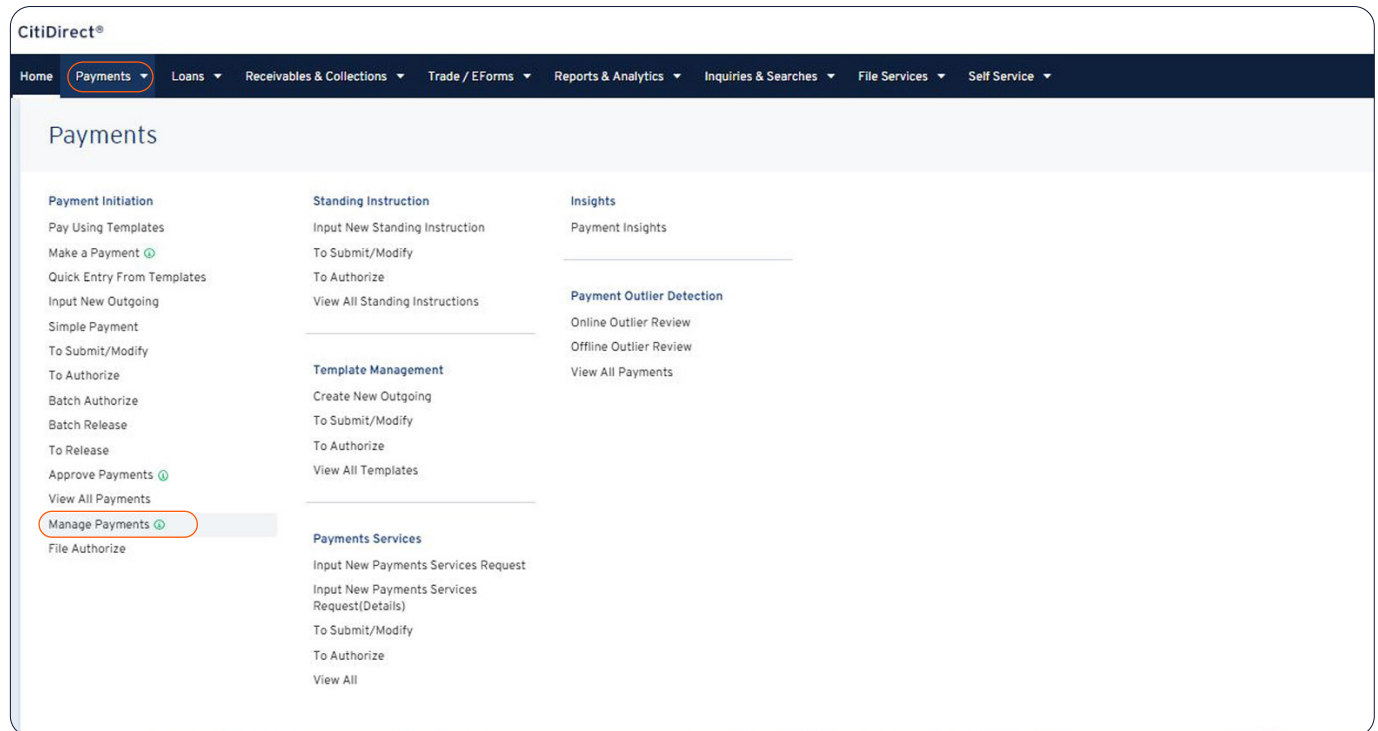


CitiDirect® Manage Payments Quick Reference Guide

Hover over the **Payments** menu option and select **Manage Payments** menu

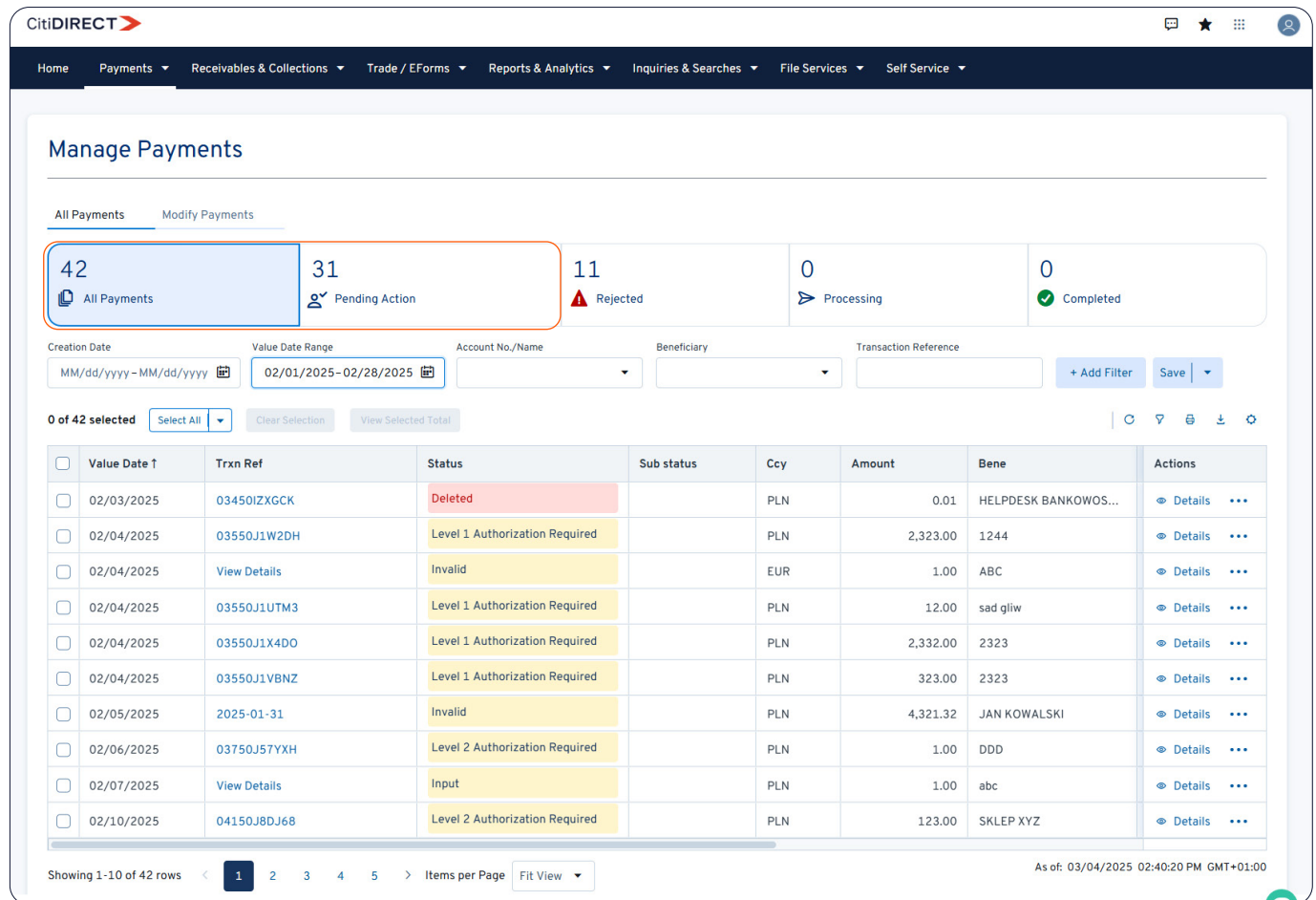


If this option is not visible to you, please contact your company's Security Manager for assistance in entitlements.

From the **Manage Payments** screen you will be able to see the “big picture” of your payments across status categories, view all payment details including end-to-end transaction lifecycle tracking information, download/print a proof of payment PDF, and more!

1. Summary Counts of Payments

