CitiDirect® Portal – Inquiries & Searches,Reports

Account history, balances, statements and transaction advice

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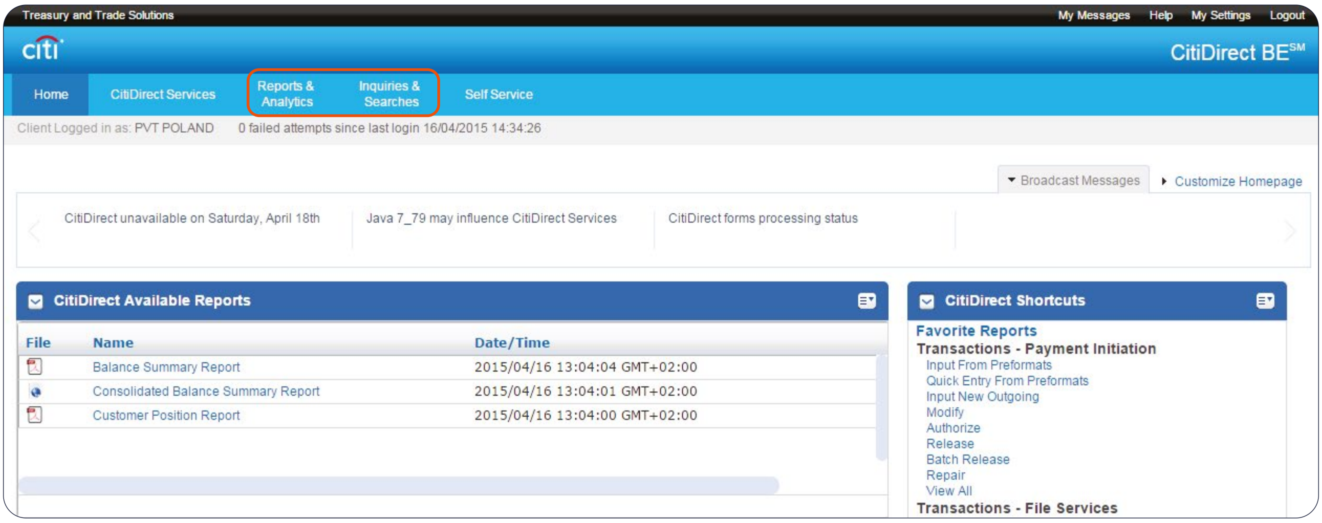
1. Introduction

Inquiries & Searches and **Reports & Analytics** are modules of the CitiDirect portal that allow you to look up account history, balances, and booked transactions and gain access to other information without launching CitiDirect services. The modules do not require a Java Runtime Environment.

Inquiries & Searches provide quick lookup of current operations.

Reports & Analytics allow you to generate advanced statements and save them as PDF documents or spreadsheets.

These options can be accessed via the top menu on the CitiDirect portal homepage.



Access to those options and the available functionality depends on user entitlements.

If you do not have access to one or both of the new modules (Inquiries & Searches and/or Reports & Analytics), please call the Bank in order to request such access.

Inquiries & Searches and Reports allow you to generate statements for up to 18 months in the past. For reports concerning balances and transaction history data is available for up to 18 months in the past.

2. Inquiries & Searches

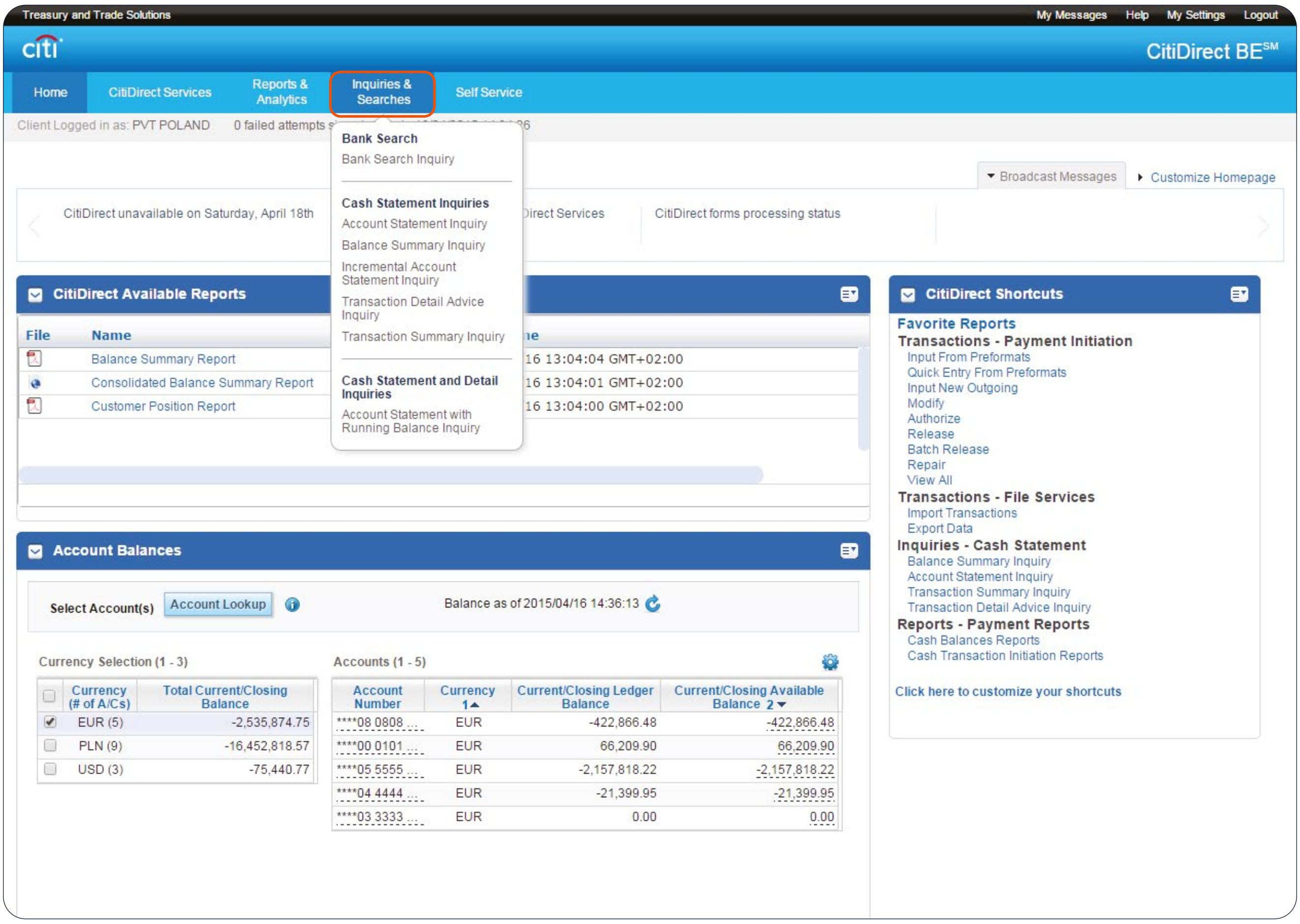
Inquiries & Searches, a new module available directly in the CitiDirect portal, offers a convenient way to search for information concerning payments and accounts. The inquiries and searches are used when the user needs to quickly find required data. Their results are returned quicker than reports, as data is displayed on the screen, saving the time required for generating a file containing report data.

The range of available inquiries and searches can be different for different users depending on user entitlements.

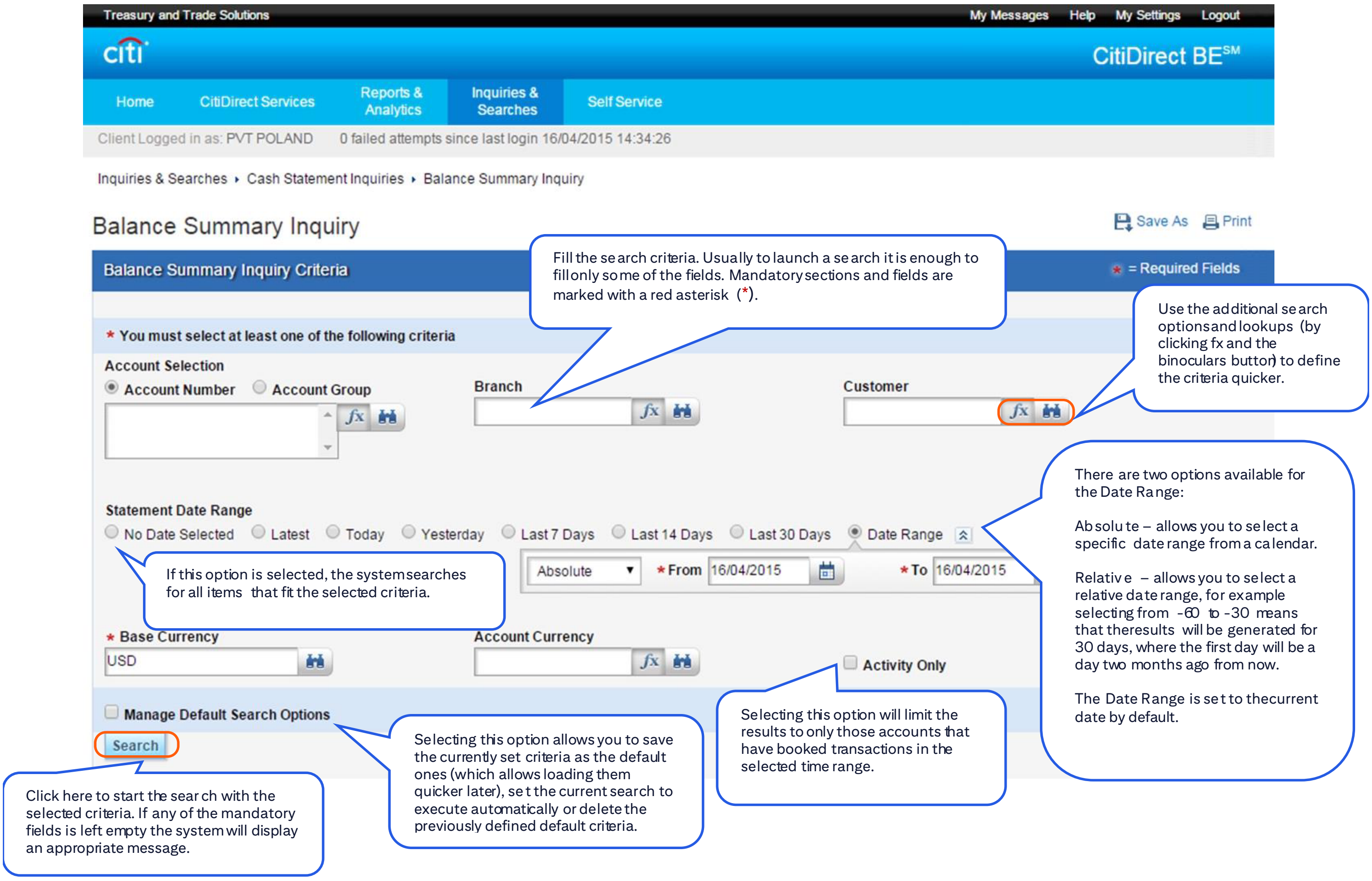
Among others the system can perform the following inquiries:

- **Account Statement Inquiry** – displays a list of transactions booked in a selected time range for selected accounts, as well as opening and closing balances.
- **Balance Summary Inquiry** – displays a list of opening and closing balances in a selected time range for selected accounts;
- **Transaction Detail Advice Inquiry** – displays a list of transactions booked in a selected time range for selected accounts;
- **Transaction Summary Inquiry** – displays a list of transactions booked in a selected time range for selected accounts (it differs from Transaction Detail Advice Inquiry in the number of columns used to present the search results).

