



CitiDirect BE Document Center

Getting Started User Guide



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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.

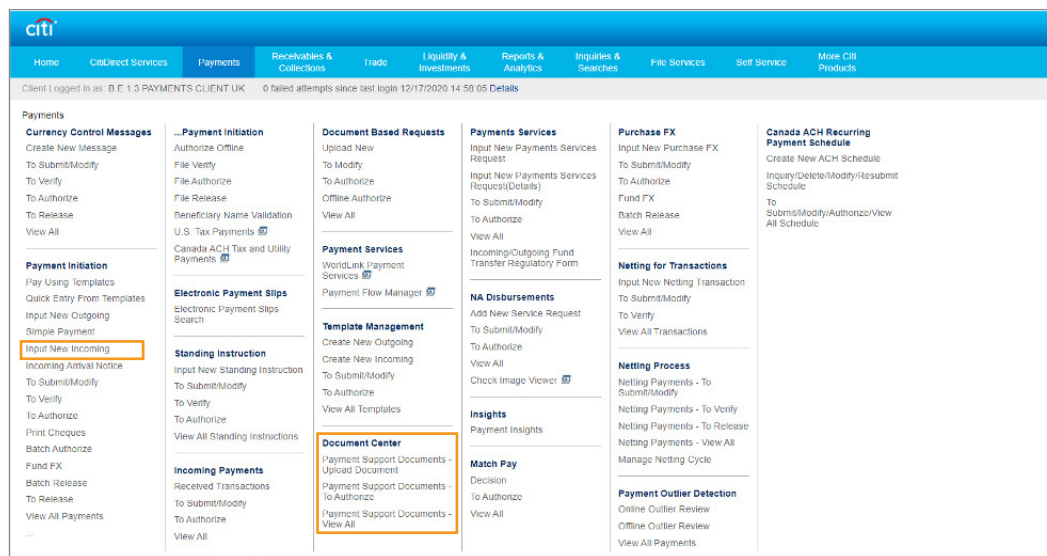
What can users do in CitiDirect BE Document Center?

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 Document Center 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

How to Navigate to CitiDirect BE Document Center

The CitiDirect BE Document Center is either accessed directly through the Payments tab within CitiDirect BE or from Payment Initiation (Input New Outgoing) section as highlighted below.

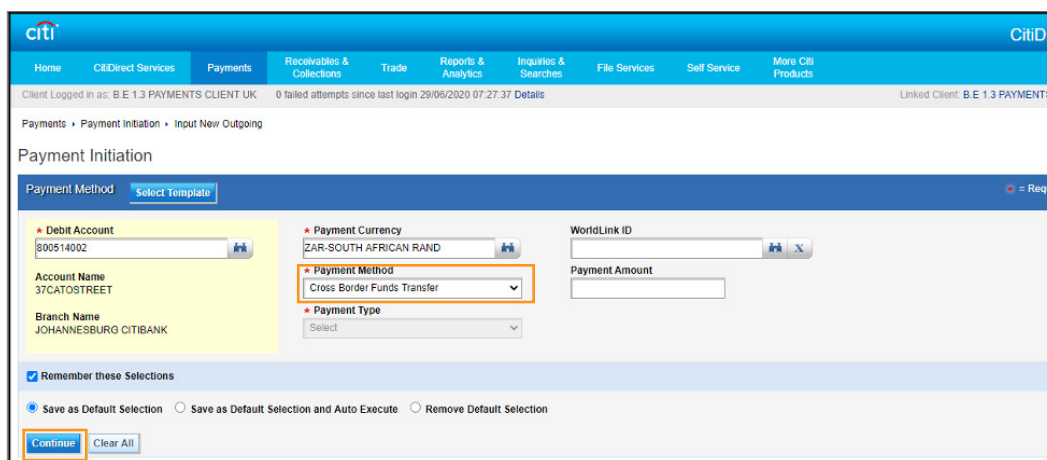


The screenshot displays the CitiDirect BE interface with the following structure:

