eForms
User guide

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citi handlowy®

Table of Contents

1. Introduction

eForms is an electronic documentation exchange platform, available to Citi Handlowy company Users via the CitiDirect BE Portal. It was created for the Bank's Customers who expect more flexibility in the process of daily handling of CitiDirect online banking.

eForms was designed to allow Users to reduce the need to exchange paper documentation with the Bank to bare minimum. It will enable improvement of documentation exchange process and have tangible effects, among others, on change implementation time.

2. Login

eForms is accessed via CitiDirect BE Portal, available at https://portal.citidirect.com. Detailed information about login is available in the "CitiDirect BE Portal – Login and Home Page" User Manual of the CitiDirect system, available on the information page at www.citidirect.pl

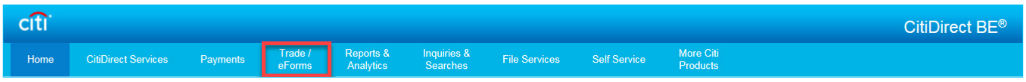
In order to ensure the security of your funds, the User is automatically blocked in case of 7 incorrect login attempts and/or after 12 months from:

a. the last login date – for Users who have logged into the system or

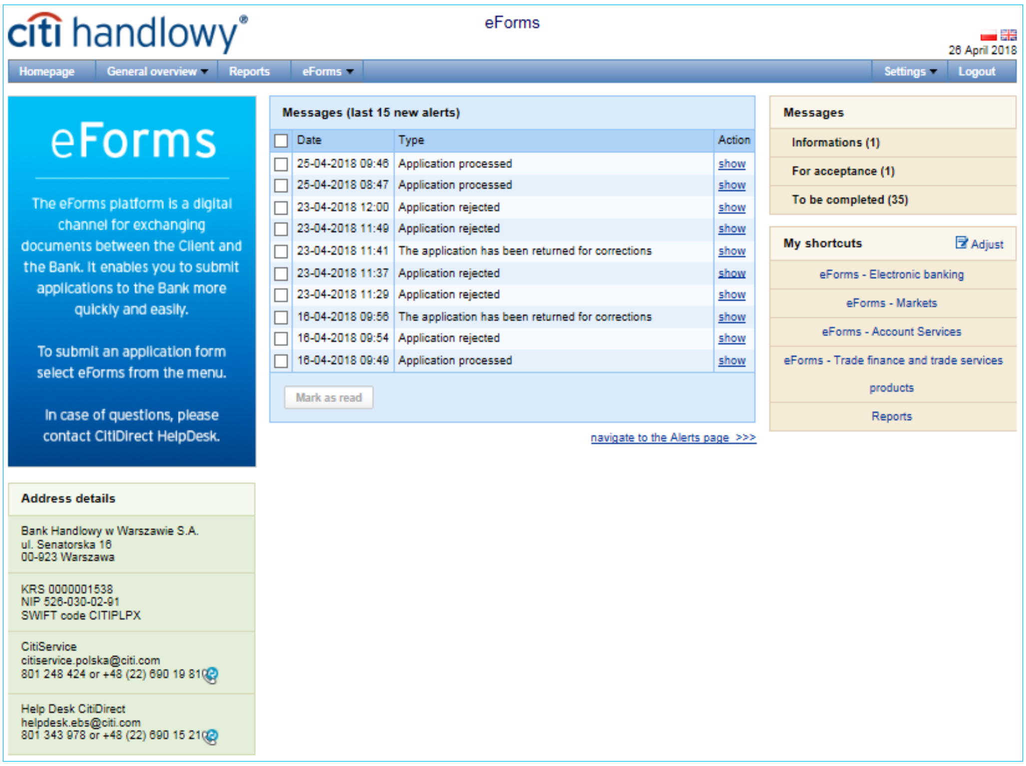
b. the date of creating the User in the system – for Users who have never logged into the system.

In order to maintain access to the system, we recommend logging into the system at least once every 3 months.

After logging in to the CitiDirect BE Portal, you will notice the Trade / eForms tab on the page's top menu. To launch eForms, select it from the list of available options.



The eForms home page will be displayed automatically without the need to enter any additional data.



eForms has been designed to ensure that all Users have equal entitlements and each User can submit a form as well as participate in every stage of the process of handling it. Additionally, they have access to the reporting portion of the system, allowing them to browse data included in individual electronic forms.

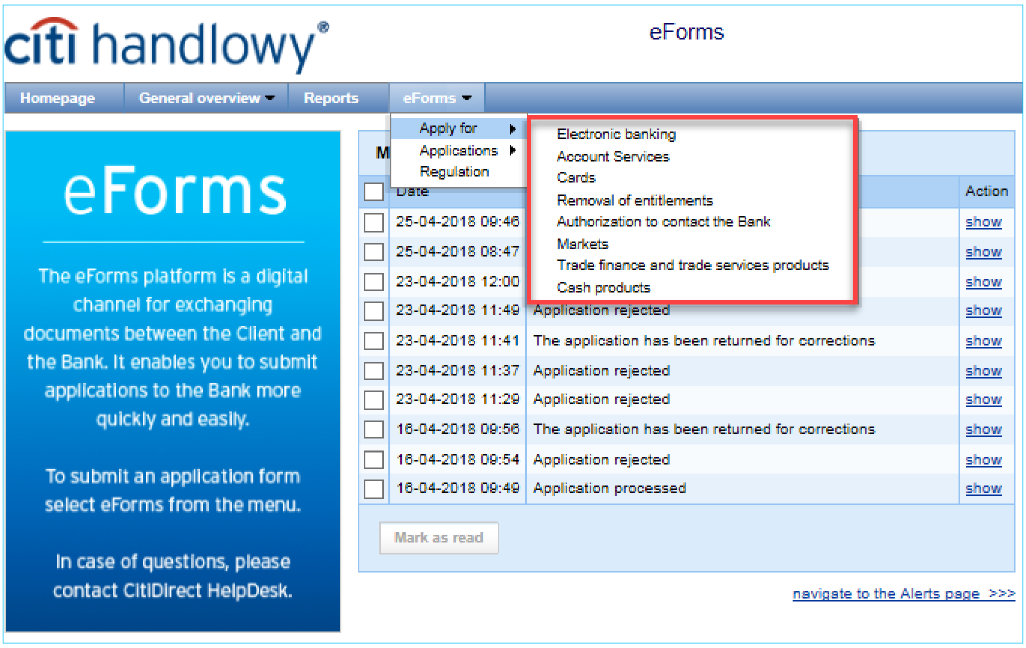
3. Form submission

Through eForms it is possible to handle applications in the field of:

- CitiDirect online banking system,
- Bank Account,
- Corporate Cards,
- Markets,
- Trade Finance and trade services products,
- Cash Products.

as well as other forms available on the documentation exchange platform.

To submit a form, select the Electronic forms menu, followed by one of the areas of interest.

