CitiDirect BE Document Center

Getting Started User Guide

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.
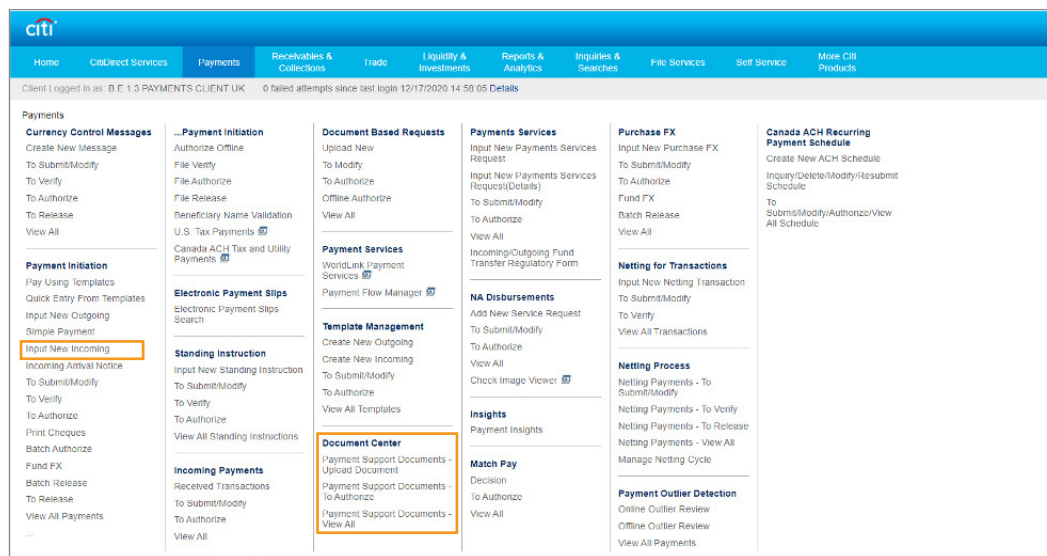
What can users do in CitiDirect BE Document Center?

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 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.
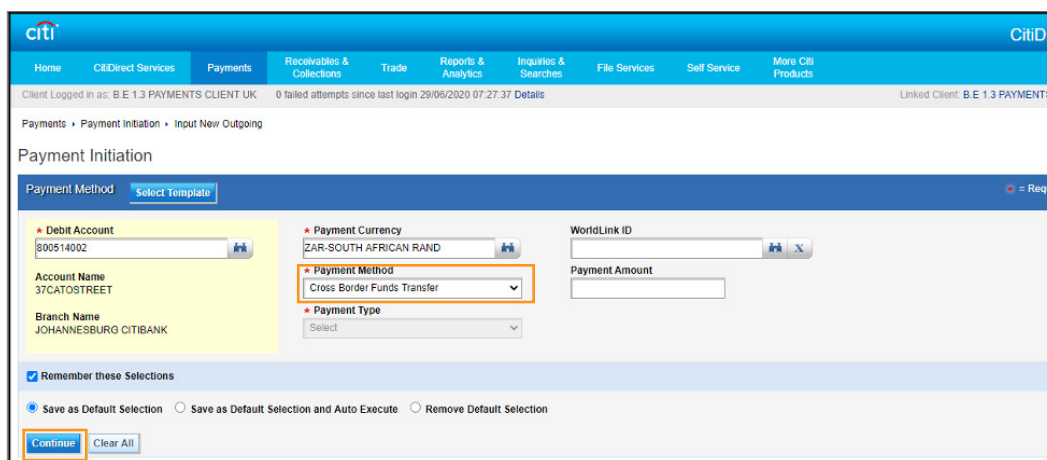
CitiDirect BE Document Center in Payment Initiation

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.

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.
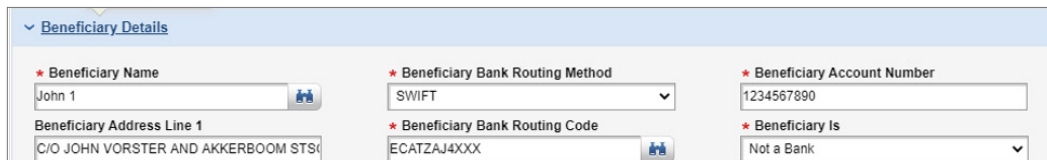
Payment Details fields expanded.

