

CitiDirect[®] Online Banking

Administrative Messages Guide

March 2010



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Overview

The **Administrative Messages** service class available through CitiDirect® Online Banking provides customers with the capability to send free-format messages directly to branches 24 hours a day, seven days a week. Administrative Messages can also be imported into CitiDirect. For more information on File Import procedures, refer to the *File Delivery Guide* in the **Learning Center** at www.citidirect.com.

Note: The CitiDirect Online Banking system regularly goes through maintenance each week from Saturday at 3:30 a.m. Eastern time until Sunday, at 1:00 a.m. Eastern time (8:30 a.m. Greenwich Mean time (GMT) until 6:00 a.m. GMT). CitiDirect is unavailable during this time frame.

Administrative Messages are mainly used for customer service requests including: stop payments, cancel payments, checkbook requests, standing instructions and other communication purposes.

This *Guide* outlines the procedures for creating, deleting, modifying, authorizing, releasing and viewing Administrative Messages.

Availability

The **Administrative Messages** service class is available in **Europe, the Middle East, Africa** and **Asia**. The Administrative Messages service class is available in the countries listed below.

Asia Region

- Australia
- Brunei
- China
- Hong Kong
- Indonesia
- Japan
- Korea
- Malaysia
- New Zealand
- Philippines
- Singapore
- Thailand
- Taiwan
- Vietnam

Central Europe, Eastern Europe, Western Europe, the Middle East and Africa Region

- Algeria
- Bahrain
- Bangladesh
- Bulgaria
- Cameroon
- Cote d'Ivoire
- Czech Republic
- Egypt
- Gabon
- Hungary
- India
- Israel
- Jordan
- Kazakhstan
- Kenya
- Lebanon
- Morocco
- Nigeria
- Oman
- Pakistan
- Poland
- Romania
- Russia
- Senegal
- Slovak Republic
- South Africa
- Sri Lanka
- Tanzania
- Tunisia
- Turkey
- Uganda
- Ukraine
- United Arab Emirates
- Zambia

Additional Resources


Basics Guide

In conjunction with the *Administrative Messages 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 Online Banking, you can use Online Help. A comprehensive self-service capability, Online Help contains detailed information and descriptions of terms for all functionality and services offered through CitiDirect.

You can access Online Help by clicking the  icon in the lower left corner of your CitiDirect navigation bar or by pressing the F1 key on your keyboard.

CitiDirect Customer Support

In addition to Online Help, the CitiDirect Customer Support resources described below are available to you.

www.citidirect.com Our Website contains FAQs, which address both the use of the CitiDirect application and the Website. The Website also offers the **Learning Center** where you can access training support materials at anytime – 24 hours a day, seven days a week.

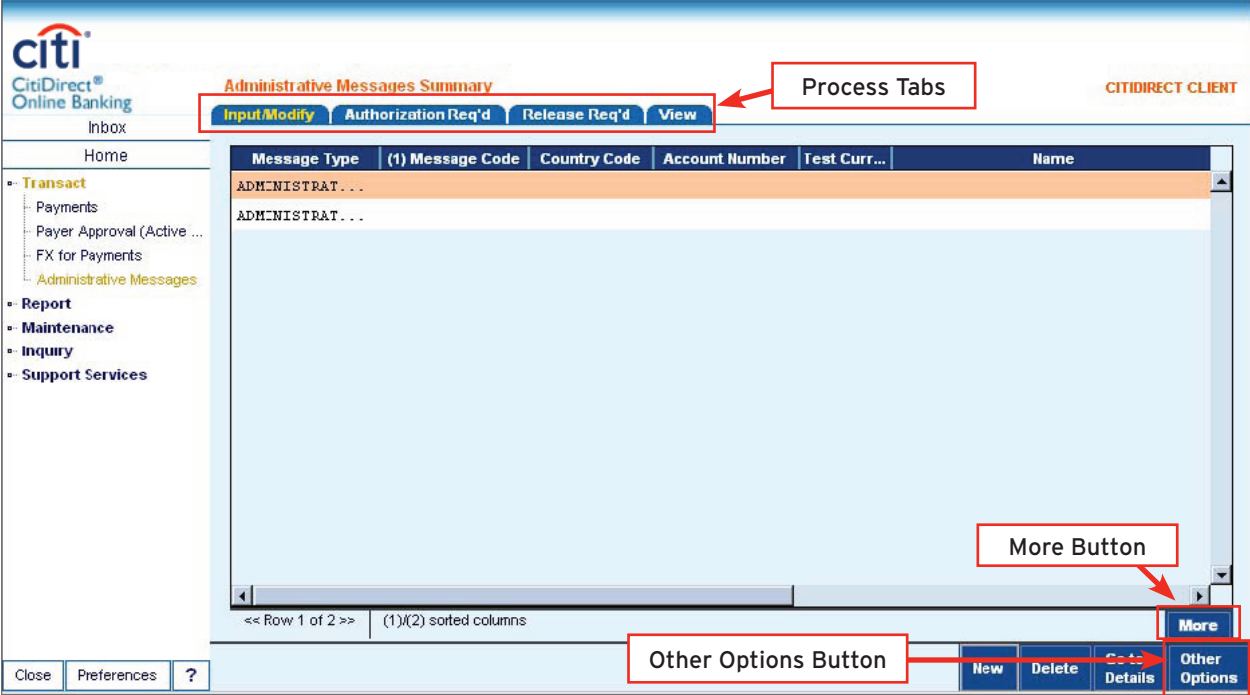
Customer Service You can contact our CitiDirect Online Banking Service Representatives who are available to support your technical needs, as well as to assist you with general CitiDirect questions. For a list of representatives in your area, go to the *Contacts* section of www.citidirect.com.

Signing On to CitiDirect Online Banking

All procedures included in this *Administrative Messages Guide* assume that you have successfully signed on to CitiDirect Online Banking using your SafeWord™ Platinum Card. For CitiDirect sign-on procedures, refer to the *CitiDirect Basics: Getting Started Guide*, available in the **Learning Center** at www.citidirect.com.

Administrative Messages Summary Form

The **Administrative Messages Summary** form allows you to create, authorize, release, delete, and access Administrative Message details. According to their corporate policies, CitiDirect Online Banking clients determine the flow their Administrative Messages must follow before they can be processed. Local Security Managers usually assume the responsibility for specifying flow controls.



Process Tabs

The **Administrative Messages Summary** form in CitiDirect Online Banking contains tabs associated with processing Administrative Messages. The tabs displayed on your **Administrative Messages Summary** form vary based on your Access Profile. Below are descriptions of the process tabs available.