Each card ([All Payments](#), [Awaiting Approval](#), etc.) provides a summary count of payments per logical category. Besides this, you can also quickly display each category's payments by clicking on each card as desired.



Manage Payments

All Payments | Modify Payments

42 All Payments | 31 Pending Action | 11 Rejected | 0 Processing | 0 Completed

Creation Date: MM/dd/yyyy - MM/dd/yyyy | Value Date Range: 02/01/2025 - 02/28/2025 | Account No./Name: | Beneficiary: | Transaction Reference: | + Add Filter | Save |

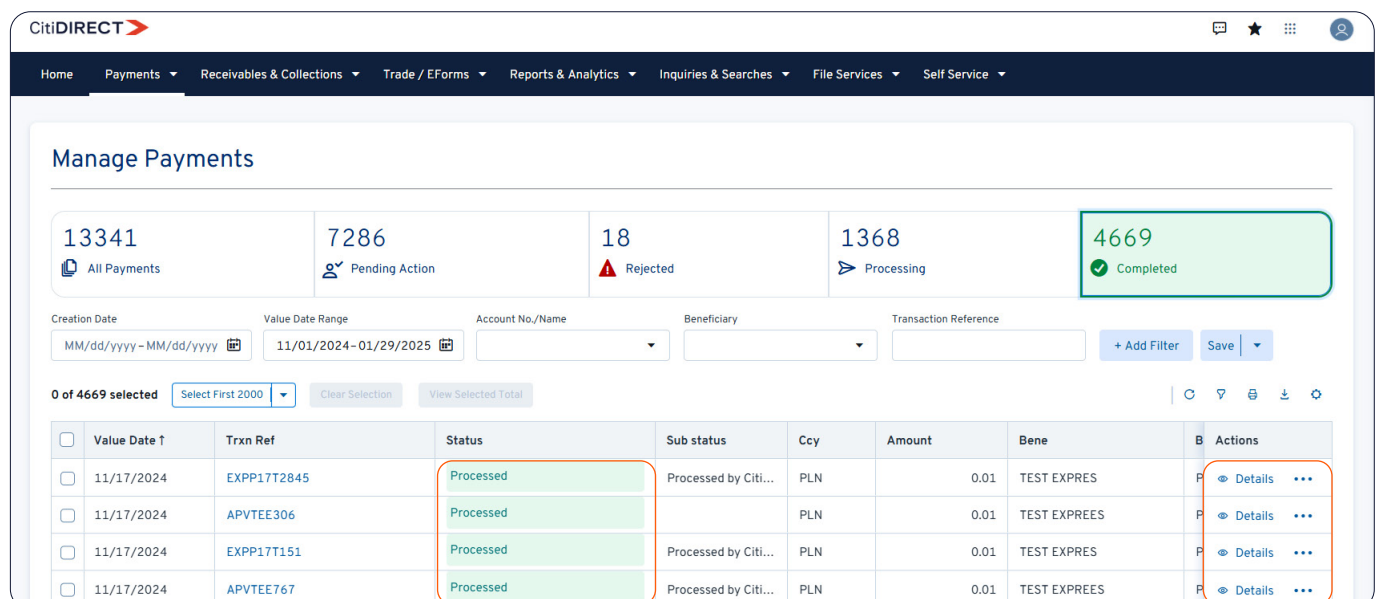
0 of 42 selected | Select All | Clear Selection | View Selected Total

