CitiDirect® U.S. Disbursements

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Contents

Additional Resources

Basics Guides

In conjunction with this U.S. Disbursements Services guide, you are encouraged to read the CitiDirect Basics guides, available in the CitiDirect Basics section of the Learning Center at www.citidirect.com.

The CitiDirect Basics guides provide an overview of CitiDirect, including installation, sign-on procedures, basic navigation and procedures for customizing the CitiDirect navigation bar and summary forms, specifying your global user preferences, running reports and submitting inquiries.

Online Help

For general questions while working in CitiDirect, you can use Online Help. Online Help, a comprehensive self-service capability, contains detailed information and descriptions of terms for all functionality and services offered through CitiDirect.

You can access Online Help by pressing **F1** on your keyboard or by clicking the **Help** button [?] at the bottom of the CitiDirect navigation bar.

For help with your current task, click anywhere on the CitiDirect form displayed in your workspace to ensure that it is active, and then access Online Help.

CitiDirect Customer Support

In addition to Online Help, the following CitiDirect customer support resources are available to you:

- **www.citidirect.com** – Our website contains frequently asked questions (FAQs) addressing both the use of the application and the website. The website also features the *Learning Center* section, where you can access training support materials anytime.

- **Customer Service Centers** – You can contact our CitiDirect® Online Banking Service Representatives who are available to support your technical needs, as well as to assist you with general CitiDirect questions. For a list of representatives in your area, go to the *Contacts* section of www.citidirect.com

Sign on to CitiDirect® Online Banking

In order to follow all the procedures included in this U.S. Disbursements guide, you must successfully sign on to CitiDirect using your SafeWord™ card.

For sign-on procedures, see the *CitiDirect Basics: Getting Started* guide, available in the Learning Center at www.citidirect.com.

My Preferences

Use *My Preferences* to set your preferences for the U.S. Disbursements Services.

Make sure to also set your global preferences, which include date format, amount format, default menu and default application. All preferences that you define are specific to your CitiDirect sign-on name and ID and cannot be shared with or viewed by others. For step-by-step procedures for setting your preferences, please refer to the *CitiDirect Basics: Setting Your Preferences* guide, available in the Learning Center at www.citidirect.com.

Available Preference Criteria for U.S. Disbursements Services

The preference criteria available on the My Preferences form for U.S. Disbursements Services are listed in the table below.

Preference Category	Available Preference Criteria	Description	CitiDirect Default Settings
Edit Defaults	Account	The account number and associated details of the account you want to use.	None Specified
Auto Save	Type	The criteria (records or minutes) measured by CitiDirect to trigger the auto-save functionality.	Minutes
	Frequency	The elapsed time (in minutes) or number of records after which an auto-save will take place.	Five

Available Preference Criteria for Match Pay

The preference criteria available on the *My Preferences* form for Match Pay are listed in the table below.

Preference Category	Available Preference Criteria	Description	CitiDirect Default Settings
Auto Save	Type	The criteria (records or minutes) measured by CitiDirect to trigger the auto-save functionality.	Minutes
	Frequency	The elapsed time (in minutes) or number of records after which an auto-save will take place.	Five

U.S. Disbursements Services

The U.S. Disbursements Services service class offers three services:

• Stop Check – stops the payment of a check

• Add Issuance – creates check-issuance records

• Void Issuance – voids issuance records

U.S. Disbursements Forms

U.S. Disbursements Services Summary Form

The U.S. Disbursements Services Summary Form allows you to initiate U.S. Disbursements Service requests, including Stop Check, Add Issuance and Void Single Check requests.

The tabs within the summary form are determined by the actions that must be taken on a service request.

The entitlements included in the access profile assigned to you by your local Security Managers determine the tabs that you see and the requests you can make.

Summary forms present data in a tabular format, much like a spreadsheet. Individual service requests are displayed in rows within the table, and individual data elements related to each request are displayed as columns.

Tabs

Click a tab to activate it. All requests that are in the same state within your flow-control process are listed on the appropriate tab. Your access profile determines the tabs that you see when you are working in U.S. Disbursements Services.

Action Buttons

The action buttons displayed on the U.S. Disbursements Summary form vary based on the active tab. The buttons shown in this example appear on the Input/Modify tab.

Submit Button   Submit

Click the **Submit** button to create one or more disbursement records.

New Button   New

Click the **New** button to create a new disbursement record. The Service Request Detail form appears, where you can enter the detailed information.

Delete Button   Delete

Click the **Delete** button to delete a disbursement record.

Go to Details Button   Go To Details

Click the **Go to Details** button to view all the details associated with the selected disbursement records. The Service Request Detail Form appears. All details of the first selected disbursement record are displayed. For more information, see the *Service Request Detail Form* section of this guide.

Request Delaware Paid Check Image Button   Request Delaware Paid Check Image

Click the **Request Delaware Paid Check Image** button to launch a new browser window that displays an image of the front and back of a paid check. You can view up to ten check items.

Access to this functionality is determined by your solution package and access profile.

Other Options Button   Other Options

The **Other Options** button contains a menu that provides additional actions you can perform:

- Use the **Update Screen** command to refresh the data on the summary form with the most recent data.

- Click the **Search** command to search for specific disbursement records using the Search Definition Dialog box. For more information on how to perform a search, refer to the *CitiDirect Basics: General Navigation* guide, available in the Learning Center at www.citidirect.com.

- Select specific records in the summary form and click the **Print Summary** command to print a summary of the records. If no records are selected, a summary of all records is printed.

- To see descriptions of the other available commands, see the *Service Request Detail Form* section of this guide.

Service Request Detail Form

The Service Request Detail Form displays detailed information about a U.S. Disbursement Service request, along with any actions that you may need to perform on that request. Below is an example of the detail form for an Add Issuance service request.

- Use the Service Request Detail Form to enter and submit the details of new service requests, to manage and act on individual service requests, and to access the Delaware Paid Check Image functionality.