- Navigation Bar:** Home, CitiDirect Services, Payments, Receivables & Collections, Trade, Liquidity & Investments, Reports & Analytics, Inquiries & Searches, File Services, Self Service, More Citi Products.
- Client Information:** Client Logged in as: B.E. 1.3 PAYMENTS CLIENT UK, 0 failed attempts since last login 12/17/2020 14:50:05 Details
- Main Content Area:**
 - Payments Tab:**
 - Currency Control Messages:** Create New Message, To Submit/Modify, To Verify, To Authorize, To Release, View All.
 - Payment Initiation:** Pay Using Templates, Quick Entry From Templates, Input New Outgoing, Simple Payment, **Input New Incoming** (highlighted), Incoming Arrival Notice, To Submit/Modify, To Verify, To Authorize, Print Cheques, Batch Authorize, Fund FX, Batch Release, To Release, View All Payments.
 - Document Based Requests:** Upload New, To Modify, To Authorize, Offline Authorize, View All.
 - Payments Services:** Input New Payments Services Request, Input New Payments Services Request(Details), To Submit/Modify, To Authorize, View All, Incoming/Outgoing Fund Transfer Regulatory Form.
 - Purchase FX:** Input New Purchase FX, To Submit/Modify, To Authorize, Fund FX, Batch Release, View All.
 - Canada ACH Recurring Payment Schedule:** Create New ACH Schedule, Inquiry/Delete/Modify/Resubmit Schedule, To Submit/Modify/Authorize/View All Schedule.
 - Netting for Transactions:** Input New Netting Transaction, To Submit/Modify, To Verify, View All Transactions.
 - Netting Process:** Netting Payments - To Submit/Modify, Netting Payments - To Verify, Netting Payments - To Release, Netting Payments - View All, Manage Netting Cycle.
 - Payment Outlier Detection:** Online Outlier Review, Offline Outlier Review, View All Payments.
 - Document Center:** Payment Support Documents - Upload Document, Payment Support Documents - To Authorize, Payment Support Documents - View All (highlighted).

CitiDirect BE Document Center in Payment Initiation

Upon clicking 'Input New Outgoing' under 'Payment Initiation', the 'Payment Initiation' form will appear. For field 'Payment Method', select 'Cross Border Funds Transfer' from the drop down list, and click 'Continue' to access the 'Cross Border Funds Transfer' form.

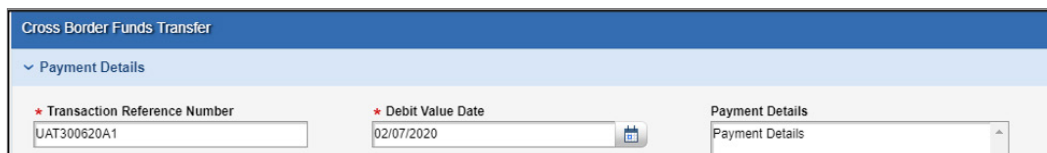


The screenshot shows the 'Payment Initiation' form with the following fields and values:

- Debit Account:** 800514002
- Account Name:** 37CATOSTREET
- Branch Name:** JOHANNESBURG CITIBANK
- Payment Currency:** ZAR-SOUTH AFRICAN RAND
- Payment Method:** Cross Border Funds Transfer (highlighted)
- Payment Type:** Select
- WorldLink ID:** (empty)
- Payment Amount:** (empty)
- Remember these Selections:** Save as Default Selection

There are five sections of the form which are mandatory to be completed as highlighted. Fields: 'Payment Details', 'Beneficiary Details', 'Intermediary Bank Details', 'Ordering Party Details', 'Purpose of Payment', and 'Document Upload'. 'Purpose of Payment' and 'Document upload' appear at the bottom of the Cross Border Funds Transfer payment form and are the main functions of CitiDirect BE Document Center.

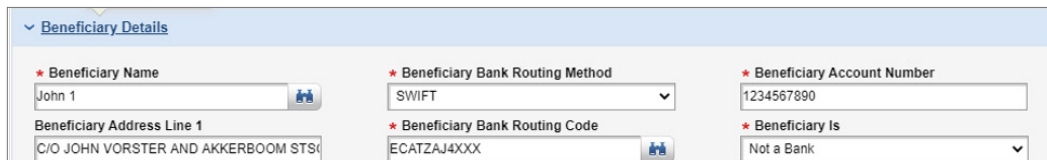
Payment Details fields expanded.



The 'Payment Details' section is expanded and contains the following fields:

- Transaction Reference Number:** UAT300620A1
- Debit Value Date:** 02/07/2020
- Payment Details:** Payment Details

Beneficiary Details fields expanded.



