



# CitiDirect<sup>®</sup> Online Banking

Electronic banking system for businesses

## User Manual

# “Direct Debit”

**Customer Service Department**  
**CitiDirect Helpdesk**  
**Tel.: 0 801-343-978, +48 (22) 690-15-21**  
**Monday to Friday, 8:00 a.m. – 5:00 p.m.**  
[helpdesk.ebs@citi.com](mailto:helpdesk.ebs@citi.com)

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# Main Menu

- Tab Functions:
1. **View** – search the archive
  2. **Input/Modify** – create and modify
  3. **Repair Req'd** – modify a transfer rejected by authorizing/releasing person
  4. **Authorization/Release Req'd** – authorize/release a transfer
  5. **Batch Authorize/Release Batch** – create a payment batch for authorization/release

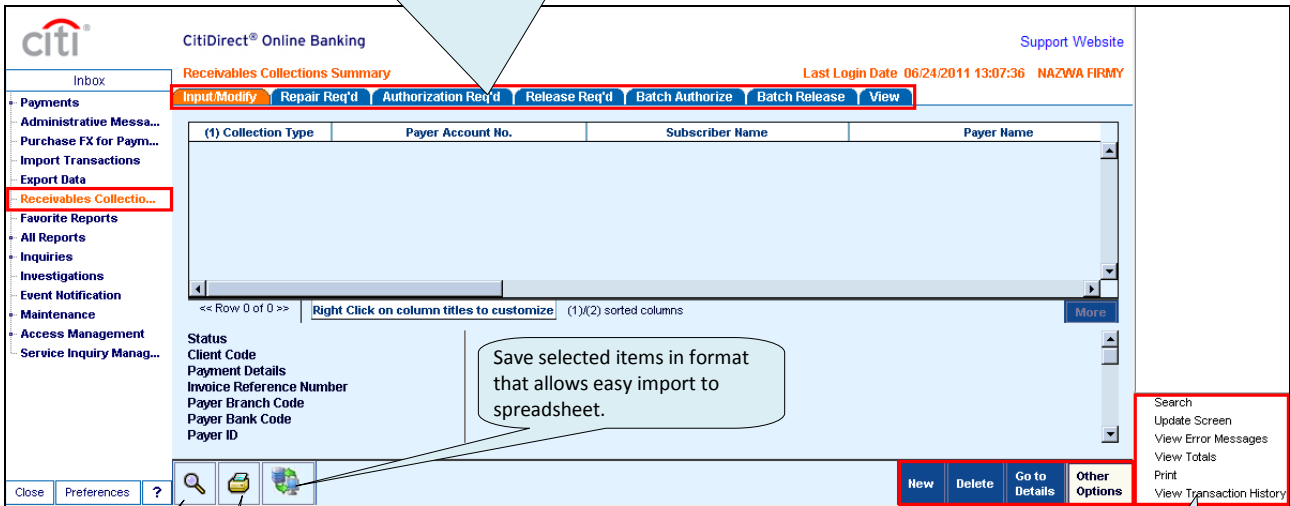


Figure 1. Main Menu.

Save selected items in format that allows easy import to spreadsheet.

- Action buttons:
1. **New** – start the process to create a new direct debit
  2. **Delete** – delete selected items
  3. **Go to Details** – go to the view of details for a selected payment.

Search

Print the batch or a selected item

- Other Options:
1. **Search** – open the search window; it is also available under the magnifying glass icon to the left or in the right-click menu of the mouse.
  2. **Update Screen** – refresh the screen.
  3. **View Error Messages** – show errors in a selected item.
  4. **View Totals** – show the total for selected items.
  5. **Print** – print the batch (list).
  6. **View Transaction History** – show, chronologically, information on all operations and status changes for the selected item.

Access to options in the system depends on the User's entitlements.