<input type="checkbox"/>	Value Date ↑	Trxn Ref	Status	Sub status	Ccy	Amount	Bene	Actions
<input type="checkbox"/>	02/03/2025	03450IZXGCK	Deleted		PLN	0.01	HELPDESK BANKOWOS...	Details ...
<input type="checkbox"/>	02/04/2025	03550J1W2DH	Level 1 Authorization Required		PLN	2,323.00	1244	Details ...
<input type="checkbox"/>	02/04/2025	View Details	Invalid		EUR	1.00	ABC	Details ...
<input type="checkbox"/>	02/04/2025	03550J1UTM3	Level 1 Authorization Required		PLN	12.00	sad gliw	Details ...
<input type="checkbox"/>	02/04/2025	03550J1X4D0	Level 1 Authorization Required		PLN	2,332.00	2323	Details ...
<input type="checkbox"/>	02/04/2025	03550J1VBNZ	Level 1 Authorization Required		PLN	323.00	2323	Details ...
<input type="checkbox"/>	02/05/2025	2025-01-31	Invalid		PLN	4,321.32	JAN KOWALSKI	Details ...
<input type="checkbox"/>	02/06/2025	03750J57YXH	Level 2 Authorization Required		PLN	1.00	DDD	Details ...
<input type="checkbox"/>	02/07/2025	View Details	Input		PLN	1.00	abc	Details ...
<input type="checkbox"/>	02/10/2025	04150J8DJ68	Level 2 Authorization Required		PLN	123.00	SKLEP XYZ	Details ...

Showing 1-10 of 42 rows | 1 2 3 4 5 | Items per Page | Fit View | As of: 03/04/2025 02:40:20 PM GMT+01:00

2. How to Use Payment Tracker

Click the [Details](#) icon or [Actions](#) in the Actions tab to view the payment transaction history and payment status information, including bank and billing system details, along with payment processing times.



Manage Payments

All Payments | Pending Action | Rejected | Processing | Completed

13341 All Payments | 7286 Pending Action | 18 Rejected | 1368 Processing | 4669 Completed

Creation Date: MM/dd/yyyy - MM/dd/yyyy | Value Date Range: 11/01/2024 - 01/29/2025 | Account No./Name: | Beneficiary: | Transaction Reference: | + Add Filter | Save |

0 of 4669 selected | Select First 2000 | Clear Selection | View Selected Total

<input type="checkbox"/>	Value Date ↑	Trxn Ref	Status	Sub status	Ccy	Amount	Bene	B	Actions
<input type="checkbox"/>	11/17/2024	EXPP17T2845	Processed	Processed by Citi...	PLN	0.01	TEST EXPRES	P	Details ...
<input type="checkbox"/>	11/17/2024	APVTEE306	Processed		PLN	0.01	TEST EXPRES	P	Details ...
<input type="checkbox"/>	11/17/2024	EXPP17T151	Processed	Processed by Citi...	PLN	0.01	TEST EXPRES	P	Details ...
<input type="checkbox"/>	11/17/2024	APVTEE767	Processed	Processed by Citi...	PLN	0.01	TEST EXPRES	P	Details ...

Click [All Payments](#) and then [Details](#) to [expand/collapse](#) the details of each tracker step accordingly. The step number in the green circle indicates the current payment stage.

The screenshot shows the CitiDIRECT 'Manage Payments' interface. On the left, there's a summary section with 'All Payments' (1), 'Pending Action' (0), and 'Rejected' (0). Below this is a table with columns: Value Date ↑, Trxn Ref, Status, and a partially visible 'S'. One row is shown with Value Date 11/17/2024, Trxn Ref APVTEE306, and Status Processed. On the right, the 'Payment Details' panel is open for 'Payment 1/1'. It has tabs for 'Details' (selected) and 'Tracker'. Under 'Tracker', it shows '1 Payer : ACCOUNT NAME TEST CHECK' with an 'Initiated On' date of 2024-11-17T06:34:56 GMT+01:00 and a 'Hide Details' link. Below this, account and value date information is listed, and a 'View Transaction History' toggle is present.