The 'Beneficiary Details' section is expanded and contains the following fields:

- Beneficiary Name:** John 1
- Beneficiary Bank Routing Method:** SWIFT
- Beneficiary Account Number:** 1234567890
- Beneficiary Address Line 1:** C/O JOHN VORSTER AND AKKERBOOM STS
- Beneficiary Bank Routing Code:** ECATZAJ4XXX
- Beneficiary Is:** Not a Bank

Intermediary Details fields expanded.

▼ Intermediary Bank Details

Intermediary Bank Routing Method

*** Intermediary Bank Routing ID**

Ordering Party Details fields expanded.

▼ Ordering Party Details

Ordering Party Name

Ordering Party Account Number

Ordering Party Address Line 1

Purpose of Payment fields expanded.



▼ Purpose of Payment

* Purpose Code	Description Text	Supporting Documents Ba
		Supporting Documents Ba

Document Upload fields expanded.

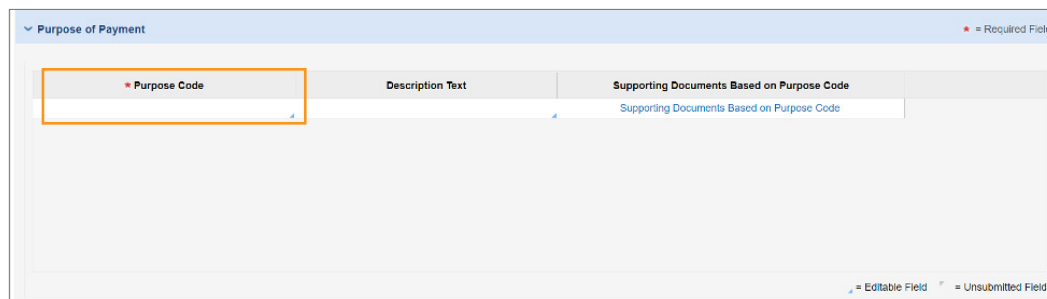
▼ Document Upload

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

Document Type	Upload	Document Name	Link	Document Reference	
Invoice					Clear

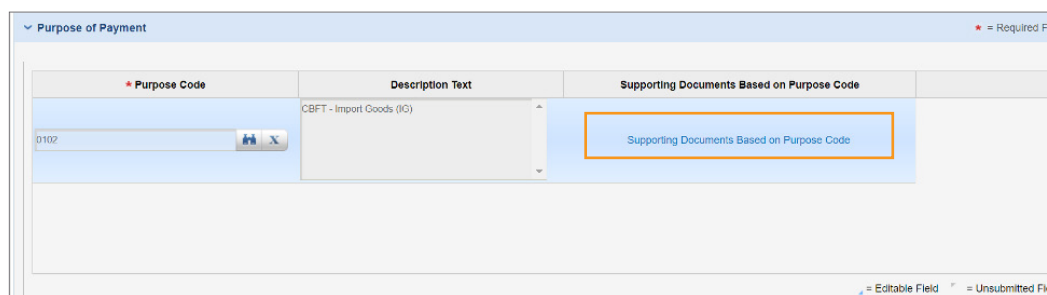
Notification on Required Document

From the 'Purpose of Payment' dropdown, three fields will be shown, which are 'Purpose Code', 'Description Text', and 'Supporting Documents Based on Purpose Code'.



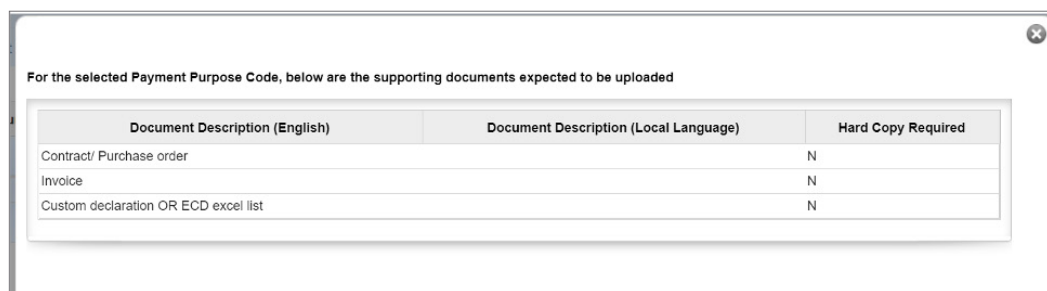
The screenshot shows a dropdown menu titled 'Purpose of Payment' with a red asterisk indicating it is a required field. The menu contains three items: 'Purpose Code', 'Description Text', and 'Supporting Documents Based on Purpose Code'. The 'Purpose Code' item is highlighted with an orange border. Below the menu, there are icons for 'Editable Field' and 'Unsubmitted Field'.

