

# CitiManager<sup>®</sup> Credit Balance Refund

Cardholder and Program Administrator Guide

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# Credit Balance Refund

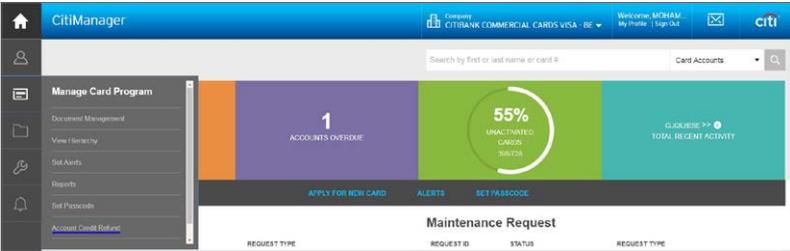
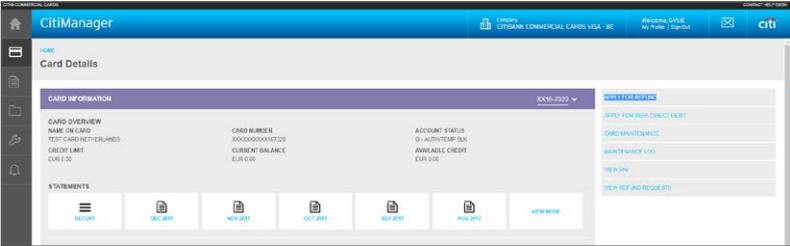
## Key Concepts

As a Program Administrator or as a Cardholder you can now request a Credit Balance Refund using CitiManager.

This new Online process is highly controlled and includes a series of e-mail alerts to keep you up to date with the status of your request.

The enhanced refund capability allows you to raise refund on permanently closed cards. However refunds are not allowed if the Card is in delinquency or temporarily blocked e.g G block.

## Step-By-Step Instructions

Screen	Step/Action
<p><b>Program Administrator</b></p> 	<ol style="list-style-type: none"> <li>1. Navigate to the Home Page</li> <li>2. a. If you are a PA select <b>Manage Card Program</b> b. If you are a Cardholder, select <b>'Card'</b> tab from the left pane and click on <b>'Apply for refund'</b></li> <li>3. Select the <b>Account Credit Refund</b> subtab</li> </ol>
<p><b>Cardholder</b></p> 	<ol style="list-style-type: none"> <li>4. a. If you are a PA - Using the Search Parameters, locate and select the Account you would like to submit the request on b. If you are a cardholder move to step 5</li> </ol>
	<ol style="list-style-type: none"> <li>5. If you have an excess balance on the Card, you will be presented with an option to choose between             <ol style="list-style-type: none"> <li>a. Refund at transaction level</li> <li>b. Refund at balance level</li> </ol> </li> </ol>

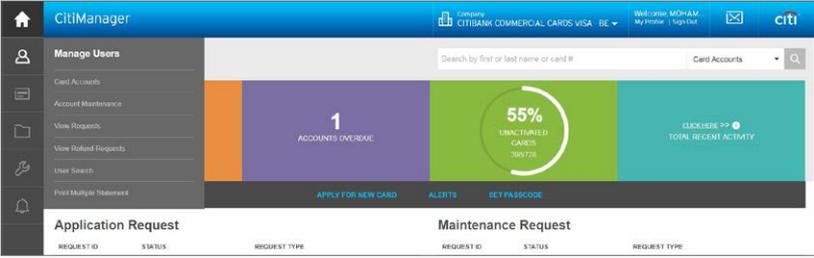
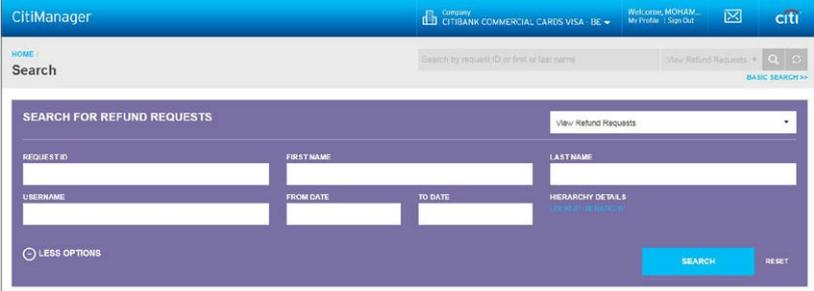
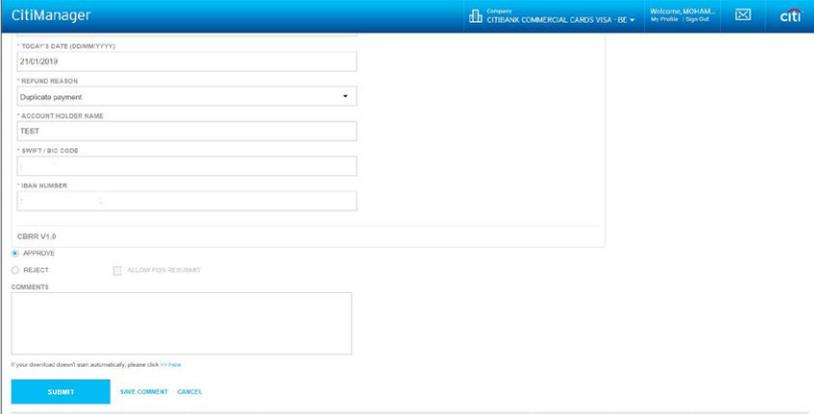


