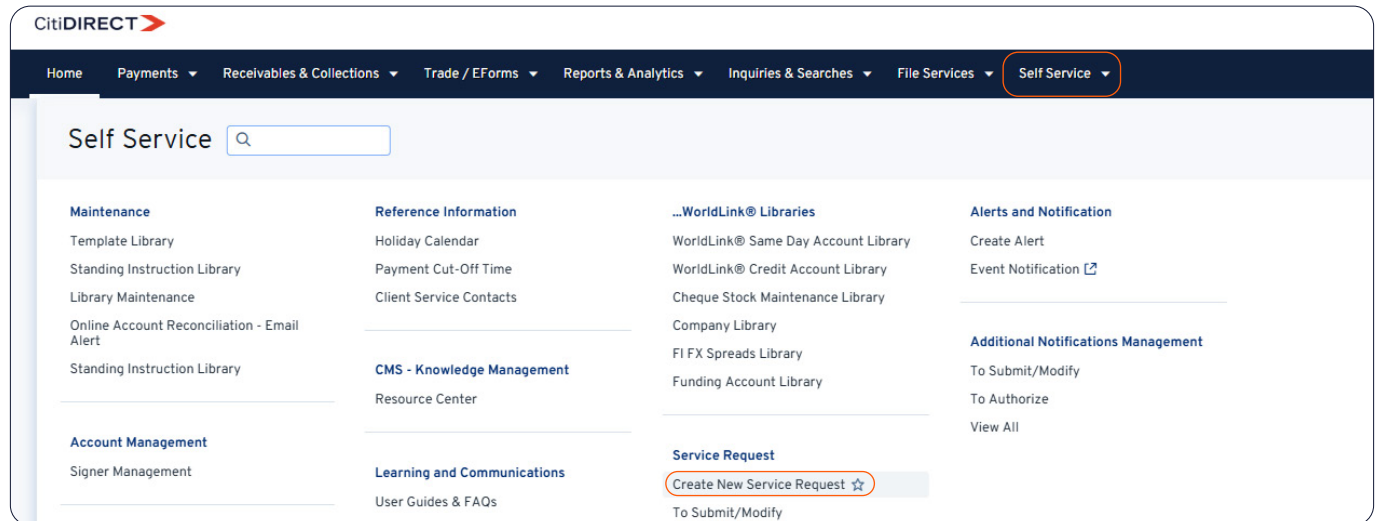

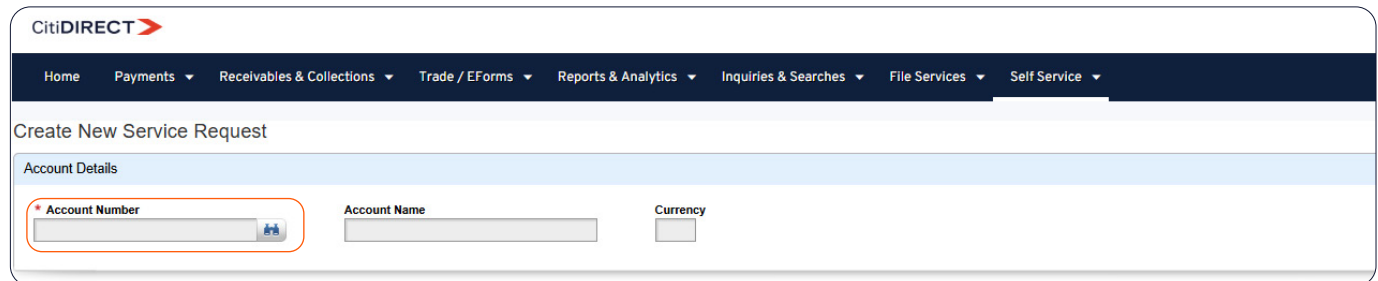


Creating a new service request in CitiDirect®

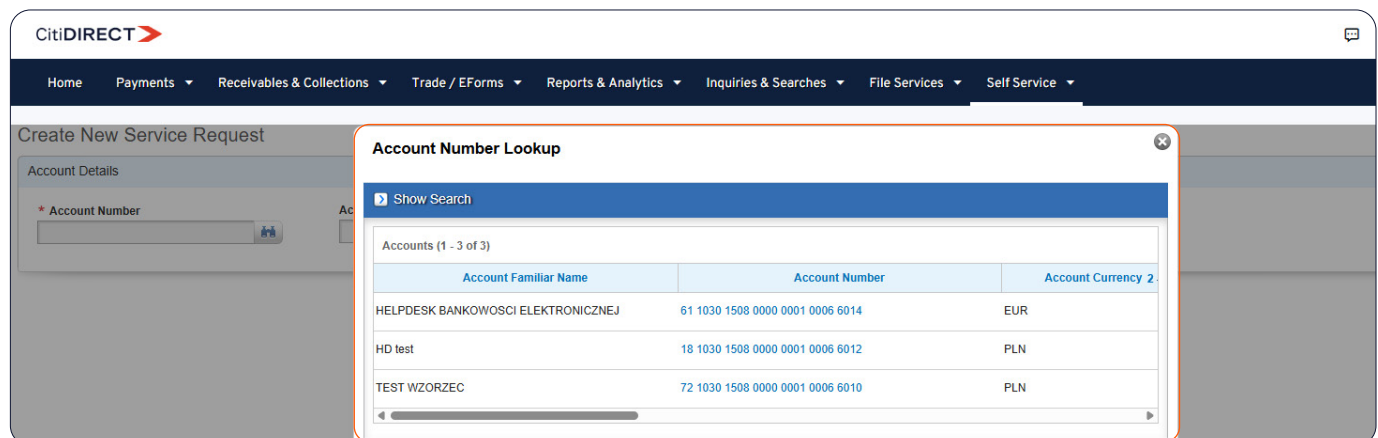
1. On the main page in a tab **Self