Fill up the field of Purpose Code, the description of the purpose code will appear in the field of 'Description Text', and the Supporting Documents Based on Purpose Code is a hyperlink and able to be clicked on.



The screenshot shows the 'Purpose of Payment' dropdown menu with '0102' selected in the 'Purpose Code' field. The 'Description Text' field now contains 'CBFT - Import Goods (IG)'. The 'Supporting Documents Based on Purpose Code' field is highlighted with an orange border, indicating it is a clickable hyperlink. Below the menu, there are icons for 'Editable Field' and 'Unsubmitted Field'.

By clicking the hyperlink, the required document list displays in a pop up window as below, and a reminder of whether hard copy document is required is shown under the 'Hot Copy Required' column. The pop up window with document details is just for view only and no action can be taken. Document details can be seen and the expected documents has to be uploaded in the 'Document Upload' panel.



The screenshot shows a pop-up window titled 'For the selected Payment Purpose Code, below are the supporting documents expected to be uploaded'. The window contains a table with three columns: 'Document Description (English)', 'Document Description (Local Language)', and 'Hard Copy Required'.





















Document Description (English)	Document Description (Local Language)	Hard Copy Required
Contract/ Purchase order		N
Invoice		N
Custom declaration OR ECD excel list		N

Note: The 'Purpose of Payment' panel is not applicable to all countries but the link of notification of the required document will appear somewhere in the CBFT payment form.

Upload/Link a Document in Payment Initiation

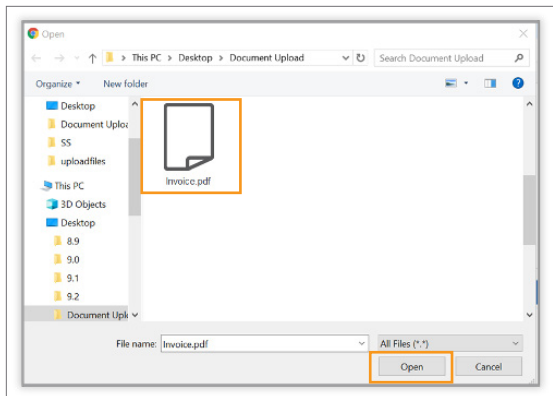
From the 'Document Upload' dropdown, there are five columns related to the document upload.

- Document Type** Indicates the required document based on the country regulatory requirement
- Upload** Click the upload icon under this column to upload documents from user's device
- Document Name** The name of the uploaded document
- Link** Click the link icon under this column to select a document that was previously uploaded
- Document Reference** The reference of the selected document. An uploaded document is assigned a reference number by eDoc's system in which all the documents will be stored.(It will be generated, once when the document is uploaded and transaction is submitted)

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	
Invoice					Clear
Custom Slip					Clear
Tax filing form					Clear
Contract					Clear
Transportation list					Clear
ID Proof Documents					Clear
Customer letter					Clear
Indemnity Agreement					Clear
Other					Clear
Other					Clear

Upload a Document in Payment Initiation

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. Click 'Submit' at the bottom of the 'Cross Border Funds Transfer' form to submit the payment along with the document.

Document Upload

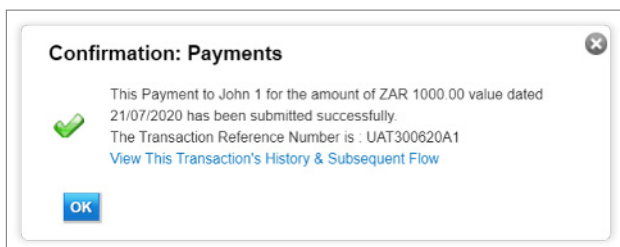
Please ensure that the document uploaded against each document type does not exceed 10 MB.