# Approver Process Flow

Depending upon your company setup, your request will be routed through one of the below approval flows

- PA1 --> PA2 -->Citi
- CH --> PA --> Citi

If your company requires PA approval before submission to Citi, please review the following steps

Stage	Description
 <p>The screenshot shows the CitiManager Home Page. At the top, there is a navigation bar with 'CitiManager' and user information. A sidebar on the left contains menu items like 'Manage Users', 'Card Accounts', and 'View Requests'. The main content area features a dashboard with a '1 ACCOUNTS OVERVIEW' card, a '55% UNACTIVATED CARDS' gauge, and a 'TOTAL RECENT ACTIVITY' card. Below the dashboard, there are sections for 'Application Request' and 'Maintenance Request' with columns for 'REQUEST ID', 'STATUS', and 'REQUEST TYPE'.</p>	<ol style="list-style-type: none"> <li>1. Navigate to the Home Page</li> </ol>
 <p>The screenshot shows the 'Search for Refund Requests' page. It includes a search bar at the top and a form with fields for 'REQUEST ID', 'FIRST NAME', 'LAST NAME', 'USERNAME', 'FROM DATE', 'TO DATE', and 'HIERARCHY DETAILS'. There are 'SEARCH' and 'RESET' buttons at the bottom right of the form.</p>	<ol style="list-style-type: none"> <li>2. Select Manage Card Accounts</li> <li>3. Select View CBR Requests</li> </ol>
 <p>The screenshot shows the 'CBRR V1.0' form. It contains several input fields: 'TODAY'S DATE (DDMMYYYY)', 'REFUND REASON' (with a dropdown menu), 'ACCOUNT HOLDER NAME', 'TEST', 'SWIFT / BIC CODE', and 'IBAN NUMBER'. Below these fields are radio buttons for 'APPROVE' (selected), 'REJECT', and 'ALLOW FOR REQUEST'. There is also a 'COMMENTS' text area and buttons for 'SUBMIT', 'SAVE COMMENT', and 'CANCEL' at the bottom.</p>	<ol style="list-style-type: none"> <li>4. From here you can see the status of your or your cardholders requests</li> <li>5. If you are a PA you can also approve Credit Balance refund requests from this screen</li> </ol>

## Next Steps

### Citi Steps

There are a number of processes that the Citi team needs to carry out in order to fulfill the Credit Balance Refund request.

Upon review of your request our Customer Service team may need to contact you for any data that may be missing or incorrect in the original submission, please ensure.

- Your contact details are correctly updated in CitiManager.
- If you have a message from our Customer Service team regarding a Credit Balance Refund you submitted, please be sure to contact them at your earliest convenience, so that Citi can process your request in good time.

The status of the request will be updated as it progresses through the various stages of the process, the below table summarises the steps in the process and the meaning of each status.

Once the request reaches the Processed status, the Credit Balance Refund Request is considered closed and the funds returned.

### Step-By-Step Instructions

Stage	Description
Draft	Requests which are saved without being submitted
More information required	Requests that can be re-submitted by cardholders
Rejected	Requests which have been rejected by an approver
Waiting for Program Administrator approval	Refunds that require approvals from PA
In progress	Request is being processed by Citi
Processed	Request has been processed and funds will be sent. Completed requests will remain in this status
Expired	Requests that have not had any activity and therefore expired, a new request will need to be submitted
Bank account details required	Confirmation of bank details are required from the account holder

## Frequently Asked Questions

### **Which fields do I need to populate?**

Please follow the process as documented in the section above.

### **What checks/controls are in place?**

Validation is in place to ensure that you cannot request Credit Balance refund of more than the Credit Balance than is currently on the card.

### **Will the cardholder receive confirmation once the changes have been made?**

Yes, all requestors will receive an email confirming the progress of their Credit Balance Refund request.

### **Will the request be processed real time?**

No, due to the approvals required and relevant checks that need to be carried out, your request will be processed within within 5 to 7 days.

### **How do I know my request has been processed?**

All requestors will receive an email confirming the completion of their Credit Balance Refund request.

In addition you can check your Balance and Recent Transactions in CitiManager.

### **As a Program Administrator, I have initiated a refund request, who can approve my request ?**

If you are the Program Administrator who has initiated the refund request, it's a mandatory step for an alternate Program Administrator to approve the refund request. Until then the request will be in 'Waiting for Program Administrator Approval'

### **CitiManager does not allow me to capture IBAN to which I need a refund, why?**

System has an in-built validation to accept correct IBAN and BIC. Please re-check if the information you have provided is correct.

Still having issues ? Please use the Paper refund form.

Note: Paper refund form can be obtained by logging into CitiManager - Resources (left panel) - View FAQ.