Citi® Payment Insights

Security Managers Entitlements Setup Guide

150 years
of progress

www.citihandlowy.pl
Bank Handlowy w Warszawie S.A.

citi handlowy®

Table of Contents

Pre-requisites

For Citi® Payment Insights Read-Only Access

1. Clients must be *CitiDirect BE users* and have a *client definition* set up on CitiDirect BE®
2. Client users must be enabled with *Payments View* entitlement. The data that users see on Citi Payment Insights is based off account level entitlements from Payments View.

For Citi Payment Insights Action (Return of Funds/Grant Debit Authority or Stop Payment) Access

Note: We do not recommend editing read-only access profiles to provide Stop/Return access because it will grant everyone who has the access profile that entitlement

1. Client users must have *Payments Input/Modify* entitlement to be able to initiate a Return of Funds, Grant/Deny Debit Authority or Stop Payment request.
   i. If users don't have Payments Input/Modify, then they won't be able to initiate these requests or see the buttons on Citi Payment Insights (even if the ROF/GDA/STOP access profiles are created and assigned)

2. Client users must have *Payments Authorize* entitlement to be able to authorize a Return of Funds, Grant/Deny Debit Authority or Stop Payment request.
   i. If users don't have Payments Authorize, then they won't be able to authorize these requests or see the buttons on Citi Payment Insights (even if the ROF/GDA/STOP access profiles are created and assigned)

For WorldLink® Payments Visibility on Citi Payment Insights

1. The *WL Client ID* and *funding account* must be entitled within the Citi Payment Insights-enabled client definition and the user must have access to both
   i. WL payments made from manual funding or non-Citi Handlowy / Citi accounts won't be visible

2. Transactions must be processed through *WL GPP* – contact your Citi Handlowy / Citi representative to confirm your WL transaction flows to be certain of visibility on Citi Payment Insights

!

The functionality will be available at a later date

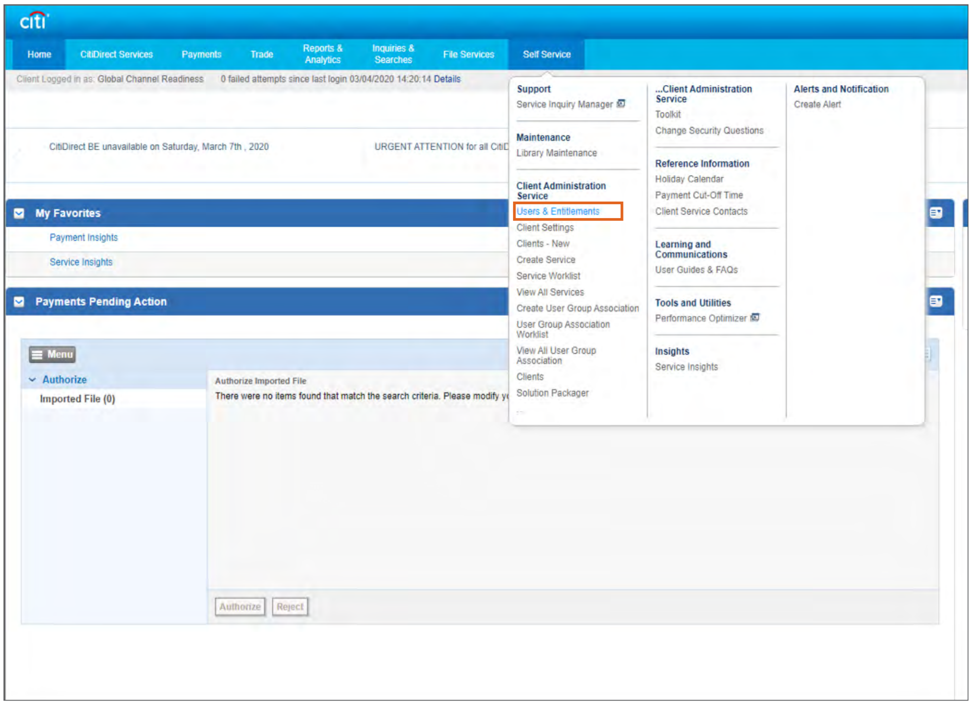
Functionalities regarding:

- Stopping & Recalling a Payment
- Returning a Payment
- Granting (or Denying) Debit Authority

} will be available at a later date

How to Assign Access Profiles to Users: Step 1

Navigate to Self Service → Client Administration Service → Users & Entitlements



Client Logged in as: Global Channel Readiness 0 failed attempts since last login 03/04/2020 14:20:14 Details

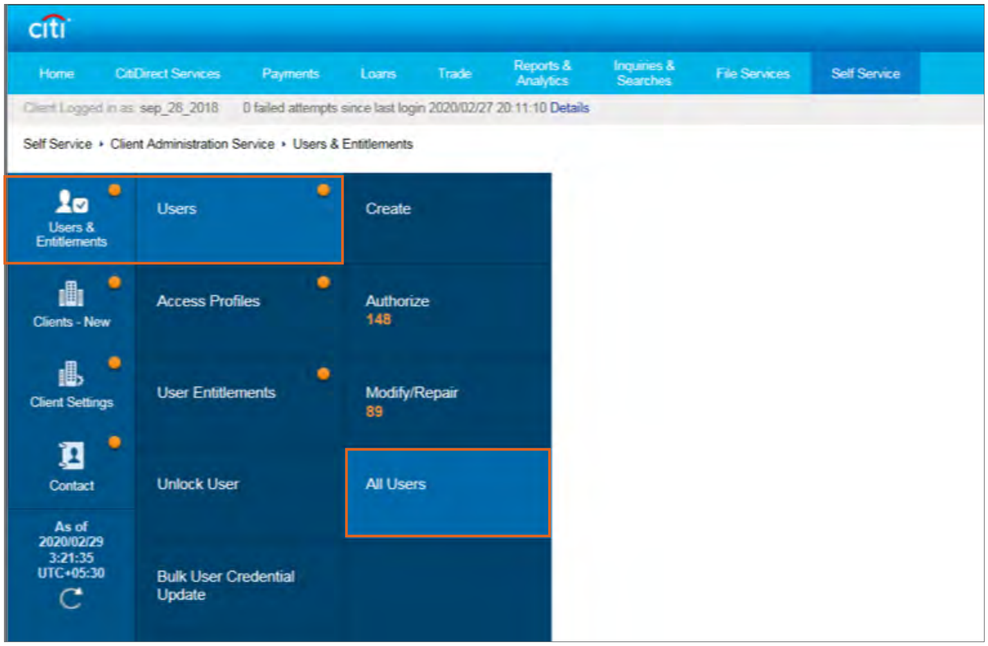
CitiDirect BE unavailable on Saturday, March 7th , 2020

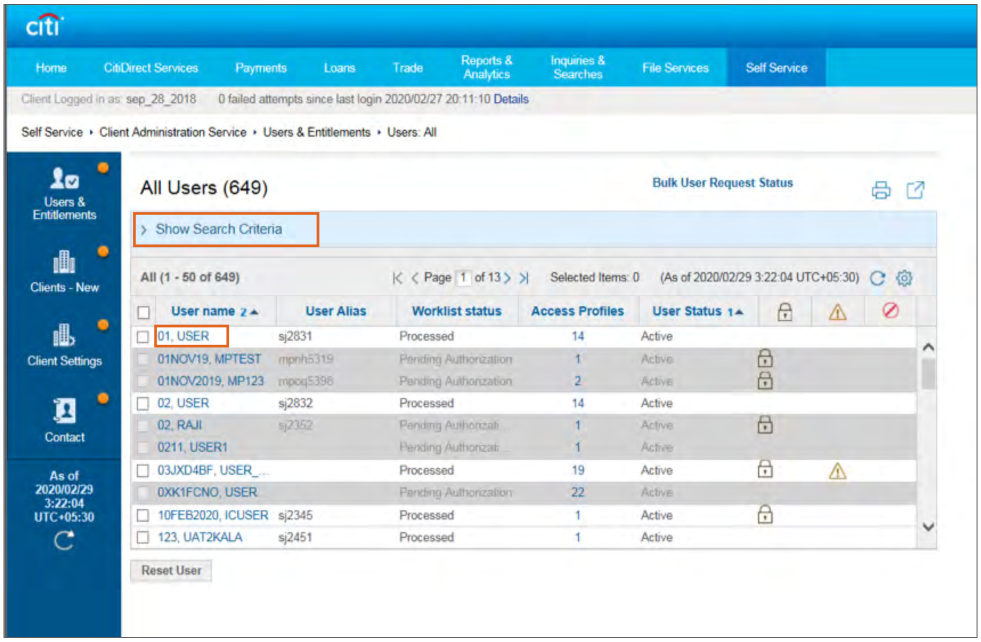
URGENT ATTENTION for all CitiD

There were no items found that match the search criteria. Please modify y

How to Assign Access Profiles to Users: Step 2

Hover over Users & Entitlements → Users → All Users. Search for the desired user using the Search Criteria, and then click on their name.





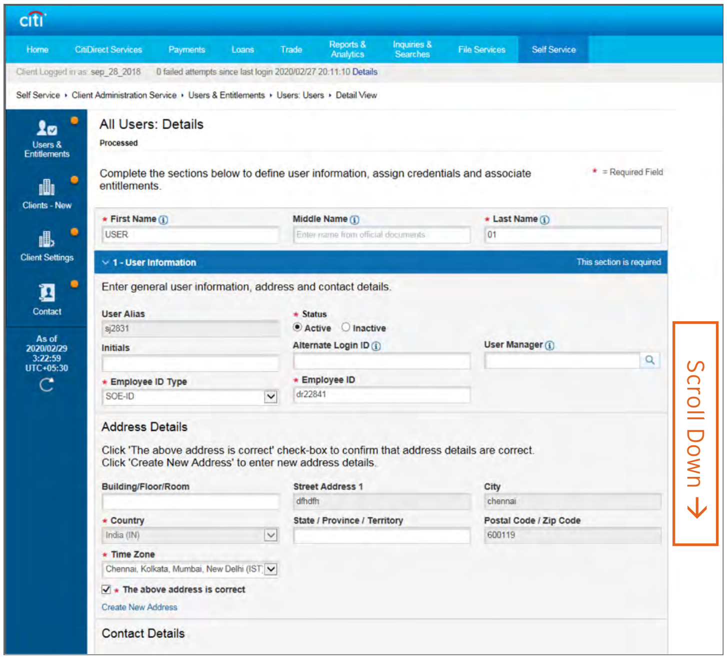
All Users (649)

All (1 - 50 of 649) Page 1 of 13 Selected Items: 0 (As of 2020/02/29 3:22:04 UTC+05:30)

□	User name 2 ▲	User Alias	Worklist status	Access Profiles	User Status 1 ▲	🔒	⚠	⊘
□	01, USER	sj2831	Processed	14	Active			
□	01NOV19, MPTEST	mpnh5319	Pending Authorization	1	Active	🔒		
□	01NOV2019, MP123	mpoq5398	Pending Authorization	2	Active	🔒		
□	02, USER	sj2832	Processed	14	Active			
□	02, RAJI	sj2352	Pending Authorizati...	1	Active	🔒		
□	0211, USER1		Pending Authorizati...	1	Active			
□	03JXD4BF, USER_...		Processed	19	Active	🔒	⚠	
□	0XK1FCNO, USER...		Pending Authorization	22	Active			
□	10FEB2020, ICUSER	sj2345	Processed	1	Active	🔒		
□	123, UAT2KALA	sj2451	Processed	1	Active			

How to Assign Access Profiles to Users: Step 3

The full details of that user will display, scroll down until you see "3 – User Entitlements" and click on that.



Client Logged in as: sep_28_2018 0 failed attempts since last login 2020/02/27 20:11:10 Details

Self Service ‣ Client Administration Service ‣ Users & Entitlements ‣ Users: Users ‣ Detail View

As of 2020/02/29 3:22:59 UTC+05:30

All Users: Details

Processed

Complete the sections below to define user information, assign credentials and associate entitlements.

* = Required Field

* First Name: USER
Middle Name: Enter name from official documents
* Last Name: 01

1 - User Information — This section is required

Enter general user information, address and contact details.

User Alias: sj2831
* Status: ● Active ○ Inactive
Initials:
Alternate Login ID:
User Manager:
* Employee ID Type: SOE-ID
* Employee ID: dr22841

Address Details

Click 'The above address is correct' check-box to confirm that address details are correct.
Click 'Create New Address' to enter new address details.

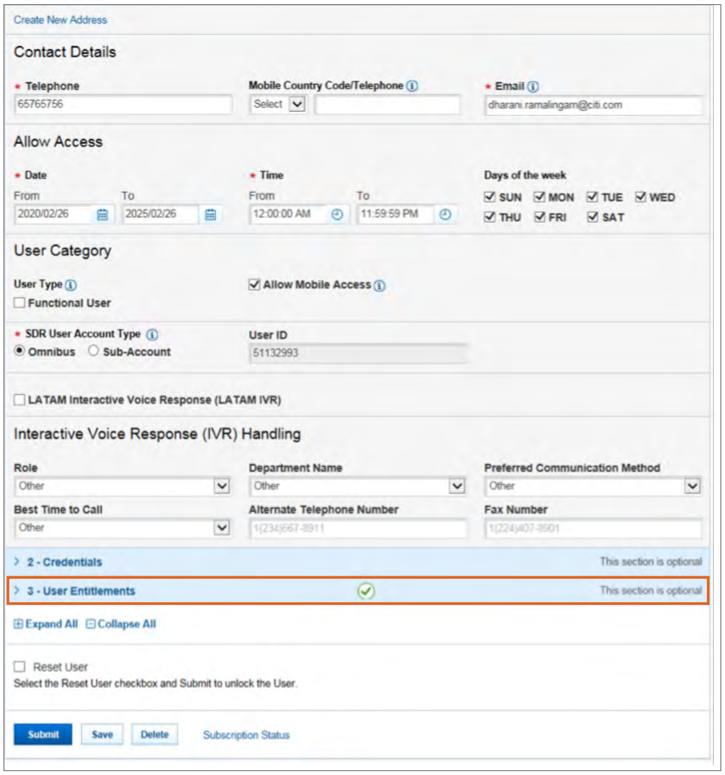
Building/Floor/Room:
Street Address 1: dfhdfh
City: chennai
* Country: India (IN)
State / Province / Territory:
Postal Code / Zip Code: 600119
* Time Zone: Chennai, Kolkata, Mumbai, New Delhi (IST)

☑ * The above address is correct

Create New Address

Contact Details

Scroll Down



Create New Address

Contact Details

* Telephone: 65765756
Mobile Country Code/Telephone: Select
* Email: dharani.ramalingam@citi.com

Allow Access

* Date From: 2020/02/26 To: 2025/02/26
* Time From: 12:00:00 AM To: 11:59:59 PM
Days of the week: ☑ SUN ☑ MON ☑ TUE ☑ WED ☑ THU ☑ FRI ☑ SAT

User Category

User Type: □ Functional User
☑ Allow Mobile Access
* SDR User Account Type: ● Omnibus ○ Sub-Account
User ID: 51132993

□ LATAM Interactive Voice Response (LATAM IVR)

Interactive Voice Response (IVR) Handling

Role: Other
Department Name: Other
Preferred Communication Method: Other
Best Time to Call: Other
Alternate Telephone Number: 1(234)667-8911
Fax Number: 1(224)407-8901

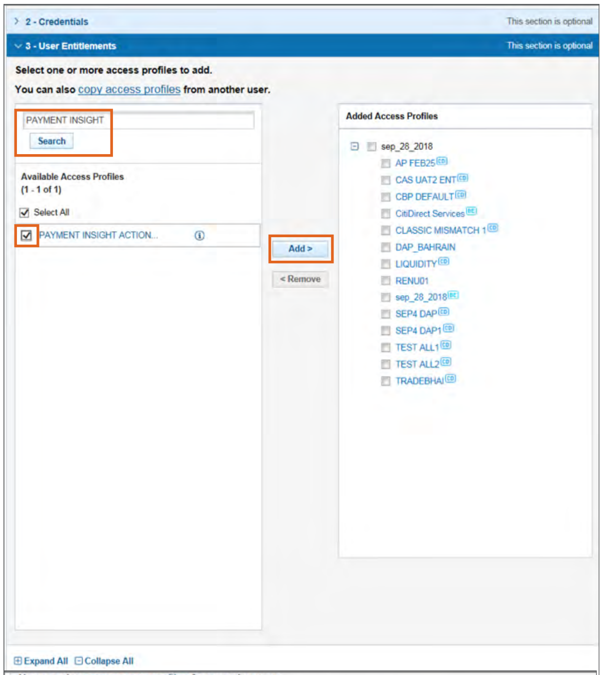
2 - Credentials — This section is optional

3 - User Entitlements — This section is optional

□ Reset User
Select the Reset User checkbox and Submit to unlock the User.

