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## CitiBusiness® Online



?

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

### Getting Started

#### What do I need to sign on to CitiBusiness Online for the first time?

In order to sign on to CitiBusiness Online for the first time, you must have your Business Code, User ID, Password and Security Token. They should be received within several days of enrollment. Password letters and Security Tokens for all users are sent in individually sealed envelopes via UPS overnight delivery to the business address to the attention of the primary contact listed on the enrollment form. Instructions for contacting Customer Service are also included to complete the first time setup. If the System Administrator adds any users online, then the user ID and an initial, temporary password will be provided promptly to the System Administrator. Please be sure to secure your CitiBusiness Online password and Security Token. You should never share your password or token with anyone, even if they claim they are from Citibank.

First time users are also required to accept the CitiBusiness Online User Agreement and may be prompted to provide answers to Security Questions after sign on. In addition, you should ensure that your system is virus-free and that your computer operating system and browser are up to date, including updated anti-spyware and anti-virus software. Businesses should install a firewall to detect and prevent unauthorized access to the system.

#### How to get real time information on the main screen without changing screens?

Main Menu > Account / User Administration > Customize Your Online Options

CitiBusiness Online lets you choose what your start page will be when you sign on. The available choices may vary from user to user within a business depending on the transactions or tasks they are enabled to perform. Each user can designate a different start page. A list of options from which you can select is displayed. To expand or contract the list, click the + or - sign, then click on your selection. You can change your start page as often as you like. To access your start page from anywhere within the system, click on the CitiBusiness Online logo.

### General Information

#### Why don't certain options appear on my menu?

User access to specific accounts and functions are set by your System Administrator. Some features are made available based on enrollment by your business. Go to View Your Account Entitlements in the User/Account Administration section to see which functions you should be able to access.

#### What does the User Agreement cover?

The User Agreement describes your responsibilities and those of Citibank regarding the use of CitiBusiness Online, to the extent that these terms are unique to online

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

Some of the links you have been directed to also provide information on who to contact should you have a problem with CitiBusiness Online.

### Can payments and transfers be cancelled?

Immediate payments, transfers and wire transfers cannot be cancelled. Internal payments, transfers and wire transfers scheduled for the future (either single or recurring) can be cancelled up until 6:45 AM ET on the scheduled payment date. Bill payments can be cancelled up until 11:45 PM ET on the day before the scheduled payment date. Use the See Planned Transfers or Planned Bill Payments sections to cancel these transactions.

### What if there are insufficient funds to cover a planned transfer or payment?

CitiBusiness Online will attempt to complete the internal transfer, wire transfer or bill payment throughout the day for five consecutive calendar days. You will be notified online with a message each day funds are insufficient. After the fifth unsuccessful attempt, CitiBusiness Online will automatically cancel the transaction and notify you with an electronic message.

### What happens if the bill payment I've scheduled does not appear on my latest statement from the payee?

First, make sure that enough time has elapsed for the payment to reach the payee. Verify that the payee statement cutoff date was at least five to seven business days after you scheduled your payment. You may want to check with the payee to see if the payment missed the payee's billing statement closing date. If the payment still has not posted, you should send an online message to initiate a research request using the Report A Bill Payment Problem option in the Transfers and Payments section.

### When will stop payment requests be processed?

Requests received before 6 PM ET on a business day will be processed the same day. Requests received after 6 PM or on a non-business day will be processed on the next business day. Please note: If you make the stop payment request at a financial center, the cutoff time is 3 PM local time for same day processing.

### Can I add additional accounts to CitiBusiness Online after I'm already enrolled?

Yes, your CitiBusiness Banker may add additional accounts. IMMAs, CDs and SDA and CitiEscrow client accounts opened directly on CitiBusiness Online are automatically linked. To link accounts not opened on CitiBusiness Online, contact your CitiBusiness Banker.

### Can CD purchase instructions be left in the Approvals or Messages sections for future authorization?

Because of potential rate fluctuations, a Signer can only authorize CD purchases at the time the instructions are entered. Other accounts can be left in Approvals for future authorization.

### Can I close an account on CitiBusiness Online?

No. With the exception of CitiEscrow and Security Deposit client accounts, you can close an account only at your financial center or through your CitiBusiness Banker. You can remove an account from CitiBusiness Online by sending an online message or calling Customer Service, but this does not close the account.

### Can I use CitiBusiness Online from wherever I access the Internet?

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

CitiBusiness Online activity screens show all activity on your account, including transactions not done on CitiBusiness Online. Account balances reflect activities performed at the financial center, on the phone or at a Citibank ATM Location, as well as transactions done on CitiBusiness Online. The screens that list past or planned transfers and payments, bill payments, wire transfers and stop payment requests include only transactions set up on CitiBusiness Online.

### What are CitiBusiness Online Timeframes and Cutoff Times?

Timeframes and Cutoff times are furnished for general reference purposes only. All services are subject to agreements, set-up forms and account documentation that describe and define the respective responsibilities of the bank and the customer. All cutoff times are subject to change at any time without prior notice.

#### ACH

Each business day, all ACH batches will be sent at 8:15 PM ET and can be modified until then. ACH transactions awaiting approval are subject to these same deadlines.

#### Account Reconciliation (ARP)

The below ARP timeframes apply to business days only.

Service	Cutoff
Enter manual check issue	10:30 PM ET *
Enter manual void	10:30 PM ET *
Upload ARP Issue File	10:30 PM ET *

\* Transactions entered after 10:30 PM ET will be processed the next business day.

#### CitiBusiness Online Investing

The below CitiBusiness Online Investing cutoff times apply to business days only.

Service	Cutoff Time
Commercial Paper	1:00 PM ET
Repurchase Agreement	2:00 PM ET
Nassau Eurodollar Deposit	4:30 PM ET

#### Controlled Disbursement

The below Controlled Disbursement timeframes apply to business days only.

Service	Availability
Match Pay	10:00 AM-2:30 PM ET
Stop Payment	7:00 AM-7:30 PM ET

Service	Cutoff
Add Issuance	7:30 PM ET *
Void Issuance	7:30 PM ET *

Hold down the Control + F keys to search for a specific keyword

**CitiBusiness® Online**

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

Second Presentment	10:00 AM ET
Daily Funding Requirement	10:00 AM ET
Detail of Presentment	12:30 PM ET

**Positive Pay**

The below Positive Pay timeframes apply to business days only.

Service	Availability
Positive Pay	10:00 AM – 3:00 PM ET
(Payee Positive Pay in NV and CA ONLY)	(11:00 AM - 3:00 PM ET)

Service	Cutoff
Enter manual check issue	10:30 PM ET *
Enter manual void	10:30 PM ET *
Upload ARP Issue File	10:30 PM ET *

\* Transactions entered after 10:30 PM ET will be processed the next business day.

**Open a CitiEscrow Account**

CitiEscrow sub-accounts must be opened on business days before 10:30pm ET. Accounts opened after the cutoff time and on non-business days will be effective the next business day.