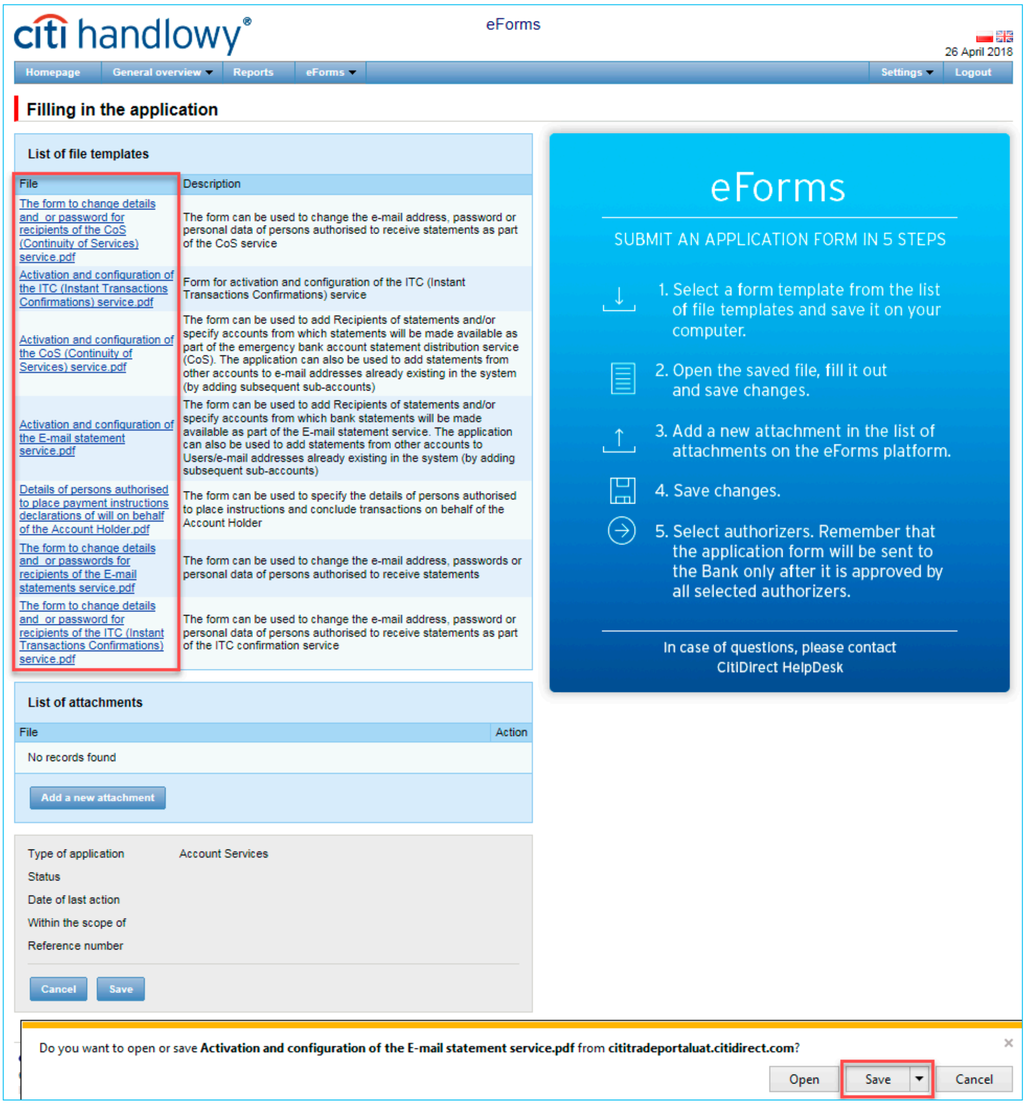


After moving to the form editing screen, select the form you are interested in from the list of available templates and save it on your computer.

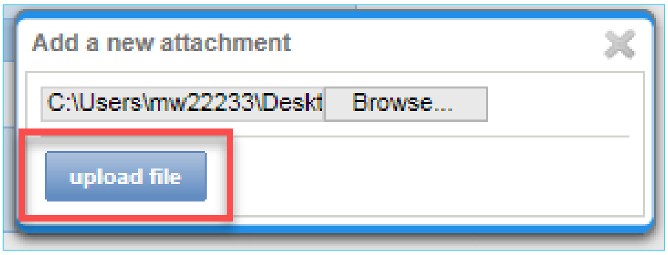
The downloaded file should be opened and completed in accordance with the requirements.

For the proper application process, enable Java scripts. They are used by certain functions of the available eForms.

After completing and saving the application, it should be added to the eForms. To do this, select "Add an attachment" on the application edition screen.