How to Assign Access Profiles to Users: Step 4

Search for "PAYMENT INSIGHT" on the left-side of the screen. If assigning the default read-only access profile, it will be called PAYMENT INSIGHT READ ONLY. If you have created access profiles for ACTIONS, such as STOP or ROF/GDA, then those will appear (see instructions later in the guide on how to create these profiles). Click on the checkbox, and then Add. You'll see the access profile move to the right, then click Submit.



Select one or more access profiles to add.

You can also copy access profiles from another user.

PAYMENT INSIGHT

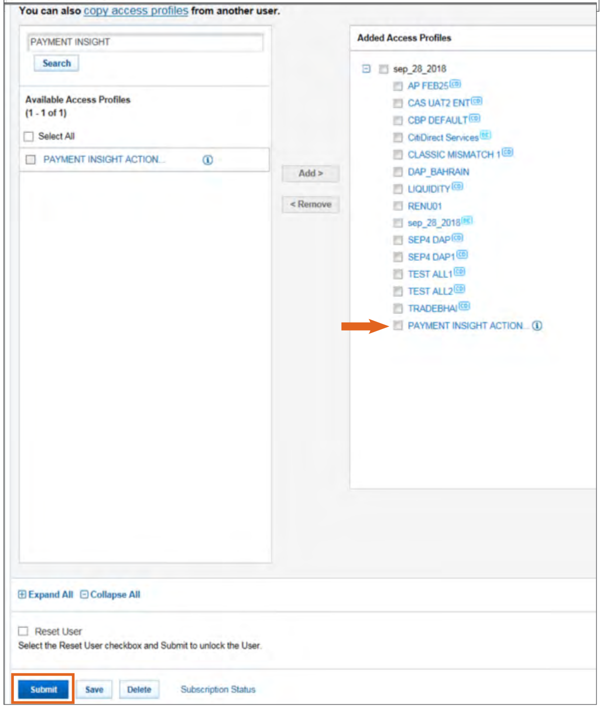
Available Access Profiles
(1 - 1 of 1)

☑ Select All

☑ PAYMENT INSIGHT ACTION... ⓘ

Added Access Profiles

⊟ □ sep_28_2018
- □ AP FEB25
- □ CAS UAT2 ENT
- □ CBP DEFAULT
- □ CitiDirect Services
- □ CLASSIC MISMATCH 1
- □ DAP_BAHRAIN
- □ LIQUIDITY
- □ RENU01
- □ sep_28_2018
- □ SEP4 DAP
- □ SEP4 DAP1
- □ TEST ALL1
- □ TEST ALL2
- □ TRADEBHAI



You can also copy access profiles from another user.

PAYMENT INSIGHT

Available Access Profiles
(1 - 1 of 1)

□ Select All

□ PAYMENT INSIGHT ACTION... ⓘ

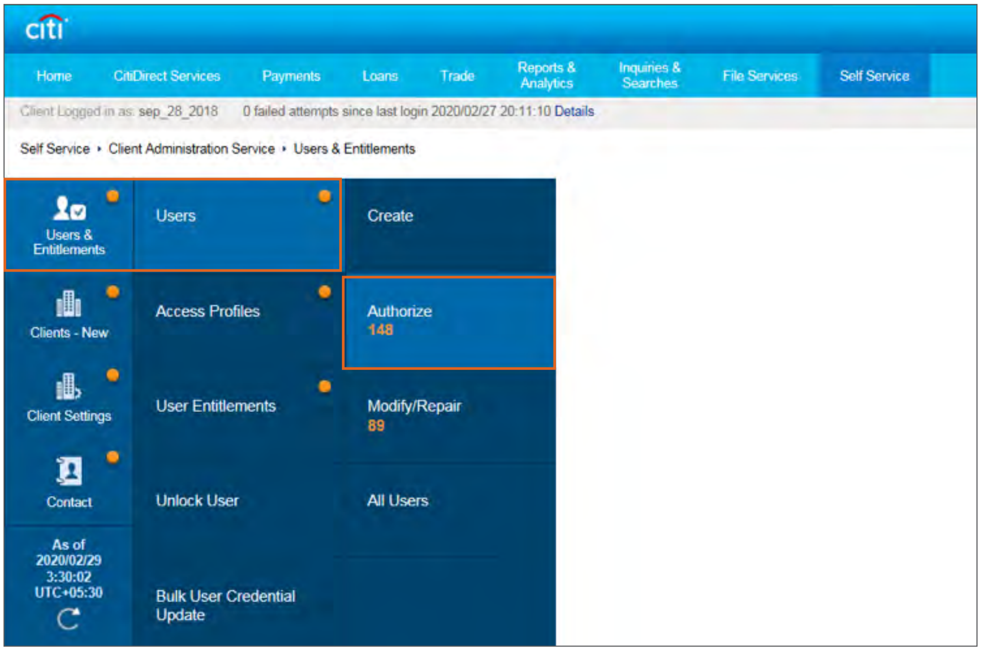
Added Access Profiles

⊟ □ sep_28_2018
- □ AP FEB25
- □ CAS UAT2 ENT
- □ CBP DEFAULT
- □ CitiDirect Services
- □ CLASSIC MISMATCH 1
- □ DAP_BAHRAIN
- □ LIQUIDITY
- □ RENU01
- □ sep_28_2018
- □ SEP4 DAP
- □ SEP4 DAP1
- □ TEST ALL1
- □ TEST ALL2
- □ TRADEBHAI
- □ PAYMENT INSIGHT ACTION... ⓘ

□ Reset User
Select the Reset User checkbox and Submit to unlock the User.

How to Assign Access Profiles to Users: Step 5

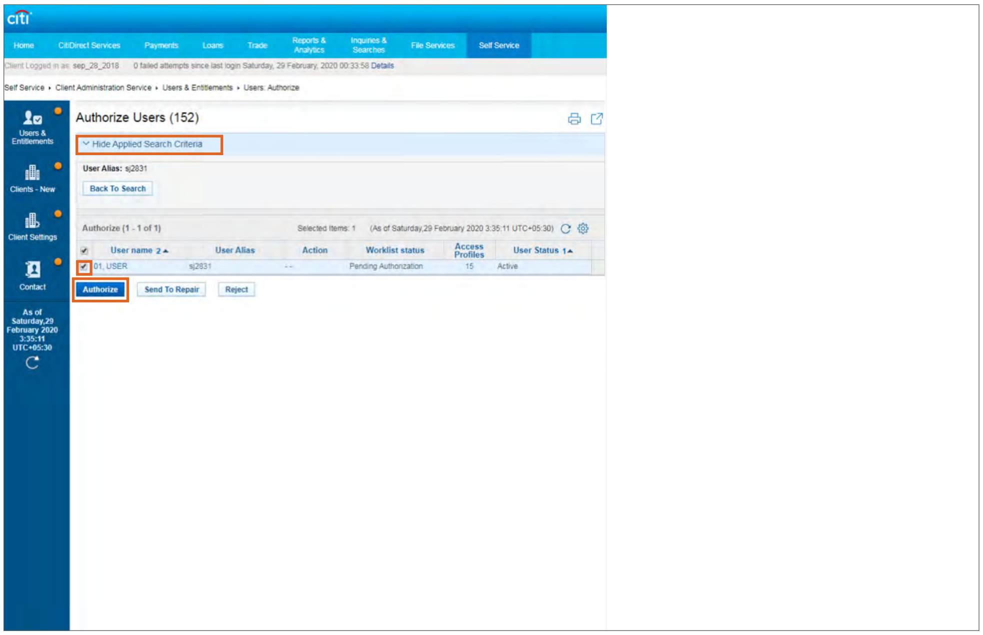
With a different Security Admin, navigate again to Self Service → Client Administration Service → Users & Entitlements. Hover over Users & Entitlements → Users and click on "Authorize". Search for the user you have just assigned the access profile to, click the checkbox and "Authorize".



Client Logged in as: sep_28_2018 0 failed attempts since last login 2020/02/27 20:11:10 Details

Self Service ▸ Client Administration Service ▸ Users & Entitlements

As of 2020/02/29 3:30:02 UTC+05:30



Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details

Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Users: Authorize

Authorize Users (152)

User Alias: sj2831

Authorize (1 - 1 of 1) Selected Items: 1 (As of Saturday,29 February 2020 3:35:11 UTC+05:30)

☑	User name 2▲	User Alias	Action	Worklist status	Access Profiles	User Status 1▲
☑	01, USER	sj2831	--	Pending Authorization	15	Active

As of Saturday,29 February 2020 3:35:11 UTC+05:30

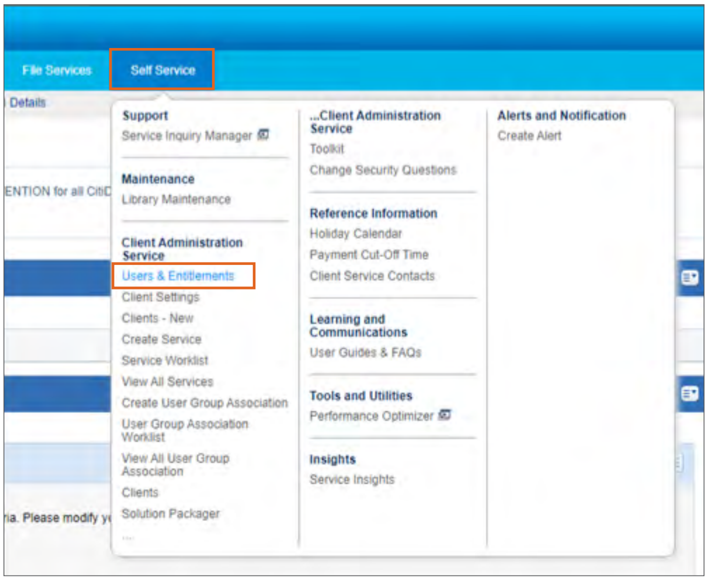
Creating New Access Profiles with All Functionalities (READ, ROF, STOP)

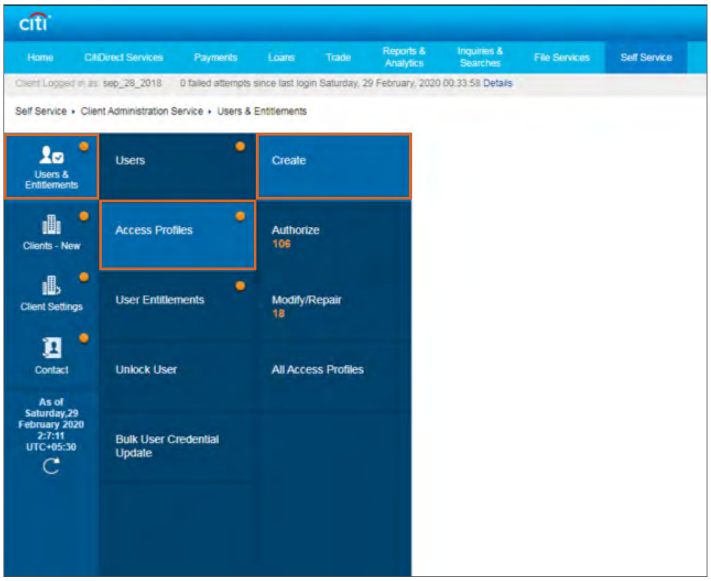
Notes: Please go through the pre-requisites to ensure correct entitlement setup

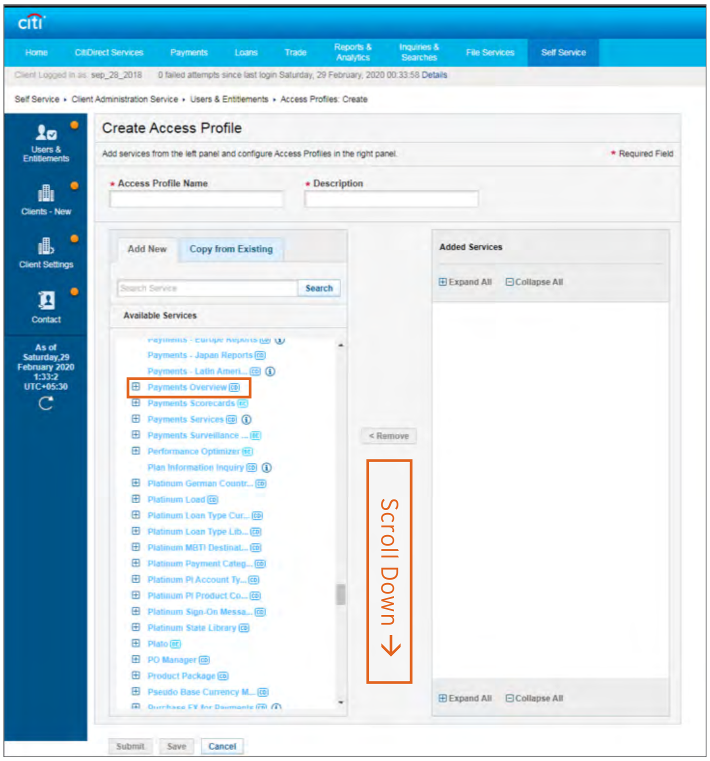
- Return Payment/Grant Debit Authority entitlements allow 2 things:
  - Return Payment (ROF) allows users to return payments proactively to remitters
  - Grant Debit Authority (GDA) allows users to return payments when remitters request recall
- Stop Payment allows users to:
  - Cancel a payment that's still in process with Citi Handlowy / Citi or,
  - Recall payments that have been sent out for settlement or credited to the beneficiary

Creating New Access Profiles with All Functionalities (READ, ROF, STOP): Step 1

Navigate to Self Service → Client Administration Service → Users & Entitlements. On the new screen, hover over Users & Entitlements → Access Profiles → Create. Scroll down until you see "Payments Overview" in the list of service classes.

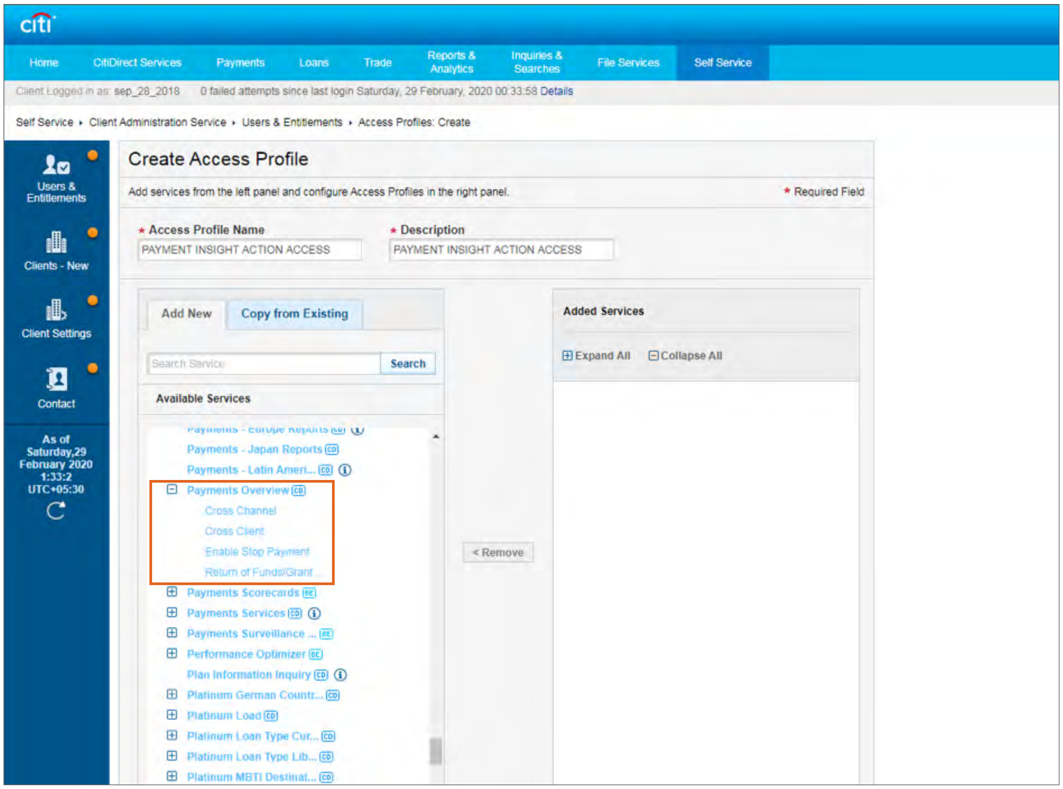





citi
Home
CitiDirect Services
Payments
Loans
Trade
Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details
Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create
Users & Entitlements
Clients - New
Client Settings
Contact
As of Saturday,29 February 2020 1:33:2 UTC+05:30
Create Access Profile
Add services from the left panel and configure Access Profiles in the right panel.
* Required Field
* Access Profile Name
* Description
Add New
Copy from Existing
Search Service
Search
Available Services
Payments - Europe Reports
Payments - Japan Reports
Payments - Latin Ameri...
Payments Overview
Payments Scorecards
Payments Services
Payments Surveillance ...
Performance Optimizer
Plan Information Inquiry
Platinum German Countr...
Platinum Load
Platinum Loan Type Cur...
Platinum Loan Type Lib...
Platinum MBTI Destinat...
Platinum Payment Categ...
Platinum PI Account Ty...
Platinum PI Product Co...
Platinum Sign-On Messa...
Platinum State Library
Plato
PO Manager
Product Package
Pseudo Base Currency M...
Purchase FX for Payments
< Remove
Scroll Down
Added Services
Expand All
Collapse All
Expand All
Collapse All
Submit
Save
Cancel

Creating New Access Profiles with All Functionalities (READ, ROF, STOP): Step 2

Expand "Payments Overview". On selecting "Cross Channel", "Cross Client", "Enable Stop Payment" and "Return of Funds/Grand Debit Authority" a checkbox each will appear. Make sure to check the boxes and click "Continue". Write in the name and description as "PAYMENT INSIGHT ACTION ACCESS".



Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details

Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create

As of Saturday,29 February 2020 1:33:2 UTC+05:30

Create Access Profile

Add services from the left panel and configure Access Profiles in the right panel. * Required Field

* Access Profile Name: PAYMENT INSIGHT ACTION ACCESS

* Description: PAYMENT INSIGHT ACTION ACCESS

Add New | Copy from Existing

Search Service | Search

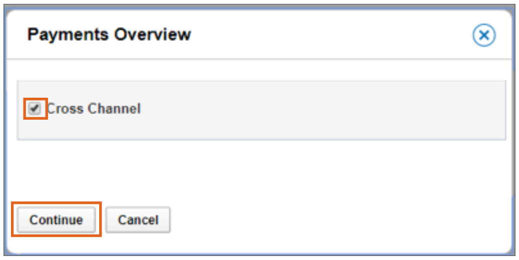
Available Services

- Payments - Europe Reports CD ⓘ
- Payments - Japan Reports CD
- Payments - Latin Ameri... CD ⓘ
- ⊟ Payments Overview CD
  - Cross Channel
  - Cross Client
  - Enable Stop Payment
  - Return of Funds/Grant ...
- ⊞ Payments Scorecards BE
- ⊞ Payments Services CD ⓘ
- ⊞ Payments Surveillance ... BE
- ⊞ Performance Optimizer BC
- Plan Information Inquiry CD ⓘ
- ⊞ Platinum German Countr... CD
- ⊞ Platinum Load CD
- ⊞ Platinum Loan Type Cur... CD
- ⊞ Platinum Loan Type Lib... CD
- ⊞ Platinum MBTI Destinat... CD

< Remove

Added Services

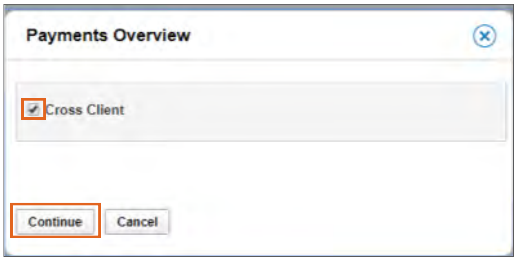
⊞ Expand All ⊟ Collapse All



Payments Overview ⊗

☑ Cross Channel

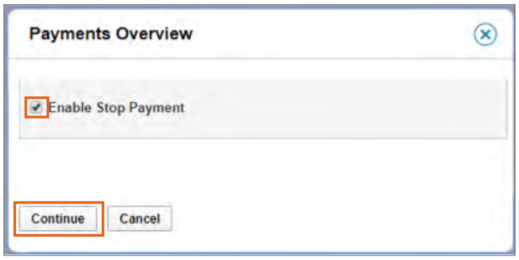
Continue | Cancel



Payments Overview ⊗

☑ Cross Client

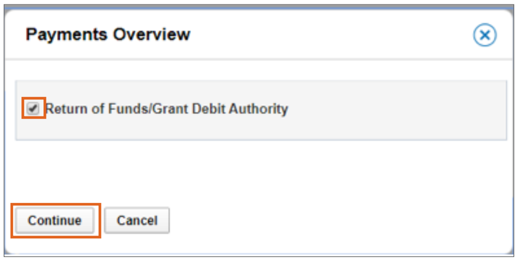
Continue | Cancel



Payments Overview ⊗

☑ Enable Stop Payment

Continue | Cancel



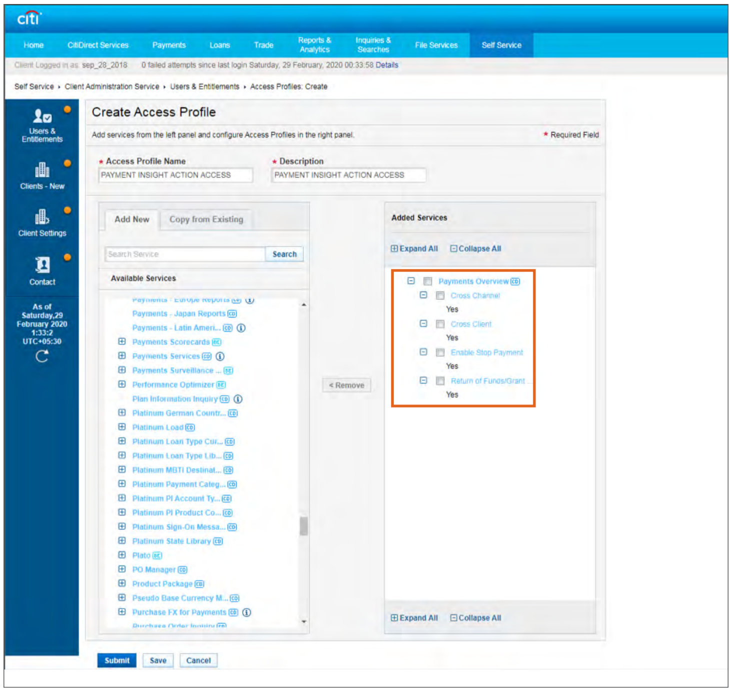
Payments Overview ⊗

☑ Return of Funds/Grant Debit Authority

Continue | Cancel

Creating New Access Profiles with All Functionalities (READ, ROF, STOP): Step 3

Once added, you will see the access profile move over to the right. Confirm that the setup is the same as shown below, and then click "Submit". You will see a confirmation message on top of your screen.



Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details

Self Service › Client Administration Service › Users & Entitlements › Access Profiles: Create

Create Access Profile

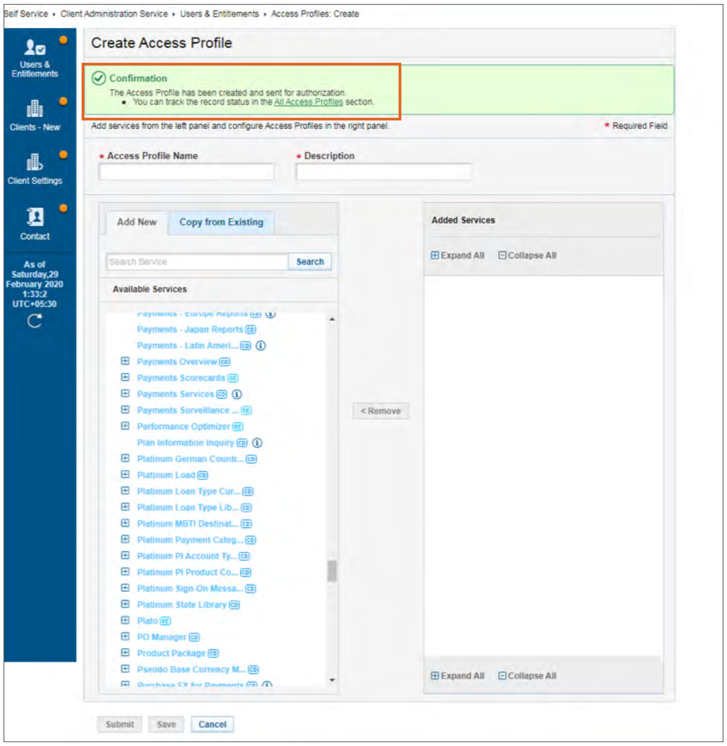
Add services from the left panel and configure Access Profiles in the right panel. * Required Field

* Access Profile Name: PAYMENT INSIGHT ACTION ACCESS

* Description: PAYMENT INSIGHT ACTION ACCESS

Added Services

- Payments Overview
  - Cross Channel: Yes
  - Cross Client: Yes
  - Enable Stop Payment: Yes
  - Return of Funds/Grant ...: Yes



Self Service › Client Administration Service › Users & Entitlements › Access Profiles: Create

Create Access Profile

Confirmation

The Access Profile has been created and sent for authorization.

- You can track the record status in the All Access Profiles section.

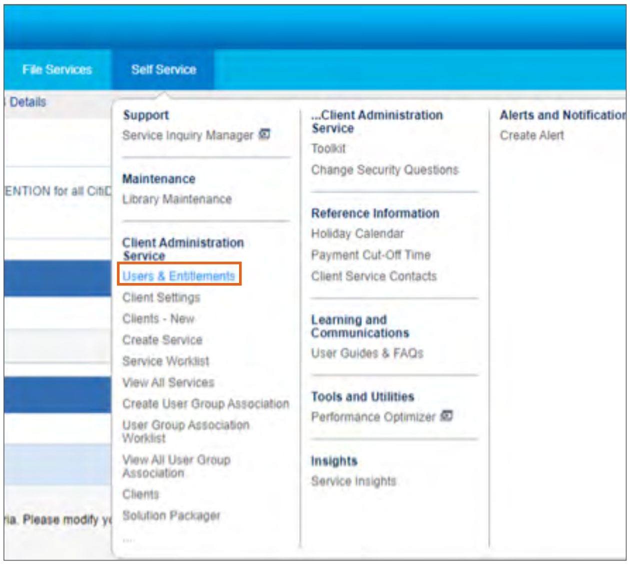
Add services from the left panel and configure Access Profiles in the right panel. * Required Field

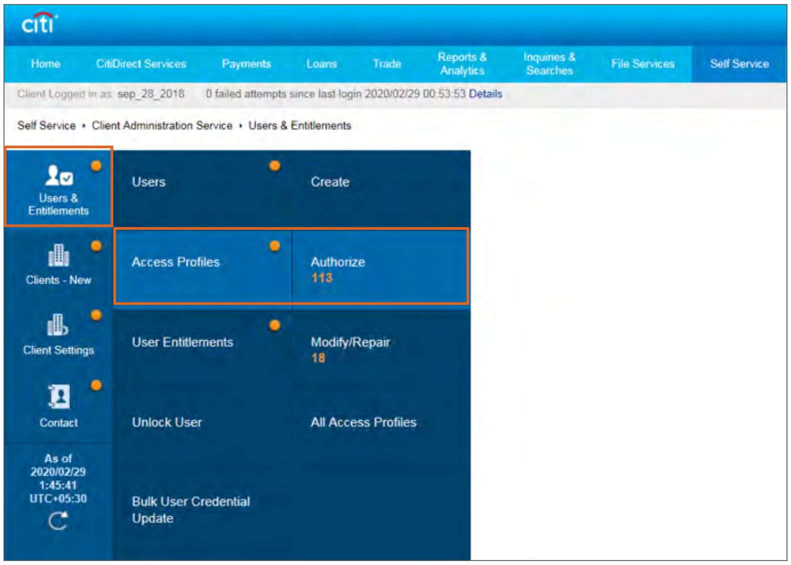
* Access Profile Name

* Description

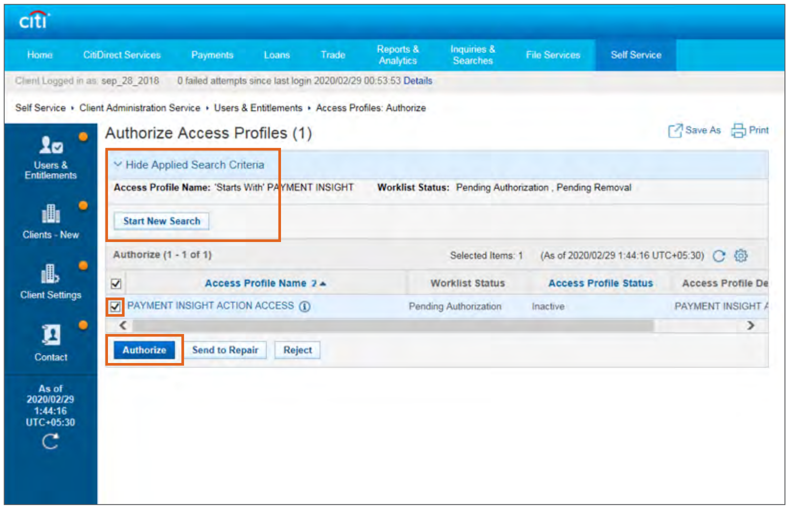
Creating New Access Profiles with All Functionalities (READ, ROF, STOP): Step 4

Have another Security Administrator log on, navigate to Self Service → Client Administration Service → Users & Entitlements. On the new screen, hover over Users & Entitlements → Access Profiles → Authorize. Search for the access profile just created, click on the checkbox and "Authorize".





Note: See earlier in this guide on how to assign access profiles to users.


citi
Home
CitiDirect Services
Payments
Loans
Trade
Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login 2020/02/29 00:53:53 Details
Self Service › Client Administration Service › Users & Entitlements › Access Profiles: Authorize
Users & Entitlements
Clients - New
Client Settings
Contact
As of 2020/02/29 1:44:16 UTC+05:30
Save As
Print
Hide Applied Search Criteria
Start New Search
Authorize
Send to Repair
Reject

Authorize Access Profiles (1)

Access Profile Name: 'Starts With' PAYMENT INSIGHT **Worklist Status:** Pending Authorization , Pending Removal

Authorize (1 - 1 of 1) Selected Items: 1 (As of 2020/02/29 1:44:16 UTC+05:30)

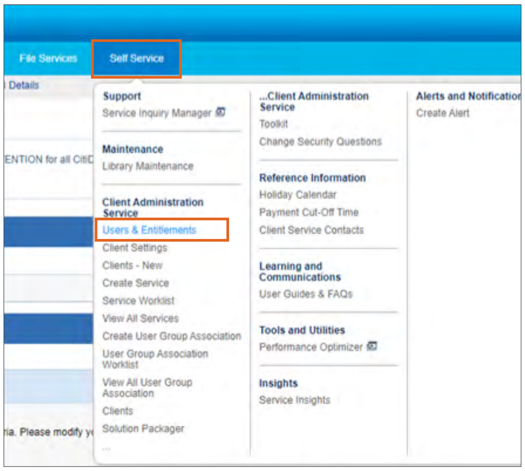
☑	Access Profile Name 2 ▲	Worklist Status	Access Profile Status	Access Profile De
☑	PAYMENT INSIGHT ACTION ACCESS	Pending Authorization	Inactive	PAYMENT INSIGHT A

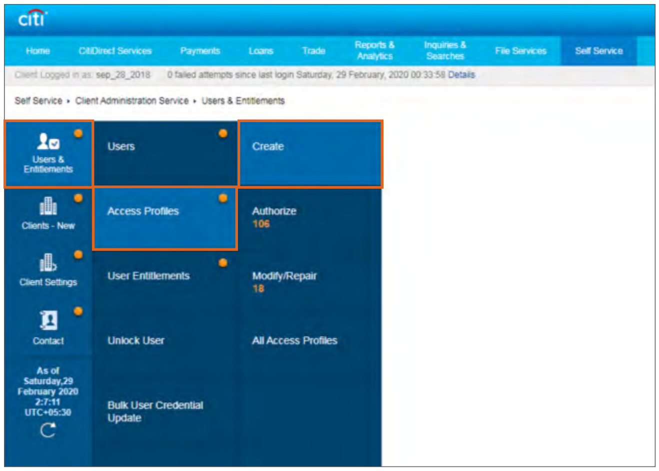
Creating New Access Profiles with Stop Only Access: Step 1

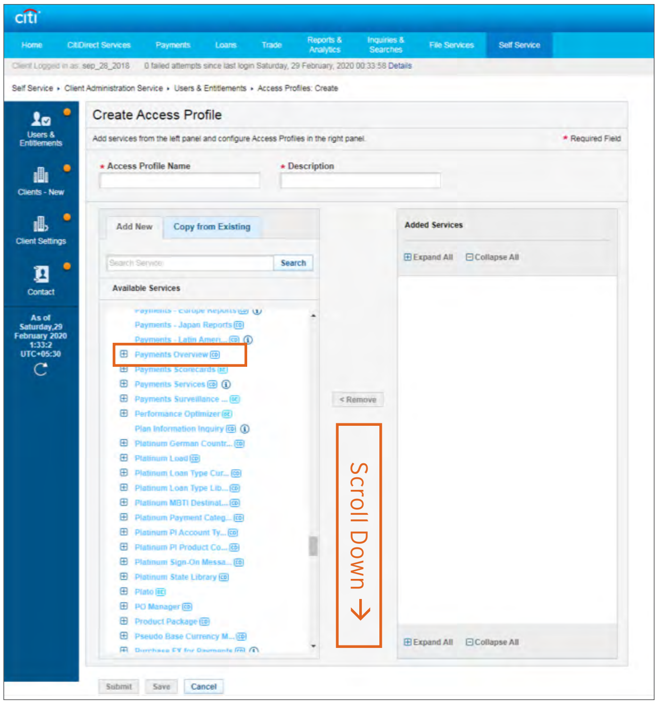
Notes: Please go through the pre-requisites to ensure correct entitlement setup

- Stop Payment allows users to:
  - Cancel a payment that's still in process with Citi Handlowy / Citi or,
  - Recall payments that have been sent out for settlement or credited to the beneficiary

Navigate to Self Service → Client Administration Service → Users & Entitlements. On the new screen, hover over Users & Entitlements → Access Profiles → Create. Scroll down until you see "Payments Overview" in the list of service classes.



