CitiDirect BE
Direct Debit

CitiService
CitiDirect BE HelpDesk
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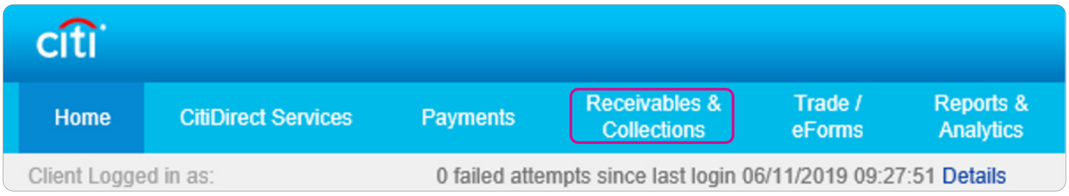
helpdesk.ebs@citi.com

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

After log in to CitiDirect BE select an option: „Receivables & Collections".


Home
CitiDirect Services
Payments
Receivables & Collections
Trade / eForms
Reports & Analytics

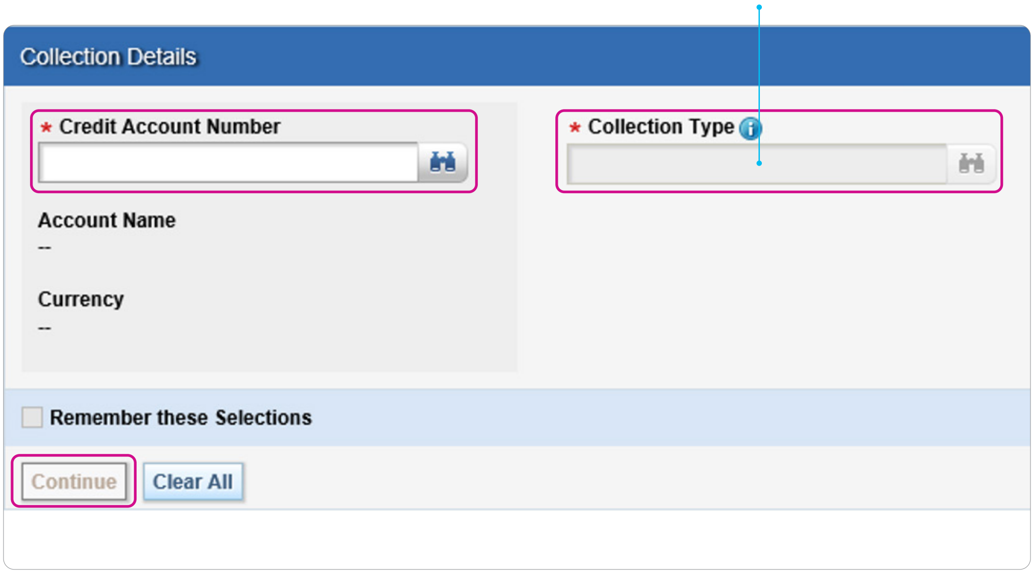
Client Logged in as:

0 failed attempts since last login 06/11/2019 09:27:51 Details

Select **Enter New Collection**. Collection initiation screen will be displayed.

In section **Collection Details** enter: **Credit Account Number** and **Collection Type**.

Click on **Continue**.


Collection Details
* Credit Account Number
* Collection Type
Account Name
--
Currency
--
☐ Remember these Selections
Continue
Clear All

