



Release News for CitiDirect BESM

January 11, 2014

CitiDirect BESM will be updated the weekend of January 11, 2014. High-level descriptions of the planned updates to CitiDirect BE are included in this Release News. Updates will be available beginning January 13, 2014.

Note that all functionalities may not be visible to all clients based on entitlements.



Table of Contents

Announcement Widget Enhancement.....	3
Login Help Page Updates	4
Security Manager Updates.....	5
CitiDirect BE Analytics	8
Disclaimer	10

Announcement Widget Enhancement

Beginning with this release, CitiDirect BE Broadcast Messages are displayed in the Announcements widget of the homepage. Please note that Broadcast Messages available in CitiDirect Services may vary from those available in the Announcements widget. Also, only users entitled to CitiDirect Services will see CitiDirect BE Broadcast Messages in the Announcements widget.

The screenshot displays the CitiDirect BE homepage. At the top, the Citi logo is on the left, and the text "Welcome to CitiDirect BESM" is centered. To the right of the welcome text are links for "Help", "My Settings", and "Logout". Below this is a navigation bar with "Home", "CitiDirect Services", and "Self Service" tabs. On the right side of the page, there are links for "Customize Homepage" and "New Widget Notifications".

The main content area features several widgets. The "Announcements" widget is highlighted with a red box and contains a sub-section titled "CitiDirect BE Broadcast Messages (5)". This sub-section lists five items, each with a link: "New message for India", "Update: CitiDirect BESM unavailable on Wednesday, October 18th", "What's New?", "How Does This Affect Me?", and "What Do I Have To Do?".

A modal window titled "CitiDirect BE Broadcast Messages" is open, showing a list of two messages:

1. CitiDirect BE Services is introduced to users in India
2. Users can upgrade to CitiDirect BE from CitiDirect Online Banking

Other visible widgets include "My Worklist Snapshot" (showing "Admin"), "CitiDirect Available Reports" (with a table header for "File", "Name", and "Date/Time"), "Frequent Tasks" (with links like "Setup Service Manag..."), and "CitiDirect Shortcuts" (with "Favorite Reports" and a "Click here to customize" link).

Login Help Page Updates

To provide you with the most up-to-date, useful information, updates are now available on the Login Help Page under the following sections:

- **System Requirements:** Includes updated system requirements with emphasis on our recommended versions to improve your CitiDirect BE experience performance
- **Multi-Factor:** Updates to the Multi-Factor help section
- **Customer Security:** Security Best Practices on CitiDirect BE

The screenshot displays the CitiDirect BE Login Help page. The left sidebar contains a navigation menu with the following items: LOGIN REQUIREMENT, SYSTEM REQUIREMENTS (highlighted with a red dashed box), BROWSER SECURITY SETTINGS, CHALLENGE RESPONSE, MULTIFACTOR (highlighted with a red dashed box), SAFEWORD® CARD, SECURE PASSWORD, DIGITAL CERTIFICATE, CUSTOMER SECURITY (highlighted with a red dashed box), and ASSISTANCE. The main content area is titled "LOGIN HELP - CITIDIRECT BESM" and includes a "Return to login page" link. The primary section is "System Requirements", which states that the minimum software requirements for CitiDirect BESM are listed below. It specifies that Windows® Operating Systems are recommended, with a recommended version of Windows® 7. It also notes that CitiDirect BESM is certified to operate on the listed Microsoft Operating Systems, excluding certain versions. The requirements are categorized into Windows, Apple® Mac, and Internet Browsers. A note indicates that pop-up blockers must be disabled. Java Requirements are also provided, recommending Java 7 and providing a link to Oracle's Java SE Support Roadmap. A disclaimer states that CitiDirect BESM is used in accordance with system specifications provided by Citibank, and that Citibank has no responsibility for its use on non-compliant systems.

System Requirements

The minimum software requirements to run CitiDirect BESM on your computer are listed below.

Windows® Operating Systems: Recommended version: Windows® 7

CitiDirect BESM is certified to operate on the Microsoft Operating Systems listed below excluding versions indicated.

- Windows® XP
Excluding: Arabic OS.
- Windows® Vista
Excluding: Arabic OS.
- Windows® 7
Excluding: Arabic OS.

Apple® Mac Operating Systems:

- Version 10.5 and higher.

