



CitiDirect BE Portal Standing orders

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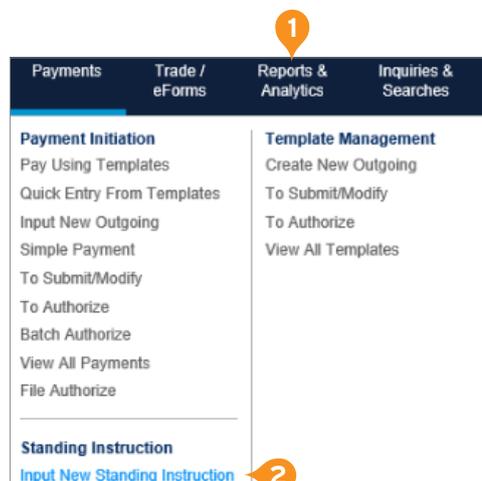
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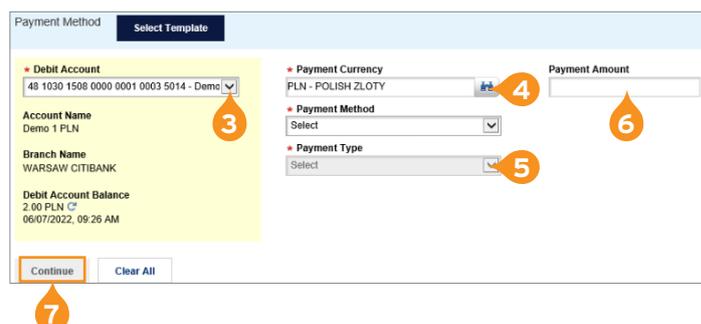
1. Inputting standing instructions

Recurring payments are a tool that allows you to input a standing instruction and then to schedule recurring payments initiated at regular intervals. This service eliminates the need to input repetitive transactions.

1. In the main menu, select the tab **Payments**.
2. In the Payments tab, in the Standing Instructions section, select the option Input **New Standing Instruction**.



3. Select **Debit Account**.
4. Select **Payment Currency**.
5. Select **Payment Method**. There are only two payment methods: domestic transfer for PLN and foreign transfer for currencies other than PLN (it is not possible to make a SEPA payment).
6. Enter **Payment Amount**.
7. Select **Continue**.



Depending on the Payment Method, fill in the sections **Payment Details** and **Beneficiary Details**.

For more information on transaction types go to section [Regular domestic transfer >>](#) and [Foreign transfer >>](#).

2. Adding Recurring Payment Instructions. Standing Instruction Schedule Details

The fields below marked with a red asterisk "*" are required. In order to create a standing instruction, please fill in each of such fields.

Add Recurring Payment Instruction

1 Standing Instruction Schedule Details **2 Recurring Payments Schedule Details**

* Standing Instruction Name

* Start Date * End Date

Standing Instruction Type

* Recurring Payment Amount Type

Business Unit

Email Address

Auto Roll Over

* Recurring Payment Flow

* Recurrence Pattern

* Holiday Options for Recurring Payment

* Recurring Payment Start Time

Continue

1. Enter the **Standing Instruction Name** without Polish characters.
2. Select the **start and end date** of the period when you want the standing instruction to be valid (up to 18 months in advance).
3. Select the **Recurring Payment Amount Type**:
 - A fixed amount type means that recurring payments will be initiated with the same payment amount determined at the time of creating the standing instruction.
 - A variable amount type means that each recurring payment will require a payment amount to be entered on the day it is initiated.
4. Select **Recurring Payment Flow**:
 - straight to release: recurring payments are processed without additional authorization (available only for recurring payments with a fixed payment amount),
 - user defined flow: authorization required according to the user defined flow (authorization is required if a standing instruction is for recurring payments with a variable amount).

* **Recurring Payment Amount Type**

Fixed

Variable

* **Recurring Payment Flow**

Straight to Release

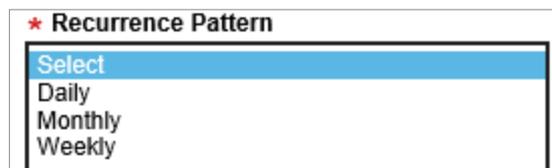
User Defined Flow

* **Recurrence Pattern**

5. Select **Recurrence Pattern**: daily, monthly, weekly.

a) If you select **Recurrence Pattern**: daily, in the **Frequency Details** option you will have two options to choose from:

- every business day,
- every number of days - after selecting this option you will see an additional, required field Run every: Number of Days, to choose how often the payment should be made.