Service** select **Create New Service Request**.



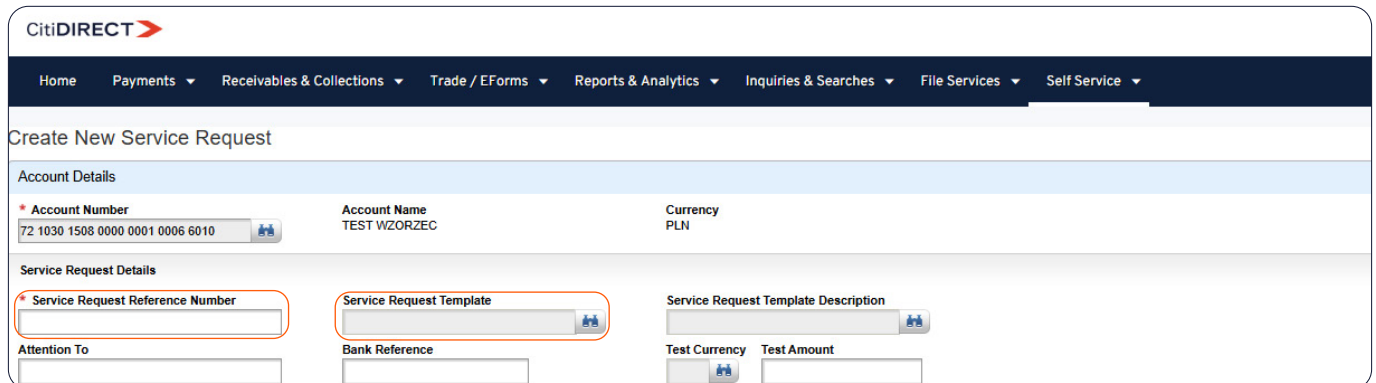
2. On the **Create New Service Request** page input account number that the request will refer to. To do it click on  icon.