Internet Browsers

Microsoft Internet Explorer (IE) for Windows: Recommended version: IE 8 and higher

- IE 7.0 with Windows XP
- IE 7.0 with Windows Vista
- IE 8.0 with Windows XP
- IE 8.0 with Windows 7
- IE 9.0 with Windows Vista
- IE 9.0 with Windows 7

Safari version 4.0.1 and higher for Mac OS

Note: pop-up blocker must be disabled

Java Requirements for CitiDirect Services users: Recommended version: Java 7

We strongly recommend that all users upgrade to Java 7 as Oracle has already stopped (since February 2013) providing any public updates to Java 6. For more detail and Oracle's Java SE Support Roadmap, please click here: <http://www.oracle.com/technetwork/java/javase/eol-135779.html>

Most users should download the latest 32-bit version of the JRE. This is because in Windows 7, the default browser is Internet Explorer 32-bit. If the user has changed the setting in Internet Explorer to the 64-bit version they should download the 64-bit version of the JRE so that the versions are compatible."

If you cannot yet use our recommended versions, the minimum software requirements to run CitiDirect BESM on your computer are listed below:

- Java 6 (27 through update 45).
- Java 7 (through update 25 or higher).

Mobile Browsers:

CitiDirect BESM Mobile (<https://m.ctidirect.com>) currently supports native Mobile browsers for the major smart phones (Phones, BlackBerry, Android, Nokia, etc.) as well as most Mobile browsers such as Opera Mini. If you are not yet set-up on CitiDirect BESM Mobile, please contact your Customer Support Representative.

DISCLAIMER: Customer will use CitiDirect BESM in accordance with the system specifications provided by Citibank. Customer acknowledges that Citibank has no responsibility for Customer's use of CitiDirect BESM with a system that does not comply with such specifications.

Security Manager Updates

Based on feedback provided, we have made a number of enhancements to the Create New User process. [Click here](#) to access a reference guide that illustrates how to use the new features.

The following enhancements are now available on the Create User screen.

- **Pre-populated Location and Time Zone Fields:**

Location and Time Zone data are now auto-filled in the user profile in order to make user creation more efficient. Any of these fields may be modified.

- **Credentials:**

Naming conventions for Safeword Card Credentials are now aligned to the naming conventions used on the Login screen.

‘Challenge Response – Host 9’ replaces ‘Safeword ID’

‘Safeword – Host 2’ replaces ‘Portal Safeword (OTP)’

For clients with CitiDirect Services or Multi-factor Authentication, login credentials are pre-populated on the form. Security Managers may add or modify additional credentials as desired.

Important:

By default, Challenge/Response – Host 9 is set to “Get New Card”, so if no action is taken, a new card will be shipped. If you have a card number you would like to use, please click on the credential name hyperlink to input the Safeword Card serial number.

- **User Group Association Added to Create User Screen:**

Security Managers with User Group Association entitlements are now able to perform User Group Associations when creating a new user. By performing User Creation and User Group Association at the same time, Authorizers only need to authorize a single record to affect both the user creation and user group association records.

- The ‘Global Service Group’ User Group is preselected for all new users and is required for the user to access “My Settings”
- The ‘CitiDirect Services’ User Group is preselected for clients with CitiDirect Services
- Security Managers may add or remove User Groups as desired before submitting

Additionally, existing user’s User Group Associations can be modified by accessing the User from User Worklist, Processed.

The existing User Group Association screens and workflows will continue to be available.

- **Support for Citi Personnel Inside External Clients:**

A new checkbox is available for Security Managers to use if establishing Citi personnel within their Client Definitions. If any users are Citi personnel, the new checkbox should be checked and their employee ID should be entered.

• **Enhancements to the Create User Screen:**

Updates are highlighted below.

