



CitiDirect BE Training 2018

Administrative Messages

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Payment Instructions

CitiDirect BE allows initiation of the following payment types:

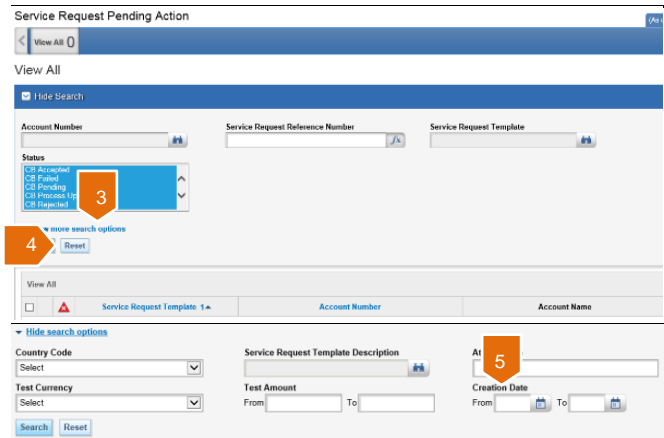
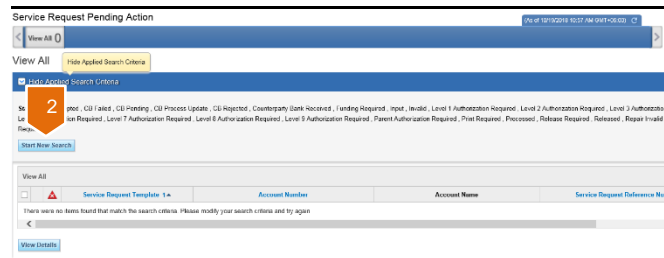
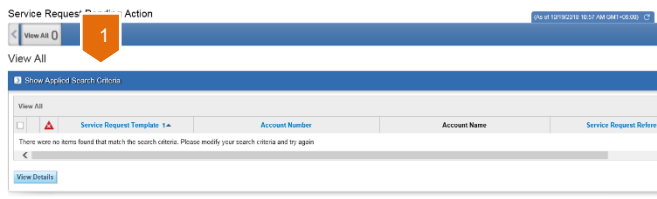
- Funds transfer;
- FX orders;
- Cumulative payments;
- Administrative messages.

You can indicate and authorize the instructions from any place of the world in case if you have Internet access, SafeWord™ card or MobilePass, and a PIN code. Usually, upon the creation of the instructions, it is required to authorize them. Depending on authorization level settings, instructions are being passed from level to level as they are authorized by respective authorizers. After authorization is complete on all levels, instructions will be either automatically or manually released to the Bank.

Message Search

To conduct message search from the Main Page, choose **Self Service** → **Service Request** → **View All**.

1. On the appeared page click "Show Applied Search Criteria" tab;
2. In this tab click "Start New Search";
3. Click "Show more search options";
4. Click "Reset";
5. Выберите необходимый в ременной промежуток, в период которого был проведён платёж.



Administrative Messages

Administrative messages are actually treated by the Bank as authorized instructions to Bank including requests to stop payments from the users. Since the Messages are not considered as payment instructions, they cannot be used for payment creation or for instructing the Bank to amend or change payment details.

To create administrative messages please follow next steps:

1. On the main page, navigate to "Self Service" tab;
2. Navigate to "Service Request" sub-category. Choose "Create New Service Request" in order to create the messages, "To Submit/Modify" in order to modify created messages, "To Authorize" in order to authorize the messages, "To Release" in order to release the messages to the Bank (in case of manual release), and "View All" in order to view the messages;
3. The page should refresh to display "Account Details" field. Click library look-up button to select an account from the list;

The screenshot shows the Citigroup Self Service portal. At the top, there is a blue header with a white box containing the number '1'. Below the header, the page is divided into several sections. On the left, there is a navigation menu with categories: Support (Service Inquiry Manager), Maintenance (Template Library, Library Maintenance), Client Administration Service (Clients, Solution Packager, Toolkit, Change Security Questions), and Reference Information (Holiday Calendar, Payment Cut-Off Time, Client Service Contacts). The main content area is divided into three columns. The first column contains 'Learning and Communications' (User Guides & FAQs, Release News) and 'WorldLink® Libraries' (WorldLink® Same Day Account Library, Company Library, Funding... Library). The second column contains 'Service Request' (Create New Service Request, To Submit/Modify, To Authorize, To Release, View All) and 'Client Administration Service Reports' (Entitlement Summary Report). The third column contains '...Client Administration Service Reports' (Entitlement Detail Report, User Profile and Entitlements Report, Inactive User Report, Logon Activity Report, Client Linkage Report, User Entitlements Detail Report, AML User by Client Report, Audit Log Detail Report, Audit Log Summary Report) and 'Tools and Utilities' (Performance Optimizer). A white box with the number '2' is positioned over the 'Funding... Library' link. At the bottom of the page, there is a grey bar with the text 'Transaction Amount'.

Create New Service Request

The screenshot shows the 'Create New Service Request' form. At the top, there is a blue header with a white box containing the number '3'. Below the header, the form is divided into two main sections. The first section is 'Account Details', which contains two input fields: '* Account Number' and 'Account Name'. The '* Account Number' field has a small icon of a person and a document next to it. The 'Account Name' field is empty. The second section is 'Transaction Amount', which is currently empty.

4. Indicate reference number of the message;
5. If you have previously created templates for messages, click library look-up button near to "Service Request Template" field and select required template from the list;
6. In the field "Attention To", select the respective bank department for which the administrative message is being designed;
7. Fill in the body of the administrative message;
8. Click "Submit" button.

CitiDirect BESM

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Account Details

* Account Number
700000000

Account Name
"Customer" JSC

Currency
KZT

Service Request Details

* Service Request Reference Number

Service Request Template

Service Request Template Description

* Attention To
CitiDirect

Bank Reference

Test Currency

Test Amount

Description

Last Used Date

Submit Save Cancel