**Finance Systems Management** 

### Manage Alert Subscriptions

#### **Key Concepts**

As a Cardholder, you can set alerts so notifications are automatically set via email and/or to your mobile device when certain selected activity occurs on your account, for example, when statements are available and when payments are received.

There are two types of alerts to which you can subscribe:

- **Transactional Alerts** An alert is sent when a defined condition or threshold is met, for example an alert is triggered when a payment is received or when a defined percentage of your credit limit is met.
- Account Alerts An alert is sent when there are status changes to your account, for example when your address is changed or when your statement is available.

It is possible to enter up to five email addresses and customize when you will receive your alerts based on:

- Time zone
- Time of day
- Day of week

One you have subscribed to mobile alerts in the <u>CitiManager site</u>, you will receive a confirmation text message on your mobile device with a four-digit PIN. The four-digit PIN must be entered on the PIN confirmation number screen in the CitiManager site.

Once the PIN has been entered, the CitiManager site will send another text to your mobile device confirming activation. The confirmation text message is sent any time you change or enter a new mobile phone number.

#### **On-Demand Mobile Alerts**

In addition, once you have registered your mobile device number in the CitiManager site, you have full access to on-demand mobile alerts. On-demand mobile alerts allow you to request and receive immediate information such as account balances, payment amounts and due dates.

### Step-by-Step Instructions

Screen		Step/Action
CITING COMPENSAL CARCES CITING anager \$10,000.00 Credit Limit XICG-3505 * Alerts Alerts Alerts Alerts Alerts Alerts Citing and alerts Citing and alerts Citing and alerts Citing alerts Ci	Vieldcome, JOHNO Mystatul, Courted Segund         Ctti           \$ 2996.04 Current Balance         \$ 622.48 Due in 5 days Made & Payment           Statzenze         Statzenze           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Exclusion net sense viel         Q 0 Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Exclusion net sense viel         Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel           Transaction details, amount or date         Q 0 Lanuxatoria net sense viel	<ol> <li>From the CitiManager Site side navigation bar, position your mouse over the Alerts button and then click the Alerts Subscription link. The Alerts Subscription screen displays.</li> </ol>
Screen		Sten/Action
ROME CONTACT PREFERENCES	Search Q	<ol> <li>To enter/edit the email address(es) where you want alerts sent, click the Email Addresses – Edit link and complete the following steps when the Email Address Preferences window opens:</li> </ol>
EMAIL ADDRESS hemant@noemail.com   EDIT	MOBILE PHONE NUMBER (+) 1 7327891111   AT&T   EDIT	<ul> <li>a) Type and confirm up to five email addresses.</li> </ul>
Alerts Subscription Screen	IFIRM ADDRESS(ES)	b) Click the Save button.
Declined Transaction  Note: If the Decline Alert is tri sent, only the Decline Alert with Alerts Subscription Screen – F-mail Address	ne sent.	

## **Citibank Travel Card – Mobile Alerts**

Screen		Step/Action
Alerts Subscription	Search Q	<ol> <li>To edit your mobile number, your mobile carrier, and your notification preferences, click the Mobile Phone Number – Edit link and complete the following steps when the Mobile Number Preferences screen opens:</li> </ol>
EMAIL ADDRESS bemant@noemai.com   EDIT	MOBILE PHONE NUMBER (+) 1 7327891111   AT&T   EDIT	<ul> <li>a) In the Country Code and Mobile Number field, type a valid mobile phone number where you wish alerts to be sent.</li> </ul>
CITIE COMMUNICAL CARDS	Contract HELP bits	<b>Note:</b> Only numeric values are allowed in this field. The country code defaults based on the country associated with your profile.
Howe Mobile Number Preference		<ul> <li>b) Click in the Supported Carriers field and select your mobile carrier.</li> </ul>
CONTACT PREFI CONTACT PREFI Contact contract of the second	CONTACT PREFERENCES *PREFERRED TIME ZONE GMT *FROM #IZE223334444 ATAT EDIT TO	Note: If Sprint is your carrier, you are automatically enrolled in this subscription notification. This is a requirement of Sprint. Canadian users are automatically enrolled in this subscription due to regulations in Canada.
TRANSACTIONA AT&T You can choose when you would like to receive SMS text alerts. If	Select SMS	c) Click in the <b>Preferred Time Zone</b> field and select your preferred time zone.
Alert Returned Mail T receive SMS text alerts at the time they are processed. You may update your preferences at any time.	Monday     Tuesday     Wednesday     Thursday     Friday	d) Click in the From and To fields and select the time-frame in which you would like to receive alerts.
Credit Limit Changed Declined Transaction SAVE	ANDEL De D	<ul> <li>e) From the list of weekdays, select the days you would like to receive alerts.</li> </ul>
Declining Balance Expire 0 Declin	ing Balance Expiry Approaching	f) Click the <b>Save</b> button.
Alerts Subscription Screen – Mobile Nu	Imber Preference	

