



CitiDirect BESM Mobile – Trade Advisor Frequently Asked Questions

General

What is CitiDirect BESM Mobile – Trade Advisor?

CitiDirect BESM Mobile – Trade Advisor gives you and all parties involved in a trade transaction access to the same, real time information that is available from Trade Advisor through CitiDirect Online Banking in a mobile environment. Users can easily find the status of almost all trade products and services offered by Citi including Letters of Credit, Document Presentations, Collections and Open Account transactions. This free mobile inquiry tool requires no User ID or password – users simply enter the necessary search criteria to find the status of a transaction.

How do I access to Trade Advisor Mobile?

Simply type <https://m.citidirectbe.com/trade> into your mobile browser. This will bring you to a search screen that allows you to find the status of your trade transaction.

What types of devices is Trade Advisor Mobile compatible with?

CitiDirect BE Mobile is a browser-based application, which means it can be accessed through most feature phone and Smartphone browsers. This includes many BlackBerry, Apple iOS, Android, Windows and Symbian phone models, as well as other devices like tablets that meet the minimum technical requirements. To use the application the mobile browser must, at a minimum, support XHTML-MP 1.0, JavaScript 1.5 and CSS-MP 1.0, and also allow cookies to set.

What languages is Trade Advisor Mobile available in?

Trade Advisor Mobile is available in English, Chinese (simplified), Portuguese and Spanish, and will default to the language setting on your mobile device. If the language you are using is not supported at this time, the application will display in English. In the future, we plan to expand language capabilities.

Does Trade Advisor Mobile save data to your mobile device?

No. Trade Advisor Mobile does not store any personal, identifiable information on the user's browser cache. SSL is used to communicate between the user's phone and the Citi data centers.

How much does Trade Advisor Mobile cost?

Trade Advisor Mobile is free for all users. However, costs may be incurred depending on your data plan. Please speak with your mobile service provider for more details.



Functionality

What types of transaction activities are accessible via Trade Advisor Mobile?

You can search for the following activities using Trade Advisor Mobile:

Import Letter of Credit Details

- Status**
- Issued
- Amended
- Detrimental Amendment Accepted
- Presentation Received
- Presentation Checked
- Presentation Accepted
- Presentation Settled

Export Letter of Credit Details

- Status**
- Advised
- Confirmed
- Amended
- Presentation Received
- Presentation Checked
- Presentation Accepted
- Presentation Settled

Standby Letter of Credit Details

- Status**
- Issued/Advised
- Confirmed
- Amended
- Detrimental Amendment Accepted
- Claim Received
- Claim Accepted
- Claim Settled

Import Document Presentation/Collection Details

- Status**
- Presentation Received
- Presentation Checked
- Presentation Accepted
- Presentation Settled
- Courier Tracking Details

Export Document Presentation/Collection Details

- Status**
- Presentation Received
- Presentation Checked
- Presentation Accepted
- Presentation Settled
- Courier Tracking Details

Open Account Details

- Status**
- Presentation Received
- Presentation Accepted
- Presentation Settled



****Status**

In Progress

- *Amendments* – Your amendment request has been received and is currently being processed
- *Import/Standby Letter of Credit Issuances* – Your letter of credit application has been received and is currently being processed for issuance.
- *Export/Standby Letter of Credit Advisings/Confirmations* – Your letter of credit transaction has been received and is currently being processed for advising or confirmation

Processed

- *Amendments* – Your amendment request has been received and the modifications have been made to your transaction.
- *Import/Standby Letters of Credit Issuances* – Your letter of credit application has been received and has been issued
- *Export/Standby Letter of Credit Advisings/Confirmations* – Your letter of credit transaction has been received and has been advised or confirmed

PNO

- *Amendments* – Your amendment request has been received and is currently awaiting Beneficiary's Approval

Clean

- Documents presented have been examined and no discrepancies were found

Discrepant

- Documents presented have been examined and discrepancies were identified

NA

- Status not available

How do I make an inquiry on a trade transaction processing status via Trade Advisor Mobile?

