



CitiDirect BE Document Center

Getting Started User Guide –
Incoming Payments

Treasury and Trade Solutions





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Welcome to CitiDirect BE Document Center

CitiDirect BE Document Center is an intelligent digital document submission channel in CitiDirect designed to streamline handling of supporting documentation for cross-border payments with up front communication of documentary requirements based on payment types with tracking and status communication bringing together payment and document submission as a singular experience.

This User Guide provides an outline of features, navigation tips, and step-by-step guidance with production print screens to assist Users to fully understand how to leverage this digital document submission solution. For any questions on solution details, please refer to the FAQ.

What can users do in CitiDirect BE Document Center?

Document Center can be accessed through initiating a payment or directly navigated through the Document Center section under 'Payments'. The main functionalities include:

1. **Notification on Required Documents** – being notified by a hyperlink in Outgoing transaction initiation screen on what document is required based on the purpose of payment.
2. **Upload Document** – upload a document(s) against a Cross Border Funds Transfer payment.
3. **Link Document** – link previously uploaded documents to a current Cross Border Funds Transfer payment.
4. **Authorize Document** – checker authorizes the function that maker uploaded / linked (optional).
5. **View Document** – view the uploaded / linked document.
6. **Track Document** – track the document review progress through document status update. Take action on errors found in the submitted documents.
7. **Archive Document** – uploaded documents are stored in the system and can be re-used at Document Center for future payments.
8. **Provide Purpose of Payment** – indicate the purpose of payments for incoming flows.

CitiDirect BE Incoming Payments

CitiDirect BE Incoming payments is a new feature that enables users manage all their incoming Cross Border Funds Transfer (CBFT). In some jurisdictions, regulators require beneficiaries of CBFTs to provide a purpose of payment for the transactions. User is able to access this new functionality through the Payments tab within CitiDirect BE.

The screenshot shows the CitiDirect BE Payments menu. The 'Incoming Payments' option is highlighted with an orange box. Other options include Currency Control Messages, Payment Initiation, Electronic Payment Slips, Standing Instruction, Document Based Requests, Payments Services, Purchase FX, and Canada ACH Recurring Payment Schedule.

Received Transactions

Clicking on 'Received Transactions' will direct the user to the below window with a list of all incoming CBFT transactions that are pending action from the user.







The screenshot shows the 'Received Transactions' window. It displays a list of transactions with columns for Transaction Reference Number, Citi Internal Status, Status, Sub Status, Instruction Currency, Instruction Amount, Instruction Value Date, Beneficiary Account Number, and a numeric status indicator.

Transaction Reference Number	Citi Internal Status	Status	Sub Status	Instruction Currency	Instruction Amount	Instruction Value Date	Beneficiary Account Number	
UAT101220A1	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC
UAT101220A10	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC
UAT101220A11	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC
UAT101220A12	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC
UAT101220A13	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC
UAT101220A14	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC
UAT101220A15	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC
UAT101220A2	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC
UAT101220A3	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC
UAT101220A4	input	CB Pending	In Progress	ZAR	220796.00	11/15/2020	200060052	00000 CC

To view additional details on any transaction, the user clicks on the 'Transaction Reference number' and this will reveal details of the beneficiary and the ordering party.

Incoming Transactions		
Payment Details		
Transaction Reference Number UAT101220A10	Instruction Currency ZAR	Instruction Amount 220796.00
Instruction Value Date 11/15/2020	Status CB Pending	Sub Status In Progress
Citi Internal Status Input		
Beneficiary Details		
Beneficiary Name DDDDD CCCCNING (JB) CO., LTD	Beneficiary Bank Name --	Beneficiary Account Number 200360052
Beneficiary Address Line 1 NO 999 RONGLE RONGLE ROAD SONGJIANG	Beneficiary Bank Address Line 1 --	
Beneficiary Address Line 2 DISTRICT SHANGHAI CITY201613	Beneficiary Bank Address Line 2 --	
Beneficiary Address Line 3 --	Beneficiary Bank Address Line 3 --	
Ordering Party Details		
Ordering Party Name ANUSUNRISE LLCID	Ordering Bank Name ORDERING PARTY	Ordering Party Account Number 416026412
Ordering Party Address Line 1 --	Ordering Bank Address Line 1 --	
Ordering Party Address Line 2 --	Ordering Bank Address Line 2 --	
Ordering Party Address Line 3 --	Ordering Bank Address Line 3 --	

Scrolling down further on the above window will reveal the 'Payment category Panel' where the purpose of payment can be entered by selecting a 'Payment Category Code'. All the available 'Payment Category Codes' can be viewed by clicking the 'Look up function' (binoculars icon).

Payment Category	
* Purpose of Payment 1	* Purpose of Payment Amount 1
<input type="text"/>  	<input type="text" value="11310.59"/>
Purpose of Payment 2	Purpose of Payment Amount 2
<input type="text"/>  	<input type="text"/>
Purpose of Payment 3	Purpose of Payment Amount 3
<input type="text"/>  	<input type="text"/>
Remarks	
<input type="text"/>	

The "Purpose of Payment Amount" will appear automatically based on the payment amount if Purpose of Payment is required and there's only one of them. If there are multiple Purpose of Payment for the transaction, user has to input the amount to ensure the total amount of all Purpose of Payment Amount equals the incoming payment amount.

