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CitiService
News

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Service Shortcuts:

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Application for a business card only via CitiManager!

We would like to draw your attention to the business card application process. Starting from May 1st, 2023, the applications should be submitted online via the CitiManager platform. This method will now become standard as it is the fastest and most convenient way to issue new cards.

Do you want to know more about applying for a business card in CitiManager? Ask your relationship manager about the **free workshops** – the closest ones will take place on **May 10th (Wednesday) at 11:00 am and May 25th (Thursday) at 1:00 pm.**

We invite you to a ZOOM:

Meeting: https://citi.zoom.us/j/91616017715?pwd=Zmpjbkc4eVFiL3VEMIEyYkdzdkNrUT09

Meeting ID: 916 1601 7715

Password: 170185

Card issuance on the basis of an application submitted in a different way, such as in paper, pdf or eForm, will result in charging a **fee for non-standard card issuance** in accordance with the Table of Fees and Commissions. In addition, we would like to remind you that we have withdrawn the possibility to open new account on the basis of an application for a debit card for agreements concluded until April 30th, 2021. This form will expire on May 31st, 2023.

CitiManager is a great tool, thanks to which clients can use the following features by themselves:

- online card application approval
- online card limit change
- management of employee access to CitiManager
- information on transactions under authorization and potential refusals, transactions booked on the card, balance and status of cards in the company
- information on exchange rates for completed transactions
- setting up statement sending and individual notifications about an available statement, card top-up, balance of available funds, etc., even to 5 e-mail addresses
- downloading and printing statements in Excel, CSV, PDF formats
- preparation and downloading system reports

CitiManager provides cardholder with the possibility to:

- activate the card after registration in the system
- view the card PIN
- get information on the latest transactions, card balance and status
- authenticate internet transactions (e-commerce) with use of biometrics
- block and replace the card due to its loss or theft

The key role in CitiManager is played by the **Program Administrator** appointed by the company and only this person may manage cards on its behalf. In order to ensure smooth use of the platform, it is necessary to indicate at least two administrators and provide their work e-mail addresses and mobile phones.

Download the **form >>** today, designate or update the administrator's data and send the form to the bank. In response, the administrator will receive instructions and data for registration in CitiManager.

Detailed information on applying for a card can be found in the manuals available at **www.citibank.pl/poland/karty-biznes/en/section Program administrator Zone>Manuals**

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Electronic Banking:
The new generation of CitiDirect: gradual transition to a higher version of the system

We have started enabling the new CitiDirect® platform, which provides greater transparency, efficiency and control. CitiDirect in its new version combines the best of the most commonly used features with improved navigation and refined workflows. Key tasks, such as making payments, reviewing account information and exporting balances, are now easily accessible from the home page.

IMPORTANT: New system capabilities will be made available gradually. Individual users can see changes at different times.

In addition to the new user interface, we strengthen our infrastructure to meet your current and future needs. Ultimately, the new infrastructure will support all our channels:

- CitiDirect User Interface (Desktop, Tablet, & Mobile)
- CitiConnect Host to Host File & API transmissions

The impressions of the users who already use new CitiDirect: „*The new user experience has a refreshed look and feel. But beyond that, it is super easy to navigate and allows me to quickly view/access the information I need. The experience felt tailored to my job function and responsibilities. It's like the new CitiDirect knows exactly what I want to do.*"

Training sessions on the new CitiDirect have been included in our recurring **online training courses >>** Register now!

More information can be found on **www.citibank.pl in section Manuals and Documents/Instructions >>**

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Integration of CitiConnect API with Soneta's ERP enova365 class system