# Creating

In **Receivables Collections** click on **New** and select **New from Full Details**. The system will display the dialogue to select the account to be credited:

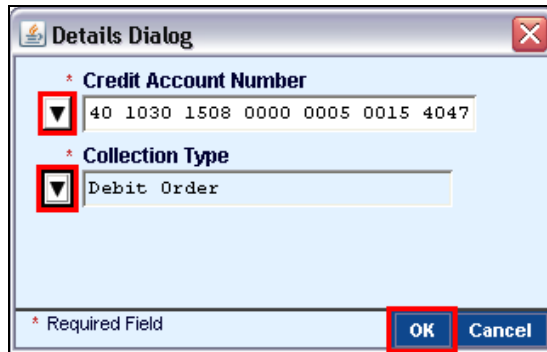


Figure 2. Selecting the credited account.

After the account is selected, the direct debit screen will be displayed to provide necessary details:

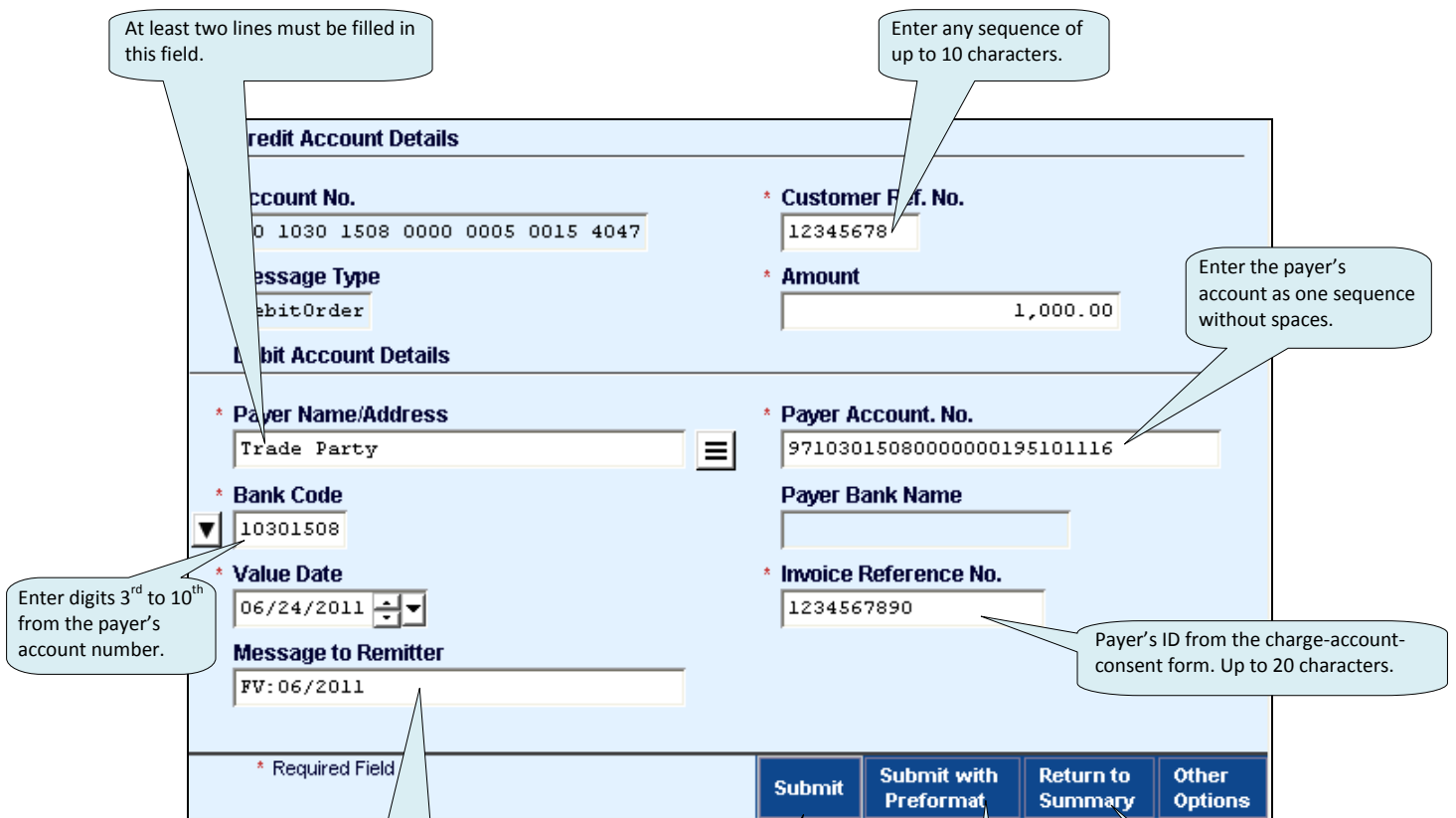


Figure 3. New Direct Debit.