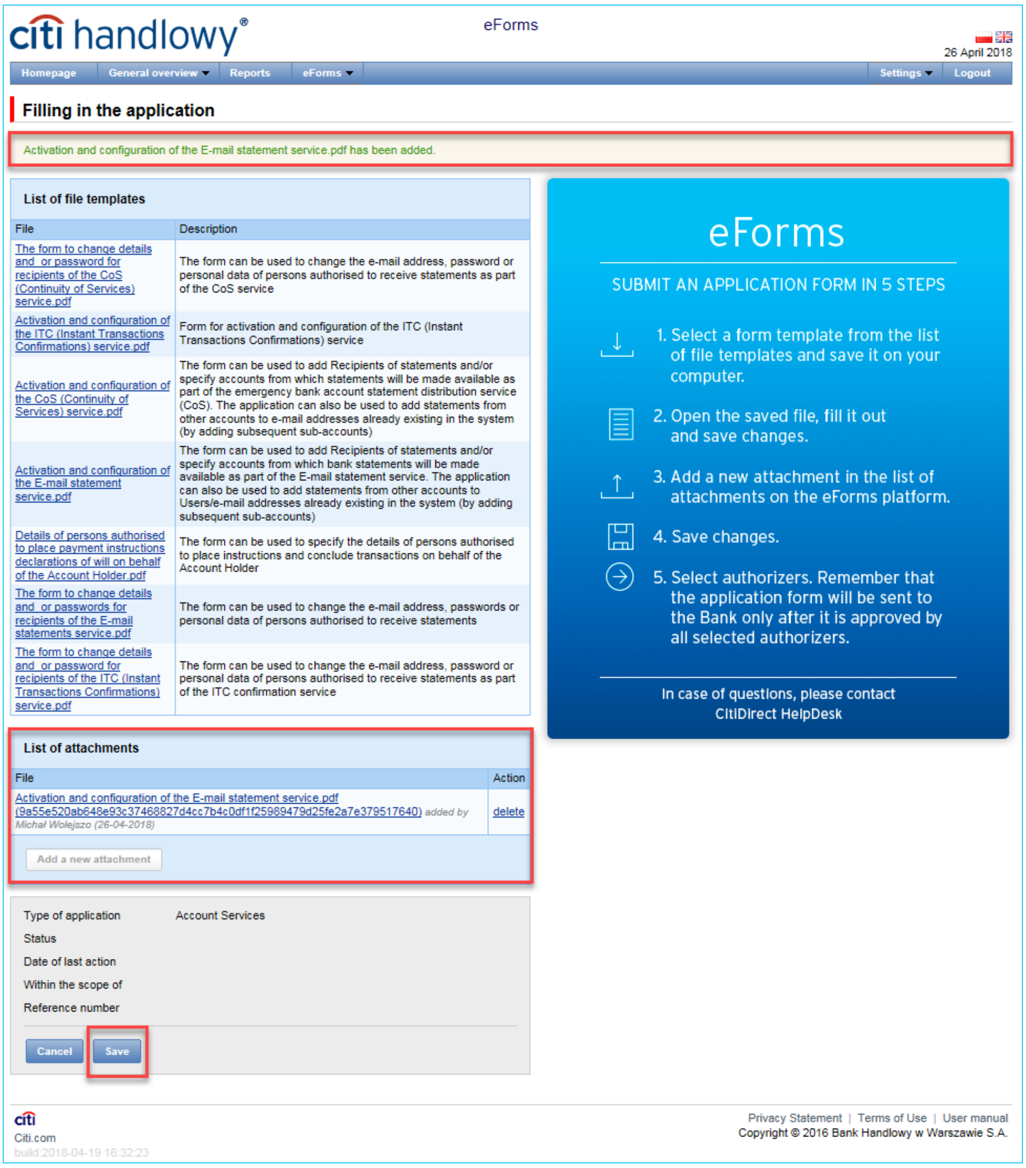


After indicating the access path to the filled in form, select the "Upload file" option.



The uploaded form will be visible in the window containing the list of attachments.

After finishing these tasks, select the “Save” option.

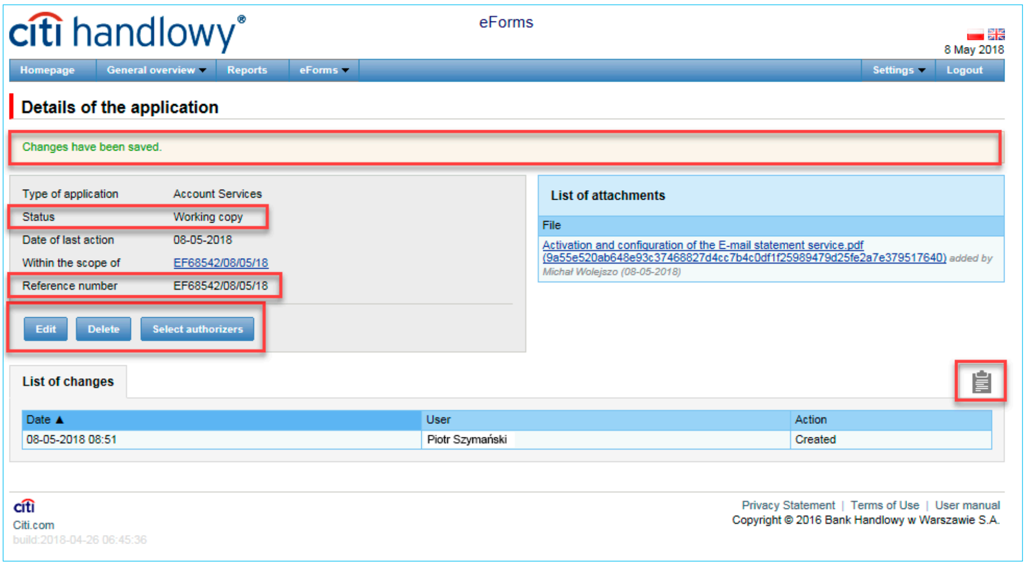


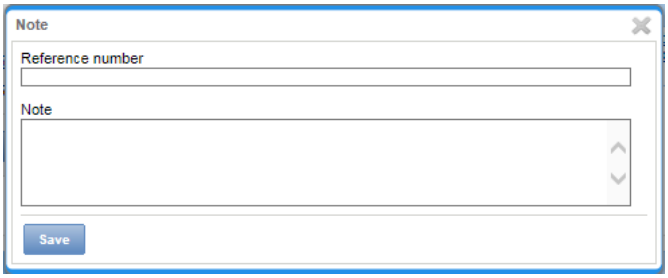
A screen with form details will be displayed. The User will obtain information, among others, about the form status and the date of the last action. From this screen, the User can also edit or remove the uploaded form.

Each application receives an individual reference number needed when contacting the Bank.

The ”Edit” option allows for adding a new attachment. The removed application cannot be edited. Its preview is possible in the eForms tab -> Browse -> All.

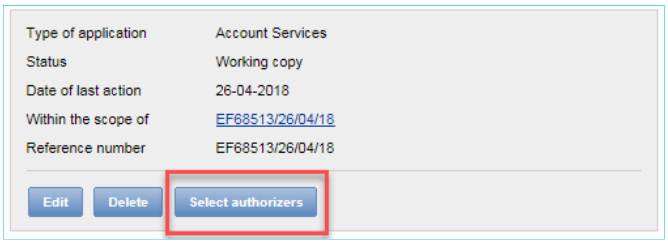
In addition, the User has the option of adding an individual note and an identification number of the application.

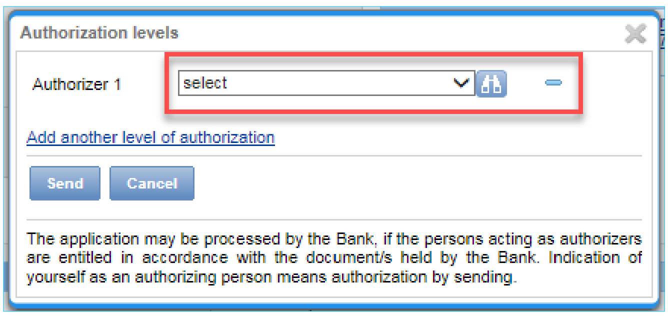




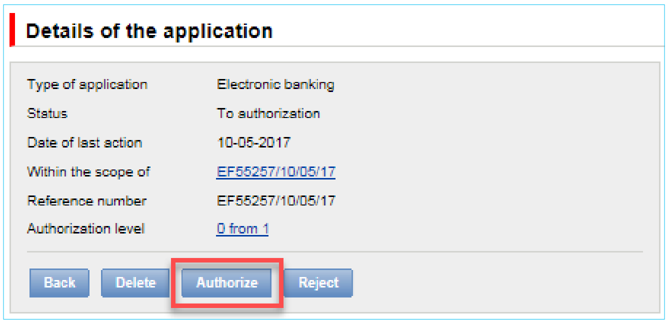
3.1 Authorization

The form will be submitted to the Bank after its authorization by entitled persons. To authorize the form, indicate the authorizers entitled to make declarations within the appropriate scope.





Each person indicated in the previous step should log in to eForms and select the Authorize option from the detailed form view to submit the required authorizations.



Persons entitled to authorize forms are Users duly authorized by the Account Holder, for whom the Bank has current and valid authorizations, i.e. in particular an excerpt from the National Court Register or an excerpt from another register competent for the Account Holder's legal form or power of attorney, within the scope compliant with the declaration made at the Bank.