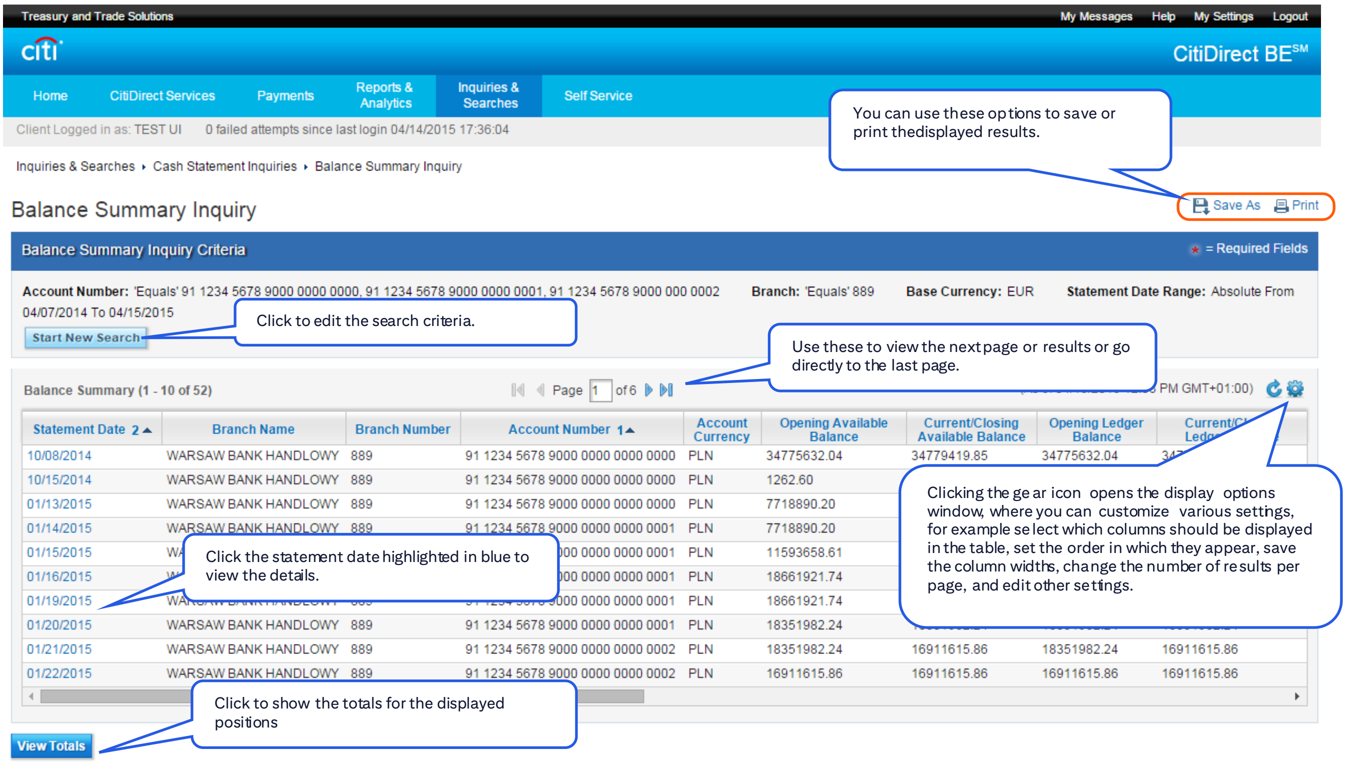
To enter the Inquiries & Searches module hover your mouse over the marked tab in the top menu on the main page of the CitiDirect portal:



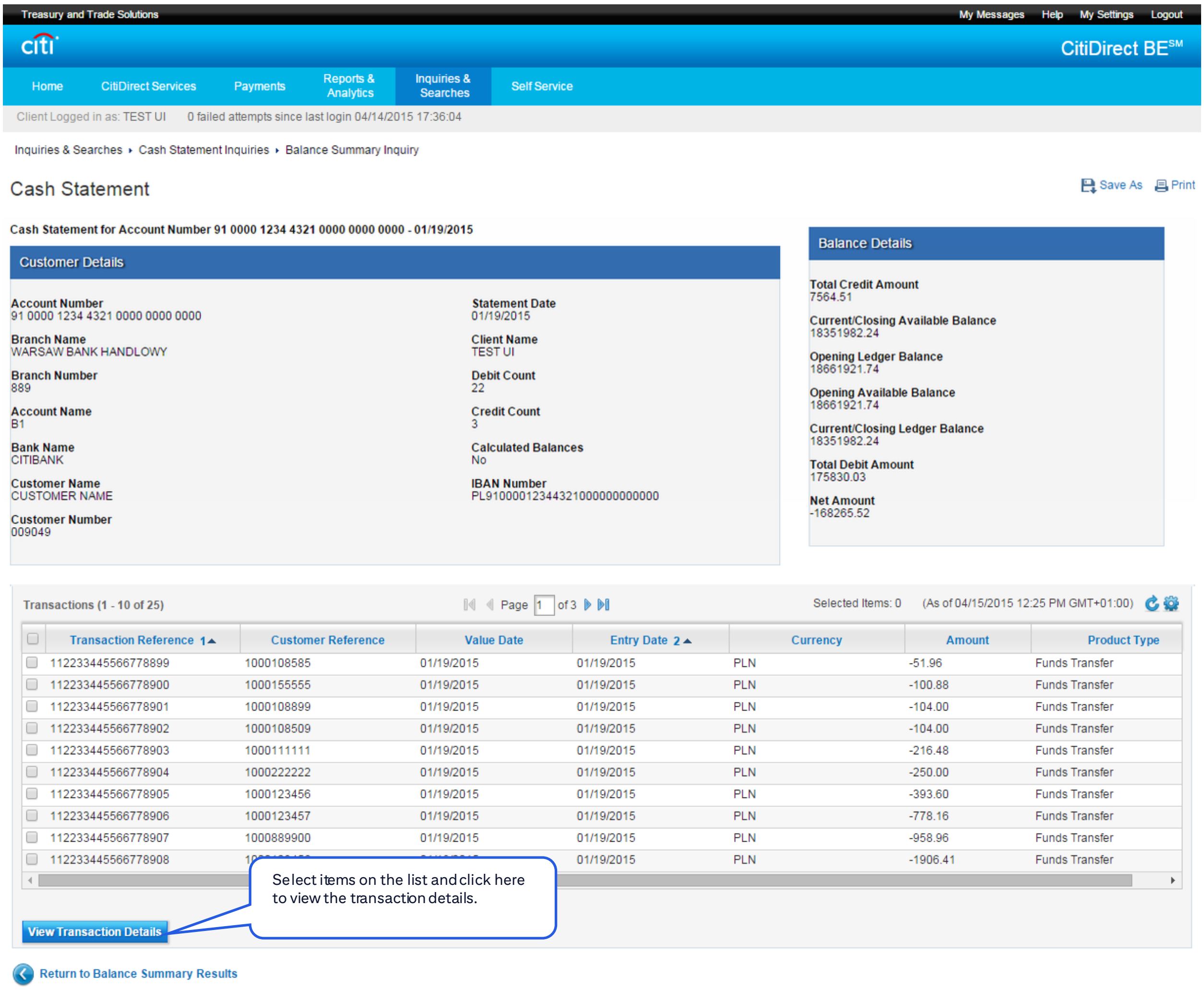
The image below presents an example of the inquiry definition interface. The presented exampe concerns a "Balance Summary Inquiry". All inquiry options follow the same process – you must select the fitting criteria and then launch the search by pressing the **Search** button.



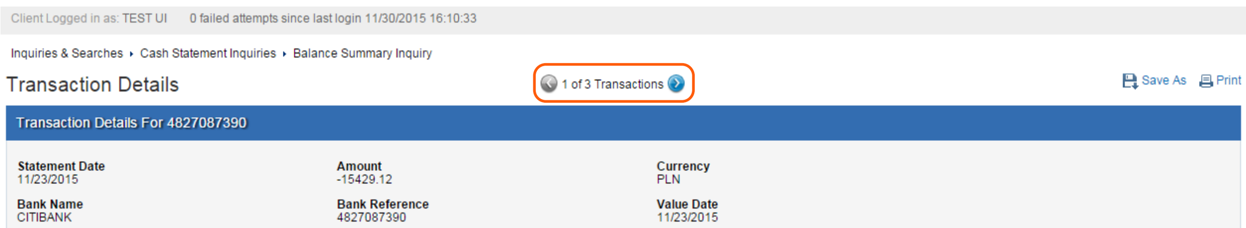
The system will display a screen with the search results. In some cases it will be a screen displaying general information, from which you can switch to a more detailed view.