**Posting Activity**10:45 PM ET for Nevada and California  
6:45 PM ET for all other areas**Stop Payments**

Requests to issue or cancel a stop payment can be accepted until 6 PM ET.

**Wires**

You can schedule a wire to go out today (immediate), on a future date or on a recurring basis. Wires are processed on business days only.

The following cutoff times apply. If the cutoff time is missed, the wire will be sent the next business day.

Wire Type	Cutoff Time
Immediate	6:45 PM ET
Batch Future Dated Recurring	6:30 PM ET

Transfer Type	Cutoff Time	Cutoff Time California and Nevada
Immediate Internal	10:30 PM ET	10:30 PM ET
Batch Future Dated Recurring	9:45 PM ET	9:45 PM ET
Account Opening	6:00 PM ET	8:00 PM ET
Escrow Account Liquidation	6:00 PM ET	8:00 PM ET

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

posted at the end of the next business day. Transfer Batches approved after 10:00 PM ET may be processed on the next business day

- Transfer Batches approved on a non-business day will be posted on the next business day

[What are some examples of system limitations of CitiBusiness Online?](#)

Transfer between Accounts

\$999,999,999.99 limit for transfers between accounts

Wire Transfers

\$999,999,999.99 limit for CitiBusiness Online & CitiGold Clients

\$5,000,000 USD limit for foreign currency wire

When setting up a foreign currency wire if the USD amount is less than \$10,000 there is no limit on the time allowed to accept the currency exchange rate. However, if the USD is over \$10,000 a user has four minutes to accept the currency exchange rate.

CitiBusiness Online clients can have up to six beneficiaries for an individual purchase of foreign currency to be used to send international (FX) wires.

ACH

Each ACH Batch has a maximum dollar limit of \$99,999,999.99

Number of Accounts

Each business can have a maximum of 1,500 accounts.

Bill Payments

There is a bill payment limit of \$9,999,999.99

Users can only set up 12 express payments at a time.

Users are only allowed 14 standing orders per payee.

Users are only allowed 855 payees.

CD Opening

\$10,000 minimum is required to open a Certificate of Deposit

Users

Businesses can have up to 99 users.

Groups

Each business can have up to 99 groups. Certain groups cannot be re-named or modified. For example, all businesses have a group called 'Not Grouped' which cannot be renamed. CitiEscrow businesses also have a group called 'Control'.

Users cannot re-name it or move accounts into or out of this group.

## Linking and Opening an Account

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

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If I open an account in the financial center, will it be automatically linked to my CitiBusiness Online relationship?

No. A CitiBusiness Banker must complete the "Add Account" section of the CitiBusiness Online Maintenance form to link new or additional accounts to CitiBusiness Online.

Can business and personal accounts be linked?

For sole-proprietorships and privately held corporations, both business and personal accounts for the owner can be linked to CitiBusiness Online. Only the personal account owner will be entitled to view and transact on the personal accounts, even if there are other users on the business accounts. The owner's user ID tells the system to show the owner's personal accounts. Other Users' and Setup-Only Users' user IDs tell the system to show only the business accounts.

Can I link all of my Business accounts to the same code?

Businesses with accounts located in more than one geographic region in the same state can use CitiBusiness Online to consolidate operations under one business code.

If I close an account, will it automatically be removed from CitiBusiness Online?

All business checking and money market accounts will automatically be removed from CitiBusiness Online five business days after the account is closed.

Personal accounts and business savings accounts will not be automatically removed. For these types of accounts you should call CitiBusiness Online Customer Service or send an online message requesting the account be de-linked.

How long does it take for an account opened on CitiBusiness Online to appear online?

Accounts opened on CitiBusiness Online may take up to five business days to appear.

Can I make transfers to any other Citibank business accounts?

It is possible to make transfers between businesses if they are linked to the same Business Code in the same geographic area even if the Tax Ids are different. A bill payment or wire transfer would be necessary to transfer funds to a Citibank account outside the CitiBusiness Online relationship.

When I open an account online, how do I get the account number?

Usually within five business days, CitiBusiness Online sends a message to your CitiBusiness online mailbox advising you of your account titles and account numbers, and that your account is now available to be funded.

What information must be supplied when opening a new account online?

When you open a new CitiBusiness Account online, we require that you supply certain additional information regarding account purpose, source of funds, dollar ranges, and anticipated transaction volumes.

Hold down the Control + F keys to search for a specific keyword

**CitiBusiness® Online**

?

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

**Balance and Information Reporting**[How do I see my end of day balances?](#)

When viewing reports that have column-sorting capability, simply change the setting on the report selection page from 'Hide Totals' to 'Show Totals'. You can save the 'Show Totals' setting for future use by going to the Account/User Administration section and selecting Customize Your Online Options.

[When will transfers display on CitiBusiness Online?](#)

Transfers initiated through CitiBusiness Online are processed in real-time (immediate, fully approved transactions). CitiBusiness Online shows account balances in real-time. Clients enrolled in the cash manager suite of services can also access Today's Account Activity, where you can find details of all debit and credit transactions that have been processed during the current business day. Today's Account Activity is available for checking and IMMA account types. In order for funds transferred into an account to be available for incoming debits, such as checks or ACH payments, for that business day, the transfer must be authorized and executed by 7:30 PM ET (in CA and NV, the cutoff time is 7:30 PM PT).

[When will incoming wires display on CitiBusiness Online?](#)

CitiBusiness Online is a real-time system. The incoming wire credit will be included in the current account balance displayed on CitiBusiness Online as soon as the wire is received by Citi. For clients enrolled in the cash manager suite of services, detailed information about the incoming wire is available from the Incoming Wires Report and the Today's Account Activity Reports found in the Balances and Information reporting section.

For clients who are not enrolled for the cash manager suite of services, details of all incoming wires will be available from the Recent Account Activity reports the following business day.

[How do I save an online report to a text file?](#)

When viewing a report online, use the appropriate keyboard or mouse commands to select the desired text you wish to save and copy it to the clipboard. Then switch to the document into which you wish to paste the report text, and use the appropriate keyboard or mouse commands to paste the text. Some reports may require use of a fixed font such as Courier to preserve column alignment.

[Which BAI2 transaction codes and descriptions does Citibank include in downloaded files?](#)

For a complete listing of our transaction code mapping, please view our **BAI Transaction Code Table**.

**ACH Information**[What is ACH Addenda Reporting?](#)

ACH transactions are often accompanied by additional descriptive information, transmitted in the form of "ACH EDI Addenda". Users who receive incoming ACH (credit or debit) transactions may wish to enroll for the ACH Payment and Remittance Advice Reporting service in order to have this information delivered via CitiBusiness Online. For more information or to enroll, contact your Service Officer or Customer Service.

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

which are agreed to by the parties to the funds transfer transaction. In a typical EDI arrangement, a sender will format their ACH file according to EDI standards and then originate via their bank. The funds are credited to the receiver's account. The additional detail is then extracted by the receiver's bank, which can translate the EDI formatted detail and present it to the customer in a report or other media. Usually EDI arrangements involve one party sending an ACH credit to another party for goods and services rendered, with multiple remittances attached in the ACH addenda lines. The receiver uses the report information to credit the respective accounts in the remittance detail provided.