Authorization scheme shall mean, in the case of:

1. **individual authorization** – that the User is entitled to submit declarations individually, including declarations of will, forms:
   a. If the form is filled in by a User authorized to submit declarations within a given scope individually, the User should indicate themselves as the authorizer in the "Authorization levels" window. Authorization takes place by selecting the "Send" option,
   b. If the authorization should be performed by a person other than the User who has filled in the form, authorized to submit declarations within a given scope individually, the User should indicate the appropriate authorizer in the "Authorization levels" window. The form is sent for authorization after the "Send" option is selected. Authorization by the indicated authorizer will take place through selection of the "Authorize" option.
2. **authorization by multiple persons** (5 authorization levels are available) – that if the authorization should be performed by a person other than the User who has filled in the form, authorized to submit declarations within a given scope jointly with another authorized person or persons, the User should indicate all authorizers in the "Authorization levels" window. (Authorization 1 – person No 1; Authorization 2 – person No 2, etc.). The form is sent for authorization after the "Send" option is selected. Authorization by the indicated authorizers will take place through selection of the "Authorize" option by each of the indicated persons.

Once all indicated authorizers have performed authorization, the form is submitted to the Bank for implementation.

A correctly filled in form can be implemented by the Bank provided that the indicated authorizers have performed authorization and that they are entitled to do so according to the documents held by the Bank.

4. Forms browsing and Reports

eForms has mechanisms which grant Users ongoing access to information about the stage of form implementation as well as archived information.

The "**Applications**" available from the "Electronic forms" menu screen comprises five folders which contain forms with specific statuses:

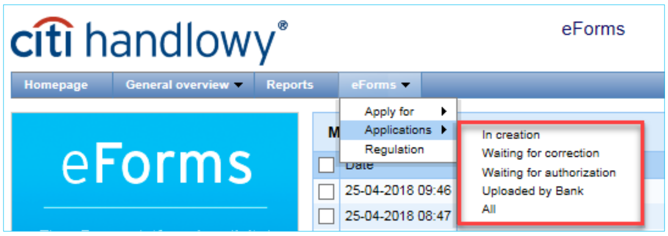
» **In creation** – forms with "Draft" or "Corrected form" status

» **Waiting for correction** – forms with "Held for modification" status (forms which have been submitted for correction by a User with authorization privileges on the Customer's side)

» **Waiting for authorization** – forms with "Held for authorization" status

» **Uploaded by Bank** – forms with "Held for adjustment" status (form sent back by the Bank – after a User on the Customer's side opens the form, it will receive the "Corrected form" status and will be moved to the "In creation" folder).

» **All** – forms with above statuses as well as "Sent", "Working copy", "Rejected", "Processed", "Removed" statuses.

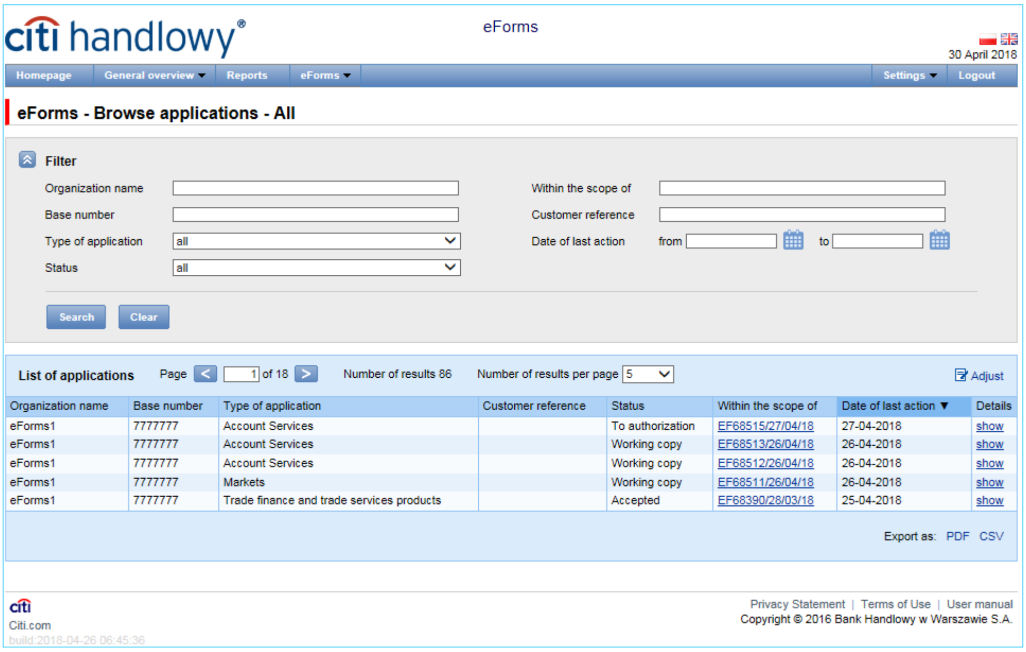


At the level of the form browsing pages, the User can search for forms entered into the system.

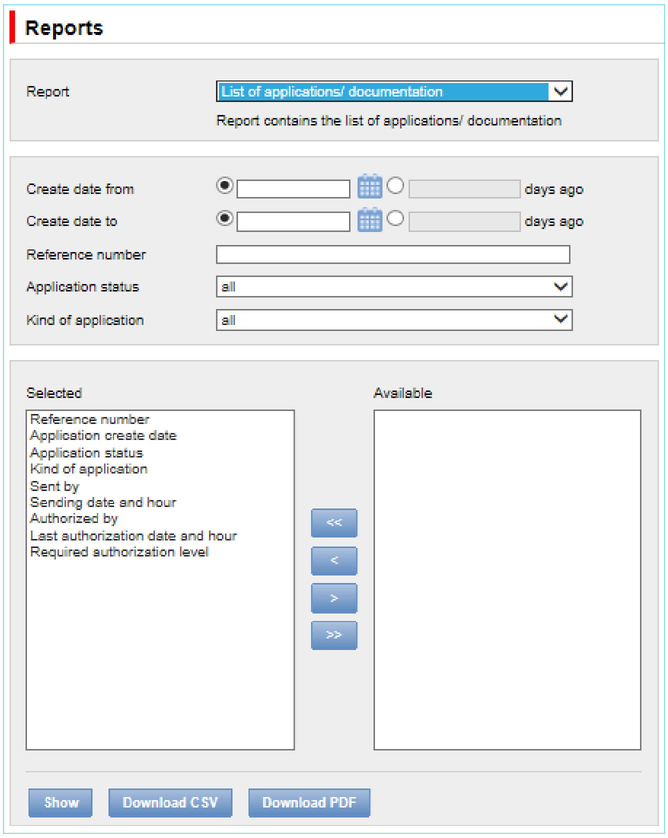
Documents entered into the system as attachments to a form, added using the "Add attachment" command, are not included in the search or presented on the browsing pages. Attachments can be looked up by searching for the form with which they were added.

Each form browsing page consists of two sections:

- the upper one, used to specify the filtering parameters
- the lower one, containing the list of forms



Using the **Reports** menu, the User can generate a list of forms / documentation according to the defined criteria. The User can simply select criteria such as, among others, Creation date from / to, Form status, Form type. Moreover, the User can enter criteria restricting the search to form senders or authorizers. The created report can be viewed directly on the eForms website or downloaded and saved on your computer in CSV / PDF format.