User can now select the appropriate Purpose of Payment by reading through the list of various purpose of payment descriptions and clicking the respective code.

Purpose of Payment Lookup ✕

▶ Show Search



















Purpose of Payment (1 - 10 of 145) ⏪ Page 1 of 15 ⏩

Purpose of Payment Code 1 ▲	Description 2 ▲	
318001	Services, income, and remittances and grants	
318002	Services	
318003	Fees/charges relating to goods transportation	
318004	Freight charges	
318005	Goods insurance and reinsurance premiums	
318006	Goods insurance claims	
318007	Other service charges relating to international freight	
318008	Fees/charges relating to other transportation apart from freight	
318009	Fares	
318010	Service charges for international transportation and other tran...	

Document Upload panel to upload supporting documents for the payments visible if scrolling down further from Payment Category panel.

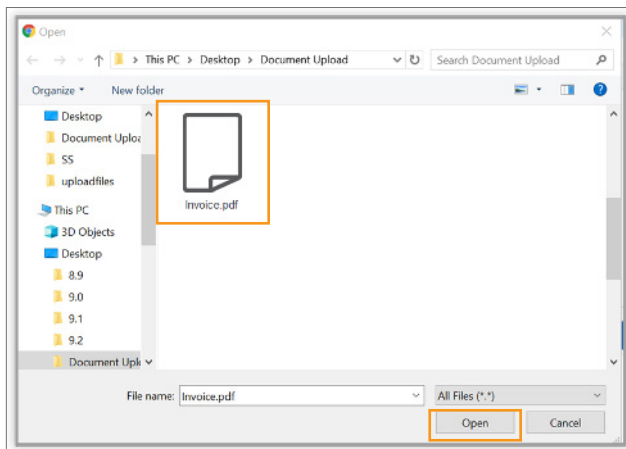
▼ Document Upload

Please ensure that the document uploaded against each document type does not exceed 10 MB.



















Document Type	Upload	Document Name	Link	Document Reference
Reference Doc 1				Clear
Reference Doc 2				Clear
Reference Doc 3				Clear
Reference Doc 4				Clear
Reference Doc 5				Clear
Reference Doc 6				Clear
Reference Doc 7				Clear
Reference Doc 8				Clear
Reference Doc 9				Clear

By clicking the upload icon in the 'Upload' column, a window as below pops up to upload file from user's device.

The user is able to select file in PDF, TIF, TIFF, XLS, XLSX, MSG, and CSV format to upload. Once the file is selected, click 'Open' to upload the file. The user can upload a maximum of 10 documents with a 10 MB file size of each document for a single payment. Select the document and click 'Open' to upload the document.



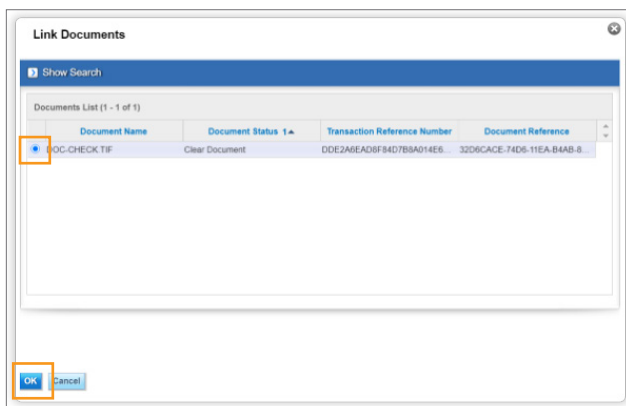
Once the file name appears in the 'Document Name' column, the document upload is completed. The document name being displayed is same as the file name in which the document is saved in the local desktop. If User would like to change the uploaded document, click 'clear' to remove the uploaded document and follow previous steps to upload a new document.

Document Upload					
Please ensure that the document uploaded against each document type does not exceed 10 MB.					
Document Type	Upload	Document Name	Link	Document Reference	
Reference Doc 1		INVOICE.PDF			Clear
Reference Doc 2					Clear
Reference Doc 3					Clear
Reference Doc 4					Clear
Reference Doc 5					Clear
Reference Doc 6					Clear
Reference Doc 7					Clear
Reference Doc 8					Clear
Reference Doc 9					Clear

Previously upload documents can be reused again and it will be available in the Link option. On clicking the Link icon, those uploaded documents will be available and it can be selected.

Document Upload					
Please ensure that the document uploaded against each document type does not exceed 10 MB.					
Document Type	Upload	Document Name	Link	Document Reference	
Reference Doc 1					Clear
Reference Doc 2					Clear
Reference Doc 3					Clear
Reference Doc 4					Clear
Reference Doc 5					Clear
Reference Doc 6					Clear
Reference Doc 7					Clear
Reference Doc 8					Clear
Reference Doc 9					Clear

Once the file is selected, click 'OK' to link the file.