- The Service Request Detail form can only be accessed from a summary form. Once in detail form mode, you can move between multiple payments by clicking the **Next** button.
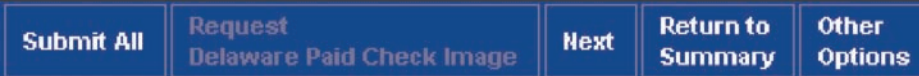

For every service request you enter, you are required to enter several key details that are common to all service requests. A red asterisk (*) identifies required key detail fields.

Service Request Type

Select from three Service Request Types: Stop Check, Add Issuance and Void Issuance. The types that are available depend on which services are available for the account you chose and on your entitlements.

Single/Range

In the Single/Range field, select either Single Check or Check Range. The sub-form that appears below is different, depending on the value chosen.
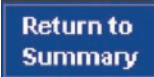
Action Buttons

The action buttons displayed on the Service Request Detail form vary based on the tab of the U.S. Disbursements Summary Form from which the detail form was accessed. The actions shown in this example appear when the Service Request Detail Form is accessed from the Input/Modify tab.

Submit All Button

Click the **Submit All** button to submit all of the service requests you have entered.

Next Button

Click the **Next** button to see the details of the next selected service request. If the Service Request Detail Form contains the details of the last selected service request, clicking the **Next** button returns you to the active tab.

Return to Summary Button

Click the **Return to Summary** button to return to the active tab within the U.S. Disbursements Services Summary Form.

Other Options Button

Click the **Other Options** button to access a menu. The available menu items, which are described in the following table, may vary based on the tab from which the Service Request Detail Form is accessed.

Menu Option	Select to
View Error Messages	View any errors associated with the service request. This option is not available if the selected service request does not have any errors associated with it.
Print Detail	Prints the details of the selected service request.
Enter/View Comments	Enter new comments or view existing comments that are attached to the selected service request. Ten comments of up to 100 characters and the name of the person who entered the comment are stored.
Transaction History	View the history of all actions taken on a service request, including the name of the user who performed each action and the date and time the action was taken.

Stop Check

The stop check functionality stops payment on a check or a range of checks. It is good for up to 12 months. All reconciliation types (Basic, Partial, Full, and Match Pay) can use the stop check functionality.

Citi responds to a stop check request by rejecting the check when it is presented for payment.

For Full and Match Pay accounts, a stop check request does not void an issuance unless you have subscribed to the Auto-Void Service on the account. With the Auto-Void Service, every stop check request will automatically void the issuance.

Voids do not need to be placed for Basic and Partial accounts, as these accounts do not have issuance functionality.

Check Status Inquiry

Before requesting any of the services for disbursement (Stop Check, Add Issuance or Void Issuance), it is important to inquire about the status of the check. Performing a check status inquiry ensures that you are not requesting a duplicate service and eliminates extra charges.
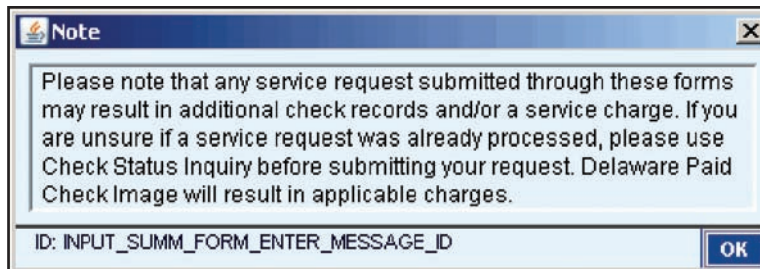
Initiate a Stop Check Request – Single Check

Initiate a stop check request for a single check by following the steps below.

1. On the CitiDirect navigation bar, click **U.S. Disbursements Services**.

A dialog box appears with a reminder that Disbursements Services may result in additional check records and service charges.

2. Click the **OK** button to close the dialog box.

3. Click the **New** button. The Service Request Detail form appears.

4. In the Account Number field, click the library lookup button. A Library Look Up Dialog box appears.

5. Select an account and click the **OK** button.

6. In the Service Request Type field, select **Stop Check** from the dropdown menu. A Stop Check dialog box appears with a reminder about checking your official bank statement before requesting a Stop Check for any check issued prior to 60 calendar days.

7. Click the **OK** button to close the dialog box.

8. In the Single/Range field, select **Single Check**. The Stop Check – Single Checks sub-form appears.

9. Click the **New** button. The Details Dialog box appears.

10.   In the Check Number field, enter the number of the check you want to stop.

Notes:

- If the Dup Seq Number field is populated, the Check Number field is not available.

- If available, enter the duplicate check sequence number in the Duplicate Sequence Number field.

- You are only able to provide the Dup Seq Number when you try to attach a Stop to a particular item from the Check Status Inquiry screen.

11.   Enter the Check Amount, Replacement Check Number, and Payee in the appropriate fields.

12.   Select the Void checkbox if you want to include a Void with the Stop.

Note: The Void checkbox will be disabled for any account that has Auto Void support based on the Recon Auto Void Service field for the account in the Account library.

13.   Click the **Save** button. The data entered populates a row on the Stop Check – Single Check sub-form.

14.   Continue entering check numbers until you have entered all you need to stop. Click the **Close** button to close the dialog box.

15.   After all Stop Check Requests have been entered, click the **Submit All** button.

A warning appears.
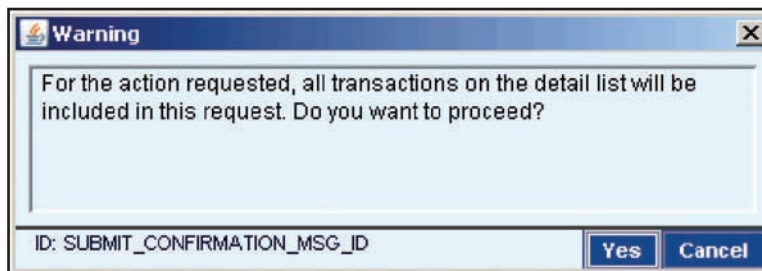
16. Click the **Yes** button to clear the warning message and submit the requests.

