

CITIBANK INDIA GLOBAL MOBILE APP

REQUESTS | Version : v0.2

Date : 06.06.2016

Table of Contents

Change Log05

1.1 Account Linking Request - User Journey06

1.1.1 Account Linking Request - User Journey07

1.2 Account Linking Request - Interactions & Annotations08

1.2.1 Account Linking Request - Account Selection09

1.2.2 Account Linking Request - Pre-confirmation/Confirmation Screens10

2.1 Register for eStatements - User Journey11

2.1.1 Register for eStatements - User Journey12

2.2 Register for eStatements - Interactions & Annotations13

2.2.1 Register for eStatements - Account Selection14

2.2.2 Register for eStatements - Confirmation15

3.1 Cheque Book Request - User Journey16

3.1.1 Cheque Book Request - User Journey17

3.2 Cheque Book Request - Interactions & Annotations18

3.2.1 Cheque Book Request - Interactions & Annotations19

4.1 Stop Payment - User Journey20

4.1.1 Stop Payment - User Journey21

4.2 Stop Payment - Interactions & Annotations22

4.2.1 Stop Payment - Account Number and Cheque Number Selection23

4.2.2 Stop Payment - Confirmation24

Table of Contents (Contd. 1)

5.1 Duplicate Statement - User Journey

5.1.1 Duplicate Statement - User Journey

5.2 Duplicate Statement - Interactions & Annotations

5.2.1 Duplicate Statement - Account Selection

5.2.2 Duplicate Statement - Savings Account

5.2.3 Duplicate Statement - Savings ACcount Confirmation

5.2.4 Duplicate Statement - Credit Card Account

6.1 MMID (Mobile Money Identifier) - User Journey

6.1.1 MMID (Mobile Money Identifier) - User Journey

6.2 MMID (Mobile Money Identifier) - Interactions & Annotations

6.2.1 MMID (Mobile Money Identifier) - View Screen

7.1 Block/Unblock Card - User Journey

7.1.1 Block/Unblock Card- User Journey

7.2 Block/Unblock Card - Interactions & Annotations

7.2.1 Block/Unblock Card - Card & Transaction Selection

7.2.2 Block/Unblock Card - Pre-confirmation & Confirmation Screen

8.1 Order Demand Draft - User Journey

8.1.1 Order Demand Draft - User Journey

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

Table of Contents (Contd. 2)

8.2 Order Demand Draft - Interactions & Annotations

8.2.1 Order Demand Draft - To Self - Account Selection

8.2.2 Order Demand Draft - To Self - Beneficiary Detail

8.2.3 Order Demand Draft - To Self - Beneficiary Detail (Contd. 1)

8.2.4 Order Demand Draft - To Self - Beneficiary Detail (Contd. 1)

9.1 Recharge Prepaid Mobile - User Journey

9.1.1 Recharge Prepaid Mobile - User Journey

9.2 Recharge Prepaid Mobile - Interactions & Annotations

9.2.1 Recharge Prepaid Mobile - Account Selection

9.2.2 Recharge Prepaid Mobile - Payee Selection and Amount

9.2.3 Recharge Prepaid Mobile - Pre-confirmation & Confirmation screen

43

44

45

46

47

48

49

50

51

52

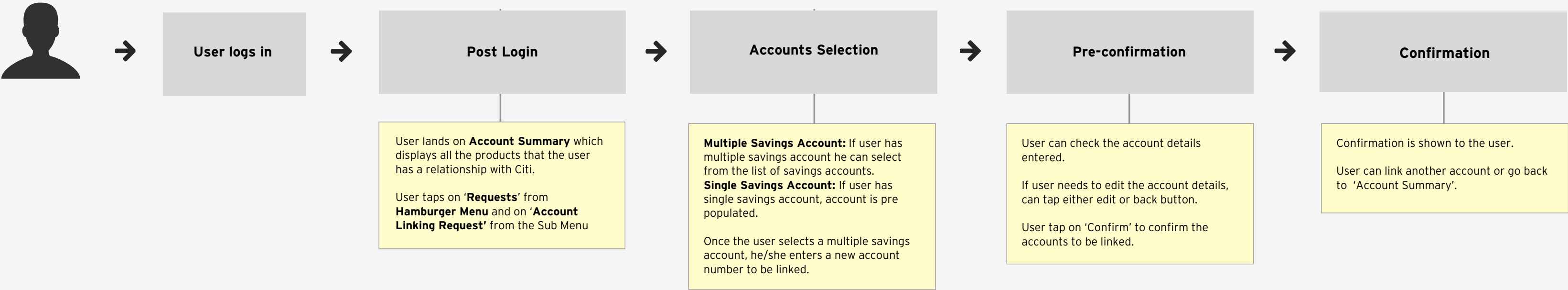
53

Change Log

Version	Date	Description
v0.1	13-05-2016	Document Created
v0.2	06-06-2016	Page - 10 Added Error screen for wrong account number entry Page - 14 Deleted a screen as per client feedback Page - 19 Deleted T & C Page - 24 Deleted T & C Page - 45 Added a note for Adding a new Payee for Demand Draft issuance

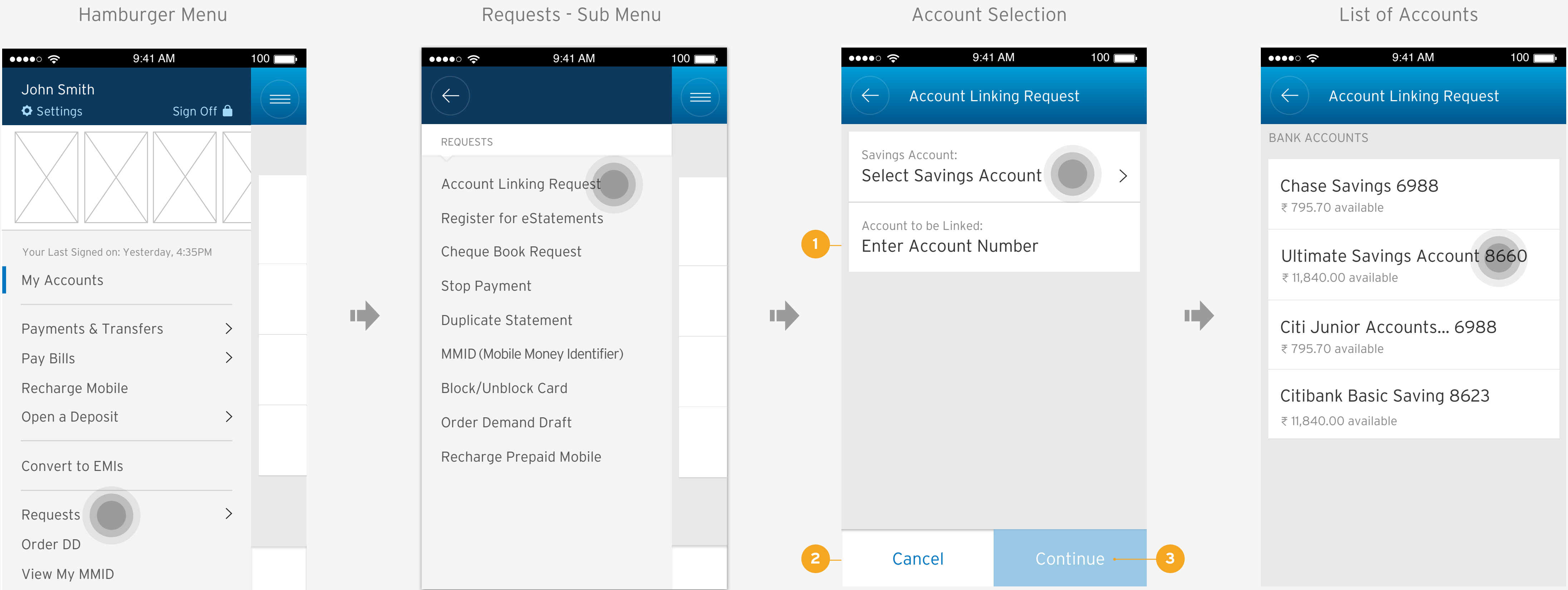
1.1 ACCOUNT LINKING REQUEST - USER JOURNEY

1.1.1 Account Linking Request - User Journey



1.2 ACCOUNT LINKING REQUEST - INTERACTIONS & ANNOTATIONS

1.2.1 Account Linking Request - Account Selection



Interaction: User can access 'Requests' from the 'Hamburger Menu'.

onTap 'Requests' leads to sub menu.