3. How to Get a Proof of Payment PDF

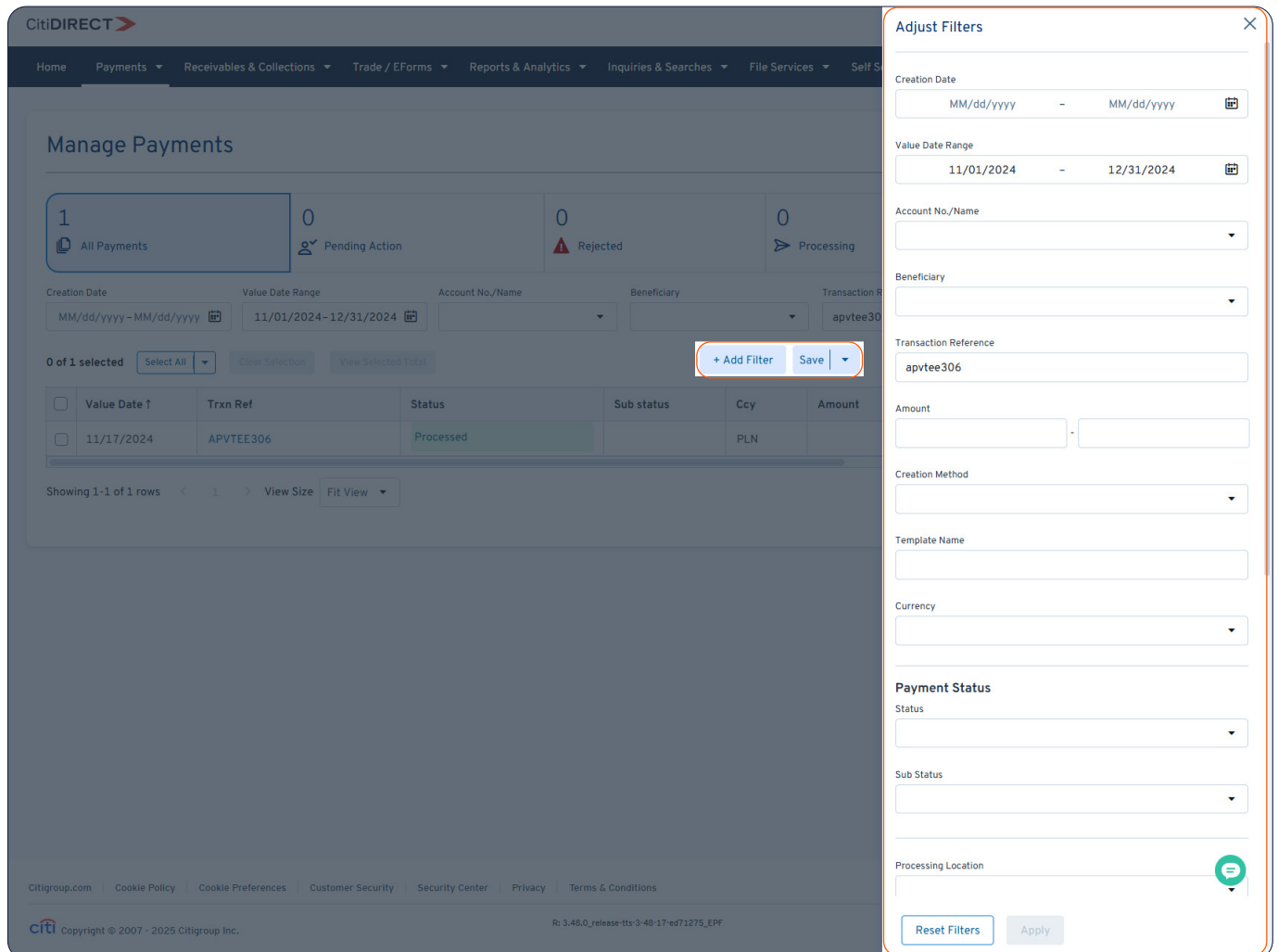
To download a transaction confirmation, simply click the three dots icon and then [Proof of payment](#), which is located in the [Actions](#) column, and then download and/or print.

This screenshot shows the 'Manage Payments' interface with a table of payment transactions. The table has columns: Value Date ↑, Trxn Ref, Status, Sub status, Ccy, Amount, Bene, and Actions. One row is selected with Value Date 11/17/2024, Trxn Ref APVTEE306, and Status Processed. In the 'Actions' column, a three-dot menu is open, showing options: 'Proof of Payment' (highlighted), 'Payment Tracker', and 'Copy Payment'. Overlaid on the interface are three notification boxes: 'Proof of Payment Downloaded!' (green), 'Proof of Payment In Progress!' (blue), and 'Completed' (green). The bottom right corner shows the timestamp 'As of: 03/04/2025 03:00:4'.

4. Additional Information

How to Find Specific Payments using Filters.

If you want to modify the system's default filter, you can add a new customized filter and save it for future use. As you may have various filtering needs to help you more easily and quickly find the payments you want, you can save multiple filters and set one of them as your default filter.