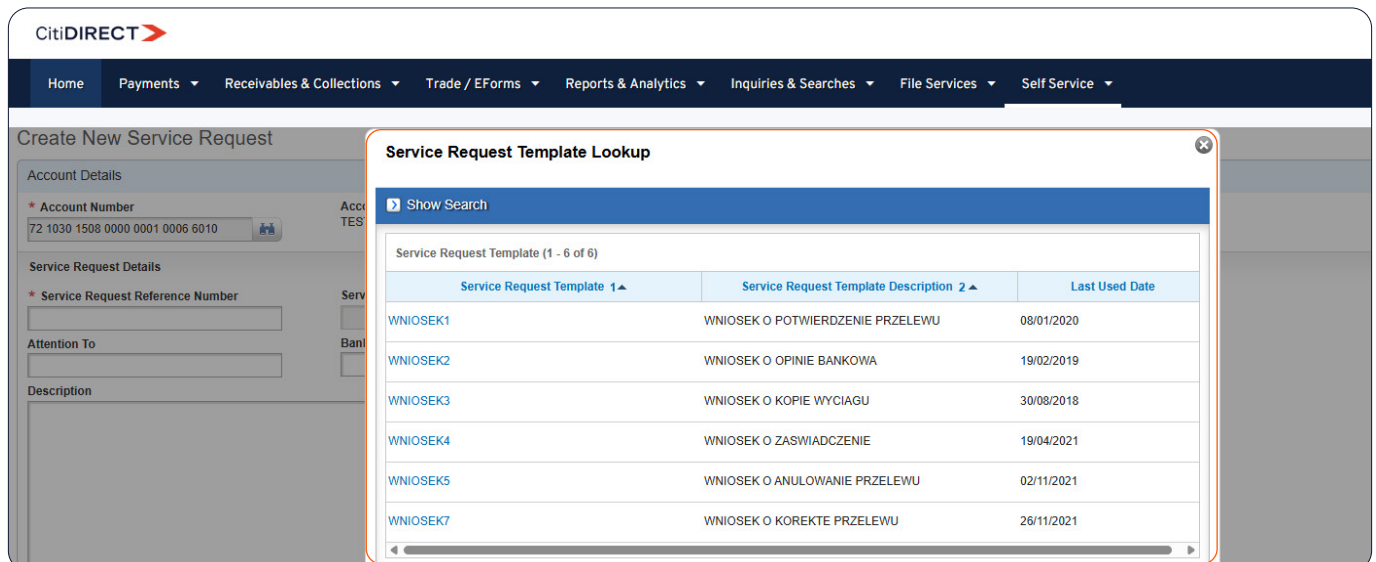
3. A new window will pop up where you can choose debited account.



4. In the next step input a [Reference number](#) of transaction that the request will refer to. Next choose a [Service Request Template](#) by clicking on  icon.

