

## 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.

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Home	CitiDirect Services	Reports & Analytics	Self Service

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

Home	My Transactions & Services
	Payment Initiation
	Input From Preformats
	Quick Entry From Preformats
	Input New Outgoing
	Input New Incoming
	Input New Standing Instruction
	Modify
	Verify
	Authorize
	Batch Authorize
	Fund FX Payments
	Release
	Batch Release
	Print Cheques
	Repair
	View All

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

Payments Summary				o raieu Login a	ince cast cogin bat	0 2013/07/00	13.35.18 EMEATILE DE	JULICI & AITS	D (04131)
Release Reg'd Batc	i Release 🛛 🎽 Vit	ew File Author	ization FX Fundi	1g File Release	File Verific:	ation	Supporting Documents	Upload	EBills
Input/Modify T Repair R	eq'd Verific:	ation Regid 👔 👔	Authorization Reg'd	Batch Authorize	Offline Auth	orization	Fund FX Payments	Print C	heques
Status	Sub-Status	Creation M	lethod		(1) Be	ne or Debit Pa	rty Name		
Processed	Settled a I	Import	BINE	NAMEEEEE					-
Processed	Payment s 3	Import	Trib	ac (Put.) Ltd.					
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Pagin Circ	k on column does o	(i)(z)	period contrains						more
Branch/Processing Location	CITIBANK NA LI	ONDON							
Debit Account Name									
Charges Indicator	Shared	2015/05/11	04-10-02						
Sub Status Description	Payment settle	ad at clearing sy	04:10:02 When						
Sub Status Description	Faymente Faccas	ad at creating sy							
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0 4 1							Go to	Constraint	Other
S 🐸 🐭							Details	activices	Options

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

Service Request Detail Form		0 Failed Login si
	GBP	<ul> <li>Payment Service Request Type</li> <li>Amend Payment</li> <li>Beneficiary Claims Non Receipt of Funds</li> <li>Recall Payment</li> </ul>

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

Beneficiary Claims Non Receipt of Funds Details			
Beneficiary / Debit Party Name		<ul> <li>Payment Currency / Amount</li> </ul>	
BENER NAMERER		GB9 1	00.22
Ordering Party			
DEBTOR NAMEEBEE			
* Status	Sub Status		
Processed	Settled at clearing System		
Transaction Details Hyperlink			
Service Transaction Reference Number			
Payment Transaction Reference Number	Payment Value Date	Payment Processing Date	
GB-TEST-RST	2015/06/11		
Additional Details			
Quote existing Citi case			
Case Status	_		



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

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

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Home	CitiDirect Services	Reports & Analytics	Self Service

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.

Service Request Detail Form		U Falled Login sind
* Processing Location     AUSTRALIA     * Branch Account Number / Currency / Name     ▼	AUD	> Payment Service Request Type         > Payment Payment         Beneficiary Claims Non Receipt of Funds         Cancel Payment         Pacall Payment

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

eneficiary Claims Non Receipt of Funds Details			
* Beneficiary Name		<ul> <li>Payment Currency / Amount</li> </ul>	
Beneficiary Deao		▼   <sup>OSD</sup>	12,348.00
* Ordering Party Remitter Demo	Payment Type		
Status Processed			* Payment Initiated Via
Service Transaction Reference Number	Beneficiary Account Number		
Payment Transaction Reference Number	* Payment Value Date	Payment Processing Date	
Additional Details Beneficiary never received funds	=		
Quote existing Citi case	_		
Case Status	_		

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