* **Recurrence Pattern**

Select
Daily
Monthly
Weekly

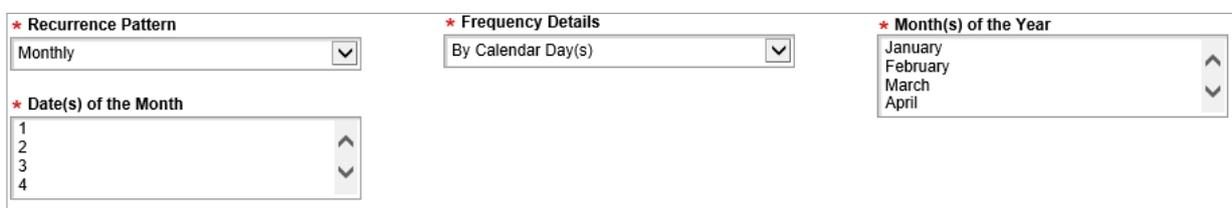


* **Recurrence Pattern** * **Frequency Details** * **Run Every: Number of Days**

Daily Every Number of Days Select

b) If you select **Recurrence Pattern**: monthly, in the **Frequency Details** option you will have two options to choose from:

- By Calendar Day(s) - after selecting this option you will see two more required fields, Date(s) of the Month and Month(s) of the Year. There you should select the relevant days and months on which and in which payments should be made (you can select several months by pressing and holding the SHIFT key),
- By Business Day(s) - after selecting this option you will see two more required fields, Date(s) of the Month and Month(s) of the Year. There you should select the relevant days and months date which and in which payments should be made (you can select several months by pressing and holding the SHIFT key),



* **Recurrence Pattern** * **Frequency Details** * **Month(s) of the Year**

Monthly By Calendar Day(s) January
February
March
April

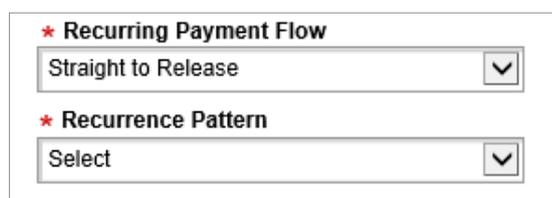
* **Date(s) of the Month**

1
2
3
4

c) If you select **Recurrence Pattern**: weekly, in the **Frequency Details** option you will see two more required fields, **Repeat every (number of weeks)** and **Day(s) of the Week**, to choose how often the payment should be made.

6. Select **Holiday Options for Recurring Payment**.

- Move to Next Business Day: Every time the payment date falls on a weekend or a holiday, the payment will be made on the next business day.
- Move to Previous Business Day: Every time the payment date falls on a weekend or a holiday, the payment will be made on the previous business day.
- Skip holidays: Every time the payment date falls on a weekend or a holiday, the payment will be skipped.



* **Recurring Payment Flow**

Straight to Release

* **Recurrence Pattern**

Select

7. Select **Recurring Payment Start Time** - the time at which the payment should be initiated.

Please see below for optional fields. These are not required fields.

1. **Standing Instruction Type** - to state the purpose of a standing instruction, fill in this field by finding a pre-created standing instruction type, such as Installment Payment or Insurance Payment. You can search by clicking the binoculars icon to the right of the Standing Instruction Type field. Business Unit and Email Address fields will be auto-populated. Standing Instruction Type is created by the User in the Self Service tab and stored in the Standing Instruction Library

2. **Business Unit** - this field is auto-populated after selecting a pre-created Standing Instruction Type from the library.

3. **Email Address**. Click the binoculars icon to the right of the field and select the email address previously added to the Standing Instruction Library to which you want to receive notifications. Email addresses are created by the User and stored in the Standing Instruction Library. After entering the email address for a given Standing Instruction, the User can receive notifications about the following events:

- The recurring payment schedule is coming to an end. The notification will be sent on the day of initiating the last recurring payment in the CitiDirect BE system.
- Standing Instruction has been canceled.
- Recurring payment has been successfully initiated.

