

Citi Credit Card Account: Frequently Asked Questions

This document provides answers to frequently asked questions from suppliers that will receive Credit Cards as payment from Visy.

1. What is a Citi® Credit Card Account ?

A Citi® Credit Card Account allows Visy Australia to securely and efficiently pay suppliers using plastic-less single-use cards. Citi® Credit Card Account replaces existing payment methods, and helps to streamline accounts payables processes.

2. What are the benefits of accepting Credit Card payments?

For Visy, Citi credit card forms part of a broader strategy to improve working capital management and drive process efficiencies; as a result, supporting this effort by accepting Credit Card payments can help strengthen your commercial relationship.

3. What support does Citi® offer?

Citi plays a key role in helping maximize the benefits of Visy's Credit Card Account program by supporting all supplier on-boarding activities. This includes supplier outreach communications, and facilitating Visy's transition to Credit Card Account as a method of payment. Citi will also address supplier questions about the program and aid general education on the benefits of card acceptance.

4. How does this impact my existing payment terms with Visy?

Visy may offer suppliers improved payment terms or "preferred merchant" status — to encourage acceptance of Credit Cards. Alternatively, Visy may extend payment terms for suppliers that choose not to accept Credit Card payments.

5. How is a Credit Card different than other Commercial Card payments that I receive?

Credit Cards are processed via your existing Point of Sales devices or online platforms in the same way as other Card Not Present credit card transactions. Leveraging Citi's Credit Card Account Visy will issue a unique Credit Card per payment, each valid solely for a single authorization and for a limited duration of time.

6. I do not currently accept credit cards for payment. What should I do?

If you're interested in accepting cards, contact your commercial bank to see if they provide merchant acquiring services.

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7. How will I receive a Credit Card payment?

A Credit Card e-mail with the Credit Card payment details needed to process payment is sent securely to the e-mail address that your organization provides to Visy. You will receive a separate e-mail for each Credit Card payment. A sample email and instructions on how to enroll for Credit Card payment will be provided separately.

8. What e-mail address should I use to receive the Credit Card payment details?

Ideally, you would have these e-mails sent to a centralized e-mail account for your Accounts Receivable department or to a broad distribution list accessible by multiple employees, rather than to the e-mail address of an individual employee. If at any time you need to update this e-mail address, please contact Visy directly.

9. What information is contained within the Credit Card e-mails?

- Credit Card Number and related details: The 16-digit card number, a validity date, and the unique CVC2 (e.g. 3-digit security code typically located on the back of a physical card).
- Payment parameters: Including the billing amount to be processed for payment. The Credit Card number will be successfully authorized for payment only if the total amount on the email is charged.
- Special Instructions: Contact information and/or additional processing details can be provided.

10. How many times can the card be charged?

Visy have placed controls around the frequency and amount the card can be used. Visy's Credit Cards are issued as single use and for an exact amount.

11. What should I do with the information received in the remittance e-mail?

Process the payment as instructed in the e-mail by entering the 16-digit card number as required through your credit card processing platform. The credit card transaction must meet the payment parameters in the e-mail (amount, validity period, etc.) in order to receive a successful authorization.

12. Is straight through processing available for the Credit Card details supplied in the email?

At this stage, straight through processing with your current acquirer is not available.

13. How do I know which invoices this payment is for?

Visy will provide you with remittance details in a separate e-mail that specifies which invoices are applied to the payment or other payment information. Visy may choose to bundle multiple invoices into one payment; in those cases, the e-mail typically will list all invoices associated with the payment. For questions about a specific invoice, please contact Visy. For information about processing the Credit Card, please contact mahreen.gha@citi.com



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14. How long will it take me to receive payment?

As with most credit card transactions, you will typically receive the funds within 24 to 48 hours once you process the Credit Card number.

15. Who is the payment coming from?

Your acquiring bank will facilitate payment to you. Citi's role in this is real time authorisation – and does not include funds transfer to suppliers.

As per other card payments – Citi does not 'transfer funds' or make payment to you unless Citi is your acquiring bank.

16. What if I did not process the payment before the end of the validity period?

The Credit Card payment cannot be completed after the validity period. Visy may modify the Credit Card payment parameters or, instead, opt to supply you with a new Credit Card number. Please contact Visy directly to discuss their preferred approach for handling expired Credit Cards.

17. Who do I contact about the details in the Credit Card e-mail?

Please contact Visy directly or follow the instructions in the supplier instructional e-mail.

18. What should I do if Visy has sent me a Credit Card, but I have not received it?

First, check your spam folder for the e-mail. If the e-mail does not appear to have been received, contact Visy directly to confirm that the e-mail address they have on file is valid and accurate and that an e-mail was sent. If needed, Visy can send a new Credit Card for payment.

19. What do I do if the Credit card is declined when I seek an authorization?

First, verify that the transaction amount, 16-digit card number, validity period and 3-digit CVC code (as required) associated with the specific VCN have been accurately entered. Note that single-use cards can be used only once, and payments cannot be split. If Visy has specified that the exact amount must be used, you cannot authorize for a partial amount.

If you have confirmed the card details were entered correctly, a decline may still occur if the transaction amount exceeds a transaction-amount limit set by your merchant acquiring bank. In some cases, merchant acquirers may agree to raise or remove this limitation if you inform them that you are seeking payment for a B2B transaction with a strategic buyer (in this case, Visy). If your merchant acquirer is unwilling to lift the transaction limits, please notify Visy to make alternate payment arrangements.

In some cases, your merchant acquiring bank may be using a payment processing platform that does not allow for individual transaction sizes greater than \$99,999. If you expect to receive such large payments via Card, notify your merchant acquiring bank and ensure they are using a processing platform able to handle such large transaction and/or inquire if they can switch you to a different processing platform. If they cannot, please notify Visy to discuss alternative options.



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For assistance in the case of a declined transaction please contact email mahreen.gha@citi.com

20. Will I receive an e-mail notification if the Credit Card number information is modified, cancelled, or was issued in error?

If Visy makes any changes to the Credit Card payment details, Visy will contact you directly. You will not receive updates via the e-mail address which supplies your credit card details.

21. Are Credit Card Payments subject to PCI Data Security Standards?

Yes, Credit Card payments, like other commercial credit card solutions, are subject to PCI DSS requirements. That said, Citi Credit Cards can offer additional safeguards against potential misuse beyond those typically available with traditional credit thanks to authorization controls that clients can apply to each Credit Card at the time of creation. Single-use Credit Card numbers, for example, are valid solely for one authorization, after which the Credit Card becomes inactive or disabled and cannot be reused for fraudulent activities even if somehow disclosed unintentionally to a third party. Many Citi credit card clients apply this single-use control to the Credit Cards sent to suppliers for payment.

Further information on PCI-DSS can be found at www.pcisecuritystandards.org. Please contact your merchant acquiring bank with questions about whether your card processing systems are in compliance with PCI-DSS guidelines.

22. Who can I contact regarding the benefits and other questions about card acceptance?

Please contact Visy directly or Citi at mahreen.gha@citi.com regarding questions about Credit Card Accounts or supplier enablement. For specific questions about your existing point of sale infrastructure or the costs of specific card transactions, please contact your existing merchant acquiring bank.



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Citi works with its clients in greenhouse gas intensive industries to evaluate emerging risks from climate change and, where appropriate, to mitigate those risks.