Once the file name appears in the 'Document Name' column, and the document reference is shown as well, the link document action is completed. If User would like to change the linked document, click 'clear' to remove the linked document and follow previous steps to link a document.

Document Upload

Please ensure that the document uploaded against each document type does not exceed 10 MB.

Document Type	Upload	Document Name	Link	Document Reference	
Reference Doc 1		DOC-CHECK.TIF		32D6CACE-74D6-11EA-B4AB-8...	Clear
Reference Doc 2					Clear
Reference Doc 3					Clear
Reference Doc 4					Clear
Reference Doc 5					Clear
Reference Doc 6					Clear
Reference Doc 7					Clear
Reference Doc 8					Clear
Reference Doc 9					Clear

After selecting the applicable values, click "Submit" and a confirmation window will pop as follows.

Payment Category

* Purpose of Payment 1: Services, income, and remittances and gra

* Purpose of Payment Amount 1: 11311.59

Purpose of Payment 2:

Purpose of Payment Amount 2:

Purpose of Payment 3:

Purpose of Payment Amount 3:

Remarks:

Document Upload

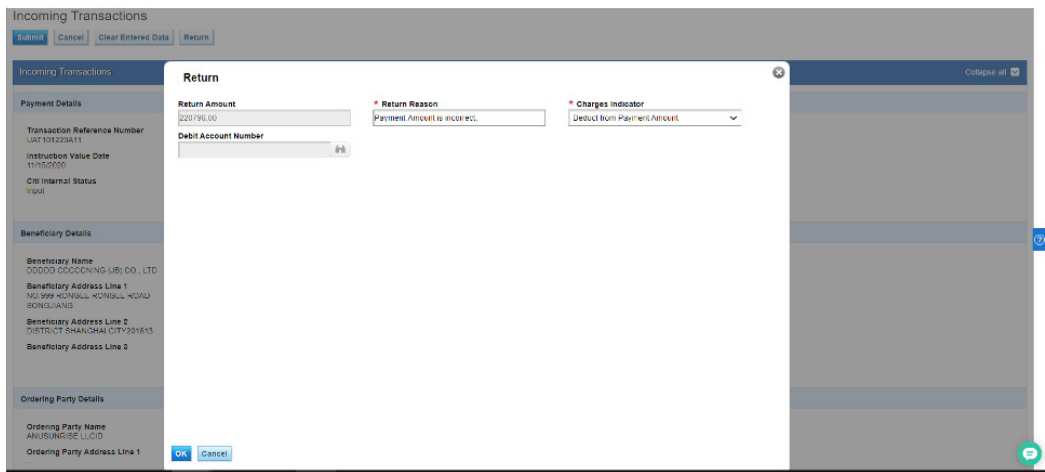
Please ensure that the document uploaded against each document type does not exceed 10 MB.

Document Type	Upload	Document Name	Link	Document Reference	
Reference Doc 1		DOC-CHECK.TIF			Clear
Reference Doc 2					Clear
Reference Doc 3					Clear
Reference Doc 4					Clear
Reference Doc 5					Clear
Reference Doc 6					Clear
Reference Doc 7					Clear
Reference Doc 8					Clear
Reference Doc 9					Clear

Confirmation: Payments

The transaction has been submitted successfully.

Alternatively, the user can reject a transaction by clicking on the 'Return' option and providing the required details.



Incoming Transactions

Return

Return

Return Amount: 2207396.00

Return Reason: Payment Amount is incorrect

Charges Indicator: Deduct from Payment Amount

Debit Account Number: [Field]

OK Cancel

Payment Details

Transaction Reference Number: LIAT131223A11

Instruction Value Date: 11/15/2020

Citi Internal Status: Input

Beneficiary Details

Beneficiary Name: 00000 CCCC000NG (BJ) CO., LTD

Beneficiary Address Line 1: 923999 HONGKONG HONGKONG HONGKONG

Beneficiary Address Line 2: DISTRICT SHANGHAI CITY201615

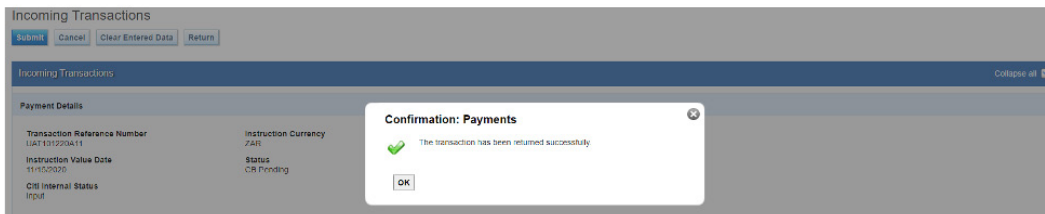
Beneficiary Address Line 3: [Field]

Ordering Party Details

Ordering Party Name: ANUSUNRSE LLCID

Ordering Party Address Line 1: [Field]

The below confirmation message will pop up after user clicks on 'OK'.