Beneficiary Details fields expanded.

Intermediary Details fields expanded.

Ordering Party Details fields expanded.

Purpose of Payment fields expanded.
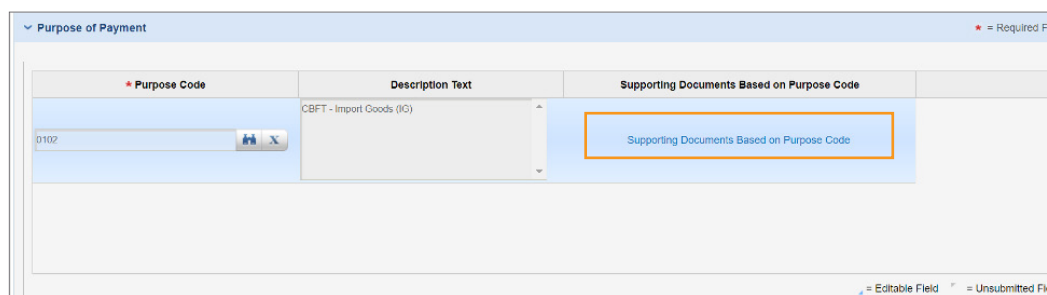

Document Upload fields expanded.

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'.
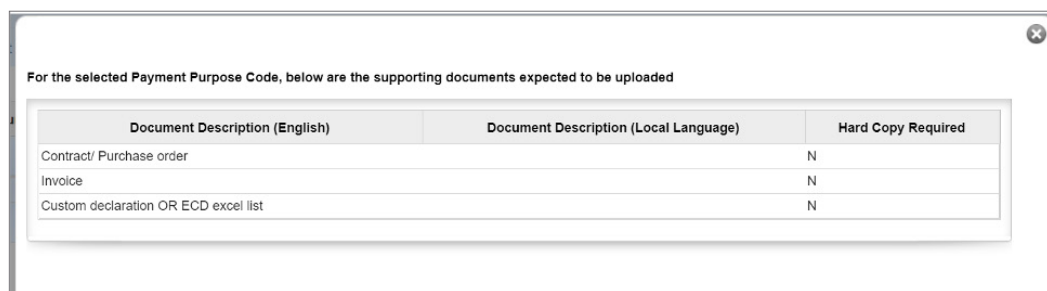

Fill up the field of Purpose Code, the description of the purpose code will appear in the field of 'Description Text', and the Supporting Documents Based on Purpose Code is a hyperlink and able to be clicked on.

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.

For the selected Payment Purpose Code, below are the supporting documents expected to be uploaded

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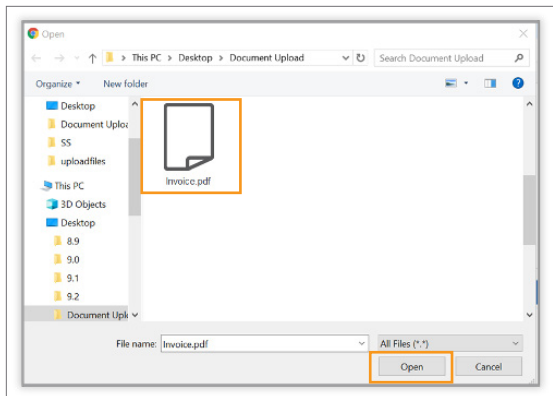
Once the file name appears in the 'Document Name' column, the document upload is completed. The document name being displayed is same as the file name in which the document is saved in the local desktop. If User would like to change the uploaded document, click 'clear' to remove the uploaded document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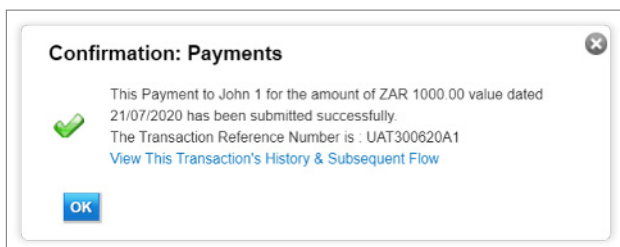

A confirmation window will appear verifying successful submission of payment and the document.

