



# CitiDirect<sup>®</sup> Same Day Reconciliation

**User Guide**  
**June 2009**





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# Overview

This guide provides an overview of the Same Day Reconciliation (SDR) capabilities in CitiDirect® Online Banking. The information in this guide includes:

- A description of Same Day Reconciliation processing capabilities
- An overview of the process flow for service requests
- Descriptions of summary and detail level forms
- Descriptions of Same Day Reconciliation preference settings
- Procedures for submitting, authorizing, modifying, deleting and repairing service requests
- Procedures for identifying an exception item
- Procedures for requesting paid check images (Branch 920 - Delaware only)
- Descriptions of Same Day Reconciliation reports (Canada only)
- Descriptions of Same Day Reconciliation inquiries

## Additional Resources


### Basics Guides

In conjunction with this Lockbox guide, you are encouraged to read the *CitiDirect Basics* guides, available in the CitiDirect Basics section of the Learning Center at [www.citidirect.com](http://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 Web site contains FAQs addressing both the use of the application and the Web site. The Web site also features the “Learning Center” section where you can access training support materials anytime.
- **Customer Service Centers** – You can contact our CitiDirect 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](http://www.citidirect.com).

## Sign on to CitiDirect® Online Banking

In order to follow all the procedures included in this *Same Day Reconciliation* 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](http://www.citidirect.com).

Term/Acronym	Description
ABA Number	American Bankers Association number assigned to Citibank.
Account Number	A unique number Citibank assigns to each account for identification.
Additional Issuance	An issuance entered online, rather than via transmission or tape.
Batch Number	The number assigned to a group of transactions entered through the Transaction Data Entry facility simultaneously. For Canada, batch number indicates the region in which the cheque was cashed.
Block an Account	To prevent transactions from being processed through an account because of governmental sanctions against foreign nations.
Block a Check	To prevent a check from being cashed because of governmental sanctions against foreign nations.
Cancel	A transaction placed against a check to invalidate it. Cancels occur after a check's issuance.
Check	A written order of payment against an account.
Exception Item	Transactions that are rejected by the Same Day Reconciliation transaction poster.
Force Reconcile	To generate an issuance that matches a Paid Without Issuance item, reconciling the check.
FSI	Customer Funding Source Identifier. This applies to accounts in the United States only.

<b>Term/Acronym</b>	<b>Description</b>
Hard Hit Stops	Checks that have been presented for payment where serial number and amount exactly match a stopped item on file.
Master Account	An account number that points to two or more accounts to which a CitiDirect user has access.
Match Pay	To match a paid item with an issuance, reconciling the check.
Omnibus Account	An umbrella account that hosts one or more subaccounts.
Outstanding Issuance	Checks that have been issued and are awaiting payment.
Paid Without Issuance (PWI)	An item that has been presented for payment but did not match an issuance.
Plan Number	A number that routes transactions from an Omnibus account to a subaccount.
Reconcile	To match an issuance with a paid item.
Force Reconcile	To generate an issuance that matches a Paid Without Issuance item, reconciling the check.
Reverse Cancel	To change a cancelled item to an outstanding issuance.
Reverse Issue	To change a reconciled item to a PWI.
Reverse Paid	To change a reconciled item to an outstanding issuance.
Reverse Stop	To change a stopped item to an outstanding issuance.
Reverse Void	To remove a void, making a serial number available for use.
Rule-Off Period	A Citibank term for the end of a customer-defined statement period. Most customers either depend on a monthly calendar, or they define their own Rule-Off Date, which is when they want their reporting period to end. CitiDirect uses this as the basis for generating statements and reports.
SIMMS	The Citibank Self-Insured Money Management System banking product. This applies to accounts in the United States only.
Stop	An action taken against a check to prevent it from being cashed.
Subaccount	One of several accounts that reside under a single Omnibus account. This applies to accounts in the United States only.
Void	To invalidate the serial number of a check that has been destroyed before issuance.

# Same Day Reconciliation

Through a suite of processing capabilities known as Same Day Reconciliation (SDR), CitiDirect provides its customers in the United States and Canada with the advanced tools they need to optimize the management of their account reconciliation activities.

SDR operates in a manner that is similar to controlled disbursement accounts. Its purpose is to provide same-day funding notification for self-insurance money management systems (SIMMS accounts), as well as for controlled disbursement/match pay accounts.

SDR is a live system. Whenever information is added or changed, it is posted to the system immediately. When an item is entered into the SDR system, the appropriate financial action takes place. As soon as the paid files are read in this system, you can see your paid records.

SDR provides you with more information. The SDR system tracks the transaction history of each check, including the date and time the item was received. The User ID of anyone performing transactions on a particular check is also indicated. This allows you to view an audit trail of your checks. For example, if someone submits a stop payment on a check, the audit trail includes that individual's ID, indicating that he or she placed a stop payment on the check, the time the stop was placed and the date the stop occurred.

## **SDR in CitiDirect:**

- Is real-time
- Delivers month-end reconciliation information faster
- Provides SIMMS customers with the ability to fund their accounts on a daily basis
- Provides expanded query capabilities
- Provides reporting capabilities to customer in Canada
- Provides check-imaging capabilities for check items with a branch code of 920 (Delaware)

## Same Day Reconciliation Features

CitiDirect provides the Same Day Reconciliation features described below to support your account reconciliation activities.

### **Same Day Reconciliation Services**

Same Day Reconciliation (SDR) Services, found on the CitiDirect navigation bar, enables you to proactively resolve and reconcile selected items by updating the backend systems with records that may have been omitted or overlooked. The following service requests are available: Add Issuance, Cancel Issuance, Exception Items Processing, Legitimate PWI Processing, Stop Payment, Stop/Replace Issuance, and Void Issuance. The entitlements in your access profile determine the service request types and accounts that are available to you.

### View Check Images

Available within SDR Services or through the Check Inquiry/Update, found in the Inquiry category on the CitiDirect navigation bar, View Check Images enables entitled users to select up to ten paid checks and view images of the front and back of each check, if available. This functionality is available for open accounts held in the United States for Imaging Branch 920 (Delaware) only and is not available for exception items.

### SDR Reports

Available in the Report category on the CitiDirect navigation bar, SDR reports provide customers in Canada with the ability to access reports as they are currently presented in the SDR system. Reports are available for accounts in Canada only.

### SDR Inquiries

Available in the Inquiry category on the CitiDirect navigation bar, SDR inquiries provide access to information quickly. Check/Inquiry Update, an SDR Inquiry, also provides access to View Check Images for open accounts held in the United States for imaging branch 920 (Delaware) only.

**Note:** All open SDR accounts can be displayed in SDR Reports and Inquiries. For accounts that were using the SDR System but are now closed, transaction and reporting history is still available online.

## Same Day Reconciliation Availability

You can submit SDR Service Request transactions (Add Issuance, Void Issuance, Stop Payment, etc.) on business days only.

- CitiDirect validates business days based on the Branch Code of the account.
- If you attempt to submit new service request transactions or to modify, delete, authorize or repair existing service request transactions on nonbusiness days, CitiDirect displays the following message: *"You are permitted to perform this action only on business days."*

**Note:** Although you cannot perform any actions in CitiDirect SDR Services on holidays, you can still navigate to the respective forms and view your service request transaction details.

## CitiDirect<sup>®</sup> Online Banking Libraries

Libraries are separately maintained tables within the CitiDirect database that store information to support data input, validation and processing rules. All Same Day Reconciliation (SDR) related services reference various CitiDirect libraries.



When you select information from a library lookup list, the relevant information automatically populates the current field and any related fields, reducing typing time and eliminating typing errors. For example, when an account number is selected from the Account Library Lookup list, the Account Name and Currency fields may be automatically populated.

Most library lookup lists provide a search feature to enable you to search for and retrieve an entry from a library.

*My Preferences* is a CitiDirect service that allows you to set your preferred account number for all of the SDR services you use. Once set, your preferred account number is automatically displayed in the Account Number field on all applicable forms. If you are entitled to more than one account number, you can clear the Account Number field and select another account number from the library lookup list.

## Library Maintenance

Citibank maintains the libraries that store information used by all CitiDirect clients. The Currency, Country, Branch and Account libraries are examples of Citibank-maintained libraries. Local Security Managers maintain the libraries that store information specific to their organization.

# Same Day Reconciliation Setup

## System Setup

In addition to ensuring that libraries are populated, your local Security Managers specify the flow each service request must follow before it is released to Citibank for processing. For Same Day Reconciliation (SDR) Services, CitiDirect supports nine levels of authorization for any combination of Service Request Type and Account Number.

Local Security Managers also establish users and assign their Access Profiles, which define whether or not a CitiDirect user can access, Account Numbers, Service Request Types, View Check Images (Available for Branch 920 Delaware only), Processes (Input/Modify, Repair Required, Authorization Levels 1 - 9, View), Reports (Canada only) and Inquiries.

## User Setup

Before you begin using SDR Services in CitiDirect, your preferences for the account number to be used on SDR forms should be set. For more information, see the "My Preferences" section of this guide.

**Note:** If a service class that you require does not appear on your CitiDirect navigation bar, check with your Security Manager who can verify if you are entitled to access that service class and can add it to your profile.

# My Preferences

Use *My Preferences* to set your preferences for the Same Day Reconciliation Services.

## Notes:

- For step-by-step procedures for setting your preferences, refer to the *CitiDirect Basics: Setting Your Preferences* guide, available in the Learning Center at [www.citidirect.com](http://www.citidirect.com).
- Make sure that you 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.
- It is important to note that your Global My Preference settings for Date Format are not reflected in the SDR reports, which are available for accounts in Canada only. The format applied to reports is mm/dd/yyyy only. This is the date format in the SDR system.

## Available Preference Criteria for Same Day Reconciliation Services

The preference criteria available on the My Preferences form for the General Same Day Reconciliation service class are listed in the table below.

Preference Category	Available Preference Criteria	Description	CitiDirect Default Settings
Account Number	Account Number	The account number and associated details of the account you want to use.	None Specified
Subaccount Number	Subaccount Number	The account number and associated details of the subaccount you want to use.	None Specified

## Service Request Types

CitiDirect clients can submit the following types of Same Day Reconciliation (SDR) service request transactions from one single point of input. Your access profile determines the service request types available to you and the accounts and transactions that you can access.

When a service request transaction is initiated, CitiDirect creates an SDR transaction record and transmits the required information to the SDR system.

<b>Service Request Type</b>	<b>Description</b>
Add Issuance	Submit an Add Issuance service request to initiate Add Issuances by check number.
Cancel Issuance	Submit a Cancel Issuance service request to cancel a check that has been issued in error. A Cancel Issuance is only performed if the check is outstanding. Each service request transaction is placed against a check to invalidate it.
Void Issuance	Submit a Void Issuance service request to void a check that has not been issued. You can also void a range of checks. Void Issuance transactions are entered into CitiDirect to provide a full accounting of check serial numbers.
Stop Payment	Submit a Stop Payment service request to prevent outstanding issuances from being cashed. In certain circumstances, it may be necessary to place a stop against a check where no issuance information yet exists. Stop Without Issues service requests are submitted using the same form.
Stop/Replace Issuance	Submit a Stop/Replace Issuance service request to replace a check that was stopped. This service request is exactly the same as a Stop Payment. However, it provides the added flexibility of allowing you to replace an issuance in the same service request transaction.
Exception Items Processing	Submit an Exception Items Processing service request to view all rejected transactions for an account number and to remove or post selected items. To aid in your decision-making process, history details are available for each item.  If you decide to post an item, you are permitted to make corrections to the serial number, plan number, dollar amount, check date and rule-off date information.  If you do not take action on an item, it remains in the exception list until corrective action is taken.
Legitimate Paid Without Issuance (PWI) Processing	Submit a Legitimate PWI Processing service request to see a listing of Legitimate PWIs and determine whether items presented for payment against your account should be returned or paid. To assist you in your decision-making process, all information for each PWI is available.

## Same Day Reconciliation Services Forms

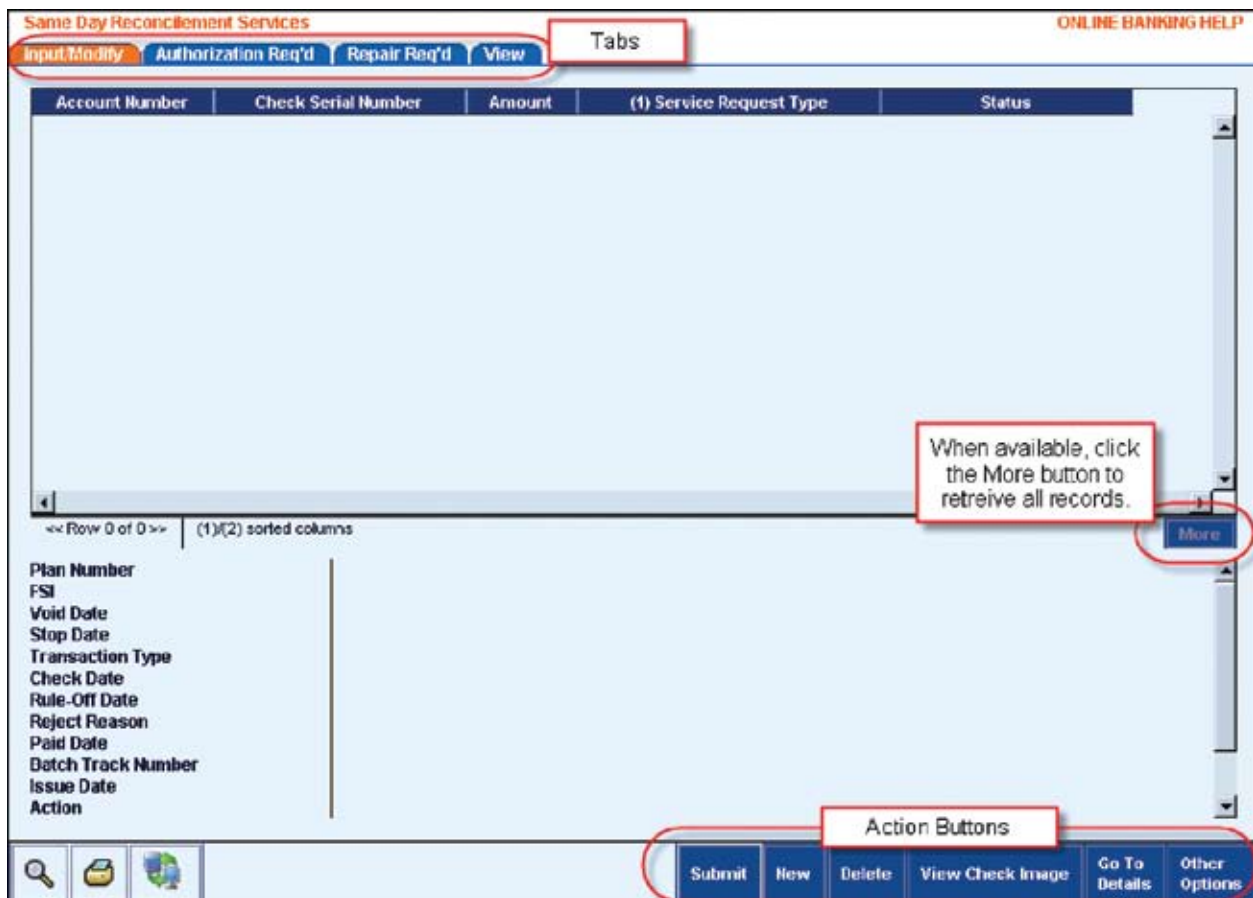
All service requests processes are performed using a summary form, which displays key fields of information, or a detail form, which contains all of the information for the service request.

### Same Day Reconciliation Services Summary Form

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

Use the Same Day Reconciliation Services summary form to input, view and act on a batch of service request transactions or an individual transaction.

- The tabs within the summary form determine the actions that must be taken on a service request transaction or a group of service request transactions.
- All service request transactions that are in the same state within your flow control process are listed on the appropriate tab on the Same Day Reconciliation Services summary form.



## Summary Form Tabs



Click a tab to activate it. Once active, the tab appears orange. Your access profile determines what tabs that you see when you are working in SDR Services.

All tabs available within the Same Day Reconciliation Services summary form are described in the following table.