### What information is in the ACH Filter and Block Report?

This report is available to clients who are enrolled in the ACH Debit Filters and Block service. This report provides a snapshot of the filters and blocks in place for each of your accounts.

### What information is in the ACH Blocked Activity Report?

This report provides details about ACH debit transactions that were attempted but blocked as a result of the ACH Debit Filters and Block service. This report is a useful tool to help you monitor blocked transactions and help you determine if the filters you established require any adjustment. This report is also available to be downloaded in Comma Separated Value format directly from the online ACH Blocked Activity report. Additional fees may apply to view/download this report.

### What information is in the ACH Activity Detail report?

This report allows you to view additional detail on incoming ACH Debits and Credits. You will be able to obtain the Sending Company ID (which is critical for setting up ACH Anti-Fraud Filters), Sending Bank Routing Number (which can be used to identify the financial institution that originated the item), Entry Class (which determines what kind of ACH payment it was), and if present, one line of addenda that is used in some business to business transactions. All of this detail can be used to help you identify a transaction. This report is also available to be downloaded in Comma Separated Value format directly from the online ACH Detail Activity report. Additional fees may apply to view/download this report.

### How can I use the sending bank Routing Number to identify the sender?

Every bank that can originate through the ACH has a unique Routing and Transit number. This number is registered with NACHA. To find a bank's contact information, you can visit the Federal Reserve Financial Services Web site ([www.federalreserve.gov/](http://www.federalreserve.gov/)) and search using the routing and transit number.

### What is the Sending Company ID and how can it help me?

The Sending Company ID is an alphanumeric code used to identify the originator. This is present in all ACH transactions. This code is used to filter in ACH Debits as part of Citibank Debit Block and Filter Service.

### Define the Typical ACH Payment Types/Standard Entry Classes?

Every ACH debit or credit will have a three letter code that tells you the type of item that it is. There are many ACH transaction types. The following is a short list:

ARC - Accounts Receivable Conversion - This is for a check that was converted and cleared as an ACH debit.

CCD - Corporate Credit or Debit - A pre-arranged payment between two business trading partners. Can be accompanied by one line of payment "addenda" detail.

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

### What is Web Connect, and why use it?

Web Connect is a feature of QuickBooks® and Quicken® that lets you download account information into your QuickBooks or Quicken register via .QBO or .QFX files. Using Web Connect is easier, faster and more accurate than downloading .QIF or .CSV files, because Web Connect keeps track of transactions that have already been imported. It gives you the opportunity to avoid duplicates by matching downloaded transactions against those already in your register. For more information on this feature, click on Web Connect within the Help menu of your QuickBooks or Quicken software.

### Which versions of QuickBooks® and Quicken® support Web Connect?

The Web Connect feature is supported by the currently supported versions of QuickBooks and Quicken. This includes the current version as well as the previous two versions. Users with releases of QuickBooks and Quicken more than two versions back will be required by Intuit to upgrade in order to import .QBO or .QFX files using the Web Connect feature.

### What if I already have an account register in QuickBooks® or Quicken® for my CitiBusiness account?

The first time you try to import data for this account, QuickBooks or Quicken will ask you to select an account register into which this downloaded data will be loaded. Select the desired account, and QuickBooks/Quicken will remember your selection for future downloads.

If you have a Checking and Savings with the same account number, be careful to select the correct account. CitiBusiness Online has added an Account Type indicator after your account number to make it easy to tell your same-numbered accounts apart. Your account number as displayed within QuickBooks or Quicken will be automatically changed to match this account number / account type.

Also see the Help Desk topic **Download Information to Disk** for additional information.

### What if I do not yet have an account register in QuickBooks® or Quicken® for my CitiBusiness account?

The first time you try to import data for this account, tell QuickBooks or Quicken that you wish to create a new account register. QuickBooks/Quicken will create a register for this account using the account number as downloaded from CitiBusiness Online. CitiBusiness Online has added an Account Type indicator after your account number to make it easy to tell your same-numbered accounts apart. Your account number as displayed within QuickBooks or Quicken will match this account number / account type.

Also see the Help Desk topic **Download Information to Disk** for additional information.

### How can I change the QuickBooks® or Quicken® account register into which my CitiBusiness account data will be imported?

QuickBooks and Quicken remember the association between the register and the CitiBusiness account. In order to change this association within QuickBooks/Quicken, go to the register Overview screen, select "Change Online Services", and "Deactivate" online connectivity. This will remove the association

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ Getting Started
- ▶ General Information
- ▶ Linking and Opening an Account
- ▶ Balance and Information Reporting
- ▶ Payments and Transfers
- ▶ CitiEscrow Accounts
- ▶ Security Deposit Accounts
- ▶ Deposit Administrator Account
- ▶ Exchange Management Accounts
- ▶ Enrollment and Maintenance Forms
- ▶ System Administration
- ▶ CitiBusiness Online Compatibility
- ▶ Security
- ▶ Glossary of Terms

### QUICKBOOKS OR QUICKEN?

The number of records that QuickBooks or Quicken can import at once depends on the capabilities of the computer you are using. Some users may experience a problem (such as locking up) when attempting to import files that are too large. If this occurs, select a smaller date range or fewer accounts in order to reduce the size of the download file.

### Why does my QuickBooks® or Quicken® lock up when importing a .QBO or .QFX file ?

The file is probably too large. Try reducing the number of transactions you are downloading.

## Payments and Transfers

### Bill Payments

#### How long does it take for a payee to receive a payment initiated using the bill payment feature?

If the payment is made electronically by Citibank (providing that the payee is on Citibank's list of vendors as indicated on the Bill Payment set-up screen), the payment can take two business days. If the payee is not on our list of vendors, an Official Bank check (individual or consolidated) will be issued and mailed to the vendor, which may take longer. You should allow at least seven (7) business days for the vendor to receive payments sent via check.

#### Can I cancel a bill payment?

Bill payments can be canceled until 11:45 PM ET the day before the scheduled payment date. Use the Review All Future Bill Payments option to cancel these transactions.

#### Can I stop a bill payment once processing has started?

If the payment is made via electronic funds transfer (EFT), **IT CANNOT BE STOPPED** and you must request a refund from the payee.

Bill payments made by check can be stopped, but **ONLY** by using the Report a Bill Payment Problem menu option. Bill payment checks **cannot** be stopped using the Stop Payment options on the main menu. When a bill payment check is stopped, the funds will be returned to the source account automatically, when the payee returns the stopped check to Citibank.

#### What happens if a bill payment is returned due to a bad address?

When a payment is returned for this reason, a stop payment is placed on the check and the funds are automatically returned to the source account. Client Services will send a message advising that the check has been returned and that the funds have been credited back to the source account.

Hold down the Control + F keys to search for a specific keyword

**CitiBusiness® Online**

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

**What are some restrictions for bill payments?**

Bill Payments made using CitiBusiness Online can only be made to recipients in the United States, Puerto Rico, and Guam.