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.

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.

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

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.
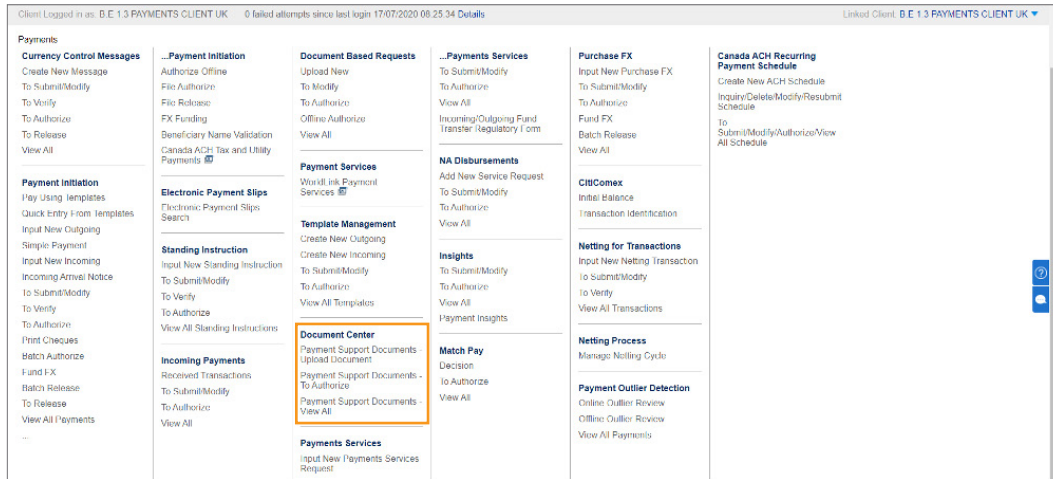
Payment Support Documents – Upload Document

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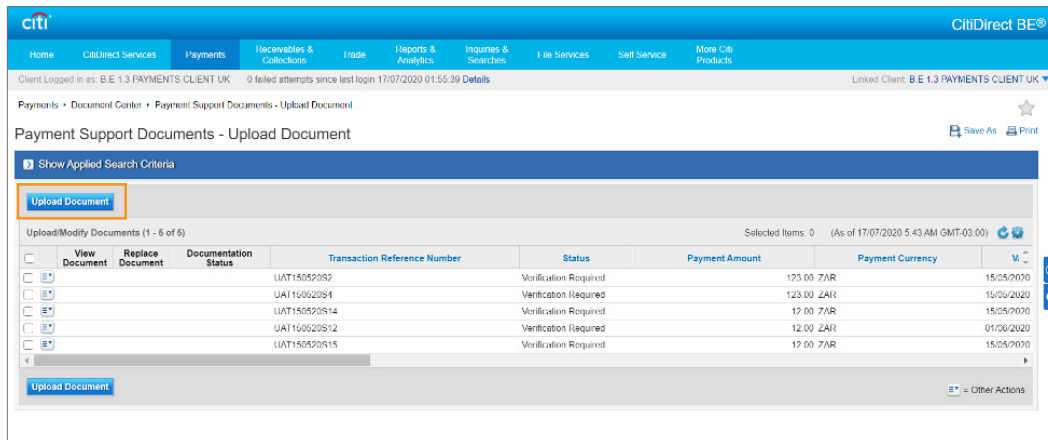
The user can select any of the listed transactions and click on ' Upload Document'. A pop up window as illustrated on the next page will appear allowing the user to upload or link a document.

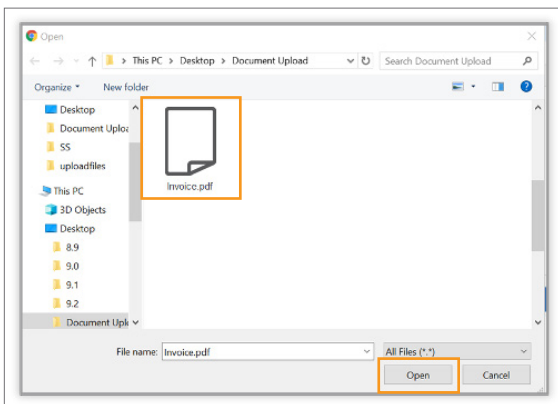By clicking the upload icon in the 'Upload' column, a window as below pops up to upload file from user's device. The user is able to select file in PDF, TIF, TIFF, XLS, XLSX, MSG, and CSV format to upload. Once the file is selected, click 'Open' to upload the file. The user can upload a maximum of 10 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.