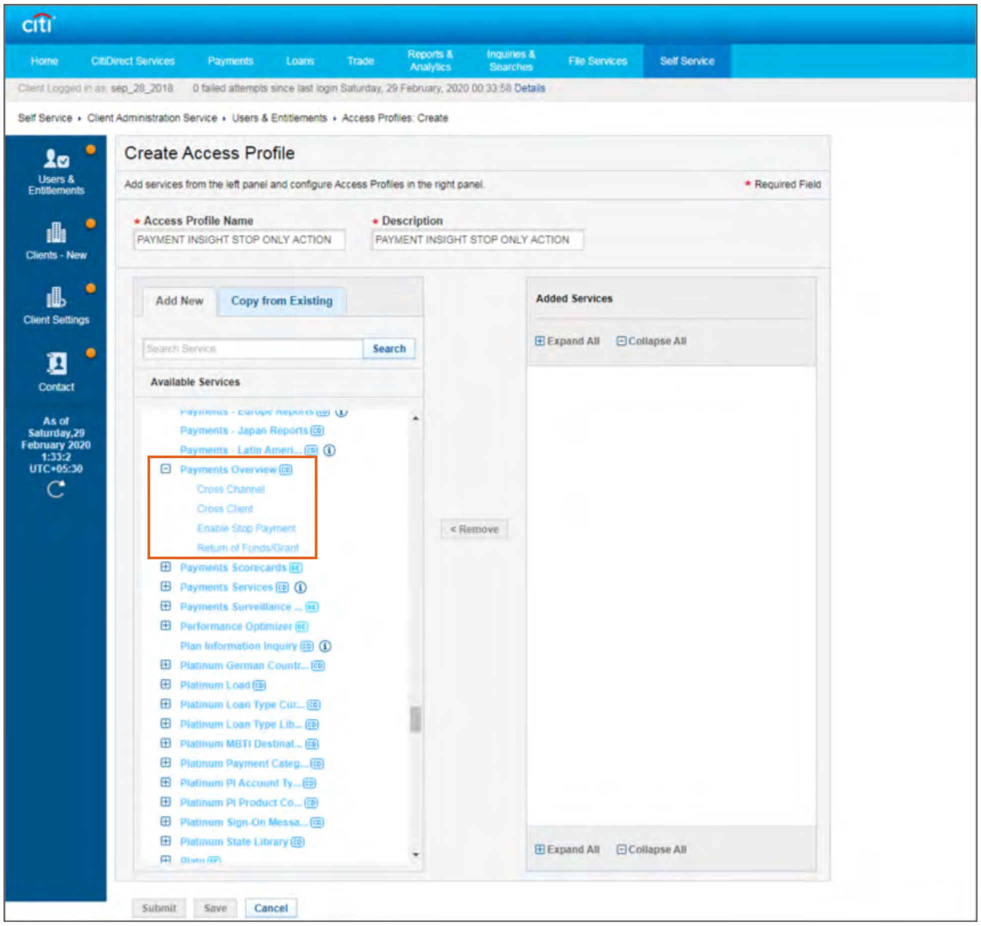



citi
Home
CitiDirect Services
Payments
Loans
Trade
Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details
Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create
Users & Entitlements
Clients - New
Client Settings
Contact
As of Saturday,29 February 2020 1:33:2 UTC+05:30
Create Access Profile
Add services from the left panel and configure Access Profiles in the right panel.
* Required Field
* Access Profile Name
* Description
Add New
Copy from Existing
Search Service
Search
Available Services
Payments - Europe Reports
Payments - Japan Reports
Payments - Latin Ameri...
Payments Overview
Payments Scorecards
Payments Services
Payments Surveillance ...
Performance Optimizer
Plan Information Inquiry
Platinum German Countr...
Platinum Load
Platinum Loan Type Cur...
Platinum Loan Type Lib...
Platinum MBTI Destinat...
Platinum Payment Categ...
Platinum PI Account Ty...
Platinum PI Product Co...
Platinum Sign-On Messa...
Platinum State Library
Plato
PO Manager
Product Package
Pseudo Base Currency M...
Purchase FX for Payments
< Remove
Added Services
Expand All
Collapse All
Submit
Save
Cancel

Scroll Down ↓

Creating New Access Profiles with Stop Only Access: Step 2

Expand "Payments Overview". On selecting "Cross Channel", "Cross Client" and "Enable Stop Payment" a checkbox each will appear. Make sure to check the boxes and click "Continue". Do NOT click it for ROF/GDA. Write in the name/description as "PAYMENT INSIGHT STOP ONLY ACTION".



Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details

Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create

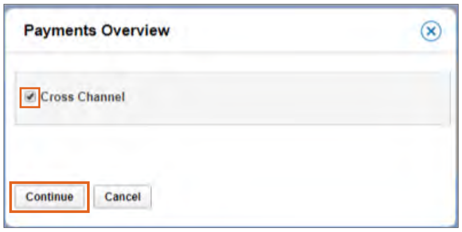
As of Saturday,29 February 2020 1:33:2 UTC+05:30

Create Access Profile

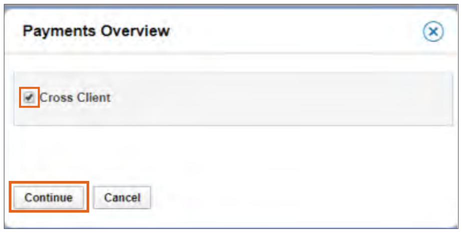
Add services from the left panel and configure Access Profiles in the right panel. * Required Field

* Access Profile Name: PAYMENT INSIGHT STOP ONLY ACTION

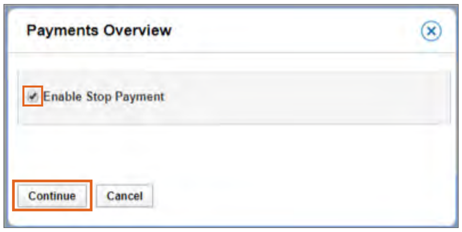
* Description: PAYMENT INSIGHT STOP ONLY ACTION



☑ Cross Channel



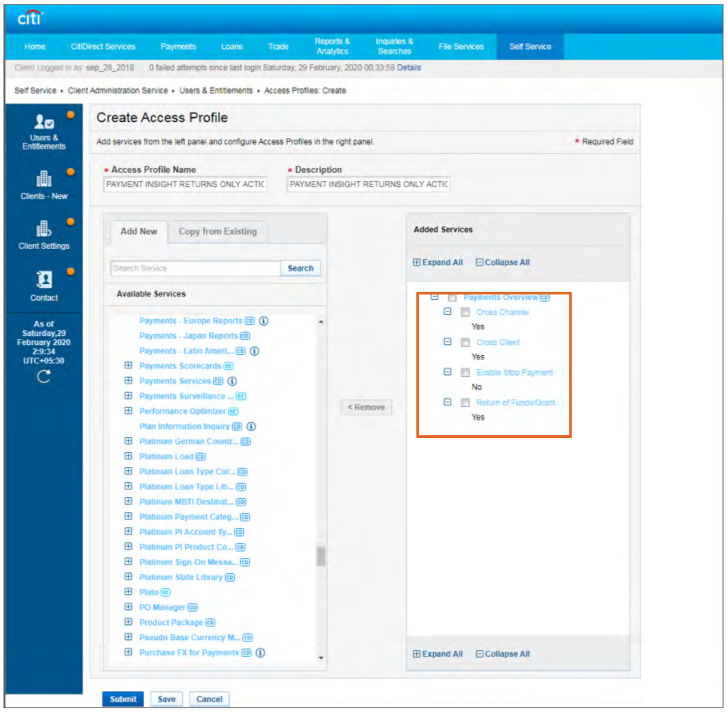
☑ Cross Client



☑ Enable Stop Payment

Creating New Access Profiles with Stop Only Access: Step 3

Once added, you will see the access profile move over to the right. Confirm that the setup is the same as shown below, and then click "Submit". You will see a confirmation message on top of your screen.



Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details

Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create

As of Saturday,29 February 2020 2:9:34 UTC+05:30

Create Access Profile

Add services from the left panel and configure Access Profiles in the right panel.

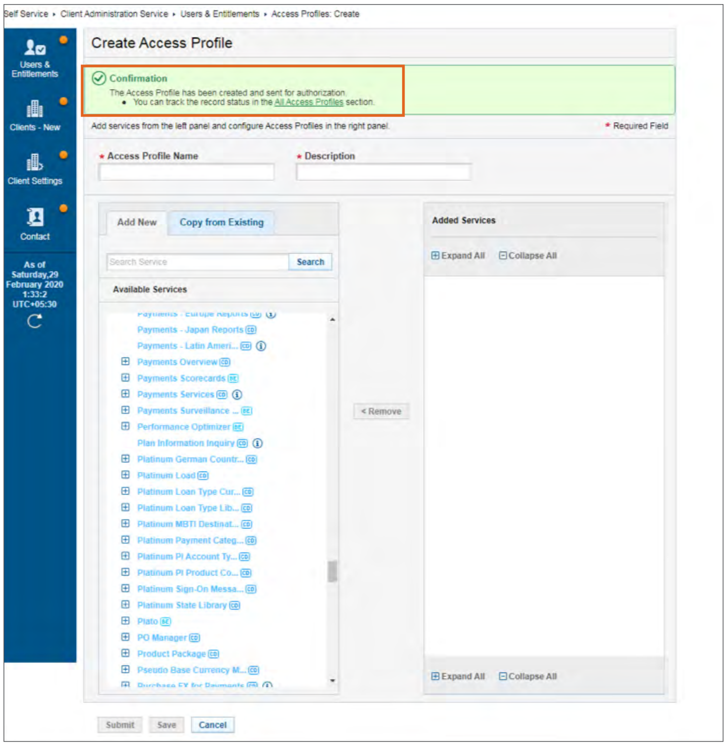
* Required Field

* Access Profile Name: PAYMENT INSIGHT RETURNS ONLY ACTIC

* Description: PAYMENT INSIGHT RETURNS ONLY ACTIC

Added Services

- ⊟ □ Payments Overview
  - ⊟ □ Cross Channel: Yes
  - ⊟ □ Cross Client: Yes
  - ⊟ □ Enable Stop Payment: No
  - ⊟ □ Return of Funds/Grant: Yes



Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create

As of Saturday,29 February 2020 1:33:2 UTC+05:30

Create Access Profile

✓ Confirmation

The Access Profile has been created and sent for authorization.

- You can track the record status in the All Access Profiles section.

Add services from the left panel and configure Access Profiles in the right panel.

* Required Field

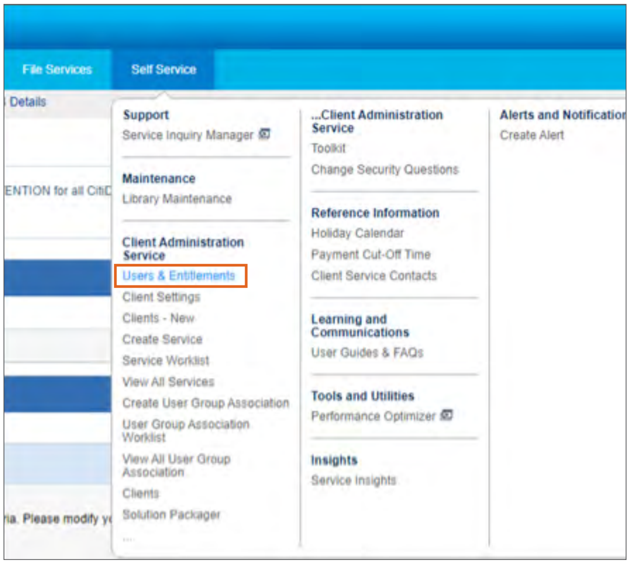
* Access Profile Name

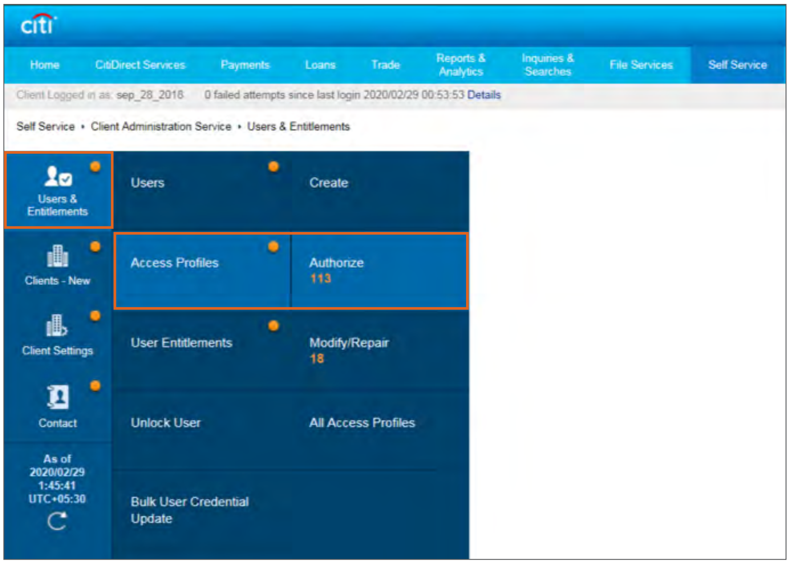
* Description

Added Services

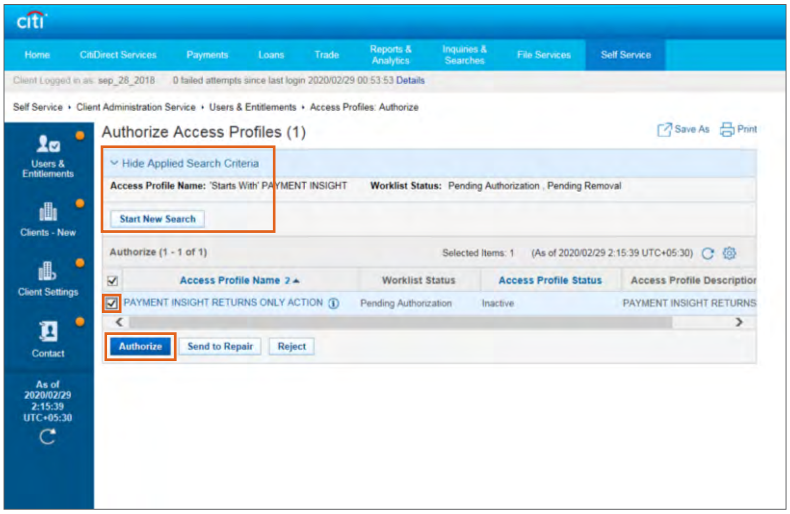
Creating New Access Profiles with Stop Only Access: Step 4

Have another Security Administrator log on, navigate to Self Service → Client Administration Service → Users & Entitlements. On the new screen, hover over Users & Entitlements → Access Profiles → Authorize. Search for the access profile just created, click on the checkbox and "Authorize".