Interaction: onTap 'Account Linking Request' leads to account selection.

Interaction: User Taps 'Select an Account' to view a list of savings accounts to select from.

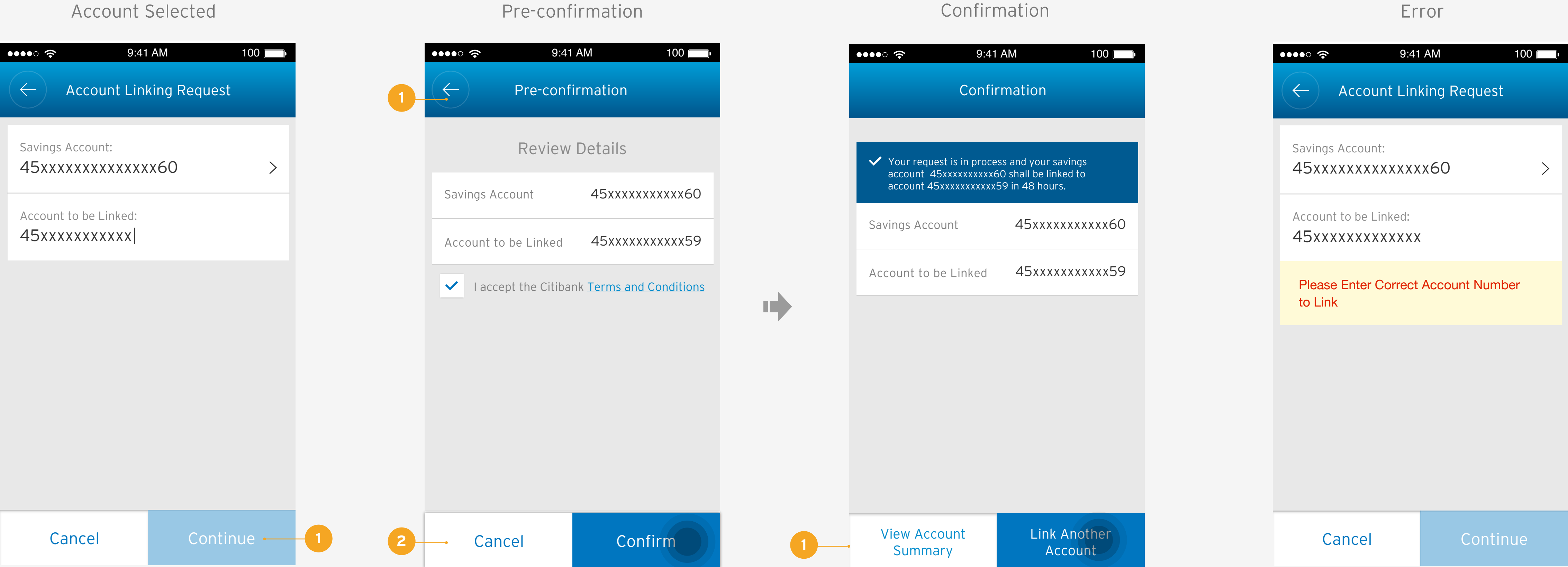
If the user has single savings account, the account is pre populated.

Annotations:

- 1 Account to be Linked** - onTap, user can enter the Citibank account number to be linked.
- 2 'Cancel' CTA** - User can cancel the request at any time and onTap is taken to Account Summary.
- 3 'Continue' CTA** - is enabled only after both the accounts are filled-in.

Interaction: onTap, user can select the account to be linked. After selecting, the user is taken back to previous screen.

1.2.2 Account Linking Request - Pre-confirmation and Confirmation



Annotation:

1 'Continue' CTA - is disabled until the user enters Account to be linked'.

onTap leads user to Pre-confirmation screen.

Annotations:

1 'BACK' button - onTap 'back' button, user is taken to previous screen to select/enter the details again.

2 'CANCEL' CTA - onTap 'Cancel' CTA, user can cancel the request.

Interaction: onTap 'Confirm', user can confirm the accounts to be linked.

'Check Box' - onTap, user can accept the terms and conditions. Only after accepting Terms and Conditions, the 'Confirm' CTA is enabled.

Annotation:

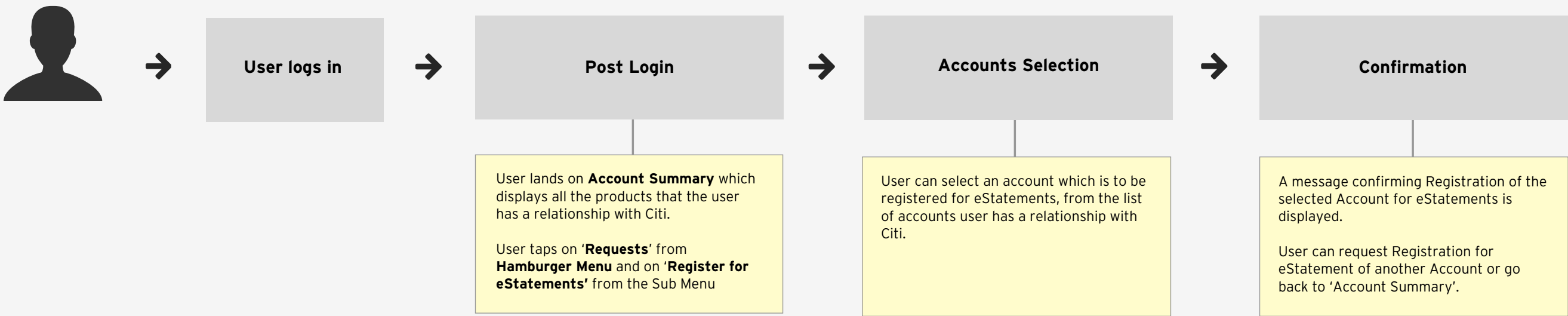
1 'View Account Summary' CTA - onTap user is taken to 'Account Summary'.

Interaction: onTap 'Link Another Account', user is taken to 'Account Selection'.