4. **Auto Roll Over** - tick this feature if you want your standing instruction to roll over automatically. After you tick this feature, you will see two new options to define:

- **Auto Roll Over End Date** - the standing instruction will roll over until the selected date. If the Auto Roll Over End Date falls on a day before the end of the schedule and of initiation of recurring payments, payments will be initiated according to the schedule only until the Auto Roll Over End Date.

- Auto Roll Over Flow.
 - Automatically - the standing instruction will roll over automatically after authorization. This option is available for fixed recurring amounts.
 - User defined flow - each roll over of a standing instruction requires separate authorization, according to the user defined flow (authorization is required if a standing instruction is for recurring payments with a variable amount).

* Auto Roll Over Flow
Select

3. View and save recurring payments schedule details

Once you have created a standing instruction and clicked the [Continue](#) button, you will be redirected to the tab [Recurring Payments Schedule Details](#).

Add Recurring Payment Instruction

1 Standing Instruction Schedule Details 2 Recurring Payments Schedule Details

Standing Instruction Name: TEST Start Date: 06/13/2022 End Date: 08/10/2022 Recurring Payment
Holiday Options for Recurring Payment: Move to Previous Business Day Frequency Details: By Calendar Day

3 Edit Recurring Payment Instruction ⓘ The modified values will not be saved until clicking Submit Recurring Payment Instruction

Recurring Payment Schedule (1 - 2 of 2)

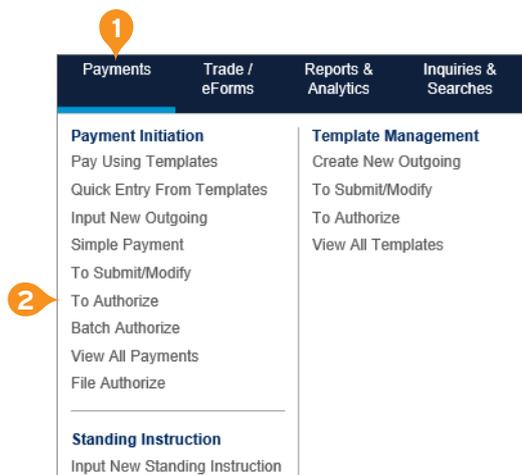
* Value Date	Transaction Initiation Date
07/01/2022	07/01/2022
08/03/2022	08/03/2022

Submit Recurring Payment Instruction Save As Draft Cancel Clear Entered Data

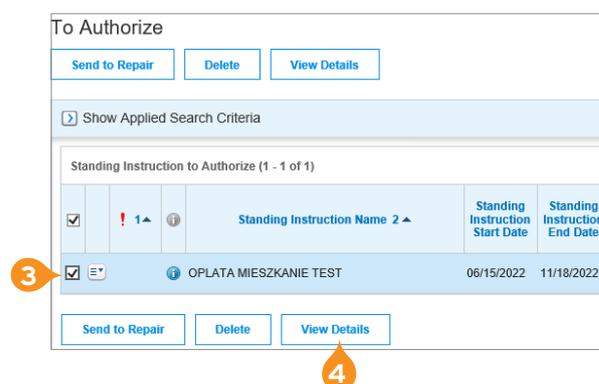
1. Check if the transaction data are consistent with the guidelines set in the standing instruction.
 - Value Date - can be modified.
 - Transaction Initiation Date.
 - Status - status of the scheduled transaction.
 - Value Date moved due to Holiday - tells you whether a payment falling on a holiday or weekend has been moved according to the holiday options selected by the user.
 - Skip payment - if you tick this box, payment will be skipped.
2. If you want to modify a payment before creating a standing instruction, you can again go to the standing instruction details by clicking [Edit Recurring Payment Instruction](#). Then you can modify the relevant field.
3. Click [Submit Recurring Payment Instruction](#).

4. Authorization of standing instructions

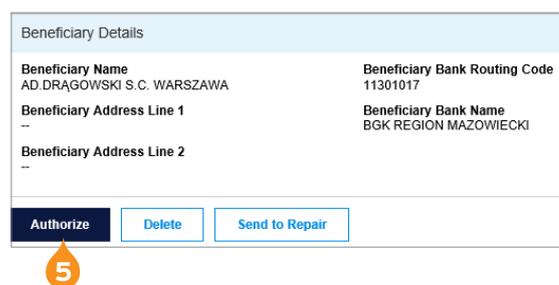
1. In the main menu, select the tab **Payments**.
2. In the Payments tab, in the Standing Instructions section, select the option **To Authorize**.