Tab	Description
Input/Modify	<p>The Input/Modify tab is the starting point for submitting all new service request transactions. All service requests with a status of <i>Input</i> (as saved but not submitted new transaction or existing transaction that is being modified) and <i>Invalid</i> (a new transaction that failed CitiDirect server validation) are listed when you access the Input/Modify tab.</p> <p>Use this tab to create new service request transactions, to search for and to modify or delete service request transactions with an <i>Input</i> or <i>Invalid</i> status.</p>
Authorization Required	<p>The Authorization Required tab lists all service request transactions with an <i>Authorization Required</i> status that you are entitled to authorize. From the Authorization Required tab, service request transactions can be authorized, deleted or sent for repair, but they cannot be modified or changed.</p> <p>CitiDirect supports nine levels of authorization. Service request transactions requiring multiple authorizations remain accessible via the Authorization Required tab until they pass all required authorizations. Fully authorized service request transactions are sent to Citibank for processing.</p>
Repair Required	<p>The Repair Required tab lists all service request transactions with a status of <i>Repair Required</i> (returned for repair during the authorization process), <i>Repair Invalid</i> (failed submit from the Repair Required tab) or <i>Rejected</i> (rejected by the SDR system due to a valid business reason) that you are entitled to repair.</p> <p>A service request listed on this tab must be repaired before it can continue through your process flow.</p>
Stop Payment	<p>Submit a Stop Payment service request to prevent outstanding issuances from being cashed. In certain circumstances, it may be necessary to place a stop against a check where no issuance information yet exists. Stop Without Issues service requests are submitted using the same form.</p>
View	<p>The View tab lists all service request transactions that you are entitled to see, along with their current status. When first accessed, all transactions for the current date are displayed. To find transactions that are not listed, use the search feature, which is available from the Other Options menu. You can select one or more transactions and click the <b>Go to Details button</b> to view all details.</p> <p>This tab provides view-only access; therefore, service request transactions selected on this tab cannot be modified or deleted.</p> <div style="background-color: #f0f0f0; padding: 10px;"> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>When new service request transactions are submitted, they are listed on the View tab with a <i>Pending Validation</i> status while CitiDirect searches the SDR system for duplicate or outstanding issuances. Once a new service request transaction passes this validation process, it is moved to the Authorization Required tab.</li> <li>Range service requests move directly to the Authorization Required tab (per your flow control requirements) without first going to the <i>Pending Validation</i> state.</li> <li>If your organization does not require authorization for service request transactions, valid service request transactions are sent to Citibank for processing.</li> </ul> </div>

### Notes:

- You can only act in one role on a service request transaction. If you created or modified the transaction, you cannot authorize it.
- Auto-Save is a system function that results in the saving of a record after a specified time period or number of records. Service request transactions that are auto-saved are assigned an Input status. Auto-Save frequency is a Client Preference setting, which is usually specified by your local Security Managers.
- If you have entered details, but have not submitted the service request transaction and you leave the Input/Modify tab, the transaction is automatically saved. A message is displayed to advise you that the system is saving your transaction and it is assigned an *Input* status.

### More Button



The **More button** is enabled when the number of service request transaction records exceeds 400, which is the maximum number of records that CitiDirect can retrieve from the SDR system at one time. Each time you click the **More button**, an additional set of up to 400 records is available for viewing.

### Action Buttons



Action buttons appear on the lower-right portion of CitiDirect summary forms. Click a button to perform an action. The action buttons that appear vary based on the actions that are available on the active tab with the CitiDirect summary form and the entitlements included in your access profile.

### Submit Button



When you click the **Submit button**, service request transaction records are created for the items selected on the Input/Modify tab, and the details are validated against CitiDirect validation rules. When you click the **Submit button** after modifying or repairing a transaction, it is considered new and subject to all flow control requirements.

- Issuance service request transactions (Add, Void, Cancel, Stop or Stop/Replace) are assigned a *Pending Validation* status and listed on the View tab while CitiDirect validates the details of the transaction in the SDR system. If the validation is successful, the status of the transaction is changed to Authorization Required and it is listed on the *Authorization Required* tab, if specified by your flow control requirements.

- All service requests for a range of check serial numbers move to the Authorization Required tab without first going into a *Pending Validation* state. Service request transactions for a range of check serial numbers can be successfully released from CitiDirect, but individual transactions included in the service request can still be rejected at the SDR system, once validation is performed after the range transaction is broken down into individual transactions.
- If validation fails, the status of the service request transaction is changed to *Invalid* and it remains on the Input/Modify tab, where it can be modified and resubmitted.
- If your organization does not require that transactions be authorized, valid service request transactions are sent to Citibank for processing.

### New Button

When you click the **New button**, the Service Request detail form is displayed to allow you to create and submit new service request transactions. You can submit multiple service request transactions for the same account number by completing one detail form. The Account Number field is prepopulated with your preferred account number, if set in *My Preferences*.

### Delete Button

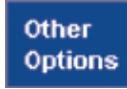
When you click the **Delete button**, the selected service request transactions are deleted before they can be submitted to Citibank for processing.

### View Check Image Button

The **View Check Image button** is available for check items for Branch 920 (Delaware) only. Clicking the button brings you to a screen with images of the check items. If you select check items for accounts for other branches, the following message is displayed: "*View Check Image is available for Delaware (Branch 920) accounts only.*"

### Go to Details Button

When you click the **Go to Details button**, the details of the first selected service request transaction appear in the service request detail form.



## Other Options Button

When you click the **Other Options button**, a menu appears. The options listed enable you to perform a variety of functions in relation to the items listed on the tab. The available menu options are described in the following table:

Menu Option	Select to
Update Screen	Update the screen with all the latest transaction information, including changes that you have recently made and saved. <b>Note:</b> If a record listed on the summary form is displayed in orange text, the information may be outdated.
Search	Control the number of service request transaction records that are displayed and the order in which those records are listed. For more information on searching, refer to the <i>CitiDirect Basics: General Navigation</i> guide, available in the Learning Center at <a href="http://www.citidirect.com">www.citidirect.com</a> .
View Error Messages	View any errors associated with a transaction that failed CitiDirect validation ( <i>Invalid</i> ), is returned for repair during the Authorization process ( <i>Repair Required</i> ), or is rejected by the SDR system ( <i>Rejected</i> ). <b>Note:</b> This option is not available on the Authorization Required tab and its associated Service Request detail form.
Print	Print a summary list of selected records.
Enter/View Comments	Enter new comments or view existing comments for the selected service request transaction.

## Service Request Detail Form

The Service Request detail form displays all the details of the selected service request transaction, along with any corresponding actions that you may need to perform. Use the Service Request detail form to enter and submit the details of new service request transactions and to manage and act on selected service request transactions.

- When you click the **New button** on the Input/Modify tab to create a new service request transaction, only the fields on the top portion of the form are visible. Once you select a Service Request Type, the form expands to display the fields where you can enter the details of the transaction.
- The selected Service Request Type determines the content and behavior of the Service Request detail form.



- The Service Request detail form can only be accessed from a summary form tab; however, once in detail-form mode, you can move between multiple service requests by clicking the **Next button**.

Below is an example of the detail form that is displayed when you create new Add Issuance service requests.

**Service Request** ONLINE BANKING HELP

**Service Request Type**

\* Account Number: 2016110016  
 \* Service Request Type: Add Issuance  
 Account Currency/Name: CAD CITIDIRECT DEMO2  
 Single Range: Single

A red asterisk (\*) identifies required fields.

Library Lookup Buttons (next to Account Number and Service Request Type)  
 Drop-Down Arrow (next to Single Range)

**Add Issuance**

Check Serial Number	Amount	Rule-Off Date	Issue Date	Additional Data
6523597	1,342.65	01/31/2009	01/09/2009	
123455	123.54	01/31/2009	01/09/2009	Additional Data
987654	325.21	01/31/2009	01/05/2009	More Data about check

Individual service request transactions for this account.

<< Row 0 of 3 >> | (1)(2) sorted columns

Action buttons specific to the selected transaction: New, Edit, Delete, Check Inquiry

Action buttons specific to all transactions listed: Submit All, Return to Summary, Other Options

\* Required Field

**Notes:**

- Your access profile determines whether or not the Check Inquiry button is available to you.
- CitiDirect permits the submission of service request transactions on business days only.

**Library Lookup Button**



A library lookup button appears to the left of fields that offer data selection from a CitiDirect library. Click the library lookup button to access a listing of library records and select information for input. Your assigned access profile determines the library records that are listed. For more information, refer to the *CitiDirect Basics: General Navigation* guide, available in the Learning Center at [www.citidirect.com](http://www.citidirect.com).

## Drop-Down Arrow



Some fields provide a drop-down arrow to allow you to select information from a list of available items. Your access profile determines the items listed on each drop-down menu.

## Action Buttons

Action buttons that appear on the Service Request detail form vary based on the service request type and the actions to be performed. Action buttons, available when you access the Service Request detail form from the Input/Modify tab, are described below.

### New Button



Click the **New button** to enter the details of new service request transactions for the account number displayed at the top of the form. You can enter multiple transactions for the same account number of one service request detail form.

### Edit Button



Click the **Edit button** to edit the details of the selected service request transaction.

### Delete Button



Click the **Delete button** to delete the selected service request transaction.

### Check Inquiry Button



Your access profile determines whether or not this feature is available to you. Before you submit a service request transaction to Citibank for processing, click the **Check Inquiry button** to search the SDR system to determine whether or not a check serial number is outstanding. Refer to the "Use the Check Inquiry Feature" section of this guide for step-by-step procedures.

When creating Cancel Issuance and Stop/Replace Issuance service requests, you must click the Check Inquiry button to select the check serial numbers associated with the service request.

## Submit All Button

A blue rectangular button with the text "Submit All" in white.

The **Submit All button** appears on the Service Request detail form when you are creating new or modifying existing transactions for one or more specific check serial numbers. When you click the **Submit All button**, all of the individual service request transactions listed on the detail form are submitted for validation and processing

- When an Issuance service request (Add, Void, Stop or Stop/Replace) transaction for one or more specific check serial numbers is submitted, the transaction record is assigned a Pending Validation status and it is moved to the View tab, while CitiDirect validates the transaction in the SDR system.
- If the validation is successful and your organization requires that service request transactions be authorized, the status of the transaction is changed to *Authorization Required* and it is listed on the Authorization Required tab. If authorization is not required, the valid service request transaction is submitted to Citibank for processing, its status is changed to *Released* and it is listed on the View tab.
- If the validation fails, the status of the service request transaction is changed to *Invalid* and it remains on the Input/Modify tab, where it can be modified and resubmitted.

## Submit Button

A blue rectangular button with the text "Submit" in white.

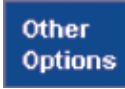
The **Submit button** appears on the Service Request detail form when you are creating new or modifying existing service request transactions for a range of check serial numbers. When you click the **Submit button**, a transaction record is created. CitiDirect does not check the SDR system for duplicate or outstanding issuance.

- All service request transactions for a range of check serial numbers move to the Authorization Required tab, without going into a *Pending Validation* state.
- Service request transactions for a range of check serial numbers can be successfully released from CitiDirect, but individual transactions included in the service request can still be rejected at the SDR system, once validation is performed after the range transaction is broken down into individual transactions.

## Return to Summary Button

A blue rectangular button with the text "Return to Summary" in white.

When you click the **Return to Summary button**, you return to the active tab within the Same Day Reconcilements Services summary form.



## Other Options Button

When you click the **Other Options button**, you are presented with a menu containing the options listed in the table below. Options are disabled if they do not apply to your current task.

Menu Option	Select to
Print	Print the details of the selected record.
View Error Messages	View any errors associated with a transaction that failed CitiDirect validation ( <i>Invalid</i> ), is returned for repair during the Authorization process ( <i>Repair Required</i> ) or is rejected by the SDR system ( <i>Rejected</i> ).  <b>Note:</b> This option is not available on the Authorization Required tab and its associated Service Request detail form.
Enter/View Comments	Enter new comments or view existing comments for the selected service request transaction.

## Submit Add Issuance Service Requests

An issuance is a notification that you send to Citibank for a forthcoming check. In order to prevent payment of unauthorized checks, checks that are presented to Citibank for payment are matched to the issuance in a reconciliation process.

Add Issuance, a service request type available through Same Day Reconciliation (SDR) Services in CitiDirect, allows you to submit an Add Issuance service request transaction for one or more checks, by check serial number. You can submit Add Issuance requests for multiple check serial numbers in a single session, without having to exit to the Input/Modify tab each time you want to submit another Add Issuance service request for the same account number.

Your access profile determines whether or not you can submit Add Issuance service requests and the account numbers you can access.

Submit Add Issuance service requests by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.

Same Day Reconciliation Services ONLINE BANKING HELP

Input/Modify   Authorization Req'd   Repair Req'd   View

Account Number	Check Serial Number	Amount	(f) Service Request Type	Status
2016110916	123456	12,345.00	Add Issuance	Input
2016110916	654321	99,745.00	Add Issuance	Input
2016110916	654321	223,69...	Add Issuance	Input
2016110916	123456		Void Issuance	Invalid
2016110916	123456-123459		Void Issuance	Invalid

Plan Number  
FSI

Submit   New   Delete   View Check Image   Go To Details   Other Options

2. Click the **New button**. The Service Request detail form appears.

Service Request ONLINE BANKING HELP

Service Request Type

\* Account Number  Account Currency/Name

\* Service Request Type  Single Range

\* Required Field

Submit   Return to Summary   Other Options

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in My Preferences, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

4. The Account Currency/Name fields are automatically populated based on the selected account number.

5. In the Service Request Type field, click the library lookup button and select **Add Issuance**. The Single/Range field is automatically populated with *Single* and the detail form expands to provide fields where you can enter the details of this transaction.

Service Request ONLINE BANKING HELP

**Service Request Type**

Account Number: 2016110016

Account Currency Name: CAD CITIDIRECT DDM2

Service Request Type: Add Issuance

Single/Range: Single

The Single/Range field is available for Void Issuance, Stop Payment, and Cancel Issuance service request types only.

**Add Issuance**

Check Serial Number	Amount	Rule Off Date	Issue Date	Additional Data
---------------------	--------	---------------	------------	-----------------

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

New Edit Delete Check Inquiry

\* Required Field

Submit All Return to Summary Other Options

### Notes:

- If you want to verify whether a check serial number is outstanding before submitting this service request transaction, click the **Check Inquiry button**. A Search Definition Dialog box appears to allow you to find a specific check serial number and review related details.
- Your access profile determines whether or not this feature is available to you.
- For more information, refer to the "Use the Check Inquiry Feature" section of this guide.

6. Click the **New button**. A Details Dialog box appears.

The screenshot shows a 'Details Dialog' window with the title 'Add Issuance'. It contains several input fields and buttons. The fields are: 'Issue Date' (a date spinner showing 01/12/2009), 'Amount' (a text box showing 12,345.00), 'Check Serial Number' (a text box showing 123456), 'Rule-Off Date' (a date spinner showing 01/31/2009), and 'Additional Data' (a text box showing Additional Data). There are four buttons at the bottom: 'Save', 'Clear', 'Print', and 'Close'. A legend at the bottom left indicates that an asterisk (\*) denotes a 'Required Field'.

7. The Issue Date field defaults to the current date. Use the date spinner or calendar to specify another date. The Issue Date can be the current date or a past date only, and it must be a valid business date based on the branch code of the account.
8. In the Amount field, enter the amount of the check. CitiDirect clients can specify a Maximum Transaction Amount. If a service request is subject to a maximum transaction amount, you cannot enter an amount that is greater than the specified maximum. Also, in Canada, you cannot issue a check for an amount greater than \$25,000,000.
9. In the Check Serial Number field, enter the serial number of the check.
10. In the Additional Data field, enter any additional data to be saved with this Add Issuance service request transaction.
11. The Rule-Off Date field, which is used to specify the Rule-Off Date for this issuance, automatically displays the earliest Rule-Off Date. If more than one open Rule-Off Date is available, click the library lookup button and select the Rule-Off Date of your choice. The most recent open Rule-Off Dates available to you are listed. If only one date is available, it automatically appears in the field when you click the library lookup button.

**Notes:**

- The following fields are displayed for SIMMS accounts in the United States only and do not apply to accounts in Canada:

**Plan Number.** Enter the Plan Number to which this Add Issuance service request transaction applies. The Plan Number is required for SIMMS accounts only.

**FSI.** Enter the Customer Funding Source Identifier, which is optional for SIMMS accounts.

12. Click the **Save button**. If all required fields are populated, the data entered in the Details Dialog box appears in the summary list on the Add Issuance Service Request detail form, and the fields on the Details Dialog box are cleared to allow you to enter additional Add Issuance service request transactions for the same account number.
13. Repeat steps 7 through 12 to create additional Add Issuance service request transactions for the same account number.
14. Once all transactions are entered, click the **Close button** to close the Details Dialog box.

**Service Request** ONLINE BANKING HELP

**Service Request Type**

Account Number: 2016110016      Account Currency Name: CAD CITIDIRECT DEMO2

Service Request Type: Add Issuance      Single Range: Single

**Add Issuance**

Check Serial Number	Amount	Rule Off Date	Issue Date	Additional Data
123456	12,345.00	01/31/2009	01/12/2009	Additional Data
654321	98,745.00	01/31/2009	01/12/2009	More Data
654321	523,69...	01/31/2009	01/12/2009	Additional Information

<< Row 3 of 3 >>      (1)(2) sorted columns      New   Edit   Delete   Check Inquiry

Required Field      Submit All   Return to Summary   Other Options

15. Review the Add Issuance service request detail form for accuracy and proceed with one of the following steps:
  - Select one or more transactions and click the **Edit button** to make changes. The details of the first selected transaction appear in the Details Dialog box. Make any necessary modifications and click the **Save button**. If you selected more than one transaction, the details of the next transaction appear in the Details Dialog box. When you have finished editing all selected transactions, click the **Close button** to close the dialog box.
  - Select one or more transactions and click the **Delete button** to delete them. A warning message appears. Click the **Yes button** to confirm the deletion of the transactions.