Approve the direct debit and send it for acceptance.

Approve the direct debit and add the payer to library.

Cancel the process and return to the list.

# Authorization / Release of Direct Debits

In accordance with the acceptance model adopted by the Client, a payment may be required to pass one of the following authorization/release schemes before it is sent to the Bank:

- Release
- Authorization
- Authorization + Release.

All payments you may **authorize/release** will be displayed automatically. You may select several items and **authorize/release** them at the same time. To this end, use CTRL or SHIFT. To select all items, highlight the first one, press and hold SHIFT and left click the last item.

Select the appropriate tab: **Authorization Req'd** or **Release Req'd** to execute the desired operation.

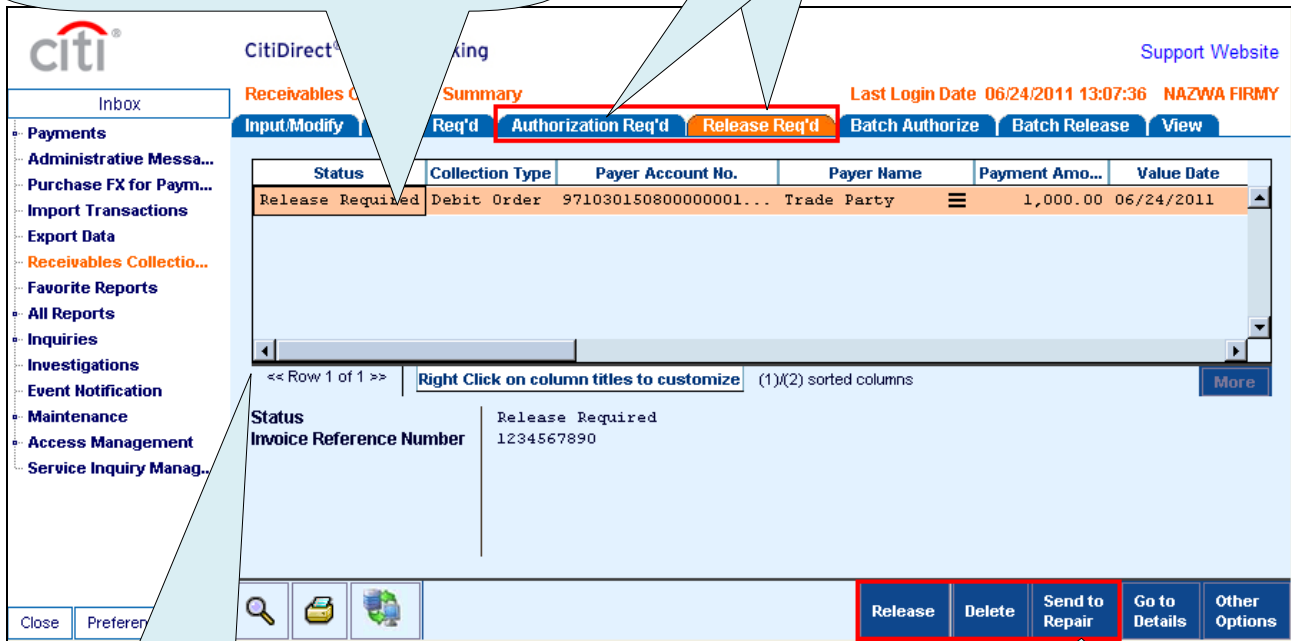


Figure 3. Payment Authorization / Release

The system may show up to 400 items at the same time. Use **More** (to the right) to see more items.