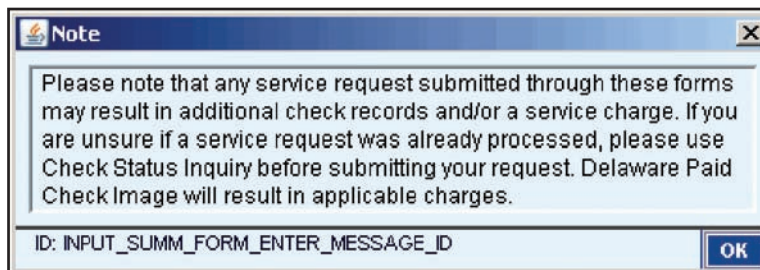**Initiate a Stop Check Request – Check Range**

In addition to stopping a single check, you can stop a range of checks. Initiate a stop check request for a range of checks by following the steps below.

1. On the CitiDirect navigation bar, click **U.S. Disbursements Services**.

A dialog box appears with a reminder that Disbursements services may result in additional check records and service charges.

2. Click the **OK** button to close the dialog box.

3. Click the **New** button. The Service Request Detail Form appears.

4. In the Account Number field, click the library lookup button. A Library Look Up Dialog box appears.

5. Select an account and click the **OK** button.

6. In the Service Request Type field, select **Stop Check** from the dropdown menu. A Stop Check dialog box appears with a reminder about checking your official bank statement before requesting a Stop Check for any check issued prior to 60 calendar days.

Stop Check

Prior to placing stop payments, please verify using your official bank statement that checks issued prior to 60 calendar days ago have not previously been paid.

ID: STOP_CHECK_ENTER_MESSAGE_ID   OK

7. Click the **OK** button to close the dialog box.

8. In the Single/Range field, select **Check Range.** A Stop Check dialog box appears again.

9. Click the **OK** button to close the dialog box. The Stop Check – Check Range sub-form appears.

10. In the Check Range fields, enter a range of checks.

> **Notes:** The Check Range cannot exceed 25.

11. Click the **Submit** button.

> **Note:** Once the transaction is authorized, CitiDirect will transmit individual Stop Check requests for each check in the range.

Add Issuance

The Add Issuance functionality allows you to initiate Add Issuance requests by check number. An issuance notifies Citibank of a forthcoming check. During reconcilement, checks presented for payment are matched to the issuance.

Add Issuance is available to customers who subscribe to Full and Match Pay Reconciliation services.

Initiate an Add Issuance – Single Check

Initiate an Add Issuance for a single check by following the steps below.

1. On the CitiDirect navigation bar, click **U.S. Disbursements Services**.

A dialog box appears with a reminder that Disbursements services may result in additional check records and service charges. It also reminds you to use the Check Status Inquiry before submitting your request.

2. Click the **OK** button to close the dialog box.

3. Click the **New** button. The Service Request Detail form appears.

4. In the Account Number field, click the library lookup button. A Library Look Up Dialog box appears.

5. Select an account and click the **OK** button.

6. In the Service Request Type field, select **Add Issuance** from the dropdown menu.
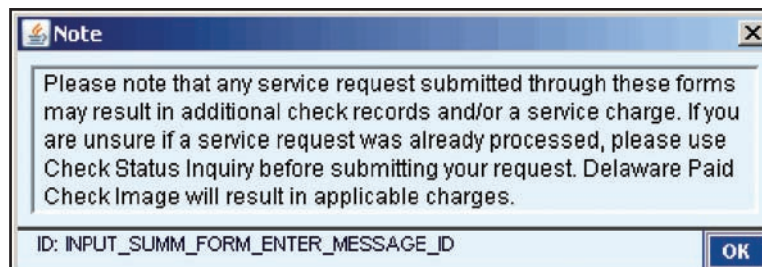
7. In the Single/Range field, select **Single Check**. The Add Issuance – Single Check sub-form appears.

Service Request Type

    * Account Number   * Service Request Type   Single/Range
    ▼ 88888888   Add Issuance   ▼   Single Check ▼
    * Account Currency / Name
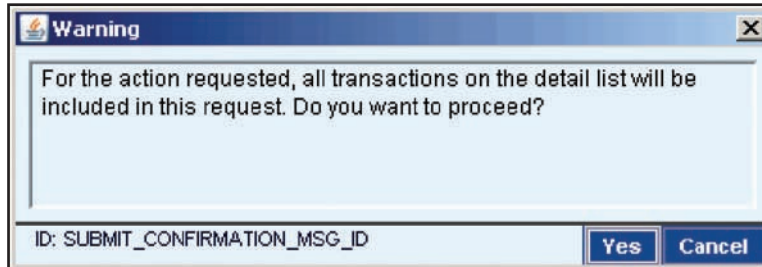   USD   CCM DEL LIVE DEMO A/C 5

Add Issuance - Single Check

Check Number	Check Amou...	Dup ...	Issuance Date	Rule-Off Date	Plan Number	Additional Data	Issued Payee Name 1	Issued Payee Name 2

<< Row 0 of 0 >>   (1)(2) sorted columns   New   Edit   Delete   Check Status Inquiry

* Required Field   Submit All   Request   Next   Return to   Other
                                                                 Delaware Paid Check Image   Summary   Options

8. Click the **New** button. The Details Dialog box appears.

Details Dialog   ⊠

Add Issuance - Single Check

    * Check Number   Dup Seq Number   * Issuance Date
    [   ]   [   ]   [/ /] ⇕ ▼

    * Check Amount   * Rule-Off Date
    [   ]   [/ /] ⇕ ▼

    Additional Data   Plan Number
    [   ]   [   ]

    Issued Payee Name 1
    [   ]

    Issued Payee Name 2
    [   ]

    Escheatment Information

* Required Field   Save   Clear   Print   Close

9. Enter the Check Number and Check Amount in the appropriate fields.

10. Select the Issuance Date and the Rule-Off Date.

11. Enter the Payee in the Issued Payee Name 1 and Issued Payee Name 2 fields.

12. Click the **Save** button. The data entered populates a row on the Add Issuance Detail sub-form.

13. Continue entering information for all the Add Issuance requests you need. Click the **Close** button to close the dialog box.