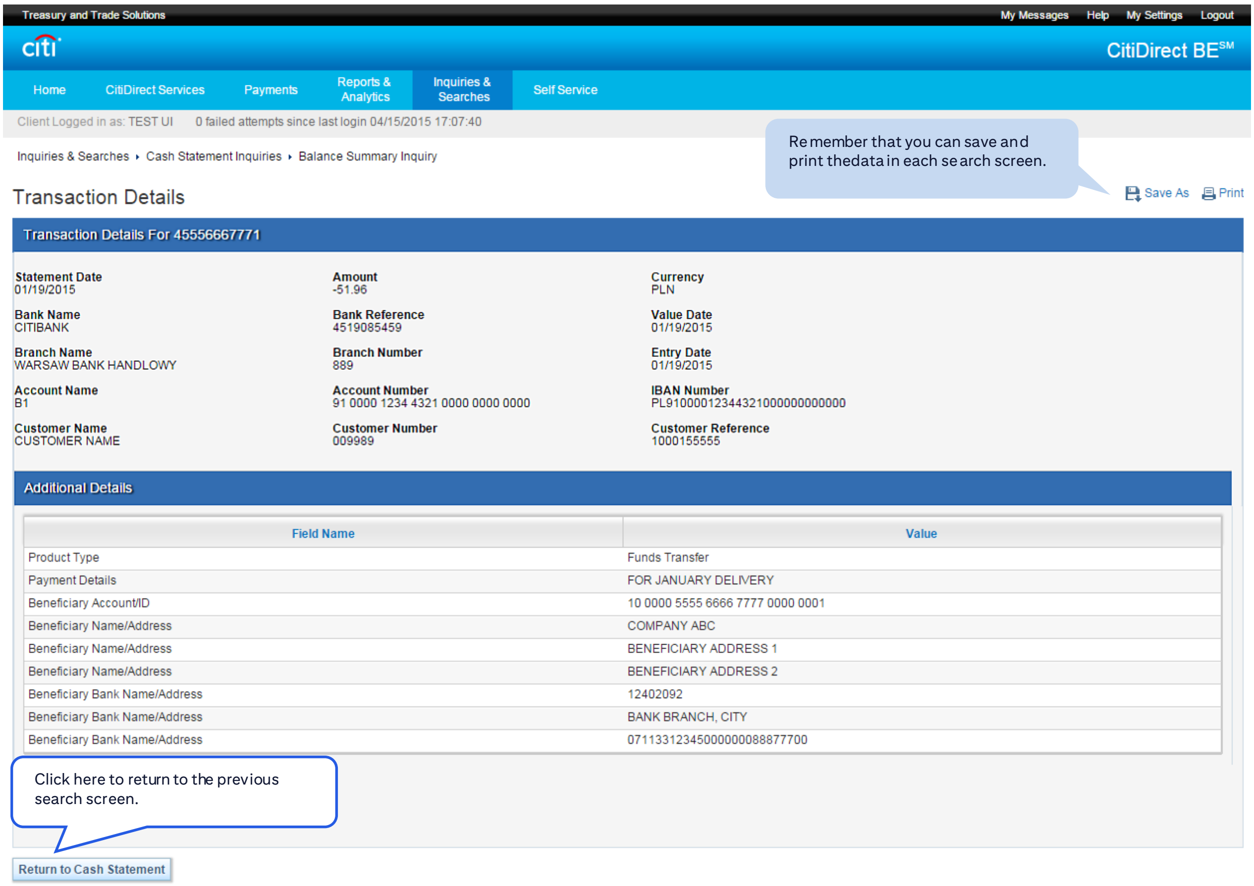
The image below presents the view that will open if you click the Statement Date in the previous search results screen:



If you select more than one transaction, you can switch between them with the navigation arrows as shown below:

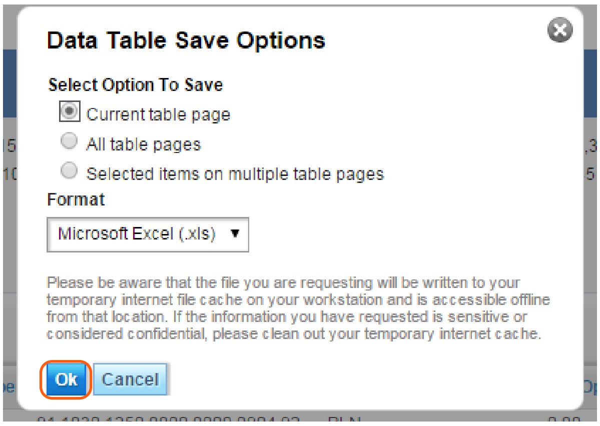


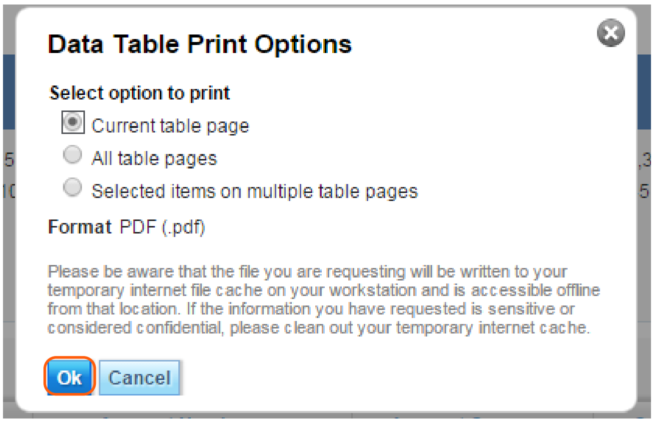
An example of the Transaction Details screen:



You can save and print the data from any search screen. To do that use the Save As and Print options in the upper right corner of the screen:

On some screens the system will request you to choose your preferred saving or printing option.



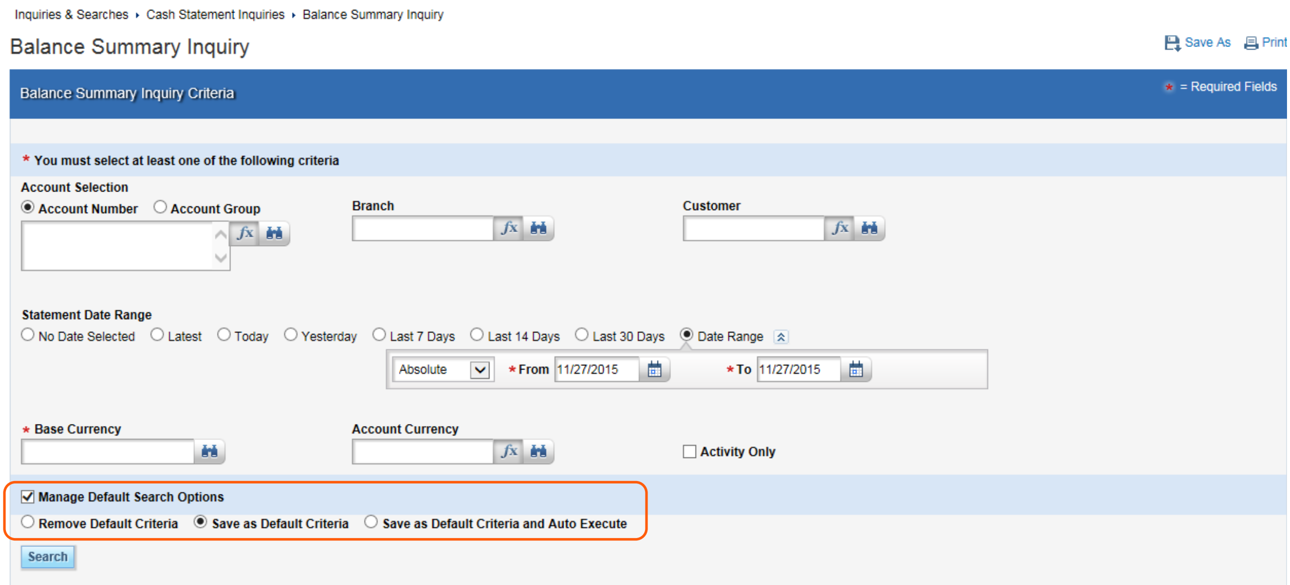


After you click OK the data will be saved / printed.

Saving the default criteria and setting the search to execute automatically

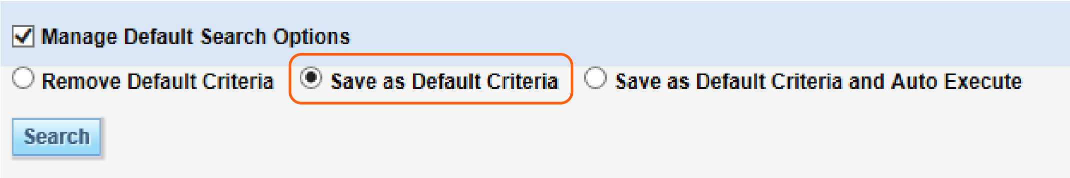
The Inquiries & Searches module allows you to save your preferred default criteria for each inquiry, and provides the option to execute the search automatically with these criteria, which results in the default search executing the moment you select the option from the main menu, skipping the inquiry criteria definition screen.