Note: See earlier in this guide on how to assign access profiles to users.


citi
Home
CitiDirect Services
Payments
Loans
Trade
Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login 2020/02/29 00:53:53 Details
Self Service • Client Administration Service • Users & Entitlements • Access Profiles: Authorize
Users & Entitlements
Clients - New
Client Settings
Contact
As of 2020/02/29 2:15:39 UTC+05:30
Save As
Print
Hide Applied Search Criteria
Start New Search
Authorize
Send to Repair
Reject

Authorize Access Profiles (1)

Access Profile Name: 'Starts With' PAYMENT INSIGHT Worklist Status: Pending Authorization , Pending Removal

Authorize (1 - 1 of 1) Selected Items: 1 (As of 2020/02/29 2:15:39 UTC+05:30)

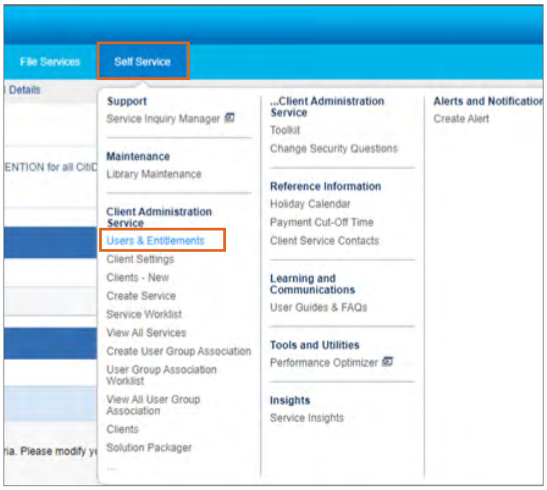
☑	Access Profile Name 2 ▲	Worklist Status	Access Profile Status	Access Profile Descriptior
☑	PAYMENT INSIGHT RETURNS ONLY ACTION	Pending Authorization	Inactive	PAYMENT INSIGHT RETURNS

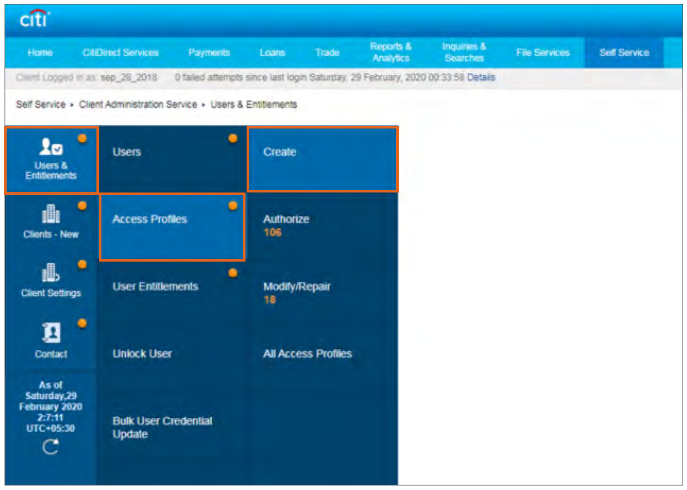
Creating New Access Profiles with Returns (ROF/GDA) Only Access: Step 1

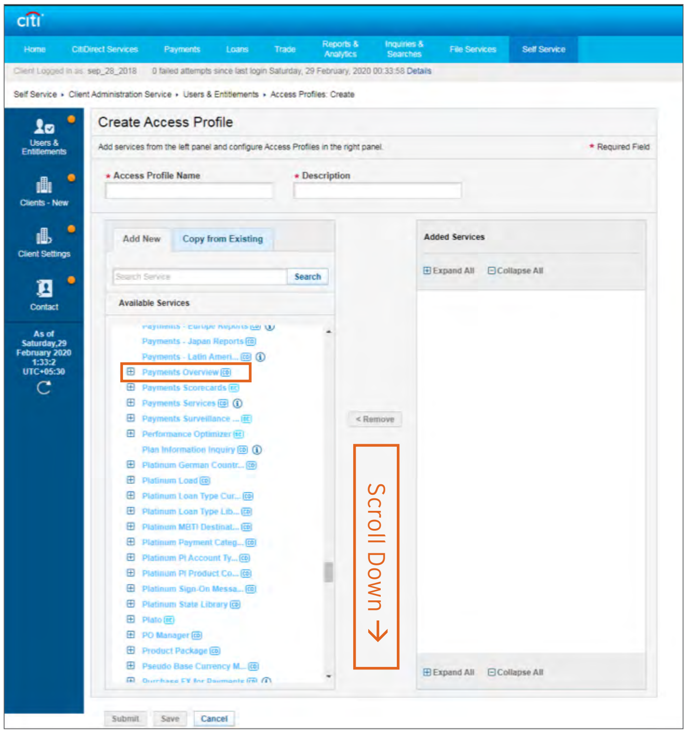
Notes: Please go through the pre-requisites to ensure correct entitlement setup

- Return of Funds/Grant Debit Authority entitlements allow 2 things:
  - Return of Funds (ROF) allows users to return payments proactively to remitters
  - Grant Debit Authority (GDA) allows users to return payments when remitters request recall

Navigate to Self Service → Client Administration Service → User & Entitlements. On the new screen, hover over Users & Entitlements → Access Profiles → Create. Scroll down until you see "Payments Overview" in the list of service classes.

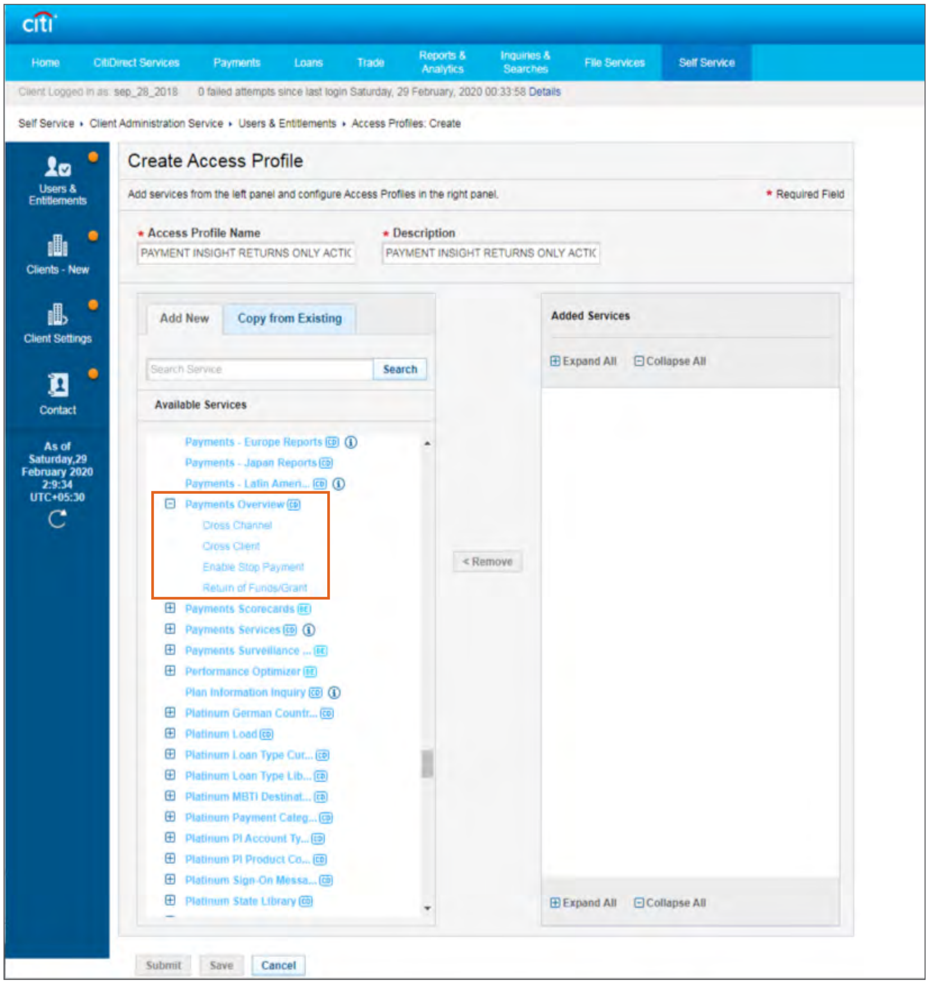





citi
Home
CitiDirect Services
Payments
Loans
Trade
Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details
Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create
Users & Entitlements
Clients - New
Client Settings
Contact
As of Saturday,29 February 2020 1:33:2 UTC+05:30
Create Access Profile
Add services from the left panel and configure Access Profiles in the right panel.
* Required Field
* Access Profile Name
* Description
Add New
Copy from Existing
Search Service
Search
Available Services
Payments - Europe Reports
Payments - Japan Reports
Payments - Latin Ameri...
Payments Overview
Payments Scorecards
Payments Services
Payments Surveillance ...
Performance Optimizer
Plan Information Inquiry
Platinum German Countr...
Platinum Load
Platinum Loan Type Cur...
Platinum Loan Type Lib...
Platinum MBTI Destinat...
Platinum Payment Categ...
Platinum PI Account Ty...
Platinum PI Product Co...
Platinum Sign-On Messa...
Platinum State Library
Plato
PO Manager
Product Package
Pseudo Base Currency M...
Purchase FX for Payments
< Remove
Scroll Down →
Added Services
Expand All
Collapse All
Expand All
Collapse All
Submit
Save
Cancel

Creating New Access Profiles with Returns (ROF/GDA) Only Access: Step 2

Expand "Payments Overview". On selecting "Cross Channel", "Cross Client" and "Return of Funds/Grant Debit Authority" a checkbox each will appear. Make sure to check the boxes and click "Continue". Write in the name/description as "PAYMENT INSIGHT RETURNS ONLY ACTION".



Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details

Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create

As of Saturday,29 February 2020 2:9:34 UTC+05:30

Create Access Profile

Add services from the left panel and configure Access Profiles in the right panel. * Required Field

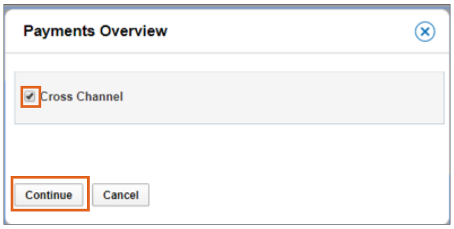
* Access Profile Name: PAYMENT INSIGHT RETURNS ONLY ACTIC

* Description: PAYMENT INSIGHT RETURNS ONLY ACTIC

Available Services

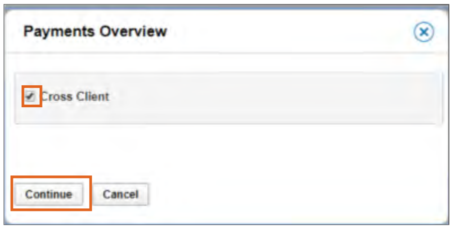
- Payments - Europe Reports
- Payments - Japan Reports
- Payments - Latin Ameri...
- Payments Overview
  - Cross Channel
  - Cross Client
  - Enable Stop Payment
  - Return of Funds/Grant
- Payments Scorecards
- Payments Services
- Payments Surveillance ...
- Performance Optimizer
- Plan Information Inquiry
- Platinum German Countr...
- Platinum Load
- Platinum Loan Type Cur...
- Platinum Loan Type Lib...
- Platinum MBTI Destinat...
- Platinum Payment Categ...
- Platinum PI Account Ty...
- Platinum PI Product Co...
- Platinum Sign-On Messa...
- Platinum State Library

Added Services



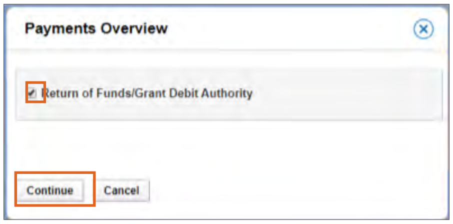
Payments Overview

☑ Cross Channel



Payments Overview

☑ Cross Client

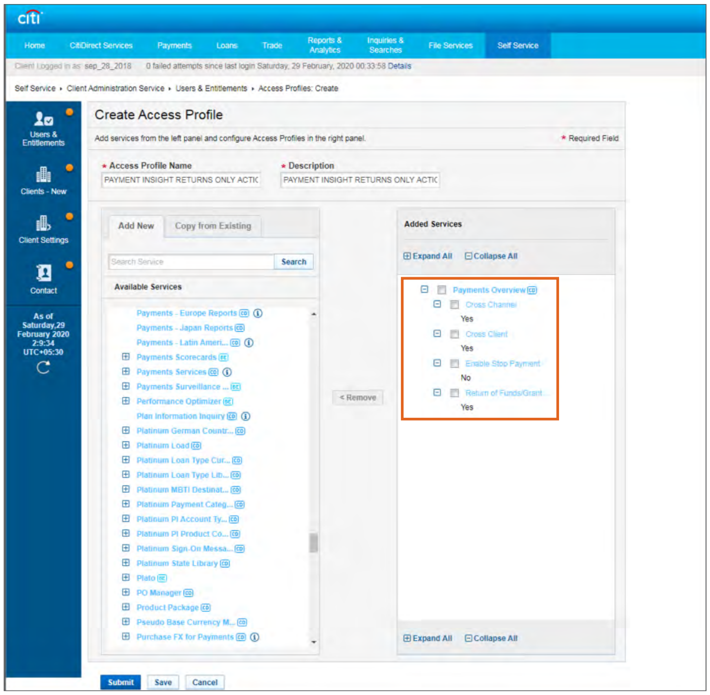


Payments Overview

☑ Return of Funds/Grant Debit Authority

Creating New Access Profiles with Returns (ROF/GDA) Only Access: Step 3

Once added, you will see the access profile move over to the right. Confirm that the setup is the same as shown below, and then click "Submit". You will see a confirmation message on top of your screen.



Client Logged in as: sep_28_2018   0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details

Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create

As of Saturday,29 February 2020 2:9:34 UTC+05:30

Create Access Profile

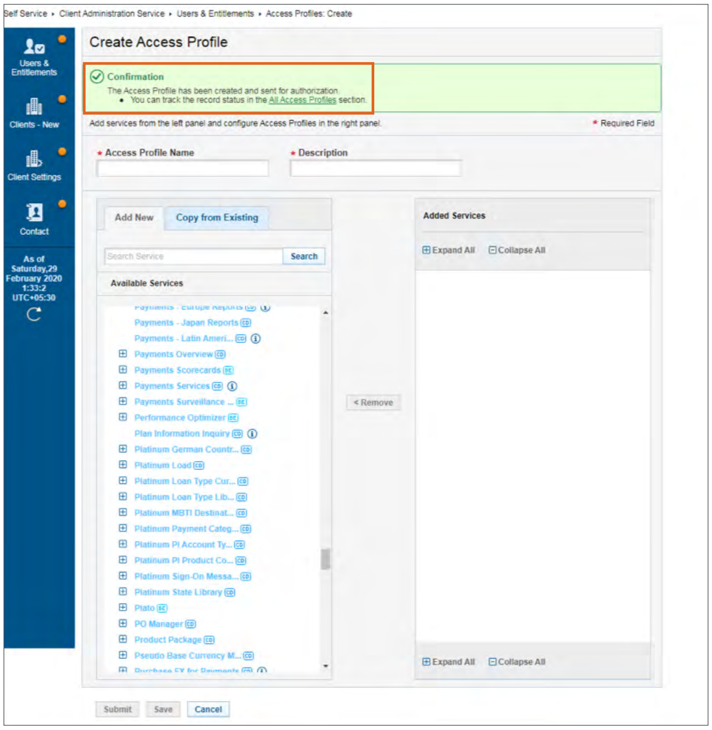
Add services from the left panel and configure Access Profiles in the right panel. * Required Field

* Access Profile Name: PAYMENT INSIGHT RETURNS ONLY ACTIC

* Description: PAYMENT INSIGHT RETURNS ONLY ACTIC

Added Services:

- Payments Overview
  - Cross Channel: Yes
  - Cross Client: Yes
  - Enable Stop Payment: No
  - Return of Funds/Grant...: Yes



Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Access Profiles: Create

As of Saturday,29 February 2020 1:33:2 UTC+05:30

Create Access Profile

Confirmation

The Access Profile has been created and sent for authorization.

- You can track the record status in the All Access Profiles section.