The screenshot shows the CitiDIRECT 'Manage Payments' interface. The main panel displays a table with one row of payment data. The 'Adjust Filters' dialog is open on the right, allowing users to customize search criteria.

Manage Payments Interface:

- Summary:** 1 All Payments, 0 Pending Action, 0 Rejected, 0 Processing.
- Filters:** Creation Date (MM/dd/yyyy - MM/dd/yyyy), Value Date Range (11/01/2024 - 12/31/2024), Account No./Name, Beneficiary, Transaction Reference (apvtee306).
- Table:**

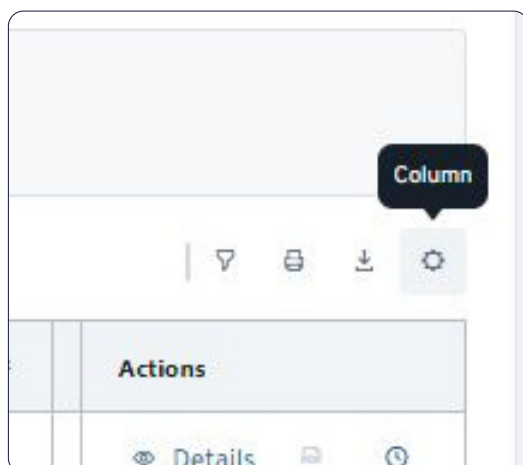
Value Date ↑	Trxn Ref	Status	Sub status	Ccy	Amount
11/17/2024	APVTEE306	Processed		PLN	
- Actions:** + Add Filter, Save.

Adjust Filters Dialog:

- Creation Date:** MM/dd/yyyy - MM/dd/yyyy
- Value Date Range:** 11/01/2024 - 12/31/2024
- Account No./Name:**
- Beneficiary:**
- Transaction Reference:** apvtee306
- Amount:**
- Creation Method:**
- Template Name:**
- Currency:**
- Payment Status:**
 - Status:
 - Sub Status:
- Processing Location:**
- Buttons:** Reset Filters, Apply.

How to Customize your Manage Payments table (grid).

You can add or remove columns by clicking on the gear icon in the top right corner of the table.



The data elements are logically categorized to help you find the ones you need faster.

CitiDIRECT

HomePaymentsReceivables & CollectionsTrade / EFormsReports & AnalyticsInquiries & Searches

Manage Payments

1All Payments

0Pending Action

0Rejected

Creation Date

Value Date Range

Account No./Name

Beneficiary

MM/dd/yyyy - MM/dd/yyyy

11/01/2024 - 12/31/2024

0 of 1 selected

Select All

Clear Selection

View Selected Total

	Value Date ↑	Trxn Ref	Status	Sub status	Co
<input type="checkbox"/>	11/17/2024	APVTEE306	Processed		PL

Showing 1-1 of 1 rows

<1>

View Size

Fit View

Add Columns

Select Columns to Add

*Mandatory Columns cannot be removed

Search Columns by Name

Payment Details

☒ Transaction Reference *

☒ Amount

☒ Currency

☐ Payment Method

☒ Payment Type

☐ Payment Details

☐ Payment Details Code

☒ Status *

☒ Sub status

☐ Error Code

☐ Error Description

☐ Priority

☐ Template Name

☐ Intra-Company

Beneficiary Details

☒ Beneficiary Name

☒ Beneficiary/Remitter Account

☐ Bene Ref. / Indiv. Co. ID

☐ Beneficiary Bank Name

☐ Beneficiary Bank Routing Code

☐ Beneficiary Bank Routing Method

☐ Beneficiary Is

☐ Beneficiary Tax Code/Tax ID

☐ BeneAdviceEndState

☐ IBAN Number

☐ Beneficiary Bank Address 1

☐ Beneficiary Bank Address 2

☐ Beneficiary Bank Address 3

☐ Beneficiary Tax ID

☐ Account Category

☐ Account Type

☐ Identity

Account Details

☐ Account Number

☐ Account Name

☐ Account Currency

☐ Debit IBAN Account Number

☐ Branch Name

Date and Creation

☒ Value Date *

☐ Creation Method

☐ Processing Date

☐ Creator Name

☐ Creation Date

☐ Statement Date

☐ Settlement Date

FX

☐ Equivalent Amount

☐ Estimated Exchange Rate

☐ Equivalent CurrencyFX

☐ FX Contract

Cancel

Apply

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Cookie Preferences

Customer Security

Security Center

Privacy

Terms & Conditions

R: 3.48.0_release-fts:3-48-17-ed71275_EPF

To adjust the number of payments displayed per page, select [Items per Page](#).
[Fit View](#) uses the scroll bar in the table rather than displaying payments page by page.