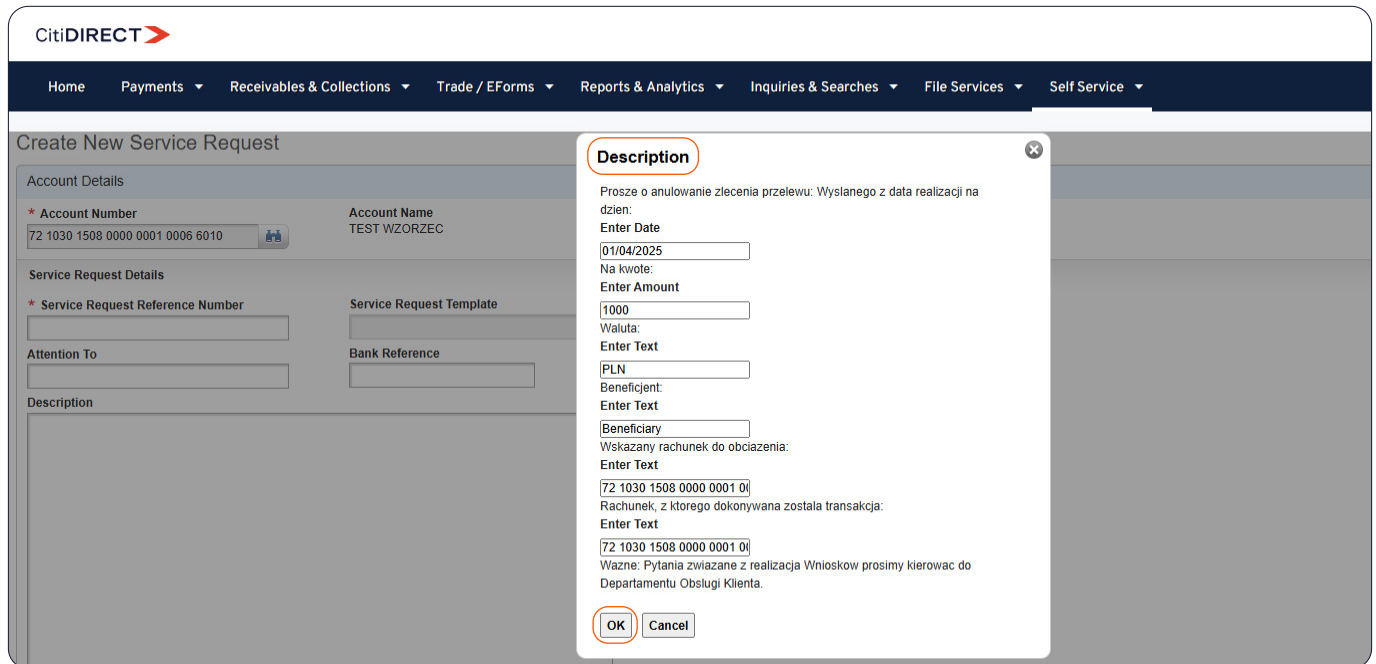


5. After clicking on  icon, the window with a list of available templates will show up. There choose a template with a service that you are interested with. Those templates are only available in polish language.



Service Request Template	Service Request Template Description	Last Used Date
WNIOSEK1	WNIOSEK O POTWIERDZENIE PRZELEWU	08/01/2020
WNIOSEK2	WNIOSEK O OPINIE BANKOWA	19/02/2019
WNIOSEK3	WNIOSEK O KOPIE WYCIAGU	30/08/2018
WNIOSEK4	WNIOSEK O ZASWIADCZENIE	19/04/2021
WNIOSEK5	WNIOSEK O ANULOWANIE PRZELEWU	02/11/2021
WNIOSEK7	WNIOSEK O KOREKTE PRZELEWU	26/11/2021

6. The window will pop up where you have to fill in all necessary data about transaction and confirm with **OK** button.



The screenshot shows the CitiDIRECT 'Create New Service Request' interface. A modal window titled 'Description' is open, containing the following fields and text:

- Description:** Proszę o anulowanie zlecenia przelewu: Wysłanego z data realizacji na dzień:
- Enter Date:** 01/04/2025
- Na kwotę:**
- Enter Amount:** 1000
- Waluta:**
- Enter Text:** PLN
- Beneficjent:**
- Enter Text:** Beneficiary
- Wskazany rachunek do obciążenia:**
- Enter Text:** 72 1030 1508 0000 0001 00
- Rachunek, z którego dokonywana została transakcja:**
- Enter Text:** 72 1030 1508 0000 0001 00
- Ważne:** Pytania związane z realizacją Wniosków prosimy kierować do Departamentu Obsługi Klienta.
- Buttons:** OK, Cancel

The background form includes sections for Account Details (Account Number: 72 1030 1508 0000 0001 0006 6010, Account Name: TEST WZORZEC), Service Request Details (Service Request Reference Number, Service Request Template, Attention To, Bank Reference), and a Description field.

Request can also be written in your own words in the window **Description** but it is important that it contains all the necessary data:

- Value date
- Amount of the payment
- Currency of the payment
- Beneficiary name
- Debited account number

- After filling all information in the **Description** window there will be generated service request using the chosen template. Before submitting you have to check if it contains any invalid characters for example letters that are unique to language because they are forbidden. Finally, you have to confirm the request by clicking on **Submit** button.

CitiDIRECT

Home
Payments
Receivables & Collections
Trade / EForms
Reports & Analytics
Inquiries & Searches
File Services
Self Service

Create New Service Request

Account Details

* Account Number

72 1030 1508 0000 0001 0006 6010

Account Name

TEST WZORZEC

Currency

PLN

Service Request Details

* Service Request Reference Number

Service Request Template

WNIOSEK5

Service Request Template Description

WNIOSEK O ANULOWANIE PRZELEWU

Attention To

Bank Reference

Test Currency

Test Amount

Description

Proszę o anulowanie zlecenia przelewu:

Wyslanego z data realizacji na dzien: 01/04/2025
Na kwote: 1000
Waluta: PLN
Beneficjent: Beneficiary
Wskazany rachunek do obciazenia: 72 1030 1508 0000 0001 0006 6010
Rachunek, z ktorego dokonywana zostala transakcja: 72 1030 1508 0000 0001 0006 6010
Wazne:
Pytania zwiazane z realizacja Wnioskow prosimy kierowac do Departamentu Obslugi Klienta.