Create New User Print

* Required Field

▶ **User Details**

Status:

Location information is pre-populated

General Information

User Alias:	* First Name:	* Last Name:	Middle Name:	Initials:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Alternate Login ID:	Employee ID:	<input type="checkbox"/> Citi Employee		
<input type="text"/>	<input type="text"/>			
Building/Floor/Room:	* Street Address 1:	Street Address 2:	Street Address 3:	* Country:
<input type="text"/>	<input type="text" value="2 Penns' Way"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="UNITED STATES"/>
* State/Province/Territory:	* City:	Zip/Postal Code:	* Time Zone:	* Telephone:
<input type="text" value="Delaware"/>	<input type="text" value="New Castle"/>	<input type="text" value="32520"/>	<input type="text" value="Greenwich Mean Time"/>	<input type="text"/>
* Email:	User Manager:			
<input type="text"/>	<input type="text"/>			

CitiDirect Information

* SDR User Account Type: User ID:

* User Allow Access To Days: To * User Allow Access To Time: To Functional User

Days of Week

SUNDAY
 MONDAY
 TUESDAY
 WEDNESDAY
 THURSDAY
 FRIDAY
 SATURDAY

Login Credentials are pre-populated for CitiDirect and Multi-factor Authentication users

<input type="checkbox"/> Credential Type	Credential ID
<input type="checkbox"/> Challenge/Response - Host 9	

User Group Association added to Create User screen

User Group Association

User Group Selection Selected User Groups will be associated with the user Customize

<input type="checkbox"/> Client Name	Group Name	Group Description
<input checked="" type="checkbox"/> CD NA	GLOBAL_SERVICE_GROUP	Group for global service
<input checked="" type="checkbox"/> CD NA	CitiDirect Services	CitiDirect Services
<input type="checkbox"/> CD NA	PERF0472009_01	

- **Updates to User Worklist Behavior**

A new icon has been added to User Worklists to illustrate if a user record has User Group Associations included in the record.



A new deleted icon will display if a user has been deleted in CitiDirect.



User Worklists are now sorted with active records first, followed by inactive records.

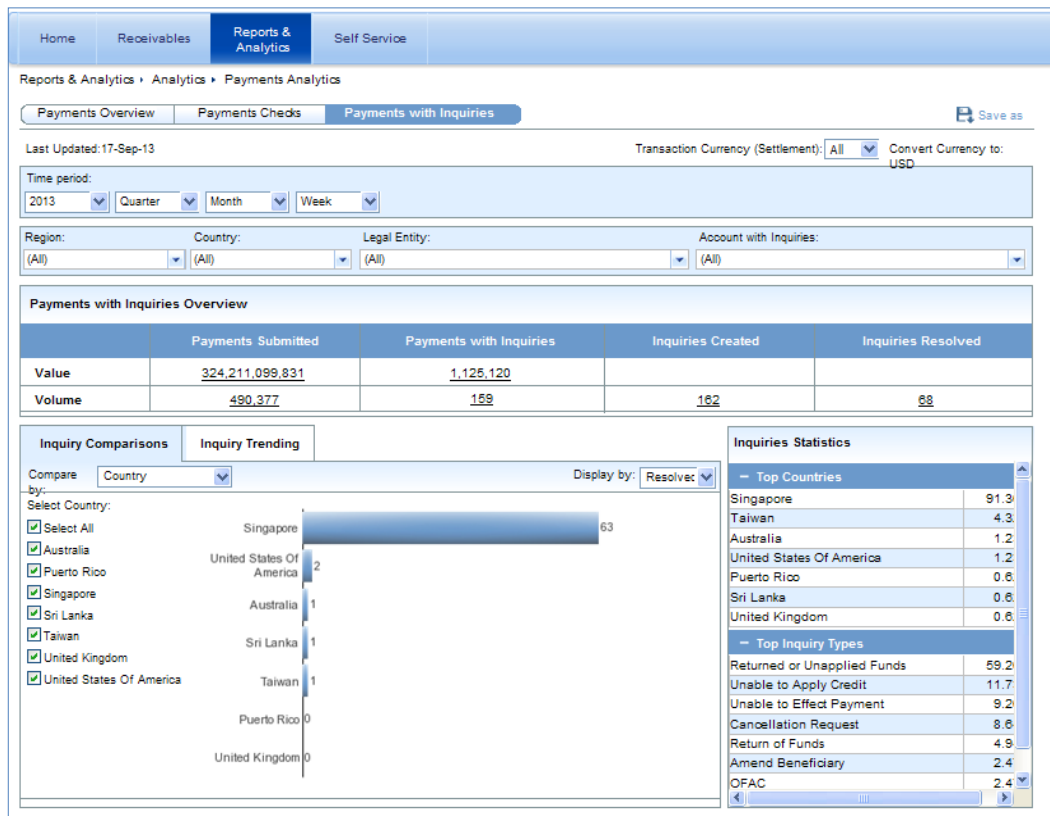
CitiDirect BE Analytics

CitiDirect BE Analytics provides full visibility into transactions via sophisticated dashboards and advanced reports. These value added services are currently available in Asia and are in pilot in North America. Recent enhancements include:

- **New Payments with Inquiries Dashboard:**

Users can now access payment transactions related inquiries directly from the Payment Analytics dashboard. In addition to the check dashboard, the new inquiries dashboard provides wider visibility to client payments. The new dashboard displays all inquiries submitted and their statuses across all payment channels to Citi, for all payments available in Payment Analytics.

