CitiDirect BE Training 2018

Administrative Messages

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Payment Instructions

CitiDirect BE allows initiation of the following payment types:

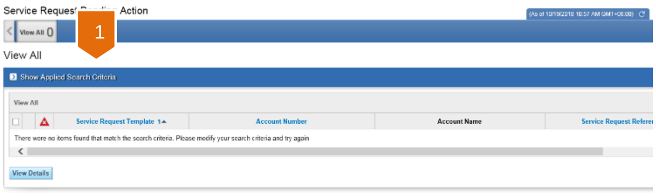
- Funds transfer;
- FX orders;
- Cumulative payments;
- Administrative messages.

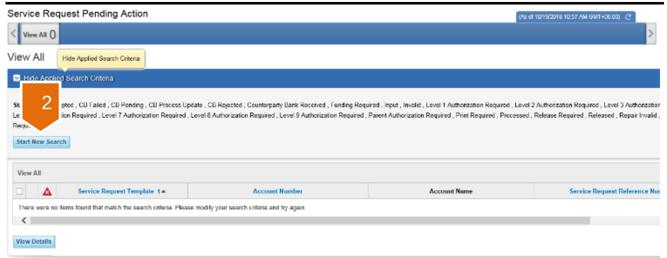
You can indicate and authorize the instructions from any place of the world in case if you have Internet access, SafeWord™ card or MobilePass, and a PIN code. Usually, upon the creation of the instructions, it is required to authorize them. Depending on authorization level settings, instructions are 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.

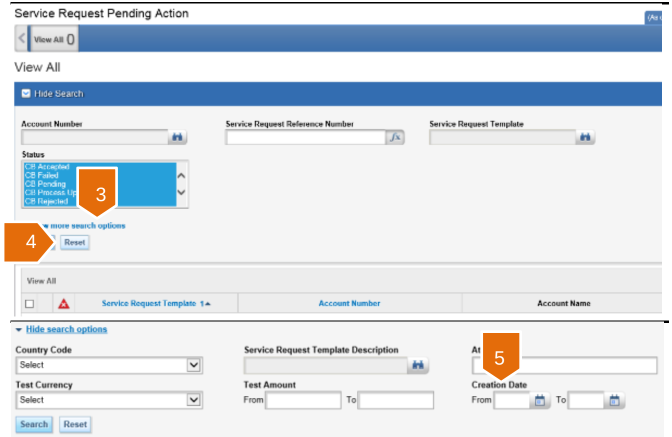
Message Search

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 временной промежуток, в период которого был провeдён платёж.





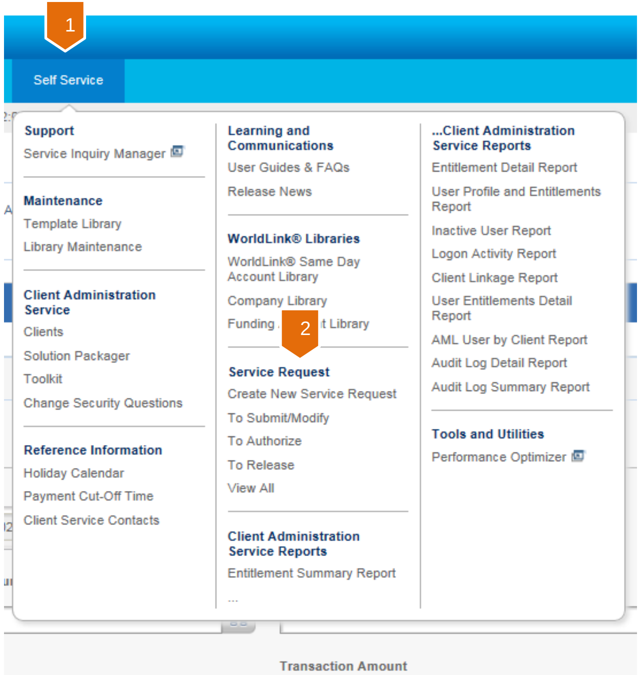


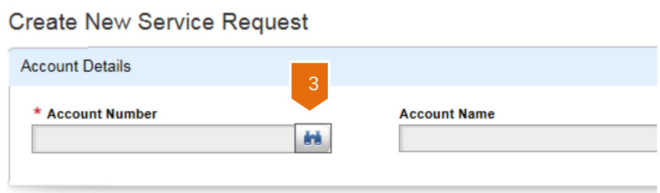
Administrative Messages

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;





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.