CitiDIRECT

Home

Payments

Receivables & Collections

Trade / EForms

Reports & Analytics

Inquiries & Searches

File Services

Self Service

Manage Payments

All Payments

Modify Payments

42

31

11

0

0

All Payments

Pending Action

Rejected

Processing

Completed

Creation Date

Value Date Range

Account No./Name

Beneficiary

Transaction Reference

+ Add Filter

Save

0 of 42 selected

Select All

Clear Selection

View Selected Total

	Value Date †	Trxn Ref	Status	Sub status	Ccy	Amount	Bene	Actions
<input type="checkbox"/>	02/03/2025	03450IZXGCK	Deleted		PLN	0.01	HELPDESK BANKOWOS...	Details ...
<input type="checkbox"/>	02/04/2025	03550J1W2DH	Level 1 Authorization Required		PLN	2,323.00	1244	Details ...
<input type="checkbox"/>	02/04/2025	View Details	Invalid		EUR	1.00	ABC	Details ...
<input type="checkbox"/>	02/04/2025	03550J1UTM3	Level 1 Authorization Required		PLN	12.00	sad gliw	Details ...
<input type="checkbox"/>	02/04/2025	03550J1X4D0	Level 1 Authorization Required		PLN	2,332.00	2323	Details ...
<input type="checkbox"/>	02/04/2025	03550J1VBNZ	Level 1 Authorization Required		PLN	323.00	2323	Details ...
<input type="checkbox"/>	02/05/2025	2025-01-31	Invalid		PLN	4,321.32	JAN KOWALSKI	Details ...
<input type="checkbox"/>	02/06/2025	03750J57YXH	Level 2 Authorization Required		PLN	1.00	DDD	Details ...
<input type="checkbox"/>	02/07/2025	View Details	Input		PLN	1.00	abc	Details ...
<input type="checkbox"/>	02/10/2025	04150J8DJ68	Level 2 Authorization Required		PLN	123.00	SKLEP XYZ	Details ...

Showing 1-10 of 42 rows

1 2 3 4 5

Items per Page

Fit View

As of: 03/04/2025 02:40:20 PM GMT+01:00

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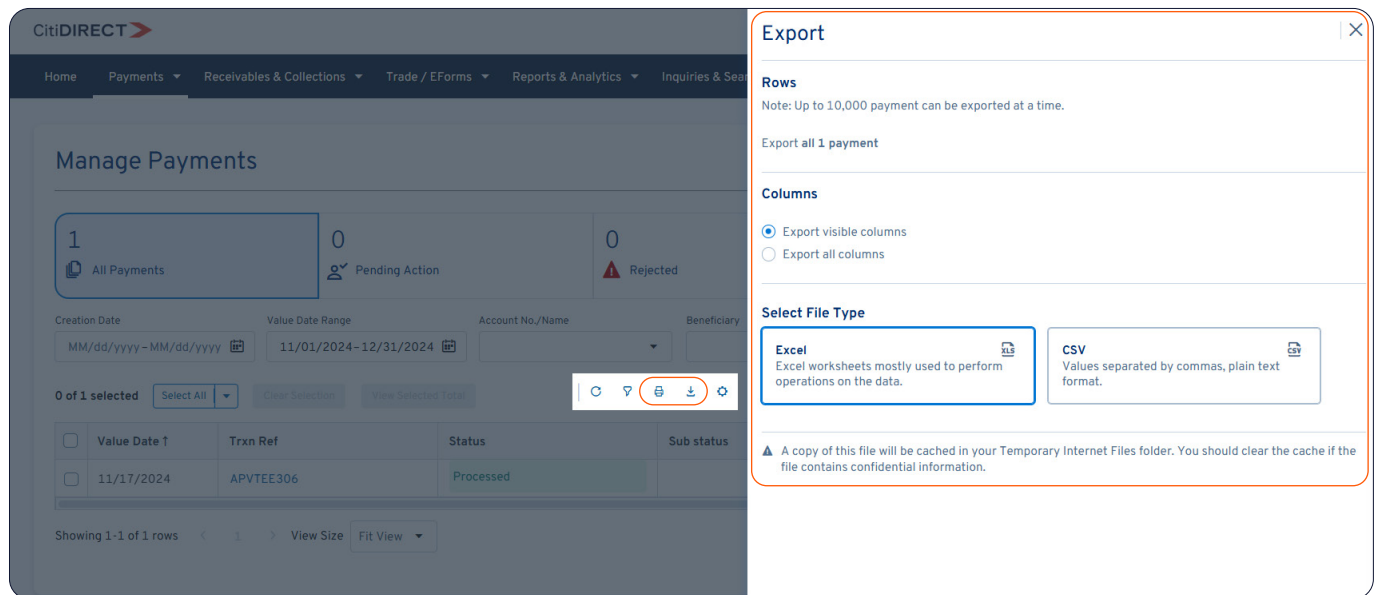
Security Center

Privacy

Terms & Conditions

How to Print and Export your Manage Payments table.