- **Input/Modify.** Click this tab to initiate new Administrative Message requests, or to delete or modify existing messages before submitting them for processing.
- **Authorization Req'd.** Click this tab to view a list of all Administrative Messages requiring authorization and to authorize, send to repair or delete selected messages.
- **Release Req'd.** Click this tab to view a list of all Administrative Messages requiring release and to release, send to repair or delete selected messages.
- **View.** Click this tab to view a list of all Administrative Messages, regardless of status.

Action Buttons

The buttons available on the **Administrative Messages Summary** form are described below.

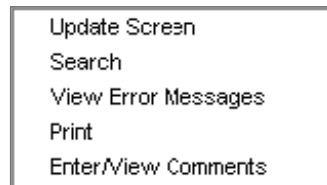
More

The **More** button that appears in the lower right corner of each summary form, directly under the summary list, is enabled when the number of Administrative Messages exceeds 400, which is the maximum number of records that can be displayed.

- Click **More** to display the next set of Administrative Message records available, in addition to the records that have already been retrieved.
- Each time you click **More**, an additional set of up to 400 payment records is available for viewing.

Other Options

The **Other Options** button that appears in the lower right of each summary form provides access to a menu. In the **Administrative Messages** service class the same menu (displayed below) appears for each of the processing tabs.



Click **Other Options** and select a menu item as follows:

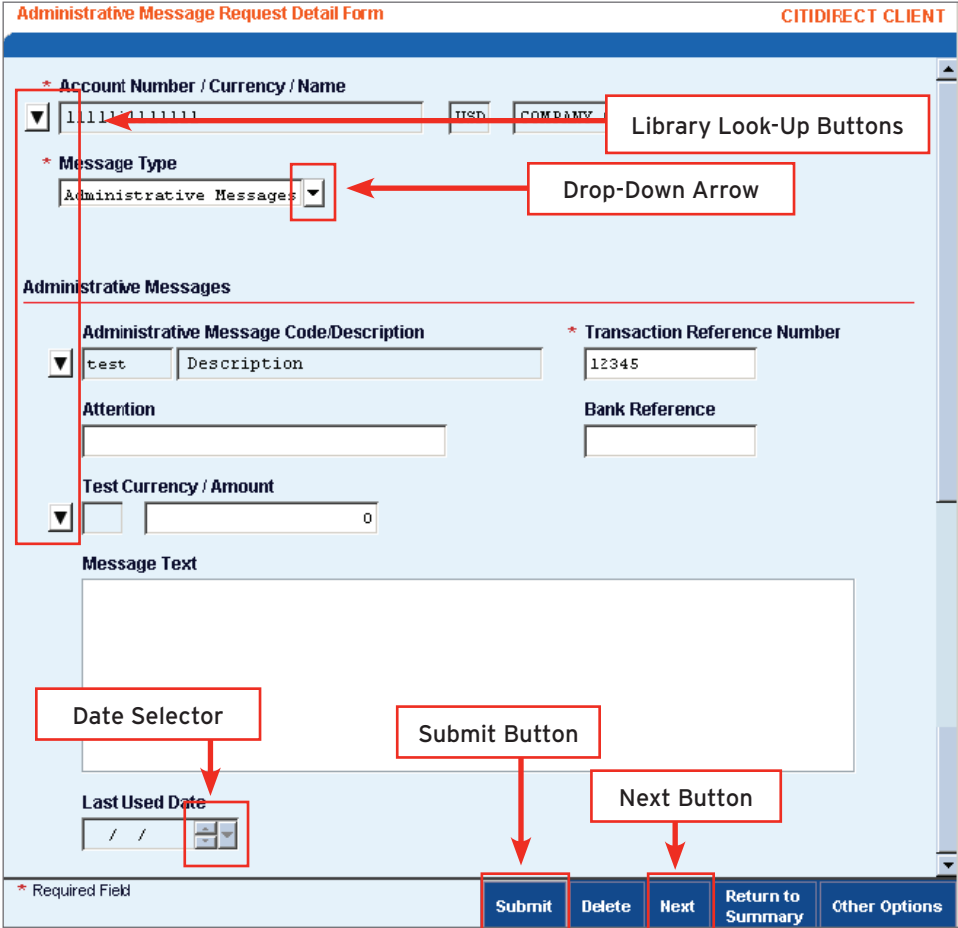
- Click **Update Screen** to refresh the summary form with the most recent data.
- Click **Search** to search for a specific Administrative Message.
- For messages with a status of **Repair Required**, click **View Error Messages** to view the associated error.
- Click **Print** to print a summary list of the selected records, including column headings.
- Click **Enter/View Comments** to enter or view comments for a single record.

Administrative Messages Detail Form

Detail forms are per item forms that display all the information of an Administrative Message, along with any corresponding actions that you may need to perform. Use the **Administrative Message Request Detail Form** to enter and submit the details of new Administrative Messages and to manage and act on individual Administrative Messages.

Detail forms can only be accessed from within the summary form; however, once in “detail form” mode, you can move among multiple Administrative Message records by clicking **Next**.

Below is an example of an **Administrative Message Request Detail Form**. Components of the form are described below.



Library Look-Up Button

A Library Look-Up button appears to the left of fields that offer data selection from a CitiDirect Online Banking library. Click the Library Look-Up button to access a list of library records and select information for input. For more information, please refer to the Using the “Library Look-Up Feature” section of this *Guide*.

Drop-Down Arrow

Some fields provide a drop-down arrow to allow you to select information from a list of available items.

Date Arrows

All date fields support a calendar or date spinner to allow you to specify a date. Usually, date fields also support the free form entry of a date, including any delimiters appropriate to the date format you selected in My Preferences. For more information on My Preferences, please refer to the *CitiDirect Basics: Setting Your Preferences Guide*, available in the **Learning Center** at www.citidirect.com.

Next Button

The Next button is active when multiple Administrative Message records are selected on a process tab within the Administrative Messages Summary form. When Next is clicked, the details of the next selected record appear. If the Administrative Message Request Detail Form contains the details of the last selected record, clicking Next returns you to a process tab.

Other Options Button

The Other Options button provides access to a menu. The available menu items are:

- **View Error Messages** for Administrative Message records with a status of **Repair Required**.
- **Print** to print the details of the selected Administrative Message record.

Submit Button

When Submit is clicked from the Administrative Message Request Detail Form, an Administrative Message record is created, along with a user-defined transaction reference number. The Administrative Message moves to its next state, as determined by flow controls set up by your Security Manager.