To access Trade Advisor Mobile, simply type <https://m.citidirectbe.com/trade> into your mobile browser and input the following search criteria:

Region

Type of Reference Number

(please see the next question for more detailed information on reference numbers)

- Citibank Transaction Reference Number
- Other Bank/Party Transaction Reference Number
- Open Account Reference Number
- Open Account Invoice Reference Number

Transaction Reference Number

- Reference number for the specific transaction

Currency

- Select the 3-digit currency code for the currency involved in the transaction

Transaction Value

- For Letters of Credit, the Transaction Value is the original principal amount of the credit plus all approved amendments
- For Presentations and Drawings, use the face amount of the documents presented for the Transaction Value
- For Open Account Reference Number, enter the Open Account Amount for the Transaction Value
- For Open Account Invoice Reference Number, enter the Open Account Invoice Amount for the Transaction Value

When you are done entering criteria, click on "Search" located at the bottom of the screen.



What number should I enter in the Transaction Reference Number field in Trade Advisor Mobile?

For the Citibank Transaction Reference Number, you can enter any of the following:

Citibank's Letter of Credit Reference Number

- Applies to both Import and Export transactions

Citibank's Bill/Presentation Reference Number

- Assigned for a presentation under a Letter of Credit
- Assigned for an Import Collection transaction
- Assigned for an Open Account transaction

For the Other Bank/Party Transaction Reference Number, you can enter any of the following:

Letter of Credit Reference Number of the Issuing Bank

- For Letters of Credit

Bill Reference Number of the Remitting Bank

- For Presentations, Drawings and Import Collections

Applicant Reference Number

- If you are the Importer in a transaction, this is the reference number you provided with your application

Remitter Reference Number

- If you are the Exporter in the transaction, this is the reference number you provided with your transaction

Direct Collection Reference Number

- For Direct Collection transactions, noted as DC Reference Number

Vendor Reference Number

- As assigned on the Document Transmittal Form

Note: Reference numbers are case sensitive and must be EXACT. For instance, if the reference number contains uppercase letters, you must enter the uppercase letters in the Transaction Reference Number field. The field will accept hyphens, underscores and SWIFT™ characters.

What status information can I retrieve via Trade Advisor Mobile?

The Amendment Details section provides the following status on amendments:

- In Progress – Your transaction has been received and is currently being processed
- Processed – Your transaction has been received and is completely processed
- PNO – Your amendment request has been received and is currently awaiting Beneficiary's Approval
- NA – Status not available

How can I obtain additional details on the status of original documents presented using Trade Advisor Mobile?

You can obtain additional details on the status of original documents presented via the Courier Details hyperlink in the Bill Details section. When selected, the following information can be accessed for each Presentation/Drawing:

- Citibank Bill Reference Number
- Remitter Reference Number
- Courier Name
- Courier Tracking Details

Additional tracking details may be found on the courier's website using the courier tracking details provided by Trade Advisor Mobile. Main courier websites include:

- DHL: www.dhl.com
- UPS: www.ups.com



Troubleshooting

How should I proceed if I receive this response from Trade Advisor Mobile?

"No records are found by the system for the criteria entered. Please change the search criteria and try again."

- Check that the number you entered in the Transaction Reference Number field exactly matches the reference number for your inquiry
- If the number you entered is not identical to your reference number, please re-enter it and try your search again
- Check also that the Type of Reference is correctly identified to match with the reference number provided
- If neither of these works, change your search criteria
- If you re-enter the reference number or change your search criteria and still receive this response, please contact your Citibank Customer Service representative

Why did I receive the following response to my inquiry?

"More than one record was found for the reference number supplied. Please contact Customer Service for additional information."

You received this response because the Transaction Reference Number provided matches more than one record in our system. Please contact your Citibank Customer Service representative for the current status of the transaction referenced in your inquiry.

Why did I receive the following response to my inquiry?

"The retrieved transaction has transfers associated and cannot be displayed. Please contact Customer Service for additional information."

You received this response because the Issuing Bank Transaction Reference Number provided has one or more Transfer Letters of Credit associated with it. Please contact your Citibank Customer Service representative for the current status of the transaction referenced in your inquiry.

Can I view additional information such as the Beneficiary or Applicant name in the Details Section for my transaction?

To better protect the privacy of our customers, the name of the Beneficiary and Applicant will not be available on Trade Advisor Mobile. Please contact your Citibank Customer Service representative for further details on the transaction referenced in your inquiry.

Contacting customer service

How do I contact Customer Service for Trade Advisor Mobile?

Locate your customer service contact information via the Mobile Help link on the bottom of the <https://m.citidirectbe.com/trade> page. Scroll down to the *Contact Us* menu and select the appropriate country on the contact list.