*Amount*

The maximum bill payment amount is \$9,999,999.99. Larger amounts can be processed as two separate payments up to the available entitlement.

*Scheduling*

The soonest date for which a bill payment can be scheduled is the next day. Future bill payments may be scheduled up to one year in advance.

*Maximum number of payees*

Businesses can set up to 855 different payees.

*Maximum number of bills paid per request*

Businesses can make twelve (12) payments per request for each CitiBusiness Online session, but there is no limit to the number of requests per day.

*Maximum number of frequent payees*

When you add a new payee or change payee information, you will be asked if you wish for that payee to appear as a frequent payee. This way, while making payments, you can choose to see only frequent payees and exclude all other payees on their payee list. You can choose to have all of your payees appear as frequent payees if desired.

**Can I get copies or proof of cleared bill payments?**

It is our policy not to provide photocopies unless a bill payment is in dispute. You should place an online investigation by selecting Report a Bill Payment Problem via CitiBusiness Online. If the payment was made via a single check; you can get a copy. If it was made by consolidated check (multi-payer), a copy will only be sent to the merchant not to you. If the payment was sent via EFT (Electronic Funds Transfer), there is no check, and Citibank will provide proof of the transaction to the merchant only.

**Account Transfers****What are transaction descriptions?**

A transaction description is an optional description you can create when setting up a transfer, paying a loan, or borrowing funds. You can enter any text in order to provide information to yourself or others at your business about the details of the transaction. The transaction description can be up to 37 characters long and is visible only within CitiBusiness Online.

Users are also able to enter custom descriptions for immediate wire transfers sent in U.S. dollars and when performing CitiEscrow liquidations. These descriptions will appear on both paper statements and on CitiBusiness Online.

All transaction descriptions are for customer use only, and will not be read or acted upon by Citibank.

**What are the differences between recurring instructions and flexible recurring instructions?**

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## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

...order to use the flexible recurring wire functionality, an authorized representative from your business must enroll for the flexible recurring option at the time of enrollment or via a maintenance form.

Do I need special entitlements to use the flexible recurring wire or internal transfer features?

No. Once an authorized representative from your business has enrolled for flexible recurring instructions you will use the flexible recurring menu options to establish all recurring wire and internal transfer instructions. Your individual entitlements will continue to control the specific internal transfer and wire transactions you can perform.

When I set up a flexible amount instruction, how will I know if I have sufficient dollar amount entitlements to authorize it?

If a variable amount is specified in the flexible recurring instruction, the user's entitlement level will be checked. If the user who set up the instruction has unlimited entitlements, no future action will be required. If the user does not have unlimited entitlements, then the instruction will be sent to the approvals queue where it must be approved by a user with unlimited entitlements.

Can I suspend a recurring wire or internal transfer instruction?

Yes. Recurring wire or internal transfer instructions can be temporarily suspended. The suspension will remain in effect until the instruction is reactivated or for up to two years. After two years the recurring instruction will be cancelled by the system.

What are the rules for suspending wire or transfer instructions?

An instruction can be suspended until the processing of the next scheduled transfer is about to begin. In that case, you will see a message stating that processing has begun and that the instruction can be suspended for the remaining transactions in the series once processing is completed. If a transaction is pending due to insufficient funds, it cannot be suspended.

How do I suspend and reactivate recurring wire or internal transfer instructions?

To suspend and subsequently reactivate recurring wire and internal transfer transactions authorized users can:

1. Access the Transfers and Payments Menu.
2. Select the appropriate Planned and Pending (Transfers or Wires) option.
3. Select the transaction by clicking the transaction date.
4. Enter your password and select the suspend/reactivate and/or cancel option.

### Wire Transfers

How should user entitlements and approval authority be set to do a Batch Domestic/Foreign Wire Transfer Upload?

In order to use the Wire Batch Upload feature, two separate authorized users must approve the wire batch. The system provides the flexibility to support several scenarios, based on user approval authority:

**Example 1:** Two users are set up with appropriate wire entitlements for all wires in the batch, and both users have single approver status (requires additional approval). User 1 can upload the wire batch file. User 2 can go to Approvals and

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**CitiBusiness® Online**

?

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

In the batch, User 1 has single approver status. User 1 can upload the wire batch file and provide initial approval from the Approvals page for the batch. A message will display indicating that additional approval by a separate user is required to fully approve the batch. User 2 has dual approver "any" status (requires approval by any other user for his actions). User 2 goes to Approvals and selects the batch uploaded by User 1 (shows "Initial approval status"), and then approves the batch. A message will display indicating that additional approval is required. User 3 can have either single or dual approver status. User 3 can go to Approvals (shows "Second approval indicated") and then approve the batch previously uploaded by User 1 and approved by User 2. A message will display indicating the wire batch is fully approved and the wires will be sent out.

**Example 3:** Two users are set up with appropriate wire entitlements for all wires in the batch, and both users have dual approver status. User 1 uploads the wire batch file. User 2 can go to Approvals and select the batch uploaded by User 1 (shows "Initial approval status"), and approve the batch. A message will display indicating that additional approval is required. User 1 can now go to Approvals (shows "Second approval indicated") and then approve the batch previously uploaded by User 1 and approved by User 2. A message will display indicating that the wire batch is fully approved and the wires will be sent out. Conversely, User 1 can go to Approvals first and approve the batch, and then User 2 can approve the batch.

What is the exchange rate for wire transfers done in a foreign currency?

When initiating a foreign currency wire, the exchange rate is presented before the wire instruction is authorized. Exchange rates are valid for four minutes. After four minutes, the rate expires and a current exchange rate will need to be obtained in order to continue. For wire instructions that require additional approval, the approver can accept the rate displayed (within four minutes) and provide immediate authorization or the transaction can be sent to the Approvals Queue for approval at a later time. When authorizing a foreign currency wire from the Approvals Queue, the approver will need to obtain and accept a current exchange rate prior to authorizing the wire instruction.

To inquire on exchange rates before initiating your wire transfer, you can use the Foreign Exchange Rate Inquiry feature. The inquiry is for information only and the rates displayed are subject to change.

After uploading a batch of wire transfers, can I approve or deny action on individual wires within the batch?

No. Action may only be taken on the entire batch as a single entity. To act on an individual wire within the batch, delete the batch and remove the wire before uploading the batch a second time. You can then re-create the individual wire without using the batch upload feature.

Can I approve multiple batches of internal transfers or US Dollar Wires?

Yes. They can only be approved as a batch, not individually. One or more batches can be approved at a time. To select all batches click on the Select All link at the bottom of the transaction list. Wire batches will not be shown under "Individual Wires Awaiting Approval". They cannot be approved with the Approve All Single Wires option. If a batch is deleted from the Upload page, it must also be deleted from the Approvals page or an error message will be displayed.

How far in advance can wire transfers be scheduled?