CitiDirect Online Banking Libraries

Libraries are separately maintained tables within the CitiDirect Online Banking database that store information to support data input, validation, and processing rules.


- When information is selected from a **Library Look-Up** list, the relevant information automatically populates the current field and any related fields, reducing typing time and eliminating typing errors. For example, when a bank name is selected from a Library Look-Up list, the address fields are usually automatically populated too.
- Most Library Look-Up lists provide a **Search** feature to enable you to search for and retrieve an entry from a library.
- Citibank maintains the libraries that store information used by all CitiDirect Online Banking clients when they select data from a Library Look-Up dialog box. Client Security Managers maintain the libraries that store information specific to that client entity.

Administrative Messages Libraries

CitiDirect Online Banking libraries that support data input and validation for the Administrative Messages service class are listed below.

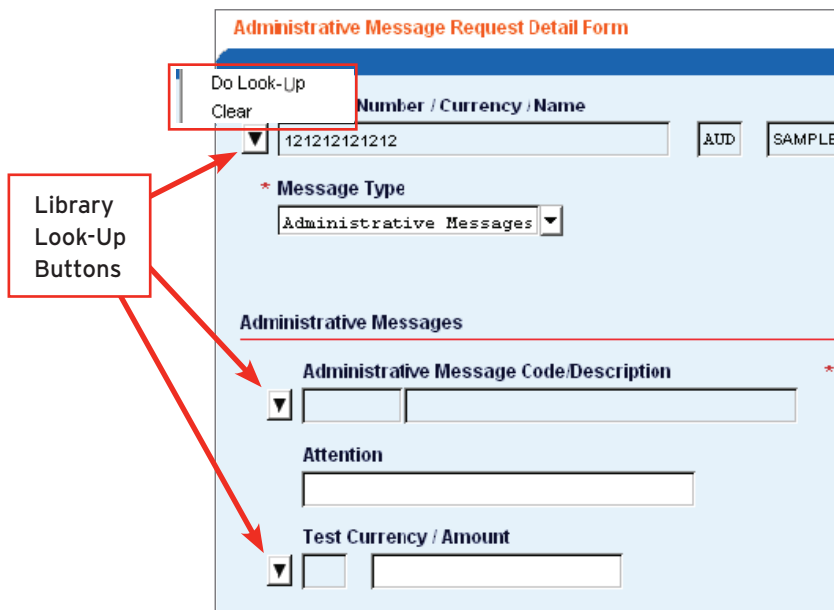
- **Account:** Stores all your entitled Citibank accounts that can be debited or credited. This library includes a description of the account type, account number and other information required for transaction processing. The data stored in this library is used to process transactions and to allocate credit and expenses. Citibank enters information into this library, but data can be added to some fields.
- **Admin Message:** Stores Administrative Message Codes, Descriptions and Text that is inserted into an Administrative Message. Message text can include variables, which are used as placeholders for the values that you can enter when creating a new Administrative Message. Variables allow you to type amounts, select dates, select input from lists, type numbers and/or type text in the Message Text field of the Administrative Message. Please refer to the "Create Administrative Message" section in this *Guide* for details on variables. Citibank maintains this library, but your Security Manager can create a new entry if necessary.

Using the Library Look-Up Feature

When creating Administrative Messages, you must click the **Library Look-Up**  button to select records from a CitiDirect library in order to populate fields on the Administrative Message form.

Select an item from a Library Look-Up Dialog box by following the steps below.

Note: The **Administrative Message Request Detail Form** is shown in this example.



The screenshot shows the 'Administrative Message Request Detail Form'. At the top, there is a 'Do Look-Up' button with a magnifying glass icon and a 'Clear' button. Below these is a text field containing '12121212121212' and a 'Number / Currency / Name' label. To the right of the text field are 'AUD' and 'SAMPLE' buttons. Below this is a '* Message Type' dropdown menu set to 'Administrative Messages'. A red box labeled 'Library Look-Up Buttons' has three arrows pointing to the 'Do Look-Up' button, the 'Clear' button, and the dropdown arrow of the 'Administrative Message Code/Description' field. The 'Administrative Message Code/Description' field is a dropdown menu with an empty text box next to it. Below this is an 'Attention' text field. At the bottom, there is a 'Test Currency / Amount' section with a dropdown menu and a text box.

1. If there is data populating the Library Look-Up field, position the cursor on the Library Look-Up button, right-click and then select **Clear**. You can also highlight the contents of the field and press **DELETE** on your keyboard.
2. Once the field is clear, click the **Library Look-Up** button. The **Library Look-Up Dialog** box appears.

The Account **Library Look-Up Dialog** box is shown in this example.

Administrative Message Request Detail Form COMPANY ONE

* Account Number / Currency / Name
 121212121212 AUD SAMPLE

* Message Type
 Administrative Messages

Library Look Up Dialog

(1) Account Familiar Name	Account Number	(2) Account Currency	Branch Name
COMPANY ONE	111111111111111	USD	SINGAPORE CITIBANK
COMPANY ONE	222222222222222	PLN	WARSAW CITIBANK
COMPANY ONE	333333333333333	PLN	WARSAW CITIBANK

<< Row 1 of '53 >> | (1)(2) sorted columns

OK Search Update Screen More Cancel

Message Text

* Required Field Submit Next Return to Summary Other Options

- If the library list contains a large number of records, click **Search** to find the information you need. A **Search Definition Dialog** box appears.

Search Definition Dialog

Sort Criteria

Primary Sort Account Familiar Name ascending

Secondary Sort Account Currency ascending

Search Criteria

Account Familiar Name starts with

Account Number starts with

Account Currency starts with

Branch Name starts with

Bank starts with

Account Description starts with

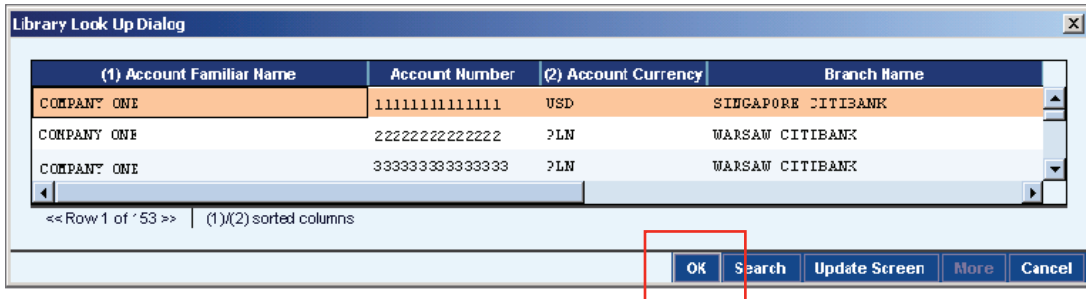
Branch Number starts with

Run Search Clear Cancel

The available sort and search criteria vary based on the nature of the data stored in the library.