Incoming Transactions

Confirmation: Payments

The transaction has been returned successfully.

OK

Payment Details

Transaction Reference Number: LIAT131223A11

Instruction Currency: ZAR

Instruction Value Date: 11/15/2020

Status: CB Pending

Citi Internal Status: Input

To Submit/Modify

The 'To Submit/Modify' worklist gives the user an option to carry out changes to existing pending transactions which have been submitted/rejected in 'Received Transactions' worklist. The user can modify the 'Payment Category Code', submit a transaction and return a transaction. The user selects a transaction to modify by clicking on its 'Transaction Reference Number'. Document can be modified under this worklist when Citi Internal Status of the incoming payment hasn't changed to "Released" or "CB Accepted". User may always manage document in Document Center.

Transaction Reference Number	Status	Sub Status	Citi Internal Status	Instruction Currency	Instruction Amount	Instruction Value Date	Beneficiary Account Number
173392004	CR Pending	In Progress	CR Accepted	CNY	153.00	10/07/2020	173300705A
UA1151020A8	CU Pending	In Progress	Level 1 Authr	ZAR	220,796.00	10/13/2020	202360002
UA1151020A2	CU Pending	In Progress	Released	ZAR	220,796.00	10/14/2020	202360002
UA1151020A8	CR Pending	In Progress	Authorization	ZAR	220,796.00	10/14/2020	202360002
UA1151020A3	CR Pending	In Progress	Level 1 Authr	ZAR	220,796.00	10/14/2020	202360002
2020101400700/00	CU Pending	In Progress	CU Accepted	CNY	141.10	10/14/2020	1730007007
UA1151020A5	CB Pending	In Progress	CB Accepted	CNY	220,796.00	10/15/2020	173000705B
UA1151020A1	CR Pending	In Progress	CR Accepted	CNY	220,796.00	10/15/2020	173000705A
UA1151020A5	CB Pending	In Progress	CB Accepted	ZAR	220,796.00	10/15/2020	202360002
UA1151020A11	CU Pending	In Progress	CU Accepted	ZAR	220,796.00	10/15/2020	202360002

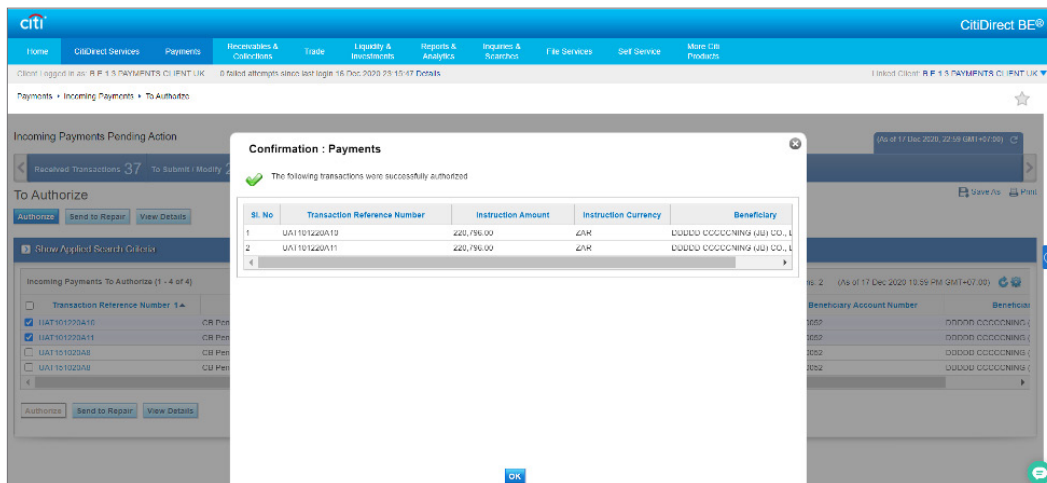
Document can be modified under this worklist when Citi Internal Status of the incoming payment hasn't changed to "Released" or "CB Accepted". User may always manage document in Document Center.