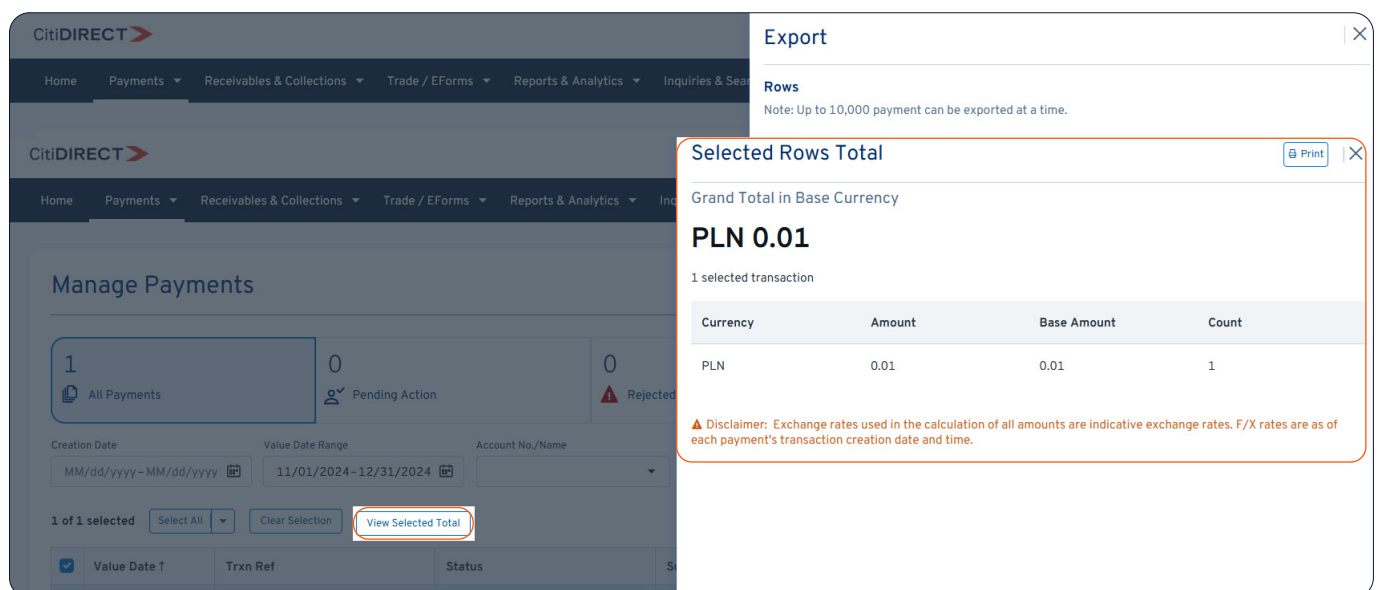
Click on the [Print](#) or [Export](#) icon to print or export payments from your [Manage Payments](#) table.



The screenshot shows the CitiDIRECT 'Manage Payments' interface. The 'Export' dialog is open on the right, showing options for exporting data. The 'Rows' section indicates that up to 10,000 payments can be exported at a time, and 'Export all 1 payment' is selected. The 'Columns' section has 'Export visible columns' selected. The 'Select File Type' section shows 'Excel' and 'CSV' options. A warning message at the bottom states: 'A copy of this file will be cached in your Temporary Internet Files folder. You should clear the cache if the file contains confidential information.'

How to View Totals for Selected Payments.

Select [View Selected Total](#) to show the total for all selected payments (with option to Print the total details).



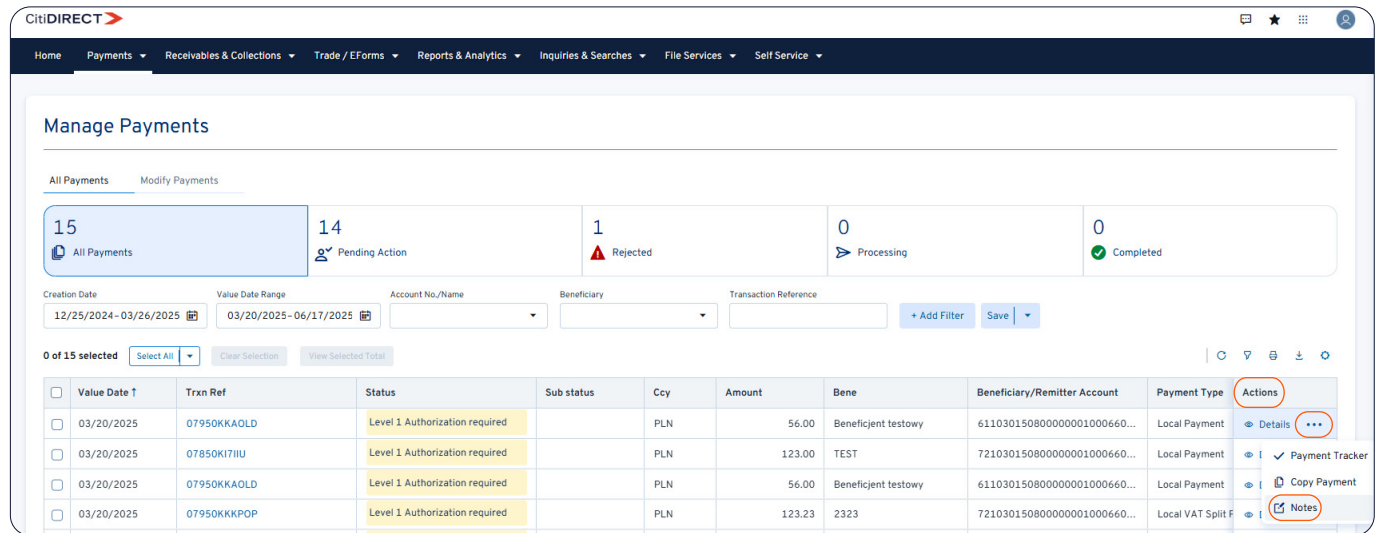
The screenshot shows the CitiDIRECT 'Manage Payments' interface. The 'View Selected Total' dialog is open on the right, displaying the 'Grand Total in Base Currency' as **PLN 0.01**. The dialog also shows a table with 1 selected transaction details.