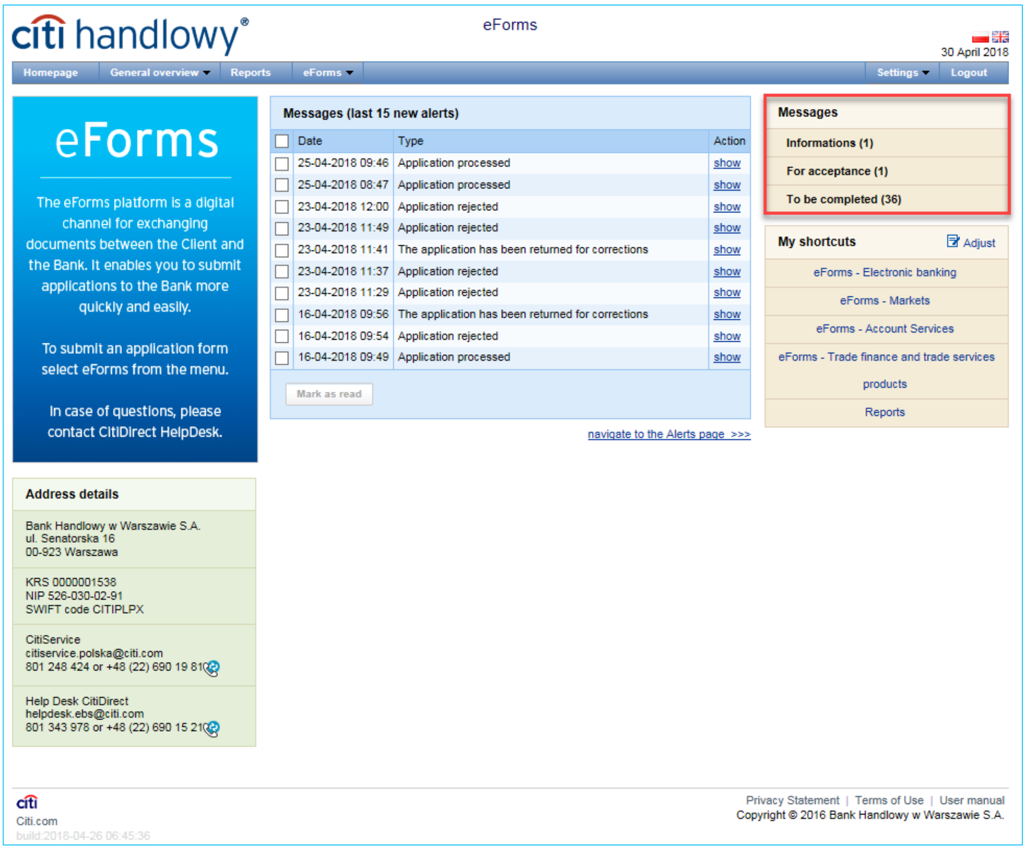


5. Inbox

Inbox allows the User to receive custom documentation in three types of messages:

- Information,
- For acceptance,
- For completion.

In brackets, next to the message type, there is a number of messages unread by the User.



By selecting individual categories, the User is moved to the section with the message list.

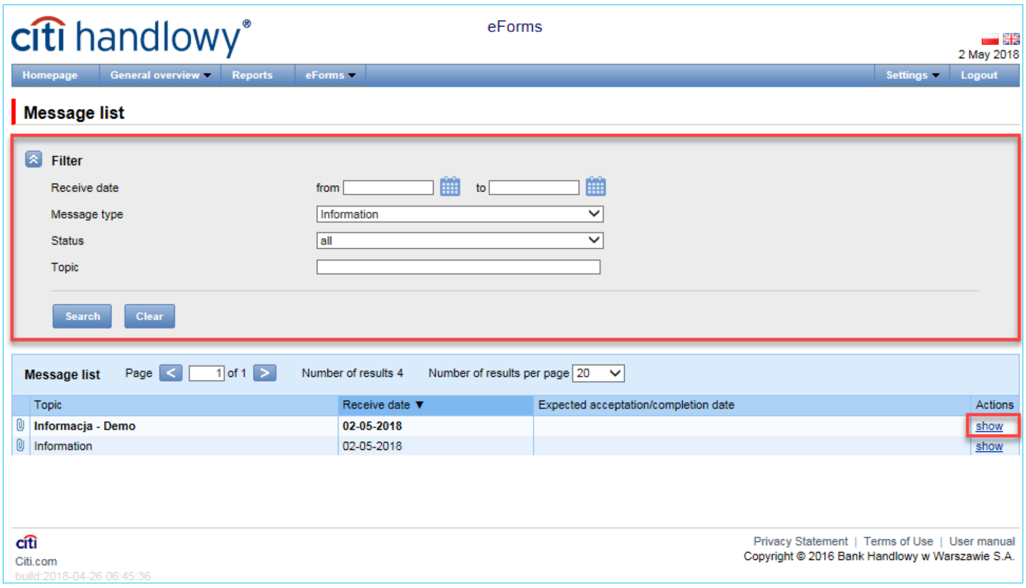
In the upper part, the User can filter messages by date, message type, status or title, and in the lower part – read the search results. Unread messages are in bold. Reading a message will change its font in the message list, reduce the number of unread messages on the Home Page, or – in case of reading all messages – delete the notification of unread messages on the Home Page.

Along with messages sent via the eForm platform, the User may receive an e-mail with the message content and attachment (if added to the message) – identical to the platform.

The attachment added to the message is optional for messages with the "Information" type.

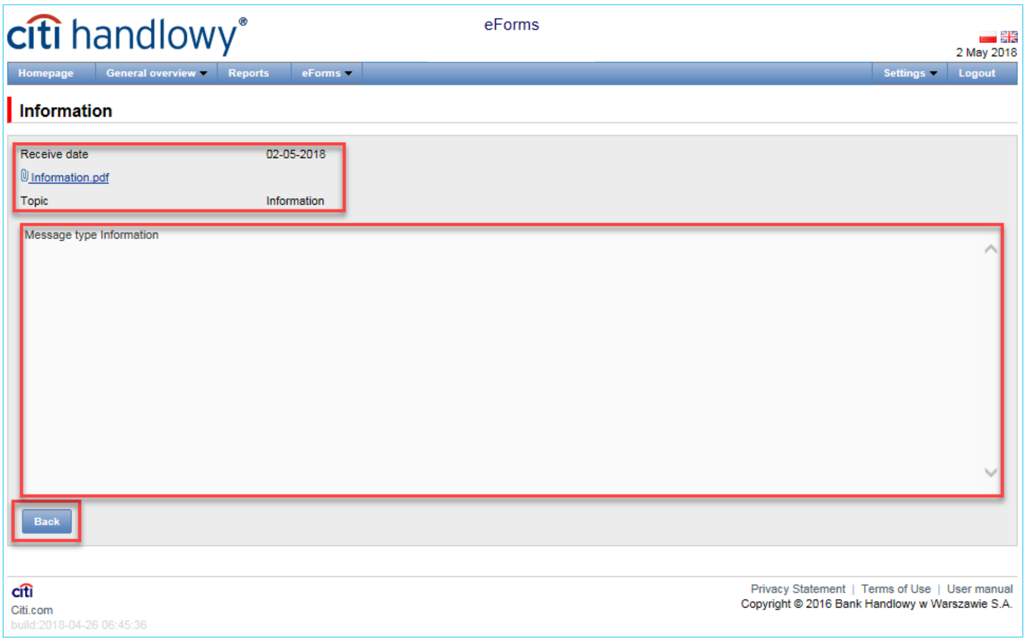
The e-mail is sent from **citihandlowy.powiadomienia@citi.com**.