To Authorize

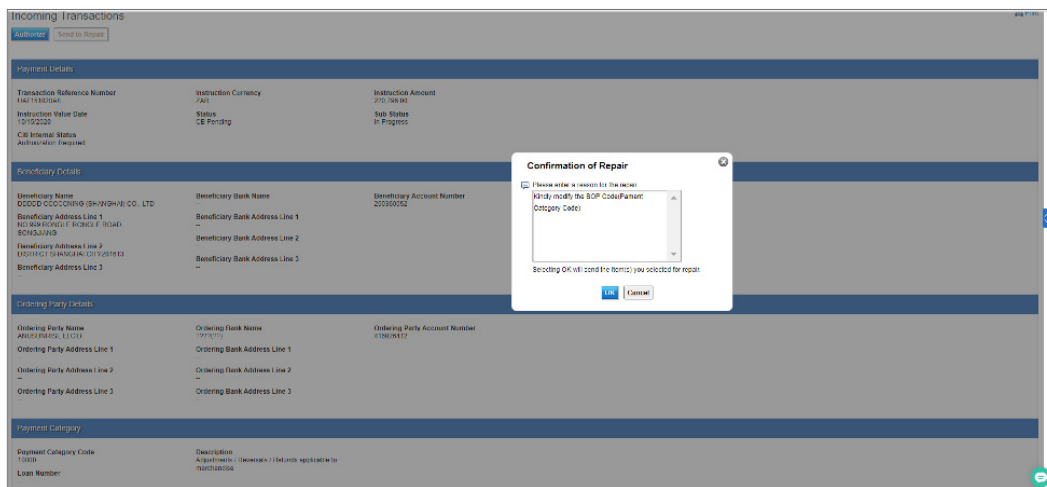
If the client has enabled the checker option under Client Preference, then all transactions after submission will move to a "Authorize" queue. Only users with 'Checker' entitlements (Level 1 Authorization Required) will be able to access this module. (By default checker will be set as "No". If needed, client can enable it in client preference).

Transaction Reference Number	Status	Sub Status	Instruction Currency	Instruction Amount	Instruction Value Date	Beneficiary Account Number	Beneficiary
UA1151020A10	CR Pending	In Progress	ZAR	220,796.00	15 Nov 2020	202360002	DDDDDD-CCCCCCCCING
UA1151020A11	CR Pending	In Progress	ZAR	220,796.00	15 Nov 2020	202360002	DDDDDD-CCCCCCCCING
UA1151020A8	CB Pending	In Progress	ZAR	220,796.00	14 Oct 2020	202360002	DDDDDD-CCCCCCCCING
UA1151020A8	CU Pending	In Progress	ZAR	220,796.00	15 Oct 2020	202360002	DDDDDD-CCCCCCCCING

User with checker entitlements can select a single or multiple transactions for authorization. The transaction details can be viewed by clicking on the 'Transaction Reference Number' of each transaction on the queue. Once the checker is comfortable with the information provide, they click on 'Authorize' to submit the transaction for processing.



Alternatively, the checker has the option to move back the payment to maker queue for modification. This can be achieved by clicking on "Send to Repair" and providing guidance notes to the maker on reasons for returning the transaction in the provided text box. In these cases, maker can do the modifications in To Submit/Modify.



View All

The 'View All' module shows all the incoming transactions, which have already been actioned by the client.

The screenshot shows the CitiDirect BE interface with the 'View All' module selected. It displays a table of incoming payments with columns for Transaction Reference Number, Status, CIB Internal Status, Sub Status, Instruction Currency, Instruction Amount, Instruction Value Date, Beneficiary Account Number, and Beneficiary Name. The table lists several transactions with various statuses like 'CB Pending' and 'CB Accepted'.

Transaction Reference Number	Status	CIB Internal Status	Sub Status	Instruction Currency	Instruction Amount	Instruction Value Date	Beneficiary Account Number	Beneficiary Name
144110107610	CB Pending	CIB Accepted	In Progress	ZAR	220,796.00	15 Nov 2020	200300052	XXXXX COCCOONING (SHANGHAI) CO...
144110122011	CB Pending	CIB Accepted	In Progress	ZAR	220,796.00	15 Nov 2020	200300052	XXXXX COCCOONING (SHANGHAI) CO...
144110120811	CB Pending	CIB Accepted	In Progress	ZAR	220,796.00	15 Oct 2020	200300052	XXXXX COCCOONING (SHANGHAI) CO...
144110120818	CB Pending	CIB Accepted	In Progress	ZAR	220,796.00	14 Oct 2020	200300052	XXXXX COCCOONING (SHANGHAI) CO...
144110107618	CB Pending	CIB Accepted	In Progress	ZAR	220,796.00	15 Oct 2020	200300052	XXXXX COCCOONING (SHANGHAI) CO...
144110120819	CB Pending	CIB Accepted	In Progress	ZAR	220,796.00	15 Oct 2020	200300052	XXXXX COCCOONING (SHANGHAI) CO...

User can click on the 'Transaction Reference Number' of any of the transactions on the list in order to view further details.