- Click the **Submit All button** to submit all Add Issuance service request transactions listed on the Service Request detail form for processing and validation. The status of the submitted transactions is changed to *Pending Validation* and they are listed on the View tab, while CitiDirect searches all transactions in the SDR system, except those with a *Deleted* or *Processed* status, for duplicate or outstanding issuances.

If the validation is successful, the status of the transactions is changed to *Authorization Required* and they are placed on the Authorization Required tab where an entitled CitiDirect user can authorize them. If your organization does not require that Add Issuance service requests be authorized, the transactions are listed on the View tab and released to Citibank for processing.

If validation fails, the status of the transaction is changed to *Invalid* and it remains on the Input/Modify tab where you can select it, edit the information and resubmit it. Click the **Other Options button** and then click the **View Error Messages command** to see why validation failed.

**Note:** If CitiDirect finds a duplicate issuance and your organization does NOT allow duplicate issuances, the Add Issuance service request is rejected, and the following message is displayed: "A Service Request transaction with the check serial number already exists."

If your organization allows duplicate issuances, the Add Issuance transaction moves to the Authorization Required tab, without first going into the *Pending Validation* status.

## Submit Void Issuance Service Requests

A Void is a check that is destroyed before it is ever sent into circulation. Void Issuance, a Same Day Reconciliation (SDR) service request type available in CitiDirect, allows you to void checks that have not been issued. Void Issuance service request transactions are entered into CitiDirect to provide a full accounting of check serial numbers. When a Void Issuance service request is initiated, CitiDirect creates an SDR Services transaction record and transmits the required information to the SDR system.

Your access profile determines whether or not you can submit Void Issuance service requests and the account numbers you can access. You can submit a Void Issuance service request for one or more specific check serial numbers (Single) or for a range of up to 25 check serial numbers (Range).

### Void Issuance for Specific Check Serial Numbers (Single)

You can submit Void Issuance service request transactions for multiple check serial numbers for the same account number in a single session, without having to exit to the Input/Modify tab each time you want to enter another Void Issuance request.

Submit Void Issuance service request transactions for one or more check serial numbers by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.

The screenshot shows the 'Same Day Reconciliation Services' summary form. At the top, there are tabs for 'Input/Modify', 'Authorization Req'd', 'Repair Req'd', and 'View'. The main area contains a table with the following data:

Account Number	Check Serial Number	Amount	(1) Service Request Type	Status
2016110016	122455	11,245.00	Add Issuance	Inproc
2016110016	654097	29,745.00	Add Issuance	Inproc
2016110016	654021	529,629.00	Add Issuance	Inproc

Below the table, there is a status bar showing '<< Row 1 of 3 >>' and '(1)(2) sorted columns'. At the bottom of the form, there are several buttons: Submit, New, Delete, View Check Image, Go To Details, and Other options.

2. Click the **New button**. The Service Request detail form appears.

Service Request ONLINE BANKING HELP

**Service Request Type**

**Account Number** **Account Currency/Name**

▼

**Service Request Type** **Single Range**

▼

\* Required Field

[Submit](#) [Return to Summary](#) [Other Options](#)

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in My Preferences, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

4. The Account Currency/Name fields are automatically populated based on the selected account number.
5. In the Service Request Type field, click the library lookup button and select **Void Issuance**.

6. The Single/Range field is prepopulated with *Single*, and the detail form expands.

Service Request ONLINE BANKING HELP

**Service Request Type**

Account Number	Account Currency/Name
▼ 0016110016	CAD CITIDIRECT DEMO
Service Request Type	Single/Range
▼ Stop Payment	Range

**Stop Payment - Range**

Check Serial Number From / To

\* Required Field Submit Return to Summary Other Options

### Notes:

- If you want to verify whether a check serial number is outstanding before submitting this service request transaction, click the Check Inquiry button. A Search Definition Dialog box appears to allow you to find a specific check serial number and review related details.
- Your access profile determines whether or not this feature is available to you.
- For more information, refer to the Use the “Check Inquiry Feature” section of this guide.

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

Details Dialog

**Void Issuance**

Void Date

01/12/2009

Check Serial Number

Rule-Off Date

01/31/2009

\* Required Field Save Clear Print Close

8. The Void Date field is prepopulated with the current date, and it cannot be changed. If the date shown is not a business date, the service request transaction will fail.
9. In the Check Serial Number field, enter the serial number of the check that is to be voided.
10. The Rule-Off Date is prepopulated with the most recent Rule-Off Date, and it cannot be changed. This is the closing date for the current open period.

**Notes:**

- The following fields are displayed for SIMMS accounts in the United States only and do not apply to accounts in Canada:
  - **Plan Number.** Enter the Plan Number to which this Void Issuance service request transaction applies. The Plan Number is required for SIMMS accounts only.
  - **FSI.** Enter the Customer Funding Source Identifier, which is optional for SIMMS accounts.
11. Click the **Save button**. If all required fields are populated, the data entered in the Details Dialog box appears in the summary list box on the Void Issuance Service Request detail form, and the fields on the Details Dialog box are cleared to allow you to enter additional Void Issuance service request transactions for the same account number.
  12. Once all information is entered, click the **Close button** to close the Details Dialog box.

**Service Request** ONLINE BANKING HELP

---

**Service Request Type**

Account Number: 2016110016      Account Currency/Name: CAD CITIDIRECT DEMO

Service Request Type: Void Issuance      Single-Range: Single

---

**Void Issuance**

Void Date	Check Serial Number	Rule-Off Date
01/12/2009	123456	01/31/2009
01/12/2009	987654	01/31/2009
01/12/2009	652369	01/31/2009

<< Row 0 of 3 >>      (1)(2) sorted columns

New   Edit   Delete   Check Inquiry

---

\* Required Field      Submit All   Return to Summary   Other Options

13. Review the list of Void Issuance transactions for accuracy and proceed with one of the following steps.

- Select one or more transactions and click the **Edit button** to make changes. The details of the first selected transaction appear in the Details Dialog box. Make any necessary modifications, and click the **Save button**. If you selected more than one transaction, the details of the next transaction appear in the Details Dialog box. When you have finished editing all selected transactions, click the **Close button** to close the dialog box.
- Select one or more transactions and click the **Delete button** to delete them. A Warning message appears. Click the **Yes button** to confirm the deletion of the transactions.
- Click the **Submit All button** to submit all transactions listed on the Service Request detail form for processing and validation. The status of the submitted transactions is changed to *Pending Validation* and they are listed on the View tab, while CitiDirect searches all transactions in the SDR system, except those with a *Deleted* or *Processed* status, for duplicate or outstanding issuances.

If the validation is successful, the status of the transactions is changed to *Authorization Required* and they are placed on the Authorization Required tab where an entitled CitiDirect user can authorize them. If your organization does not require that Void Issuance service request transactions be authorized, their status is updated to *Released* and they are listed on the View tab.

If validation fails, the status of the failed transaction is changed to *Invalid* and it remains on the Input/Modify tab where it can be selected, edited and resubmitted. Click the **Other Options button**, and then click the **View Error Messages command** to see why validation failed.

**Note:** If CitiDirect finds a duplicate issuance and your organization does NOT allow duplicate issuances, the Void Issuance service request is rejected and the following message is displayed: "A Service Request transaction with this check serial number already exists."

If your organization allows duplicate issuances, the Void Issuance record moves to the Authorization Required tab, without first going into the Pending Validation status.

## Void Issuance for a Range of Check Serial Numbers

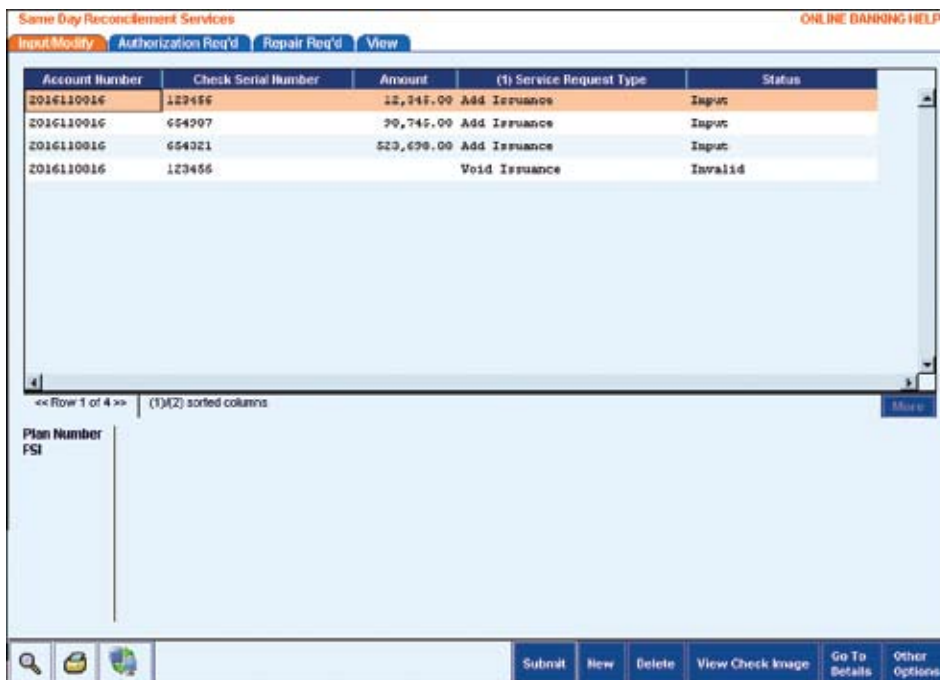
A Void Issuance service request transaction for a range of check serial numbers can be successfully released from CitiDirect, but individual transactions included in that service request can still be rejected at the SDR system, once validation is performed after the range transaction is broken down into individual transactions.

Submit a Void Issuance service request for a range of check numbers by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.



2. Click the **New** button. The Service Request detail form appears.

Service Request ONLINE BANKING HELP

**Service Request Type**

Account Number Account Currency/Name

Service Request Type Single Range

\* Required Field Submit Return to Summary Other Options

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in My Preferences, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

4. The Account Currency/Name fields are automatically populated based on the selected account number.

5. In the Service Request Type field, click the library lookup button and select **Void Issuance**.



- In the Single/Range field, click the drop-down arrow and select *Range*. The detail form expands.

The screenshot shows a web form titled "Service Request" with a header "ONLINE BANKING HELP". The form is divided into sections. The "Service Request Type" section contains fields for "Account Number" (2016110016), "Account Currency/Name" (CAD CITIDIRECT DEMO), "Service Request Type" (Void Issuance), and "Single/Range" (Range). Below this, the "Void Issuance - Range" section is expanded, showing fields for "Void Date" (01/12/2009), "Check Serial Number From / To" (two empty input boxes), and "Rule-Off Date" (01/31/2009). At the bottom right, there are buttons for "Submit", "Return to Summary", and "Other Options". A legend at the bottom left indicates that an asterisk (\*) denotes a "Required Field".

- The Void Date field is prepopulated with the current date, and it cannot be changed. If the date shown is a nonbusiness date, the service request transaction is rejected.
- In the Check Serial Number From/To fields, enter the first and last number of the range of check numbers. The maximum allowable range is 25 check serial numbers.
- The Rule-Off Date field is prepopulated with the most recent Rule-Off Date, and it cannot be changed. This is the closing date for the current open period.

**Note:**

- The following fields are displayed for SIMMS accounts in the United States only and do not apply to accounts in Canada:

**Plan Number.** Enter the Plan Number to which this Void Issuance service request transaction applies. The Plan Number is required for SIMMS accounts only.

**FSI.** Enter the Customer Funding Source Identifier, which is optional for SIMMS accounts.

- Click the **Submit button**.

**Notes:**

- Range service request transactions become individual transactions only at the time of release from CitiDirect; therefore, validation for outstanding checks is not performed at the time the service request transaction is submitted.
- All range transactions (Stops, Cancels or Voids) move to the Authorization Required tab (per your flow control requirements) upon submission, without going into the *Pending Validation* status first.
- If your organization does not require that service request transactions be authorized, the range transaction is released to Citibank for processing and each check serial number becomes an individual transaction.
- Range transactions appear as a single row on the Input/Modify and Authorization Required tabs; however, once a transaction that was submitted as a range is released from CitiDirect to the SDR system, the transaction appears as a series of transactions on the View tab, with the status of each of the transactions listed as *Released*.
- The original range transaction is marked as *Deleted* and is not visible on the View tab.
- A service request for a range of check serial numbers can be successfully released from CitiDirect, but individual transactions included in that service request can still be rejected at the SDR system, once validation is performed after the range transaction is broken down into individual transactions. Rejected transactions are returned as Invalid and assigned a corresponding error message.
- Any comments entered for a range are retained by the individual transactions once the range is broken down into separate transactions.

## Submit Cancel Issuance Service Requests

Cancel Issuance, a service request type available in CitiDirect, allows you to submit a request to cancel checks that have been issued in error. You can submit a Cancel Issuance service request for one or more specific check serial numbers (Single) or for a range of up to 25 check serial numbers (Range). When a Cancel Issuance service request is initiated, CitiDirect creates a transaction record and transmits the required information to the SDR system. Each service request transaction is placed against a check to invalidate it.

Your access profile determines whether or not you can submit Cancel Issuance service requests and the account numbers that you can access.

**Note:** You can also submit a Cancel Issuance service request for specific check serial numbers through the SDR Check Inquiry/Update, available in the Inquiries category on the navigation bar.

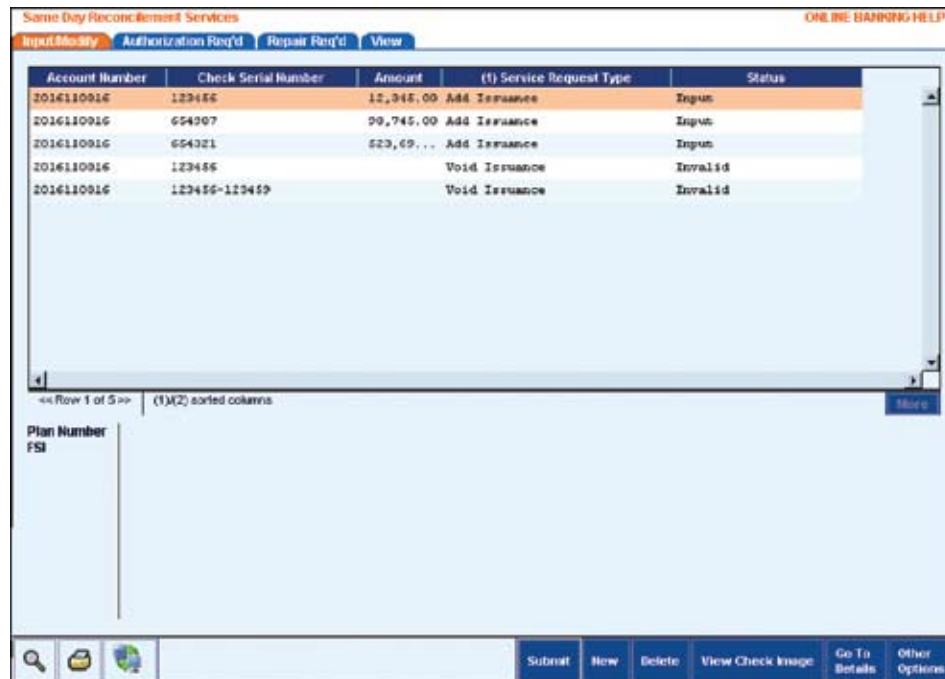
## Cancel Issuance for Specific Check Serial Numbers (Single)

Submit a Cancel Issuance service request for a specific check serial number by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.



2. Click the **New** button. The Service Request detail form appears.

Service Request ONLINE BANKING HELP

**Service Request Type**

\* Account Number Account Currency/Name

▼

\* Service Request Type Single/Range

▼

\* Required Field Submit Return to Summary Other Options

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in *My Preferences*, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

4. The Account Currency/Name fields are automatically populated based on the selected account number.
5. In the Service Request Type field, click the library lookup button and select **Cancel Issuance**.
6. The Single/Range field defaults to *Single* and the detail form expands.

Service Request ONLINE BANKING HELP

---

**Service Request Type**

Account Number: 2016110016      Account CurrencyName: CAD CITIDIRECT DEMO2

Service Request Type: Cancel Issuance      SingleRange: Single

---

**Cancel Issuance**

Check Serial Number	Role-off Date	Issue Date	Amount
(1)(2) sorted column			

<< Row 0 of 0 >>

Delete    Check Inquiry

---

\* Required Field

Submit All    Return to Summary    Other Options

- As Cancel Issuance is only performed if the check is outstanding, you must use the Check Inquiry feature. Click the **Check Inquiry button**. The Search Definition Dialog box appears.