The message can be read after selecting the "**Show**" button on the message list.



The „Information" message type contains information about the date of sending and an attachment for downloading (optional for this message type).

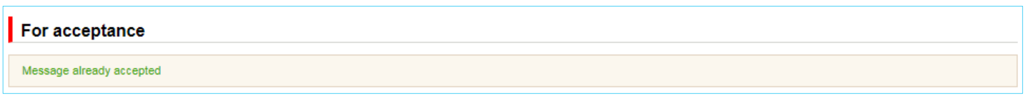
"Back" button will return you to the message list view.



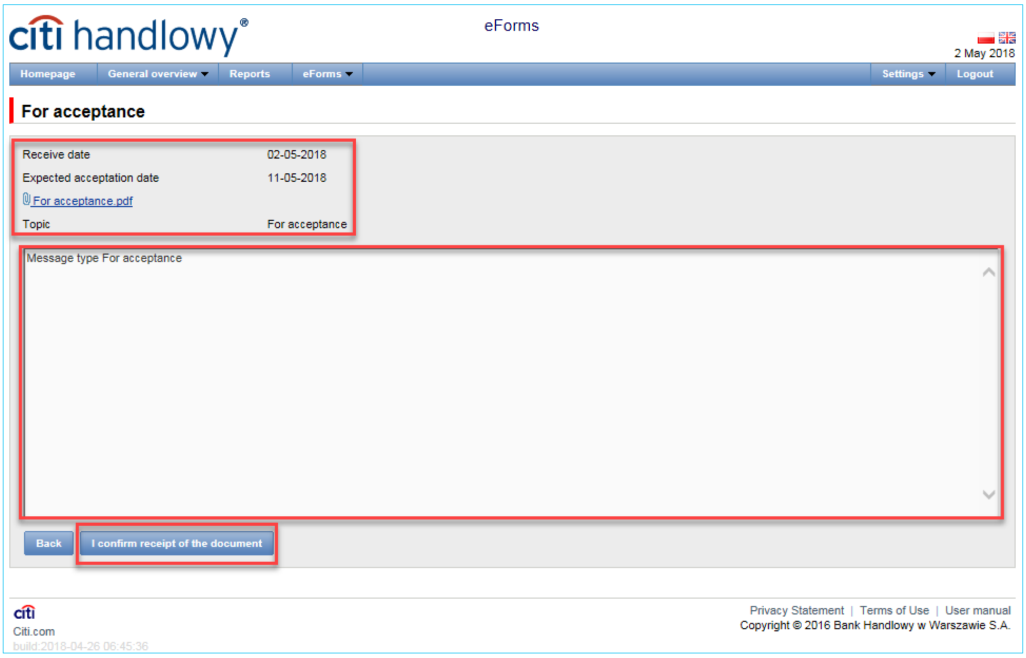
"For acceptance" and "For completion" message types require additional action from Users.

The "For acceptance" message type contains information about the date of sending, the expected date of acceptance and an attachment for downloading.

After reading the content of the message and the attachment, the User has the option of accepting it by clicking the "I confirm receipt of the document" button. Clicking the button causes reading/ downloading the attachment. Information about accepting the message shall be displayed for the User.



„Back" button will return you to the message list view.

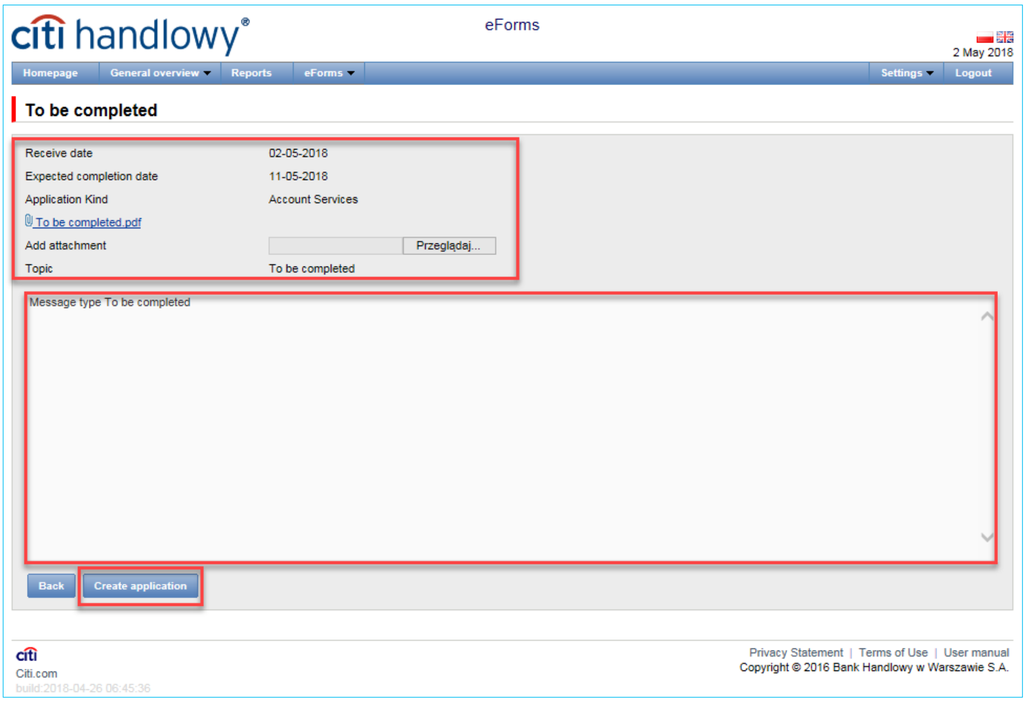


When re-reading the accepted message, information about accepting the message will be displayed to the User. If the message has been read and accepted by another User having access to eForms, the following information will also be visible.

"For completion" message type contains information about the date of sending, expected date of completion, information on which product the message refers to, an attachment to download and a place to add a completed attachment.