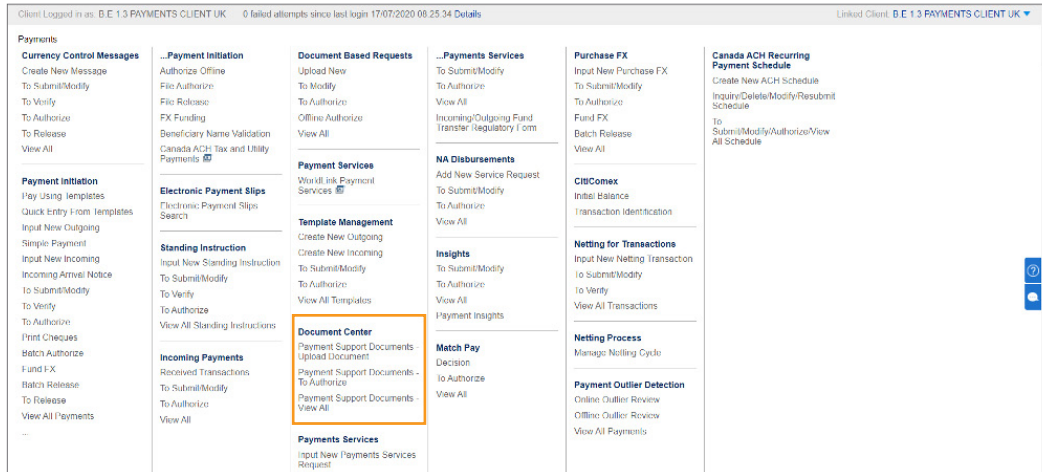
The screenshot shows the 'Incoming Transactions' details screen. It is divided into three sections: Payment Details, Beneficiary Details, and Ordering Party Details. The Payment Details section shows the Transaction Reference Number, Instruction Currency, Instruction Amount, Instruction Value Date, Status, and Sub Status. The Beneficiary Details section shows the Beneficiary Name, Beneficiary Bank Name, Beneficiary Account Number, and three Beneficiary Bank Address Lines. The Ordering Party Details section shows the Ordering Party Name, Ordering Party Account Number, and three Ordering Party Address Lines.

The transaction details can also be exported to a pdf format by using the printer icon located at the top right corner of the 'Incoming Transactions' details screen.

The screenshot shows the 'Incoming Transactions' details screen in a PDF export format. It displays the same information as the previous screenshot, including Payment Details, Beneficiary Details, and Ordering Party Details, but in a more structured, document-like layout.

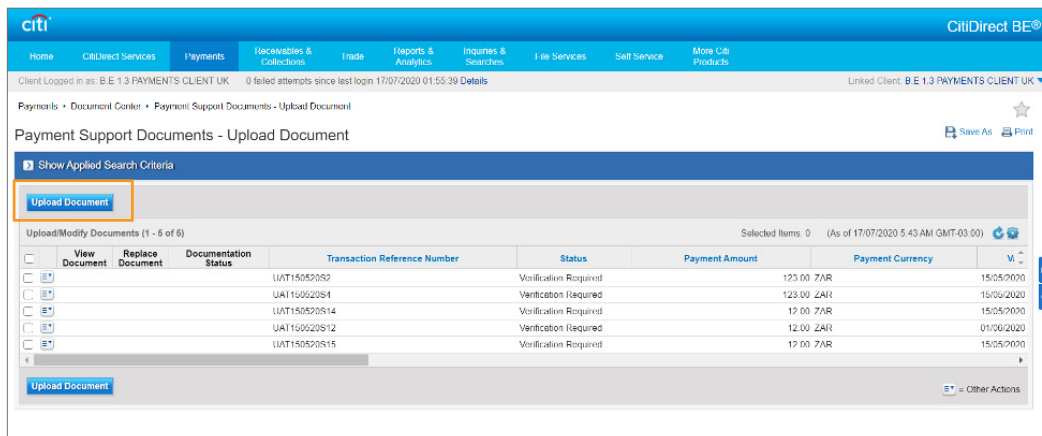
Document Center Functionalities

'Document Center' is a new function added within the Payments menu where user can upload additional supporting documents for existing transactions and also view the status of previously submitted support documents.



Payment Support Documents – Upload Document



















Under the Document Centre menu, click on 'Payment Support Documents – Upload Document' to upload additional documents to an existing transaction. The user is directed to the below window with a list of all previously initiated transactions.



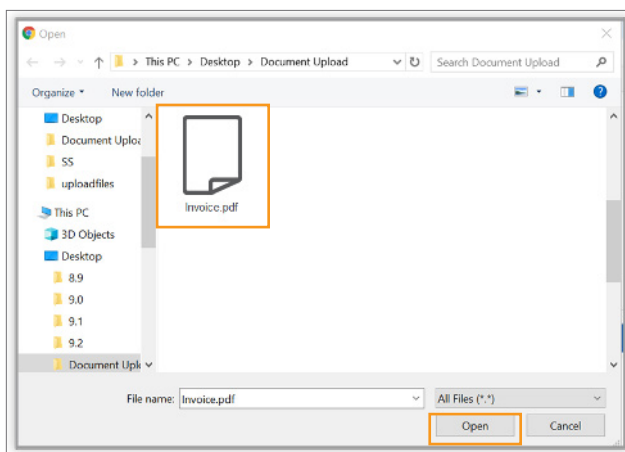
The user can select any of the listed transactions and click on 'Upload Document'. A pop up window as illustrated on the next page will appear allowing the user to upload or link a document.

Document Upload

Please ensure that the document uploaded against each document type does not exceed 10 MB.



