Future dated wire transfers in US\$ can be scheduled up to one year in advance. Due to fluctuating exchange rates, foreign currency wires cannot be scheduled in advance, nor can they be scheduled on a recurring basis.

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

beneficiary's bank of the request, however, Citibank cannot guarantee the return of the funds. The receiving bank may charge a fee for returning the funds.

### What are the cutoff times to send a wire?

You can schedule a wire to go out today (immediate), on a future date or on a recurring basis. Wires are processed on business days only.

The following cutoff times apply. If the cutoff time is missed, the wire will be sent the next business day.

Wire Type	Cutoff Time
Immediate	6:45 PM ET
Batch Future Dated Recurring	6:30 PM ET

### How long does it take for a wire to reach its destination?

Domestic wire transfers should be received at the destination bank within two business days from the date sent; most are received the same day they are sent. International receipt schedules depend on the processing requirements of the receiving or intermediary foreign banks and can vary widely.

### How do I get a Federal Reserve reference number or Global ID?

The Federal Reserve reference number and/or Global Identification Number are assigned shortly after your wire instructions are sent for processing. These numbers can be found on the Outgoing Wire Reports accessible via Today's or Recent Account Activity or from the Completed Wires section found under the Transfers and Payment menu option.

### What happens if I initiate a wire against unavailable funds?

For domestic and international wires in US dollars, if the funds are unavailable on an immediate wire, a dialog box will be displayed stating: There are insufficient funds available in the selected account to process this transfer at this time. If you still wish to continue with this transfer as soon as sufficient funds are available in this account press 'OK', otherwise press 'Cancel'.

If you click 'OK', a confirmation page is displayed. Across the top of the confirmation page the following message will display: Your transfer instructions have been saved. If the account selected receives sufficient funds to allow the transfer to be funded the transaction will be processed. The system will look for available funds 11 times-per-day for up to five business days.

For future dated domestic wires, if on the scheduled date there are insufficient funds in the account, we will automatically retry the wire 11 times-per-day for up to five business days. You will see this wire under the 'Planned and Pending Wires' section until sufficient funds become available. If on the 5th business day funds are still insufficient, the wire request is cancelled.

If an international wire is initiated in foreign currency against unavailable funds, the transaction will not be executed.

### What is the dollar limit for wire transfers?

USD \$999,999,999.99. Larger amounts must be processed as separate wires.

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

number that is recognized by all banks in the European Union. All euro payments must contain the IBAN of the beneficiary and the BIC (Bank Identifier Code issued by SWIFT) of the beneficiary bank. The beneficiary should give you the correct IBAN to include in your wire instructions to send a euro to European Union (EU) / European Economic Area (EEA) countries. If the IBAN is not included, the payment may be delayed or returned and/or you may be assessed additional processing fees. You must also update the account number to the IBAN for all wire models, future-dated, and recurring wires as appropriate.

### CitiEscrow Accounts

#### How can client/sub accounts be funded?

Client/sub accounts can be funded by a transfer from the control account, or an incoming wire or deposit made directly to the client/sub account once it has been opened.

#### Can funds be transferred from one client/sub account to another, or to more than one control account?

No. To insure that there is no comingling of funds, transfers are only permitted between the control account and its associated client/sub accounts. CitiBusiness Online only allows transfers from a client/sub account to its associated Control Account.

#### What is the maximum number of client/sub accounts that can be linked to one control account?

There is no limitation specific to client/sub accounts. There is a maximum system limitation of 1,500 accounts (any combination of account types) that may be linked to each CitiBusiness Online code.

#### Can I wire funds or make bill payments from client/sub accounts?

Yes. You should use the Transfers and Payments section and choose the appropriate client/sub account as the source account.

#### What does it mean to liquidate a client/sub account?

Liquidating a client/sub account means you are withdrawing all the funds in the account (including any accrued interest and less any back-up withholding, if applicable) The liquidated account will remain on the list of client/sub accounts with a \$0 balance for a pre-set period of time as specified in your account terms and conditions.

#### Can client/sub accounts be closed online?

Yes, any of the client/sub accounts can be closed online by choosing the liquidate option from the main menu. After selection of the appropriate product, accrued interest through the current day will be credited to the account and if needed, back-up withholding will be deducted. A liquidation transaction will automatically close the

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

New client/sub accounts will be linked to the CitiBusiness Online relationship immediately. The new account number is provided at the end of the account opening process on the confirmation page. You can see your new account on CitiBusiness Online immediately after account opening. Additionally, you can immediately transfer funds between the new account and the control account.

If I open a client/sub account online, is there additional documentation to sign?

For each client/sub account opened online, you are required to provide a separate W9 signed by an account signer.

### Security Deposit Accounts

How can client/sub accounts be funded?

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Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

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[If I open a client/sub account online, is there additional documentation to sign?](#)

For each client/sub account opened online, you are required to provide a separate W9 signed by an account signer.

### Deposit Administrator Account

[How can client/sub accounts be funded?](#)

Client/sub accounts can be funded by a transfer from the control account, or an incoming wire or deposit made directly to the client/sub account once it has been opened.

[Can funds be transferred from one client/sub account to another, or to more than one control account?](#)

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[Can I wire funds or make bill payments from client/sub accounts?](#)

Yes. You should use the Transfers and Payments section and choose the appropriate client/sub account as the source account.

[What does it mean to liquidate a client/sub account?](#)

Liquidating a client/sub account means you are withdrawing all the funds in the account (including any accrued interest and less any back-up withholding, if applicable) The liquidated account will remain on the list of client/sub accounts with a \$0 balance for a pre-set period of time as specified in your account terms and conditions.

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Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

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### If I open a client/sub account online, is there additional documentation to sign?

For each client/sub account opened online, you are required to provide a separate W9 signed by an account signer.

## Exchange Management Accounts

### How can client/sub accounts be funded?

Client/sub accounts can be funded by a transfer from the control account, or an incoming wire or deposit made directly to the client/sub account once it has been opened.

### Can funds be transferred from one client/sub account to another, or to more than one control account?

No. To insure that there is no comingling of funds, transfers are only permitted between the control account and its associated client/sub accounts. CitiBusiness Online only allows transfers from a client/sub account to its associated Control Account.

### What is the maximum number of client/sub accounts that can be linked to one control account?

There is no limitation specific to client/sub accounts. There is a maximum system limitation of 1,500 accounts (any combination of account types) that may be linked to any one CitiBusiness Online relationship.

### Can I wire funds or make bill payments from client/sub accounts?

Yes. You should use the Transfers and Payments section and choose the appropriate client/sub account as the source account.

### What does it mean to liquidate a client/sub account?

Liquidating a client/sub account means you are withdrawing all the funds in the account (including any accrued interest and less any back-up withholding, if applicable) The liquidated account will remain on the list of client/sub accounts with a \$0 balance for a pre-set period of time as specified in your account terms and conditions.

### Can client/sub accounts be closed online?

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

Will then be automatically determined from the CitiBusiness Online relationship.