To display the search options select **Manage Default Search Options:**

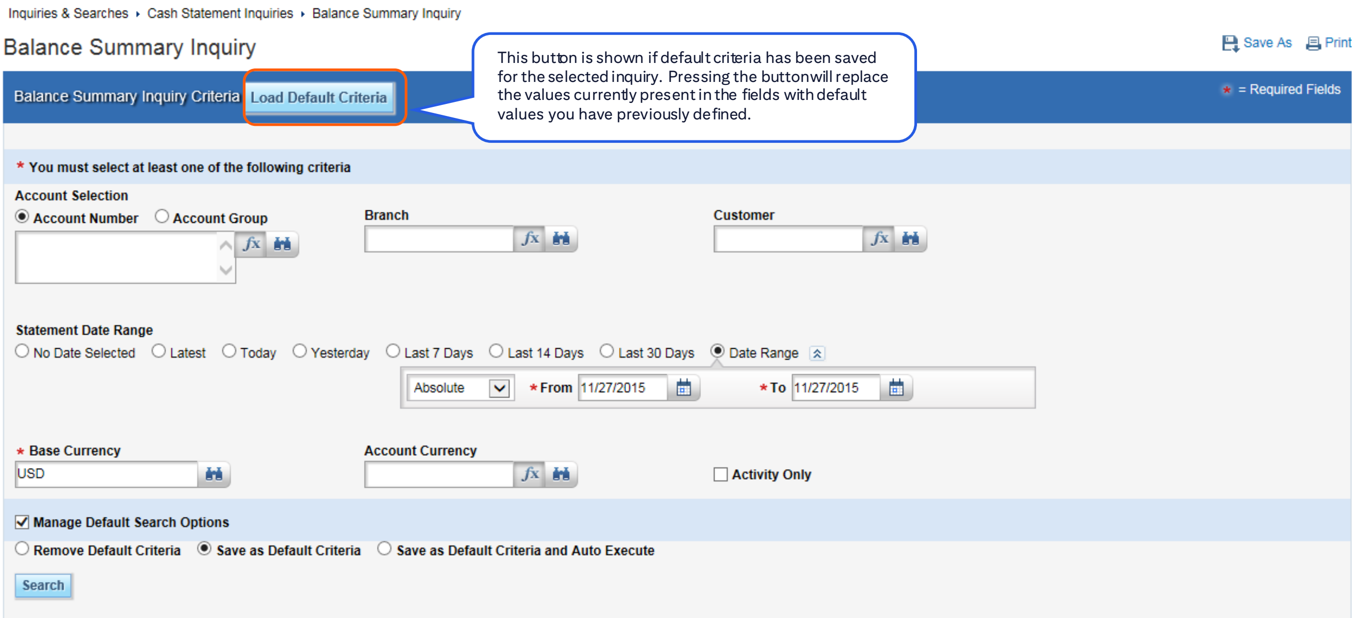


Using the search options you can:

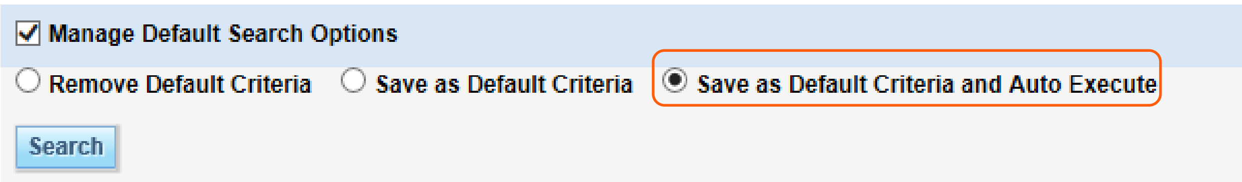
1) Save the currently entered search criteria as the default criteria



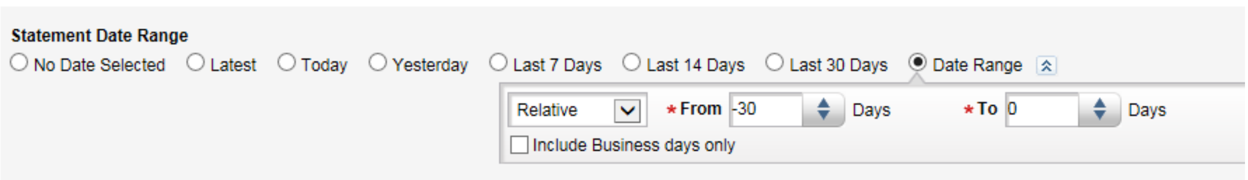
In that case an additional option titled **Load Default Criteria** will appear in the search header. Clicking it will replace the current search criteria with the default ones.



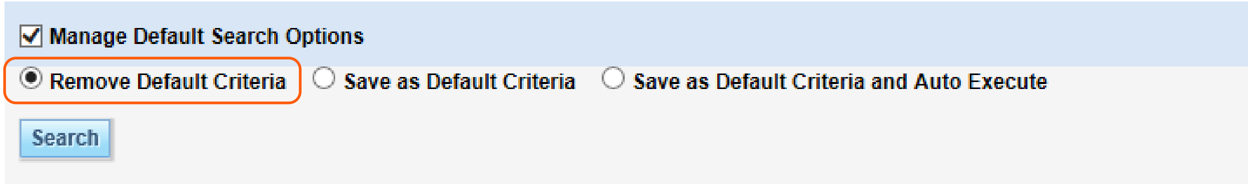
2) Save as Default Criteria and Auto Execute



Important: If this option is selected we recommend setting the date range as relative to provide a more flexible data selection with each search execution, so we do not recommend a set date range, instead you could use the **Last 14 Days** option or enter the number of days prior to the current date to be used in your search using the **Relative** option:



3) Remove Default Criteria



This option allows you to remove the default criteria, if any are defined. To remove the criteria select this option and execute the search with any criteria. The search execution will result in the removal of the default criteria.

3. Reports

The Reports & Analytics module available in the CitiDirect portal provides a wide range of functionality for the creation and generation of reports directly from the homepage. The module allows you to create reports with user defined criteria. Each created report can be saved and run, which results in the system generating a file ready for download in the user specified forma and layout. You can save the reports on your hard drive or print them.

The reports are divided into 4 main groups:

1. **Balance Summary Reports**
2. **Account Statement Reports**
3. **Transaction Initiation Reports**
4. **Transaction Advice Report**

„Balance Summary Reports" and „Account Statement Reports" are statements concerning transactions booked on accounts and can be executed for the last 18 months.

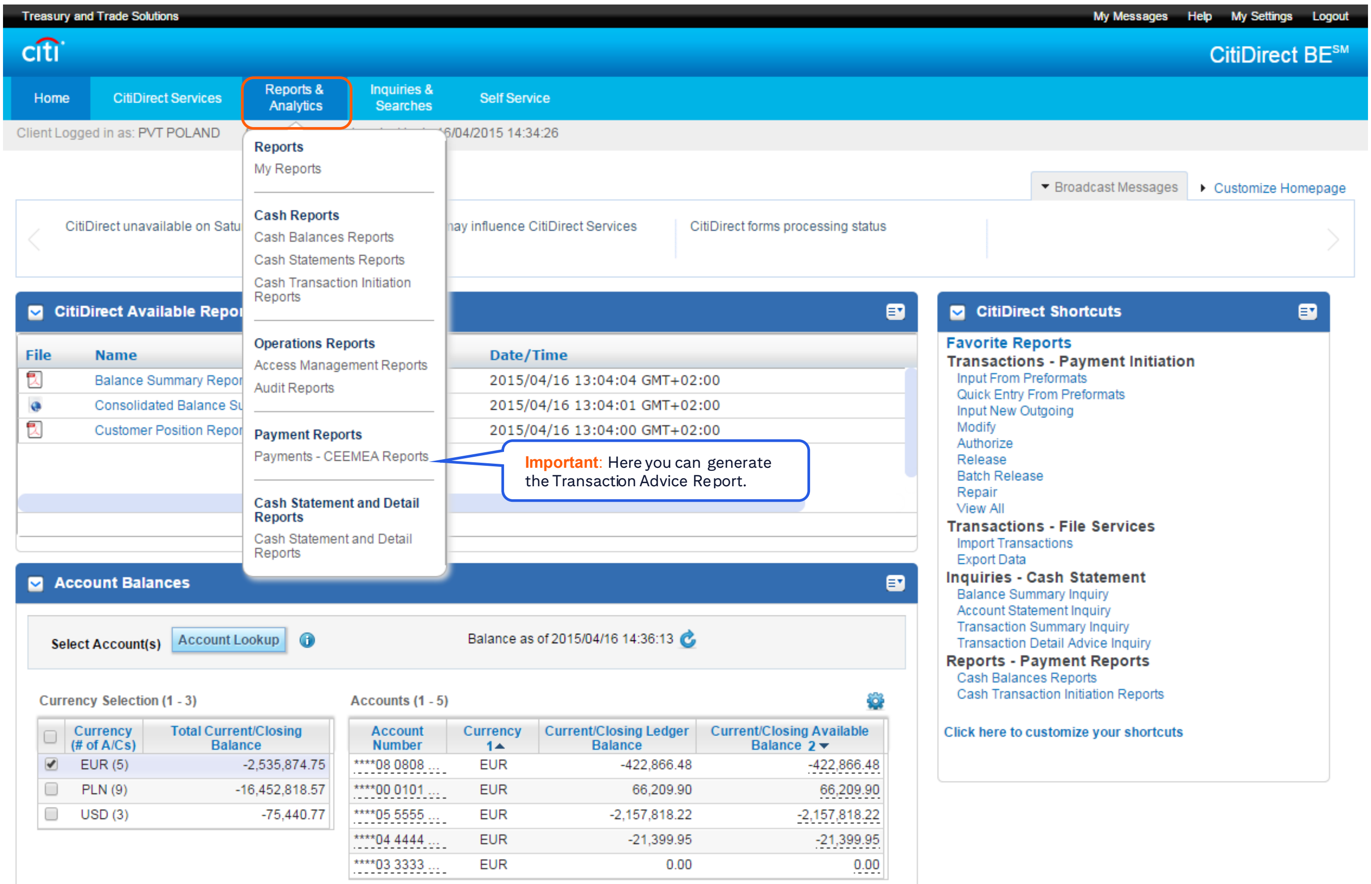
Other reports allow generation of transaction or template data available in the system for a range of 18 months for reports related to payments and for templates.

You can generate the following reports, among others:

1. **Balance Summary Report** – information about opening and closing balances;
2. **Account Statement Report** – statements containing opening and closing balances as well as transactions booked for every day in the selected range. Each booked transaction is briefly described and takes up one line in the statement;
3. **Account Statement Details Report** – contains the same data as Account Statement Report, but each booked transaction is fully described. One page of the report may contain up to 3 transaction items.
4. **Transaction Summary Report** – a list of booked transactions;
5. **Transaction Initiation Summary Report** – a list of payments initiated in the system;
6. **Transaction Initiation Detail Report** – a list of payments initiated in the system. but each transaction is fully described. One page of the report may contain up to 3 transaction items;
7. **Preformat Library Detail Report** – information about the receipients (beneficiaries) added to the library of templates (preformats);
8. **Poland - Transaction Advice Report** – confirmation of releasing the payment for processing by the Bank.