14. After all Add Issuance requests have been entered, click the **Submit** button.

A warning dialog box appears.

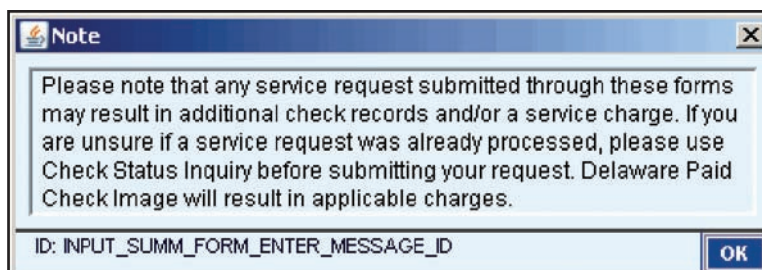15. Click the **Yes** button to close the Warning message and submit the requests.

Initiate an Add Issuance – Check Range

Initiate an Add Issuance for a single check by following the steps below.

1. On the CitiDirect navigation bar, click **U.S. Disbursements Services**.

A dialog box appears.

2. Click the **OK** button to close the dialog box.

3. Click the **New** button. The Service Request Detail form appears.

Service Request Type

* Account Number   * Service Request Type   Single/Range

* Account Currency / Name

* Required Field | Submit | Request Delaware Paid Check Image | Next | Return to Summary | Other Options

4. In the Account Number field, click the library lookup button. A Library Look Up Dialog box appears.

Library Look Up Dialog

Account Number	Account Description	DDA Recon Type	Auto Void Indicator	(2) Account Curren
33333333	CITIDIRECT WHITE LABEL	Basic	No	USD
77777777	CITIDIRECT WHITE LABEL 2	Basic	No	USD

<< Row 1 of 2 >>   (1)/(2) sorted columns

| OK | Search | Update Screen | More | Cancel |

5. Select an account and click the **OK** button.

6. In the Service Request Type field, select **Add Issuance** from the dropdown menu.

7. In the Single/Range field, select **Check Range**. The Add Issuance – Check Range sub-form appears.

Service Request Type

* **Account Number**
▼ | 88888888 |

* **Service Request Type** | Add Issuance ▼ |
Single/Range | Check Range ▼ |

* **Account Currency / Name**
USD | CCH DEL LIVE DEMO A/C S |

Add Issuance - Check Range

Check Number	Check Amou...	Dup ...	Issuance Date	Rule-Off Date	Plan Number	Additional Data	Issued Payee Name 1	Issued Payee Name 2

<< Row 0 of 0 >> | (1)/(2) sorted columns

New | Edit | Delete | Check Status Inquiry

* Required Field

Submit All | Request Delaware Paid Check Image | Next | Return to Summary | Other Options

8. Click the **New** button. The Details Dialog box appears.

Details Dialog ✕

Add Issuance - Single Check

* **Check Number**
[   ]

Dup Seq Number
[   ]

* **Issuance Date**
[/ /]

* **Check Amount**
[   ]

* **Rule-Off Date**
[/ /]

Additional Data
[   ]

Plan Number
[   ]

Issued Payee Name 1
[   ]

Issued Payee Name 2
[   ]

Escheatment Information

* Required Field

Save | Clear | Print | Close

9. Enter the first check number in the range in the Check Number field.

10. Enter the Check Amount in the appropriate field.

11. Select the Issuance Date and the Rule-Off Date.

12. Enter any additional information and click the **Save** button.

> **Note:** The Issued Payee Name 1 and 2 fields are optional. The date entered in these fields will be saved in CitiDirect. If you subscribe to the Payee Name Authentication Service, this data is used for reconcilement and during the Match Pay process.

When you click the **Save** button, the value in the Check Number field increases by one (to the next check number). The Issuance Date and the Rule-Off Date remain unchanged. The other fields in the Details Dialog box clear to allow you to enter Add Issuance service request details for this next check number.

13. Enter the details of each additional service request and click the **Save** button until all Add Issuance requests for the check range are saved

> **Note:** If you want to skip a check number in the series, click the **Skip Check** button to proceed to the next check.

14. Click the **Close** button to close the dialog box.

15. After all Add Issuance requests have been entered, click the **Submit All** button.

Note: If you attempt to submit a Service Request Detail Form that lists duplicate check numbers, a warning message appears to offer you the option to Proceed or Review the listed items. These options allow you to proactively manage your service requests.

Void Issuance

A Void Issuance removes an issuance from your outstanding list. It undoes an Add Issuance. It is different from a Stop Check or an Add Issuance because you are voiding something that was already issued.

A Void is available only for Full or Match Pay accounts.

Initiate a Void Issuance

Initiate a Void Issuance request by following the steps below:

1. On the CitiDirect navigation bar, click **U.S. Disbursements Services**.

A dialog box appears with a reminder that Disbursements services may result in additional check records and service charges. It also reminds you to use the Check Status Inquiry before submitting your request.

2. Click the **OK** button to close the dialog box.

3. Click the **New** button. The Service Request Detail Form appears.

Service Request Type

* Account Number   * Service Request Type   Single/Range

* Account Currency / Name

* Required Field | Submit | Request Delaware Paid Check Image | Next | Return to Summary | Other Options

4   In the Account Number field, click the library lookup button. A Library Look Up Dialog box appears.

Library Look Up Dialog

Account Number	Account Description	DDA Recon Type	Auto Void Indicator	(2) Account Curren
33333333	CITIDIRECT WHITE LABEL	Basic	No	USD
77777777	CITIDIRECT WHITE LABEL 2	Basic	No	USD

<< Row 1 of 2 >>   (1)/(2) sorted columns

| OK | Search | Update Screen | More | Cancel |

5. Select an account and click the **OK** button.

6. In the Service Request Type field, select **Void Issuance** from the dropdown menu. The Void Issuance sub-form appears.