Search Definition Dialog

---

**Search Criteria**

Check Serial Number      from      [ ] to [ ]

Issue/Void Date          from      [ / / ] to [ / / ]

Paid / Stop / Cancel Date      from      [ / / ] to [ / / ]

Match Paid Date          from      [ / / ] to [ / / ]

Amount                    from      [ ] to [ ]

Plan Number              equals      [ ]

FSI                        equals      [ ]

\*\* Sub-Account Number      equals      [ ]

Category                  equals      [ ]

List Debit Reference Number      equals      [ ]

Customer Lookup Key      equals      [ ]

Items paid over 90 days      equals      [ N ]

---

\*\* At least one required field

Run Search    Default Search Criteria Options    Clear    Cancel

- In the *Category* field, click the drop-down arrow and select **Outstanding**, enter any additional search criteria to find the checks you need and then click the **Run Search button**.

**Note:** Refer to the *Use the Check Inquiry Feature* section of this guide for a description of the available Check Inquiry search criteria.

All checks matching your search criteria appear on the Check Inquiry lookup list.

Check Serial Number	Amount	Category	Issue/Void Date	Paid / Stop / Cancel Date	Batch Track No.
000000030	0.99	Outstanding	12/15/2008		
000000031	1.85	Outstanding	11/17/2008		
000000032	1.50	Outstanding	12/15/2008		
000000033	1.63	Outstanding	12/15/2008		
000000034	2.38	Outstanding	12/15/2008		
000000035	0.27	Outstanding	11/17/2008		

Navigation: << Row 1 of 6 >> | (1)(2) sorted columns

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

- Select one or more checks and click the **OK button**. The selected items are listed on the Service Request detail form.

**Service Request** ONLINE BANKING HELP

**Service Request Type**

Account Number: 202020200  
 Account Currency Name: CAD CITYDIRECT DEBIT  
 Service Request Type: Cancel Issuance  
 Single Range: Single

**Cancel Issuance**

Check Serial Number	Rule-off Date	Issue Date	Amount
000000030	12/15/2008	12/30/2008	0.99

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

Buttons: Delete, Check Inquiry

\* Required Field

Buttons: Submit All, Return to Summary, Other Options

- Review the Cancel Issuance service request transactions listed for accuracy, and click the **Submit All button**. All Cancel Issuance service request transactions listed move to the next step in the process, per your flow control requirements.

**Notes:**

- If you did not specify Outstanding as your search criteria and you selected a check serial number with a status other than *Outstanding*, the following Warning message appears and the related check serial numbers are not listed on the Service Request detail form: "One or more items selected do not have Category as 'Outstanding'."
- Click the **OK button** to close the Warning message and ensure that all check serial numbers that are not categorized as Outstanding are removed from the list of transactions.

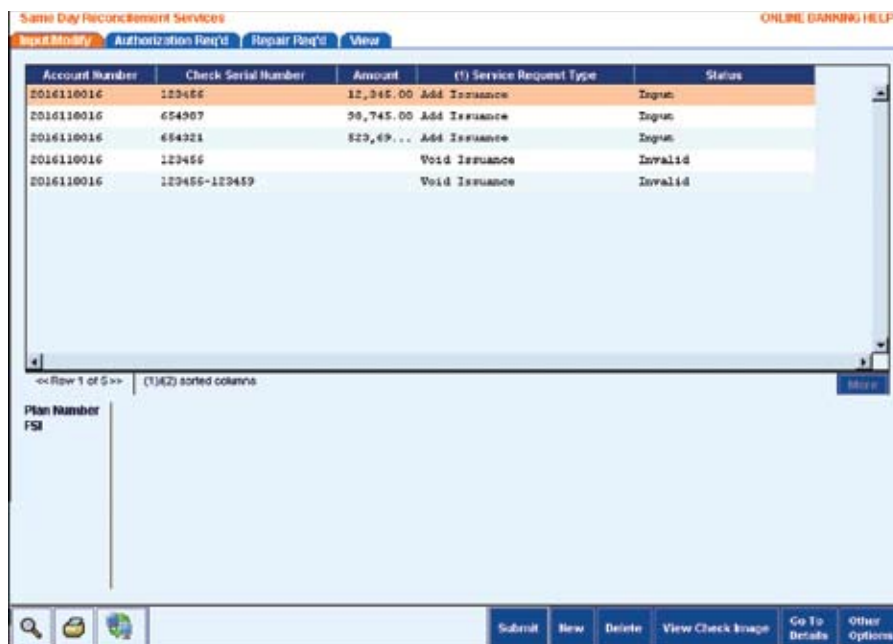
### Cancel Issuance for a Range of Check Serial Numbers

Submit a Cancel Issuance service request for a range of issuances by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.



2. Click the **New button**. The Service Request details form appears.

The screenshot shows a web form titled "Service Request" with a blue header bar containing "ONLINE BANKING HELP". Below the header, the form is titled "Service Request Type". It contains four main input fields:

- Account Number:** A text input field with a small downward arrow icon on the left, indicating a library lookup function.
- Account Currency/Name:** A text input field that is automatically populated based on the selected account number.
- Service Request Type:** A text input field with a small downward arrow icon on the left, indicating a library lookup function.
- Single/Range:** A dropdown menu with a downward arrow icon on the right.

At the bottom left of the form, there is a legend: "\* Required Field". At the bottom right, there are three buttons: "Submit", "Return to Summary", and "Other Options".

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in *My Preferences*, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

4. The Account Currency/Name fields are automatically populated based on the selected account number.
5. In the Service Request Type field, click the library lookup button and select **Cancel Issuance**.
6. In the Single/Range field, click the drop-down arrow and select *Range*. The detail form expands.





7. In the Check Serial Number From/To field, enter the beginning and ending check serial numbers. The maximum allowable range is 25 check serial numbers.
8. Click the **Submit button**.

#### Notes:

- Range service request transactions become individual transactions only at the time of release from CitiDirect; therefore, validation for outstanding checks is not performed at the time the service request transaction is submitted.
- All range transactions (Stops, Cancels or Voids) move to the Authorization Required tab (per your flow control requirements) upon submission, without going into the *Pending Validation* status first. If your organization does not require that service request transactions be authorized, the range transaction is released to Citibank for processing and each check serial number becomes an individual transaction.
- Range transactions appear as a single row on the Input/Modify and Authorization Required tabs; however, once a transaction that was submitted as a range is released from CitiDirect to the SDR system, the transaction appears as a series of transactions on the View tab, with the status of each of the transactions listed as Released. The original range transaction is marked as Deleted, and is not visible on the View tab.

#### Notes:

- A service request for a range of check serial numbers can be successfully released from CitiDirect, but individual transactions included in that service request can still be rejected at the SDR system once validation is performed after the range transaction is broken down into individual transactions. Rejected transactions are returned as *Invalid* and assigned a corresponding error message.
- Any comments entered for a range are retained by the individual transactions once the range is broken down into separate transactions.

# Submit Stop Payment Service Requests

Stops are transactions that are placed on outstanding issuances to prevent them from being cashed. Stop Payment, a service request type available through Same Day Reconciliation (SDR) Services in CitiDirect, allows you to request a Stop Payment for one or more check serial numbers (Single) or for a range of up to 25 check serial numbers (Range).

Your access profile determines whether or not you can submit Stop Payment service requests and the account numbers you can access.

When a Stop Payment service request is initiated, CitiDirect creates an SDR Services transaction record and transmits the required information to the SDR system. Each service request transaction is placed against the specified check to invalidate it.

## Notes:

- For each Stop Payment service request, CitiDirect validates to ensure that the check serial number is outstanding, as a Stop Payment service request is only processed if the category of the check it is placed against is outstanding.
- In certain circumstances, it may be necessary to place a Stop Payment against a check where no issuance information yet exists. Stops Without Issues are placed using the same Stop Payment Service Request detail form.
- You can also submit a Stop Payment service request for specific check serial numbers (Single) through the SDR Check Inquiry/Update, available in the Inquiries category on the navigation bar.

## Stop Payment for Specific Check Serial Numbers (Single)

Submit a Stop Payment service request for specific check serial numbers by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.

Same Day Reconciliation Services ONLINE BANKING HELP

Super Admin | Authorization Req'd | Repair Req'd | View

Account Number	Check Serial Number	Amount	(!) Service Request Type	Status
2016110016	123456	12,345.00	Add Insurance	Ingen
2016110016	654907	30,745.00	Add Insurance	Ingen
2016110016	654921	823,69...	Add Insurance	Ingen
2016110016	123456		Void Insurance	Invalid
2016110016	123456-123459		Void Insurance	Invalid

<< Row 1 of 5 >> (1)(62) sorted columns More

Plan Number  
FSI

Submit New Delete View Check Image Go To Details Other Options

2. Click the **New** button. The Service Request detail form appears.

Service Request ONLINE BANKING HELP

Service Request Type

\* Account Number  Account Currency Name

\* Service Request Type  Single Range

\* Required Field Submit Return to Summary Other Options

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in My Preferences, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

4. The Account Currency/Name fields are automatically populated based on the selected account number.
5. In the Service Request Type field, click the library lookup button and select **Stop Payment**.
6. The Single/Range field defaults to *Single*, and the detail form expands.

**Note:** If you selected an account that does not allow Stop Payments, the following message is displayed: "This function is not permitted for this account."

Service Request ONLINE BANKING HELP

Service Request Type

Account Number: 2016110016

Account CurrencyName: CAD CITEIRECT BENE

Service Request Type: Cancel Issuance

Single/Range: Single

Cancel Issuance

Check Serial Number	Rule-off Date	Issue Date	Amount
---------------------	---------------	------------	--------

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

Delete Check Inquiry

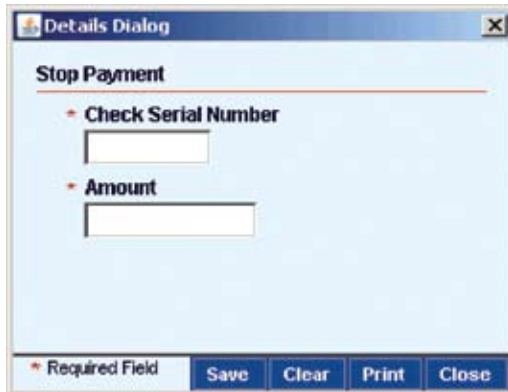
Required Field

Submit All Return to Summary Other Options

**Notes:**

- If you want to verify whether a check serial number is outstanding before submitting this service request transaction, click the Check Inquiry button. A Search Definition Dialog box appears to allow you to find a specific check serial number a review related details.
- Your access profile determines whether or not this feature is available to you.
- Refer to the *Use the Check Inquiry Feature* section of this guide for step-by-step procedures

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



The image shows a 'Details Dialog' window titled 'Stop Payment'. It contains two input fields: 'Check Serial Number' and 'Amount'. Both fields are marked as required with a red asterisk. At the bottom of the dialog, there are four buttons: 'Save', 'Clear', 'Print', and 'Close'. A legend at the bottom left indicates that the red asterisk denotes a 'Required Field'.

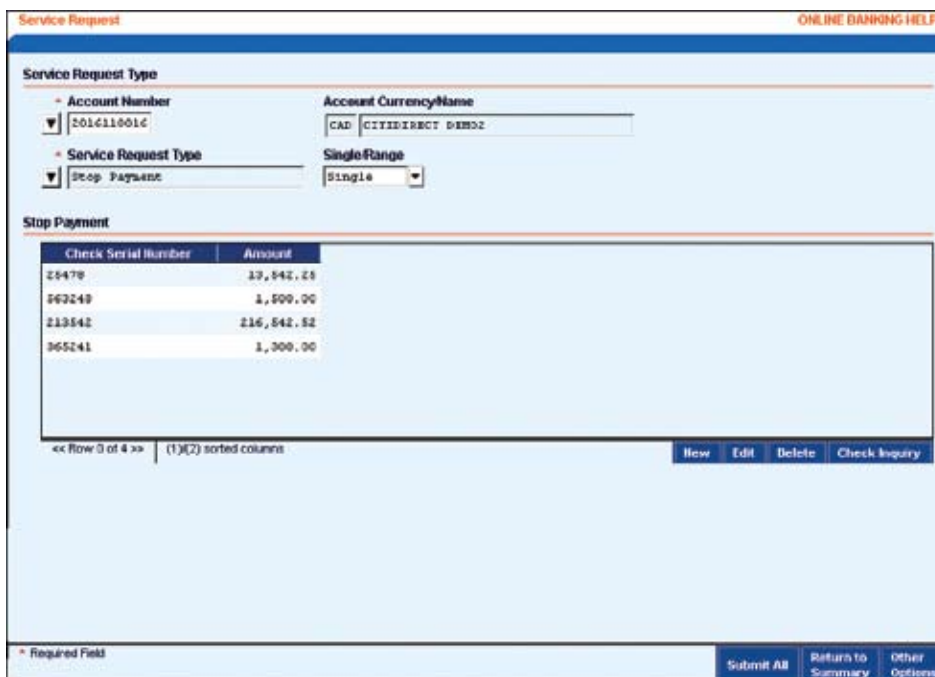
8. In the Check Serial Number field, enter the serial number of the check to be stopped.

9. In the Amount field, enter the amount of that check.

10. Click the **Save button**. If all required fields are populated, the data entered in the Details Dialog box appears in the Stop Payment list box on the Service Request detail form, and the fields on the Details Dialog box are cleared to allow you to enter additional check serial numbers for the same account number.

11. Repeat steps 8 through 10 to submit additional Stop Payment transactions for this account number.

12. Once all Stop Payment transactions are entered, click the **Close button** to close the Details Dialog box. All transactions are listed in the list box on the Service Request detail form.



The image shows a 'Service Request' form with a blue header and 'ONLINE BANKING HELP' in the top right. The form is divided into sections. The 'Service Request Type' section includes 'Account Number' (2016110016), 'Account Currency/Name' (CAD CITIDIRECT DEMO2), 'Service Request Type' (Stop Payment), and 'Single/Range' (Single). Below this is a 'Stop Payment' table with the following data:

Check Serial Number	Amount
20470	12,542.23
562249	1,500.00
213542	216,542.52
365241	1,300.00

At the bottom of the table, it says '<< Row 3 of 4 >>' and '(1)(2) sorted columns'. Below the table are buttons for 'New', 'Edit', 'Delete', and 'Check Inquiry'. At the very bottom of the form, there are buttons for 'Submit All', 'Return to Summary', and 'Other Options'. A legend at the bottom left indicates that the red asterisk denotes a 'Required Field'.

13. Review the list of Stop Payment service request transactions for accuracy and proceed with one of the following steps:

- Select one or more transactions and click the **Edit button**. The details of the first selected transaction appear in the Details Dialog box. Make any necessary modifications and click the **Save button**. If you selected more than one transaction, the details of the next transaction appear in the Details Dialog box. When you have finished editing all selected transactions, click the **Close button** to close the dialog box.
- Select one or more transactions and click the **Delete button** to delete them. A warning message appears. Click the **Yes button** to confirm the deletion of the selected transactions.
- Click the **Submit All button** to submit all Stop Payment service request transactions listed on the detail form for processing and validation. The status of the submitted transactions is changed to *Pending Validation* and they are listed on the View tab, while CitiDirect searches all transaction in the SDR system, except those with a *Deleted* or *Processed* status, to ensure that the items are still outstanding.

If the validation is successful, the status of the transaction is changed to *Authorization Required* and it is placed on the Authorization Required tab where an entitled CitiDirect user can authorize it. If your organization does not require that Stop Payment service request transactions be authorized, their status is updated to *Released* and they are listed on the View tab.

If any check serial numbers listed are not categorized as *Outstanding*, the transaction is *Invalid* and is not processed.

If validation fails, the status of the transaction is changed to *Invalid* and it remains on the Input/Modify tab where you can select it, edit the check information and resubmit it. Click the **Other Options button**, and then click the **View Error Messages command** to see why validation failed.

## Stop Payment for a Range of Check Serial Numbers

Submit a Stop Payment service request for a range of check serial numbers by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.

Same Day Reconciliation Services ONLINE BANKING HELP

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

Account Number	Check Serial Number	Amount	(1) Service Request Type	Status
2016110016	123456	12,345.00	Add Issuance	Ingun
2016110016	654907	90,745.00	Add Issuance	Ingun
2016110016	654021	500,69...	Add Issuance	Ingun
2016110016	123456		Void Issuance	Invalid
2016110016	123456-123459		Void Issuance	Invalid

<< Row 1 of 5 >> (1)(2) sorted columns Block

Plan Number  
PSI

Submit New Delete View Check Image Go To Details Other Options

2. Click the **New** button. The Service Request detail form appears.

Service Request ONLINE BANKING HELP

Service Request Type

Account Number  Account Currency Name

Service Request Type  Single/Range

\* Required Field

Submit Return to Summary Other Options

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in My Preferences, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

4. The Account Currency/Name fields are automatically populated based on the selected account number.
5. In the Service Request Type field, click the library lookup button and select **Stop Payment**. If you select an account that does not allow Stop Payments, the following message is displayed: *"This function is not permitted for this account."*
6. In the Single/Range field, click the drop-down arrow and select *Range*. The detail form expands.

