government Card Services, P.O. Box 183173, Columbus, OH 43218-3173
- If paying by check, be sure to print the full IBA card number on the memo line of the check to ensure it is credited to the correct account

PSC

The logo consists of the letters 'P', 'S', and 'C' in a white, serif font. A vibrant yellow, ribbon-like shape weaves through the letters, starting from the bottom left, passing behind the 'P', then in front of the 'S', and finally behind the 'C'.