Interaction: If the user enters wrong account number, an error message is displayed

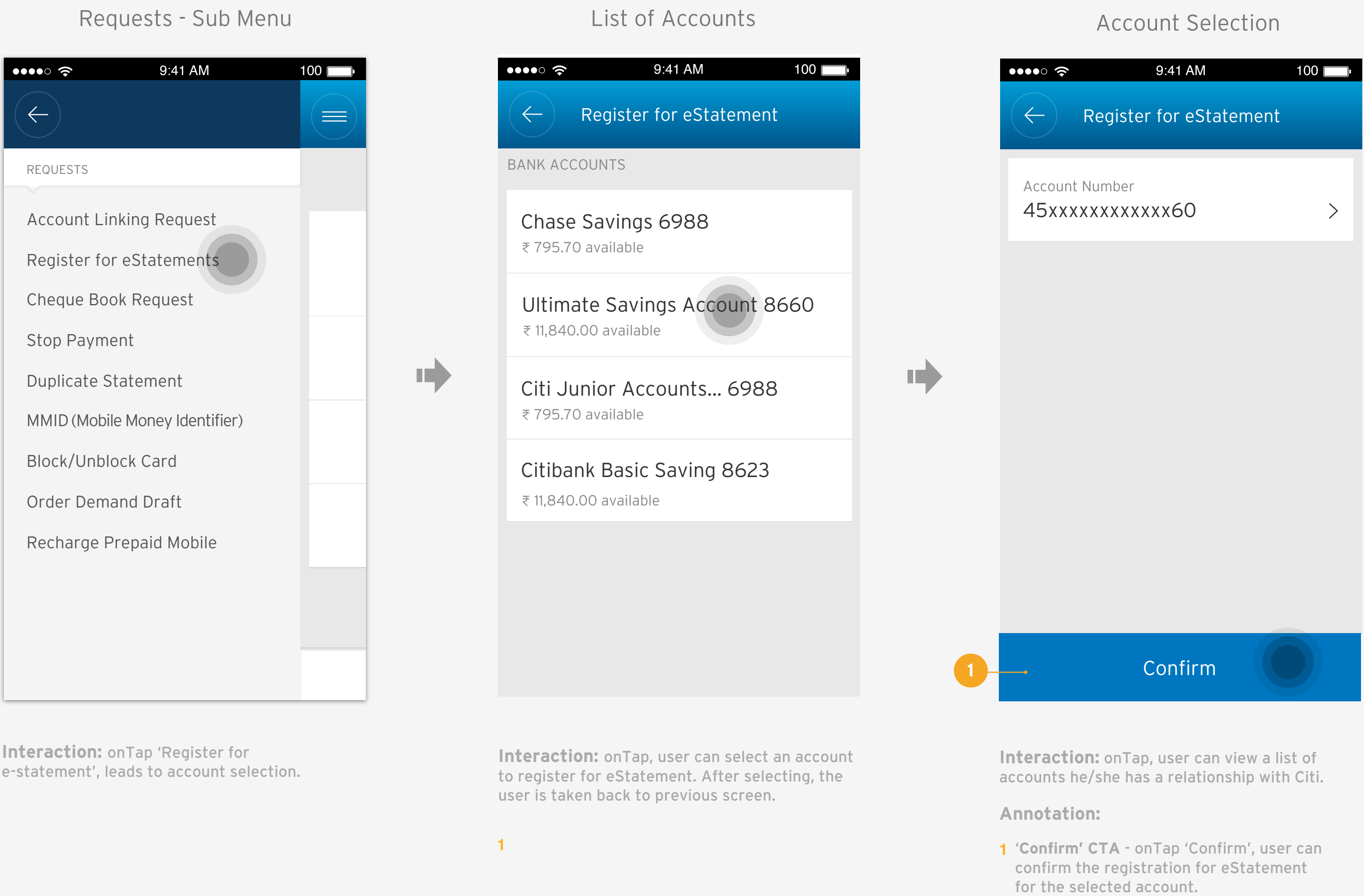
2.1 REGISTER FOR E-STATEMENTS - USER JOURNEY