Service Request Type

* Account Number

▼ 33333333

* Service Request Type

Void Issuance ▼

Single/Range

Single Check ▼

* Account Currency / Name

USD   CCM DEL LIVE DEMO A/C S

Void Issuance

Check Number	Dup Seq Number	Stop

<< Row 0 of 0 >>   (1)/(2) sorted columns

New | Edit | Delete | Check Status Inquiry

* Required Field

Submit All | Request Delaware Paid Check Image | Next | Return to Summary | Other Options

7.   Click the **New** button. The Details Dialog box appears.

Details Dialog   ✕

Void Issuance

* Check Number   Dup Seq Number

[   ]   [   ]

☐ Stop

* Required Field   Save | Clear | Print | Close

8. Enter the Check Number for which you want to void an issuance.

> **Notes:**
>
> - If the Dup Seq Number field is populated, the Check Number field is not available.
>
> - You are only able to provide the Duplicate Sequence Number when you try to attach a Void to a particular item from the Check Status Inquiry screen.

9. Select the Stop checkbox.

10. Click the **Save** button. The data entered populates a row on the Void Issuance sub-form.

11. Continue entering check numbers until you have entered all you need to void. Click the **Close** button to close the dialog box.

12. After all Void Issuance requests have been entered, click the **Submit** button.

A warning appears:

13. Click the **Yes** button to clear the warning message and submit the requests.

Match Pay

The Match Pay service class allows customers to make pay decisions or return decisions on Paid Without Issuance (PWI) checks presented for payment to Citibank the prior business day. These are checks that do not match your check-issuance information within the Citi Checking systems after Citibank's PWI investigation process occurs.

You may change the status of the Match Pay exception items to:

• Pay (the check will be paid);

• Return (the check will be returned).

Match Pay decisions can be made from 10:00 am to 2:30 pm Eastern Time. If no decision has been made by 2:30 pm, the check is automatically paid or returned based on your account default of auto-pay or auto-return. Submission or authorization of a Match Pay decision transaction after this cutoff time will cause an error message to display.

Every Match Pay account is set up with a default of Pay or Return for their decision items. If you want to change the default, contact your Customer Service Representative.

Match Pay Forms

Match Pay Summary Form

The Match Pay Summary Form contains tabs associated with the processes necessary to make pay and/or return decisions on Paid Without Issuance checks presented for payment the prior business day.

Summary forms present data in tabular format, much like a spreadsheet. Individual exception items are displayed in rows within the table and individual data elements related to each item are displayed as columns.

Tabs

Click a tab to activate it. All exception items that are in the same state within your Match Pay flow-control process are listed on the appropriate tab. Your access profile determines the tabs that you see when you are working in Match Pay.

Action Buttons

The Action buttons displayed on the U.S. Disbursements Summary Form vary based on the active tab. The buttons shown below appear on the Decision and View tabs.

Go to Details Button

Click the **Go to Details** button to view the details of the selected exception item. The Match Pay Detail Form appears.

Other Options Button

The **Other Options** button contains a menu that provides additional actions you can perform.

- Use the **Update Screen** command to refresh the data on the summery for with the most recent data.

- Use the **Search** command to search for specific exception items using the Search Definition Dialog box. For more information on how to search, refer to the *CitiDirect Basics: General Navigation* guide, available in the Learning Center at www.citidirect.com.

- Select specific exception items in the summary form and click the **Print Summary** command to print a summary of the items. If no items are selected, a summary of all items is printed.

- Select specific exception items in the summary form and click the **Print Detail** command to print detailed information about the item.

Match Pay Detail Form

The Match Pay Detail Form contains detailed information about the selected exception item. This form is used to make Match Pay decisions about exception items.

Make a Match Pay Decision

Make a decision on a Match Pay exception item by following the steps below.

1. On the CitiDirect navigation bar, click **Match Pay**.

A message box appears to inform you of the current Match Pay Decision Cutoff Time.
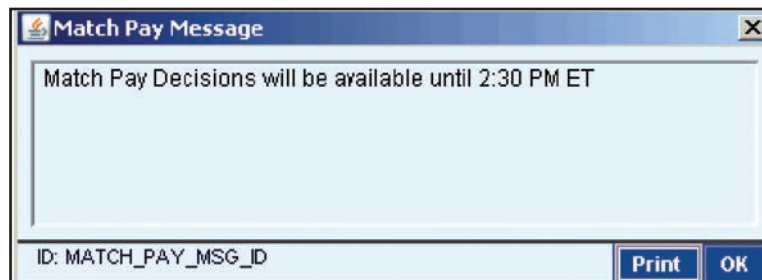
2. Click the **OK** button to close the dialog box. The Decision tab of the Match Pay Summary Form appears.

Match Pay Summary   ONLINE BANKING HELP

(2) Account Number	Account Name	Total Items	(1) Total Amount	Presentment Date	Decision Da
33333333	WORLD, INC	1	433.50	03/31/2008	04/01/2008

<< Row 0 of 0 >>   Right Click on column titles to customize   (1)/(2) sorted columns   More

Go to Details   Other Options

3   Select the exception item on which you want to submit a decision.

4.   Click the **Go to Details** button. The Match Pay Detail Form appears.

5. Select one or more exception items and proceed with one of the following steps.

- Click the **Pay** button to pay all of the selection items. This changes the decision of the items to Pay and changes the status to *Input*.

- Click the **Return** button to return all of the selected items. This changes the decision of the items to Return and changes the status to *Input*.

6. Click the **Submit** button to submit the decisions. The items move to the next stage of the process according to your flow-control requirements.

Note: If items with a status of *Authorization Required* or *Released* are selected, they are not affected. The following message appears: "*One or more selected items are in the Authorization Required or Released state and cannot be modified at this time*."