3. Select the standing instruction you wish to authorize by ticking a relevant box.
4. Click the button **View Details**.

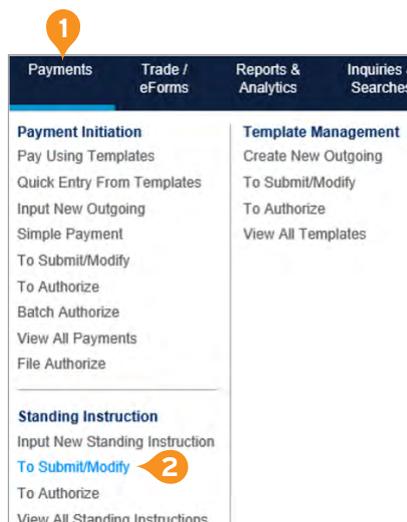


5. Once you have checked the details of the standing instruction click the button **Authorize** at the bottom of the screen. The payments included in the standing instruction will be made according to the flow defined in the standing instruction (automatic authorization or manual authorization for each payment).
6. If the standing instruction is for a variable amount with user defined flow, each transaction should be authorized separately in the tab Payments - to Authorize. The payment creation method is standing instruction.

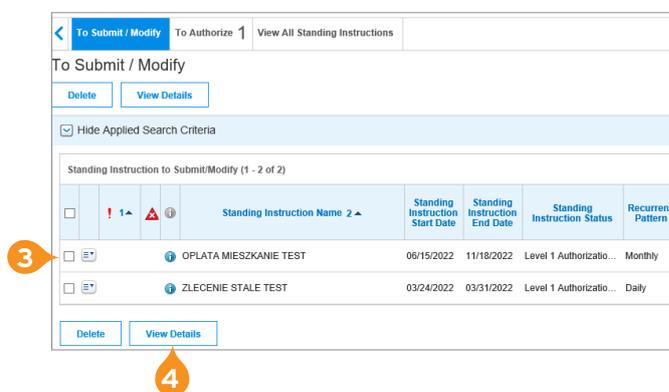


5. Modification of standing instructions

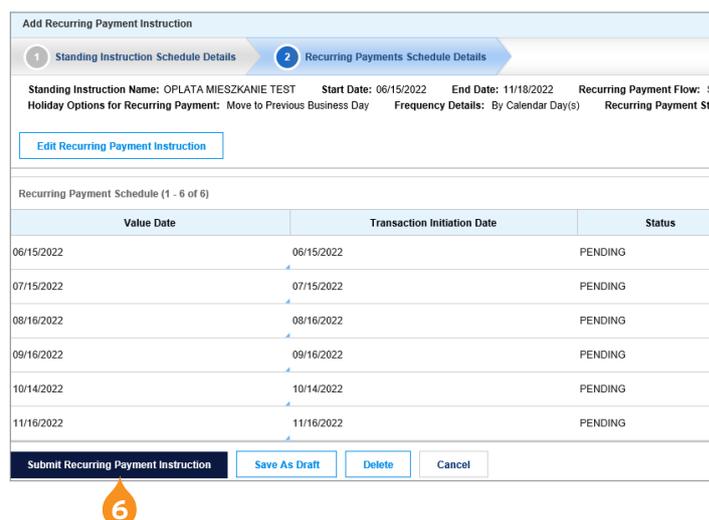
1. In the main menu, select the tab **Payments**.
2. In the Payments tab, in section Standing Instruction select **To Submit/Modify**.



3. Select the standing instruction you wish to modify by ticking a relevant box. If the standing instruction you wish to modify is not on the list, click the button **Start New Search** and adjust the Search Criteria - above all the status and available dates.
4. Click the button **View Details**.



