



Citi[®] B2B Payment Exchange

Supplier User Guide

ATTENTION - In preparation for setting up electronic payments please be prepared with the following:

- Bank account & Routing/ABA Number – This identifies your specific account; can be found on the bottom of your check
- Please be prepared to provide a completed signed W-9 (ex pg. 7)
- Please reach out to your bank to obtain an Account Verification/Bank Letter on bank letter head including bank name and address, Account Name, Account Number, Routing Number, and it must be signed by bank representative (ex pg. 8)

In an effort to improve the overall payment experience, you are being requested to enroll in the Citi Payment Exchange (PMTX) Network. By enrolling in PMTX, you will benefit from the following:

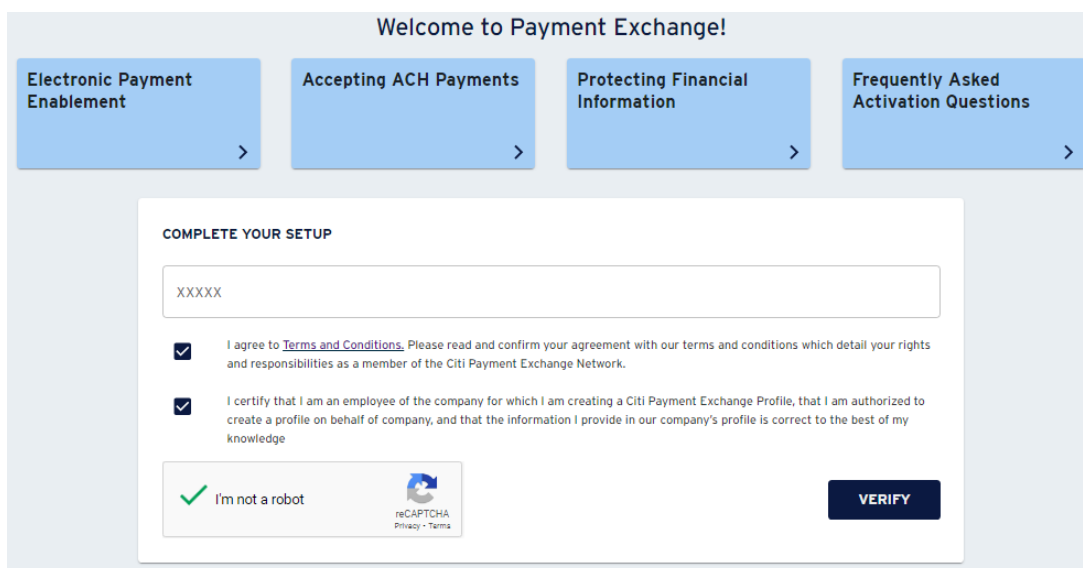
- Electronically manage and update your ACH / EFT banking information.
- Choose and manage how you would like to receive remittance information.
- Receive e-mail notifications for incoming payments.
- 24/7 access to your payment remittance details and payment history.
- Complete user management capabilities allowing for multiple users to access.
- There is no charge to you for enrolling and participating in PMTX.

Below, you will find details on how to enroll in Payment Exchange, additional details on the information you are providing to us during enrollment and validation process, and more.

How do I complete my Company's Enrollment in Payment Exchange?

Step 1. Locate the **URL and Activation Code** that you were provided when requested to enroll in Payment Exchange.

Step 2. By clicking on the URL, you will be directed to the homepage of Payment Exchange where you will begin the process of enrolling. You will need to input the Activation Code where prompted and agree to the Terms for participating in this Network.



Step 3. Once verified, you will land on the first enrollment screen to start inputting your Company's details to create your profile.

Please Note:

A validation is running against the Tax ID / Business Number / Quebec Enterprise Number that you input into the portal to ensure it is linked with your Company. If during the Validation process, we are unable to validate this, you may receive a request to provide your Company's W9 (or equivalent tax documentation) for a manual validation.

- Fields marked with an asterisk (*) are required. All others are optional.

