



Citi[®] Supplier Finance

Quick Start Guide

Treasury and Trade Solutions



Getting Started

Each authorized user included in your company setup form will receive two separate emails: one containing their User ID, and the other containing their temporary Password.

Login

Before logging-in, please ensure you are using one of the following recommended browsers:

- Google Chrome™ browser (version 62 or higher)
- Internet Explorer (version 11.0 or higher)

For the best user experience, Citi recommends disabling pop-up blockers prior to login:

- **Google Chrome™ browser:**
 1. Click the Menu button and select “Settings”
 2. In the “Privacy and security” section, select “Site Settings”
 3. In the “Pop-ups and redirects” section, disable the “Blocked” switch to allow pop-ups
- **Internet Explorer:**
 1. Click the Tools button, and select “Internet options”
 2. In the “Privacy” tab, unselect the “Turn on Pop-up Blocker” check box
 3. Click “OK”

To login to CitiDirect BE and navigate to the Citi Supplier Finance platform:

1. Enter the following URL into your browser:
www.supplierfinance.transactionservices.citi.com
2. Select your location from the dropdown list and click “GO”
3. Select the “Secure Password” option from the “Login Method” dropdown list
4. Enter your login credentials, and click “LOGIN” – If it is your first time logging in, the system will prompt you to set a new password.
5. From the homepage, click on “Supplier Finance” to access the Citi Supplier Finance platform.

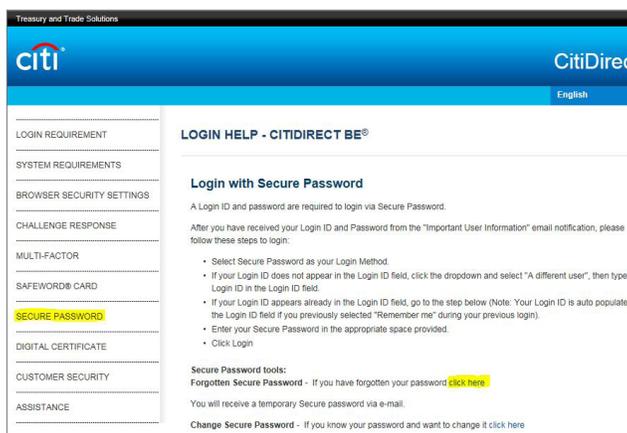
Email Notifications

Citi sends email notifications to authorized recipients when the following actions occur:

1. Invoices are successfully uploaded by your buyer
2. Invoices are discounted (funds typically available next business day)
3. Payment is made

Email notifications will come from the following sender: CSFNotifications@citi.com

***This is an automatically generated email. Please do not reply to this address.**



Password Reset

As a standard security practice, your CitiDirect User ID locks after six (6) failed login attempts.

If you need to reset your password for any reason, use the "[Forgot Password](#)" link in the platform. Once you

receive a Temporary Password, please note the following to set your New Password:

- When prompted for the "Old Password", please enter the "Temporary Password" from your email notification
- Citi recommends entering the Temporary Password manually (**do not** copy-paste) to avoid errors (e.g. hidden spaces)
- New Password must adhere to the following requirements:
 1. Length must be between a minimum of 6 and maximum of 15 characters
 2. Maximum repeating character length is 2
 3. Must contain at least 1 alphabetic and 1 numeric character

If you experience any difficulty resetting your password, please contact Citi via email at

csfpasswordreset@citi.com. To expedite your password reset, please include your User ID in the email request.

Manual Discounting Options (If applicable)

- **Discount By Payment**
 - My Cash Planner (Discount Request) > Select Source Account > Select the Payments > Next > Submit
- **Discount By Due Date**
 - My Cash Planner (Discount Request) > Select Source Account > Select the Payments based on the Due Date > Next > Submit
- **Quick Funding**
 - My Cash Planner (Quick Funding) > Select Source Account > Select the Amount range > Next > Submit

If you are setup with Maker/Checker controls, the Checker must go to Processing Queue > Select Transactions > Process > Approve or Reject > OK

Discount Charge Formula

Discount = Net Amount * Discount Rate (Spread + LIBOR) * Tenor (Due Date - Settlement Date) / 360

Example Calculation:

$\$1.56 = \$500 * (1\% + 0.25\%) * (90 / 360)$

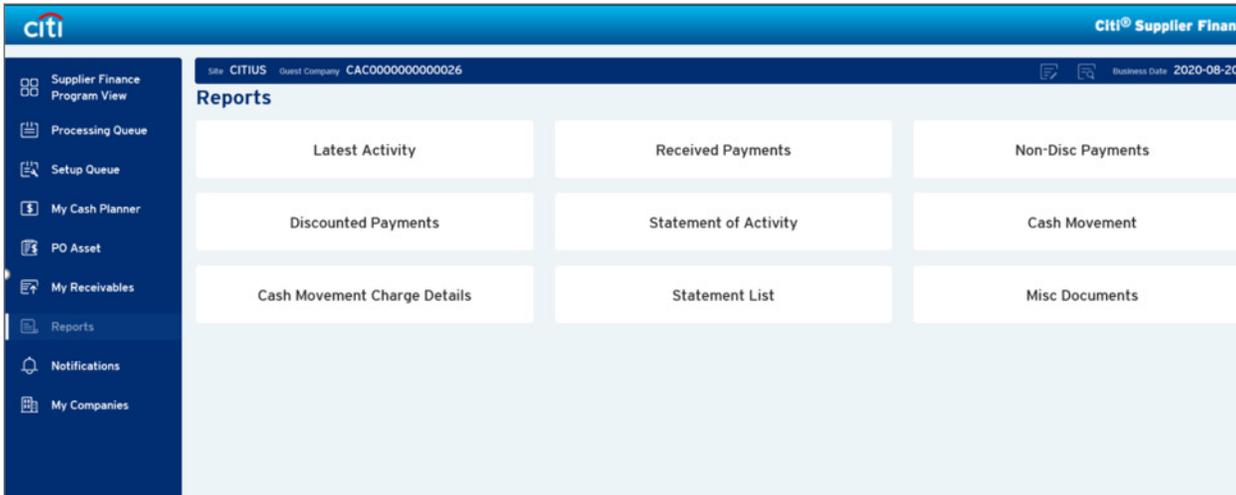
You can view the full breakdown of the discount charges applied to your early payments by running the "Cash Movement Charge Details" report.