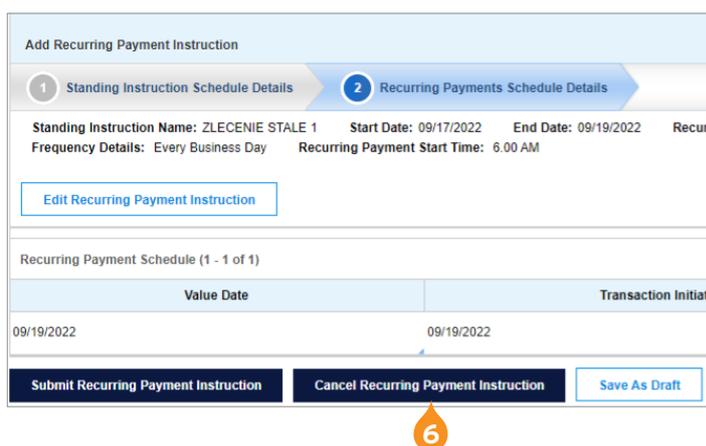
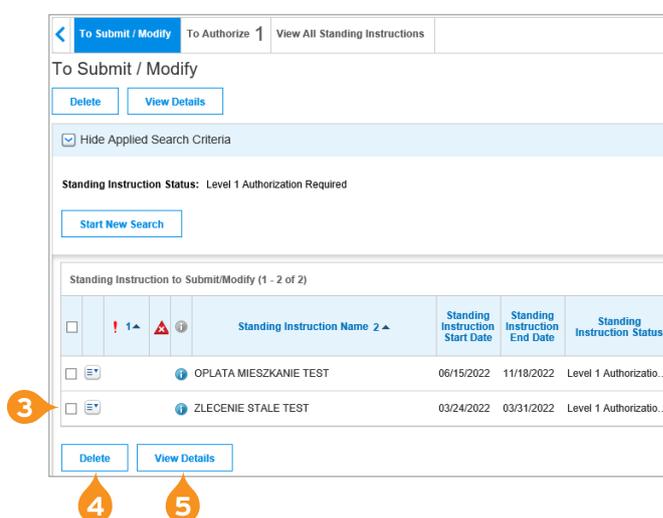
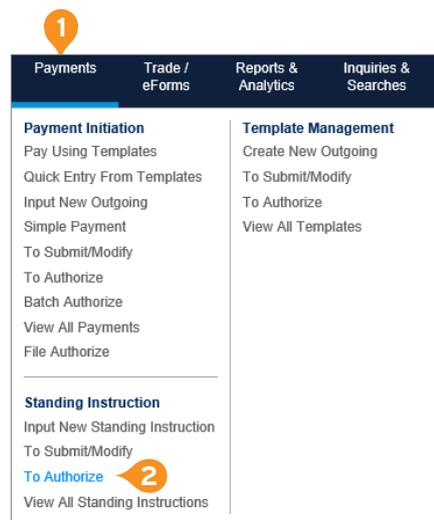
5. Modifying a standing instruction due to the standing instruction status:
 - a) **Required level 1 authorization** - it is possible to modify all details of a standing instruction along with the standing instruction schedule. The button **Edit Recurring Payment Instruction** will be active.
 - b) **SI Active** - the following can be modified: **Payment Details**, **Payment Amount**, the button **Edit Recurring Payment Instruction** will not be active, but you can modify the Value Date and Skip Payment. If you wish to change the schedule as well, first make one modification. Then, the standing instruction will have the status "required level 1 authorization"; follow the steps in 1.
6. After the modification click the button **Submit Recurring Payment Instruction**.



Note: Modification of recurring payments will require authorization, which means it is also possible to modify the standing instruction schedule here, see 5a.

6. Deleting standing instructions

1. In the main menu, select the tab **Payments**.
2. In the Payments tab, in section Standing Instruction select **To Submit/Modify**.
3. Select the standing instruction you wish to delete by ticking a relevant box. If the standing instruction you wish to modify is not on the list, click the button **Start New Search** and adjust the Search Criteria - above all the status and available dates.
4. Select the **Delete** button. This option is only available for standing instructions with the status **Required level 1 authorization**.
5. Standing instruction with the status SI Active cannot be deleted. However, all payments can be canceled. To do that, click View **Details**.
6. Click **Cancel Recurring Payment Instruction**.



Note: Modification of Recurring Payments will require authorization. After authorizing payment cancelation the standing instruction will have the status SI Cancelled.

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

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