MERCIAL CARDS		_		CONTACT HELP D
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Alerts Subscripti	on	Search for Al	erts	٩
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Emell Addresses hemant.yadav@citi.com   EDIT			Mobile Phone Nur (+) 1 1145559481	nber   AT&T   EDIT
TRANSACTIONAL ALERT	rs			
TRANSACTIONAL ALERT	rs		EMAIL	SMS TEXT
Alert Name	rs 0		EMAIL	SMS TEXT
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TRANSACTIONAL ALERT ALERT NAME Akert Returned Mail T2 Available Credit Remaining (%) Credit Limit Changed	<ul> <li>* Available:</li> <li>15</li> </ul>	Credit Remaining (%) Select % of remaining credit level which s an alert, e.g. 5%.	☐ EMAIL	SMS TEXT
TRANSACTIONAL ALERT       ALERT NAME       Alert Returned Mail T2       Available Credit Remaining (%)       Credit Limit Changed       Declined Transaction	Available     * Available     15     0     Note: If the     sent, only tr	Credit Reinaining (%) Belict % of remaining credit level which si an alert, e.g. 5%. Decline Alert Is Triggered, no other subscribed e Decline Alert Will be sent.	bould trigger	. □ SMS □ TEXT
TRANSACTIONAL ALERT         ALERT NAME         Alert Returned Mail T2         Available Credit Remaining (%)         Credit Limit Changed         Declined Transaction         Declining Balance Expiry: Approaching	Available     * Available     * Available     * 15      O     * Note: If the     sent, only th     • Declining     30	Credit Remaining (%) Select % of remaining credit level which si an alert a, g. 5%. Decline Alert is triggered, no other subscribed e Decline Alert will be sent. Balance Espiry Approaching Declining Balance Expiry Approaching	EMARE     Annotation	SMS TEXT
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#### Step/Action

 To subscribe to alerts, select the Email Alerts and/or SMS (Mobile Alerts) checkbox(es) for each of the alerts you wish to receive.

To unsubscribe to alerts, deselect the Email Alerts and/or SMS (Mobile Alerts) checkbox(es) for the alerts you no longer wish to receive.

**Note:** Some alerts may be greyed out and unavailable. Available alerts are set by your Program Administrator. Alerts that are selected and greyed out are mandatory.

For more information about each alert, click the information icon next to the alert name.

Some alerts require you to type or select a threshold setting that will trigger the alert. For example, for the **Available Credit Remaining %** alert, you must select the desired **Available Credit Remaining %**. When the selected percent of remaining credit level is met, you will receive an alert.

# **Citibank Travel Card – Mobile Alerts**

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CitiManager 🛄	GENCY CORP 5 - US - My Profile   Sign Out		CITI		checkhov(es) for each of the aler	
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				1.11	To unsubscribe to alerts, deselect	
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Email Addresses remant.yadav@citi.com   EDIT	Mobl (+)1	le Phone Num 1145559481	AT&T   EDIT		wish to receive.	
					Note: Some alerts may be greyed	
TRANSACTIONAL ALERTS					unavailable. Available alerts are s	
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ALERT NAME		EMAIL	TEXT		selected and greyed out are man	
Avert Returned Mail T2	* Available Credit Remaining (%)				For more information about each	
Available Credit Remaining (%)	Select % of remaining credit level which should trigger an alert, e.g. 5%.				the information icon next to the a	
Credit Limit Changed	P				Some alerts require you to type of	
Declined Transaction	Note: If the Decline Alert is triggered, no other subscribed alerts will be sent, only the Decline Alert will be sent.				a threshold setting that will trigg	
	* Declining Balance Expiry Approaching				alert. For example, for the Availa	
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Direct Debit Set-Up					desired Available Credit Remaini	
ispute Resolution Notice	Disoute Resolution Notice				When the selected percent of ren	
ash Tenerashian	Notification will occur for every transaction made to the account,				credit level is met, you will receive	
acti fransaction	excluding payments.			5	. When you are finished, review the	
ligh Value Transaction	High Value Transaction     Provide the transaction amount which should     trigger an alert. Enter a positive number up to 15     digts in length, excluding decimals, e.g. 500.				conditions at the bottom of the sci	
Pavment Due/Invoice					if you agree, select the checkbox	
Payments Received	Notification of payment reversals, if any will be sent out via email				Note: If you do not agree to the t	
Reminder: Payment Past Due / Overdue	•				conditions, you will not be able to alerts.	
ACCOUNT ALERTS				6	Click the Save button	
		-	SMS		S. Chek the Save Button.	
Account Cancellation Nation			TEXT		The alerts settings are saved and	
Account Cancellad Notice					confirmation message displays at	
Account Suspension Notice			_		the screen. The PIN confirmation	
Address Changed					screen displays if you elected to i	
Card Renewal					alerts on your mobile device for th	
Vew Statement Available					time or you changed your mobile	
Direct Debit Payment Notification					number.	
and Delivery Issue Notice					Note: If you elected to receive al	
ost/Stolen Card Notice					your mobile device, you will recei	
	5				message with a PIN. On the CitiM	
ly Card Application Status			-		PIN confirmation number screer	
My Card Application Status		1.000			PIN number received on your mo	
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My Card Application Status My Card Maintenance Status Activate your Card					in the PIN confirmation number	

If you have additional questions or need more information, please contact the Travel Office at <u>travel@ttuhsc.edu</u> or go to <u>TTUHSC Travel Home</u>.