

# Citi® Commercial Cards Implementation

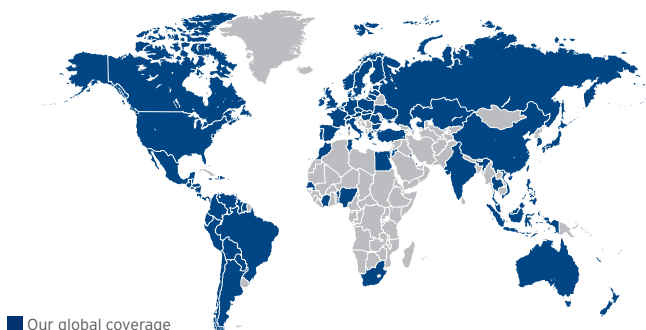
Highly scalable and proactive program implementation at the global forefront of technology

Our Commercial Cards give traction to your strategic ambition so you can better manage your organization across departments, geographies and time zones. Our solutions help you streamline your purchasing processes, extend your presence into new markets and capture essential transaction information, all conducive to controlling spend and negotiating vital supplier discounts. Which is why we rely on only the most experienced, knowledgeable and technology-advanced team to implement our top-tier solutions into your company's core business practices.

There is more to a Commercial Card than meets the eye. Behind every Citi Commercial Card solution is our implementation team, strategically building a top-tier program leveraging the leading payment platforms and tools you rely on to better manage your program.

You may be putting together a program for the first time to consolidate your spending across your organization. You may be changing card providers to capture a wider cross-section of suppliers and merchants to meet evolving demands. Or you may be looking to expand your current program into new markets. Whatever the need, our approach to implementation is conducted through one consultative point of contact who ensures all parts of your chosen program will meet your overall financial and strategic objectives.

Our reach: global implementation by innovative experts



## Taking a transitional approach

During preimplementation, our Sales team opens the doors to our capabilities, negotiating contracts and collating requirements. Our Implementation team then initiates, plans, executes and evaluates your Card program rollout based on a detailed seven-step schedule tailored to meet your organization's needs. Post-implementation, our Customer Service and account specialists support your program throughout its lifetime.

To bring your Cards to market and connect them with tools and services designed to support your business, we use a transitional method that thrives on a clear communication strategy to deliver success criteria and embed the Citi Commercial Card into your organization.

## Benefits at a Glance

- Extensive implementation expertise for new, changing or expanding program requirements
- Scalable implementation, seamless system integration and ongoing customer support
- A single, consultative point of contact to facilitate the initiation, planning, execution and the evaluation of your customized program
- Identification and execution of a host of program and service enhancements to improve your business operations
- Key online tools and support for Card application, program marketing, Card management, data capturing and more, to give top traction to your program
- The backing and global resources of one of the world's preeminent financial institutions

# Transaction Services

## Supporting your program

Our service includes a host of key online tools and support – Card application, program marketing, Card management, data capturing – that we develop to give maximum traction to your program.

## CitiManager® Portal

This single-sign-on interface gives you access to tools and applications to help you effectively manage your Card program, including:

## New Account Applications

Your employees can apply for and have their Cards approved online. Card Statements and Payments Capture, view and download current and previously billed and unbilled transactions, updated daily.

## Online Card Maintenance

Change program and cardholder details to better manage your needs.

## Customized Alerts

E-mail alerts assist you in managing your account status and payments.

## Custom Reporting System (CCRS) and Program Dashboard

Get critical analytics at your fingertips, to help you drive compliance and efficiency across your organization.

## Management Systems

Powerful, customer-reporting and card-management systems include training and seamless system configuration.

## System Training

Our implementation team provides expert instruction, guidance and training on all of our systems and processes.

## Communication Toolkit

This online marketing toolkit helps you launch your program to your business through e-mails, posters, leaflets, newsletters, etc.

## Customer Card Tracker

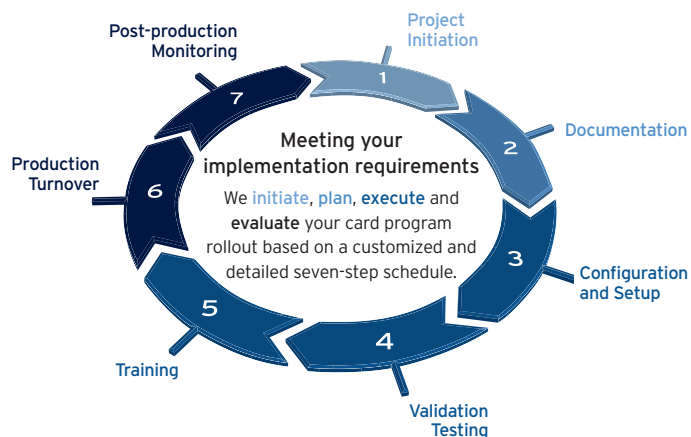
Through a weekly tracking report, this service enables you to ensure you hit targeted cardholder volumes for maximum program adhesion.

## Addressing your needs

A card program means nothing if it isn't business-conducive. From the systems and processes we employ to the specialists who deploy them, we work to help you to identify key stakeholders, establish optimal Card use, market your program, allocate reliable in- and out-of-house support, configure tools for customized access and adopt best card-management practices. Our global infrastructure and expert resources bring our integrated solutions and services to you wherever you operate.

To put our Implementation team to work for you, contact your Citi representative today or please visit [citimanager.com](http://citimanager.com).

## Our implementation cycle



1. Project Initiation sets your program scope, objectives, team and governance structure.
2. Documentation and Business requirements establish the program solution, structure and work statement.
3. Configuration and Setup executes the client solution in Citi front-, middle- and back-end systems, in coordination with internal partners, such as plastics and application-form loading.
4. Validation Testing covers scheduling and executing the test plan.
5. Training is provided for all related platforms before procedures are rolled out.
6. Production Turnover tests your program efficacy, capturing, preparing and sending turnover details to appropriate parties.
7. Post-Production Monitoring looks at all activities and follows up with coordinated operations and service reviews.