Terminology

- **Payment ID:** refers to invoices grouped by the same maturity date (as uploaded by your buyer)
- **Issue Date:** refers to the date that invoices were uploaded in the platform
- **Settlement Date:** refers to the date funds were sent to your account
- **Discount ID:** refers to the unique identifier auto-generated after a discount request is processed
- **Charge:** refers to the discount amount charged for early payment
- **Source Account:** refers to the vendor code/number determined by your buyer
- **Reference Number:** refers to the unique, buyer-assigned identifier for each Payment Instruction

Reports

For your convenience, the following most common reports can be downloaded in either CSV or PDF format:



- **Latest Activity:** displays recent payment activity on your account (e.g. last activity day)
 1. Under "Reports", select the "Latest Activity" option
 2. Select your desired Date Range
 3. Check the "Include Remittances in Report" box for invoice details
 4. Click "Search"
- **Received Payments:** displays all Invoices uploaded by your buyer
 1. Under "Reports", select the "Received Payments" option
 2. Select your desired Date Range
 3. Check the "Include Remittances in Report" box for invoice details
 4. Click "Search"
- **Discounted Payments:** displays all discounted Invoices
 1. Under "Reports", select the "Discounted Payments" option
 2. Select your desired Date Range
 3. Check the "Include Remittances in Report" box for invoice details
 4. Click "Search"
- **Non-Discounted Payments:** displays all Invoices available, but not yet discounted
 1. Under "Reports", select the "Non-Disc Payments" option
 2. Select your desired Date Range
 3. Check the "Include Remittances in Report" box for invoice details
 4. Click "Search"
- **Cash Movement Charge Details:** displays discounted and credited amounts to your account
 1. Under "Reports", select the "Cash Movement Charge Details" option
 2. Select your desired Date Range
 3. Click "Search"
 4. Click on the settlement date
 5. From the pop-up window, check the "Include Remittances in Report" and "Include Discount Charges" boxes for details
 6. Click the appropriate icon for desired file format to generate report

Inquiry

Invoices only appear in the Citi Supplier Finance platform once the buyer has approved and uploaded them. If you do not see an expected invoice after running an inquiry, Citi recommends you contact your buyer representative directly for a status update.

- **Payments:** provides Payment Instruction details for a known Reference Number or Payment ID
 1. Under "My Receivables", click "Inquiry Payments"
 2. Enter desired reference number under "Reference"
 3. Click "Search"
- **Remittance:** provides Invoice details for a known Invoice Number or PO Number Credit Memo
 1. Under "My Receivables", click "Inquiry Remittance"
 2. Enter desired Invoice Number under "Remit No"
 3. Under "Remit Type", select "IV or CM"
 4. Click "Search"

When searching for an invoice, please note the operational cut-off time for processing is 4:00 PM EST (United States). Funds will be received next business day for invoices uploaded in the platform prior to the cut-off time. Invoices uploaded after the cut-off time will be paid in two (2) business days.

Amendments

To add or delete a user in the platform, kindly complete the appropriate Amendment Request Form based on your company setup. There are two versions of the form available for [Auto](#) and [Manual](#) discounting, respectively.

In the event you wish to switch your company discounting setup, kindly complete the appropriate form to convert from [Manual to Auto](#) or [Auto to Manual](#).

All amendment forms are also available for download on the portal under: Supplier Finance →  (icon can be found at top right hand corner of the screen)

To update your bank account information, please submit **one** of the following documents for the new account (as a supplement to the completed Amendment Request Form):

1. Void Check
2. Bank Statement
3. Bank Letter (on official bank letterhead)

Please note that both the bank statement and bank letter options must be dated within the past 3 months in order to be accepted.

To help protect your account, all amendment requests must be signed and submitted by an authorized officer of the company listed in the [Certificate of Incumbency and Authority](#) (COIA). If you do not have a COIA for Citi Supplier Finance on file with us, kindly complete the form as part of your amendment request. If you already have one on file, you do **not** need to re-submit.

Please submit all your completed form(s) via email to our Document Support Team at csfdocsus@citi.com.

As an additional security measure, please be advised that Citi will perform a callback by contacting a company officer listed on the COIA (other than the submitter) to confirm that the amendment is a genuine and authorized request.

If your company has undergone a legal name change, please contact Citi via email at csfonboarding@citi.com for further instructions.