Document Type	Upload	Document Name	Link	Document Reference
Invoice		INVOICE.PDF		Clear
Custom Slip				Clear
Tax filing form				Clear
Contract				Clear
Transportation list				Clear
ID Proof Documents				Clear
Customer letter				Clear
Indemnity Agreement				Clear
Other				Clear
Other				Clear

Add Recurring Payment Instruction

Save As Template

A confirmation window will appear verifying successful submission of payment and the document.























Link a Document in Payment Initiation

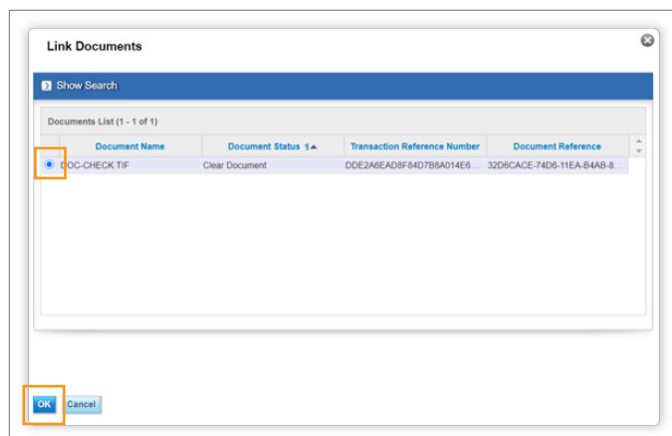
Link document means to extract a document that was previously uploaded. By clicking the link icon in the 'Link' column, a window with all the uploaded document pops up for User to select.

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
Invoice				Clear
Custom Slip				Clear
Tax filing form				Clear
Contract				Clear
Transportation list				Clear
ID Proof Documents				Clear
Customer letter				Clear
Indemnity Agreement				Clear
Other				Clear
Other				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. Click 'Submit' at the bottom of the 'Cross Border Funds Transfer' form to submit the payment along with the 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	
Invoice		DOC-CHECK.TIF		32D6CACE-74D6-11EA-B4AB-8...	Clear
Custom Slip					Clear
Tax filing form					Clear
Contract					Clear
Transportation list					Clear
ID Proof Documents					Clear
Customer letter					Clear
Indemnity Agreement					Clear
Other					Clear
Other					Clear

Add Recurring Payment Instruction

Save As Template

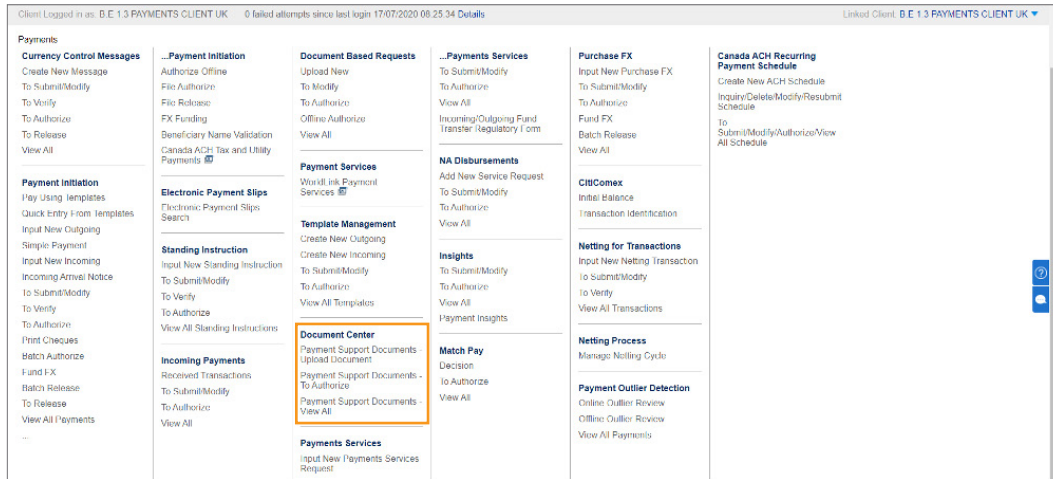
A confirmation window as below pops up if the payment and the document are submitted successfully.