The screenshot shows the 'Service Request' form. At the top, it says 'Service Request' and 'ONLINE BANKING HELP'. The 'Service Request Type' section contains the following fields:

- Account Number: 2016110016
- Account Currency/Name: CAD CITEEBRCT DEMO
- Service Request Type: Stop Payment
- Single/Range: Range

Below this is the 'Stop Payment - Range' section with the label 'Check Serial Number From / To' and two empty input boxes. At the bottom left, there is a 'Required Field' icon. At the bottom right, there are three buttons: 'Submit', 'Return to Summary', and 'Other Options'.

7. In the Check Serial Number From/To field, enter the beginning and ending check serial numbers. The maximum allowable range is limited to 25 check serial numbers.
8. Click the **Submit button**.



**Notes:**

- Range service request transactions become individual transactions only at the time of release from CitiDirect; therefore, validation for outstanding checks is not performed at the time the service request transaction is submitted.
- All range transactions (Stops, Cancels or Voids) move to the Authorization Required tab (per your flow control requirements) upon submission, without going into the *Pending Validation* status first. If your organization does not require that service request transactions be authorized, the range transaction is released to Citibank for processing and each check serial number becomes an individual transaction.
- Range transactions appear as a single row on the Input/Modify and Authorization Required tabs; however, once a transaction that was submitted as a range is released from CitiDirect to the SDR system, the transaction appears as a series of transactions on the View tab, with the status of each of the transactions listed as *Released*. Rejected transactions are returned as *Invalid* and assigned a corresponding error message. The original range transaction is marked as *Deleted* and is not visible on the View tab.
- A service request transaction for a range of check serial numbers can be successfully released from CitiDirect, but individual transactions included in the service request can still be rejected at the SDR system once validation is performed after the range transaction is broken down into individual transactions. Rejected transactions are returned as *Invalid* and assigned a corresponding error message.
- Any comments entered for a range are retained by the individual transactions once the range is broken down into separate transactions.

## Submit Stop/Replace Issuance Service Requests

Stop/Replace Issuance, a service request type available in CitiDirect, is maintained as a single transaction, which means that a Stop/Replace Issuance transaction is used to stop a check, just like a Stop Payment transaction, but a Stop/Replace Issuance transaction has the added flexibility of replacing the stopped check within the same transaction.

You can enter multiple Stop/Replace Issuance service request transactions for the same account number on one Service Request detail form. Your access profile determines whether or not you can submit Stop/Replace Issuance service requests and the account numbers you can access.

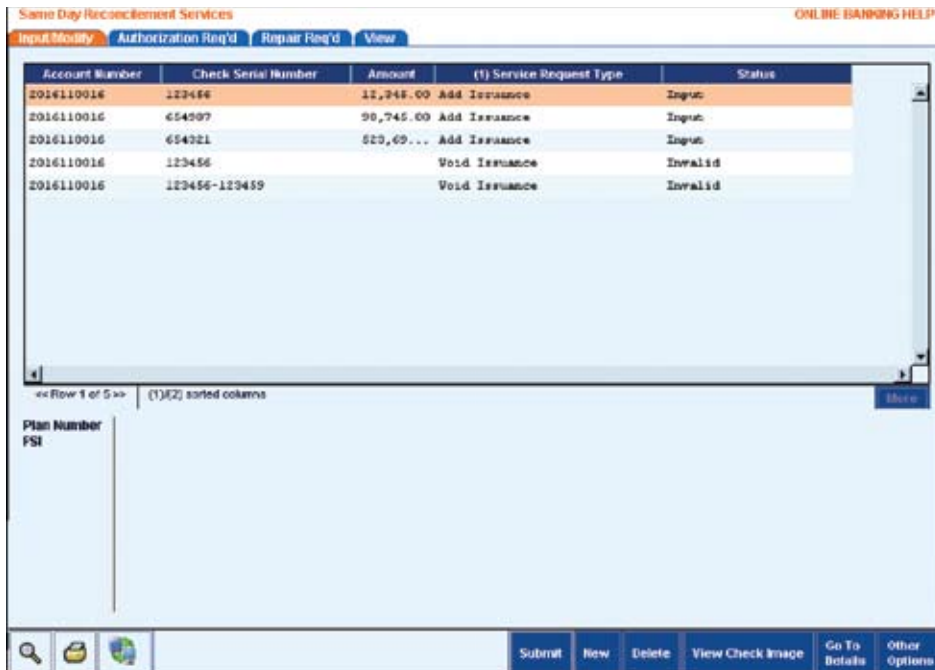
**Note:** You can also submit a Stop/Replace Issuance service request through the SDR Check Inquiry/Update, available in the Inquiries category on the navigation bar.

Submit a Stop/Replace Issuance service requests by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.



2. Click the **New button**. The Service Request detail form appears

Service Request ONLINE BANKING HELP

**Service Request Type**

\* Account Number  Account CurrencyName

\* Service Request Type  Single/Range

\* Required Field Submit Return to Summary Other Options

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in My Preferences, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

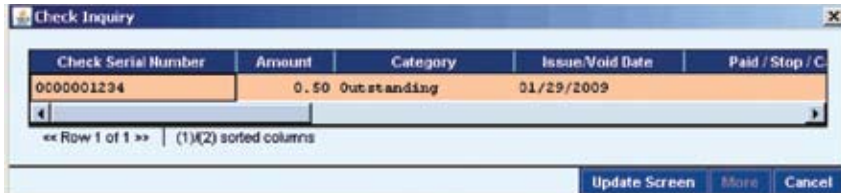
4. The Account Currency/Name fields are automatically populated based on the selected account number.
5. In the Service Request Type field, click the library lookup button and select **Stop/Replace Issuance**. If you select an account that does not allow Stop Payments, the following message is displayed:  
*"This function is not permitted for this account."*

- The Single/Range field is prepopulated with Single and it cannot be changed. The detail form expands.

- Click the **Check Inquiry** button to find the check serial numbers you want to Stop and Replace. The Search Definition Dialog box appears.

- In the Category field, click the drop-down arrow and select *Outstanding*, enter any additional search criteria to find the checks you need, and then click the Run Search button. Refer to the *Use the Check Inquiry Feature* section of this guide for a description of the available search criteria.

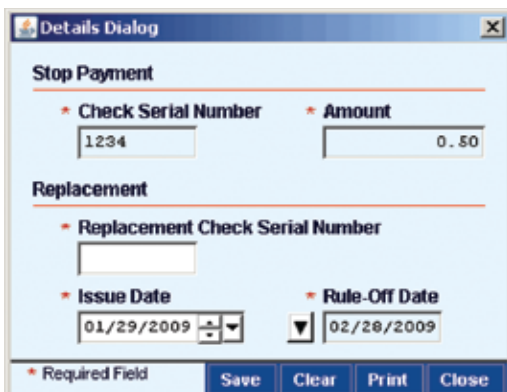
- All check serial number records that match your search criteria are listed in the Check Inquiry lookup.



- Select one or more check serial number records and click the **OK button**. The selected check serial number records appear in the Stop/Replace Issuance list box the Service Request detail form.



- Select the check serial numbers listed and click the **Edit button**. A Details Dialog box appears. The details of the first check serial number are displayed.



12. In the Replacement Serial Number field, enter the check serial number of the replacement check.
13. The Issue Date field defaults to the current date. Click the library lookup button and select another Issue Date, if necessary. The Issue Date pertains to the replacement check, and it can be a current or past date only. The Issue Date must be a valid business date based on the branch of the account.
14. The Rule-Off Date field, which is used to specify the Rule-Off Date for the replacement check, automatically displays the earliest open Rule-Off Date. If more than one open Rule-Off Date is available, click the library lookup button and select the Rule-Off Date of your choice. The most recent open Rule-Off Dates available to you are listed. If there is only one open Rule-Off Date, it appears in the field when you click the library lookup button.
15. Click the **Save button**. If all required fields are populated, the data entered in the Details Dialog box appears in the Stop/Replace Issuance list box on the Service Request detail form, and the information related to the next selected check serial number appears.
16. Repeat steps 13 through 16 until replacement information has been entered for all selected check serial numbers. When the Details Dialog box contains the details of the last selected check serial number, clicking the **Save button** closes the dialog box.

The screenshot shows a web form titled "Service Request" with a header "ONLINE BANKING HELP". The form is divided into sections. The "Service Request Type" section includes fields for "Account Number" (2020202020), "Account Currency/Name" (CAD CITIBANK DROME), "Service Request Type" (Stop/Replace Issuance), and "Single-Range" (Single). Below this is the "Stop/Replace Issuance" section, which contains a table with the following data:

Check Serial Number	Amount	Replacement Check Serial Number	Issue Date	Rule-Off Date
1234	0.50 3976		01/27/2009	01/28/2009

Below the table, it indicates "1 Row 1 of 1" and "(1)(2) sorted columns". There are buttons for "Edit", "Delete", and "Check Issuance". At the bottom of the form, there are buttons for "Submit All", "Return to Summary", and "Other options". A legend indicates that a red asterisk (\*) denotes a "Required Field".

17. Review the Stop/Replace Issuance transactions listed for accuracy, and proceed with one of the following steps:
  - Select one or more Stop/Replace Issuance transactions and click the **Edit button**. The details of the first selected transaction appear in the Details Dialog box. Make any necessary modifications, and click the **Save button**. If you selected more than one transaction, the details of the next transaction appear in the Details Dialog box. When you are finished editing all selected transactions, click the **Close button** to close the dialog box.

- Select one or more Stop/Replace Issuance transactions and click the **Delete button** to delete them. A warning message appears. Click the **Yes button** to confirm the deletion of the items.
- Click the **Submit All button** to submit all transactions listed on the detail form for processing and validation. The status of the submitted transactions is changed to *Pending Validation* and they are listed on the View tab, while CitiDirect searches all transactions in the SDR system, except those with a *Deleted* or *Processed* status, for duplicate or outstanding issuances.

If the validation is successful, the status of the transaction is changed to *Authorization Required* and it is placed on the Authorization Required tab where an entitled CitiDirect user can authorize it. If your organization does not require that Stop/Replace Issuance service requests be authorized, the transaction status is updated to Released and it is listed on the View tab.

If validation fails, the status of the transaction is changed to *Invalid* and it remains on the Input/Modify tab where you can select it, edit the check information and resubmit the service request. Click the **Other Options button** and then click the **View Error Messages command** to see why validation failed.

**Note:** If CitiDirect finds a duplicate issuance and your organization does NOT allow duplicate issuances, the Stop/Replace Issuance service request is rejected and the following message is displayed: "A Service Request transaction with this check serial number already exists." If your organization allows duplicate issuances, the Stop/Replace Issuance record moves to the Authorization Required tab, without first going into the Pending Validation status.

## Exception Items Processing

Exception Items Processing, a service request type available through Same Day Reconciliation (SDR) Services in CitiDirect, allows you to view all rejected check serial numbers for the specified account number. You can then select one or more rejected check serial numbers and post or remove them. If you decide to post an item, you can correct the Serial Number, Plan Number, Dollar Amount, Check Date and/or Rule-Off Date fields.

To assist you in your decision making process, history details that offer additional information are available for each item. If no action is taken on an exception item, it remains in the exception list until it is corrected. Your access profile determines whether or not you can submit Exception Items Processing service requests and the account numbers you can access.

Review exception items and post or remove selected items by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.

The screenshot shows the 'Same Day Reconciliation Services' summary form. At the top, there are tabs for 'Input/Modify', 'Authorization Req'd', 'Repair Req'd', and 'View'. The main area contains a table with the following data:

Account Number	Check Serial Number	Amount	(f) Service Request Type	Status
2016110016	122466	12,246.00	Add Insurance	Input
2016110016	65497	99,745.00	Add Insurance	Input
2016110016	654021	529,69...	Add Insurance	Input
2016110016	123456		Void Insurance	Invalid
2016110016	123456-123459		Void Insurance	Invalid

Below the table, it indicates '<< Row 1 of 5 >>' and '(1)(2) sorted columns'. At the bottom, there are icons for search, help, and refresh, along with buttons for 'Submit', 'New', 'Delete', 'View Check Image', 'Go To Details', and 'Other Options'.



2. Click the **New button**. The Service Request detail form appears.

Service Request

ONLINE BANKING HELP

Service Request Type

Account Number

Account Currency/Name

Service Request Type

Single/Range

Required Field

Submit Return to Summary Other Options

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in My Preferences, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

4. The Account Currency/Name fields are automatically populated based on the selected account number.
5. In the Service Request Type field, click the library lookup button and select **Exception Items Processing**.

- The Single/Range field is prepopulated with *Single* and it cannot be changed. The detail form expands.

The screenshot shows the 'Service Request' form with the following details:

- Service Request Type:**
  - Account Number: 2012012012
  - Account Currency Name: CAD CITIDIRECT DEMO1
  - Service Request Type: Exception Items Processing
  - Single/Range: Single
- Exception Items Processing Table:**

Check Serial Number	Amount	Check Date	Action	Rule Off Date	Transaction Type
Empty table with 6 columns and 1 row.					
- Buttons:** Get Items (circled in red), Post, Remove, History Details.
- Footer:** Submit All, Return to Summary, Other Options.

- Click the **Get Items button**. The Search Definition Dialog box appears.

The 'Search Definition Dialog' box contains the following search criteria:

- Check Serial Number: from [ ] to [ ]
- Amount: from [ ] to [ ]
- Check Date: from [ / / ] to [ / / ]
- Rule-Off Date: equals [ / / ]
- Transaction Type: equals [ ]
- Rejection Reason: equals [ ]
- Plan Number: equals [ ]
- FSI: equals [ ]
- Removed Items: equals [ No ]

**Callout Box:** To find one serial number, amount, or date enter that value in the **From** field and leave the **To** field blank.

Buttons: Run Search, Clear, Cancel

- Enter search criteria to find the exception items, and click the **Run Search button**. All items matching your search criteria appear in the Exception Items Processing lookup list.

Exception Items Processing

Check Serial Number	Amount	Check Date	Rule-Off Date	Plan Number	FBI	Rejection Reason	Tr
83838383	1,660.60	12/12/2007	12/12/2007	3131316	RA999	NONMATCH AM	Stops
38383838	16.08	12/13/2007	12/13/2007	3131314	RAC01	PREV PAID	Stops
83838383	1,732.40	12/14/2007		3232322	RA999	H/H STOP	Paid
90909090	800.00	12/14/2007		3232324	RAC01	H/H STOP	Paid
38383838	35.00	12/16/2007	12/16/2007	3333336	RAC01	PREV STOP	Stops
78787878	25.00	12/16/2007	12/16/2007	3333336	RAC01	PREV STOP	Stops
38383838	25.00	12/16/2007	12/16/2007	3333336	RAC01	PREV STOP	Stops
38383838	1,460.60	12/19/2007	12/19/2007	3131316	RA999	NONMATCH AM	Stops
83838383	1,314.88	12/20/2007		3232324	RA999	H/H STOP	Paid
38383838	55.00	12/20/2007	12/20/2007	3131314	RAC01	PREV STOP	Stops
38383838	25.00	12/21/2007		3333336	RAC01	H/H STOP	Paid
38003800	10.00	12/29/2007	12/29/2007	3131318	RAC02	PREV STOP	Stops
38383838	10.00	12/29/2007	12/29/2007	3131318	RAC02	PREV STOP	Stops
88888888	88.22	01/03/2008	01/03/2008	3131316	RA999	NONMATCH AM	Stops
90909090	1,660.60	01/03/2008	01/03/2008	3131316	RA999	NONMATCH AM	Stops
32323232	194.00	01/09/2008	01/09/2008	3131314	RAC01	STOP W/O ISSUE	Stops
84848484	443.43	01/10/2008		3232324	RA999	H/H STOP	Paid
07007070	12.00	01/09/2008	01/31/2008	3333331	RAC01	INV PLAN #	Issuances
87878787	10.91	01/14/2008		3131314	RAC01	H/H STOP	Paid

<< Row 1 of 160 >> | (1)(2) sorted columns

OK Search Update Screen Print Cancel

- Select the exception items and click the **OK button**. The selected items appear in the Exceptions Items list box on the Service Request detail form.

Service Request ONLINE BANKING HELP

---

**Service Request Type**

Account Number: 2016110000 Account Currency/Name: CAD CITIDIRECT DEM01

Service Request Type: Exception Items Processing Single/Range: Single

---

**Exception Items Processing**

Check Serial Number	Amount	Check Date	Action	Rule Off Date	Transaction Type
83838383	1,660.60	12/12/2007		12/12/2007	Stops

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

Get Items Post Remove History Details

---

\* Required Field

Submit All Return to Summary Other Options

10. Review the exception items listed and proceed with one of the following steps.

- Select an exception item and click the **History Details button** to review the details of the item before taking action. A Details Dialog box appears and the processing history details of the selected exception item are displayed.