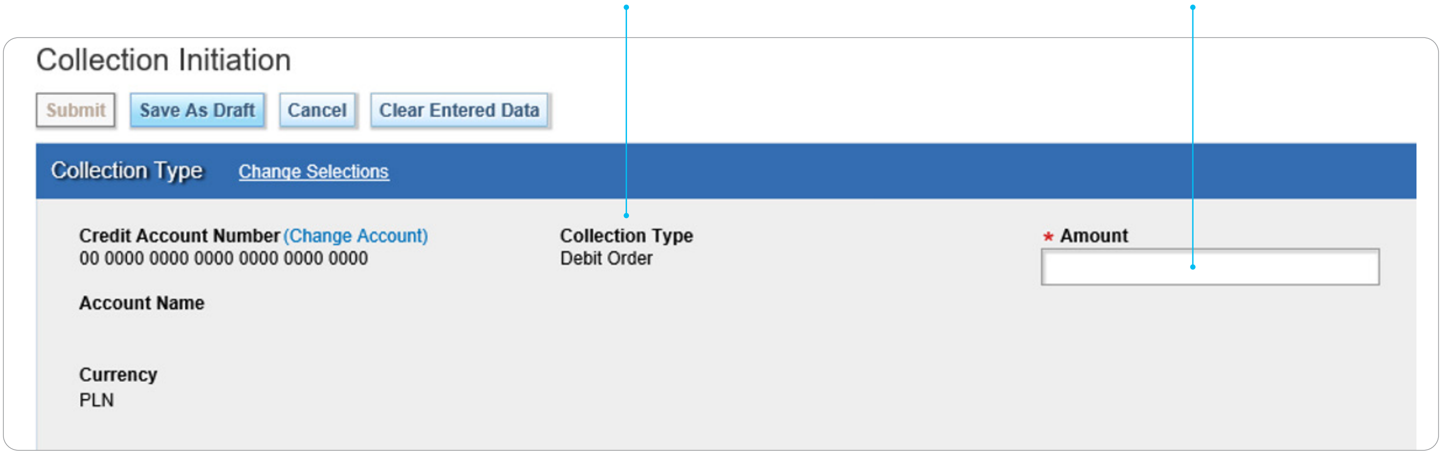
Select collection type:
- Debit Order,
- VAT Split Payment Debit Order.

New collection initiation screen will be displayed. Fields marked with a star (*) are required to be fulfilled.

Debit Order

Collection Type:
Debit Order.

Enter an amount.


Collection Initiation
Submit
Save As Draft
Cancel
Clear Entered Data
Collection Type
Change Selections