2.1.1 Register for eStatements - User Journey

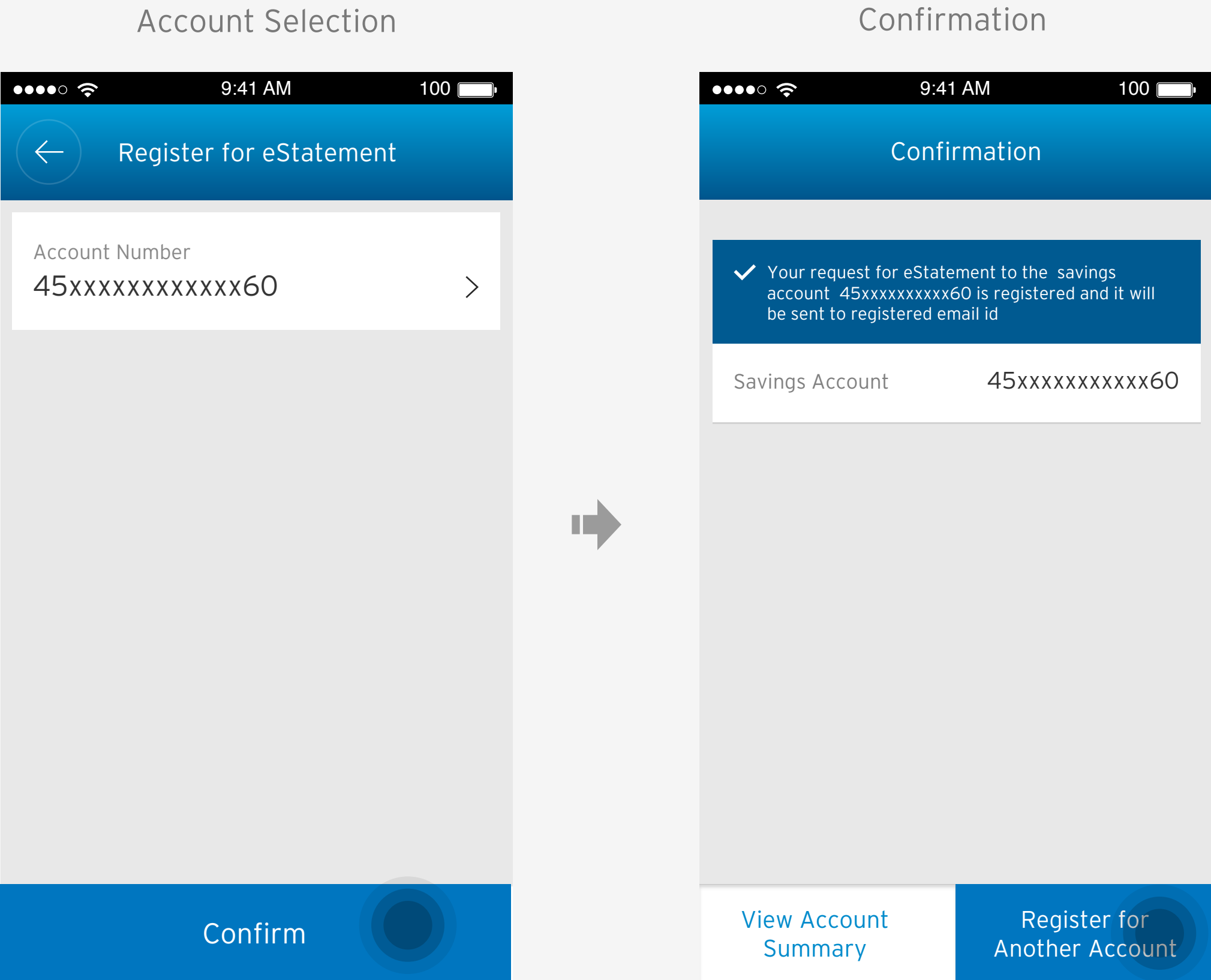


2.2 REGISTER FOR E-STATEMENTS - INTERACTIONS & ANNOTATIONS

2.2.1 Register for eStatements - Account Selection



2.2.2 Register for eStatements - Confirmation

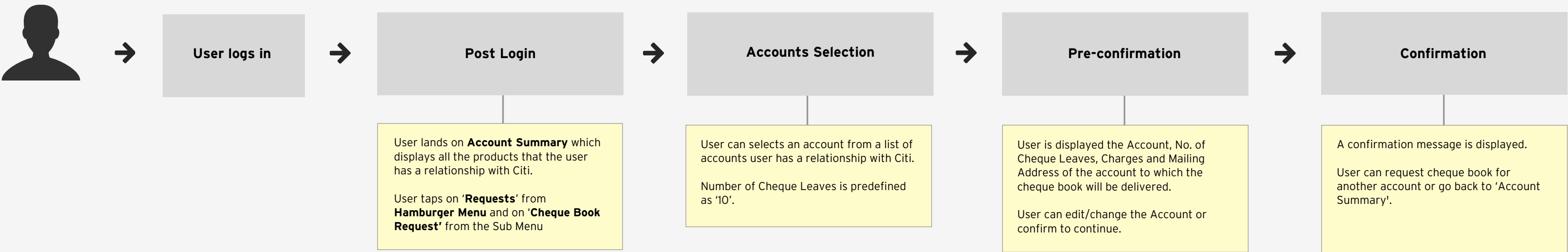


Interaction: onTap, leads to confirmation screen

Interaction: onTap 'Register for Another Account', user can register eStatement for another account.

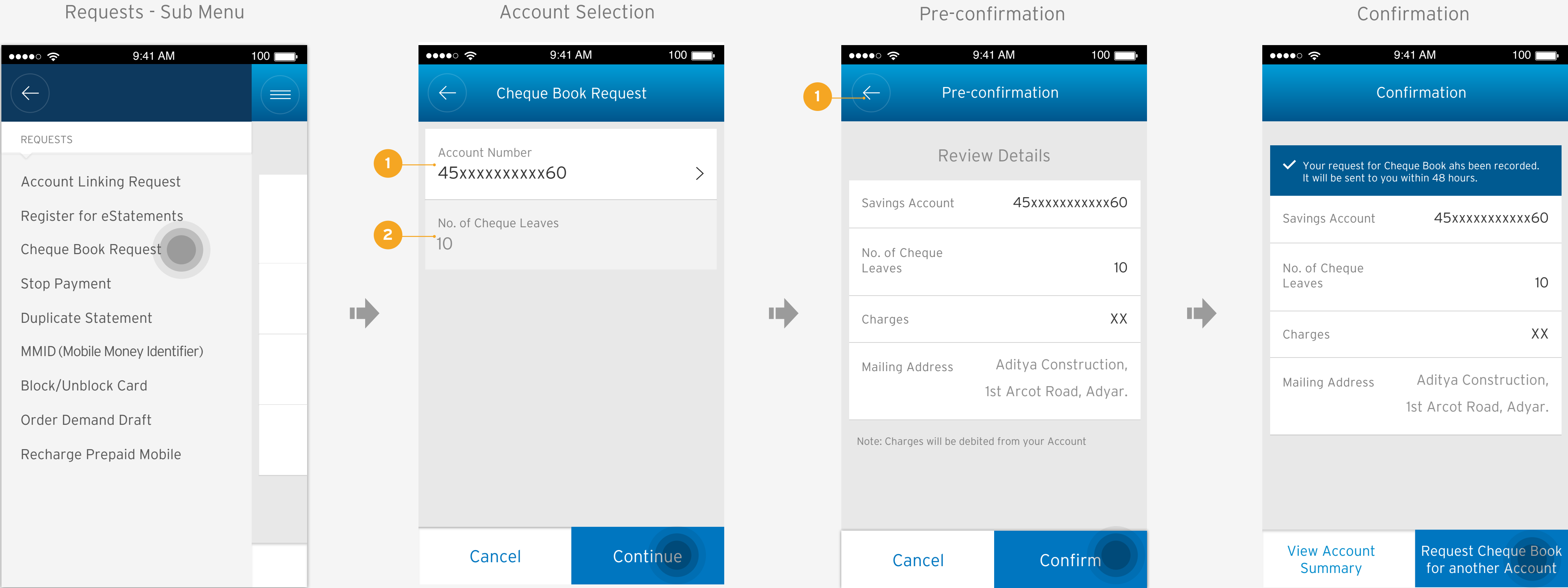
3.1 CHEQUE BOOK REQUEST - USER JOURNEY

3.1.1 Cheque Book Request - User Journey



3.2 CHEQUE BOOK REQUEST - INTERACTIONS & ANNOTATIONS

3.2.1 Cheque Book Request - Interactions & Annotations



Interaction: on Tap 'Cheque Book Request', leads to account selection

Annotations:

1 'Select Account No.' - onTap 'Select Account No.' user can select the account, from a list of accounts, to request for cheque book.

2 'No. of Cheque Leaves': Predefined field.

Interaction: onTap 'Continue', takes user to Pre-confirmation.

Annotations:

1 'BACK' button - onTap 'back' button, user is taken to previous screen.

User can change only the account. The No. of Cheque Leaves cannot be edited. 'Charges' is pre populated.

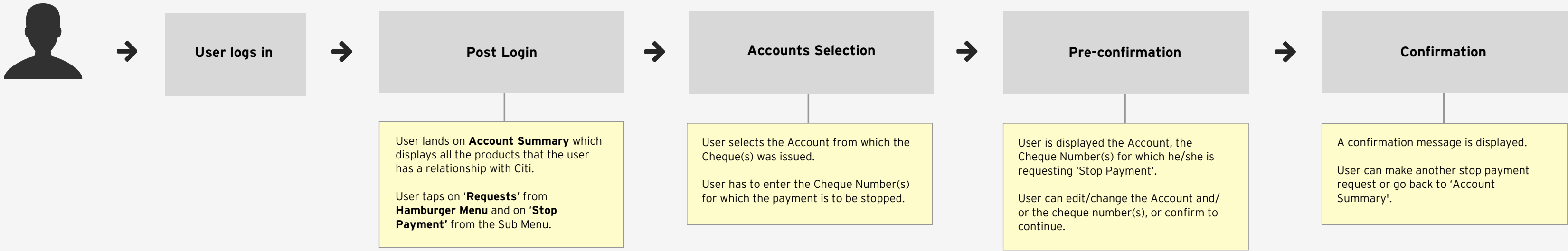
The Mailing Address is the registered address of the user.

Interaction: onTap 'Confirm', user can confirm the account selected.

Interaction: onTap 'Request Cheque Book for another Account', user can request cheque book for another account.