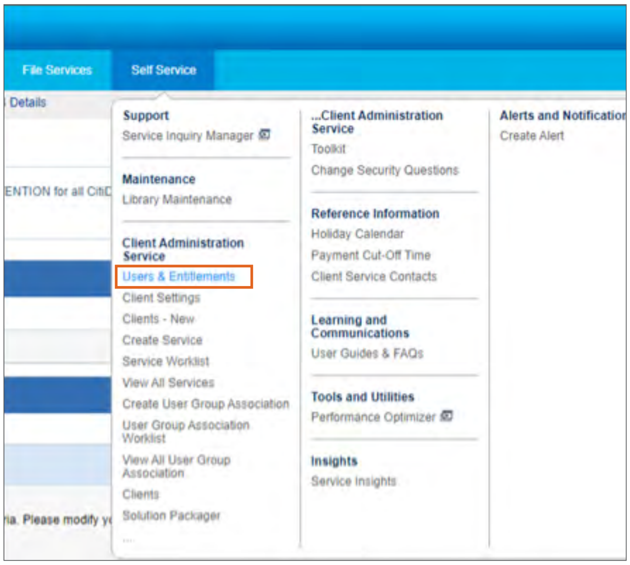
Add services from the left panel and configure Access Profiles in the right panel. * Required Field

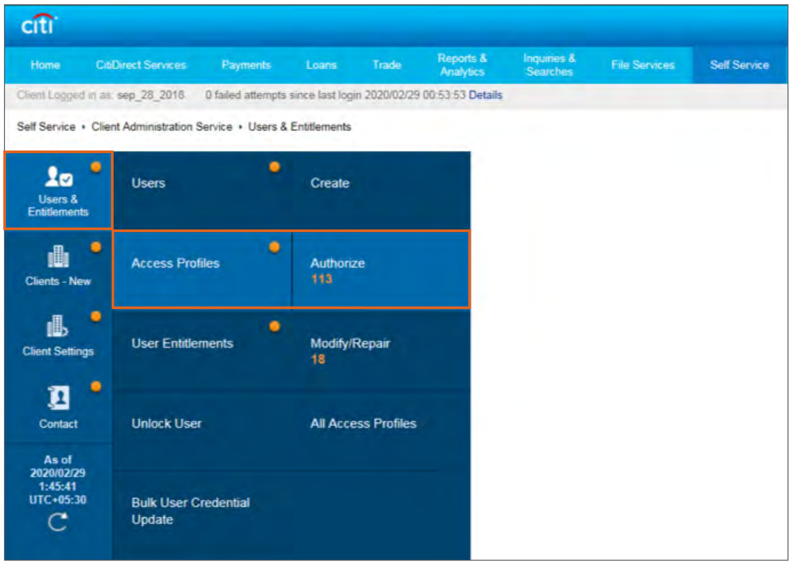
* Access Profile Name

* Description

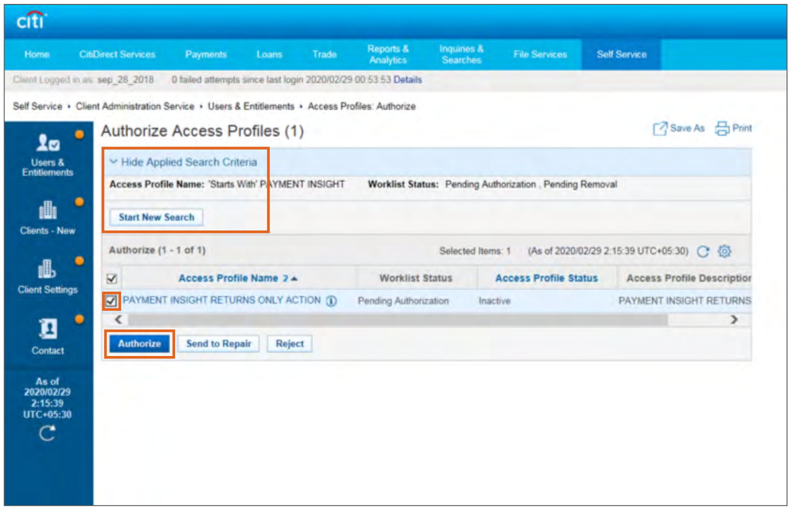
Creating New Access Profiles with Returns (ROF/GDA) Only Access: Step 4

Have another Security Administrator log on, navigate to Self Service → Client Administration Service → Users & Entitlements. On the new screen, hover over Users & Entitlements → Access Profiles → Authorize. Search for the access profile just created, click on the checkbox and "Authorize".





Note: See earlier in this guide on how to assign access profiles to users.


citi
Home
CitiDirect Services
Payments
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Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login 2020/02/29 00:53:53 Details
Self Service › Client Administration Service › Users & Entitlements › Access Profiles: Authorize
Users & Entitlements
Clients - New
Client Settings
Contact
As of 2020/02/29 2:15:39 UTC+05:30
Save As
Print
Hide Applied Search Criteria
Start New Search
Authorize
Send to Repair
Reject

Authorize Access Profiles (1)

Access Profile Name: 'Starts With' PAYMENT INSIGHT Worklist Status: Pending Authorization , Pending Removal

Authorize (1 - 1 of 1) Selected Items: 1 (As of 2020/02/29 2:15:39 UTC+05:30)

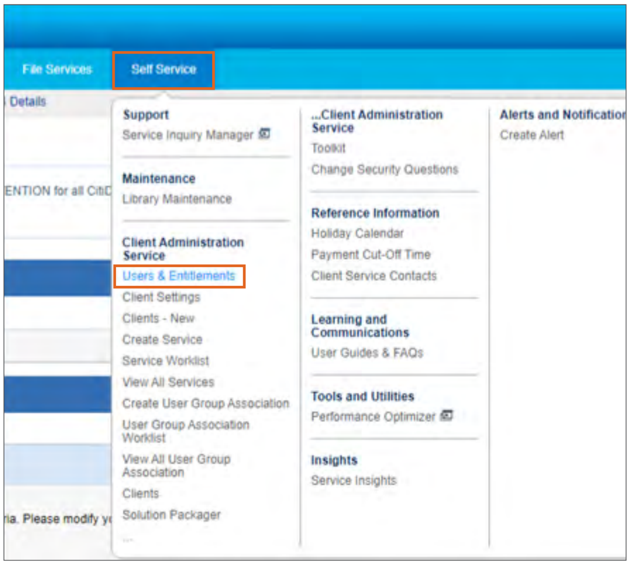
☑	Access Profile Name 2 ▲	Worklist Status	Access Profile Status	Access Profile Descriptior
☑	PAYMENT INSIGHT RETURNS ONLY ACTION	Pending Authorization	Inactive	PAYMENT INSIGHT RETURNS

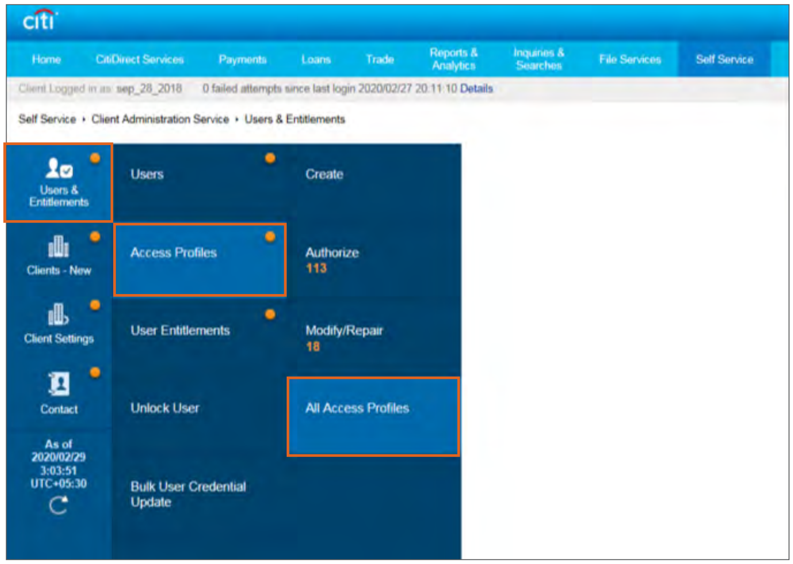
Enabling Stop Payment for Previously Assigned Action (ROF/GDA) Access Profiles: Step 1

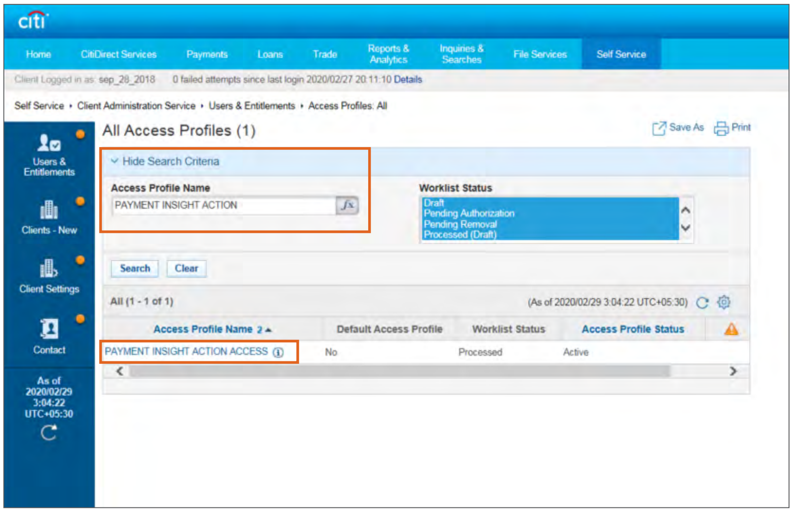
Notes: Please go through the pre-requisites to ensure correct entitlement setup

- This entitlement setup will grant STOP PAYMENT to all users who previously had Return of Funds/ Grant Debit Authority:
  - Return of Funds (ROF) allows users to return payments proactively to remitters
  - Grant Debit Authority (GDA) allows users to return payments when remitters request recall

Navigate to Self Service → Client Administration Service → Users & Entitlements. On the new screen, hover over Users & Entitlements → Access Profiles → All Access Profiles. Search for the previous "PAYMENT INSIGHT ACTION" profile you have created (name may differ). Click on it.






citi
Home
CitiDirect Services
Payments
Loans
Trade
Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login 2020/02/27 20:11:10 Details
Self Service • Client Administration Service • Users & Entitlements • Access Profiles: All
Users & Entitlements
Clients - New
Client Settings
Contact
As of 2020/02/29 3:04:22 UTC+05:30
Save As
Print
Hide Search Criteria
Search
Clear

All Access Profiles (1)

Access Profile Name: PAYMENT INSIGHT ACTION

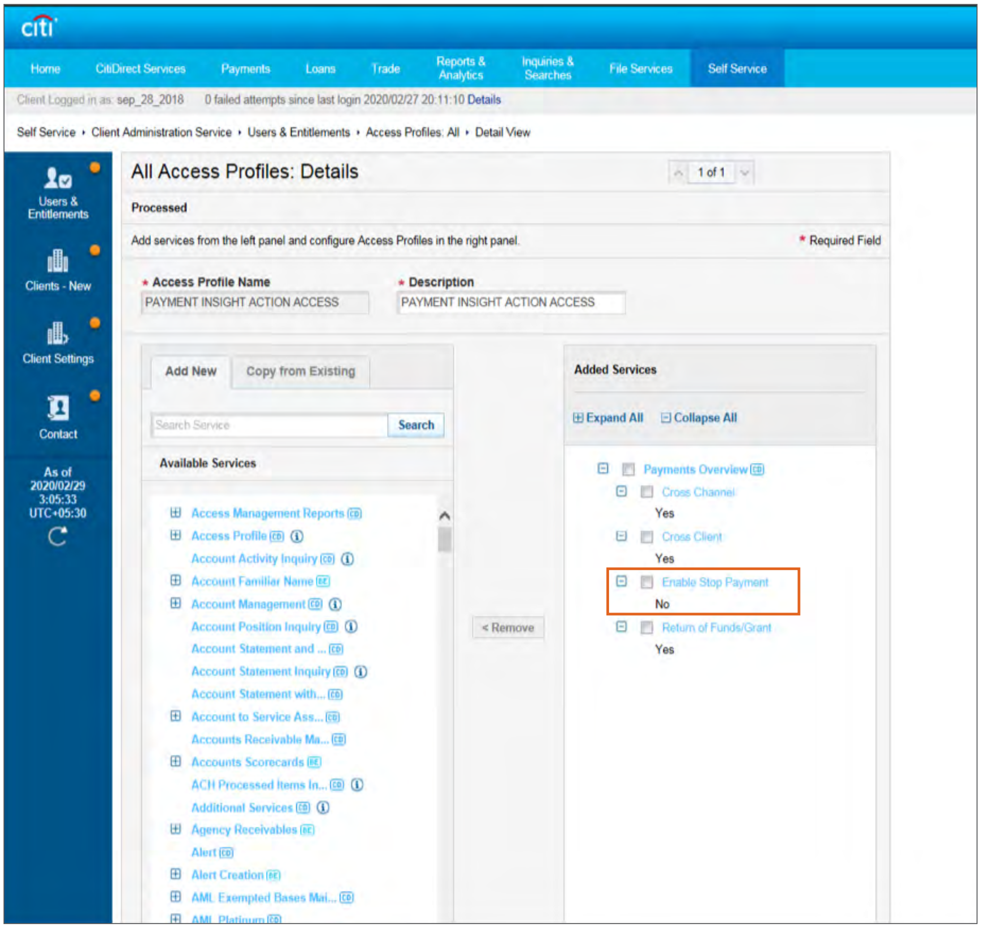
Worklist Status: Draft, Pending Authorization, Pending Removal, Processed (Draft)

All (1 - 1 of 1) (As of 2020/02/29 3:04:22 UTC+05:30)

Access Profile Name 2 ▲	Default Access Profile	Worklist Status	Access Profile Status
PAYMENT INSIGHT ACTION ACCESS ⓘ	No	Processed	Active

Enabling Stop Payment for Previously Assigned Action (ROF/GDA) Access Profiles: Step 2

Click on “Enable Stop Payment”. In the pop up box that appears, click on the checkbox and “Continue”.



Client Logged in as: sep_28_2018 0 failed attempts since last login 2020/02/27 20:11:10 Details

Self Service › Client Administration Service › Users & Entitlements › Access Profiles: All › Detail View

As of 2020/02/29 3:05:33 UTC+05:30

All Access Profiles: Details 1 of 1

Processed

Add services from the left panel and configure Access Profiles in the right panel. * Required Field

* Access Profile Name: PAYMENT INSIGHT ACTION ACCESS

* Description: PAYMENT INSIGHT ACTION ACCESS

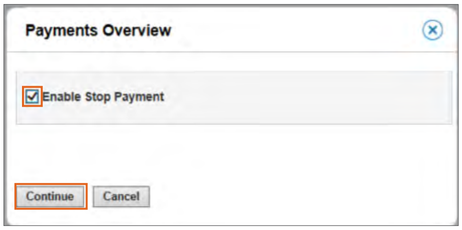
Search Service

Available Services

- Access Management Reports
- Access Profile
- Account Activity Inquiry
- Account Familiar Name
- Account Management
- Account Position Inquiry
- Account Statement and ...
- Account Statement Inquiry
- Account Statement with...
- Account to Service Ass...
- Accounts Receivable Ma...
- Accounts Scorecards
- ACH Processed Items In...
- Additional Services
- Agency Receivables
- Alert
- Alert Creation
- AML Exempted Bases Mai...
- AML Platinum

Added Services

- Payments Overview
  - Cross Channel: Yes
  - Cross Client: Yes
  - Enable Stop Payment: No
  - Return of Funds/Grant: Yes

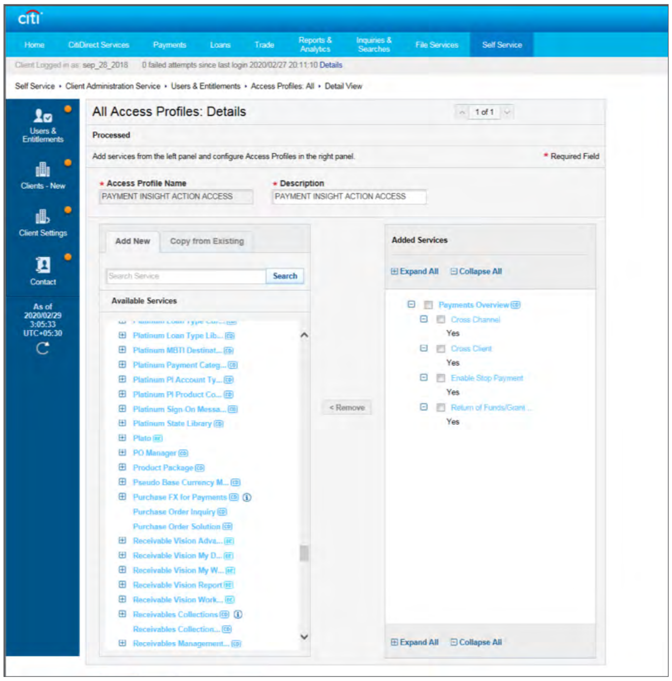


Payments Overview

☑ Enable Stop Payment

Enabling Stop Payment for Previously Assigned Action (ROF/GDA) Access Profiles: Step 3

Once added, you will see “Enable Stop Payment” switch to Yes on your screen. Confirm that the setup is the same as shown below, and then click “Submit”. You will see a confirmation message on top of your screen.