The screenshot shows a 'Details Dialog' window with the following fields and values:

Account Number	1234567890	Account Name	ACCOUNT NAME
Currency Code	USD	Amount	127.50
Check Serial Number	2279014	FSI	
Plan Number	1400000	Sub-Account Number	000000000
Additional Data	ANY ADDITIONAL INFORMATION	Check Date	07/20/2004
Rejection Date	/ /	SRF Status	APRIL FR REPARE
Reject Reason	RUH STOP	Source Sequence Number	SEQUENCE NUM
Batch Track Number	TRACK NUMBER	Transaction Type	75
Source			

**Audit Trail History**

Date	Time	Operation	Status	Reject Reason
07/20/2004	10:18:49	PAID	PAID ENTERED	
07/20/2004	10:16:20	RUH POST	PAID REJECTED	RUH STOP

Review the history details and click the **Cancel button** to close the dialog box.

#### Notes:

- **Plan Number** is used in SIMMS accounts to route checks to subaccounts. Plan Numbers for non-SIMMS accounts are treated as additional data, with no reference to subaccounts. As the Plan Number is mandatory for SIMMS accounts only and is not applicable for Canada accounts, it does not appear when the account is based in Canada.
- The **FSI** field is used to enter the Customer Funding Source Identifier. This field is optional for SIMMS accounts and is not applicable for Canada accounts. It does not appear when the account is based in Canada.
- Select one or more items in the Exception Items Processing list box and click the **Post button** to post them. A Details Dialog box appears and the details of the first selected exception item are displayed. If a selected item has already been removed, a message is displayed.

**Details Dialog**

**Post Exception Item**

\* Check Serial Number: 123456

\* Check Date: 07/28/2004

\* Plan Number: 1400000

\* Amount: 117.52

\* Rule-Off Date: 07/31/2004

FSI:

Rejection Reason: R/H STOP

Transaction Type: Paid

\* Required Field

Save Next Clear Print Close

Correct the information displayed in any of the following fields: Serial Number, Plan Number, Dollar Amount, Check Date and/or Rule-Off Date. When corrected, click the **Save button**.

The details of the next selected item appear. Continue to correct information until all selected items are corrected and posted. The Action field on the Exception Item Processing list for the posted items is updated to *Post*.

- Click the **Remove button** to remove the selected exception items. The Action field on the Exception Items Processing list box for the selected items is updated to *Removed*. If any of the selected items have already been posted, a message is displayed.

**Warning**

This action can not be performed on one or more transactions as they are already marked as 'Post'.

Yes No

Click the **OK button** to close the Warning dialog box and deselect any exception items that have *Post* listed in the Action column.

Service Request ONLINE BANKING HELP

---

**Service Request Type**

Account Number: 2016110000      Account CurrencyName: CAD CITIDIRECT DEMO1

Service Request Type: Exception Items Processing      Single/Range: Single

---

**Exception Items Processing**

Check Serial Number	Amount	Check Date	Action	Rule-Off Date	Transaction Type
53535353	1,660.60	12/12/2007	Post	12/12/2007	Stops

« Row 0 of 0 » | (1)(2) sorted columns

Get Items   Post   Remove   History Details

---

Required Field Submit All   Return to Summary   Other Options

- Review the Exception Item Processing list box for accuracy and click the **Submit All button**. All exception items on which you have taken action (*post or remove*) are submitted and moved to the next step in your flow control process.

**Notes:**

- All other exception items remain until they are selected and posted or removed.
- If you attempt to post or remove items to which you have not been entitled, the following message is displayed: *"Entitlement check failed for one or more transactions."*

## Legitimate PWI Processing

Legitimate Paid Without Issuance (PWI) Processing, a service request type available through Same Day Reconciliation (SDR) Services in CitiDirect, allows you to view Legitimate PWIs and indicate whether items presented for payment against an account should be returned or paid. To assist you in making a pay/return decision, all available information for each PWI is provided.

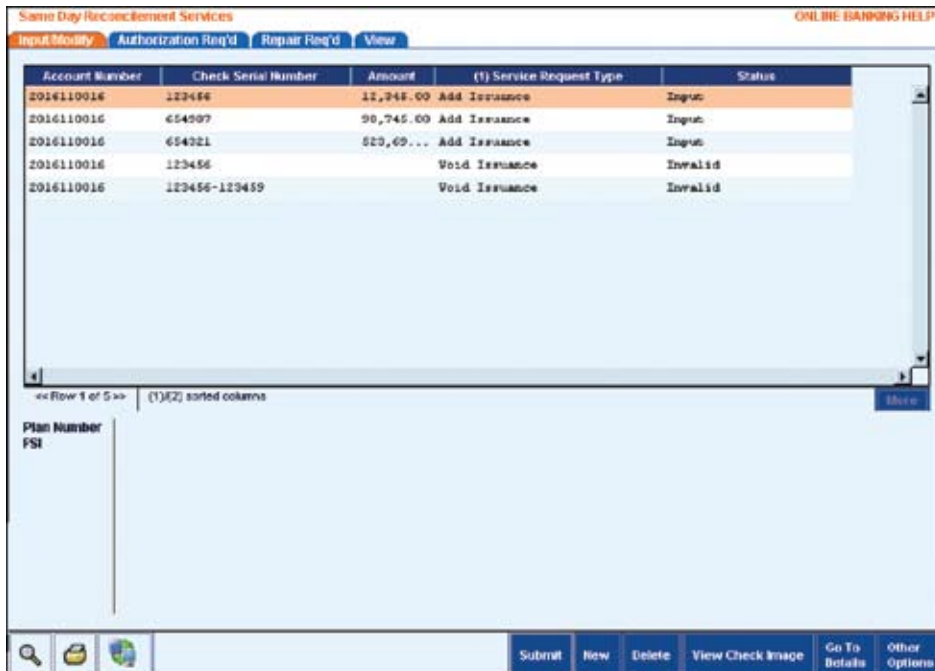
Your access profile determines whether or not you can submit Legitimate PWI Processing service requests and the account numbers you can access.

Pay or return selected Legitimate PWI Items by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.



2. Click the **New** button. The Service Request detail form appears.

3. In the Account Number field, click the library lookup button to select an account number.

**Note:** If you set a preferred account number in My Preferences, the account number will already be entered into the field. If you are entitled to more than one account number and want to specify a different one, clear the field and select another account number.

4. The Account Currency/Name fields are automatically populated based on the selected account number.
5. In the Service Request Type field, click the library lookup button and **Legitimate PWI Processing**.
6. The Single/Range field defaults to *Single* and it cannot be changed. The Service Request detail form expands.



Service Request ONLINE BANKING HELP

---

**Service Request Type**

\* Account Number: 2020202020      Account Currency/Name: CAD CITIDIRECT DEMO1

\* Service Request Type: Legitimate PWI Processing      Single/Range: Single

---

**Legitimate PWI Processing**

Check Serial Number	Amount	Paid Date	Issue Date	Batch Track Number	Action	Rule-Off Date
123456	12,345.00	07/08/2008	06/29/2008	987654321		

« Row 0 of 0 » | (1)(2) sorted columns

Pay   Return   Legitimate PWI Details   View Check Image

---

\* Required Field      Submit All   Return to Summary   Other Options

7. Select one or more PWI items and proceed with one of the following steps.

- Click the **Pay button** to indicate that the items should be paid. The Details Dialog box appears.

Details Dialog

---

**Pay Legitimate PWI Item**

\* Plan Number: 123456      FSI: 222

\* Issue Date: 06/29/2004

\* Rule-Off Date: 07/31/2004

\* Required Field      Save   Next   Clear   Print   Close

Enter the required information and click the **Save button**. The Action field in the Legitimate PWI Processing list box on the Service Request detail form for the selected item is updated to *Pay*, and the details of the next selected item appear.

Continue this process until you have indicated that all selected items are to be paid. When the Details Dialog box contains the last selected item, clicking the Save button closes the dialog box and returns you to the Service Request form.

- Click the **Return button** to indicate that the selected items should not be paid. The Action field in the Legitimate PWI Processing list box on the Service Request detail form for the selected items is updated to Return.
- Click the **Legitimate PWI Details button**. Only one PWI item can be selected at a time for this function. A Details Dialog box containing the details of the selected items appears.

**Details Dialog**

---

**Legitimate PWI Details**

<b>Account Number</b> 98765400	<b>Short Name</b> ACCOUNT SHORT NAME
<b>Check Serial Number</b> 12345601	<b>Amount</b> 200.00
<b>Source Sequence Number</b> 1234656789	<b>Check Date</b> 06/08/2004
<b>SDR Status</b> REL LEGIT PWI	<b>Batch Track Number</b> 4567989
<b>Plan Number</b> 	<b>FSI</b> 
<b>List Debit Number</b> 111111	<b>Resolution Code</b> I
<b>Blip Number</b> 2222222	<b>Cart Number</b> 3333333
<b>Resolution Description</b> LACK OF ISSUANCE	<b>Issue Date</b> 06/29/2004

**Audit Trail History**

Date	Time	Operator	Status	Reject Reason
11/17/2000	10:06:22	PAID	PAID ENTERED	
11/17/2000	10:14:01	BCH POST	PAID POSTED	
11/20/2000	08:22:52	123456	REL LEGIT PWI	

<< Row 0 of 3 >> | (1)(2) sorted columns

**Print** **Cancel**

Review the Legitimate PWI Details and click the **Print button** to print the information, if required. Click the **Cancel button** to close the dialog box.

- Click the **View Check Images button**. The *Citi Image* browser opens to a screen containing an index of the requested images. The index does not display the status on checks with any other branch codes. You can view the check image by clicking the check image requests that have been completed/satisfied. For more information, refer to the “View Check Images” and the “Submit a Check Inquiry/Update” sections of this guide.

**Notes:**

- View Check Image is not available for exception items.
- CitiDirect permits new check images on business days only.
- If you want to make additional image requests, you must return to CitiDirect, select additional check items, and then click the **View Check Image button** again.

8. All action taken against the selected Legitimate PWI items are listed in the Legitimate PWI Processing list box on the Service Request details form.

The screenshot shows a 'Service Request' form with the following details:

- Service Request Type:** Account Number: 2020202020, Account Currency/Name: CAD CITIDIRECT DEMO1, Service Request Type: Legitimate PWI Processing, Single/Range: Single.
- Legitimate PWI Processing Table:**

Check Serial Number	Amount	Paid Date	Issue Date	Batch Track Number	Action	Rule Off Date
122456	12,345.00	07/08/2008	06/29/2008	987654321	Pay	
- Navigation:** Buttons for Pay, Return, Legitimate PWI Details, and View Check Image are visible below the table.
- Footer:** Includes a 'Required Field' indicator and buttons for Submit All, Return to Summary, and Other Options.

9. Review the list of transactions for accuracy and click the **Submit All button**. The Service Request detail form remains active, and only those transactions on which you have taken a pay or return action are submitted for processing. All other items remain as Legitimate PWI items until action is taken.

Successful transactions move to the next step as defined by your flow control process, and unsuccessful transactions are listed on the Input/Modify tab with an Invalid status. Individual failed transactions also remain listed on the Service Request form, where they can be selected, modified and resubmitted.

**Notes:**

- If there are no Legitimate PWI Processing items, the following message appears: *“There is no Legitimate PWI item to be actioned.”*
- If CitiDirect receives a Legitimate PWI item after the cutoff time, the cutoff time of that item is set to the next business day (U.S. only).

The United States and Canada have different cutoff times for PWI processing.

- For Canada, Legitimate PWI items are made available by 11:00 AM (ET), and the cutoff time to action these items is 10:00 AM (ET), the next business day.
- For a U.S. Legitimate PWI queried by 9:00 AM, the cutoff time is 2:30 PM the same day.
- For a U.S. Legitimate PWI queried by 4:00 PM, the cutoff time is 2:30 PM of the next business day.

CitiDirect customers have the option of setting their reconciliation of Legitimate Paid Without Issuance in the Same Day Reconciliation system with an Autopay or Autoreturn option.

- If a Canada customer has chosen the Autopay functionality, the Legitimate PWI items remain available for view and decision by the customer; however, if the customer does not take any action against them by the cutoff time, they will be considered paid and reconciled and will be removed from the PWI screen.
- If a Canada customer has chosen the Autoreturn functionality, the Legitimate PWI items remain available for view and decision by the customer; however, if the customer does not take any action against them by the cutoff time, they will be returned

# Use the Check Inquiry Feature

Before you submit an Add Issuance, Void Issuance, Stop Payment or Stop/Replace Issuance service request, click the **Check Inquiry button** to view all details and verify whether a check number is outstanding.

## Notes:

- When you are submitting Cancel Issuances and Stop/Replace Issuance service requests, you must use this feature to select check serial number records. A **New button** does not appear on the detail form for these service request types.
- You can also use the Check Inquiry/Update, available in the Inquiry category on the CitiDirect navigation bar, to find check items.

1. Complete the top portion of the Service Request detail form.

The screenshot displays the 'Service Request' form. At the top, there are tabs for 'Service Request Type' and 'Add Issuance'. The 'Service Request Type' section includes fields for 'Account Number' (with a dropdown menu showing '2020202020'), 'Account Currency/Name' (with a dropdown menu showing 'CAD CITIDIRECT DEMO1'), 'Service Request Type' (with a dropdown menu showing 'Add Issuance'), and 'Single/Range' (with a dropdown menu showing 'Single'). Below this is the 'Add Issuance' section, which features a table with columns for 'Check Serial Number', 'Amount', 'Date-Off Date', 'Issue Date', and 'Additional Data'. The table is currently empty, with a status bar at the bottom indicating '<< Row 0 of 0 >>' and '(1/2) sorted columns'. At the bottom right of the table, there are buttons for 'New', 'Edit', 'Delete', and 'Check Inquiry', with the 'Check Inquiry' button highlighted by a red circle. At the bottom of the form, there is a legend for '\* Required Field' and a row of buttons: 'Submit All', 'Return to Summary', and 'Other Options'.

2. Click the **Check Inquiry** button. A Search Definition Dialog box appears.

3. Click the Category drop-down arrow and select **Outstanding** to ensure that check serial numbers are outstanding.
4. Enter search criteria to find the check serial numbers you need. For a description of the fields on the Search Definition Dialog box, see the *Check Inquiry - Search Criteria* section of this guide.
5. Click the **Run Search** button. The Check Inquiry lookup list appears. All check serial number records that match your search criteria are listed.

Check Serial Number	Amount	Category	Issue/Void Date	Paid / Stop / Cancel Date	Batch Track No
000000030	0.99	Outstanding	12/15/2008		
000000031	1.85	Outstanding	11/17/2008		
000000032	1.50	Outstanding	12/15/2008		
000000033	1.63	Outstanding	12/15/2008		
000000034	2.38	Outstanding	12/15/2008		
000000035	0.27	Outstanding	11/17/2008		

6. Review the list of check serial number records shown to ensure that the check items for which you are submitting service request transactions are outstanding.

**Notes:**

- When using the Check Inquiry feature from the Cancel Issuance and the Stop/Replace Issuance Service Request detail form, the Check Inquiry lookup list includes an **OK button** to allow you to select check serial number records from the list. The selected check items are then displayed in the list box on the Service Request detail form. For more information, refer to the “Submit Cancel Issuance Service Requests” and the “Submit Stop/Replace Issuance Service Requests” sections of this guide.

## Check Inquiry – Search Criteria

Field Label	Description
Check Serial Number	The serial number of the check. The number of check serial numbers in a range is limited to 25.
Issue/Void Date	The date the check was issued or the date the check was voided for Void Issuance service requests.
Paid/Stop/Cancel Date	The stop date for Stop Payments, cancel date for Cancel Issuance or paid date for paid items.
Match Paid Date	The date of reconciliation, when a paid item is matched with an issuance.
Amount	The amount of the check.
Plan Number	A reference that correlates omnibus accounts and subaccounts and is used in SIMMS accounts only. <i>This field does not apply for Canada accounts.</i>
FSI	Funding Source Identifier. This field is relevant for SIMMS accounts only. <i>This field does not apply for Canada accounts.</i>
Subaccount Number	The subaccount number of the omnibus account. <i>This field does not apply for Canada accounts.</i>
Category	The current classification of the item. Possible values are: <i>Aged Stopped, Aged Voided, Cancelled, Extended History, Force Reconciled, Outstanding, PWI, Reconciled, Returned PWI, Returned Recon, Reversed, Stopped, Stopped/Replaced and Voided.</i> Only one category can be selected
List Debit Reference Number	The reference number associated with the daily financial consolidated debit to DDA.
Customer Lookup Key	A customer-specific reference for checks.
Items Paid Over 90 Days	The CitiDirect-defined value is N. Click the drop-down arrow and select Y if you want to find items from the Extended History database.