- Specify search criteria, and then click **Run Search**.

All records matching your criteria appear in the **Library Look-Up Dialog** box. If no records match your criteria, ensure that you are typing the correct upper- and lowercase letters, as some search fields are case sensitive.



5. Select a record from the library and click **OK**. The field is populated with the selection from the library. Any related fields are also populated as applicable.

Administrative Message Request Detail Form CITIDIRECT CLIENT

* Account Number / Currency / Name
 1111111111111111 USD COMPANY ONE

* Message Type
 Administrative Messages

Administrative Messages

Administrative Message Code/Description: test Description
 * Transaction Reference Number: 12345

Attention:
 Bank Reference:

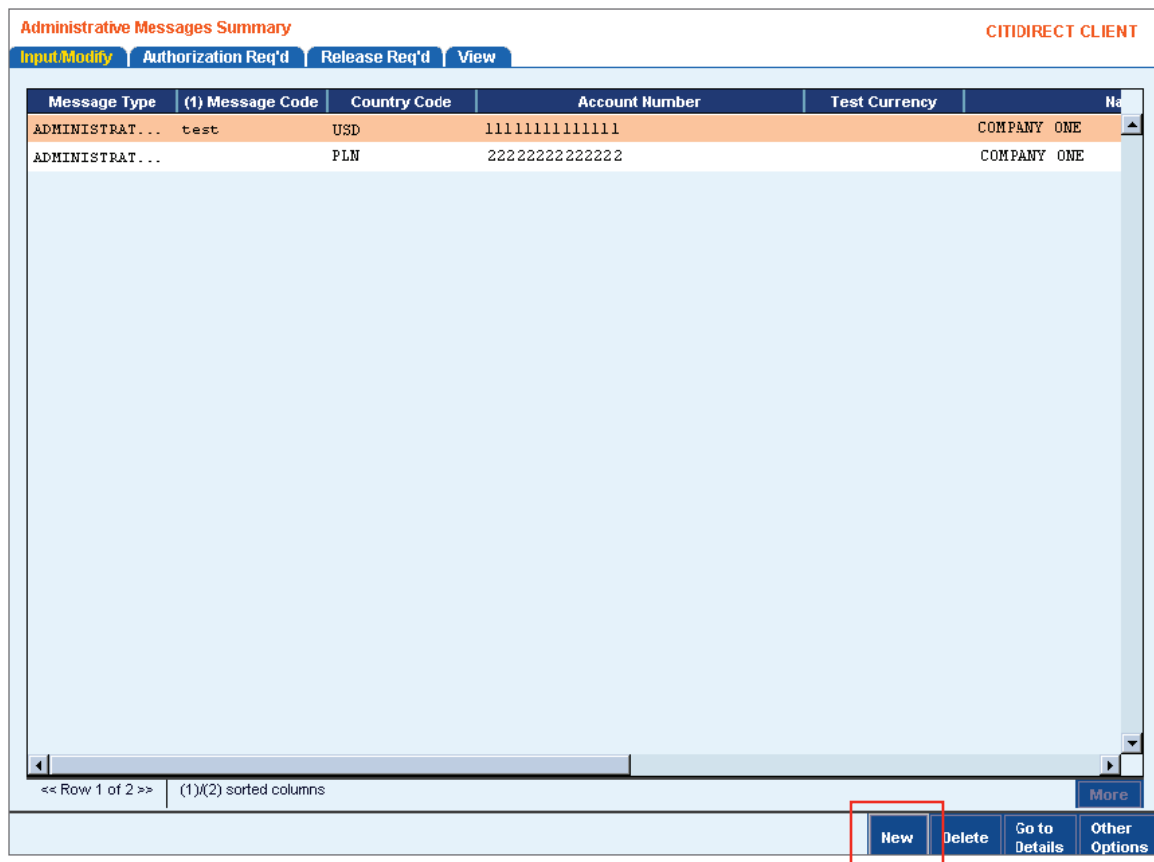
Creating Administrative Messages

Create Administrative Messages in CitiDirect Online Banking by following the steps below.

1. Sign on to CitiDirect Online Banking with your SafeWord™ card.
2. On the CitiDirect navigation bar, click **Transact**, and then click **Administrative Messages**.

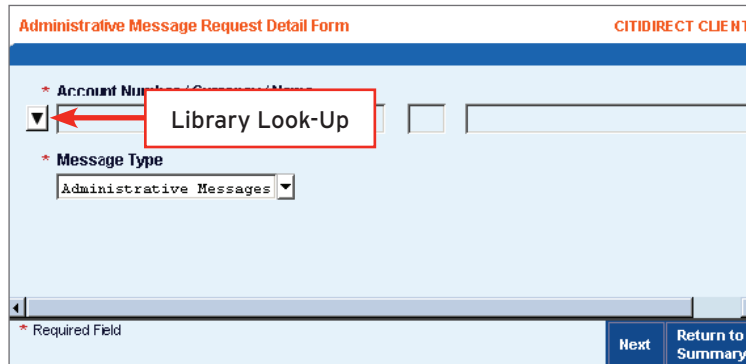


The **Administrative Messages Summary** form appears.



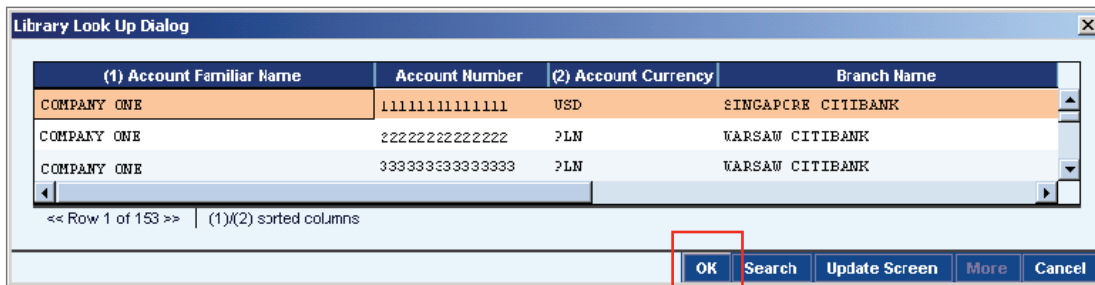
3. Click **New**.

The **Administrative Message Request Detail Form** appears.