Authorize a Match Pay Decision

Match Pay Decisions may require authorization. To determine if an authorization is required, view the Status column on the Match Pay Detail Form.

Authorize a Match Pay decision by following the steps below.
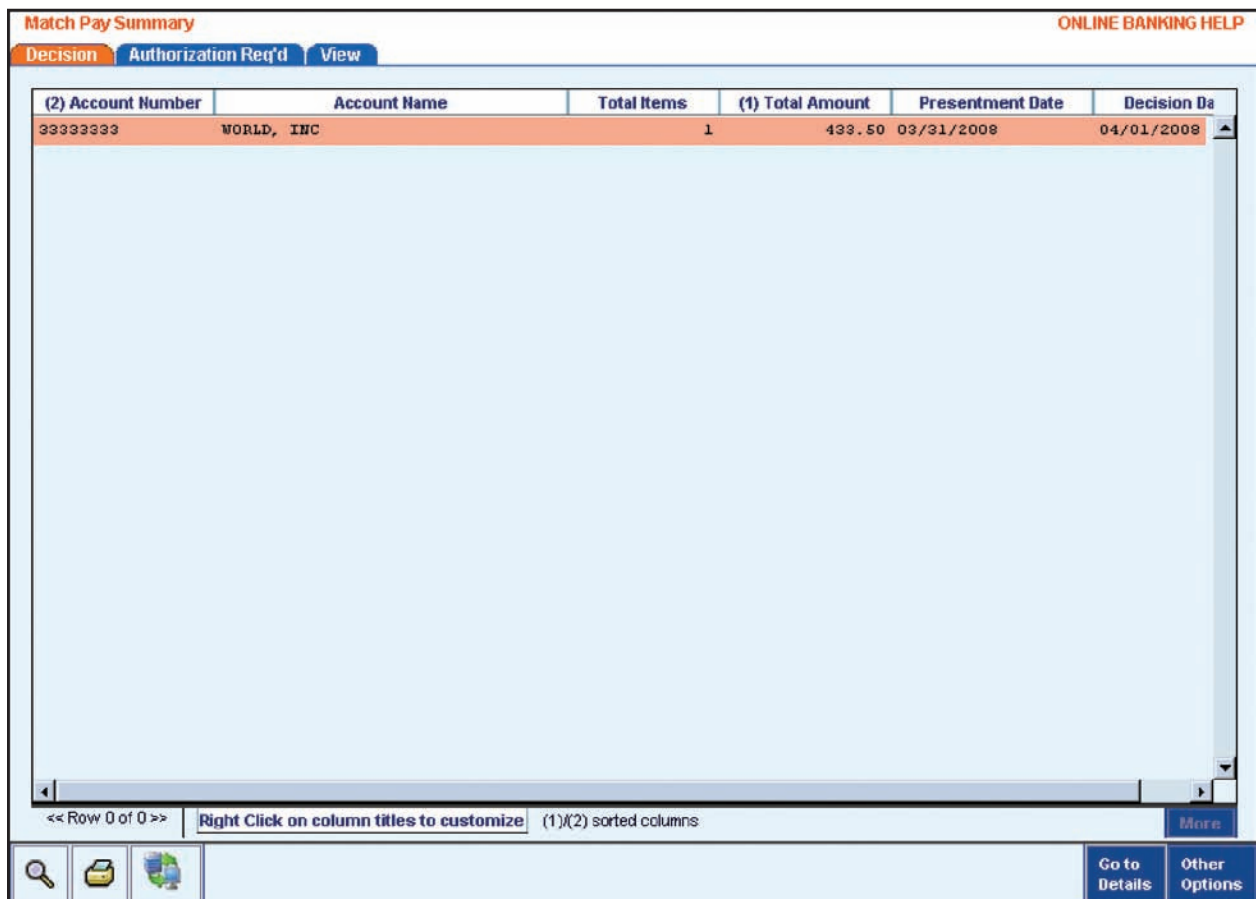
1. On the CitiDirect navigation bar, click **Match Pay**.

A message box appears to inform you of the current Match Pay Decision Cutoff Time.
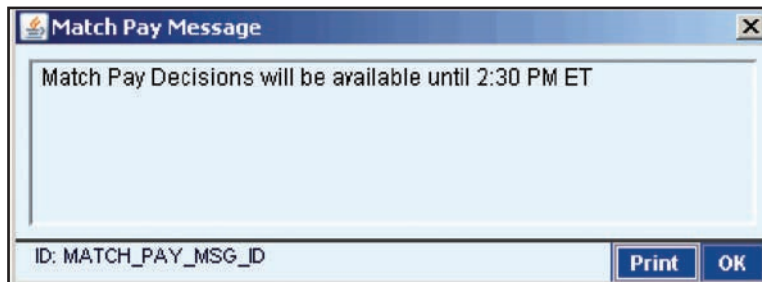
2. Click the **OK** button to clear the message. The Match Pay Summary form appears.

3. Click the **Authorization Req'd** tab.

4. Select one or more items and proceed with one of the following steps:

• Click the **Authorize** button.

• Click the **Send to Repair** button if the selected items contain errors and cannot be authorized. The Enter a Reason dialog box appears.
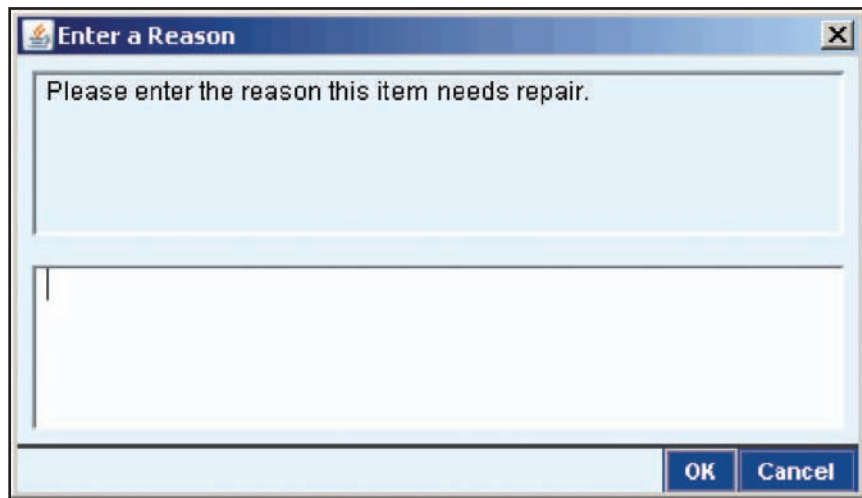
Enter the reason for the repair and click the **OK** button to close the dialog box. If the same reason for repair does not apply to all items, send each item to repair individually.