Document Type	Upload	Document Name	Link	Document Reference
Reference Doc 1				Clear
Reference Doc 2				Clear
Reference Doc 3				Clear
Reference Doc 4				Clear
Reference Doc 5				Clear
Reference Doc 6				Clear
Reference Doc 7				Clear
Reference Doc 8				Clear
Reference Doc 9				Clear

By clicking the upload icon in the 'Upload' column, a window as below pops up to upload file from user's device.

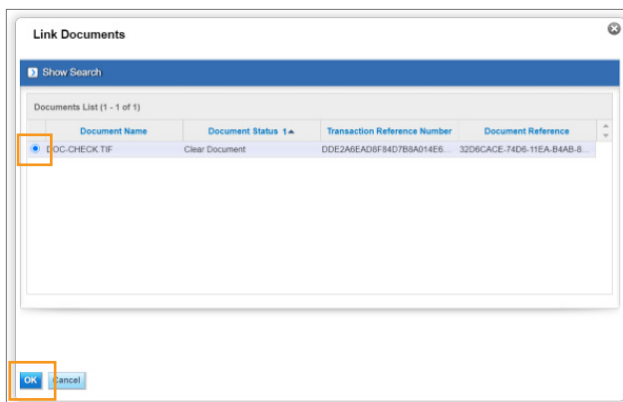


The user is able to select file in PDF, TIF, TIFF, XLS, XLSX, MSG, and CSV format to upload. Once the file is selected, click 'Open' to upload the file. The user can upload a maximum of 10 documents with a 10 MB file size of each document for a single payment. Select the document and click 'Open' to upload the document.

Previously upload documents can be reused again and it will be available in the Link option. On clicking the Link icon, those uploaded documents will be available and it can be selected.

Document Upload					
Please ensure that the document uploaded against each document type does not exceed 10 MB.					
Document Type	Upload	Document Name	Link	Document Reference	
Reference Doc 1					Clear
Reference Doc 2					Clear
Reference Doc 3					Clear
Reference Doc 4					Clear
Reference Doc 5					Clear
Reference Doc 6					Clear
Reference Doc 7					Clear
Reference Doc 8					Clear
Reference Doc 9					Clear



















Once the file is selected, click 'OK' to link the file.



Once the file name appears in the 'Document Name' column, the document upload / link is completed. If User would like to change the document, click 'clear' to remove the uploaded / link document and follow previous steps to upload / link a new document. Click 'Submit' at the bottom to submit the document for authorization.

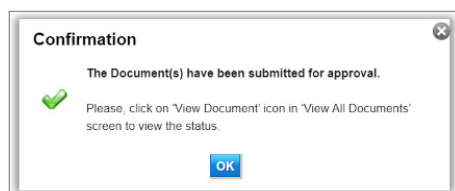
Document Upload

Please ensure that the document uploaded against each document type does not exceed 10 MB.

Document Type	Upload	Document Name	Link	Document Reference	
Reference Doc 1		INVOICE.PDF			Clear
Reference Doc 2		DOC-CHECK.TIF		32D6CACE-74D6-11EA-B4AB-8...	Clear
Reference Doc 3					Clear
Reference Doc 4					Clear
Reference Doc 5					Clear
Reference Doc 6					Clear
Reference Doc 7					Clear
Reference Doc 8					Clear
Reference Doc 9					Clear

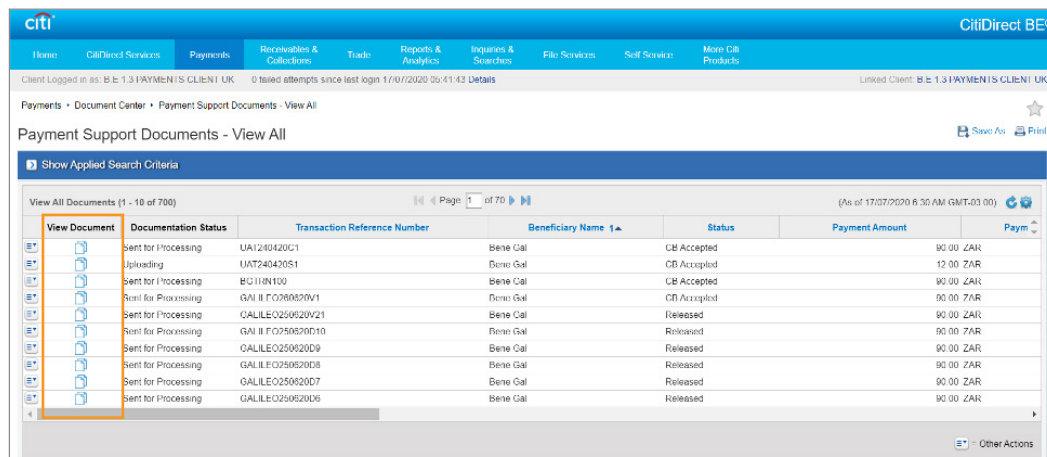
Submit
Cancel

After clicking 'Submit' the below confirmation appears indicating that the document has been successfully uploaded and sent to checker for authorization.