### If I open a client/sub account online, how long will it take to appear on CitiBusiness Online?

New client/sub accounts will be linked to the CitiBusiness Online relationship immediately. The new account number is provided at the end of the account opening process on the confirmation page. You can see your new account on CitiBusiness Online immediately after account opening. Additionally, you can immediately transfer funds between the new account and the control account.

### If I open a client/sub account online, is there additional documentation to sign?

For each client/sub account opened online, you are required to provide a separate W9 signed by the taxpayer.

## Enrollment and Maintenance Forms

### What is required to enroll a business in CitiBusiness Online?

A CitiBusiness Online Enrollment Form must be completed with the following information: business demographics, user information and security information, accounts to be linked, business account, user level entitlements, signature by appropriate business owner/signer, and signature and stamp of Citibank Officer. All fields and sections of the Enrollment Form are required. The only exception is that user entitlements can be omitted from the Enrollment Forms if a System Administrator is enrolled.

### Who should complete the Enrollment Form?

A Financial Center CitiBusiness Officer or Relationship Manager should work with you to ensure that the form is completed properly to minimize possible inconvenience caused by missing or incorrect information. An authorized business signer must sign the form, and the Citibank Officer must sign and stamp the form. If linking personal accounts to CitiBusiness Online, a personal account owner must also indicate approval by signing the appropriate section.

### Who should I call if I want to submit an Enrollment or Maintenance Form?

Contact your Citibank Officer if you want to submit an Enrollment or Maintenance form.

### What is the response time for a business to be enrolled in CitiBusiness Online?

The CitiBusiness Online Enrollment Unit will process your enrollment within two business days after receiving the form. At that time, a temporary password letter for each user will be sent via overnight delivery to the business's primary contact. The letter will give each user additional instructions required to sign on for the first time. Your business should receive all information required to sign in within five to seven business days after the enrollment form is submitted.

### What can be accomplished with a CitiBusiness Online Maintenance Form?

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

remove users, and update business address, fax/ phone number. The response time for a Maintenance request is within two business days after receiving the form.

Contact your Citibank Officer to submit a maintenance form.

### System Administration

#### What is a System Administrator?

A System Administrator is a user designated by a business to control the access and capabilities of other users. System Administrators with full authority can add and delete users, grant system administration status to other users, issue new passwords, establish user entitlements to accounts and menu options, and customize CitiBusiness Online settings.

#### What is meant by System Administrator Functionality Only?

When a user is designated as a System Administrator Only, they will only be entitled to perform administrative functions. They will not be able to initiate, approve or view any financial transactions such as Wire Transfers, Internal Transfers or Bill Payments. They will also be restricted from viewing Today's and Recent Account Activity.

#### Who should have System Administrator authority?

For the protection of your business, it is strongly recommended that a System Administrator be a business owner and/or signer.

#### Can I designate more than one user as a System Administrator?

Yes. Businesses can have multiple System Administrators.

#### Do I have to designate a System Administrator?

No, a System Administrator is not required to use CitiBusiness Online. However, some services may require the designation of System Administrator(s). If you don't have a System Administrator, you will need to contact Customer Service to perform system administration functions for you for services requiring System Administrator(s).

#### I didn't designate a System Administrator when I enrolled. How do I assign one now?

You need to complete a "System Administration Maintenance Form" available from your CitiBusiness Banker.

#### Do all System Administrators have the same authority?

With standard CitiBusiness Online enrollment, all System Administrators have the same broad authority. Customers enrolled in Cash Manager can designate up to six system administrator levels. The System Administration option on the Help Desk menu contains a chart that illustrates the capabilities associated with each system administrator level.

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

.....  
changes to the profiles of other System Administrators with a level equal to or lower than their own. For example, a level 4 System Administrator cannot change the capabilities of a level 5 or 6 System Administrator.

### Can I appoint additional System Administrators?

Yes, you can designate a System Administrator at any time. You can designate a new user as a System Administrator when you add them. You can also change the profile of an existing user to add system administration authority.

### How do I remove System Administration authority from a user?

Go to the "Change or Delete User Profile" option on the Account/User Administration menu and remove the check next to System Administrator. For businesses enrolled in Cash Manager, system administrator status can also be removed or changed on the "Change System Administrator Level" page.

### Why are some menu options for wires and transfers not visible on the Change User Menu Options page?

Certain users may have Secured Wires and/or Secured Transfers selected in their profile settings. These settings control which options appear on the Change User Menu Options page for each user.

### Can a System Administrator change account signing authority online?

No, for security reasons, changing your business account signing authority can only be done in person with your CitiBusiness banker.

### Where can I get more information on how to perform system administration functions?

The Help Desk main menu has a System Administration section that contains detailed, information about the system administration menu functions.

### What entitlements must a user have in order to open a client/sub account?

A user must have internal transfer entitlements to open the account. The account can be set up only for transfers and then an approver would need to approve. A user with only view access to accounts ( e.g. Info reporting) cannot initiate account opening.

### Is there dual approval capability to liquidate a sub-account?

Yes, the user initiating the liquidation needs to acquire approval. Transfer entitlements are required for liquidation to an account. Wire entitlements are required for liquidation by wire.

## CitiBusiness Online Compatibility

### With which money management/accounting software is CitiBusiness Online compatible?

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

Excel and various money management software packages.

CitiBusiness Online also downloads account information in Bank Administration Institute (BAI) format. This format is an industry standard for the transmission of financial data and can be used to update many different accounting software packages.

### Security

#### Will my employees know everything about and have full access to our finances?

One of the security features of CitiBusiness Online is that you control who has access to your accounts and their transactional capabilities.

By establishing a Systems Administrator you can set up users with limited access to accounts, dollar signing authority and to set up transactions to await your authorization. This will save you time and maintain security and control.

Statements Online is not automatic and requires customers to sign up. If you have linked business accounts, any user who is provided with Statement Online capability will be able to see and obtain statements for ALL linked accounts, even those for which the user has no view or transaction capability.

#### How secure is CitiBusiness Online?

Security is one of our major concerns. Citibank uses 128-bit encryption to protect your account information. This means that your information is scrambled as it is transmitted. You must enter your User ID, Password and a Password generated from your CitiBusiness Online Security Token to sign on to the service, and you should protect yourself by never disclosing your passwords to anyone else.

#### Why do I have to use a security token to transact on CitiBusiness Online?

CitiBusiness Online account access is protected by two-factor authentication. Two-factor authentication is a process that confirms a user's identity using two distinct factors -"something you know", which is your current CitiBusiness Online UserID and password, and "something you have", which is the security code generated by the token. Since each password generated by the token is unique and only valid for a short period of time, your accounts cannot be accessed without your CitiBusiness Online Security Token, even if someone obtains your account information. This security method is a helpful tool to combat fraudulent access to your accounts via the Internet.

#### What is 128-bit encryption?

Encryption is the translation of data into a secret code as it travels over the Internet. CitiBusiness Online uses and requires 128-bit encryption. If a user's browser only has 40-bit encryption, however, our systems use a process called Server-Gated Cryptography to upgrade the user's security to 128-bit for the time he or she is online with CitiBusiness Online.