The screenshot shows the 'Administrative Message Request Detail Form' for 'CITIDIRECT CLIENT'. It features a dropdown menu for 'Account Number/Currency/Name' with a 'Library Look-Up' button next to it. Below this is a 'Message Type' dropdown set to 'Administrative Messages'. At the bottom, there are 'Next' and 'Return to Summary' buttons, and a legend for '* Required Field'.

4. In the **Account Number/Currency/Name** field, click the Library Look-Up button. The Account **Library Look-Up Dialog** box appears.



The screenshot shows the 'Library Look Up Dialog' box with a table of account information. The 'OK' button is highlighted with a red box.

(1) Account Familiar Name	Account Number	(2) Account Currency	Branch Name
COMPANY ONE	1111111111111111	USD	SINGAPORE CITIBANK
COMPANY ONE	2222222222222222	PLN	WARSAW CITIBANK
COMPANY ONE	3333333333333333	PLN	WARSAW CITIBANK

<< Row 1 of 153 >> | (1)/(2) sorted columns

OK Search Update Screen More Cancel

5. Select the account information record for this message and click **OK**.

Account Number/Currency/Name fields are populated based on your selection. Fields to be completed appear on the lower portion of the form. A red asterisk indicates a required field.

The screenshot shows the 'Administrative Message Request Detail Form' with the following fields and values:

- * Account Number / Currency / Name:** Account Number: 111111111111, Currency: USD, Name: COMPANY ONE
- * Message Type:** Administrative Messages
- Administrative Messages Section:**
 - Administrative Message Code/Description:** test, Description: Description
 - * Transaction Reference Number:** 12345
 - Attention:** (empty field)
 - Bank Reference:** (empty field)
 - Test Currency / Amount:** (empty field), Amount: 0
 - Message Text:** (empty text area)
 - Last Used Date:** (empty date field)

Buttons at the bottom: Submit, Delete, Next, Return to Summary, Other Options. A legend indicates * Required Field.

- The **Message Type** field defaults to **Administrative Messages**.
- In the **Administrative Message Code/Description** field, click the Library Look-Up button. The Administrative Message **Library Look-Up Dialog** box appears.

The screenshot shows the 'Library Look Up Dialog' window with a table of administrative messages:

(1) Message Code	(2) Message Description	Last Used Date
SSTEST11	SS TEST ADMIN MESSAGES 1111111111	08/31/2004
SSTESTxx	SS TEST ADMIN MESSAGES 1111111111	08/06/2004
test	sdkfhkdhkhsdfhkh	08/20/2004
test2222	sdkfhkdhkhsdfhkh	08/26/2004

Navigation: << Row 1 of 4 >> | (1)(2) sorted columns

Buttons: OK, Search, Update Screen, More, Cancel

- Select a record from the Administrative Message Library and then click **OK**. The **Administrative Message Code/Description** and **Message Text** fields are populated based on your selection.
- In the **Transaction Reference Number** field, enter a unique transaction reference number.
- In the **Attention** field, enter the name of the person or department to which the message is directed.
- In the **Bank Reference** field, enter any general information, such as a bank name.

12. In the **Test Currency** field, click the Library Look-Up button and select a currency. This field is used only when the message is related to funds.
13. In the **Test Amount** field, enter an amount. This field is required when the Test Currency field is populated.
14. The **Message Text** field is auto-populated based on your selection from the Administrative Message Library. The field is either populated with predefined text that can be edited if necessary or it may contain one or more variable fields such as: Amount, Text, Number, List and Date. Enter values for these variable fields as follows:

The screenshot shows the 'Administrative Message Request Detail Form' in the 'CITIDIRECT CLIENT' interface. The form contains several sections:

- Account Number / Currency / Name:** A dropdown menu showing '1111111111', a text box with 'USD', and another text box with 'COMPANY ONE'.
- Message Type:** A dropdown menu set to 'Administrative Messages'.
- Administrative Messages:** A section with a table-like structure:
 - Administrative Message Code/Description:** A dropdown menu with 'Test' selected and a text box with 'Variable Message Text'.
 - Transaction Reference Number:** A text box with '12345'.
 - Attention:** An empty text box.
 - Bank Reference:** An empty text box.
- Test Currency / Amount:** A dropdown menu with a small square icon and an empty text box.
- Message Text:** A large text area containing the following variables: '<Amount>', '<Text>', '<Number>', '<List>', and '<Date>'.
- Last Used Date:** A date spinner showing '08/27/2004'.
- Buttons:** At the bottom right, there are four buttons: 'Submit' (highlighted with a red box), 'Next', 'Return to Summary', and 'Other Options'.

Click **<Variable Name>**. An **Entry Dialog** box appears.

The 'Entry Dialog' box is a small window with a title bar that says 'Entry Dialog'. Inside the dialog, the text 'Please Enter Amount' is displayed above a single-line text input field. At the bottom right of the dialog, there are two buttons: 'OK' and 'Cancel'.

Enter required value and click **OK**.

Notes:

- The **Entry Dialog** field lengths and decimal requirements are configured in the Administrative Message Library.
- The Date variable allows you to use a date spinner to enter date values.

15. Click **Submit**. The message moves to the next step in the process, as defined by your flow control requirements.

Modifying Administrative Messages

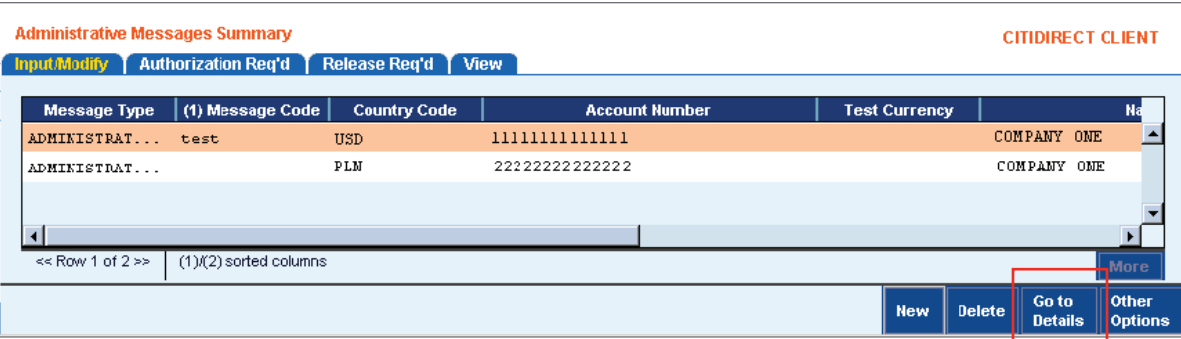
You can modify Administrative Messages with a status of **Input**, **Invalid**, **Authorization Required**, **Release Required** or **Repair Required** from the **Input/Modify** tab.