Important: Poland - Transaction Advice Report generation function is available under Reports & Analytics -> Payments Reports -> Payments – CEEMEA Reports.

To generate a report hover the mouse cursor over the Reports & Analytics tab in the top menu and then select a report group.

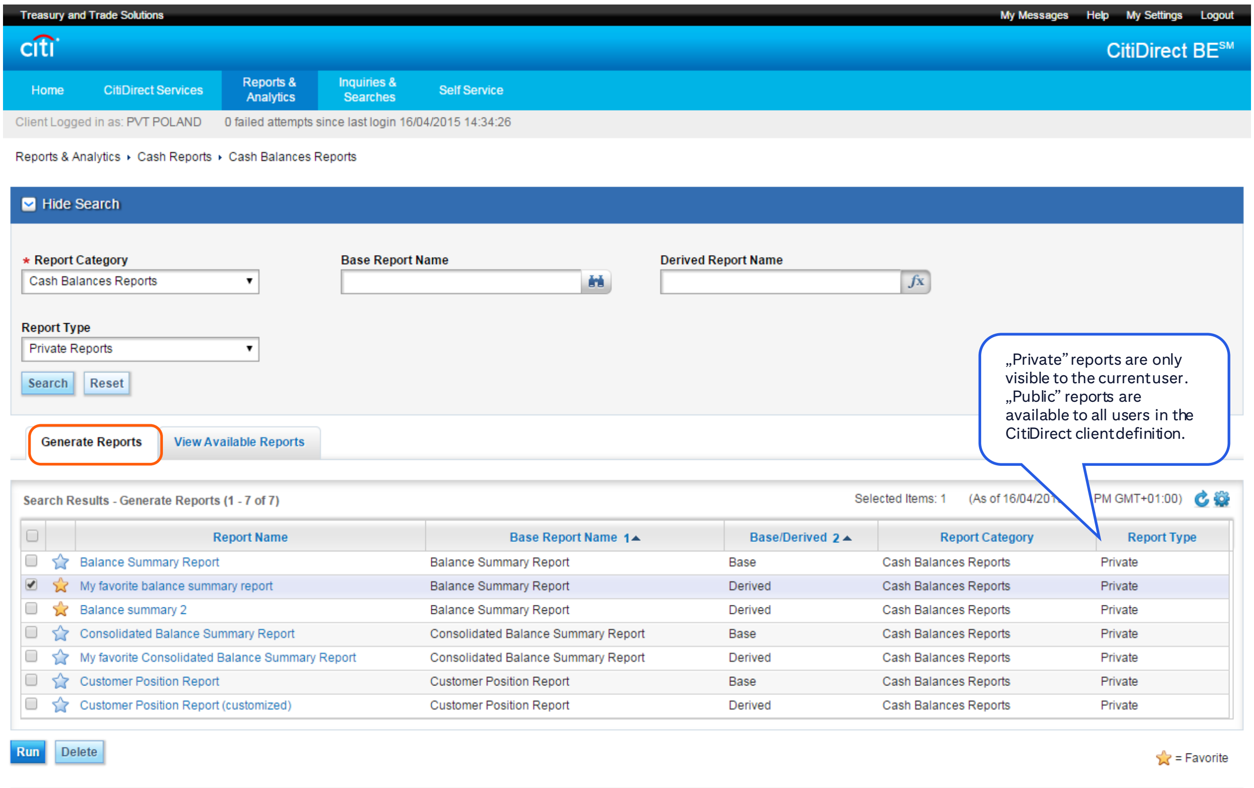


A list of reports available in the selected category will appear. Reports marked as “Base” are empty report templates that you can use to define reports with your desired criteria. User created reports will be displayed as “Derived” on the list. There are two actions available on this screen:

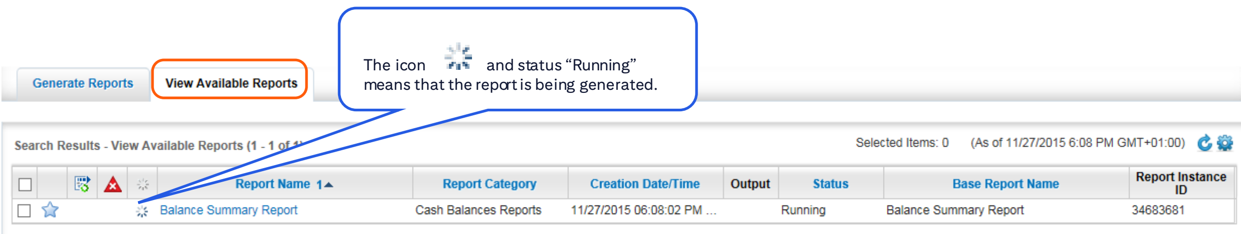
1) Generate an existing report with previously defined criteria
2) Create a new report with the selected criteria

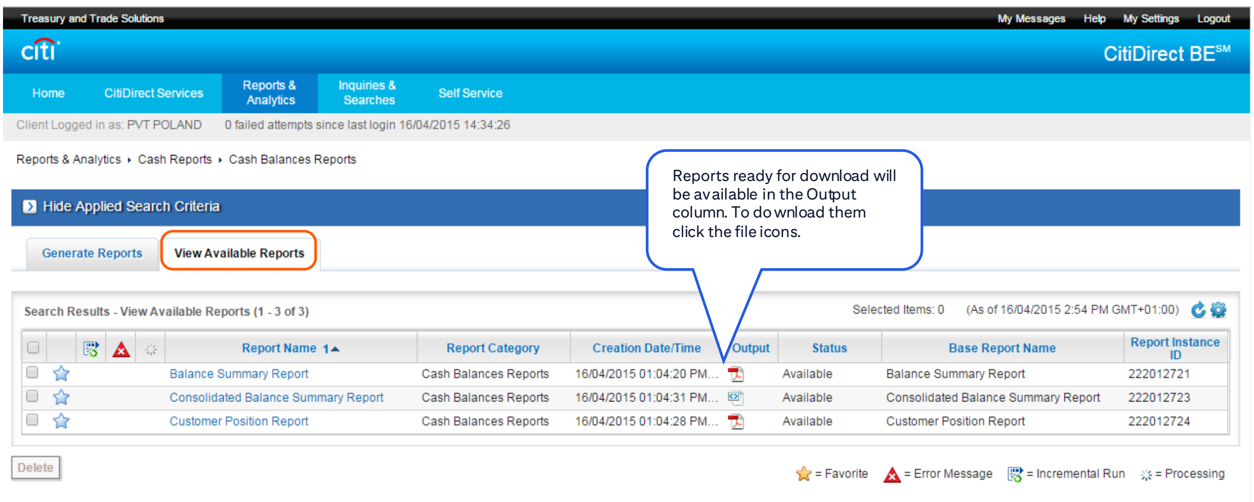
Generating a report with previously defined criteria

In that case select a previously created report you would like to generate from the list and click Run. You can select more than one report.

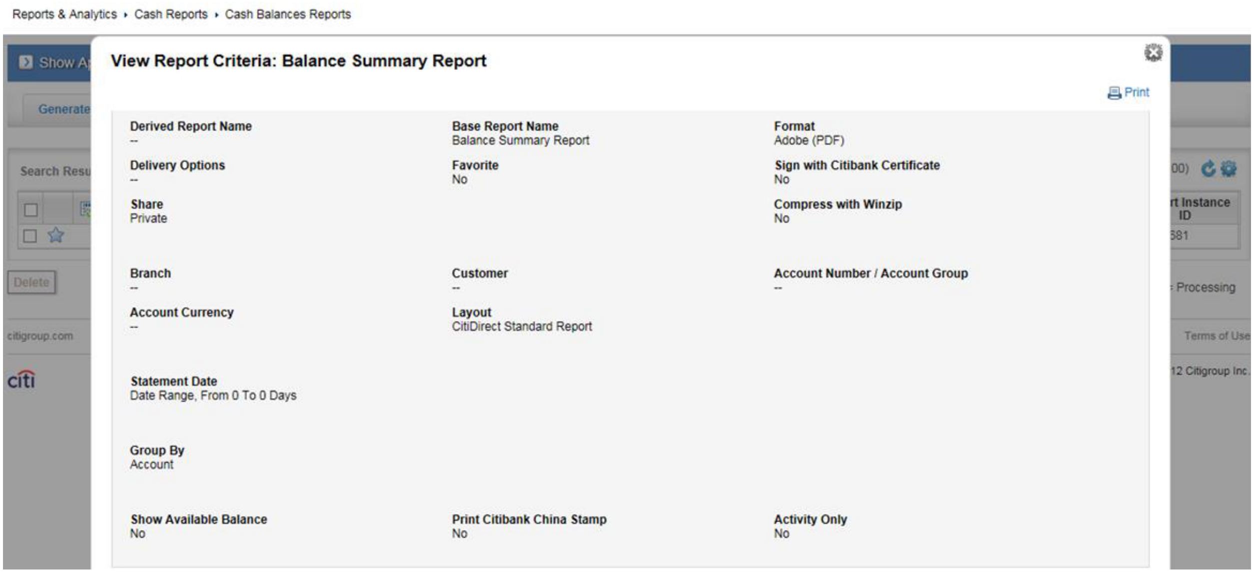


Reports currently being run and available (already generated) reports appear under the **View Available Reports** tab:



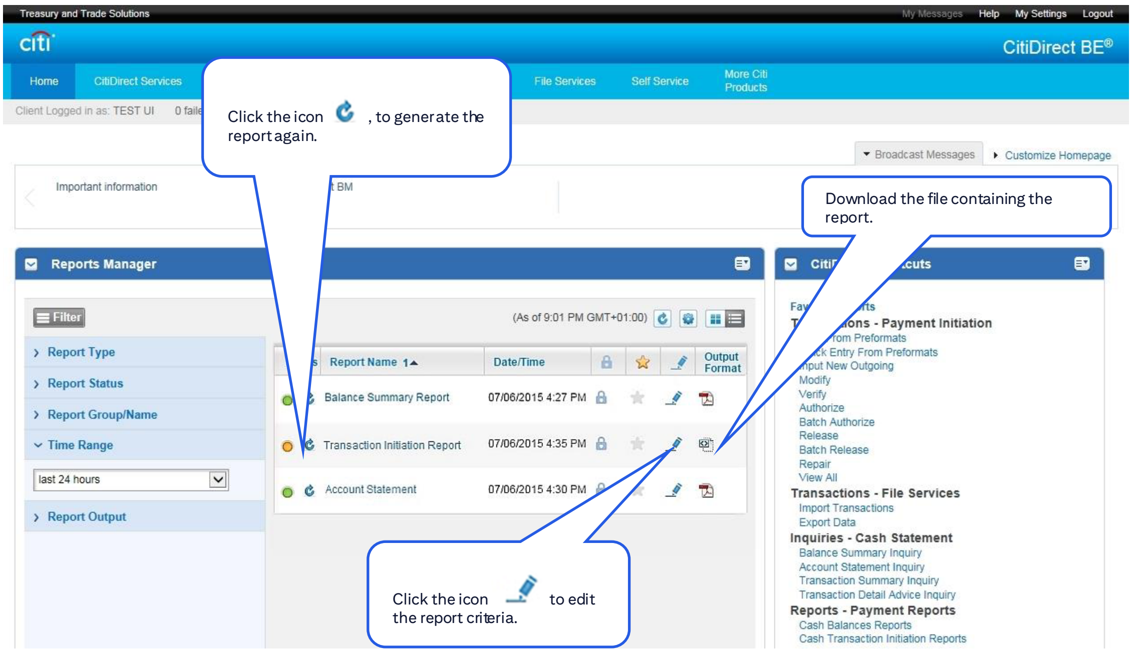


You can view the report criteria from the View Available Reports tab by clicking the name of a report:

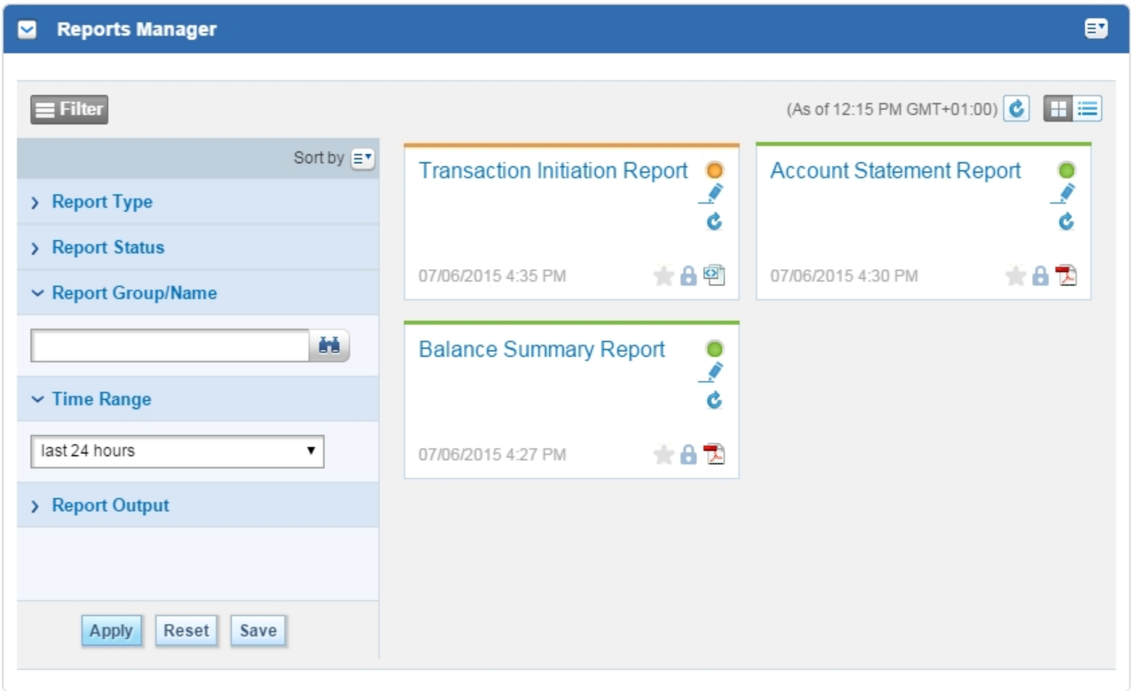


Generated reports also appear in the convenient widget named Reports Manager on the homepage of the CitiDirect portal. The widget is available in two modes: List view or Card view.

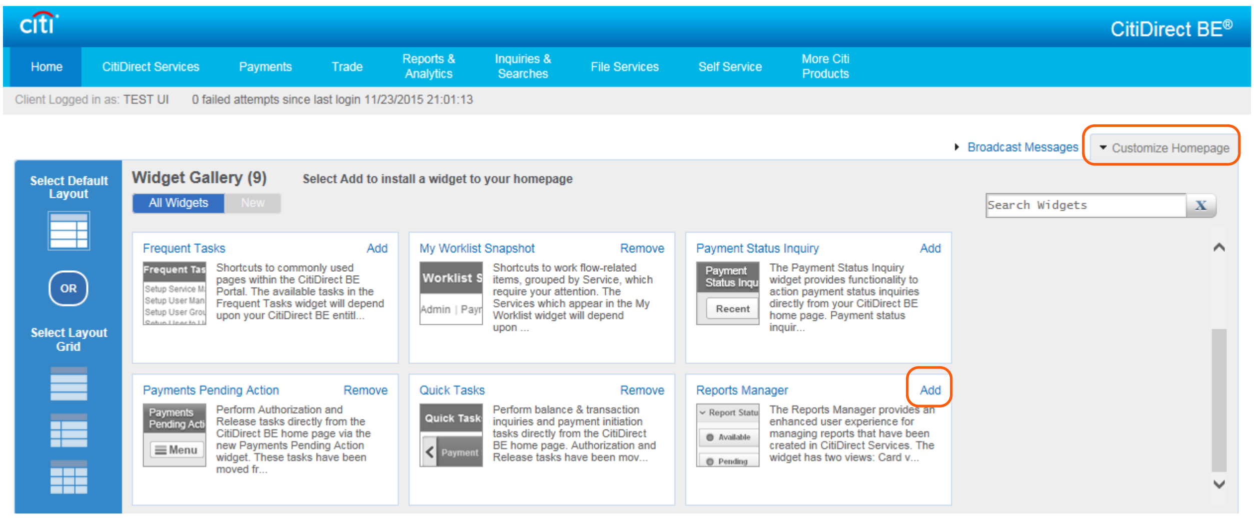
The Reports Manager in „List" mode:



The **Reports Manager** in „Card” mode:

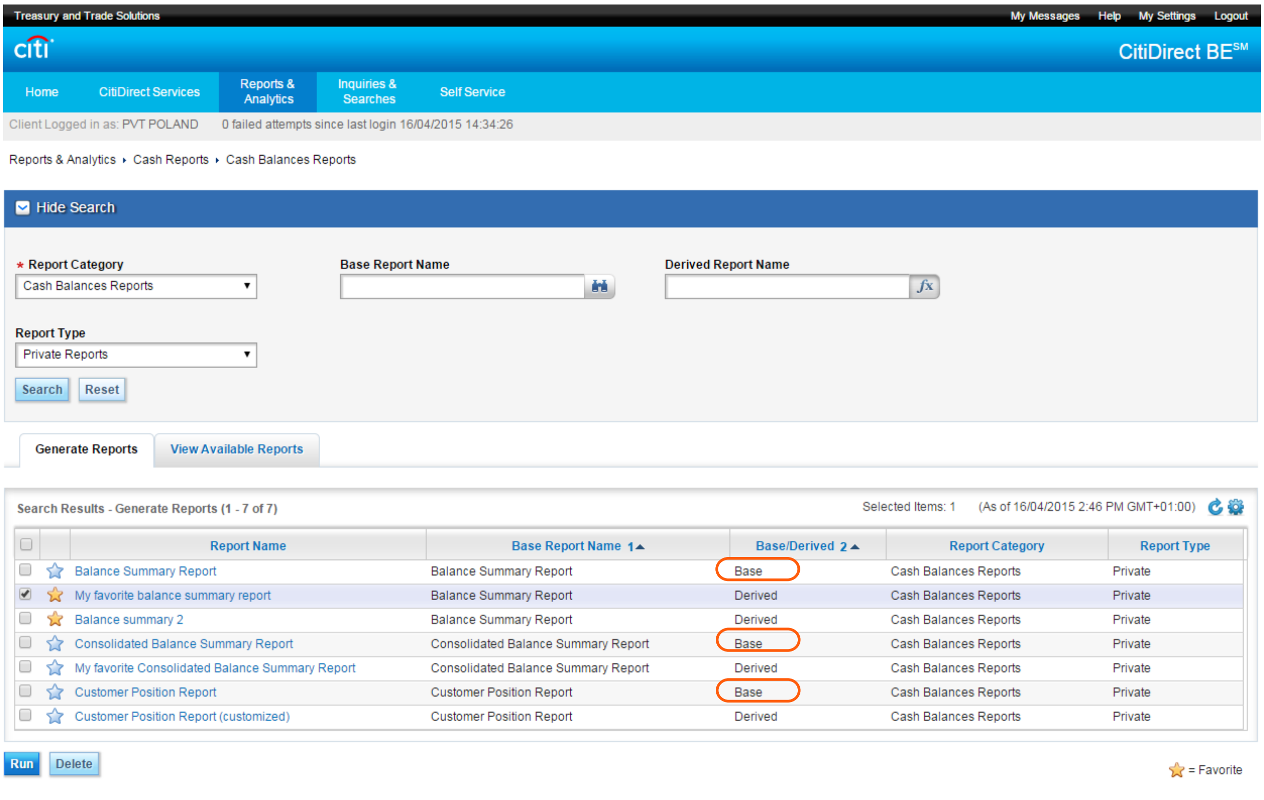


Important: To add the Reports Manager widget to the home screen go to the Customize Homepage tab and click Add next to that widget:

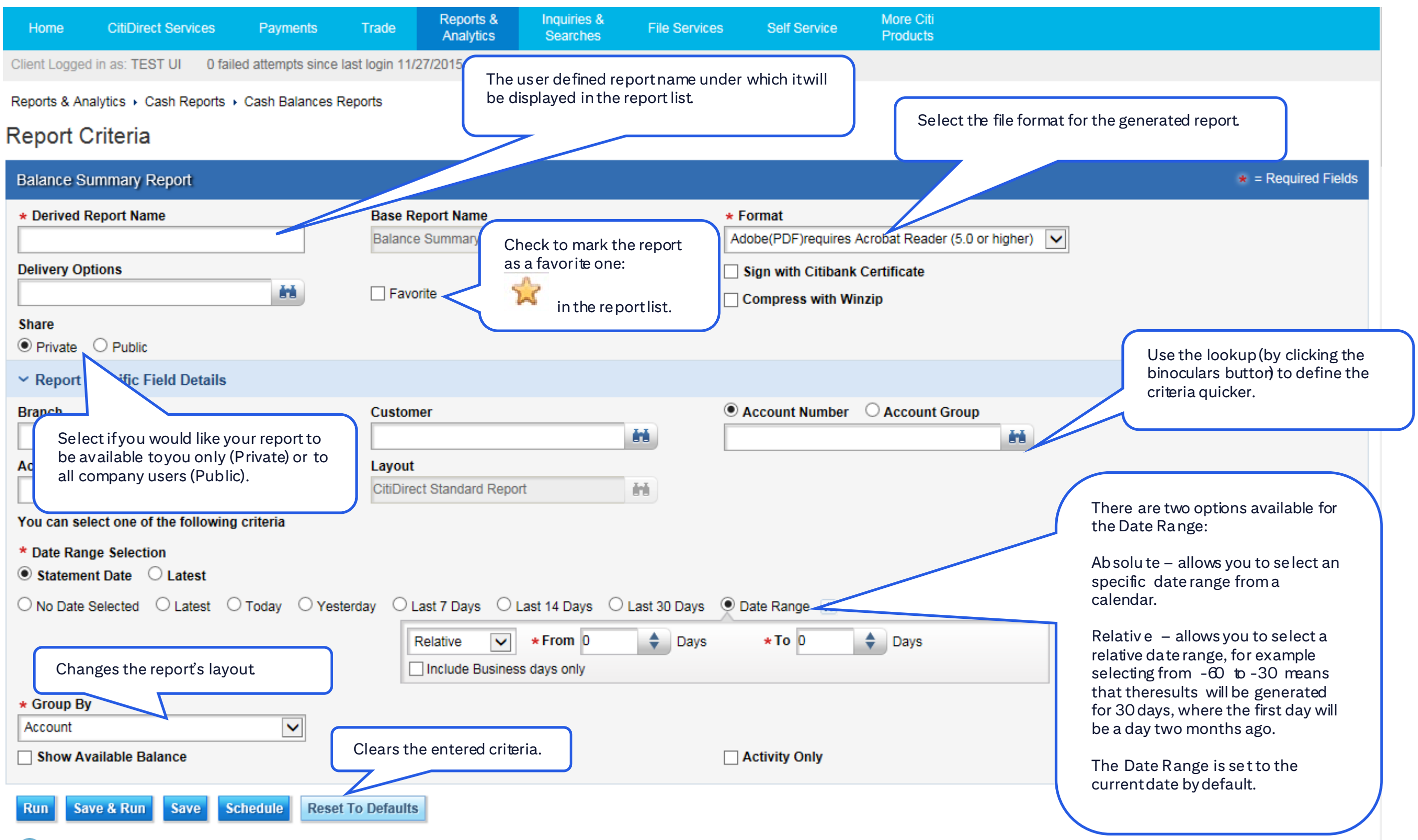


Creating new reports with the selected criteria

In the Generate Reports tab, click a selected “Base” report. Base reports are empty report templates serving as a base for creating new reports. Each report created based on them appears on the list as a new “Derived” report, and does not replace the used template.

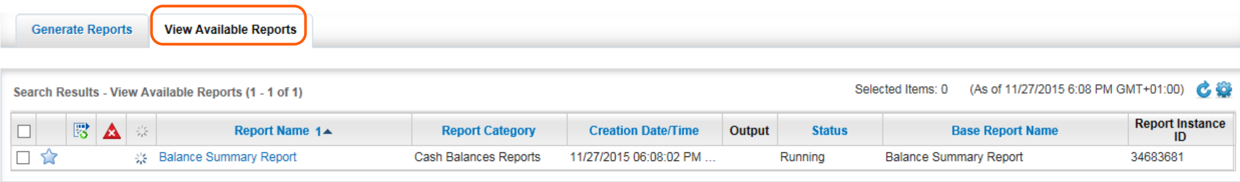


You can now edit the report criteria. Usually to run a report it is enough to only fill only some of the fields. Mandatory fields and sections are marked with a red asterisk (*).



When you have defined the desired criteria, use one of the options at the bottom of the screen: Run, Save & Run or Save.

If you select Run or Save & Run you will be transported to the View Available Reports tab, where you can view the status of the report that is being generated for you:



4. Useful Interface Options

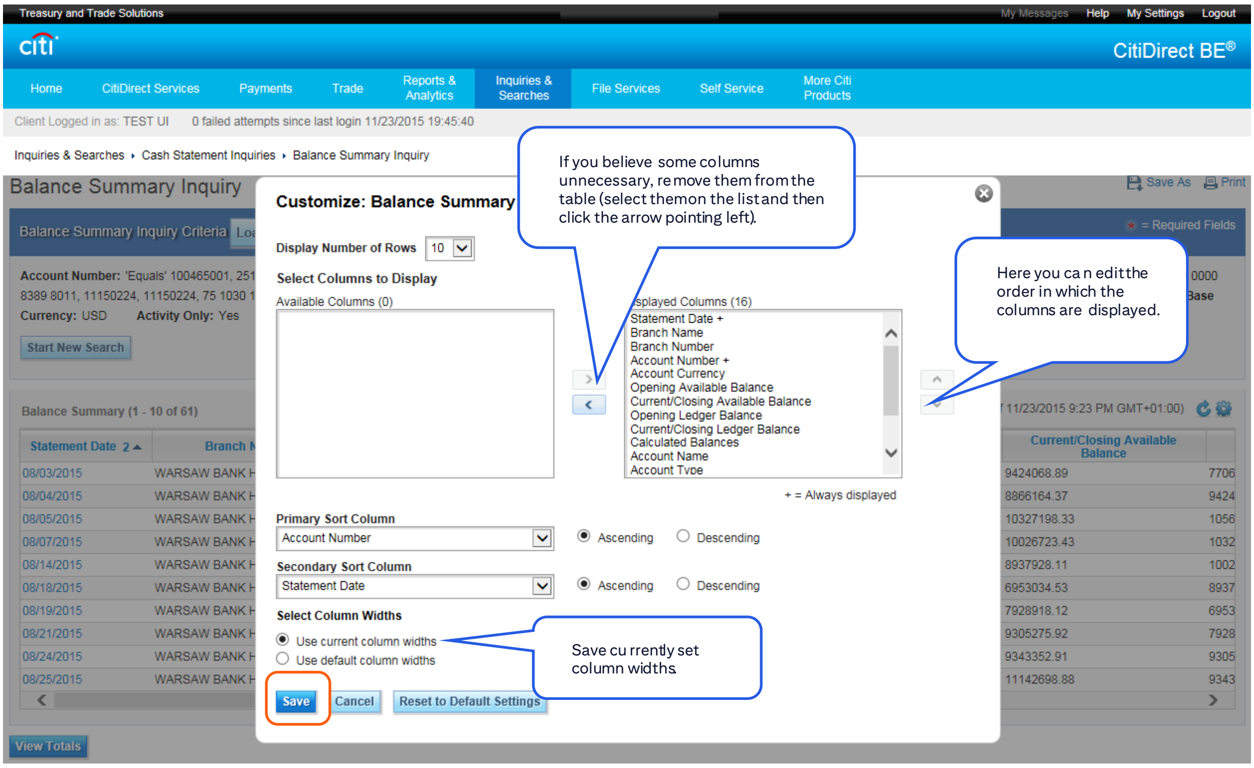
Layout customization

Most tables available in the CitiDirect portal allow convenient data layout customization according to user preferences.

Click the gear of a table of your choice to set your preferred options. This allows you to, among other things:

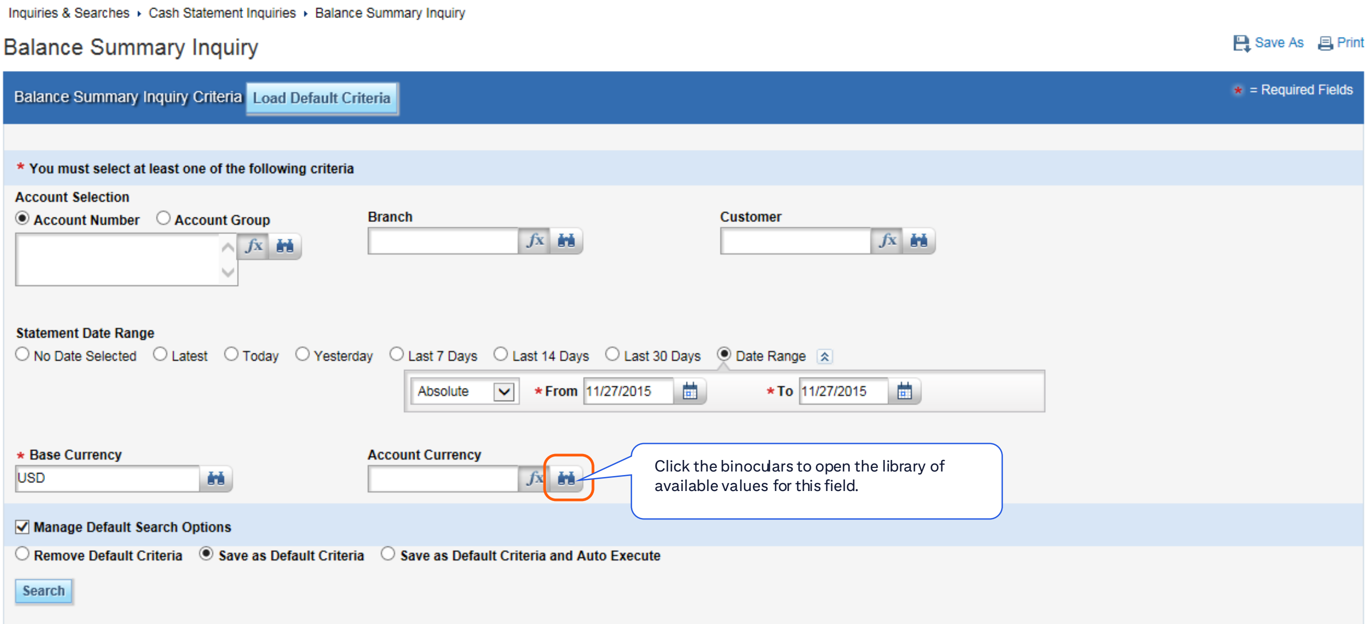
- change the number of items per page;
- remove some of the columns from the table if they are unnecessary;
- change the order of columns;
- sort the data;
- save the currently set column width;

Important: After selecting your desired options click Save.