Company Information

Fields mark with asterisk (*) are required
Please provide corporate information of your organization to help us identify you in Citi Payment Exchange Network.



Location Information:

Fields mark with asterisk (*) are required
Please provide physical address, headquarters and branches information of your organization.



Continue

Step 4. Once all fields for your Company's Information are completed, **press Continue** to continue onto Contact Information where you will input details required to finish creating your profile and create your log in credentials.

Please note:

- Fields marked with an asterisk (*) are required. All others are optional.
- Ensure that the email address that you input is one that you have access to. Once you complete this step you need to access that email's inbox to activate your profile.
- Initially, you will only be able to create one User for your Company's PMTX profile. Once you have completed the initial enrollment, you will be able to create / add additional users from your Company.

Primary contact information of your organisation:

Fields mark with asterisk (*) are required.
Please provide key contact information of your organization.



Prefix*	First Name*	Last Name*
Job Title*		
Email*		
Your Role*		
Country +1	Phone*	Ext

System Access Credentials

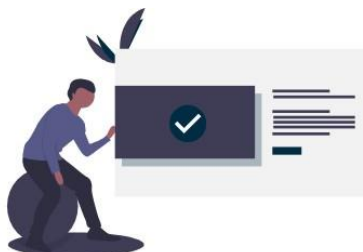
Fields mark with asterisk (*) are required.
Please create unique username & password so you can log into your Profile.



Username*
Password* ⓘ
Confirm Password*
Security Question*
Security Answer*

[Back](#) [Continue](#)

Step 5. Press **continue** and you will land on the below screen:



You're Almost Finished!

You have created your Citi Payment Exchange Profile, now it must be activated.

A confirmation email will be sent to you shortly with a link to activate your Citi Payment Exchange Profile. If you do not receive an email within a few minutes, please check your junk or bulk mail folder.

After confirmation you will be able to access your Citi Payment Exchange profile and experience all that the Citi Payment Exchange Network has to offer.

[CLOSE](#)

Step 6. Go to the inbox of the email which you inputted during your enrollment. You will have received an email with your profile details and a link to confirm and active your profile. Please press the link in this email.

Dear Valued Payee,

As a final step of your profile activation, we would like you to verify the primary contact details that are registered. Please click on the confirmation link below to activate your profile on the Citi Payment Exchange Network.

Here is a snapshot of the profile registered with us:

Name : Ms. Caroline
Job Title : AP
Role : System Admin
Phone : 1111111111
UserName : caroline_supplieruserguide

Please select the [confirmation link to](#) acknowledge and activate the profile.

For any questions/concerns, please reach out to Citi Payment Exchange at 1-877-930-2111 or email us at services@citipaymentexchange.citi.com.

Thank you!
Citi Payment Exchange Support Team

1-877-930-2111
services@citipaymentexchange.citi.com

Step 7. Once you have pressed the confirmation link, you will see that your profile has been activated in Payment Exchange and be prompted to sign in with the user credentials you created. Once logged in, you will press **View Offers** to continue through the process of adding your bank details for electronic payment.

Step 8. Press **Select** for sharing your Company's Bank Account. In the first section, you will be inputting your Company's Bank Details and associated information. You will then select the way you would like to receive your remittances.

Please note:

- Your Bank Name will auto generate based off the value you input into the Routing Number.
- If you do not know your Account Number or Routing Number, you can reference the bottom of a Check for your Company's Account, check your account information through your bank's online portal, or request a Bank Letter from your bank which would include these details.
- You will be able to update / change both the account and the remittance preferences after you complete your enrollment through the portal.

Enter Your Bank Account Details for Fox Corp

All fields are required.

Please enter at least one bank account in order to ready your accounts for payment.