Confirmation: Payments ✕


 This Payment to John 1 for the amount of ZAR 1000.00 value dated 21/07/2020 has been submitted successfully.
 The Transaction Reference Number is : UAT300620A1
[View This Transaction's History & Subsequent Flow](#)

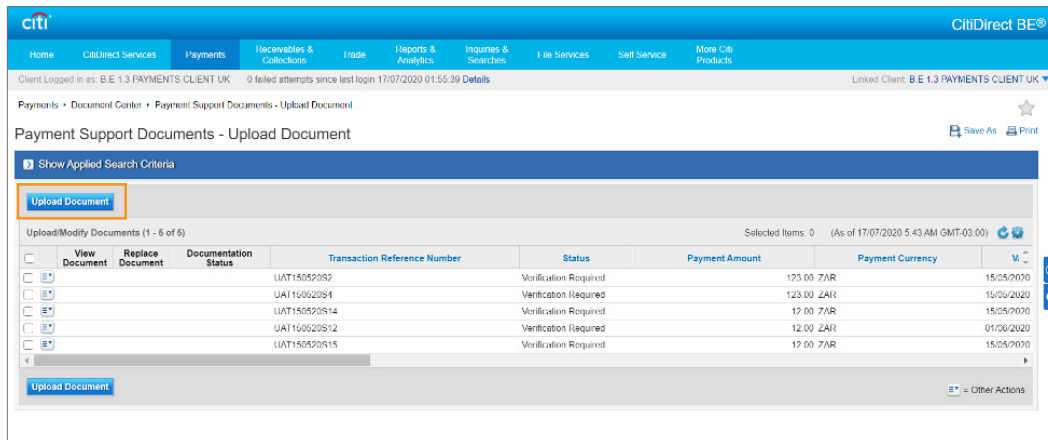
Document Center Functionalities

'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.

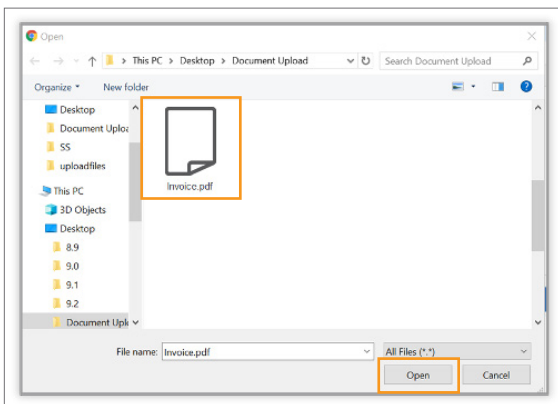
Support Documents Details

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

Document Type	Upload	Document Name	Link	Document Reference
Invoice				Clear
Custom Slip				Clear
Tax filing form				Clear
Contract				Clear
Transportation list				Clear
ID Proof Documents				Clear
Customer letter				Clear
Indemnity Agreement				Clear
Other				Clear
Other				Clear

Submit **Cancel**

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.



By clicking the link icon in the 'Link' column, a window with all the uploaded document pops up for User to select.

Support Documents Details

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

Document Type	Upload	Document Name	Link	Document Reference
Invoice				Clear
Custom Slip				Clear
Tax filing form				Clear
Contract				Clear
Transportation list				Clear
ID Proof Documents				Clear
Customer letter				Clear
Indemnity Agreement				Clear
Other				Clear
Other				Clear

Submit **Cancel**

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

Link Documents

Show Search

Documents List (1 - 1 of 1)





















Document Name	Document Status	Transaction Reference Number	Document Reference
D:\C-CHECK.TIF	Clear Document	DDE2A6EAD8F84D7B8A014E6	32D6CACE-74D6-11EA-B44B-8

OK **Cancel**

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.

Support Documents Details ✕


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

Document Type	Upload	Document Name	Link	Document Reference	
Invoice		INVOICE.PDF			Clear
Custom Slip		CHG.PDF		DD07827C-AB3A-11EA-B0E2-E67E6985AA...	Clear
Tax filing form					Clear
Contract					Clear
Transportation list					Clear
ID Proof Documents					Clear
Customer letter					Clear
Indemnity Agreement					Clear
Other					Clear
Other					Clear

Submit
Cancel

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

Confirmation ✕

 **The Document(s) have been submitted for approval.**

Please, click on 'View Document' icon in 'View All Documents' screen to view the status.

OK

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.