Payments with Inquiries Dashboard

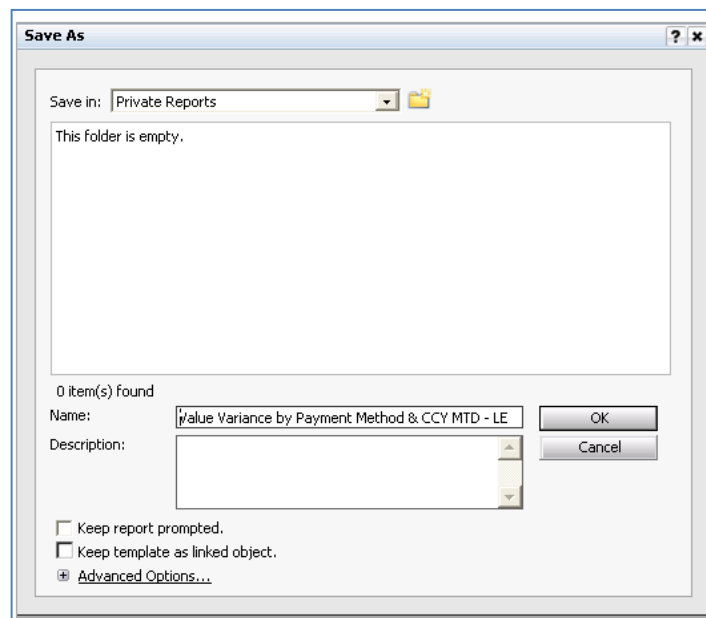


Payments with Inquiries Sample Report

Last update: 11/7/13 12:15:30 PM					
Data rows: 162 Data columns: 0					
Indicator	Legal Entity	Account Branch Name	Account Number	Case Type	Bank Reference Number
	Citibank	Citibank	Xxxxxxxxx XXXXXXXXXXXXX	Beneficiary Claims Non Receipt	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Cancellation Request	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Unable to Apply Credit	
	Citibank	Citibank	Xxx XXXXX XXXXX XXXXXXXXXXXXX	Cancellation Request	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Unable to Effect Payment	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Amend Beneficiary	
	Citibank	Citibank	XXXXX	Unable to Apply Credit	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Unable to Effect Payment	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Unable to Effect Payment	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Unable to Effect Payment	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Unable to Effect Payment	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Unable to Effect Payment	
	Citibank	Citibank	XXXX-XXXX	Return of Funds	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Amend Beneficiary	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Cancellation Request	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Return of Funds	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Return of Funds	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Return of Funds	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Return of Funds	
	Citibank	Citibank	Xxx XXXXXXXXXXX XXX XXX	Return of Funds	
	Citibank	Citibank	XXXX-XXXX	Return of Funds	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Amend Beneficiary	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Amend Beneficiary	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX X-XXXXXXXXXX	Return of Funds	
	Citibank	Citibank	Xxxxxx XXXXXXXXXXX Y-XXXXXXXXXX	Return of Unapplied Funds	

- Report Enhancement:**

In order to improve usability while saving custom reports, the 'Keep Report Prompted' option is now de-selected by default. This enhancement reduces the number of clicks for users while saving custom reports.



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Customer shall be solely responsible for the use of any User identifications, passwords and authentication codes that may be provided to it, from time to time, in connection with CitiDirect BESM (collectively, "Login IDs"). Customer agrees to keep all User IDs strictly confidential at all times. Customer shall immediately cease use of CitiDirect Online Banking if it receives notification from Citibank, or otherwise becomes aware of or suspects, a technical failure or security breach. Customer shall immediately notify Citibank if it becomes aware of or suspects, a technical failure or security breach.

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Citi Treasury and Trade Solutions
transactionsservices.citi.com

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