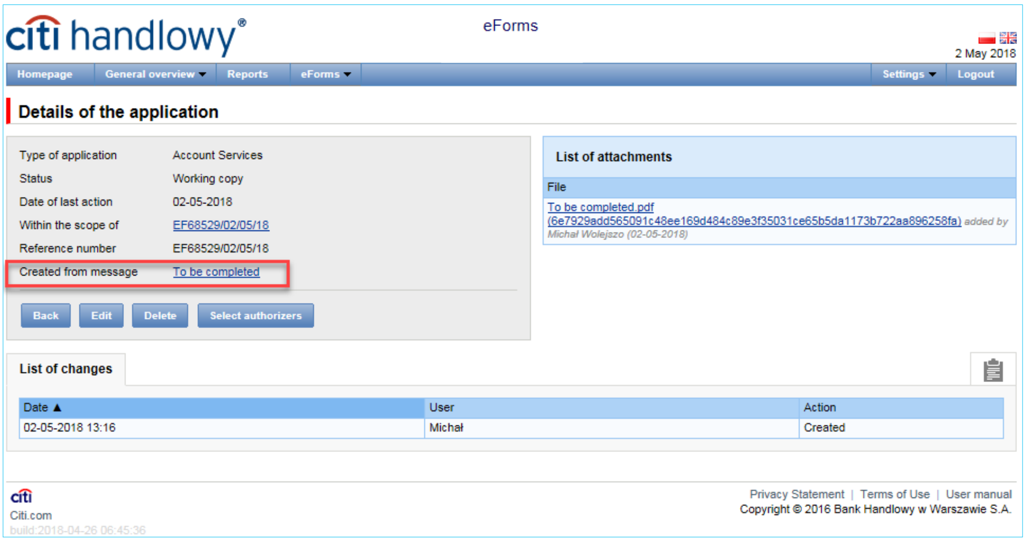
To complete the attachment, the User should save it on the computer. It is only possible to add an attachment sent in a message by the Bank. Using another attachment will result in an error and the inability to create an application.

After reading the message content and completing the attachment, the User has the option of adding it to the platform and creating an application with the completed attachment.

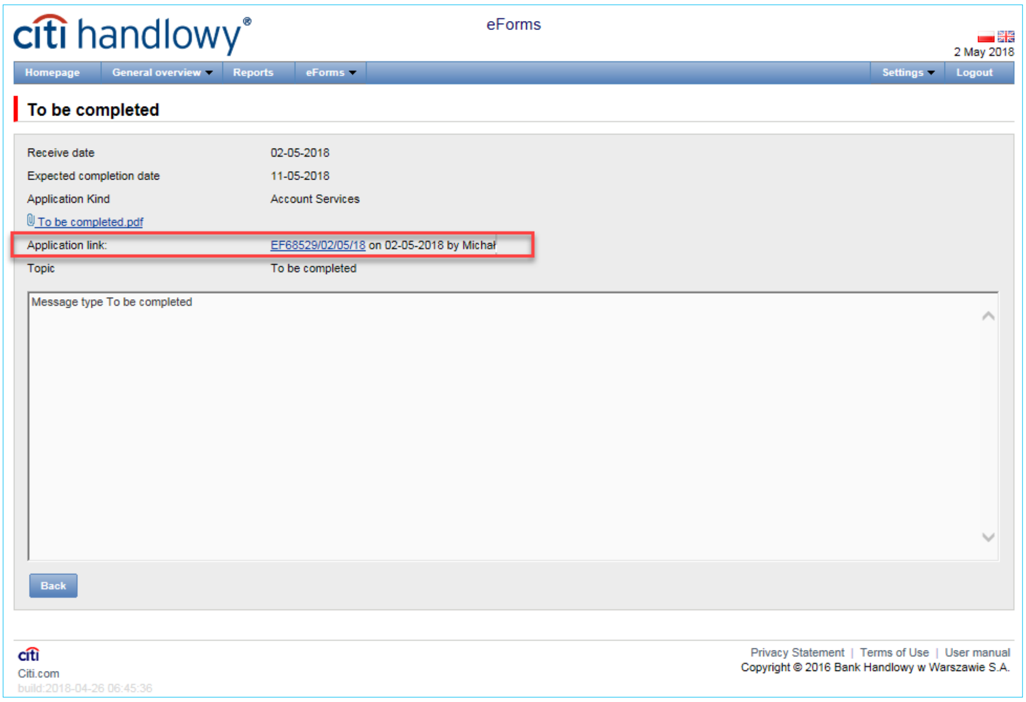


Clicking the "Create an application" button will redirect you to the application creation and authorization screen.

The process of creating and authorizing applications is described in sections 3 and 3.1.



When re-reading the message from which the application was created, the User receives information about who and when created the application, along with a link to the application created from the message. It is not possible to re-create an application from such a message.



6. Settings

Using the "Settings" menu, the eForms User can change the settings according to preferences.

In the **Settings -> Notifications** tab, you can set the types of notifications you wish to receive, as well as the way in which they will be delivered.

In the table, under 'Reminder configuration' the User can choose the types of notifications they wish to receive (the reminder types are set up individually for each service). The available channels of notification delivery are:

Alert - selecting this this notification type will result in notifications being displayed on the homepage screen under the Messages section.

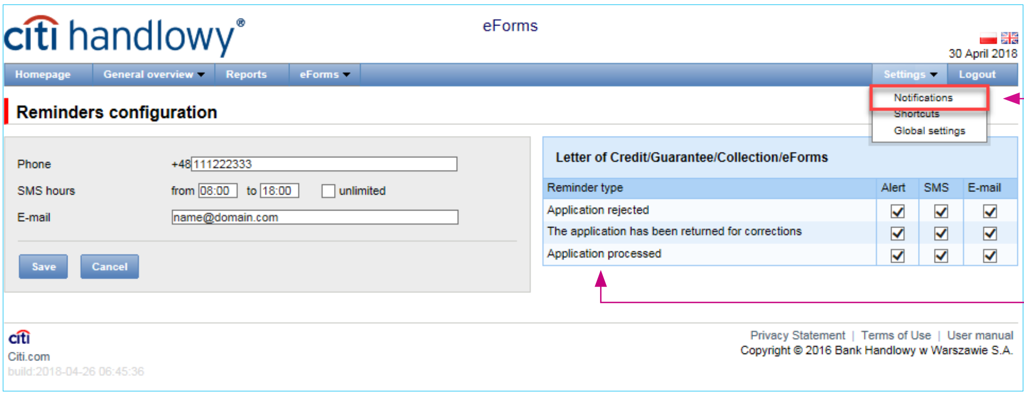
SMS – if this notification type is selected the notifications will be sent to the mobile phone number specified by the User in the 'Phone' field.

E-mail – if this option is selected, the notifications will be sent to the email address specified by the User in the E-mail field.

The mobile phone number should be entered in the following format: **+48XXXYYZZWW** where 'XXXYYZZWW' represents the phone number.

eForms SMS notification service is available for Polish mobile phone numbers (i.e. beginning with +48) only.