View Document	Documentation Status	Transaction Reference Number	Beneficiary Name	Status	Payment Amount	Paym
	Sent for Processing	UA1240420C1	Bene Gal	CB Accepted	90.00 ZAR	
	Uploading	UAT240420S1	Bene Gal	CB Accepted	12.00 ZAR	
	Sent for Processing	B01144100	Bene Gal	CB Accepted	90.00 ZAR	
	Sent for Processing	GALILEO250620V1	Bene Gal	CB Accepted	90.00 ZAR	
	Sent for Processing	GALILEO250620V21	Bene Gal	Released	90.00 ZAR	
	Sent for Processing	GALILEO250620D10	Bene Gal	Released	90.00 ZAR	
	Sent for Processing	GALILEO250620D9	Bene Gal	Released	90.00 ZAR	
	Sent for Processing	GALILEO250620D8	Bene Gal	Released	90.00 ZAR	
	Sent for Processing	GALILEO250620D7	Bene Gal	Released	90.00 ZAR	
	Sent for Processing	GALILEO250620D6	Bene Gal	Released	90.00 ZAR	

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 Type	Document Name	Document Reference	Document Status	Remarks
Invoice	DOC-CHECK TIF	32D6CACE-74D6-11EA-B4AB-86ACA3A6...		

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	Clear Document
Pending Verification	Verification rejected
All Document Verified	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.

The screenshot shows the CitiDirect BE Document Center interface. The top navigation bar includes 'Home', 'CitiDirect Services', 'Payments', 'Recoverables & Collections', 'Trade', 'Reports & Analytics', 'Inquiries & Searches', 'File Services', 'Self Service', and 'More Citi Products'. The user is logged in as 'D.C. 1.3 PAYMENTS CLIENT UK'. 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 lists documents requiring authorization:

View Document	Documentation Status	Transaction Reference Number	Beneficiary Name	Status	Payment Amount
<input checked="" type="checkbox"/>	Pending Authorization	CALILE026092003	Bene Cel	Input	90.00 ZAR

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

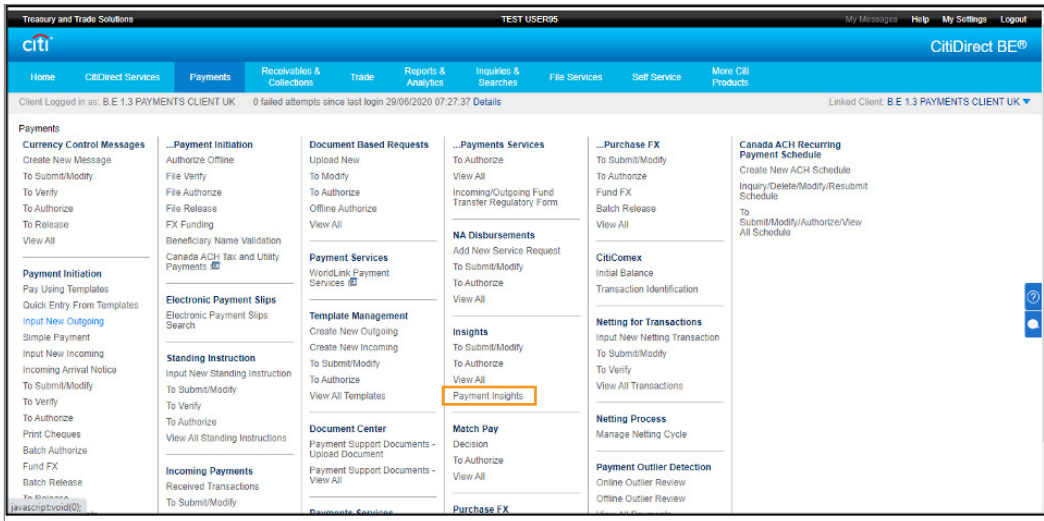
Confirmation

The Authorized Document(s) have been submitted for approval.
Please, click on 'View Document' icon in 'View All-Document' screen to view the status.