Modify Administrative Messages by following the steps below.

- 1. Sign on to CitiDirect Online Banking with your SafeWord card.
- 2. On the CitiDirect navigation bar, click **Transact**, and then click **Administrative Messages**.



The **Administrative Messages Summary** form appears.



Administrative Messages Summary CITIDIRECT CLIENT

Input/Modify | Authorization Req'd | Release Req'd | View

Message Type	(1) Message Code	Country Code	Account Number	Test Currency	Na
ADMINISTRAT...	test	USD	111111111111111	COMPANY ONE	
ADMINISTRAT...		PLM	222222222222222	COMPANY ONE	

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

New | Delete | **Go to Details** | Other Options

- 3. Select one or more messages that you want to modify, and then click **Go to Details**.

The **Administrative Message Request Detail Form**, containing the details of the first selected message, appears.

The screenshot shows the 'Administrative Message Request Detail Form' within the 'CITIDIRECT CLIENT' interface. The form is divided into several sections:

- Account Information:** Includes a dropdown for 'Account Number / Currency / Name' (showing '1111111111111111'), a 'USD' currency selector, and a 'COMPANY ONE' text field.
- Message Type:** A dropdown menu currently set to 'Administrative Messages'.
- Administrative Messages Section:**
 - Administrative Message Code/Description:** A dropdown showing 'test' and a 'Description' text field.
 - Transaction Reference Number:** A text field containing '12345'.
 - Attention:** An empty text field.
 - Bank Reference:** An empty text field.
 - Test Currency / Amount:** A dropdown and a text field with '0'.
 - Message Text:** A large empty text area.
 - Last Used Date:** A date selection field showing ' / /'.
- Footer:** A row of buttons: 'Submit' (highlighted with a red box), 'Delete', 'Next', 'Return to Summary', and 'Other Options'. A legend indicates '* Required Field'.

4. Make any necessary modifications, and then click **Submit**. The modified message is treated as new and is subject to all flow control requirements.

Notes:

- To view the details of the next selected message without making any changes to the current message, click **Next**. The details of the next selected message appear. When the detail form contains the details of the last selected message, clicking **Submit** or **Next** returns you to the summary form.
- For messages with a status of **Repair Required**, click **Other Options** and select **View Error Messages** to view the associated error.

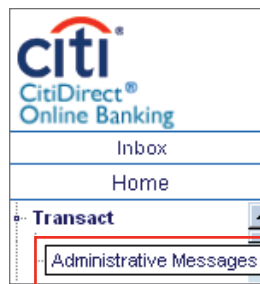
Deleting Administrative Messages

You can delete Administrative Messages with a status of **Input**, **Invalid**, **Authorization Required**, **Release Required** or **Repair Required** from the **Input/Modify** tab.

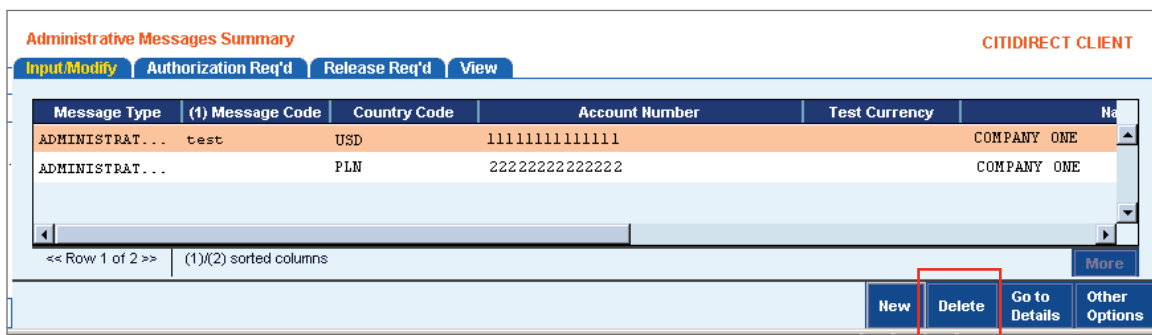
You can also delete Administrative Messages from the **Authorization Req'd** and **Release Req'd** tabs. Step-by-step procedures applicable to these tabs are presented in the "Authorizing Administrative Messages" and "Releasing Administrative Messages" sections of this *Guide*.

Delete Administrative Messages from the **Input/Modify** tab by following the steps below.

1. Sign on to CitiDirect Online Banking with your SafeWord card.
2. On the CitiDirect navigation bar, click **Transact**, and then click **Administrative Messages**.



The **Administrative Messages Summary** form appears.



3. Select one or more messages that you would like to delete, and then click **Delete**. An **Enter a Reason** dialog box appears.
4. Enter the reason for deleting the message, and then click **OK**. If the same reason does not apply to each message selected, you must select and delete messages separately.

Notes:

- You can delete Administrative Messages from both the summary and detail forms.
- If you want to review all details of a selected Administrative Message before deleting it, click **Go to Details**, and then click **Delete** on the Administrative Message Request Detail Form.

Authorizing Administrative Messages

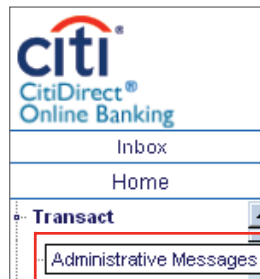
When you click the **Authorization Req'd** tab, Administrative Messages awaiting authorization appear on the **Administrative Messages Summary** form. Administrative Messages can be authorized directly from the summary form, or you can authorize messages from the **Administrative Message Request Detail Form**, which you access from the summary form.

As part of the authorization process, you can also delete or send Administrative Messages to repair from both the summary and detail forms.

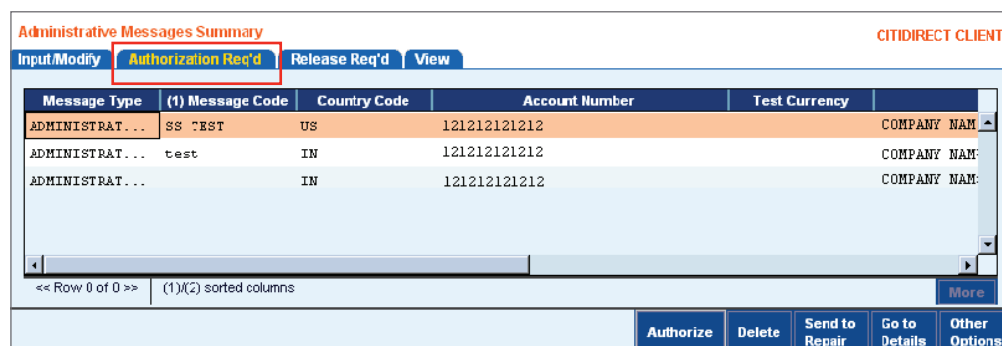
Authorizing from the Administrative Messages Summary Form

Authorize Administrative Messages from the **Administrative Messages Summary** form by following the steps below.