#### What are browser cookies and how does CitiBusiness Online use them?

Hold down the Control + F keys to search for a specific keyword

**CitiBusiness® Online**

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

In order to use CitiBusiness Online, cookies must be enabled in your browser. Our customer support group will be happy to assist you with these processes, if necessary.

[How do you change a password?](#)

Users can change their current passwords at any time with the "Change Your Password" option on the Account/User Administration menu. Only System Administrators have the authority to issue replacement passwords for users.

[Can there be multiple users accessing the system at the same time?](#)

Yes. Up to 99 users can access the system at the same time. If a second CitiBusiness Online user signs-on they will receive a message indicating that a user from the business is currently using the system.

[I have access to the Internet, so what else do I need to be able to access CitiBusiness Online?](#)

You will need to complete an enrollment form and have it processed to receive a Business Code, UserID, Password and CitiBusiness Online Security Token. Once you have this information, you can sign on to CitiBusiness Online. You can use any Internet browser and any supported Internet service provider to gain access. Also, cookies and Java must be enabled in your browser. You should only enter CitiBusiness Online by typing the URL directly into the address bar of your browser ([www.citibusinessonline.com](http://www.citibusinessonline.com)) or access the saved URL from your Favorites list. Never enter CitiBusiness Online from a link in any e-mail you may receive.

First time users are also required to accept the CitiBusiness Online User Agreement and may be prompted to provide answers to Security Questions after sign on. In addition, you should ensure that your system is virus-free and that your computer operating system and browser are up to date, including updated anti-spyware and anti-virus software. Businesses should install a firewall to detect and prevent unauthorized access to the system.

[What do I need to know to make sure I am protected from online fraud?](#)

It is important to be alert when banking online and to keep your passwords and security token safe. You should never share your CitiBusiness Online passwords with anyone. Always use caution when responding to requests for business account information; remember that Citibank will never send an e-mail or call to ask for your password or token security code. Never enter the CitiBusiness Online site by clicking on a link in an e-mail. Finally, as good business practice, check your account activity frequently to ensure there are no unauthorized transactions, and contact Citibank Customer Service about any suspicious transaction.

[Who do I contact if I have questions about how to use CitiBusiness Online?](#)

CitiBusiness Online Customer Service is available:

**Monday-Friday: 7:00AM - 11:00PM Eastern Time**

**Saturday/Sunday: 9:00AM - 5:30PM Eastern Time**

**Within the United States call toll free:  
1-800-285-1709**

Hold down the Control + F keys to search for a specific keyword

**CitiBusiness® Online**

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

**Outside the United States call:  
210-677-3790**

I use a Macintosh, is there anything I need to do to use CitiBusiness Online?

You will be able to use your Macintosh to access CitiBusiness Online. If you are using the Internet Explorer browser, however, you must upgrade to at least version 5.x (depending on the version of operating system) in order to use the downloading capability.

What if I am challenged and don't remember the answers to my Security Questions?

If you cannot remember the answers to your Security Questions, you should call Customer Service at 800-285-1709. After being properly authenticated by a Customer Service Representative, you will be able to access the system and proceed to sign on.

What if I want to choose new Security Questions?

If you would like to select new Security Questions, you should call Customer Service at 800-285-1709. After being properly authenticated by a Customer Service Representative, you will be enabled to sign on to the system again. You will then be prompted to provide answers to a new selection of Security Questions.

## **Glossary of Terms**

**A B C D E F G H I J K L M N O P Q R S T U V W X Y Z**

### **A**



#### Account Balances

There are two types of balances shown on CitiBusiness Online - available and ledger. Available balances are current as of the time displayed on your CitiBusiness Online screen when you sign on. Transactions processed through CitiBusiness Online are reflected in available balances immediately. Two types of ledger balances are displayed - one as of close of the previous business day, the other as of the time you sign on.



#### Account Reconciliation

The process for determining the difference between two items in an account to bring them into agreement, such as reconciling a bank statement and a checkbook.



#### ACH

ACH transactions are electronic funds transfers that are processed through the Automated Clearing House (ACH) network, a central clearing facility usually operated by a Federal Reserve Bank.

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**CitiBusiness® Online**
 Print ? 

- ▶ Getting Started**
- ▶ General Information**
- ▶ Linking and Opening an Account**
- ▶ Balance and Information Reporting**
- ▶ Payments and Transfers**
- ▶ CitiEscrow Accounts**
- ▶ Security Deposit Accounts**
- ▶ Deposit Administrator Account**
- ▶ Exchange Management Accounts**
- ▶ Enrollment and Maintenance Forms**
- ▶ System Administration**
- ▶ CitiBusiness Online Compatibility**
- ▶ Security**
- ▶ Glossary of Terms**

-  **Annual Percentage Yield**  
A percentage rate reflecting the total amount of interest paid on an account, based on the interest rate and the frequency of compounding.
-  **Approver**  
A user who must review and co-sign a transaction before it is processed.
-  **Authorized Signers**  
Those persons who are authorized to transact on an account. This authority may be limited up to a specific dollar amount. You may require either one or two authorized signers on any account to move money. You also have the ability to assign different levels of signing authority for internal and external transfers specific to an account.
- Available Balance**  
Funds available for immediate use.
- B**
-  **Business Day**  
Any day of the week except Saturday, Sunday, and bank holidays. Non-business days are considered part of the following business day. The end of a business day may vary between Financial Centers and is posted in each Financial Center. For a definition of business day as to the availability of deposits you make, please refer to the "Funds Availability at Citibank" brochure. There are various cutoff times for authorizing transactions via CitiBusiness Online depending on the type of activity requested. These are contained in the product descriptions throughout the help section.
- C**
-  **Cash Concentration**  
The cash concentration service consolidates deposits from multiple deposit locations and gathers them into a central account to make them rapidly available for your use.
-  **Certificate of Deposit (CD)**  
A bank deposit account that pays a fixed amount of interest over a fixed period of time. Citibank CDs are FDIC-insured up to applicable limits per depositor.
-  **CHIPS/UID**  
Clearing House Interbank Payments System/Universal Identifier
-  **CitiEscrow**  
Citibank's segregated funds management service designed for attorneys and others who need to manage and track client funds. A CitiEscrow relationship includes a master account linked to many sub-accounts, all reported on one statement. CitiEscrow simplifies managing and reporting information at the client level.
-  **Client Account (CitiEscrow)**  
A CitiEscrow sub-account used by firms to manage segregated client funds.
-  **Client Account (Exchange Management)**  
A Exchange Management sub-account used by firms to manage segregated client funds.
-  **Collateral**  
Stock or other property that is pledged by the borrower as security to repay a loan.

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**CitiBusiness® Online**
 Print ?  
[Print](#) [?](#)

- ▶ Getting Started**
- ▶ General Information**
- ▶ Linking and Opening an Account**
- ▶ Balance and Information Reporting**
- ▶ Payments and Transfers**
- ▶ CitiEscrow Accounts**
- ▶ Security Deposit Accounts**
- ▶ Deposit Administrator Account**
- ▶ Exchange Management Accounts**
- ▶ Enrollment and Maintenance Forms**
- ▶ System Administration**
- ▶ CitiBusiness Online Compatibility**
- ▶ Security**
- ▶ Glossary of Terms**

A master account(checking) used by a Professional Manager to establish and manage individual client accounts.

