

CitiDirect BE[®] File Services

Frequently Asked Questions

CitiDirect BE[®] File Services allows you to leverage your treasury workstation and other applications to create payment files and securely upload them into the CitiDirect BE Platform for processing. Additionally, you can export files from CitiDirect BE in a wide range of formats, and our automated scheduling functionality allows you to perform file import or export activities via unattended sessions without having to log in.

As part of Citi's commitment to continuously improve your experience, new enhancements for CitiDirect BE File Services eliminates the need for the Java Applet. The FAQs below will help to answer some common questions about using these new enhancements to import and export data.

What are the new enhancements?

For supported browsers, CitiDirect BE File Services will not require a Java Applet to be installed on your computer to :

- Create/Modify Export and Import Templates
- Export Data and Import Transactions
- Test Import Transactions

As a user, you are now able to navigate to any location on your computer to upload a file and will not be restricted to a specific location. Additionally, for file downloads, the location for the file will depend on the default browser download settings.

What are the supported browsers?

The supported browsers are IE 10 and above, Safari 5.1, and Safari 6. Based on internal Citi system configurations, the CitiDirect BE application will automatically identify if your computer has a supported browser and display the Java Free screens. **(Please Note:** Chrome and Edge Browsers will always default to Java Free Screens.)

Which are the impacted functionalities?

The impacted functionality includes file upload, file download template creation, template maintenance and set location as noted for the below screens:

- Import Transactions – To Test; To Run; Trial Run
- Export Data – To Run History
- Export File Template – Create; To Submit/Modify
- Import File Template – Create; To Submit/Modify

Can a user select multiple files for upload?

Yes, users can select single or multiple files using the browse dialog box. Users can also utilize the new 'Drag and Drop' option to browse and select multiple files.

For File Export, where will the data file be saved?

For supported browsers, the file download behavior will depend on the default browser settings. Browsers may be configured for a default download path (i.e., Downloads folder), in which case no browse dialog will open.

Is it possible to Edit/ Save File Name while downloading?

For supported browsers, users cannot edit the file name in all cases. Based on the browser settings, the default file name may include <RunId_TemplateName>.

What are the extensions for file downloads?

Files will be downloaded with an extension based on the "Output Format Name" such as ".xml", ".zip", ".txt".