Credit Account Number (Change Account)
00 0000 0000 0000 0000 0000 0000

Collection Type
Debit Order

* **Amount**

Account Name

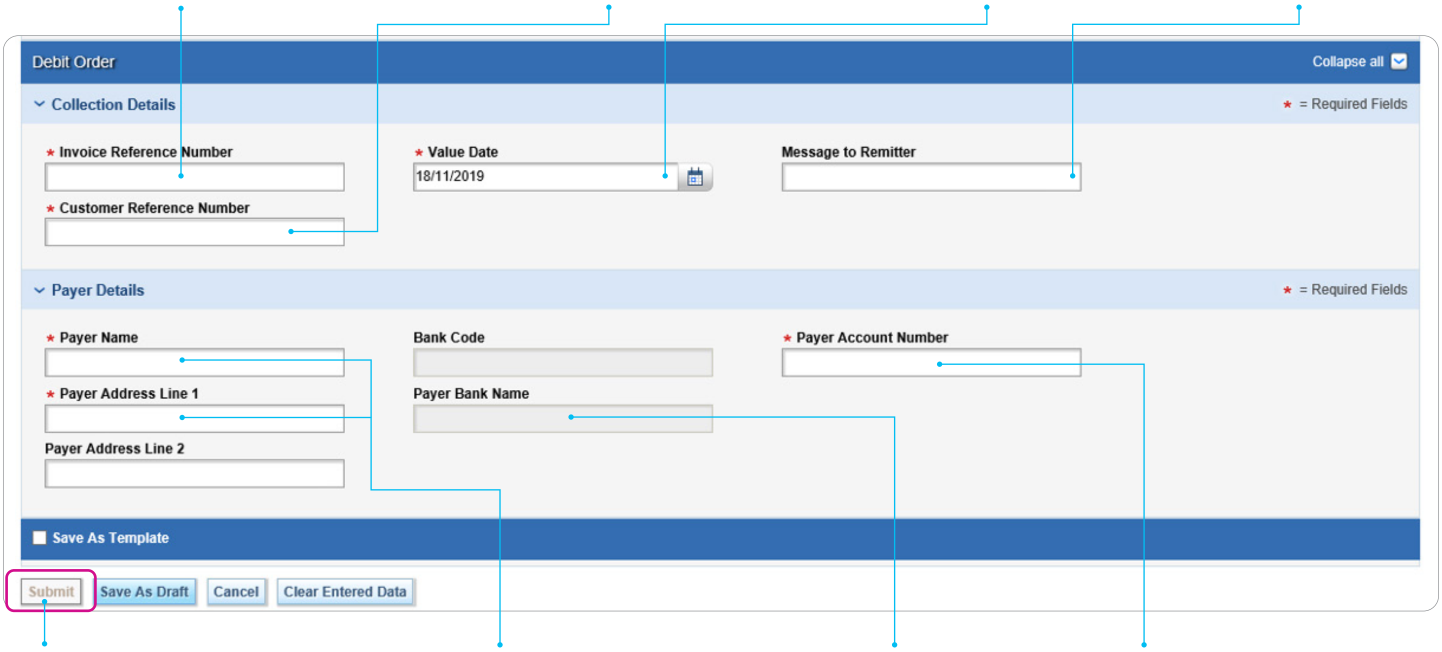
Currency
PLN

„Payment identification number" (maximum 20 characters) – number confirmed between Creditor and Payer, allows payment identification based on the received consent.

Transaction Reference Number (maximum 10 characters).

Enter Value Date.

Debit Order details (maximum 35 characters).


Debit Order
Collapse all
Collection Details
* = Required Fields
Payer Details
* = Required Fields
Save As Template
Submit
Save As Draft
Cancel
Clear Entered Data

* **Invoice Reference Number**

* **Customer Reference Number**

* **Value Date**
18/11/2019

Message to Remitter

* **Payer Name**

* **Payer Address Line 1**

Payer Address Line 2

Bank Code

Payer Bank Name

* **Payer Account Number**

☐ Save As Template

Submit Debit Order once all required fields will be populated.

Select: Save As Template if you want to create a Debit Order template.

Enter Payer's Name and Address.

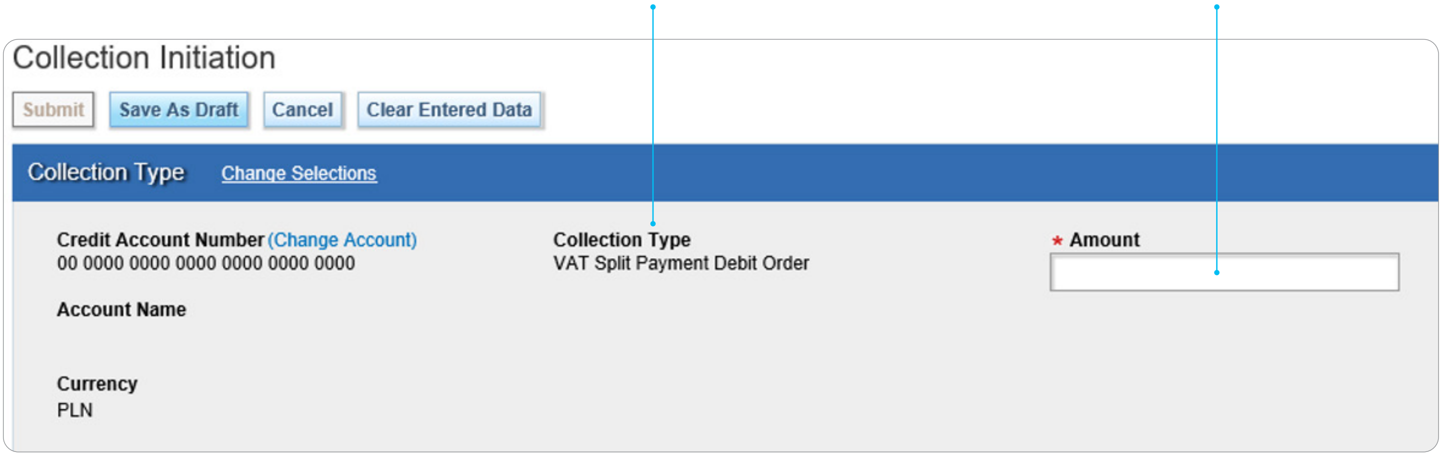
Fields will be populated automatically once an order will be submitted.