- Having selected the transfer use:
1. **Release/Authorize** – to accept.
  2. **Send for Repair** – if you think the direct debit is incorrect and should be modified.
  3. **Delete** – to delete selected items.

**A person entitled to create and authorize transfers must not authorize direct debits that he or she created.**

**If you authorize/release a payment as the second person immediately after authorization by the first user, wait a few minutes until the statuses of all transactions are changed. Otherwise you may see not all transactions on the list.**

**A user entitled to authorize will view all the transactions he or she may authorize at all authorization levels. It may happen that the only person entitled to provide level 2 authorization at the company has authorized a payment that requires level 1 authorization. In such a case, the person who entered the payment should be asked to submit it again, which will cancel the authorization.**

# Batch Authorization/Release

Where the volume of transactions to be authorized or released is very high, you may use the **Batch Authorize/Release** function.

Click on **New Batch** in the relevant tab - **Batch Authorize** or **Batch Release**:

Select the relevant criteria to be met by direct debits being authorized/released.

**Remember that only those items that meet all the selected criteria will be authorized/released.**

Here you may select the file from which direct debits were imported.

You may select one or more accounts to be credited.

Do not select Payment Type and Currency.

OK Cancel

Figure 4. Criteria to create a Batch to be Authorized/Released.

After selecting all the criteria click on OK to create the batch.

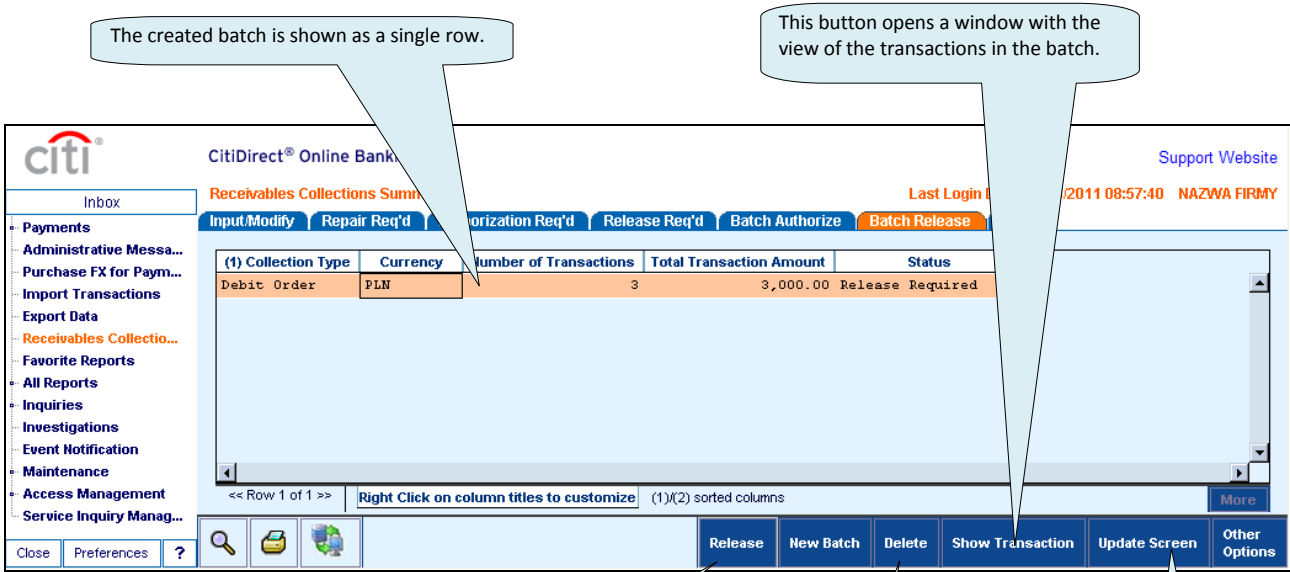


Figure 5. Created Batch to be Authorized/Released.

This buttons starts the authorization/release process for the selected batch. It may take up to a few minutes, depending on the number of transactions.

If you delete the batch, its transactions will not be deleted.

This button updates the screen, but does not refresh the contents of the batch.



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