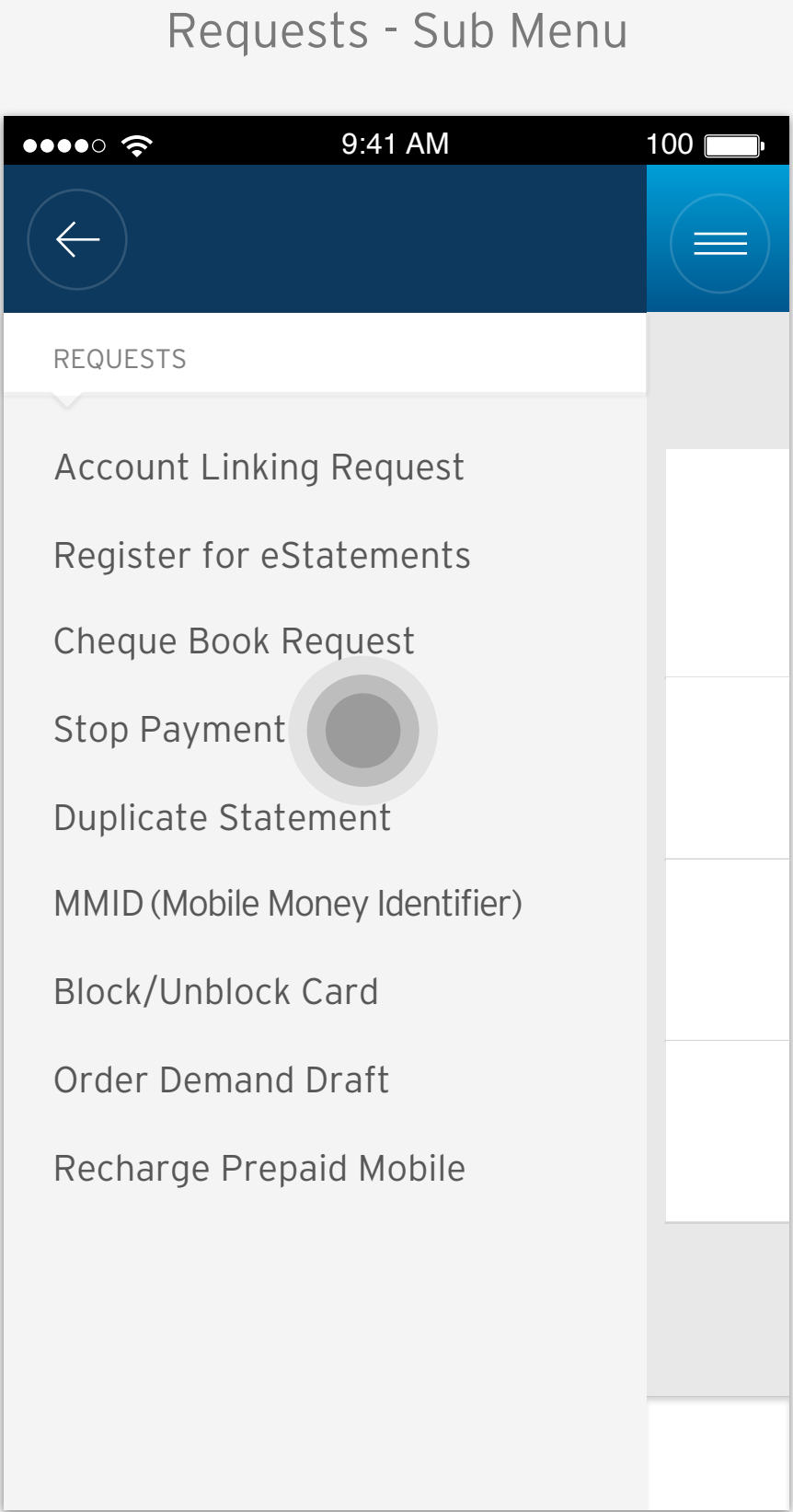
4.1 STOP PAYMENT - USER JOURNEY

4.1.1 Stop Payment - User Journey

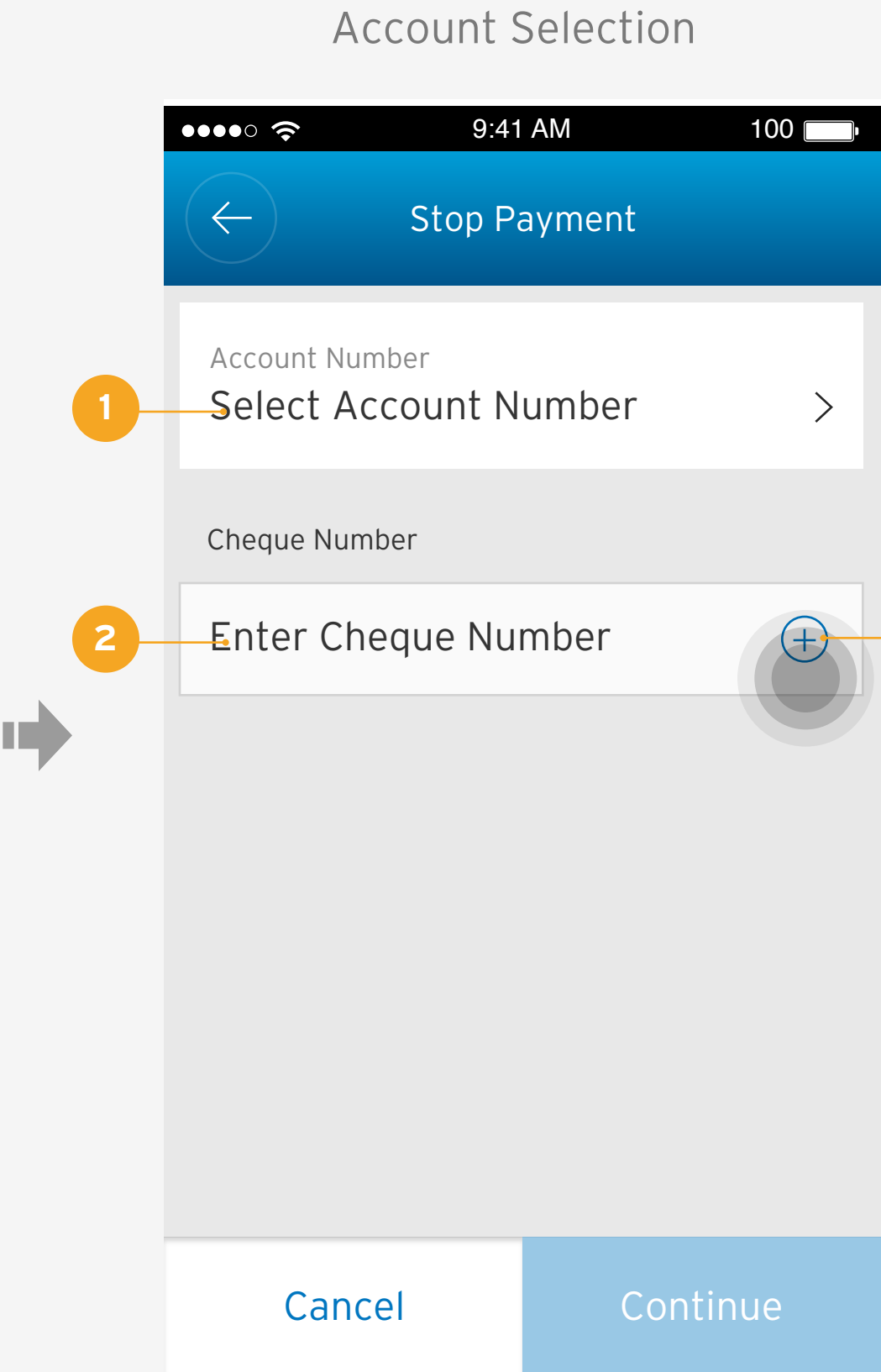


4.2 STOP PAYMENT - INTERACTIONS & ANNOTATIONS

4.2.1 Stop Payment - Account and Cheque Number Selection



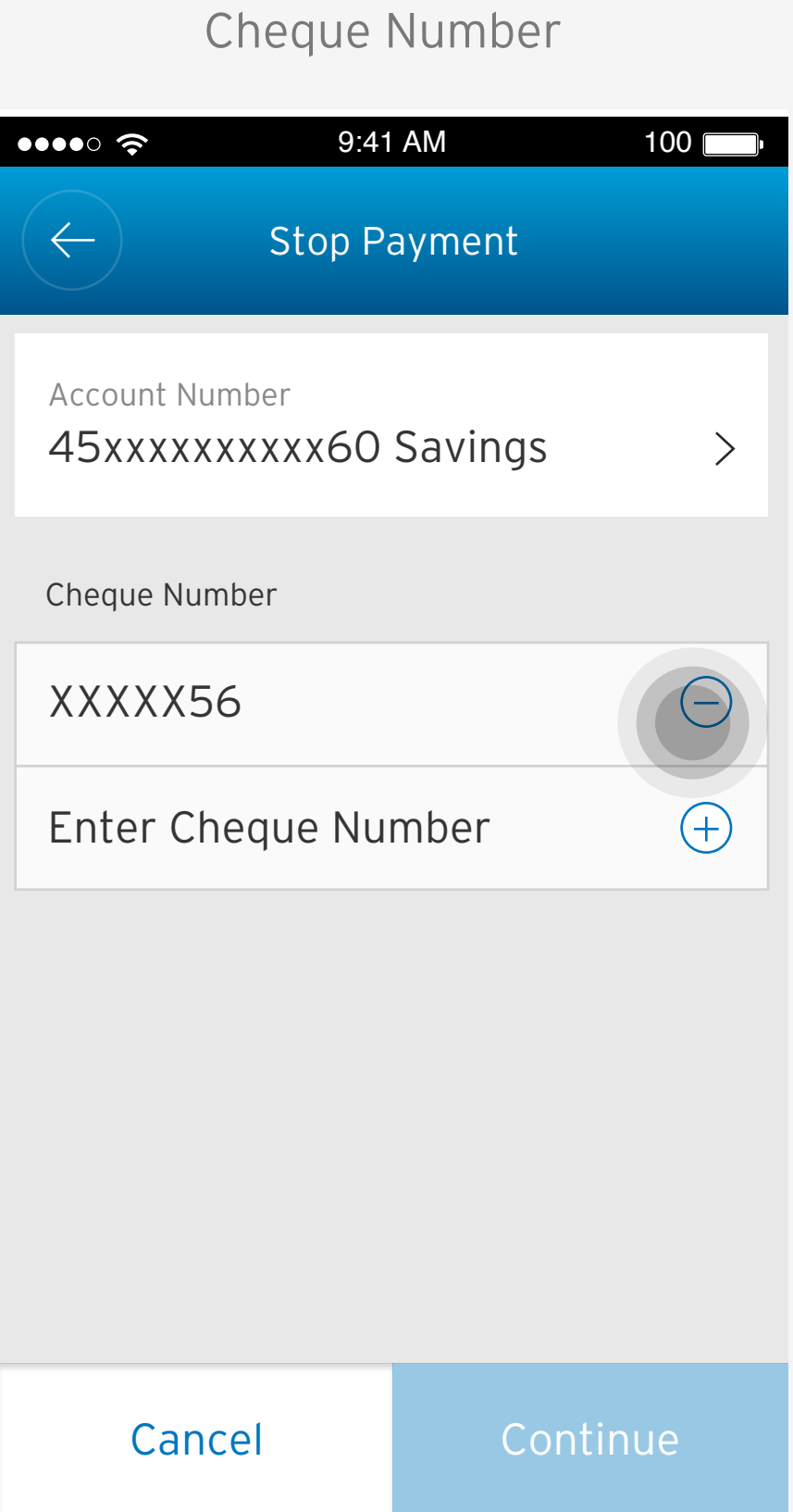
Interaction: onTap 'Stop Payment', leads to account selection.



Annotations:

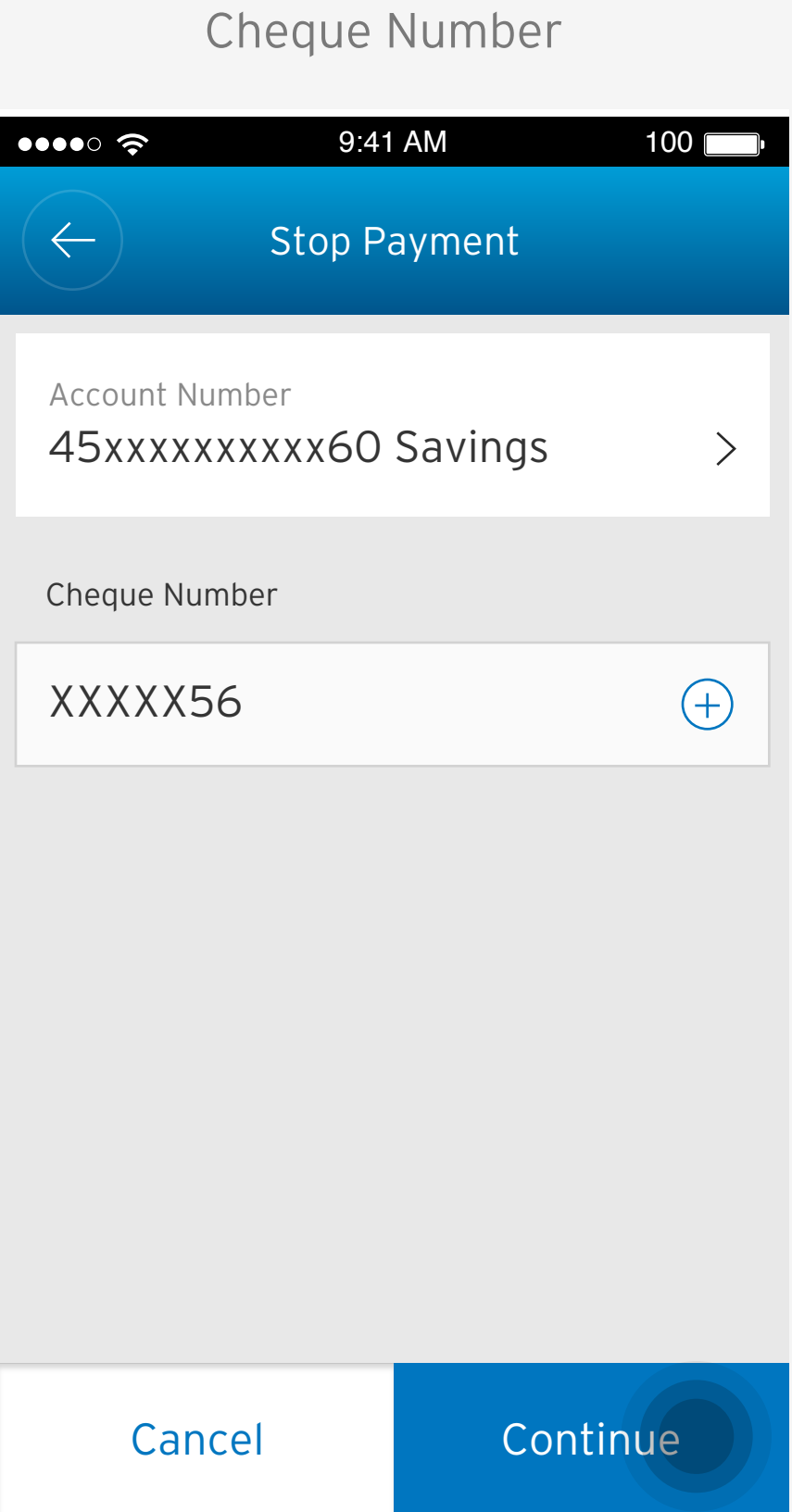
- 1 'Select Account Number.' - onTap 'Select Account No.' user can select the account associated with the cheque number, from a list of accounts.
- 2 'Cheque Number' - User can enter the Cheque number(s) to stop payment.
- 3 'Plus / Minus' Button - By default 'Plus' Button is placed here. If the user wants to stop payment for another cheque, clicks on 'Plus' Button which adds another input box below.