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.

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.

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

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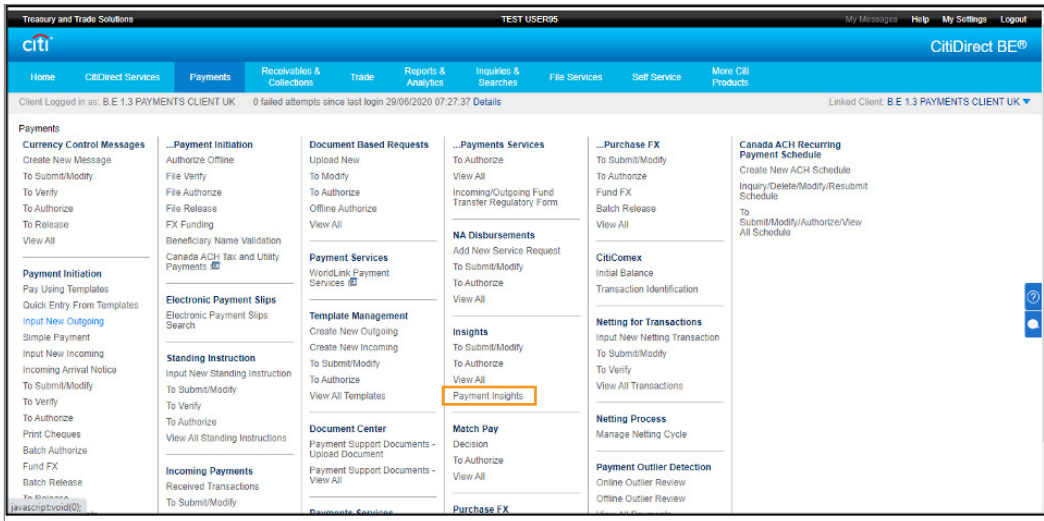
Under the 'Payments' menu, click on 'Payment Insights' to be directed to the below window.
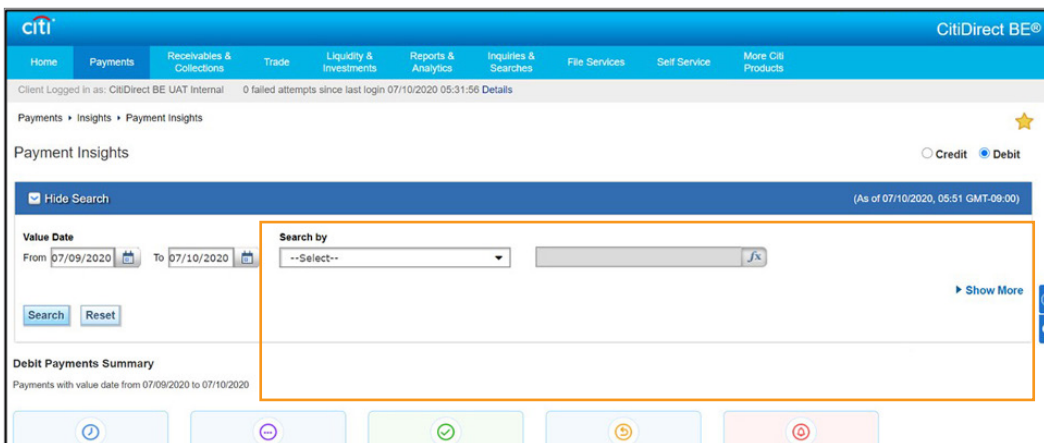
To view outgoing payments, user can search for a transaction directly from the drop down menu using transaction references, or click on "Show More" to search by Amount, Account, Currency or Branch. Upon clicking 'Search', the dashboard will refresh with a summary of the payments.

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 with in 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.