Currency	Amount	Base Amount	Count
PLN	0.01	0.01	1

A disclaimer at the bottom states: 'Disclaimer: Exchange rates used in the calculation of all amounts are indicative exchange rates. F/X rates are as of each payment's transaction creation date and time.'

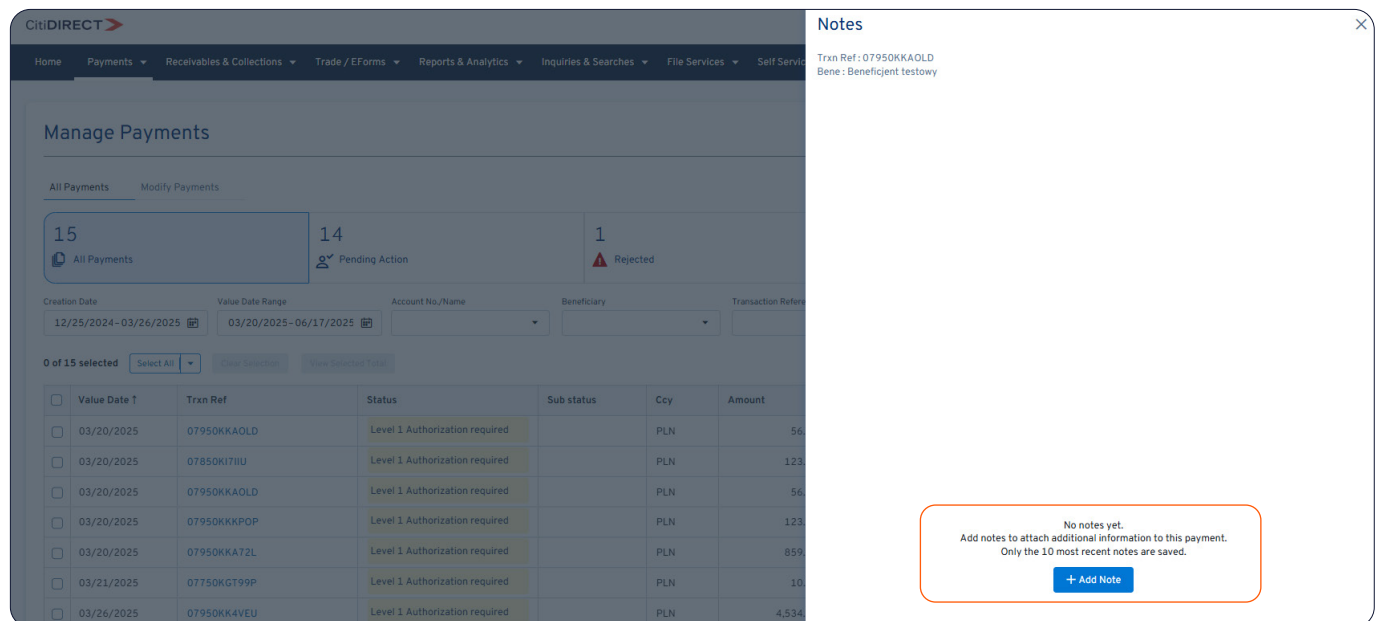
5. Adding notes to payments

You can add a note to each payment. Click the three dots icon in the [Actions](#) column, then [Notes](#).



Value Date	Trxn Ref	Status	Sub status	Ccy	Amount	Bene	Beneficiary/Remitter Account	Payment Type	Actions
03/20/2025	07950KKAOLD	Level 1 Authorization required		PLN	56.00	Beneficjent testowy	611030150800000001000660...	Local Payment	Details, Payment Tracker, Copy Payment, Notes
03/20/2025	07850KI7IU	Level 1 Authorization required		PLN	123.00	TEST	721030150800000001000660...	Local Payment	
03/20/2025	07950KKAOLD	Level 1 Authorization required		PLN	56.00	Beneficjent testowy	611030150800000001000660...	Local Payment	
03/20/2025	07950KKKPOP	Level 1 Authorization required		PLN	123.23	2323	721030150800000001000660...	Local VAT Split F	

After entering, it is possible to add a [Note](#) to the payment. The last 10 notes are saved.



Trxn Ref: 07950KKAOLD
Bene: Beneficjent testowy

No notes yet.
Add notes to attach additional information to this payment.
Only the 10 most recent notes are saved.

[+ Add Note](#)

For more information, please visit our [Customer Knowledge Center >>](#)