Last Used Date

02/11/2021


Submit

Save

Cancel

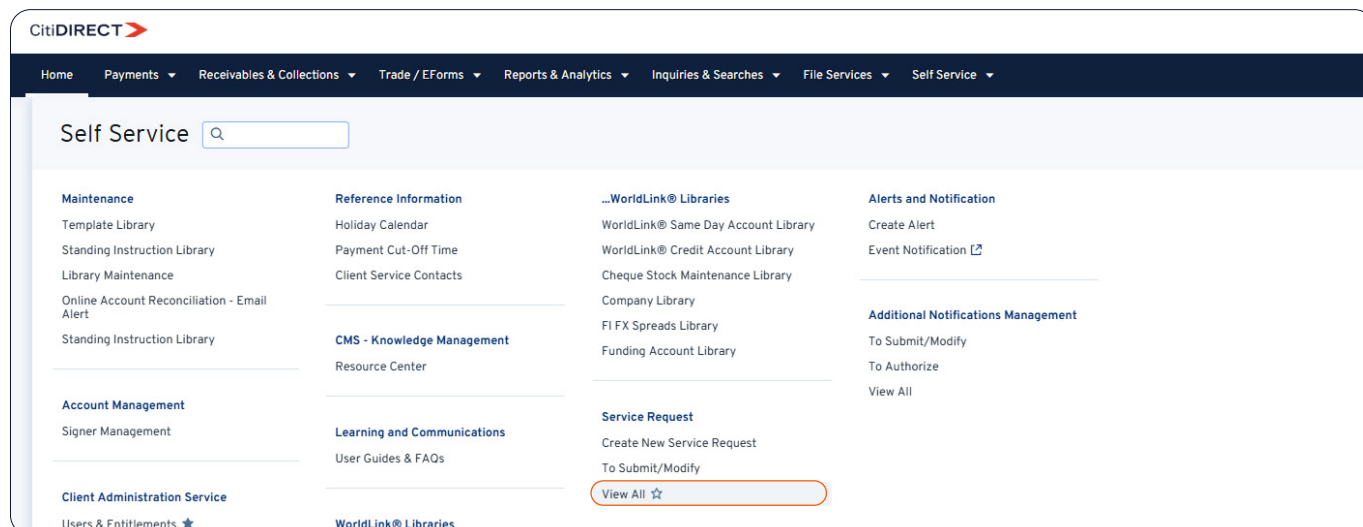
After clicking it you will see the confirmation.

Confirmation: Service Request


The Service Request has been submitted successfully.