On April 7, the enova365 system will be enhanced with CitiConnect API functionality that will allow full integration and access to a bank account in real-time without logging into CitiDirect.
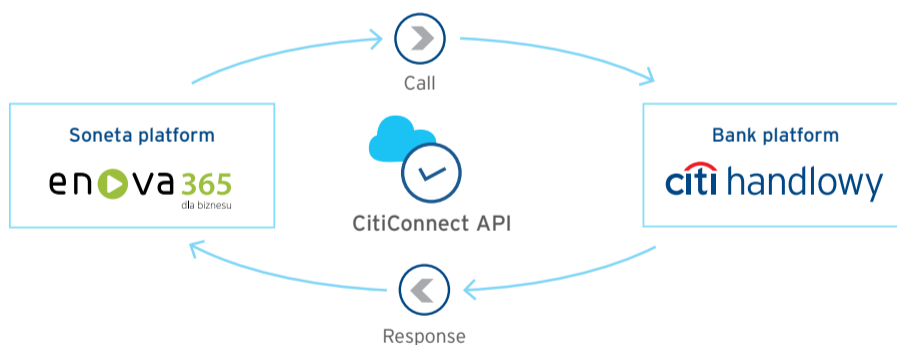
The integration of the enova365 ERP system with the bank's system via CitiConnect API minimizes time to execute financial operations and automates the daily management of payments. The execution of financial operations and the exchange of data between the financial and accounting system and the bank are possible directly in the company's system, without the need to log into the electronic banking. In no time, one can check company's account balances, initiate payments and check their status, as well as download bank statements and make automatic reconciliation. The solution enables real-time settlements, especially when combined with Express Elixir instant payments.

The main benefits from the integration through CitiConnect API:

- manual work elimination
- risk of mistake reduction
- operation time reduction
- information on demand in real time
- bypassing banking interface (no need to log in into CitiDirect)
- processes simplification
- improved efficiency
- automatic reconciliation based on electronic file (XML)

CitiConnect API delivers high comfort of use and meets the highest safety standards.

An API is the starting point for instant client interactions within digital ecosystems. Host-to-Host technology or an API gate are used to make a connection which does not require engaging traditional electronic banking systems. The single environment translates into time savings and improved comfort of work for users.

Call

Soneta platform

enova365
dla biznesu

CitiConnect API

Bank platform

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Response

Communication with the bank directly from the company's ERP system is a convenient and secure solution that is easy and user-friendly to implement. After updating the ERP enova365 system, it will already be ready to cooperate with CitiConnect API without the need for any additional development works for the client. The solution is available to all companies using the enova365 ERP system.

Cooperation with Soneta is part of the commercial trend of digitization and process integration promoted by Citi and Citi Handlowy. Soneta, along with Comarch, is a supplier of the ERP platform that joined forces with us to enable our clients to automate processes and the possibility of rapid reactions and settlements.

Security:
create secure passwords

Passwords have become an integral part of our lives. We use passwords when logging into a computer at work, social networking sites, e-mail and even a mobile phone. Password strength is a key to our online security.

Popular passwords:

Theoretically, there are infinitely many combinations of characters that can create passwords for Internet users. However, as research shows, the most common password is 123456. Next on the list are qwerty, qwe123, password. The use of such passwords is pointless, they are not unique and should be not used.

Tips for creating a strong password:

- password should be at least 8 characters long
- use alternating uppercase and lowercase letters for example PaSSworD
- Replace letters with special characters and numbers , e.g. instead od Password select P@ssw0rD

What to avoid:

- Keyboard strings
- The password should not be related to private information (names, places, date of birth)
- Do not add numbers at the end of popular passwords (e.g. password1) - this change does not make the password stronger
- Do not use the same password for multiple services
- Never write down your password
- Never share your passwords

More information on our website >>

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Bank holidays:
May and June 2023

Please note below the days in **May and June 2023** when orders received on that day will be effected on the following business day due to a currency exchange holiday (i.e. a public holiday in a given country).

MAY	
1	Labour Day, AT, BE, BG, CH, CN, CY, CZ, DE, EE, ES, EU, FI, FR, GB, GR, HK, HR, HU, IE, IS, IT, LT, LU, NO, PL, PT, RO, RU, SE, SG, SI, SK, TR, UA, ZA
2	ES, SI
3	Constitution Day, JP, PL
4	JP
5	DK, JP
8	BG, CZ, FR, GB, RU, SK
9	LU, RU, UA
15	ES
17	NL, NO
18	AT, BE, CH, DE, DK, FI, FR, IS, LU, NO, SE
19	BE, DK, TR
22	CA
24	BG
26	HK
29	AT, BE, CH, DE, DK, GB, FR, HU, IS, LU, NL, NO, US
30	HR

JUNE	
1	RO
2	IT
5	CY, DK, GR, IE, RQ, UA
6	SE
8	Corpus Christ Day, AT, DE, HR, PL, PT
9	BG, CY, GR, RO
17	UA
12	AU, RU
13	PT
16	ZA
19	US
22	CN, HK, HR
23	CN, EE, FI, LU, SE
27	AE
28	AE, TR, UA
29	AE, SG, TR
30	AE, TR

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