Citi iSupplier Portal: Frequently Asked Questions

1. How do I register for iSupplier? Contact the Electronic invoice management team: p2p.eim@citi.com. Vendors must contact EIM directly to request ISP access. EIM will provide the onboarding forms after evaluating whether the vendor meets the requirements and is a suitable candidate for ISP onboarding.

2. Is there a cost to participate? No, the Citi iSupplier Portal is available to existing Citi Suppliers free of charge.

3. How will I know when my iSupplier Profile is set up and I have access? You will receive an email notification with a link to the system and a temporary password. Please log in promptly to change your password and complete your profile setup by following the guidance in the training materials.

4. Do we need to complete Onboarding Documentation for every person accessing iSupplier? Yes, a separate form must be completed for each user.

5. Will there be an option to establish an administrator for our company to set up additional users? There is no admin account. All users must contact the onboarder to create or modify accounts.

6. I don't remember my password, can you reset it? Access the Citi Secure Email Center guide to reset a password in ISP. If the password reset is not working, reach out to your onboarder for further assistance.

7. Why can't I log into iSupplier? If you have received your temporary password but cannot access the system, please contact your company's IT department, as it may be a firewall or browser issue. If you have not received an enrollment confirmation, check your spam folder.

8. What do we do if an employee with access to the iSupplier Portal leaves our company? Contact the Citi iSupplier Support Team (see Question 1) to deactivate the account and begin the onboarding process for their replacement.

9. What is my username? Your username is the email address you provided when you requested access.

10. What if my email address changes? Contact the Citi iSupplier Support Team (see Question 1) to create a new account with your new email address.

11. How do I get a copy of a Purchase Order (PO) or PO Terms and Conditions? In the iSupplier Portal, navigate to the "Orders" tab and search for the specific PO number. More detailed instructions are in the training materials on the iSupplier Portal page.

12. How do I find out if an invoice has been paid? In the iSupplier Portal, go to the "Finance" tab and click the "View Invoices" hyperlink. More detailed instructions are in the training materials on the iSupplier Portal page.