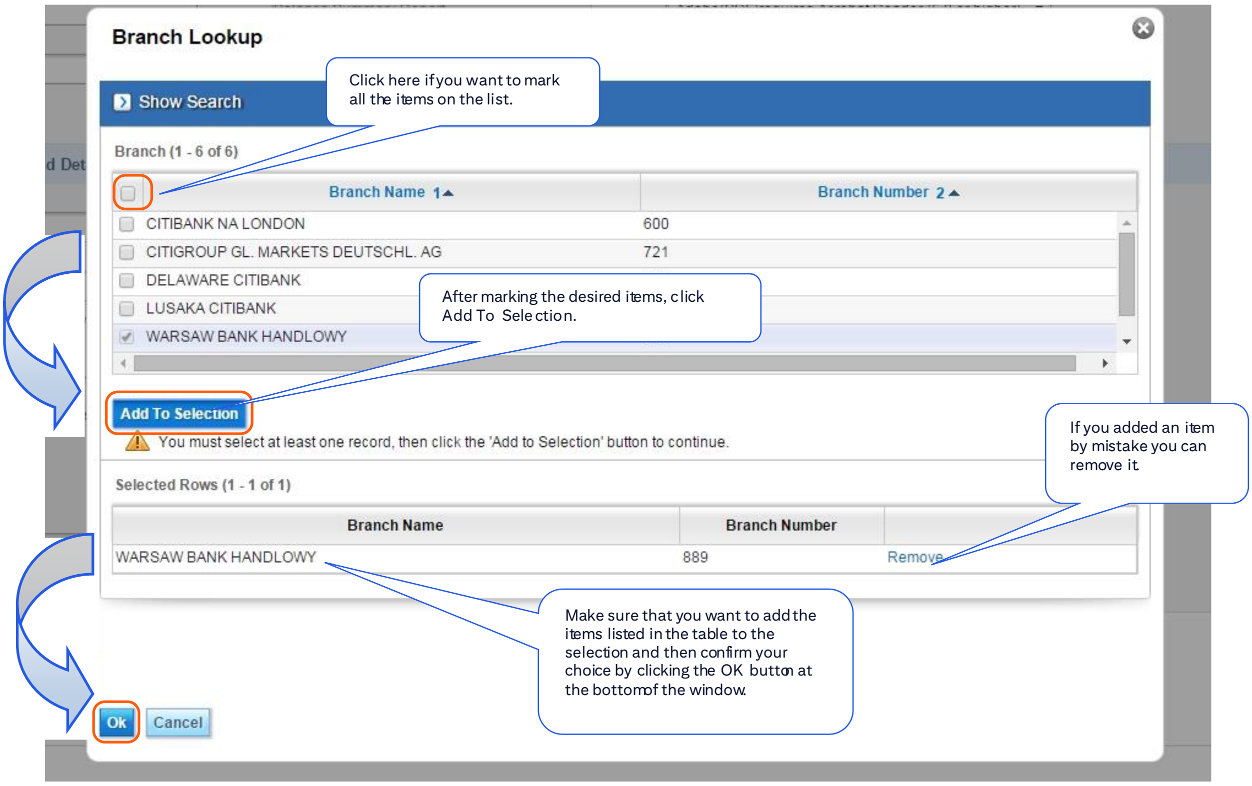


Choosing data from the library („Lookups")

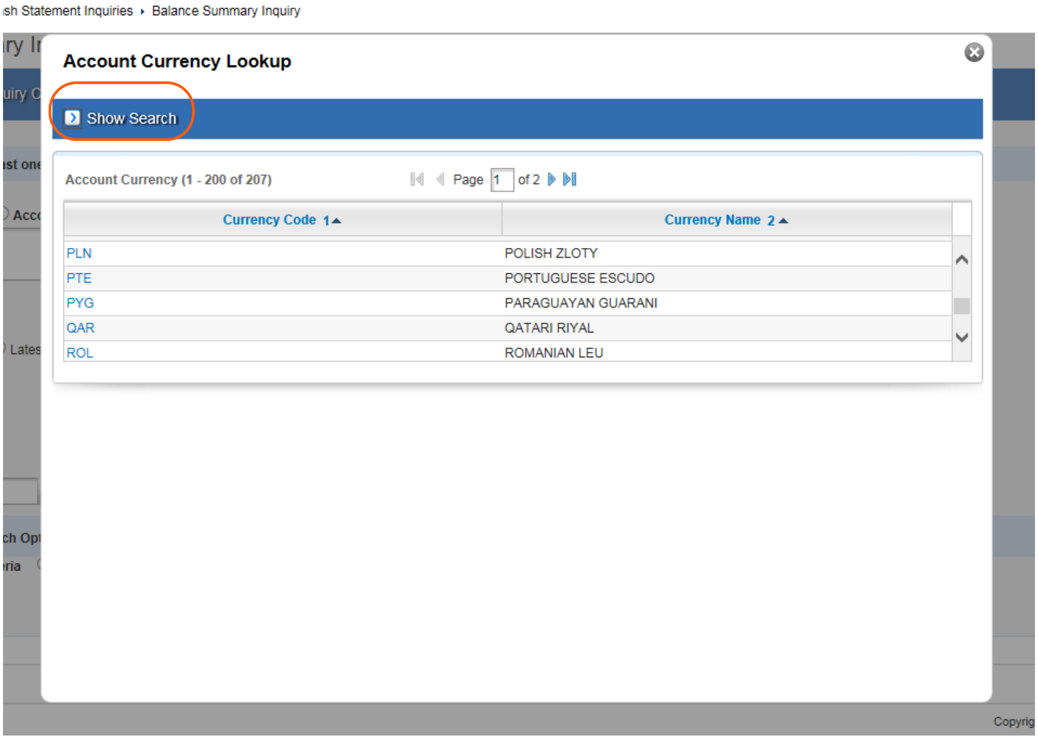
Most of the data in the Inquiries module does not need to be entered manually. Instead you can chose it from a lookup. Fields that allow such selection are marked with a „binoculars" symbol

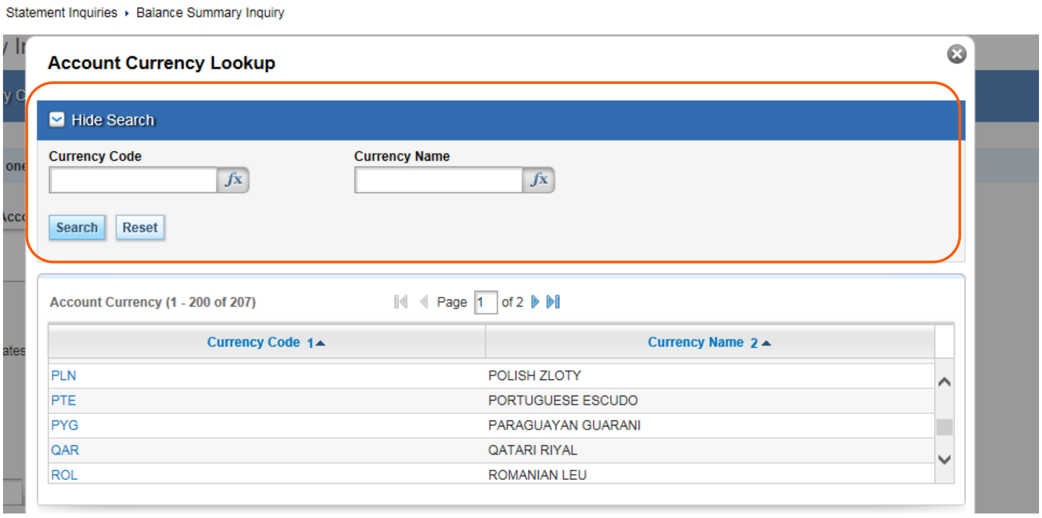


Mark the desired items on the list, add them to selection and then verify and confirm your choice by clicking the OK button:



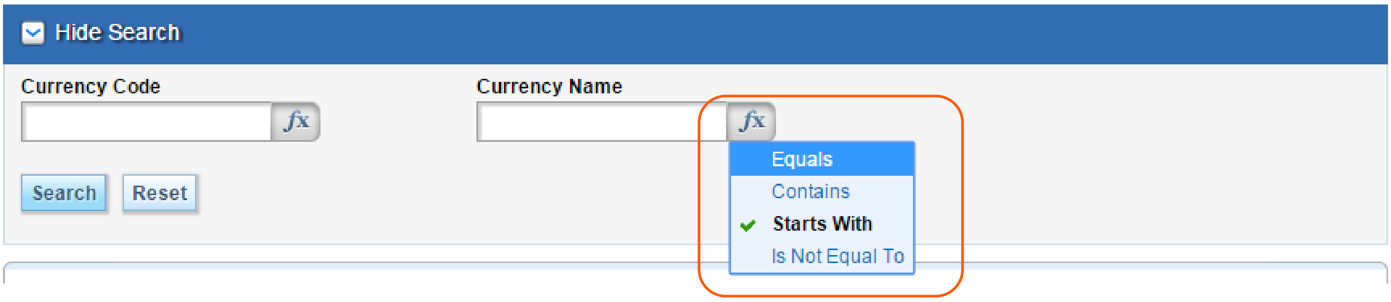
Lookups also enable the user to additionally search for data within the library of available items – in order to quickly locate the needed criteria:





Defining precise criteria (functional buttons – „fx”)

Searching for data is further facilitated by the functional buttons which enable the users to execute very precise searches:



Just like the lookups, these buttons appear all across the CitiDirect portal interface.