1. Sign on to CitiDirect Online Banking with your SafeWord card.
2. On the CitiDirect navigation bar, click **Transact**, and then click **Administrative Messages**.



The **Administrative Messages Summary** form appears.



Message Type	(1) Message Code	Country Code	Account Number	Test Currency	
ADMINISTRAT...	SS TEST	US	121212121212	COMPANY NAM	
ADMINISTRAT...	test	IN	121212121212	COMPANY NAM	
ADMINISTRAT...		IN	121212121212	COMPANY NAM	

3. Click the **Authorization Req'd** tab. All messages with an **Authorization Required** status appear.

4. Select one or more Administrative Messages, and proceed with one of the following steps:
 - Click **Authorize** to authorize all selected Administrative Messages. A confirmation message appears.
Click **OK** to close the confirmation dialog box. The Administrative Messages move to the next step in your process flow. If this is the last step, the authorized Administrative Messages are released to Citibank for processing.
 - Click **Delete** if the message needs to be deleted. An **Enter a Reason** dialog box appears.
Enter the reason for deleting the message, and then click **OK**. If the same reason does not apply to each message selected, you must select and delete messages separately.
 - Click **Send to Repair** if changes to the message are necessary. An **Enter a Reason** dialog box appears.
Enter the reason for sending the selected message to repair in the **Enter a Reason** dialog box, and then click **OK**. The message returns to the **Input/Modify** tab with a status of **Repair Required**. If the same reason does not apply for each message selected, you must select and repair messages separately.

Note: To review the details of Administrative Messages before authorizing them, select one or more Administrative Messages on the **Authorization Req'd** tab and then click **Go to Details**. For more information, see the "Authorizing from the Administrative Message Request Detail Form" section of this *Guide*.

Authorizing from the Administrative Message Request Detail Form

Authorize Administrative Messages from the **Administrative Message Request Detail Form** by following the steps below.

1. On the **Authorization Req'd** tab, select one or more Administrative Messages and click **Go to Details**. The **Administrative Message Request Detail Form** appears.

The screenshot shows the 'Administrative Message Request Detail Form' interface. At the top, it displays the title 'Administrative Message Request Detail Form' and 'CITIDIRECT CLIENT'. The form is divided into several sections. The first section, 'Account Number / Currency / Name', includes a dropdown menu with the value '121212121212', a 'USD' label, and a text box containing '##XXXX-XXXXXX'. Below this is the 'Message Type' section with a dropdown menu set to 'Administrative Messages'. The 'Administrative Messages' section contains two columns of fields. The left column has 'Administrative Message Code/Description' (dropdown: 'JPCODE01', text: 'JPCODE01 description'), 'Attention' (text box), and 'Test Currency / Amount' (dropdown and text box). The right column has 'Transaction Reference Number' (text box: '21jan1') and 'Bank Reference' (text box). A large 'Message Text' area is located below these fields. At the bottom, there is a 'Last Used Date' field with a date picker. A navigation bar at the very bottom contains buttons for 'Authorize', 'Send to Repair', 'Delete', 'Next', 'Return to Summary', and 'Other Options'. The 'Authorize', 'Send to Repair', and 'Delete' buttons are highlighted with a red rectangular box.

2. Review message details and proceed with one of the following steps:
 - Click **Authorize**. A confirmation message appears.
Click **OK** to close the confirmation dialog box. The details of the next selected message appear.
 - Click **Send to Repair**. An **Enter a Reason** dialog box appears.
Enter the reason for sending the selected message to repair in the **Enter a Reason** dialog box, and then click **OK**. The message returns to the Input/Modify tab with a status of Repair Required.
 - Click **Delete**. An **Enter a Reason** dialog box appears.
Enter a reason for the deletion in the **Enter a Reason** dialog box, and then click **OK**. The message is deleted.

Releasing Administrative Messages

When you click the **Release Req'd** tab, Administrative Messages awaiting release appear on the **Administrative Messages Summary** form. Administrative Messages can be released directly from the summary form, or you can release messages from the **Administrative Message Request Detail Form**, which you access from the summary form.

As part of the release process, you can also delete or send Administrative Messages to repair from both the summary and detail form.

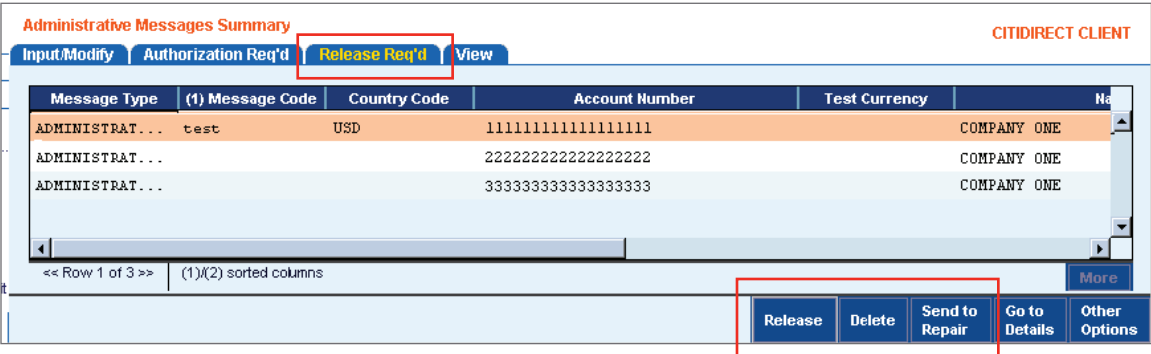
Releasing from the Administrative Messages Summary Form

Release Administrative Messages from the **Administrative Messages Summary** form by following the steps below.

1. Sign on to CitiDirect Online Banking with your SafeWord card.
2. On the CitiDirect navigation bar, click **Transact**, and then click **Administrative Messages**.



The **Administrative Messages Summary** form appears.



3. Click the **Release Req'd** tab. All of your entitled messages that require release appear.
4. Select one or more Administrative Messages and proceed with one of the following steps:
 - Click **Release** to release the selected messages to Citibank for processing. A confirmation message appears.
Click **OK** to close the confirmation dialog box.

