

# CitiDirect BE® Payment Services Inquiry Management – Submit Beneficiary Claims Non-Receipt of Funds Quick Reference Card

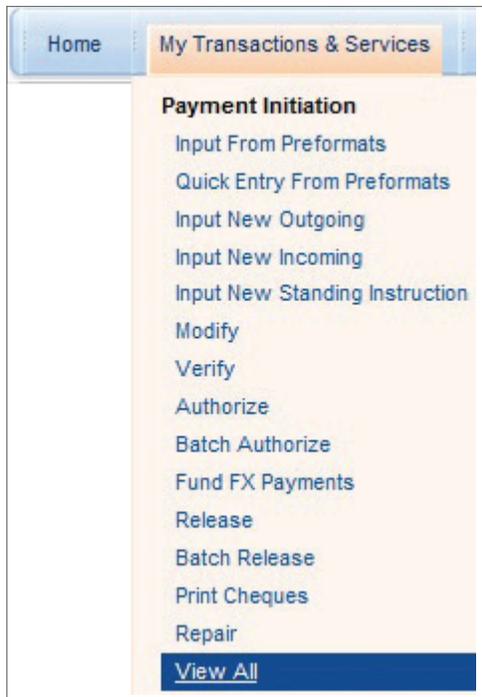
This Quick Reference Card is designed to allow you to report beneficiary claiming non-receipt of funds via the Payment Services Inquiry Management tool. Please review the workflow below.

## Instructions: Submitting the Inquiry via Payments Module

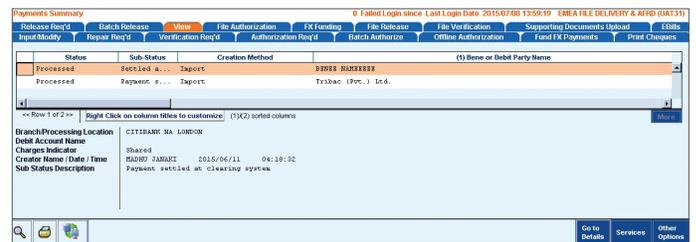
1. Go to CitiDirect Services from the CitiDirect BE® Homepage screen.



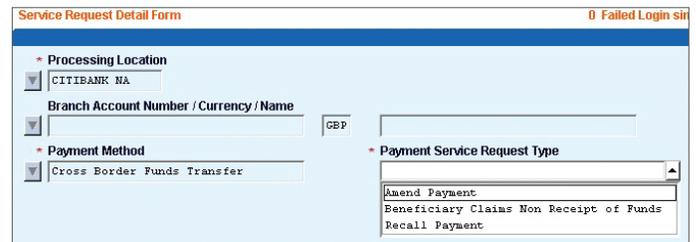
2. Once in CitiDirect Services, click on My Transactions & Services > Payment Initiation > View All.



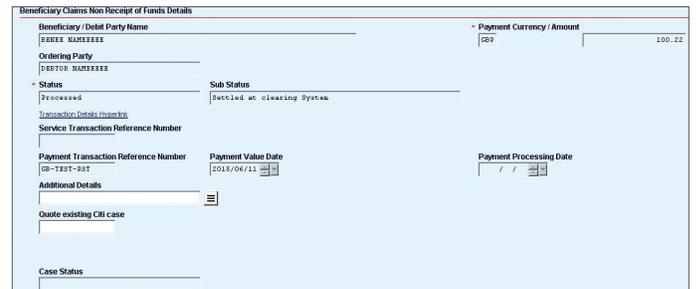
3. Select the payment in the Payments View tab and click Services.



4. When the Service Request Form opens up, select Beneficiary Claims Non Receipt of Funds from the Payment Service Request Type dropdown.



5. Provide additional details if necessary (this field is optional). Submit the request.

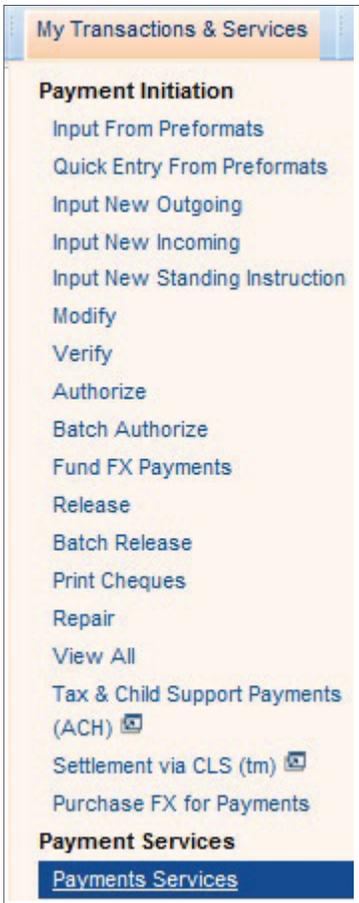


## Instructions: Submitting the Inquiry via Payment Services Module - Structured Detail Form

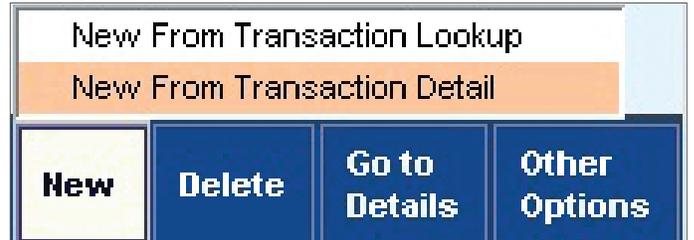
1. Go to CitiDirect Services from the CitiDirect BE Homepage screen.



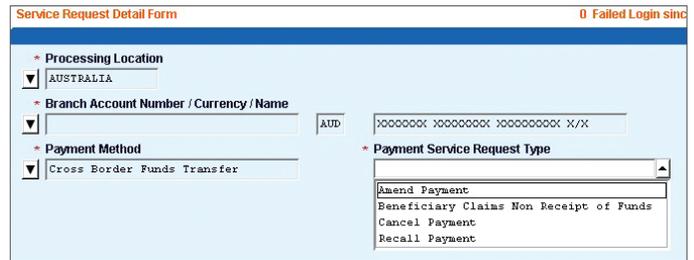
2. Once in CitiDirect Services, click on My Transactions & Services > Payments Services.



3. When Payment Services module opens up, proceed to the Input/Modify tab and click on the New button in the lower right corner. Select New From Transaction Detail.



4. Select Processing Location, Account and Payment Method. Then select Recall Payment from the Payment Service Request Type dropdown.



5. Input all the payment details. Provide additional details if necessary (this field is optional). Submit the request.