The account assignment is listed on the Decision tab with a *Repair Required* status.

Authenticate a Payee's Name

Clients may subscribe to Payee Name Authentication (PNA). With PNA, Citibank reads the name from the check image, converts it to data and compares it to the payee name received on the issuance file. The check will be presented for a pay/no pay decision if the payee names do not match.

PNA exceptions can be resolved using Match Pay.

PNA exception items are indicated by PAYEE NME or PAYEE NME/UNMATCHED ITEM displayed in the Comments column of the Match Pay Detail Form.

Image – Delaware and Canada Paid Check

Delaware and Canada Paid Check Image allows customers to launch the Citibank Check Image Delivery System, a separate browser that displays an image of the front and back of a paid check.

Images are available for the past 45 calendar days.

> **Note:** Accounts with Citibank's seven-year image archive service have images available for seven years via Citibank Check Image Delivery System, which is accessible through CitiDirect.

View a Paid Check Using the Citibank Check Image Delivery System
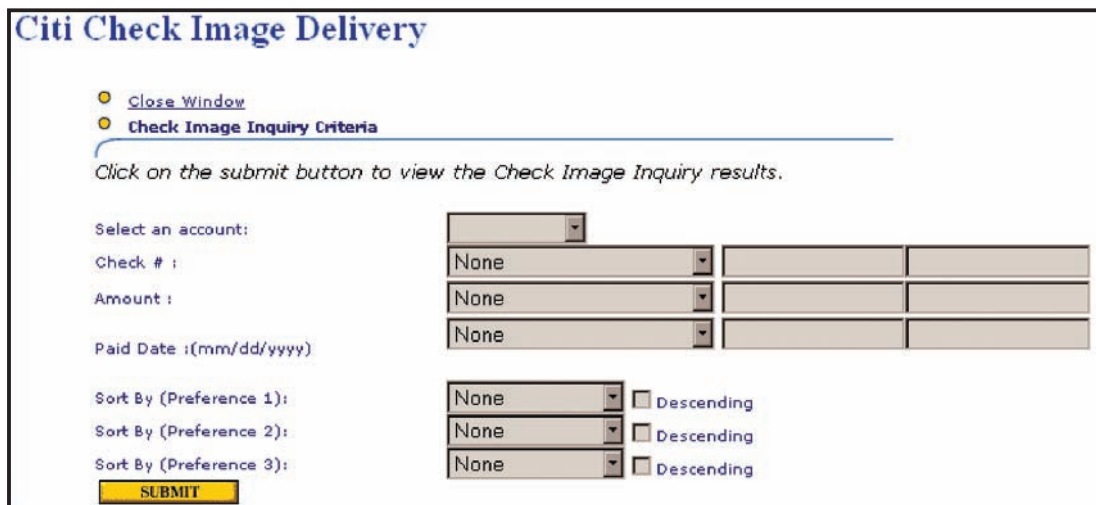
The Citibank Check Image Delivery System is accessible from the navigation bar, using the *Image – Delaware and Canada Paid Check* service class.

View a paid check by following the steps below.

1. On the CitiDirect navigation bar, click **Image – Delaware and Canada Paid Check**.

The Citi Check Image Delivery system opens in a new window.

2. Select an account.

3. Select an operator. Options are *Range, Equal To, Less Than, Greater Than, Less Than Or Equal To, Greater Than Or Equal To* and *Not Equal To.*

4. Enter the Check number.

5. Enter any other inquiry criteria, such as amount or paid date, to further refine your inquiry.

6. Click the **Submit** button. All checks that match the criteria entered are displayed.

7. Select the desired check. The Check Image Inquiry Results appear with the front of the check displayed.

8.   Proceed with one of the following steps:

• Click the **Flip** button to view the back of the check.

• Click the **Both** button to view thumbnails of both the front and back of the check.
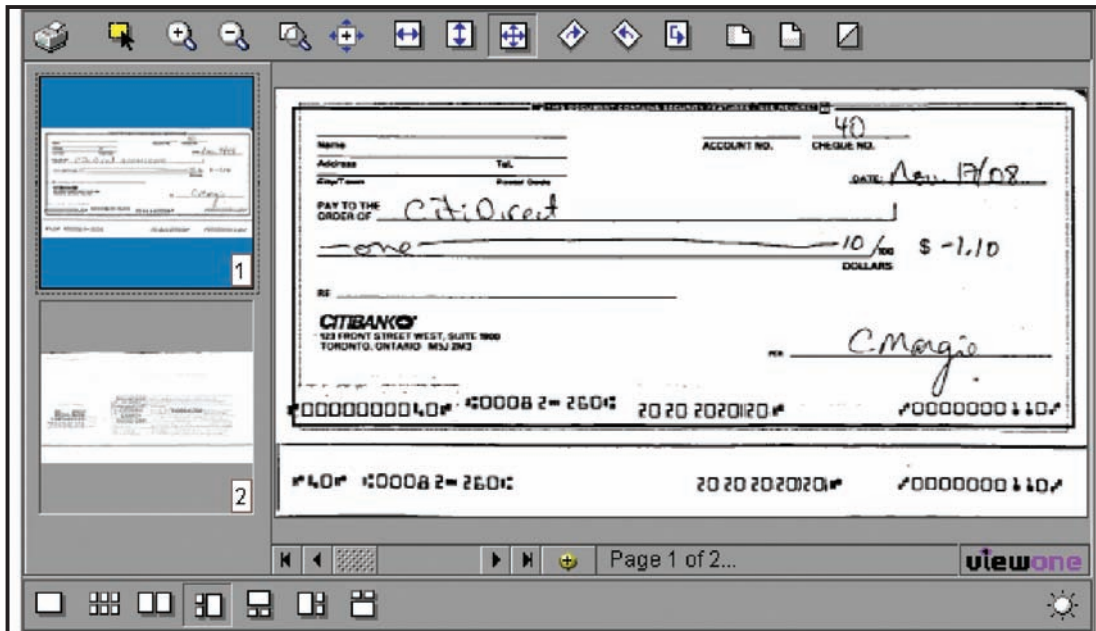
• Click the **Printer Friendly Version** link to view a version that is formatted for printing.