Client Logged in as: sep_28_2018 0 failed attempts since last login 2020/02/27 20:11:10 Details

Self Service • Client Administration Service • Users & Entitlements • Access Profiles: All • Detail View

As of 2020/02/29 3:05:33 UTC+05:30

All Access Profiles: Details

Processed

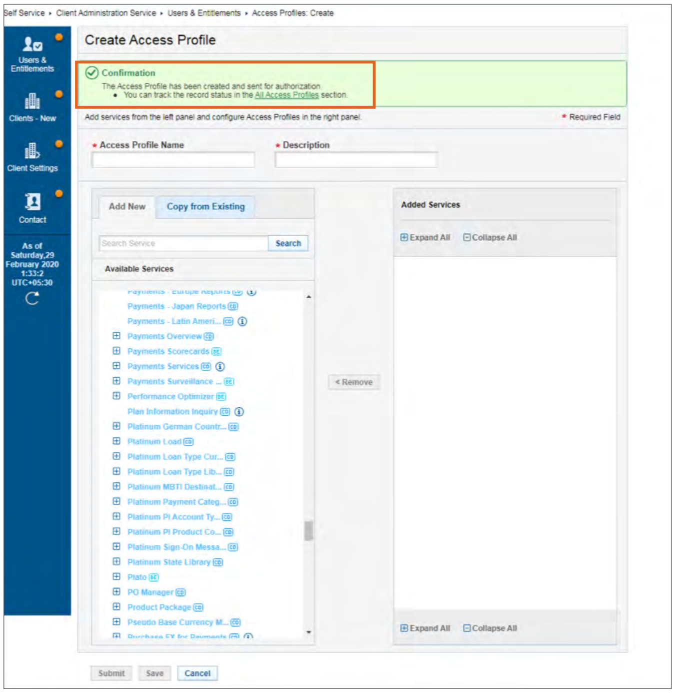
Add services from the left panel and configure Access Profiles in the right panel. * Required Field

* Access Profile Name: PAYMENT INSIGHT ACTION ACCESS

* Description: PAYMENT INSIGHT ACTION ACCESS

Added Services

- Payments Overview
  - Cross Channel: Yes
  - Cross Client: Yes
  - Enable Stop Payment: Yes
  - Return of Funds/Grant ...: Yes



Self Service • Client Administration Service • Users & Entitlements • Access Profiles: Create

As of Saturday,29 February 2020 1:33:2 UTC+05:30

Create Access Profile

Confirmation

The Access Profile has been created and sent for authorization.

- You can track the record status in the All Access Profiles section.

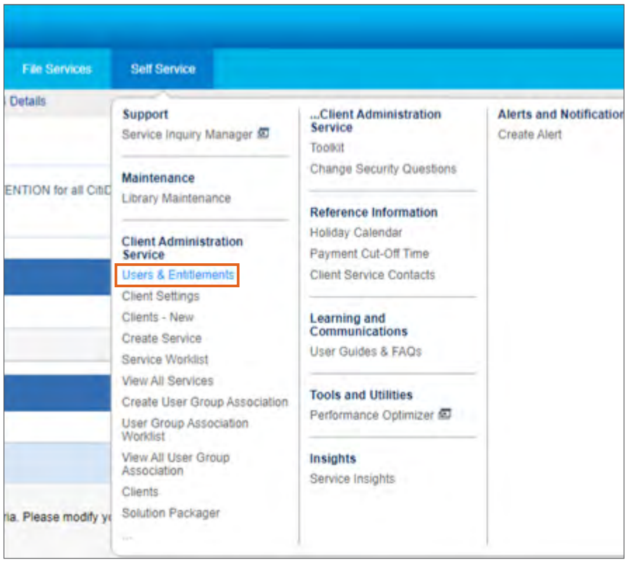
Add services from the left panel and configure Access Profiles in the right panel. * Required Field

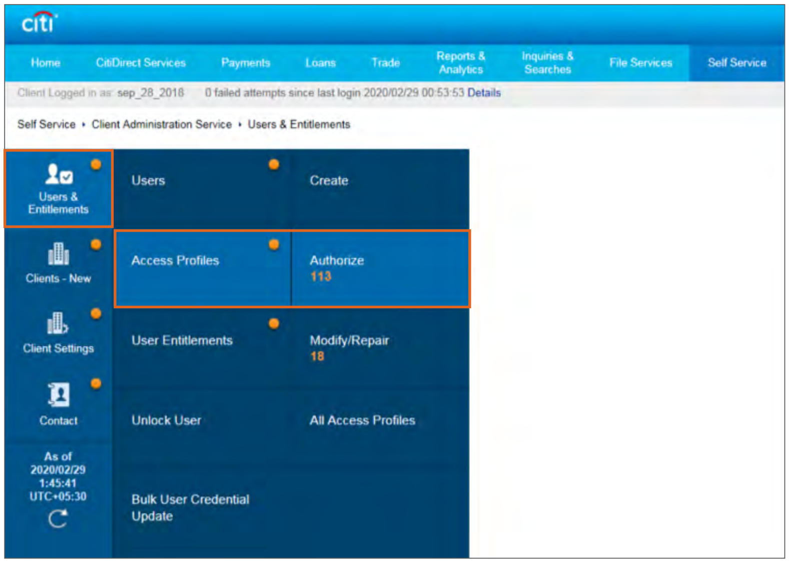
* Access Profile Name

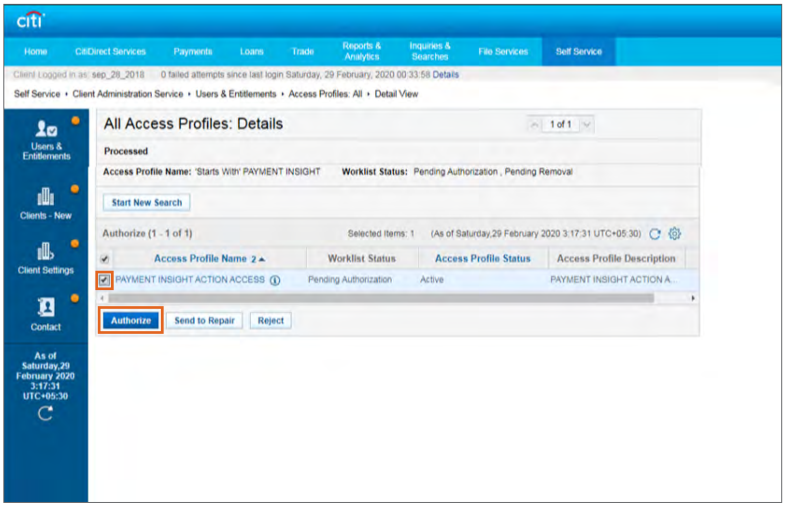
* Description

Enabling Stop Payment for Previously Assigned Action (ROF/GDA) Access Profiles: Step 4

Have another Security Administrator log on, navigate to Self Service → Client Administration Service → Users & Entitlements. On the new screen, hover over Users & Entitlements → Access Profiles → Authorize. Search for the access profile just edited, click on the checkbox and "Authorize".






citi
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Payments
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Trade
Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details
Self Service • Client Administration Service • Users & Entitlements • Access Profiles: All • Detail View
Users & Entitlements
Clients - New
Client Settings
Contact
As of Saturday,29 February 2020 3:17:31 UTC+05:30
1 of 1
Start New Search
Authorize
Send to Repair
Reject

All Access Profiles: Details

Processed

Access Profile Name: 'Starts With' PAYMENT INSIGHT **Worklist Status:** Pending Authorization , Pending Removal

Authorize (1 - 1 of 1) Selected Items: 1 (As of Saturday,29 February 2020 3:17:31 UTC+05:30)

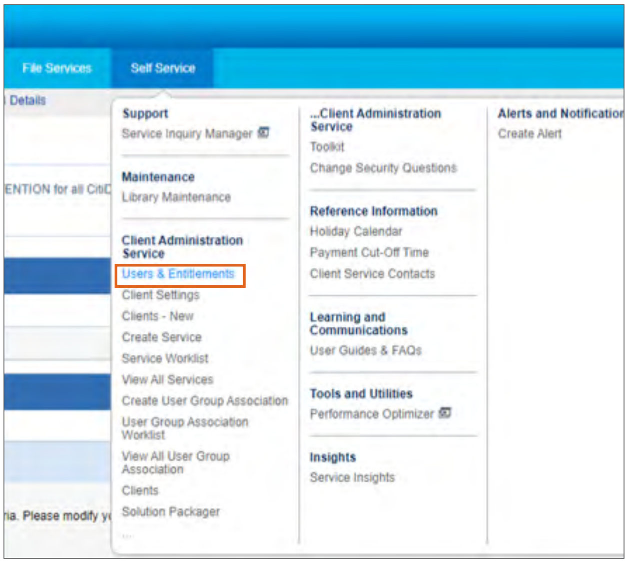
☑	Access Profile Name 2 ▲	Worklist Status	Access Profile Status	Access Profile Description
☑	PAYMENT INSIGHT ACTION ACCESS ⓘ	Pending Authorization	Active	PAYMENT INSIGHT ACTION A...

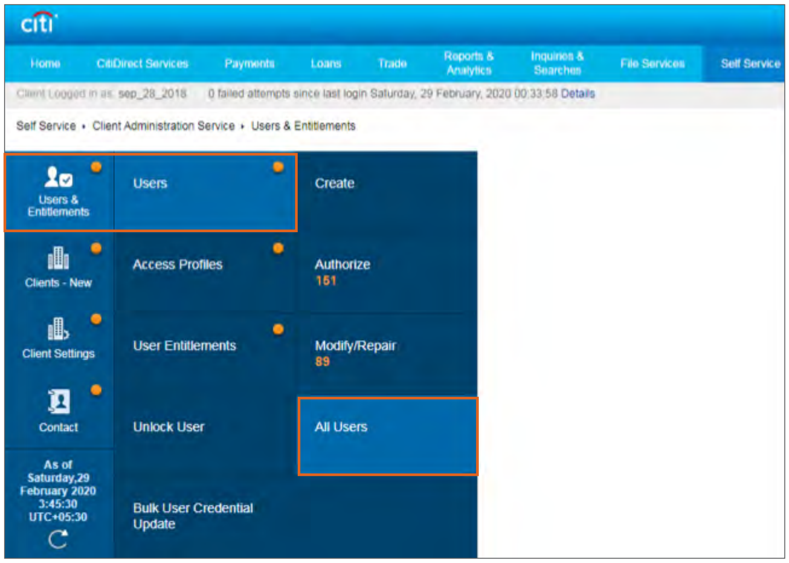
How to Delete Existing Access Profiles: Step 1

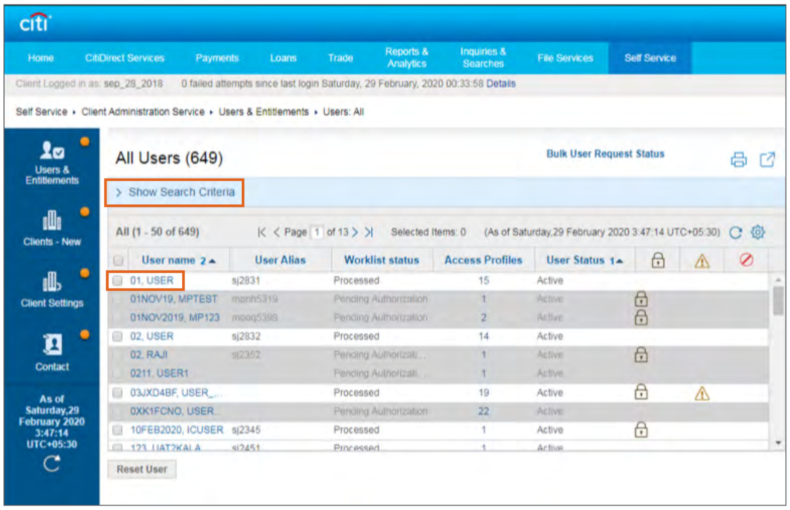
Notes:

- We suggest deleting the read-only access profile (PAYMENT INSIGHT READ ONLY) for those users who have been granted a new action access profile. This is to keep the number of access profiles entitled to a user to a minimum/manageable number

Navigate to Self Service → Client Administration Service → Users & Entitlements. On the new screen, hover over Users & Entitlements → Users → All Users. Locate the user you want to delete an access profile for by using the Search Criteria, and click on their name.






citi
Home
CitiDirect Services
Payments
Loans
Trade
Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details
Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Users: All
Users & Entitlements
Clients - New
Client Settings
Contact
As of Saturday,29 February 2020 3:47:14 UTC+05:30
Bulk User Request Status
Show Search Criteria
Reset User

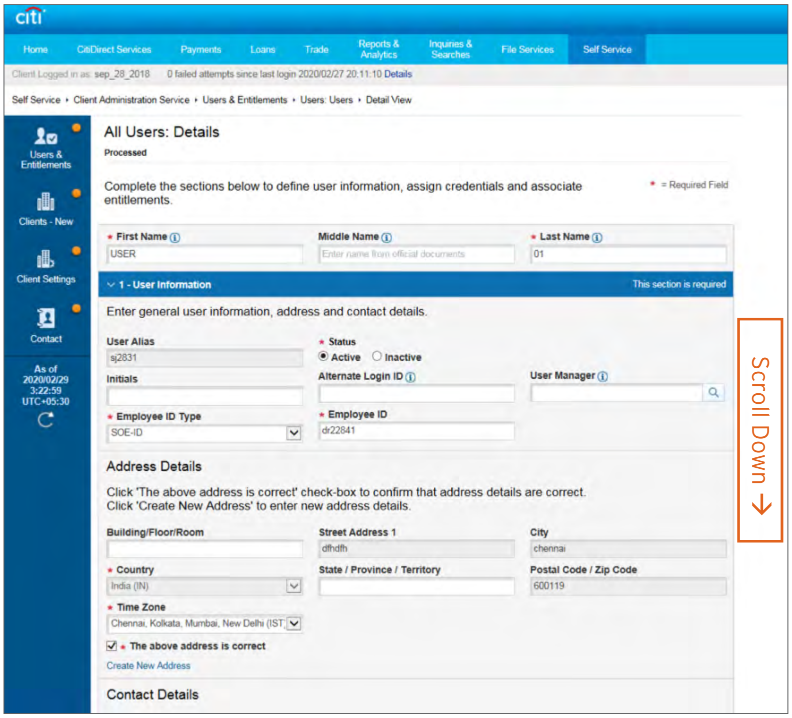
All Users (649)

All (1 - 50 of 649) Page 1 of 13 Selected Items: 0 (As of Saturday,29 February 2020 3:47:14 UTC+05:30)

□	User name 2 ▲	User Alias	Worklist status	Access Profiles	User Status 1 ▲	🔒	⚠	⊘
□	01, USER	sj2831	Processed	15	Active			
	01NOV19, MPTEST	manh5319	Pending Authorization	1	Active	🔒		
	01NOV2019, MP123	mooq5398	Pending Authorization	2	Active	🔒		
□	02, USER	sj2832	Processed	14	Active			
	02, RAJI	sj2352	Pending Authorizati...	1	Active	🔒		
	0211, USER1		Pending Authorizati...	1	Active			
□	03JXD4BF, USER_...		Processed	19	Active	🔒	⚠	
	0XK1FCNO, USER...		Pending Authorization	22	Active			
□	10FEB2020, ICUSER	sj2345	Processed	1	Active	🔒		
□	123, UAT2KALA	sj2451	Processed	1	Active			

How to Delete Existing Access Profiles: Step 2

Scroll down on the User Details screen until you see “3 - User Entitlements”. Click on it.