Enter payer's account as one sequence without spaces.

Local VAT split payment for Debit Order

Collection Type:
VAT Split Payment Debit Order.

Enter an amount.



Collection Initiation

Credit Account Number (Change Account)
00 0000 0000 0000 0000 0000 0000

Account Name

Currency
PLN

Collection Type
VAT Split Payment Debit Order

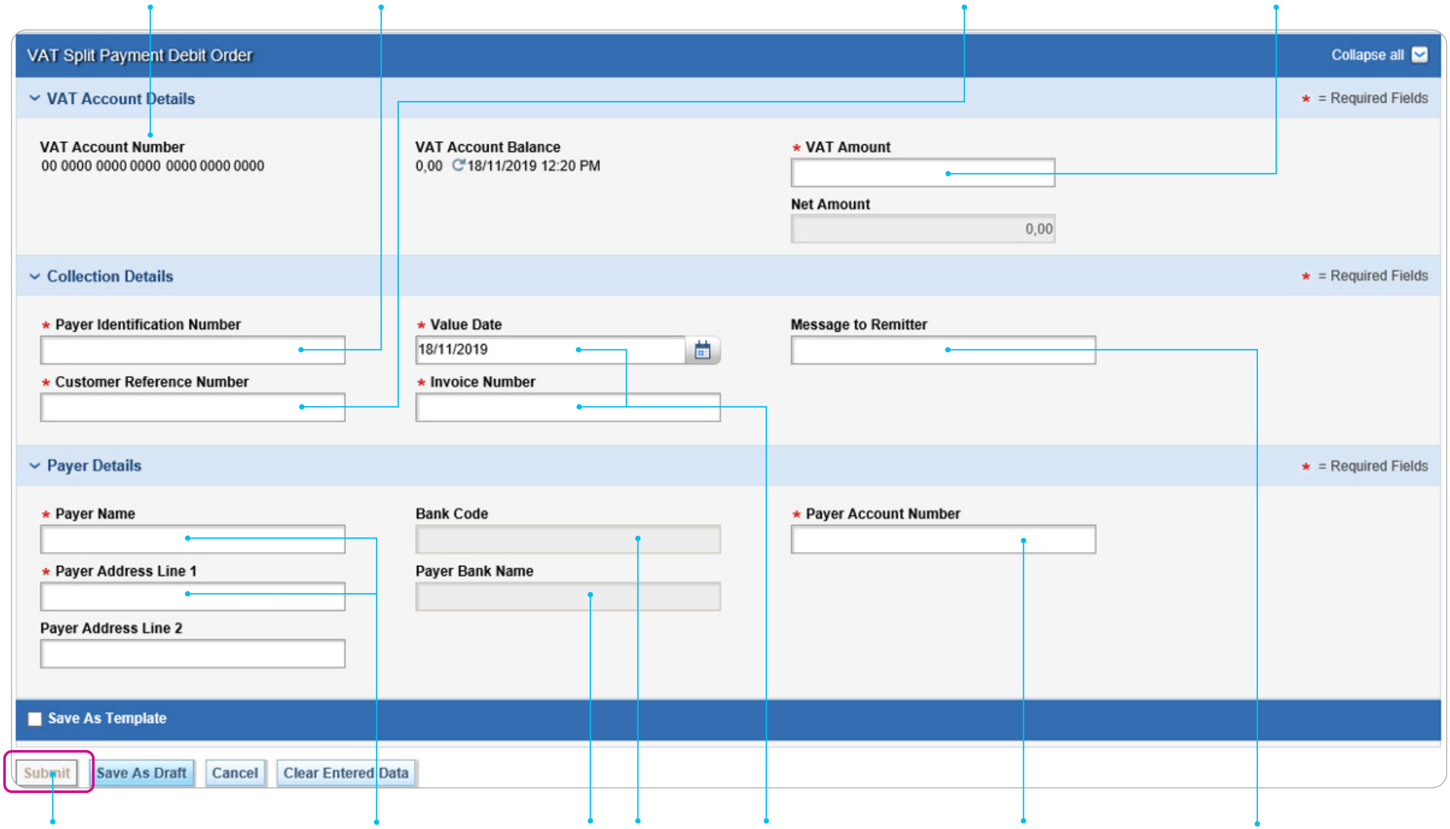
* **Amount**

VAT account number associated with credited account. Displayed automatically together with available VAT account balance.

„Payment identification number" (maximum 20 characters) – number confirmed between Creditor and Payer, allows payment identification based on the received consent.

Transaction Reference Number (maximum 10 characters).

Enter VAT amount.



VAT Split Payment Debit Order

VAT Account Details

* = Required Fields

VAT Account Number
00 0000 0000 0000 0000 0000 0000

VAT Account Balance
0,00 18/11/2019 12:20 PM

* **VAT Amount**

Net Amount
0,00

Collection Details

* = Required Fields

* **Payer Identification Number**

* **Customer Reference Number**

* **Value Date**
18/11/2019

* **Invoice Number**

Message to Remitter

Payer Details

* = Required Fields

* **Payer Name**

* **Payer Address Line 1**

Payer Address Line 2

Bank Code

Payer Bank Name

* **Payer Account Number**

☐ Save As Template

Submit Debit Order once all required fields will be populated.

Select: Save As Template if you want to create a Debit Order template.

Enter Payer's Name and Address.

Fields will be populated automatically once an order will be submitted.

Enter Value Date and Invoice Number.

Enter payer's account as one sequence without spaces.

Debit Order details (maximum 35 characters).

Direct Debits Order management

This system option works the same way like for other types of payments available in CitiDirect BE. Details are described in the dedicated user guide: „CitiDirect BE – Payments" available on www.citidirect.pl website, section: „Manuals and documents".