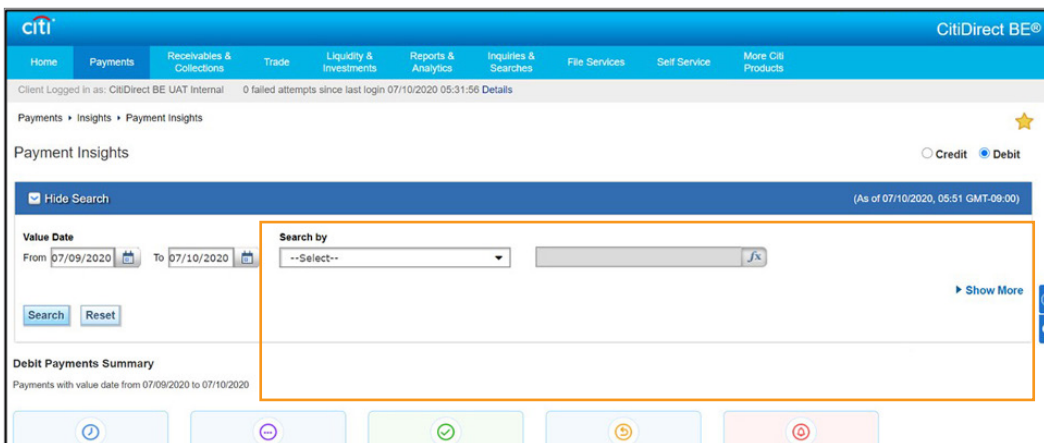
Document Status on Citi Payment Insights

Citi Payment Insights (CPI) provides payment status via a visual tracker, making payment tracking as simple as tracking a package. The solution applies to multiple payment methods such as Wire, ACH, SEPA and WorldLink. The full suite of powerful features is accessible through CitiDirect BE®.

CPI is connected with Document Center. The user is able to view the status of submitted documents through CPI.



Under the 'Payments' menu, click on 'Payment Insights' to be directed to the below window.



To view outgoing payments, user can search for a transaction directly from the drop down menu using transaction references, or click on "Show More" to search by Amount, Account, Currency or Branch. Upon clicking 'Search', the dashboard will refresh with a summary of the payments.

The dashboard shows a summary of transaction statuses: Initiated (6), Processing (2), Completed (0), Returns and Rejects (0), and Alerts (0). The 'Processing' section is expanded to show 'Received' (2) and 'In Process' (0). Below this, a table displays details for two received payments.

Status	Client Transaction Reference	Amount	Beneficiary/Remitter Name	Beneficiary/Remitter Account Number	Payment Method	Value Date	Bank Value Date	Document Status
Received For Processing	GALLEO259429V8	ZAR 12 00	Gal	34345345345345	Funds Transfer	26/06/2020	01/08/2019	Verification in progress
<p>Transaction Details:</p> <ul style="list-style-type: none"> CB Transaction Reference: ZAT0ZAP19203A9KF Account Name: HP JVC Account Number: 000000200999001 Beneficiary/Remitter Bank: 28E CAPITAL PTY LTD Original Amount: ZAR 12 00 Created By: UK PAYMENTS USER TWENTY ONE Created Date & Time: 25/06/2020 09:33:31 AM GMT-04:00 Payment Details: 10101 Case Reference: -- FX Rate: -- FX Deal Number: -- Funding Reference Number: -- Document Status: Verification in progress 								
Received For Processing	GALLEO199020A2	ZAR 12 00	CVBCVB	34345345345345	Funds Transfer	22/06/2020	01/08/2019	Verification in progress
<p>Transaction Details:</p> <ul style="list-style-type: none"> CB Transaction Reference: ZAT0ZAP19203A9K5 Account Name: HP JVC Account Number: 000000200999001 Beneficiary/Remitter Bank: 28E CAPITAL PTY LTD Original Amount: ZAR 12 00 Created By: TEST USER95 Created Date & Time: 18/06/2020 09:56:26 AM GMT-04:00 Payment Details: 10101 Case Reference: -- FX Rate: -- FX Deal Number: -- Funding Reference Number: -- Document Status: Verification in progress 								

Under 'Processing', user clicks on 'Received' to view the status of all submitted transactions. User can click on ">" sign to the right of the checkbox on screen to view details of the transaction, including Document Status. User can also see the cumulative status of all documents on CPI within the Document Status column within the grid. Clicking on the Document Status will yield a popup with each individual document's statuses for the payment, directly from Document Center. There is a direct link from this popup to the Document Center to make any changes to the documents submitted, in addition to a 'Remarks' column advising further information (as applicable) on each document.

The 'Support Document Details' popup window displays the following information:

Document Type	Document Name	Document Status	Remarks
Supporting Document 1	C35687Z-14814_TESTCASES.XLSX		
Supporting Document 2	UPLOADSRI.TIF		

To view or action any document, go to [Document Center](#)

[Close](#)

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