- Click **Delete**. An **Enter a Reason** dialog box appears.

Enter the reason for deleting the message, and then click **OK**. If the same reason does not apply to each message selected, you must select and delete messages separately.

- Click **Send to Repair**. An **Enter a Reason** dialog box appears.

Enter the reason for sending the selected message to repair in the **Enter a Reason** dialog box, and then click **OK**. The message returns to the **Input/Modify** tab with a status of **Repair Required**. If the same reason does not apply to each message selected, you must select and repair messages separately.

Note: To review the details of Administrative Messages before releasing them, select one or more Administrative Messages on the **Release Req'd** tab, and then click **Go to Details**. For more information, see the Releasing from the “Administrative Message Request Detail Form” section of this *Guide*.

Releasing from the Administrative Message Request Detail Form

Release Administrative Messages from the **Administrative Message Request Detail Form** by following the steps below.

1. On the **Release Req'd** tab, select one or more Administrative Messages and click **Go to Details**. The **Administrative Message Request Detail Form** appears.

Administrative Message Request Detail Form CITIDIRECT CLIENT

* Account Number / Currency / Name
1111111111111111 USD COMPANY ONE

* Message Type
Administrative Messages

Administrative Messages

Administrative Message Code/Description * Transaction Reference Number
444444

Attention Bank Reference

Test Currency / Amount

Message Text
test message

Last Used Date
/ /

* Required Field

Release Send to Repair Delete Next Return to Summary Other Options

2. Review message details, and proceed with one of the following steps:
 - Click **Release**. A confirmation message appears.
Click **OK** to close the confirmation dialog box. The details of the next selected message appear.
 - Click **Send to Repair**. An **Enter a Reason** dialog box appears.
Enter the reason for sending the selected message to repair in the **Enter a Reason** dialog box, and then click **OK**. The message returns to the **Input/Modify** tab with a status of **Repair Required**.
 - Click **Delete**. An **Enter a Reason** dialog box appears.
Enter a reason for the deletion in the **Enter a Reason** dialog box, and then click **OK**.
The message is deleted.

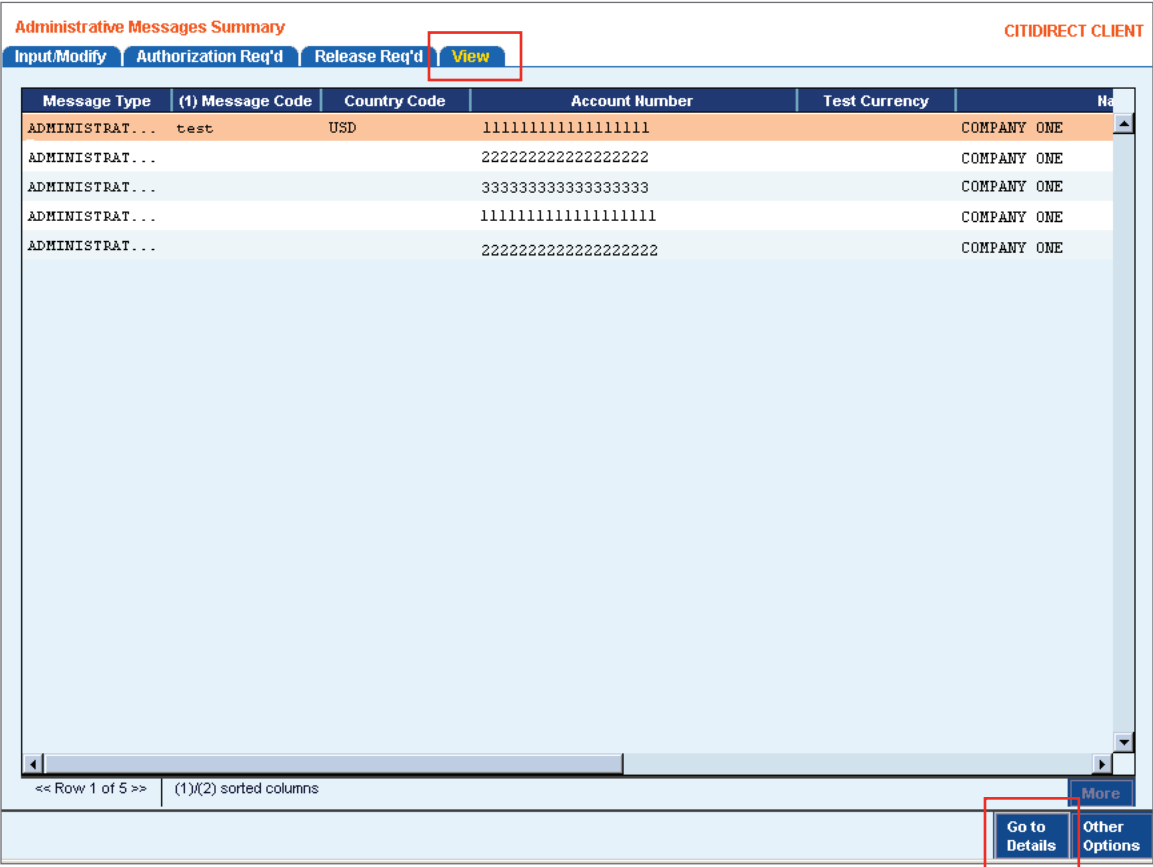
Viewing Existing Administrative Message Details

View existing Administrative Message details by following the steps below.

- 1. Sign on to CitiDirect Online Banking with your SafeWord card.
- 2. On the CitiDirect navigation bar, click **Transact**, and then click **Administrative Messages**.



The **Administrative Messages Summary** form appears.



- 3. Click the **View** tab to see a summary list of messages.
- 4. Select one or more messages, and then click **Go to Details**.

The **Administrative Message Request Detail Form** appears.

Administrative Message Request Detail Form CITIDIRECT CLIENT

* Account Number / Currency / Name
11111111111111111111 US COMPANY NAME

* Message Type
Administrative Messages

Administrative Messages

Administrative Message Code/Description * Transaction Reference Number
SS TEST SS TEST 333333

Attention Bank Reference

Test Currency / Amount

Message Text
Test Message

Last Used Date

* Required Field

Next Return to Summary Other Options

Note: If multiple messages were selected, click **Next**. The details of the next selected message appear. Continue to click **Next** until you have viewed the details of all the selected messages. When the form contains the details of the last selected message, clicking **Next** returns you to the summary form.

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March 2010

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