Direct Debit status verification

Submitted Direct Debit Orders are available in section: **Receivables & Collections > View All Collections**. By default system displays Direct Debits created within last 90 days. To search more, new search with expanded criteria should be run. Direct Debit status is available in column **Status**.

Modification of Direct Debit

Every user entitled to enter payments debiting the account, from which the transfer was made, can modify it as long as the transfer has not been wired to the Bank. In order to an order, select the **Receivable & collections > To Submit / Modify** option.

Authorization / release of Debit Orders

Once Direct Debit transaction will be submitted, it will be a subject of authorization according with the scheme accepted by the client:

- Release,
- Authorization of one or more levels,
- Authorization of one or more levels + Release.

Depending on the configuration, the system requires an additional payment authorization. Therefore, in a dedicated menu, enter a onetime password (OTP – One Time Password) which is generated similarly to what you do during login.

Regardless of the chosen options, due to the default search setup, the CitiDirect BE system may not display searched Debit Order. In this case, search criteria should be modified (particularly: in the case of: Creation date and Status).

Import of Direct Debits

An option is available through CitiDirect BE File Services module. Imported records must be compliant with current file import structure.

Details are described in the dedicated user guide: „CitiDirect BE – Import" available on www.citidirect.pl website, section: „Manuals and documents".

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