# View Service Request Transaction Details

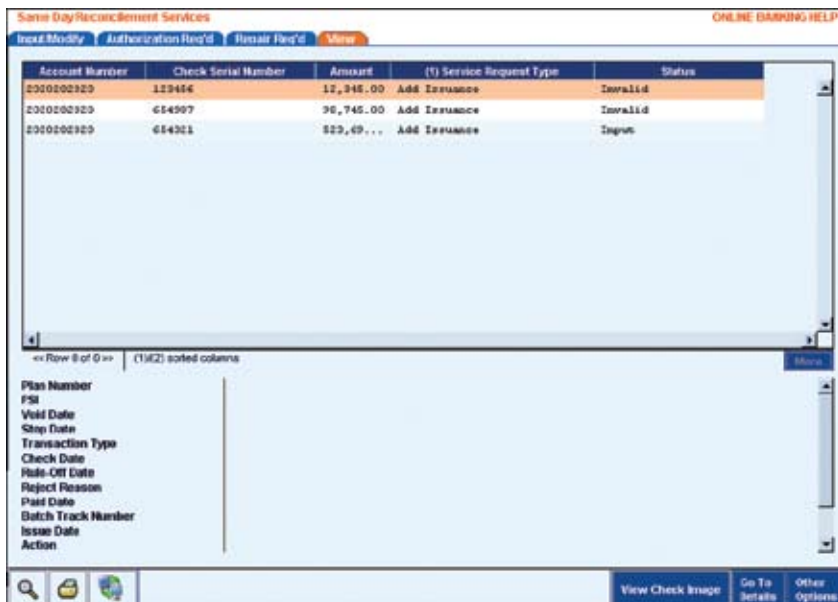
You can select service request transactions and view details from any tab within the Same Day Reconciliation (SDR) Services summary form. The View tab is shown in this example, as it allows you to view all SDR Services transactions that you are entitled to see, regardless of status. Only records for accounts to which you are entitled are displayed.

View the details of select service request transactions by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



2. Click the **View tab**.





- When first accessed, all transactions for the current date are listed, along with their current status. If necessary, click the **Other Options button** and use the search feature to find transactions with other dates. For information on using the Search feature, see the “Search/Sort the Records on a Summary Form” section of this guide.
- Select one or more service request transactions and then click the **Go to Details button**. The Service Request detail form appears and the details of the first selected transaction are displayed.

- Review the Service Request detail form.
- If you selected more than one service request transaction, click the **Next button** to view the details of the next selected service request.
- Click the **Return to Summary button** to return to the View tab at any time.

**Notes:**

- Range transactions appear as a single row on the Input/Modify and Authorization Required tabs; however, once a transaction that was submitted as a range is released from CitiDirect to the SDR system, the transaction appears as a series of transactions on the View tab, with the status of each of the transactions listed as *Released*.
- The original range transaction is marked as *Deleted* and is not visible on the View tab.

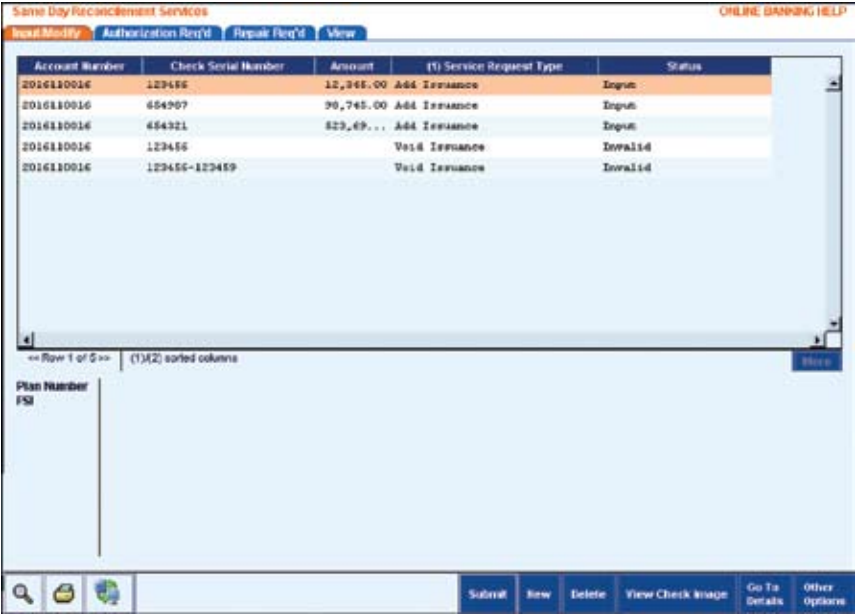
# Modify Service Request Transactions

Modify service requests by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.



2. Select one or more service request transactions to modify and click the **Go to Details button**. The Service Request detail form appears with the details of the first selected service request displayed.

**Note:**

- To find specific transactions, click the **Other Options button** and use the search feature. Refer to the "Search/Sort the Records on a Summary Form" section of this guide for more information.

3. Review the details and make any necessary modifications to the transaction. If the transaction has an Invalid status, click the **Other Options button** and then click the **View Error Messages command** to review the reason the transaction status was changed to *Invalid*.
4. Click the **Submit button** to submit the service request for processing and validation. The modified service request is treated as new and subject to all flow control requirements. If you selected more than one transaction to modify, the details of the next selected transaction appear.
5. Repeat this process until all selected transactions are modified.

## Delete Service Request Transactions

You can delete service request transactions with an Input or Invalid status.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form displays.

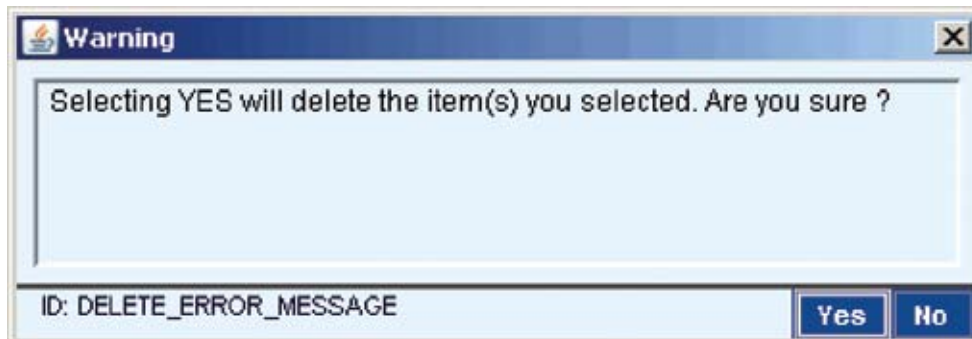
Account Number	Check Serial Number	Amount	(1) Service Request Type	Status
2016110016	123456	12,345.00	Add Insurance	Input
2016110016	654321	98,765.00	Add Insurance	Input
2016110016	456789	543,210.00	Add Insurance	Input
2016110016	123456		Void Insurance	Invalid
2016110016	123456-123459		Void Insurance	Invalid

Plan Number  
FSR

Submit New Delete View Check Image Go To Details Other Options

2. Select one or more service request transactions to delete and click the **Delete button**. If you want to review all details of the transaction, click the **Go to Details button**, and then delete each service request transaction from the Service Request detail form.

A warning message appears:



3. Click the **Yes button** to confirm the deletion.

# Authorize Service Request Transactions

CitiDirect supports up to nine levels of authorization for service request transactions. If multiple levels of authorization are required, service request transactions remain in the *Authorization Required* state until they pass all authorizations. During the authorization process, transactions can be authorized, sent to repair or deleted. If you submitted a service request transaction, you cannot authorize it. Service request transactions can be authorized from the Authorization Required tab or from the Service Request detail form.

## Authorize Service Request Transactions from the Authorization Required Tab

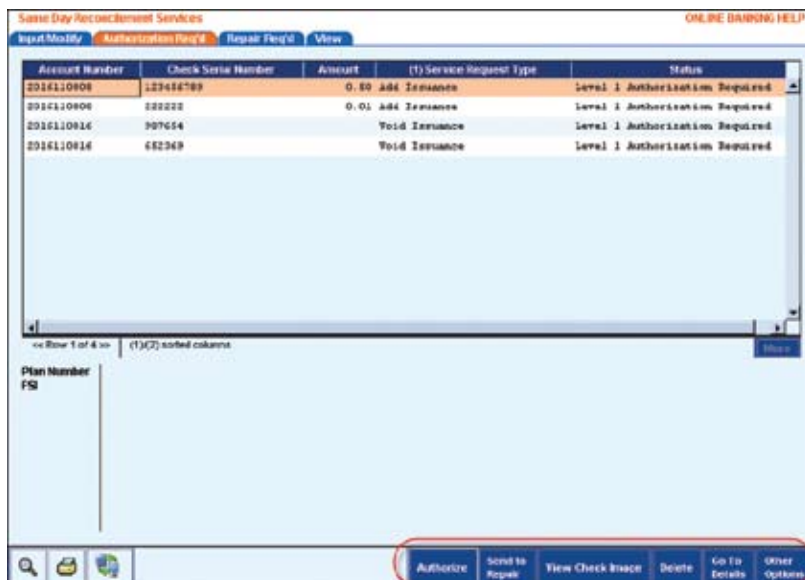
Authorize service requests from the Authorization Required tab by following the steps below:

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



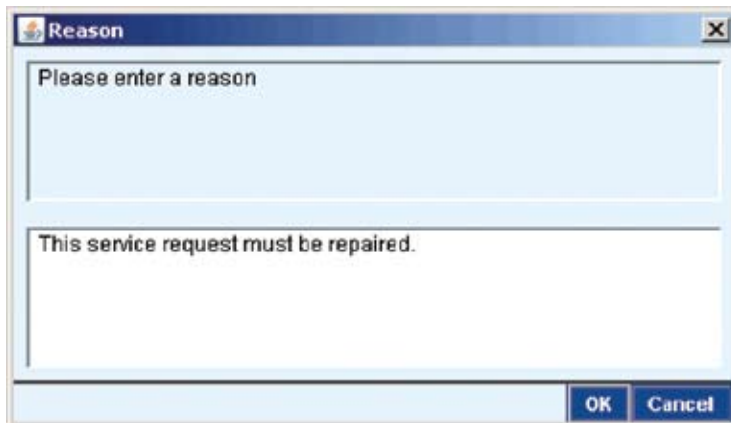
The Same Day Reconciliation Services summary form appears.

2. Click the **Authorization Required** tab. All service request transactions with an Authorization Required status that you are entitled to authorize are listed.



3. Select one or more service requests, and proceed with one of the following steps.

- Click the **Authorize button** to authorize the selected service request transactions. If all authorizations are complete, the transactions are submitted to Citibank for processing.
- Click the **Send to Repair button** to indicate that the selected service request transactions must be repaired before they can be authorized. A dialog box appears.

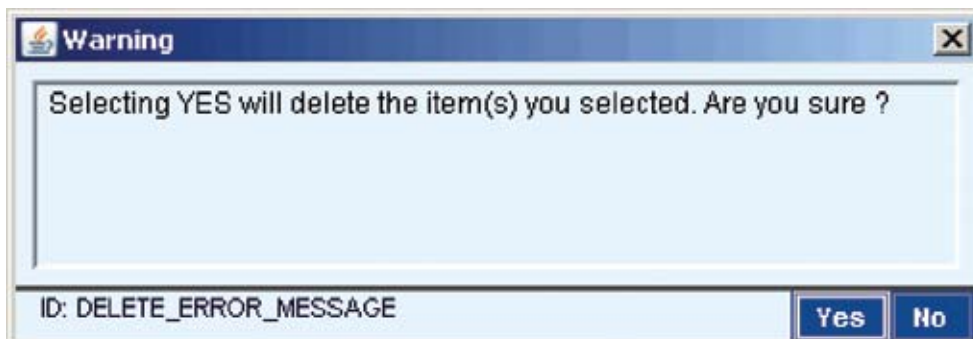


Enter the reason for the repair and click the **OK button**. The status of each selected service request transaction is updated to Repair Required and they are moved to the Repair Required tab.

If the same reason does not apply to all selected service request transactions, send them to repair individually.

**Notes:**

- If you have selected a Cancel Issuance (Single) service request, the following message is displayed: *"Send to Repair is not available for Cancel Issuance (Single) transactions."*
- Click the Delete button to delete the selected service request transactions. A Warning dialog box appears.



Click the **Yes button** to confirm the deletion of the selected service request transactions.

## Authorize Service Request Transactions from the Service Request Detail Form

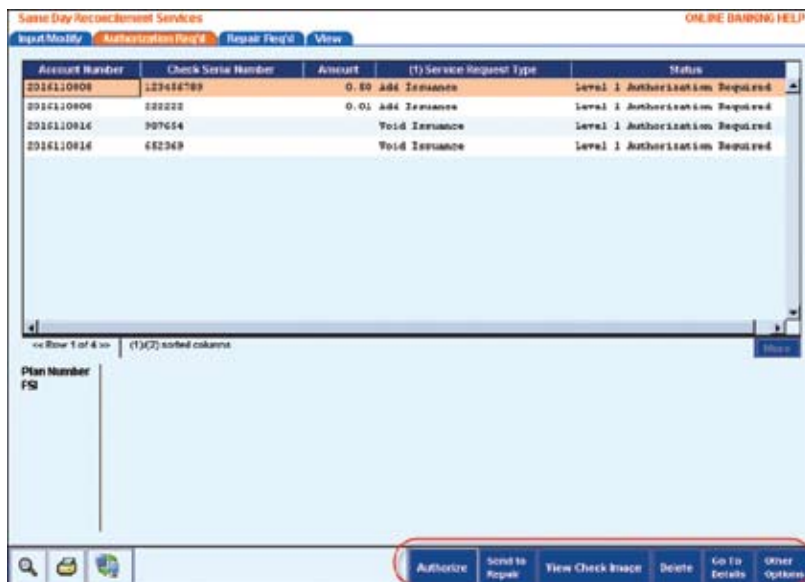
Authorize service request transactions from the Service Request detail form by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.

2. Click the **Authorization Required** tab. All service request transactions with an *Authorization Required* status that you are entitled to authorize are listed.



The screenshot shows the 'Same Day Reconciliation Services' summary form. At the top, there are tabs for 'Authorization Required', 'Request Pending', and 'View'. Below the tabs is a table with the following data:

Account Number	Check Serial Number	Amount	(1) Service Request Type	Status
2016L10806	123456789	0.00	Add Insurance	Level 1 Authorization Required
2016L10806	123456	0.01	Add Insurance	Level 1 Authorization Required
2016L10816	907654		Void Insurance	Level 1 Authorization Required
2016L10816	652349		Void Insurance	Level 1 Authorization Required

At the bottom of the table, it says 'Row 1 of 4' and '(1)(2) sorted columns'. Below the table is a 'Plan Number' field with the value 'FSI'. At the bottom of the form, there is a toolbar with buttons for 'Authorize', 'Send to Queue', 'View Check Image', 'Delete', 'Go To End', and 'Other Options'.

3. Select one or more service requests, and click the **Go to Details button**. The Service Request detail form appears and the details of the first selected service request are displayed.

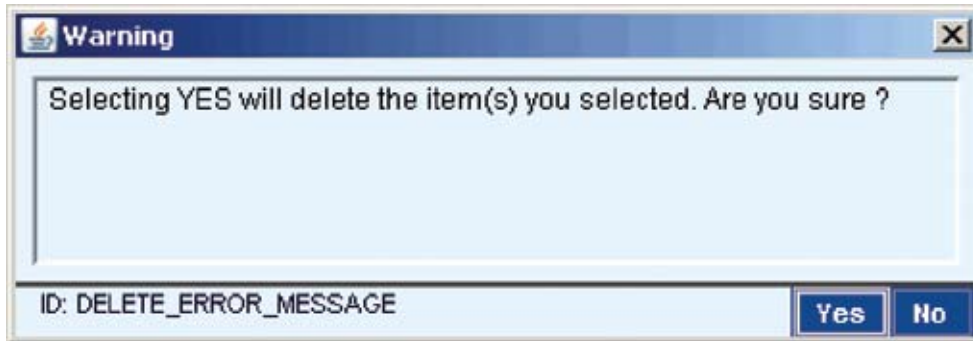
4. Review the details of the service request and proceed with one of the following steps.
  - Click the **Authorize button** to authorize the selected transaction. If this is the final step in your flow control process, the service request transaction is submitted to Citibank for processing, and the details of the next selected transaction appear on the detail form.
  - Click the **Send to Repair button** to indicate that the selected service request transaction must be modified before it can be authorized. A dialog box appears.

Enter the reason for the repair and click the OK button. The status of the service request is updated to Repair Required and it is moved to the Repair Required tab.

**Note:** If you have selected a Cancel Issuance (Single) service request, the following message is displayed: *"Send to Repair is not available for Cancel Issuance (Single) transactions."*



- Click the **Delete button** to delete the selected service request transaction. A warning dialog box appears.



Click the **Yes button** to confirm the deletion of the selected service requests.

**Note:** If you do not want to take any action on the service request that is displayed, click the **Next button** to view the details of the next selected service request.

## Repair Service Request Transactions

Service requests with a *Repair Required* (sent to repair during the authorization process), *Repair Invalid* (failed validation when submitted from the Repair Required tab) or *Rejected* (transaction could not be posted for a valid business reason) status are listed on the Repair Required tab. A service request transaction listed on this tab must be repaired before it can be processed.

Repair service request transactions by following the steps below.

1. On the CitiDirect navigation bar, click **Same Day Reconciliation Services**.



The Same Day Reconciliation Services summary form appears.