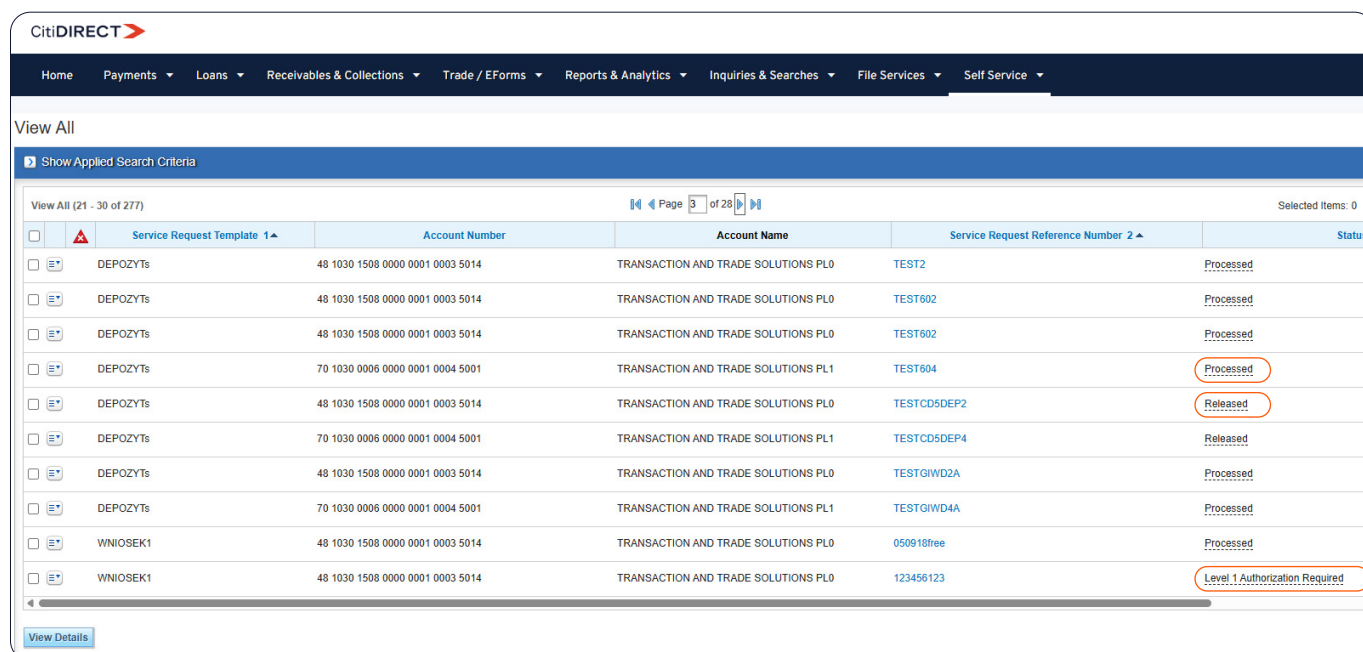
Ok

8. After submitting check if the request requires authorization. For this You have to go to tab [View All](#).



The screenshot shows the CitiDIRECT Self Service interface. The 'View All' link under the 'Service Request' section is highlighted with a red circle.

9. If the request does not require any authorization, its status would be [Released](#) and after being processed it would change to [Processed](#). In case that it requires authorization, its status will be [Level 1-9 authorization required](#). This authorization can be done by any other user that possess necessary entitlements for payments authorization.



The screenshot shows the 'View All' page for Service Request Templates. The table lists various requests with their status. The 'Level 1 Authorization Required' status is highlighted with a red circle.

Service Request Template	Account Number	Account Name	Service Request Reference Number	Status
DEPOZYTs	48 1030 1508 0000 0001 0003 5014	TRANSACTION AND TRADE SOLUTIONS PL0	TEST2	Processed
DEPOZYTs	48 1030 1508 0000 0001 0003 5014	TRANSACTION AND TRADE SOLUTIONS PL0	TEST602	Processed
DEPOZYTs	48 1030 1508 0000 0001 0003 5014	TRANSACTION AND TRADE SOLUTIONS PL0	TEST602	Processed
DEPOZYTs	70 1030 0006 0000 0001 0004 5001	TRANSACTION AND TRADE SOLUTIONS PL1	TEST604	Processed
DEPOZYTs	48 1030 1508 0000 0001 0003 5014	TRANSACTION AND TRADE SOLUTIONS PL0	TESTCD5DEP2	Released
DEPOZYTs	70 1030 0006 0000 0001 0004 5001	TRANSACTION AND TRADE SOLUTIONS PL1	TESTCD5DEP4	Released
DEPOZYTs	48 1030 1508 0000 0001 0003 5014	TRANSACTION AND TRADE SOLUTIONS PL0	TESTGIWD2A	Processed
DEPOZYTs	70 1030 0006 0000 0001 0004 5001	TRANSACTION AND TRADE SOLUTIONS PL1	TESTGIWD4A	Processed
WNIOSEK1	48 1030 1508 0000 0001 0003 5014	TRANSACTION AND TRADE SOLUTIONS PL0	050918free	Processed
WNIOSEK1	48 1030 1508 0000 0001 0003 5014	TRANSACTION AND TRADE SOLUTIONS PL0	123456123	Level 1 Authorization Required