**Controlled Disbursement**

Accounts that enable a business to fund a designated account only for the amount of checks that will clear during a given nightly cycle. The product is primarily used to forecast and manage daily cash outflows. Controlled Disbursement operates with separate funding and disbursement accounts, zero-balance-account functionality, and early-morning notification of daily presentments displayed on CitiBusiness Online.

**Credit (Deposits)**

Any increase in your account, such as a deposit or transfer into that account.

**Credit (CitiBusiness Online)**

The section on CitiBusiness Online where you can view and manage your linked Citibank revolving credit accounts or monthly/periodic payment business loans.

**Customer Reference Number**

Optional field for your internal reconciliation only; Citi does not use or refer to this field in the processing of your wire instructions. Field does not travel with the payment and is not available to the beneficiary or their bank. Content may be up to 10 alphanumeric characters, including the following special characters: - ' ( ) \* # @ /

**Customization**

A feature that lets users set their own start page, color scheme and/or reporting defaults.

**Debit**

A decrease in your account balance, such as a cleared check, withdrawal payment or transfer out of an account.

**Electronic Funds Transfer (EFT)**

Any transfer of money initiated by electronic means from or to a deposit account.

**Entitlements**

The authorization a user has to perform a specific task, and any dollar limit and co-signor approval required for each transaction. Entitlements are also referred to as user account entitlements.

**Exception Report**

A report that displays information regarding checks that do not match up against a customer's check issuance file.

**Exchange Management Account**

Used by Professional Managers who monitor funds for their clients. The managers can be title companies, real estate lenders, or qualified intermediaries(QIs). The Exchange Management Account also offers functionality that supports the IRS code Section 1031 tax deferred exchange. This feature targets commercial entities that have recently sold a business use or investment property and are facing the prospect of paying tax on a capital gain.

**Flexible Recurring Instructions**

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

- Frequent Payee**  
In Bill Payment, a payee that has been identified for frequent use and streamlined access for viewing.
- Funds Transfer**  
A specified amount of money that is moved from one account to another.
- G**
- Grouped Accounts**  
Accounts organized into groups on CitiBusiness Online for ease of viewing and managing. Grouping accounts on CitiBusiness Online will not affect the legal titles or monthly statements.
- I**
- IBAN**  
An IBAN is an International Bank Account Number and it is the beneficiary account number that is recognized by all banks in the European Union. Beneficiaries of euro denominated payments within the European Union must be identified by their unique IBAN.
- Insured Money Market Account (IMMA)**  
A liquid, interest-bearing FDIC-insured deposit account that has no maturity date. Pre-authorized transfers from IMMA, including IMMA checks and withdrawals you make using CitiBusiness Online or CitiPhone Banking are limited to six per statement period, no more than three of which can be IMMA checks.
- Interest Rate**  
The percentage of principal paid as interest over a yearly period.
- L**
- Ledger Balances**  
Total funds on deposit. If there is a difference between your ledger balance and your available balance, it indicates that some deposits have not yet become available.
- Liquidate (CitiEscrow)**  
Transferring the entire balance out of a CitiEscrow sub-account will close the account automatically after a pre-determined period of time.
- Liquidate (Exchange Management)**  
Transferring the entire balance out of a Exchange Management sub-account will close the account automatically after a pre-determined period of time as documented in the Exchange Management account terms and conditions.
- Lockbox**  
Lockbox processing is a collection tool that a business uses as part of their overall receivables management strategy.
- M**
- Manual Issue**  
An option that allows a user of the Controlled Disbursement/Match Pay or ARP/Positive Pay Services to add a check to a check issuance file in the event that it was not included in the original check issuance file.

Hold down the Control + F keys to search for a specific keyword



## CitiBusiness® Online

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

## P



### Payee

Any individual or business to which you send payments.



### Positive Pay

The Positive Pay feature which matches checks paid against checks issued on file on a daily basis and notifies you of any discrepancies. Citibank's Positive Pay service helps to intercept fraudulent checks before they clear your account.

## R



### Reactivate a Recurring Transfer

Resumes the processing of transactions generated from recurring wire or internal transfer instructions.



### Recurring Payment

A payment that is set up once to be repeated at regular intervals a specific number of times, or until a specified dollar amount is paid.

## S



### Secured Transfers

A feature that can restrict users from transferring funds into any account to which that user does not have entitlements.



### Secured Wires

A feature that blocks the beneficiary name, source account, destination information and routing codes from being changed by a user when using a wire model.



### Start Page

A user-designed menu or screen to start each online session instead of the regular Main Menu.



### Stop Payment

CitiBusiness Online lets you request stop payments on a single check or a range of checks. Screens are updated as soon as CitiBusiness Online stop payments are executed. A stop payment will be effective only if a check has not been presented and paid prior to the system update.



### Suspend a Recurring Transfer

Temporarily stop the processing of wire or internal transfer transactions that are part of a recurring instruction. Suspensions will remain in effect until the instruction is reactivated or for up to two years. After two years, the recurring instruction will be cancelled by the system.



### SWIFT/BIC

Society for Worldwide Interbank Financial Telecommunication/Bank Identifier Code



### System Administrator

A user designated by a business to control the access and capabilities of other users.

## T



### Term

Hold down the Control + F keys to search for a specific keyword

## CitiBusiness® Online

 Print ?

- ▶ **Getting Started**
- ▶ **General Information**
- ▶ **Linking and Opening an Account**
- ▶ **Balance and Information Reporting**
- ▶ **Payments and Transfers**
- ▶ **CitiEscrow Accounts**
- ▶ **Security Deposit Accounts**
- ▶ **Deposit Administrator Account**
- ▶ **Exchange Management Accounts**
- ▶ **Enrollment and Maintenance Forms**
- ▶ **System Administration**
- ▶ **CitiBusiness Online Compatibility**
- ▶ **Security**
- ▶ **Glossary of Terms**

A user is any individual authorized to use CitiBusiness Online. Users can be maintained either by an enrolled system administrator or through your CitiBusiness banker.

## V



A variable amount is a dollar amount that changes with each occurrence of a wire or internal transfer that is processed as a part of a recurring series. The variable amount is chosen during setup as a generalized amount such as all available funds in the source account, a percentage of the available funds, all available funds less a peg (pre-determined) amount, or all available funds up to a peg amount.

## W



Electronic transfer of funds between accounts at different banks.

## Z



Zero Balance Account Services (ZBA) allows clients to control cash on a centralized basis while giving spending authority to local locations. Separate sub-accounts (Zero Balance Accounts) can disburse available funds as well as receive deposits. Negative balances are automatically funded by the master account at the end of each business day. The result is that available balances in sub-accounts are "zero balanced" daily.