Now the 'Plus' button changes to 'Minus' Button in the first input box and the new input box will have 'Plus' Button.



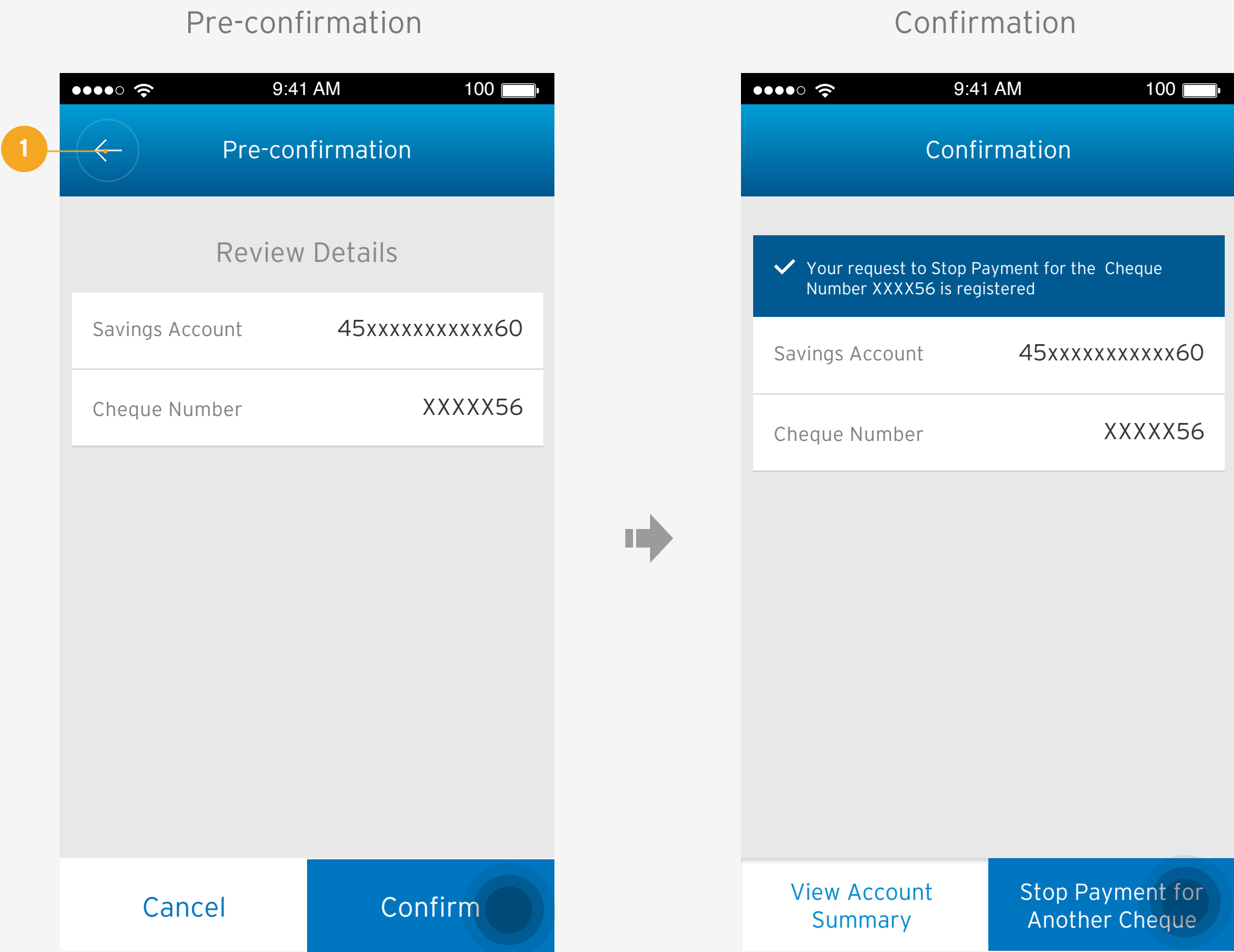
Annotations:

- 1 'Continue' CTA- is enabled only after the user enters Account Number and at least one Cheque Number to stop payment.



Interaction: onTap 'Continue', user can continue with stop payment process.

4.2.1 Stop Payment - Pre-confirmation and Confirmation



Annotations:

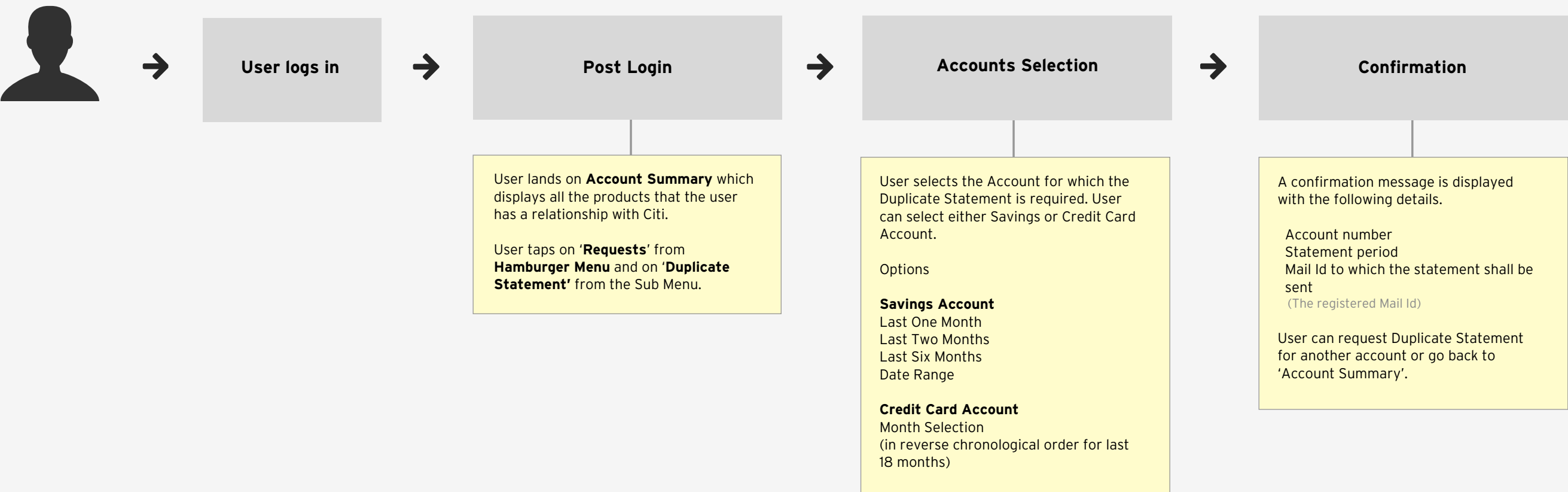
1 'BACK' button - onTap 'back' button, user can edit the account and cheque number entered.