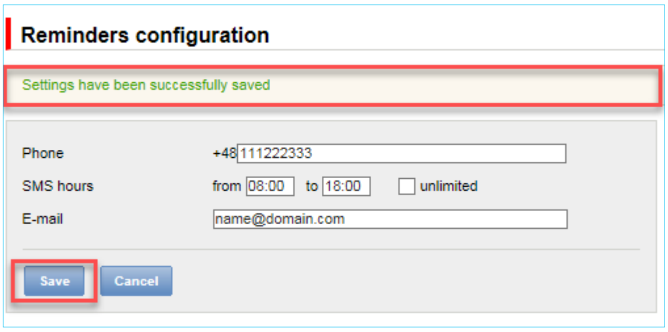
For the notifications sent by SMS, the User can choose the preferred delivery time range (the default hours are: 8am – 6pm on business days). If the 'unlimited' box is ticked, the SMS notifications will be arriving simultaneously with the notifications sent by the other channels – the very moment the event occurs in the system, even on holidays.



You can access the **Notifications** menu from here.

The list of available notifications (depends of User entitlements) and notification channels.

Both the first configuration and each subsequent modification must be completed by clicking the „Save" button, which will be confirmed by the appropriate system message.



By default, any User who has not made configuration changes will have all notifications only in the form of alerts.

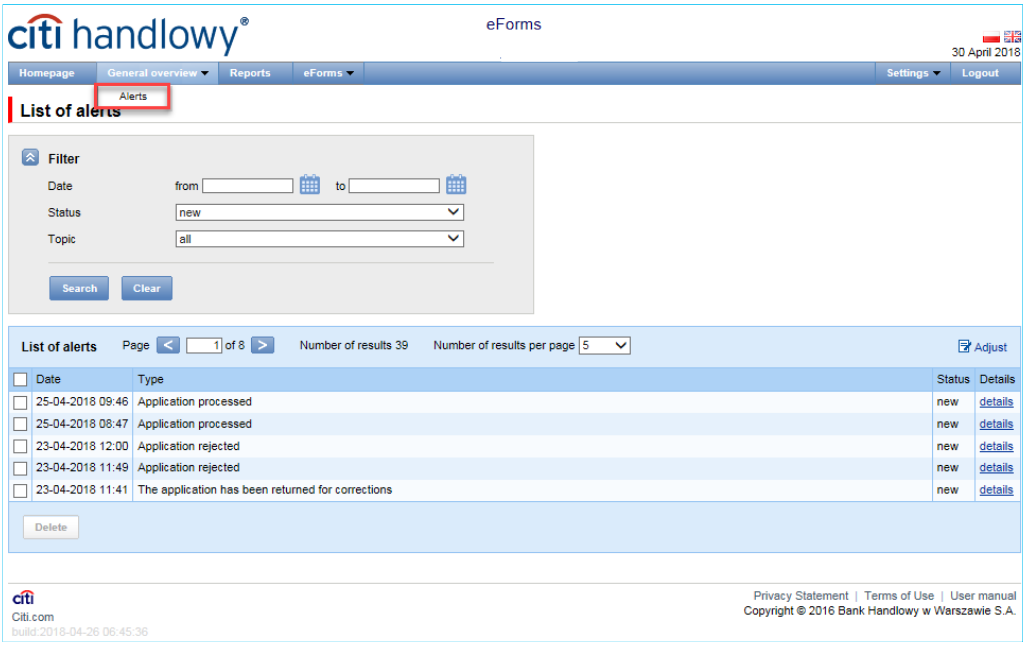
The eForms User will receive the following information:

» Application processed– the form has been processed,

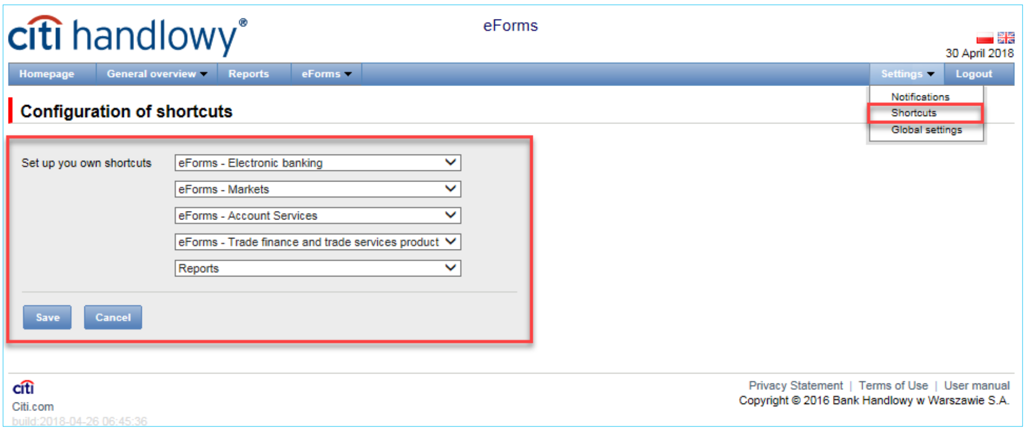
» Application rejected – the form has been rejected by the Bank and will not be processed,

» The application has been returned for corrections – the form was sent by the Bank to the Client for the purpose of its edition.

In addition, a list of all notifications can be viewed by the User in the General overwiew menu -> Alerts list

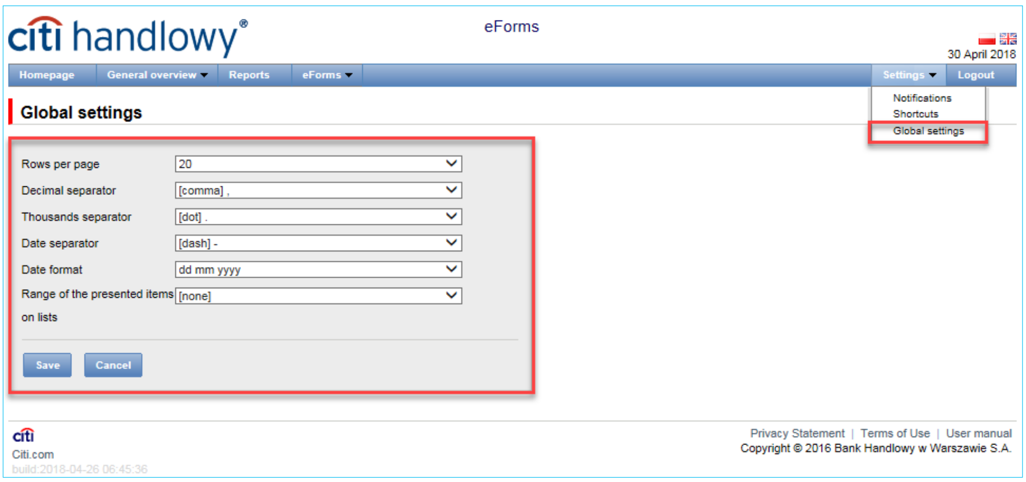


The **Shortcuts Bar** is visible on the main screen (splash screen), allowing the User to go directly to the selected tab.



The User can configure the Shortcuts Bar in the Settings – Shortcuts Bar menu. The configuration is saved individually for each User.

In the **Settings – Global Settings** tab, the User can format dates and numbers displayed in eForms (as well as those available in the generated reports and alerts). On the page, the User can also set the number of items to be displayed by default on the lists (useful with table paging). The configuration is saved individually for each User.



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