Account Owner Name *
Test Supplier

Account Classification *

Bank Country *
US

Currency *
USD

Routing Number *
[Search routing number](#)

Bank Name *

Account Number *

Account Type *

Location Options *

Location *

Additional Bank Account Details

Bank Account Remittance

This is for all the bank accounts with this client

Remittance Delivery Mode*
Download

Remittance Format*

HTML

PDF

EDI

Bulk Remittance

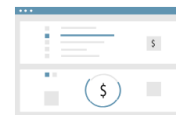
Daily

Weekly

Monthly

None

SHARE AND APPROVE



Step 9. Once all the details have been submitted, press **Share and Approve**. At the time that you do this, Payment Exchange will be running initial systemic validations to confirm the details you have inputted during your enrollment process. If Citi requires additional information to complete your validation, you will receive an email with details on what is needed and how to upload it into your Company's Payment Exchange Profile and / or share that back with our Supplier Support Team. It will also be flagged within your Company's profile.

What do I need to know about the Validation Process?

Validation 1. **Tax Validation** – Payment Exchange needs to validate that the Tax ID / Business Number / Quebec Enterprise Number you inputted during your enrollment process is associated with your Company. To complete this validation, you may be requested to provide tax documentation (W9, CRA, etc.).

Form W-9
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. **Enter your/company**

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☐ C Corporation

☐ S Corporation

☐ Partnership

☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C-C corporation, S-S corporation, P-Partnership) ▶

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities; not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

5 Address (number, street, and apt. or suite no.) See instructions.

6 City, state, and ZIP code

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester for Auditing on Whose Number to Enter*.

Enter your Social Security Number (SSN)

OR

Enter your Employer Identification Number (Tax ID)

Part II Certification

Under penalties of perjury, I certify:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

3. I am a U.S. citizen or other U.S. person (defined below); and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶ Date ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

Canada Revenue Agency / Agence du revenu du Canada

Summerville PE C1N 6A2

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0000740

Company name and address

Notice details

Business number _____

Period covered Aug 1, 2020 - Aug 31, 2020

Date issued Sep 24, 2020

Notice of assessment for goods and services tax/harmonized sales tax (GST/HST)

Validation 2. **Account Validation** – Payment Exchange needs to validate that the account you enrolled is open / active, in good standings, and owned by your Company in order to move you forward for electronic payment. To complete this validation, Payment Exchange may:

- Request that you provide a **Bank Letter** from your Bank. This letter needs to be on the Bank's company letterhead, signed by a bank representative with their contact details (email and phone number), and input your bank account details (account name, number, routing number). This is required to validate the information against what you have inputted into your profile.

Example 1:

Insert Bank Letterhead

June 1, 2023

RE: Account Verification –Account No. xxxx-xxxx

To Whom It May Concern:

Please accept this letter as confirmation that the below mentioned account is open with [Insert Bank Name]. All information is verified below.

Bank Name:	XXXXXX
Bank Address:	XXXXXXXXXX
Account Name:	XXXXXX
Account Number:	XXXXXXXXXX
Routing/ABA:	XXXXXXXXXX
SWIFT Code:	XXXXXX
Branch Code:	XXXX
Status:	OPEN

Regards,
Jane Doe



[Insert Title]
[Insert Contact Details – Email / Phone]

Example 2:

Citibank N.A.
388 Greenwich Street, New York, NY 10013



DATE - 01/23/2025

To whom It May Concern:

Account Confirmation Certificate

We certify that NESTLE PURINA PETCARE CO holds the below list of account(s) with Citibank N.A. Delaware.

Name of Company
Company Address
Citibank Branch
Swift Code
ABA Routing Number
Tax ID

Account	Account Name	Date Opened	Currency	Status
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We thank you for banking with us
Your Citi Representative



Annette Morales
US Service Department Manager



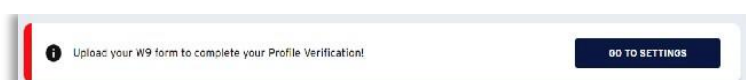
Crystal Shorts
Section Manager

- **Complete a call back to your bank** to confirm that the account is open, in good standings to receive payment, and owned by your Company. This is required to confirm account ownership.
- **Process a PVT (penny test)** to the account you provided details on. Once this has processed (this takes ~5 Business Days per ACH guidelines), you will need to confirm that you have received the payment to your account in your Payment Exchange profile. This is required to confirm that your account is open to receive funds before approved for your payer to begin paying you.

