

Citi® Present and Pay FAQs

What is Citi® Present and Pay?

Sodexo has partnered with Citibank and highradius to bring you the Citi® Present and Pay online platform, where you have 24/7 access to view and pay your Sodexo invoices, schedule payments and access other such online services.

Why should I use Citi® Present and Pay?

The Citi Present & Pay platform allows you to view and search your invoices, aging, schedule, make payments, download statements, raise and manage any disputes (if necessary) manage bank accounts, view your invoice copies and supporting documentation, pay on account, contact Sodexo and use other features - all in one place.

How do I enroll in Citi® Present and Pay?

You'll receive an invitation email from **Sodexo** <no-reply@highradius.com> Register for the Citi® Present and Pay platform by clicking on the included link and filling in the required fields on the registration page.

After a successful registration, you can access the Citi® Present and Pay platform to view your invoices, make payments, setup autopay and schedule payment.

What will I see when I login to Citi® Present and Pay?

Once you've logged in, you'll be able to view your home page, which gives you some helpful insight and details about your profile. You can also, navigate to access your open and closed invoices, payments made through the platform, setup view preferences, and access other functions.

Who else in my organization should enroll in Citi® Present and Pay?

Anyone who needs to view invoices or make payments to Sodexo.

There are 3 roles available for members of your organization:

- **Customer Admin:** This role allows users view Sodexo invoices/statements, make payments, set auto-pay preferences, manage accounts and add/edit contacts
- **Customer View and Pay:** This role allows users to view Sodexo invoices/statements and make payments.
- **Customer View:** This role allows users to view Sodexo invoices/statements

How do I sign into Citi® Present and Pay on an ongoing basis?

After you register, you should bookmark the login page for future use to help you login to the Present and Pay platform on a regular basis.

How do I re-set my password? What if I get locked out?

You can reset your password by clicking on '*Forgot your password?*' on the login page:

Click on Forgot password link on the login page

1. Enter your username and email ID
2. A password reset link will be sent on the registered Email ID
3. Click on the link in the email and enter new password

Who do I contact if I have trouble logging into Citi® Present and Pay?

You should contact the Sodexo Comprehensive Receivables Solution team at:

sodexocrsteam.noram@sodexo.com

Will the invoice on Citi® Present and Pay look the same as the invoices I currently receive?

Yes, your Sodexo invoices will look the same as the invoices you currently receive.

What if we already require vendor invoices to be presented and paid a different way? Do we still have to use Citi® Present and Pay for Sodexo invoices?

Sodexo will continue to comply with specific processes our clients may require, however, you are still encouraged to sign up and use Citi® Present and Pay for the additional 24/7 benefits it provides.

What if we already pay Sodexo's invoice using ACH (electronic payment) or check? What is the benefit of using Citi® Present and Pay instead?

Citi® Present & Pay is available 24/7 and is self-serve. With Citi® Present and Pay, you can pay using ACH debit, schedule payments, and set up recurring auto-payments.

What option do I have to make payments using Citi® Present and Pay?

With Citi® Present and Pay, you can pay using ACH debit, schedule payments, and set up recurring auto-payments.

How will I know that my Sodexo payment went through using Citi® Present & Pay?

You'll have a payment receipt which shows the status corresponding to every payment made on the platform. You'll also be able to see the status of all your payments on the Portal Payment History tab.

Can I still receive my Sodexo invoice the way I do now?

Yes, you may still receive your Sodexo invoice the way you do now if you like, however, you are still encouraged to sign up and use Citi® Present and Pay to access the 24/7 features available.

What if I have a question or dispute regarding Sodexo's invoice?

You may use the Citi® Present and Pay platform to raise disputes regarding a Sodexo invoice, as well as monitor the raised dispute. If a dispute is necessary, it can be created from the Citi® Present and Pay platform 'Open Bills' tab. Any further concerns can be communicated using the 'Contact Supplier' option from the Home page.

Is Citi® Present and Pay safe to use?

Yes, Citi® Present and Pay uses bank grade security to safeguard your information and transactions, fully backed by Citi® Cyber security.

In the Citi® Present & Pay platform I frequently use a tab labeled "EIPP", what does EIPP stand for?

EIPP stands for Electronic Invoice Presentment & Payment

Who do I contact if I have other questions or need help?

You should contact Sodexo using the 'Contact Supplier' option, on the Home page, for any questions or concerns.

Is there a user guide?

There is a link to a user guide provided in the e-mail you received from Sodexo <no-reply@highradius.com> inviting you to register for the Citi® Present and Pay platform.

Do I have to sign an agreement to use Citi® Present & Pay?

You will need to review and agree to the registration terms & conditions when you first sign up for Citi® Present and Pay.