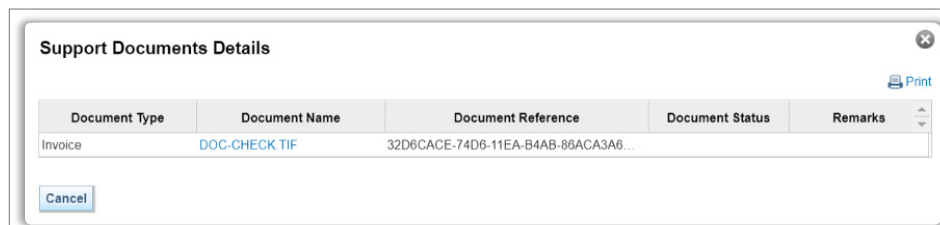


Payment Support Documents – View All

Under the Document Centre menu, the Client will click on ' Payment Support Documents – View All' in order to check the status of previously uploaded support documents. The user is directed to the below window with a list of all previously initiated transactions.



To view additional details on the document status, click on the icons under 'View Document' for a particular transaction. A pop up as illustrated below will provide more details on the document status for the selected transaction.



Document Status List

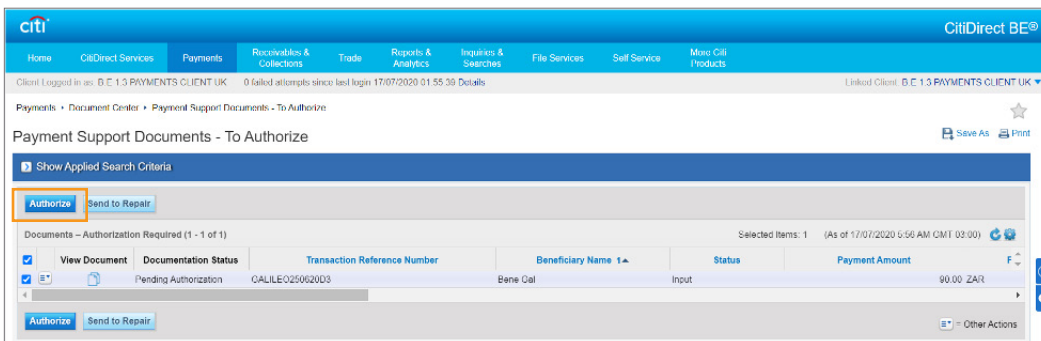
Below is a list of the Document Status that can be shown to the client.

Transaction Level Documentation Status	Individual Document Status
Pending Pending Verification All Document Verified	Clear Document Verification rejected Incomplete Docs Docs Not Clear Incorrect Docs Additional Docs Resubmit Docs

Payment Support Documents – To Authorize

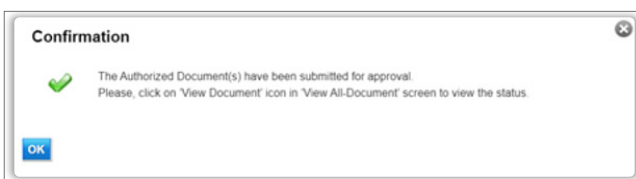
Under the Document Center menu, click on 'Payment Support Documents – To Authorize' in order to authorize any submitted support documents. This is a checker function. The user is directed to the below window with a list of all previously initiated transactions. (This is configurable at a client level and by default it will be "NO"). If checker process is required for the document verification, the configuration has to be enabled in client configuration so that all the uploaded documents(transaction level) will be sent to checker flow before sending for verification.

Note: Transaction and Document checker flows are independent and both the flows wont impact each other. When a transaction is authorized/released, it will sent for processing and when a document is authorized, it will sent for processing. Both can be done at any given point of time. For Document Checker, user has to be entitled to Document checker entitlement process.



The screenshot shows the CitiDirect BE interface. The top navigation bar includes 'Home', 'CitiDirect Services', 'Payments', 'Receivables & Collections', 'Trade', 'Reports & Analytics', 'Inquiries & Searches', 'File Services', 'Self Service', and 'More Citi Products'. The main content area is titled 'Payment Support Documents - To Authorize'. Below the title, there are buttons for 'Authorize' (highlighted with a red box) and 'Send to Repair'. A table below shows a list of documents with columns: 'View Document', 'Documentation Status', 'Transaction Reference Number', 'Beneficiary Name', 'Status', and 'Payment Amount'. One document is listed with 'Pending Authorization' status, transaction reference number 'CALILE025062003', beneficiary name 'Bene Gal', status 'Inout', and payment amount '90.00 ZAR'. There are also 'Other Actions' and 'Other Actions' buttons at the bottom.

The user selects the specific transaction requiring authorization and clicks 'Authorize'. Below pop message confirms the documents have been approved.



The confirmation dialog box has a title 'Confirmation' and a close button. It contains a green checkmark icon and the text: 'The Authorized Document(s) have been submitted for approval. Please, click on 'View Document' icon in 'View All-Documents' screen to view the status.' There is an 'OK' button at the bottom left.

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