How do I upload documents that are needed for the validation process?

Step 1. Log into your Payment Exchange profile.

Step 2. Click on the 'Go to Settings' option on the notification request reflected on your Dashboard. This will bring you to the 'Validations' tab under 'Settings'. Click the 'Upload' option



Step 3. A dialog box will open. Select 'Choose Your File' and select a file from the machine/desktop you are operating. Choose or drag a .JPG, .JPEG, .PNG, .GIF, .DOC or .PDF to upload.



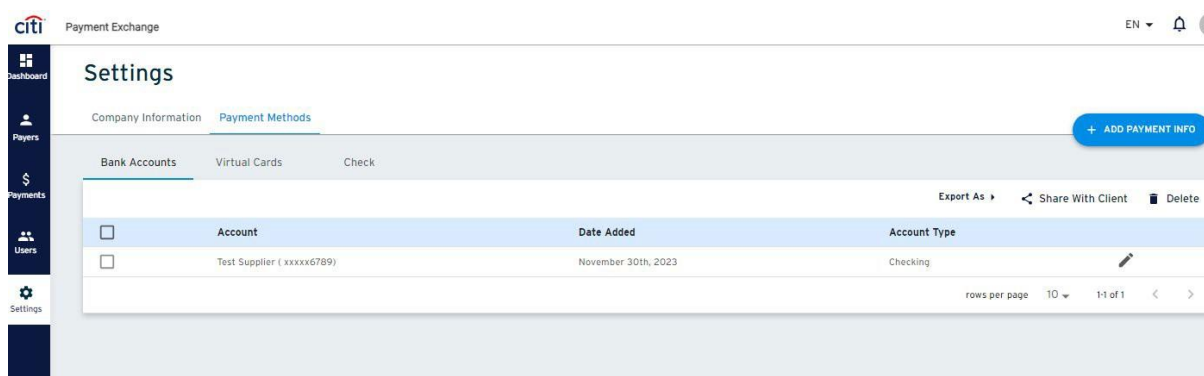
Step 4. Once the document is uploaded, it will be under review for verification. The status of the document will change to either Approved or Rejected. If the status is Rejected, you will be asked to upload the required document again. You can also view the form uploaded by clicking on **Download**.

How do I update my account details or add an additional account to my Company's Payment Exchange profile?

Step 1. Log into your Payment Exchange profile.

Step 2. Go to the Settings Tab and go to the Payment Methods tab.

Step 3. Press the button on the right-hand side to Add Payment Info.



Step 4. Enter the OTP (One Time Passcode).

Please enter the OTP sent to your phone number.

Enter OTP

Proceed

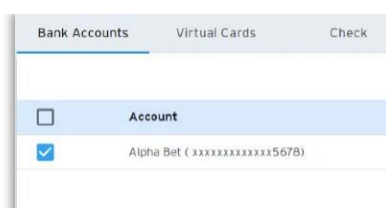
Step 5. Input your payment details and link the new account to your payer(s). Please note, that whenever a new account is added to your Company's profile or an existing account is updated, the account will be run through an account validation.

How do I share an account with a payer?

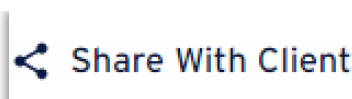
Step 1. Log into your Payment Exchange profile.

Step 2. Go to the Settings Tab and go to the Payment Methods tab.

Step 3. Select the account(s) you would like to share with your payer.



Step 4. Press the button to **Share With Client**.



Step 5. Select the payer you would like to share the account(s) with.

Linked Client -

Link a Client *

How do I add additional users to my Company's Profile?

Step 1. Log into your Payment Exchange profile.

Step 2. Navigate to the User's tab on the left-hand side of your screen.

Step 3. Press the Add User on the right-hand side of your screen.

Step 4. Input all details for the new user and press save. You will then need to assign a role to the new user.

