

Citi iSupplier Portal

Frequently Asked Questions

Please note: iSupplier is only applicable for current Citi Suppliers

1. How do I register for iSupplier?

Supplier contacts interested in registering for the Citi iSupplier Portal should review the Citi iSupplier Portal information available from the [Enterprise Supply Chain \(ESC\) webpage](#) and then complete the Onboarding Documentation available on the site. Return the completed onboarding materials to the Citi iSupplier Support team in your region.

- North America isupplier.nam.support@citi.com
- Asia Pacific isupplier.apac.support@citi.com
- Europe, Middle East, Africa isupplier.emea.support@citi.com
- Latin America isupplier.latam.support@citi.com

2. Is there a cost to participate?

No. The Citi iSupplier Portal is available to existing Citi Suppliers free of charge.

3. How long does it take to get access to the Citi iSupplier Portal?

Depending on the request, please allow 5-7 business days for approval. If you need further assistance, please contact the Citi iSupplier Support team in your region.

4. How will I know when my iSupplier Profile is set up and I have access?

The iSupplier system will send you an email notification with a link to access the system and your temporary password. Please log into the system as soon as you receive it and change your password. Follow the guidance provided in the training materials to complete your profile setup.

5. Do we need to complete Onboarding Documentation for every person accessing iSupplier?

Yes, please complete a separate form for each user.

6. Will there be an option to establish an administrator (main contact for our company) and have that person set-up additional users?

An administrator role is available in the iSupplier portal upon request. The administrator will be able to create contacts and grant the "iSupplier View only" responsibility to any additional users.

7. I don't remember my password, can you reset it?

Yes. Please contact your regional Citi iSupplier Support Team to assist in processing password reset requests.

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8. Why can't I log into iSupplier?

If you have received confirmation of enrollment from the Citi iSupplier Portal along with your temporary password but cannot access the system using the link provided, please contact your company's Information Technology (IT) department. Portal inaccessibility may be due to firewall or internet browser issues. If you have not received your enrollment confirmation, your email system may be delivering notifications from iSupplier to your spam folder.

9. What do we do if an employee with access to the iSupplier Portal leaves our company?

Please contact the Citi iSupplier Support Team (See Question 1) to de-activate the account and start the onboarding process for their replacement.

10. What is my username?

Your username is the email address you provided to Citi when you requested access to iSupplier.

11. What if my email address changes?

If your email address changes, contact the Citi iSupplier Support Team (See Question 1) to create a new account under the new email address.

12. How do I get a copy of a Purchase Order (PO) or PO Terms and Conditions?

Within the Citi iSupplier Portal, navigate to the Orders tab, and then search for the specific PO number. Additional **how to** information is provided in the training materials available from the Citi iSupplier Portal page.

13. How do I find out if an invoice has been paid?

Within the Citi iSupplier Portal, navigate to the Finance tab, then click on the **View Invoices** hyperlink. Additional how-to information is provided in the training materials available from the Citi iSupplier Portal page.

14. What if I have questions about a specific Purchase Order or Invoice?

The ESC Customer Service Desk can help you with questions about specific purchase orders and invoices:

Region	Country	Phone	Email
North America	U.S., Canada, Puerto Rico	813-604-1234	p2paphelp@citi.com
South America	Brazil	001-813-604-1234	p2paphelp@citi.com
EMEA	UK and Ireland		44 (0) 207 500 4666
	Poland		48-22-657-7004
	Spain		0034-91-663-11-11
Asia Pacific	Hong Kong, Singapore, Taiwan, Australia	03-5462-6699	apsc@citi.com
Citi Electronic Invoicing Support Team For electronic invoicing options or implementation support globally			p2p.eim@citi.com