Same Day Reconciliation Services ONLINE BANKING HELP

Input Mode | Authorization Req'd | **Repair Req'd** | View

Account Number	Check Serial Number	Amount	(1) Service Request Type	Status
2016110016	123456	12,345.00	Add Insurance	Input
2016110016	654907	90,745.00	Add Insurance	Input
2016110016	654321	523,69...	Add Insurance	Input
2016110016	123456		Void Insurance	Invalid
2016110016	123456-123459		Void Insurance	Invalid

<< Row 1 of 5 >> (1)(2) sorted columns More

Plan Number  
FSI

Submit New Delete View Check Image Go To Details Other Options

2. Click the **Repair Required** tab.

Same Day Reconciliation Services ONLINE BANKING HELP

Input Mode | Authorization Req'd | **Repair Req'd** | View

Account Number	Check Serial Number	Amount	(1) Service Request Type	Status
2016110008	123456789	0.00	Add Insurance	Repair Required

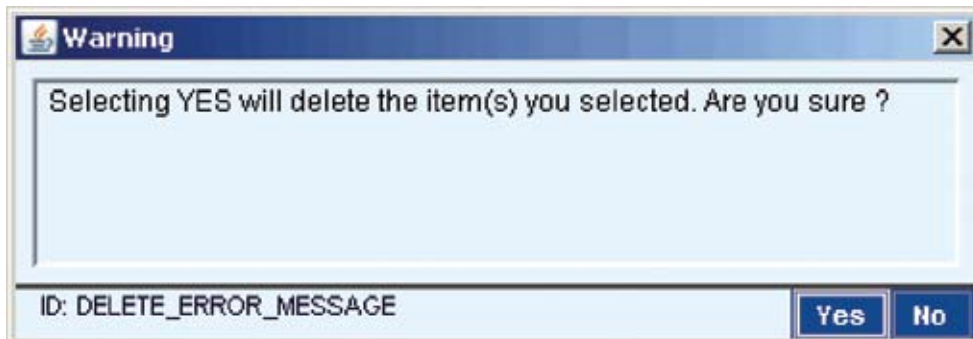
<< Row 1 of 1 >> (1)(2) sorted columns More

Plan Number  
FSI

Submit Delete View Check Image Go To Details Other Options

3. Select one or more service request transactions and click the **Go to Details button**. The Service Request detail form appears with the details of the first selected service request transaction displayed.

4. Click the **Other Options button**, and then click the **View Error Messages command**. A dialog box appears.



5. Review the error condition, and click the **OK button** to close the dialog box.
6. Proceed with one of the following steps.
  - Make any necessary changes to the information on the Service Request detail form.
  - Click the **Delete button** to delete the service request transaction. A warning message appears. Click the **Yes button** to confirm the deletion of the item.

7. Click the **Submit button** to submit all of the service request transactions listed on the detail form for processing and validation. The repaired service request is treated as new and subject to all flow control requirements.

**Notes:**

- Any service request transactions with a *Failed* status are listed on the View tab.
- Cancel Issuance service requests (Single and Range) that have been rejected by the SDR system are not displayed on the Repair Required tab. Rejected Cancel Issuance service request transactions are listed on the View tab.

## View Check Images

View Check Images enables entitled users to select up to ten paid checks and view images of the front and back of each check, if applicable. Your access profile determines whether or not you are entitled to the View Check Image functionality in CitiDirect.

**Notes:**

- A View Check Images button appears on the Same Day Reconciliation Services summary form and the Service Request detail form. View Check Image is also available through the Check Inquiry/Update in the Inquiry category on the CitiDirect navigation bar.
- View Check Image is not available for exception items and range transactions.
- Check images can be viewed for open accounts only.
- Your access profile must include entitlements to the accounts for which you want to use the View Check Image functionality. If you attempt to view an image of a check drawn on an account to which you have not been entitled, the following message appears:

**Please see your Security Manager to determine your account entitlements to Delaware and Canada Paid Check Images.**

- If you see this message, check with your Security Manager, who can verify if you are entitled to access Delaware and Canada Paid Check Images and can add it to your profile.

Select paid check serial numbers and view images of the front and back of each check by following the steps below.

1. On a summary form tab, select one or more paid check items. A maximum of ten images may be requested. If you select more than ten check items, the following message is displayed:



2. Click the **View Check Image button**. If you would like to review all available details of the selected check item, click the **Go to Details button**, and then click the **View Check Image button** at the bottom of the Service Request detail form.

The Citi Check Image Delivery window opens. The selected check numbers are listed.

**Citi Check Image Delivery**

- Close Window
- Check Image Inquiry Results

Documents found: 1  
Click on the submit button to view the Check Image Inquiry results.

Select an account: 38383838

Check #: Equal To 253450

Amount: None

Paid Date (mm/dd/yyyy): None

Sort By (Preference 1): Paid Date  Descending

Sort By (Preference 2): Serial#  Descending

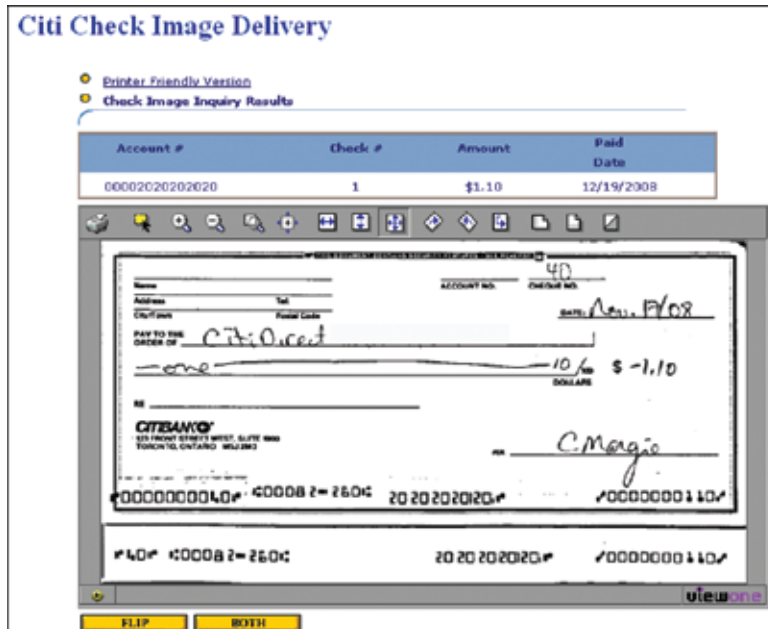
Sort By (Preference 3): Amount  Descending

**SUBMIT**

Account #: 38383838

Check #	Amount	Paid Date
253450	\$0.01	04/25/2002

3. Click the check number link. The image of the check appears.



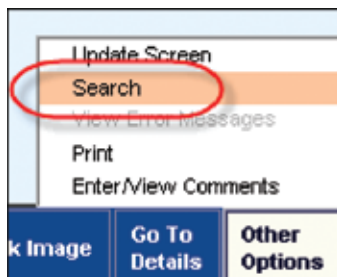
4. Click the **Flip button** to see the back of the check.
5. Click the **Both button** to see the front and back of the check on one screen.

## Search/Sort the Records on a Summary Form

The Search feature, which is available from the Other Options menu on all tabs within the Same Day Reconciliation Services summary form, enables you to control the number of service request transaction records that are displayed and the order in which those records are listed. For example, you may want to view specific service request types (Add Issuance, Void Issuance, Stop Payment, etc.) or service requests for a specific account number only.

Search or sort the records listed on a tab by following the steps below:

1. Click any tab within the Same Day Reconciliation Services summary form.



- Click the **Other Options button**, and then click the **Search command**. A Search Definition Dialog box is displayed. Based on the active tab, predefined search criteria are automatically displayed. You can also access the Search Definition Dialog box by clicking the right mouse button and selecting the **Search command** from the short-cut menu.

- In the Sort Criteria section, click the drop-down arrow and select the Primary and/or Secondary sort, and then specify the sort order, Ascending (A-Z) or Descending (Z-A). Sort is available for all fields presented on the active tab, and is applied against all transactions listed. If you do not specify a sort order, all transaction records are listed by Service Request Type, in ascending order.
- In the Search Criteria section, select an operator (starts with, equals, is not equal, etc.) and then enter criteria in one or more fields. For more information, refer to the “Operators” section.

**Notes:**

- The Status search criteria are based on the active tab. For example, *Input* and *Invalid* are available on the Input/Modify tab, *Rejected*, *Repair Invalid* and *Repair Required* are available on the Repair Required tab, and all possible status assignments are available on the View tab.
- If a field presents a drop-down list of possible search criteria, such as a Service Request Type or Status, use standard selection techniques to select multiple search criteria from the list presented (e.g., **ctrl+click** or **shift+click**).
- To search for a single specific numeric or date value, enter that specific value in the From field and leave the To field blank.

- Click the **Run Search button**. Only those records that match your search criteria are listed on the active tab, and all records are sorted in the order you specified.

**Notes:**

- Once all records matching your search criteria have been retrieved, you can sort the contents by clicking the heading of any column. For more information, refer to the *CitiDirect Basics: General Navigation* guide, available in the Learning Center at [www.citidirect.com](http://www.citidirect.com).
- Search applies to all qualifying records in the database, not just the records listed on the active tab. After a search is applied, the tab will list the maximum number of records matching your search criteria that it can contain. Click the **More button** to view all matching records.

## Operators

The operators available for each field on the Search Definition Dialog box depend on the nature of the field. The following table describes the filtering operators that may be available, along with their functional meaning.

Operator	Select to
contains	Retrieve all records in the database that contain the specified value anywhere in the data value of the field.
equals	Retrieve all records in the database where the data value of the field is exactly equal to the specified value.
is not equal	Retrieve all records in the database where the data value of the field is any value other than the specified value.
is not null	Retrieve all records in the database where some value has been entered into the field (the field in the database is not completely empty).
Amount	The amount of the check.
is null	Retrieve all records in the database where the field is completely empty (as differentiated from a Blank or Zero value which may be specifically entered).
starts with	Retrieve all records in the database where the data value of the field begins with the specified value.



# Same Day Reconciliation Reports and Inquiries

The CitiDirect reporting framework provides consistent navigation, look, and feel across all Same Day Reconciliation (SDR) reports and inquiries.

The CitiDirect reporting framework allows you to run reports to retrieve the information you need for the account number and rule-off date you specify. You can save your report specifications to run as often as needed and view your report output in a format you specify. You can also print your report and save your report file on your system.

The CitiDirect Inquiry framework allows you to view information quickly, directly on your screen. An inquiry is run for a moment in time. Once the inquiry is closed, the information is lost and criteria cannot be saved.

## Notes:

- All open SDR accounts can be displayed in SDR reports and inquiries. Transaction and reporting history is still available online for accounts that were using the SDR system, but are now closed.
- CitiDirect validates the account number entitlements granted to you in your assigned access profile. You can only access information related to the account numbers to which you are entitled.
- Omnibus account number entitlements alone apply to SDR reports. If you are a subaccount user, you cannot access SDR reports.
- If you are entitled to an omnibus account number, you are automatically entitled to all the subaccount numbers under that specific omnibus account number.
- Subaccounts are specific to accounts in the United States

## Same Day Reconciliation Reports

SDR Reports, available in the Report category on the CitiDirect navigation bar, provide customers in Canada with the ability to access reports as they are currently presented in the SDR system. *Reports are available for omnibus accounts in Canada only.*

SDR Reports provide real-time information to support your decision-making processes. When the report is printed, the end result is a formal document that includes all the information you need. You can print an entire report, a single page of the report, specific pages or ranges of pages. In addition to printing your reports, you can elect to send your report to a secure server location using an HTTPS internet connection or to an email address using encrypted email.

**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](http://www.citidirect.com).

## SDR Reports

- **Paid Checks Proof** – Lists every day for which there is paid activity during the rule-off period displayed in the Date column. For each date, the total number of paid entered and the combined number of paid reversed and paid returned are listed. For each date, paid entered, less paid reversed and returned, is displayed in the Paid Totals column.
- **Duplicate Paid Checks Report** – Lists all checks with serial numbers that have been presented for payment against an account more than once. The report lists the serial number, a set of information from the first posting (paid date, amount, date of reversal and batch track number) and the same set of information from each subsequent posting of the same serial number. Checks are listed in serial number order.
- **Reversals Detail Report** – Provides complete information on all of the paid items that were reversed during the reconciliation period. Checks are listed in serial number order.
- **Returned Pairs Detail Report** – Provides complete information on all of the paid items that were returned during the reconciliation period. Checks are listed in serial number order.
- **Paid Without Issuance** – Provides an overview of PWI (Paid Without Issuance) activity for an account. It displays PWI totals for the previous reconciliation period and the current period. It also shows PWI resolution activity totals for the current period by type of resolution (match paid, force reconciled and returned), and calculates the closing PWI totals.

- **Proof of Outstanding** – Provides a detailed calculation of the proof of all outstanding issuances in an account from the close of the previous reconciliation period to the close of the current period.

The total number and dollar amount of outstanding issuances on the account as of the last day of the prior rule-off period are displayed. To arrive at the closing outstanding totals, issuances entered during this period are added and all checks that match paid, were stopped or canceled over the course of this period are deducted.

- **Paid and Outstanding Report** – Lists all issuances and all paid belonging to the current rule-off period. The outstanding amount of each check that is outstanding is displayed in one column. If the check has been paid as of the close of the rule-off period, the amount of the check is displayed in the Paid Amount column instead. The current status, the additional data field and the filed source code are displayed for each check.
- **Canceled Checks Detail Report** – Provides complete information on all of the issuances that were canceled during the reconciliation period. Checks are listed in serial number order; and the issue date, dollar amount and the date of cancel are shown.
- **Stop Payment Detail** – Lists all stops placed during the current rule-off period. Information displayed includes serial number, issue date, amount and stop date. If the stop was reversed, the date of reversal is displayed. If a replacement check was issued, the new check serial number and issue date are displayed.

- **Stop Payments on File** – Lists totals for all stops placed prior to the current rule-off period and during the current period. It also shows totals for reverse stops, to arrive at the total stops on file for the close of the period.
- **Additional Issuance Report** – Lists all issuances entered online, transmitted via additional issue file input and any force reconcile actions taken in the PWI Processing facility for the specified account number during the current rule-off period.
- **Paid Checks Detail Report** – Provides complete information on all paid items that were presented during the reconciliation period. Checks are listed in serial number order.
- **Exception Items Report** – Provides a list of all exception items on which no action has been taken; or exception items on which action has been taken, including the action taken against each exception item.
- **Issuance Summary** – Displays issuance totals, broken down by category. Item and dollar amount totals for Initial Issuance and Additional Issuance are displayed, as are Stops, Cancels and Aged Items. Net totals for the rule-off period are calculated and displayed.

### Additional SDR Reports

- **Daily Clears Report** – Provides information on cleared checks and ACH activity. Daily Clears Reports are delivered daily to CitiDirect by 11:00 AM (EST).
- **Funding Due Report** – Provides information on funding due by subaccount. Funding Due Reports are delivered daily to CitiDirect by 9:45 AM (EST).
- **Outstanding Check Listing Report** – Provides detail information on Outstanding Checks.
- **Paid Check Listing Report** – Provides detail information on Paid Checks. You can view on an account level and by date range and by all records for Paid Check Transactions.
- **Summary Funding Due Report** – Summarizes the data captured in the Funding Due Report. Summary Funding Due Reports are delivered daily to CitiDirect by 12:00 PM (EST).

# Same Day Reconciliation Inquiries

SDR Inquiries, available in the Inquiry category on the navigation bar, provide access to information fast. Typically, an SDR inquiry is run for real-time reporting, when you prefer to view the information on your screen. Check/Inquiry Update, a Same Day Reconciliation inquiry, also provides access to View Check Images for open accounts in the United States for Imaging Branch 920 (Delaware).

**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](http://www.citidirect.com).

- **Plan Information Inquiry** – Used to view plan numbers. Plan numbers serve to route transactions from an Omnibus account to the appropriate subaccount. For SIMMS accounts, a plan number is included with each issuance that enters the SDR system. When a paid item is reconciled with its issuance, the plan number indicates which subaccount should be debited. *This inquiry is available in the United States only.*
- **Daily Funding Account Inquiry** – Used to view information on opening balance, current balance, target amount (if any) and funding due by subaccount, plan (may be multiple) or funding source indicator. *This inquiry is available in the United States only.*
- **Check Inquiry/Update** – Used to inquire about a check. You can use various criteria to obtain the necessary information, including the history of a check. If needed, you can choose to perform a service (Cancel Issuance, Stop Payment or Stop/Replace Issuance) from this inquiry. If you choose to perform a service, the appropriate Service Request detail for becomes active. *This inquiry is available only in the United States and Canada.*
- **Account Activity Inquiry** – Used to view volume information on each activity taken within an account over a period of time. Account activity is initially broken down into monthly activity periods and is also available broken down into daily and year-to-date periods. *This inquiry is available for accounts in the United States and Canada.*
- **SIMMS Subaccount Inquiry** – Used to view a subaccount file, which consists of information about the subaccount such as contact names and reporting formats. CitiDirect stores an audit history of the subaccount. You can view subaccounts for 90 days beyond the date they were closed. After this time, closed subaccounts are deleted. *This inquiry is available in the United States only.*

## **Disclaimer**

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