Disbursements Reports and Inquiries

This section of the guide presents a description of Disbursements-related reports and inquiries, by service class. For a description of all CitiDirect reports and inquiries, refer to Online Help.

Reports

The Report category on the CitiDirect navigation bar contains service classes that are used to group reports designed for specific business purposes. Your solution package and access profile determine the reports that are available to you and the account and transaction information you can view.

> **Note:** The procedures for selecting, editing, running and viewing reports are the same for all CitiDirect reports. For step-by-step procedures, refer to the *CitiDirect Basics: Reports and Inquiry* guide, available in the Learning Center at www.citidirect.com.

Reports for Disbursements Services can be found in the **U.S. Disbursement Reports** service class.

- **Controlled Disbursement Funding Report** – Lists the funding requirement details for your Controlled Disbursement accounts. Early morning notification and adjustments can be displayed by specific account, all accounts, one total summary information by accounts (for all accounts), first presentment, second presentment, and total presentment.

- **Controlled Disbursement Funding Presentment Recap Report** – Lists the first, second or total presentment amounts for your Controlled Disbursement accounts. Controlled Disbursement Funding early morning notification and adjustments can be displayed by specific account, all accounts, one total summary information by accounts (for all accounts), first presentment, second presentment, and total presentment. The current day's total funding requirement is provided when second presentment becomes available. Accounts, as well as subtotal funding information, can be sorted by group.

- **High Order Prefix Report** – Lists the item counts and dollar amount subtotals by High Order Prefix Breaks. Current and historical data can be viewed. Historical High Order Prefix information is presented as it was originally provided, and does not include any subsequent adjustments that may have been made.

- **Paid Without Issuance Report** – Lists Paid-Without-Issuance (PWI) exception items and their status by account number. The report also displays PWI totals for each account.

- **Today's Items Report** – Lists individual items presented for payment during a specific business day for an account, displayed in serial number order.

- **Match Pay Report** – The Match Pay Report allows you to display PWI check items that cannot be resolved by Citibank's investigation. These are checks that did not match the check-issuance information within the CitiChecking systems after Citibank's PWI investigation process occurred.

- **Stop Report** – Provides the detail information on Stops. You can view data on an account level and by date range and by all records for Stop Payment transactions.

- **Issuance File Verification Report** – Provides the selected issuance verification information as it is

displayed in the Citi back-end system "Totals By Account and Rule-Off Date" report.

- **Paid Check Listing Report** – Provides the detail information on Paid Checks. You can view on an account level and by date range and by all records for Paid Check Transactions.

- **Outstanding Issuance Report** – Provides the detail information on Outstanding Issuances. You can view on an account level and by date range and by all records for Outstanding Issuance transactions.

- **Void Issuance Report** – Provides the detail information on Void Issuances. You can view on an account level and by date range and by all records for Void Issuance transactions.

- **Today's Items High Order Prefix Report** – Lists item counts and dollar amount subtotals for individual check items that were presented for payment on an account during the current business day. In addition, the item counts and dollar amount subtotals are displayed to the user by High Order Prefix Breaks and in check number order. Historical data is retained on a daily basis. Today's Item High Order Prefix information is presented as it was originally provided and does not include any subsequent adjustments that may have been made.

Inquiries

Inquiries provide a point-in-time view of data that is displayed while you are signed on to CitiDirect. An inquiry is generally faster than a report and is usually selected when you want a crucial piece of information immediately.

- An inquiry can be printed, but the end result is similar to a basic Microsoft® Excel spreadsheet with gridlines.

- The time stamps for when an inquiry was run and when it was printed are labeled on the inquiry screen and on the printed inquiry.

- Once the inquiry is closed, the information is lost, and criteria cannot be saved.

> **Note:** For detailed procedures for submitting inquiries, refer to the *CitiDirect Basics: Reports and Inquiry* guide, available in the Learning Center at www.citidirect.com.

Inquiries for Disbursements Services can be found in the U.S. Disbursement Inquiries service class:

- **Today's Items High Order Prefix Inquiry** – Provides a listing of item counts and dollar amount subtotals for individual check items that were presented for payment on an account during the current business day. In addition, the item counts and dollar amount subtotals are displayed to the user by High Order Prefix Breaks and in check number order.

- **Check Status Inquiry** – Allows you to view the status of a check and its related duplicate records.

- **Paid Without Issuance Inquiry** – Provides a listing or PWI exception items and their status by account numbers. The inquiry also displays PWI totals for each account.

- **Today's Items Inquiry** – Provides a listing of individual items presented for payment during a specific business day for an account, displayed in serial number order.

- **Controlled Disbursement Funding Presentment Recap Inquiry** – Provides the first, second or total presentment amounts for your Controlled Disbursement accounts.

- **High Order Prefix Inquiry** – Provides a listing of item counts and dollar amount subtotals by High Order Prefix Breaks.

- **Controlled Disbursement Funding Inquiry** – Retrieves the funding requirement details for your Controlled Disbursement accounts.

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