Client Logged in as: sep_28_2018 0 failed attempts since last login 2020/02/27 20:11:10 Details

Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Users: Users ▸ Detail View

As of 2020/02/29 3:22:59 UTC+05:30

All Users: Details

Processed

Complete the sections below to define user information, assign credentials and associate entitlements.

* = Required Field

* First Name: USER	Middle Name: Enter name from official documents	* Last Name: 01

1 - User Information — This section is required

Enter general user information, address and contact details.

User Alias: sj2831	* Status: ● Active ○ Inactive	
Initials:	Alternate Login ID:	User Manager:
* Employee ID Type: SOE-ID	* Employee ID: dr22841	

Address Details

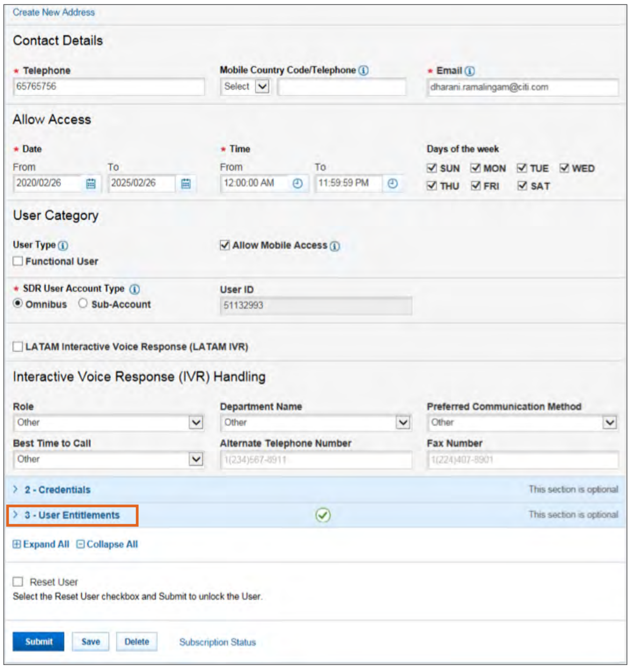
Click 'The above address is correct' check-box to confirm that address details are correct.
Click 'Create New Address' to enter new address details.

Building/Floor/Room:	Street Address 1: dfhdfh	City: chennai
* Country: India (IN)	State / Province / Territory:	Postal Code / Zip Code: 600119
* Time Zone: Chennai, Kolkata, Mumbai, New Delhi (IST		

☑ * The above address is correct

Create New Address

Contact Details



Contact Details

* Telephone: 65765756	Mobile Country Code/Telephone: Select	* Email: dharani.ramalingam@citi.com

Allow Access

* Date: From 2020/02/26 To 2025/02/26

* Time: From 12:00:00 AM To 11:59:59 PM

Days of the week: ☑ SUN ☑ MON ☑ TUE ☑ WED ☑ THU ☑ FRI ☑ SAT

User Category

User Type: □ Functional User

☑ Allow Mobile Access

* SDR User Account Type: ● Omnibus ○ Sub-Account

User ID: 51132993

□ LATAM Interactive Voice Response (LATAM IVR)

Interactive Voice Response (IVR) Handling

Role: Other	Department Name: Other	Preferred Communication Method: Other
Best Time to Call: Other	Alternate Telephone Number: 1(234)567-8911	Fax Number: 1(224)407-8901

2 - Credentials — This section is optional

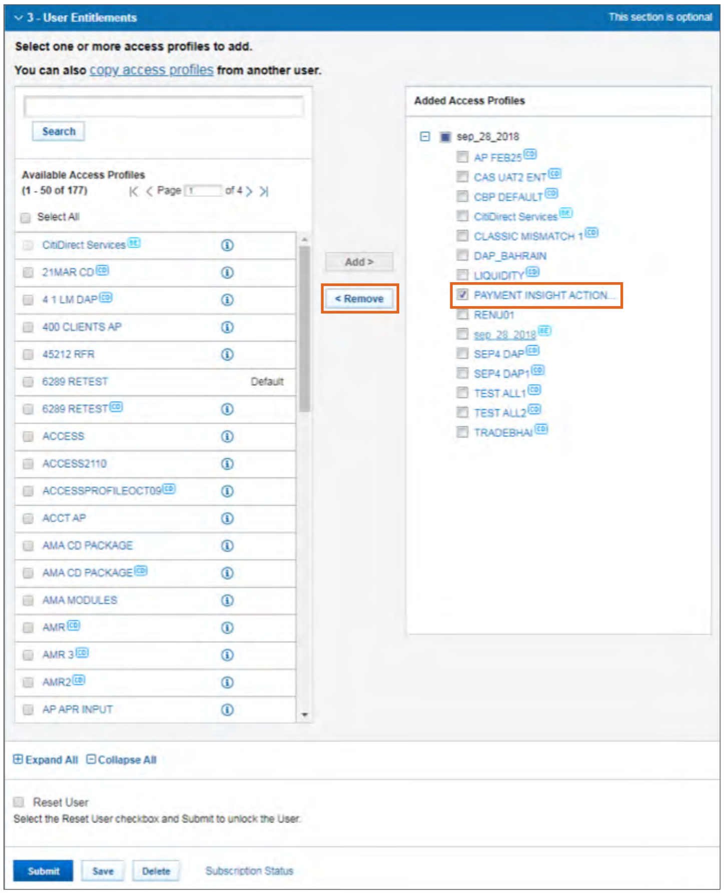
3 - User Entitlements ✓ — This section is optional

□ Reset User

Select the Reset User checkbox and Submit to unlock the User.

How to Delete Existing Access Profiles: Step 3

Select the checkbox next to the access profile to be deleted. Then click “Remove”. You’ll see the access profile move out of the right-hand side of the screen. Click “Submit”.



3 - User Entitlements — This section is optional

Select one or more access profiles to add.

You can also copy access profiles from another user.

Search

Available Access Profiles
(1 - 50 of 177) Page 1 of 4

□ Select All

□ CitiDirect Services BE	ⓘ
□ 21MAR CD CD	ⓘ
□ 4 1 LM DAP CD	ⓘ
□ 400 CLIENTS AP	ⓘ
□ 45212 RFR	ⓘ
□ 6289 RETEST	Default
□ 6289 RETEST CD	ⓘ
□ ACCESS	ⓘ
□ ACCESS2110	ⓘ
□ ACCESSPROFILEOCT09 CD	ⓘ
□ ACCT AP	ⓘ
□ AMA CD PACKAGE	ⓘ
□ AMA CD PACKAGE CD	ⓘ
□ AMA MODULES	ⓘ
□ AMR CD	ⓘ
□ AMR 3 CD	ⓘ
□ AMR2 CD	ⓘ
□ AP APR INPUT	ⓘ

Add > | < Remove

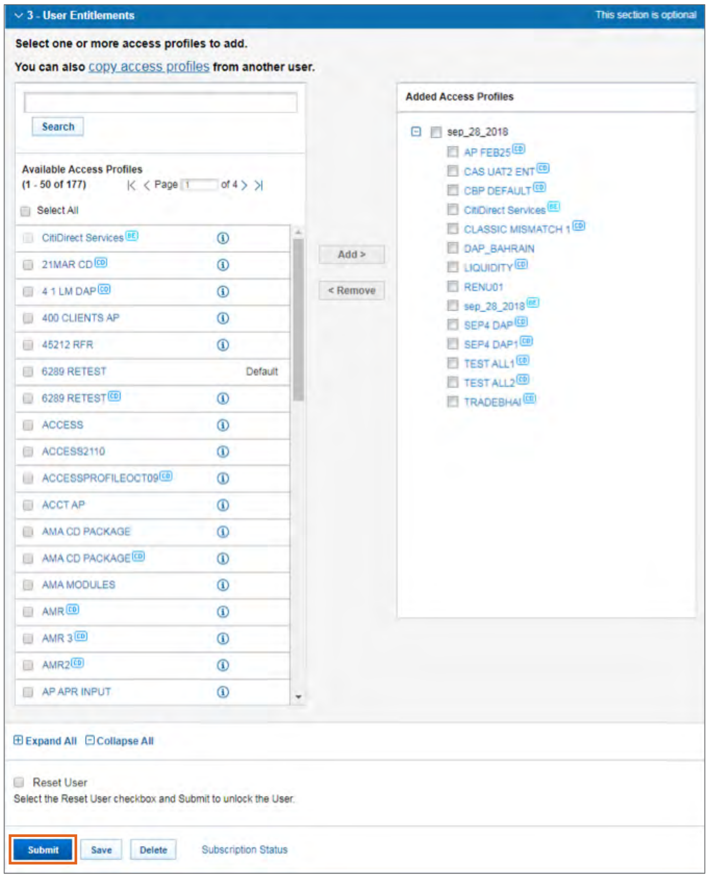
Added Access Profiles

- ■ sep_28_2018
  - □ AP FEB25 CD
  - □ CAS UAT2 ENT CD
  - □ CBP DEFAULT CD
  - □ CitiDirect Services BE
  - □ CLASSIC MISMATCH 1 CD
  - □ DAP_BAHRAIN
  - □ LIQUIDITY CD
  - ☑ PAYMENT INSIGHT ACTION...
  - □ RENU01
  - □ sep_28_2018 BE
  - □ SEP4 DAP CD
  - □ SEP4 DAP1 CD
  - □ TEST ALL1 CD
  - □ TEST ALL2 CD
  - □ TRADEBHAI CD

⊞ Expand All ⊟ Collapse All

□ Reset User
Select the Reset User checkbox and Submit to unlock the User.

Submit | Save | Delete | Subscription Status



3 - User Entitlements — This section is optional

Select one or more access profiles to add.

You can also copy access profiles from another user.

Search

Available Access Profiles
(1 - 50 of 177) Page 1 of 4

□ Select All

□ CitiDirect Services BE	ⓘ
□ 21MAR CD CD	ⓘ
□ 4 1 LM DAP CD	ⓘ
□ 400 CLIENTS AP	ⓘ
□ 45212 RFR	ⓘ
□ 6289 RETEST	Default
□ 6289 RETEST CD	ⓘ
□ ACCESS	ⓘ
□ ACCESS2110	ⓘ
□ ACCESSPROFILEOCT09 CD	ⓘ
□ ACCT AP	ⓘ
□ AMA CD PACKAGE	ⓘ
□ AMA CD PACKAGE CD	ⓘ
□ AMA MODULES	ⓘ
□ AMR CD	ⓘ
□ AMR 3 CD	ⓘ
□ AMR2 CD	ⓘ
□ AP APR INPUT	ⓘ

Add > | < Remove

Added Access Profiles

- □ sep_28_2018
  - □ AP FEB25 CD
  - □ CAS UAT2 ENT CD
  - □ CBP DEFAULT CD
  - □ CitiDirect Services BE
  - □ CLASSIC MISMATCH 1 CD
  - □ DAP_BAHRAIN
  - □ LIQUIDITY CD
  - □ RENU01
  - □ sep_28_2018 BE
  - □ SEP4 DAP CD
  - □ SEP4 DAP1 CD
  - □ TEST ALL1 CD
  - □ TEST ALL2 CD
  - □ TRADEBHAI CD

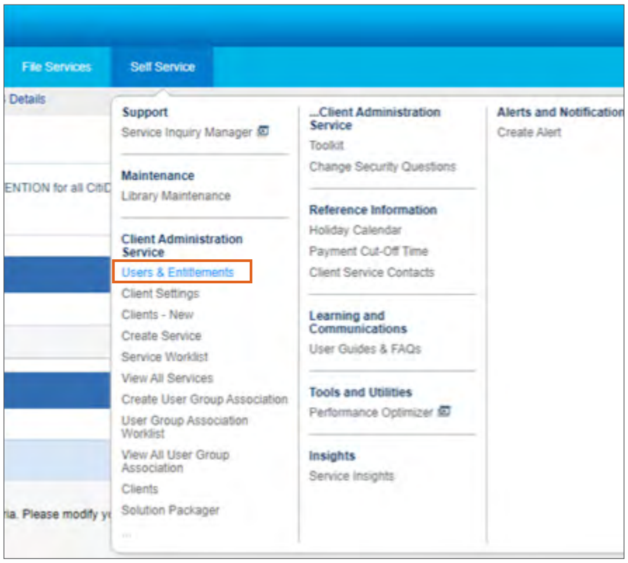
⊞ Expand All ⊟ Collapse All

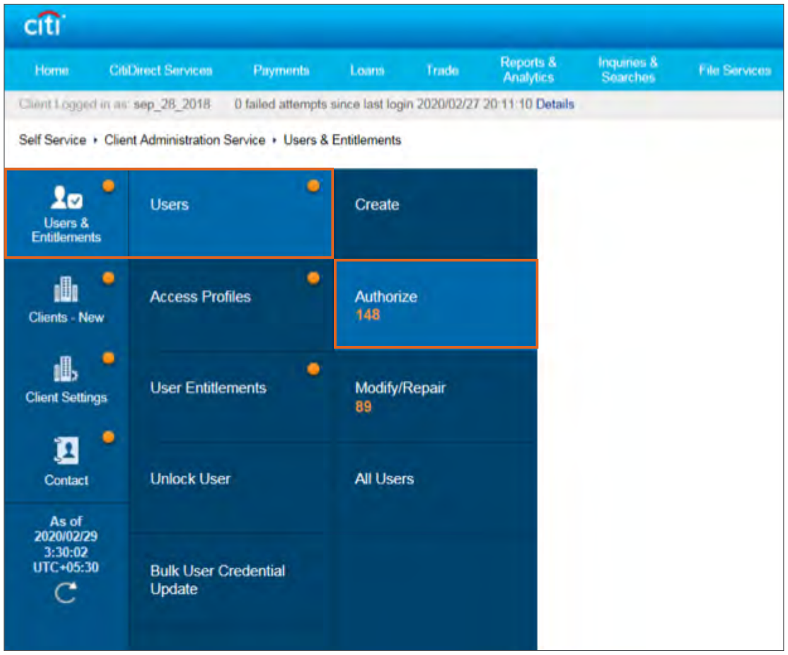
□ Reset User
Select the Reset User checkbox and Submit to unlock the User.

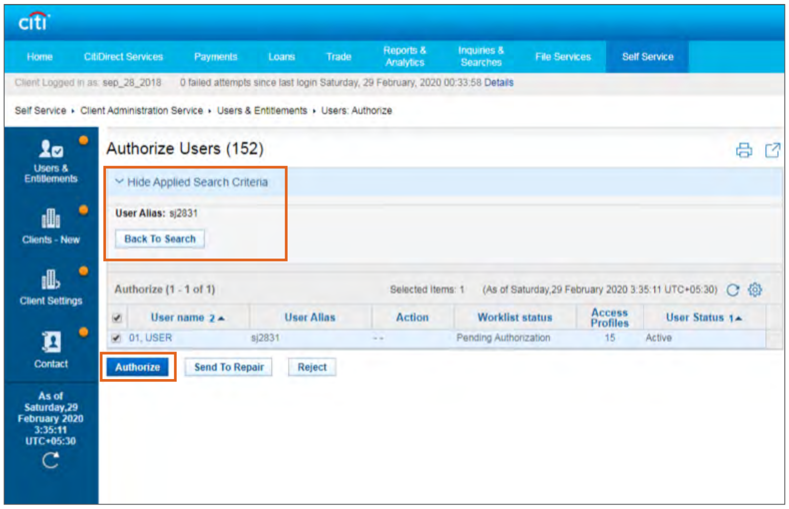
Submit | Save | Delete | Subscription Status

How to Delete Existing Access Profiles: Step 4

Log in with a different Security Manager and navigate to Self Service → Client Administration Service → Users & Entitlements. On the new screen, hover over Users & Entitlements → Users → Authorize. Search for the user whose access profile you've deleted, click the checkbox and "Authorize".






citi
Home
CitiDirect Services
Payments
Loans
Trade
Reports & Analytics
Inquiries & Searches
File Services
Self Service
Client Logged in as: sep_28_2018 0 failed attempts since last login Saturday, 29 February, 2020 00:33:58 Details
Self Service ▸ Client Administration Service ▸ Users & Entitlements ▸ Users: Authorize
Users & Entitlements
Clients - New
Client Settings
Contact
As of Saturday,29 February 2020 3:35:11 UTC+05:30
Authorize Users (152)
Hide Applied Search Criteria
Back To Search
Authorize (1 - 1 of 1)
Selected Items: 1 (As of Saturday,29 February 2020 3:35:11 UTC+05:30)
Authorize
Send To Repair
Reject

User Alias: sj2831

☑	User name 2▲	User Alias	Action	Worklist status	Access Profiles	User Status 1▲
☑	01, USER	sj2831	--	Pending Authorization	15	Active

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