Interaction: onTap 'Confirm', user can confirm the request to stop payment for the cheque.

Interaction: onTap 'Stop Payment for Another Cheque', user can request to stop payment for another cheque.

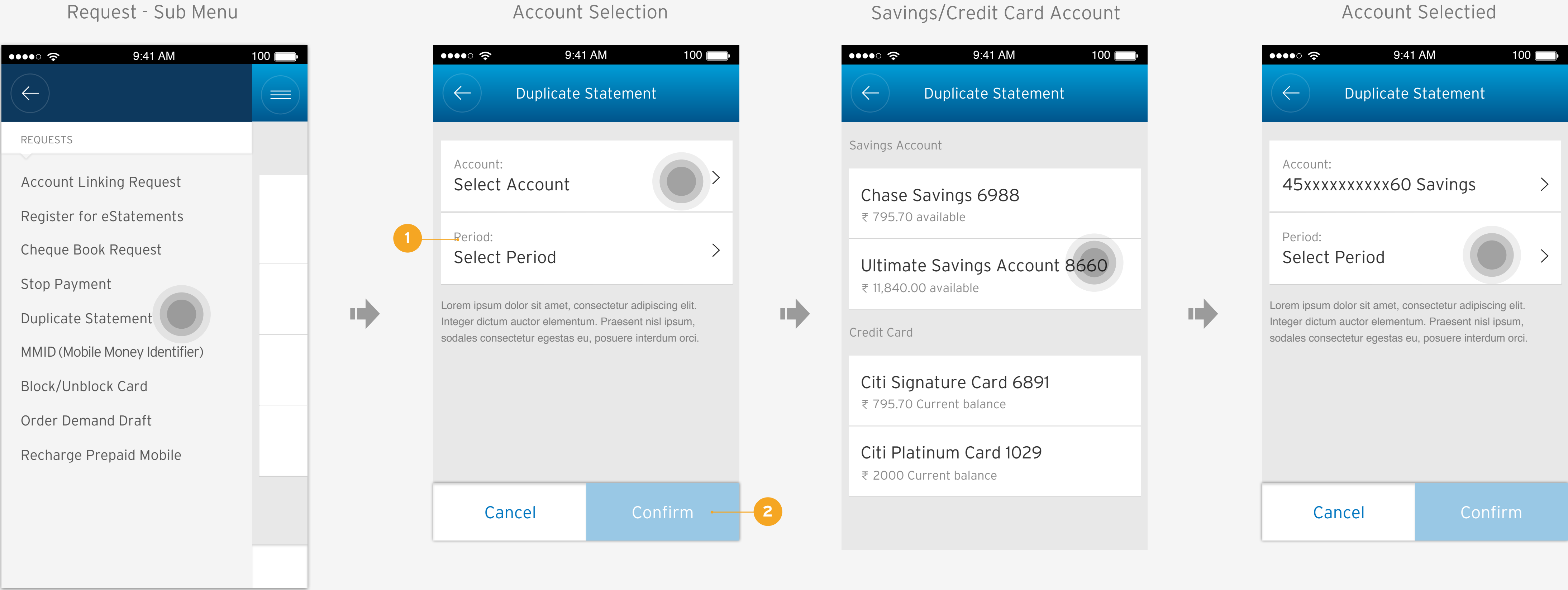
5.1 DUPLICATE STATEMENT - USER JOURNEY

5.1.1 Duplicate Statement - User Journey



5.2 DUPLICATE STATEMENT - INTERACTIONS & ANNOTATIONS

5.2.1 Duplicate Statement - Account Selection



Interaction: onTap 'Stop Payment', leads to account selection.

Interaction: onTap 'Select Account' user can select either savings account or credit card account for duplicate statement from the list of accounts.

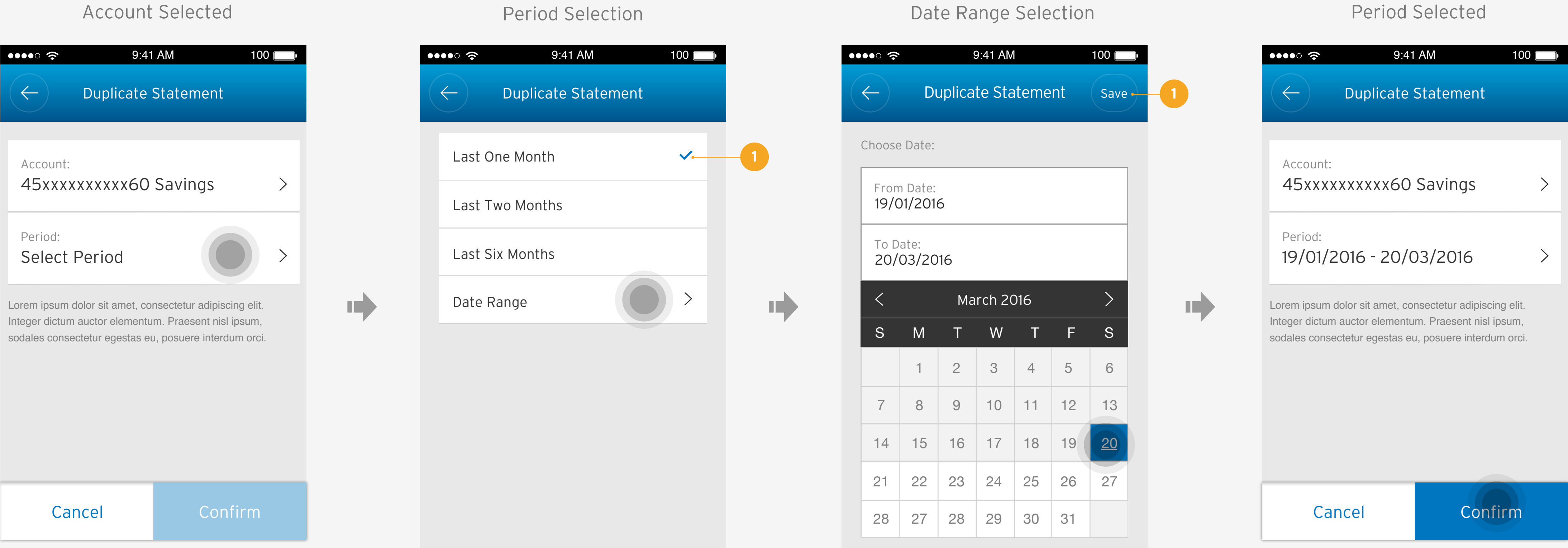
Annotations:

- 1 'Select Period' - onTap 'Select Period' user can select the period only after selecting the account.
- 2 'Confirm' CTA - is enabled only after account and duration are filled-in by the user.

Interaction: onTap, user can select an account from either savings or credit card account. After selecting, the user is taken back to previous screen.

Interaction: onTap, user can select period for which duplicate statement is needed.

5.2.2 Duplicate Statement - Savings Account



Interaction: onTap, user can select period for which duplicate statement is needed.

Description: If the user selects savings account from the account list, user can select the period of either last one month or two months or six months or a date range.

Annotations:

1 onTap duration tiles, user can select the duplicate statement for the selected duration.

Interaction: onTap, 'Date Range' leads to date range selection - savings account.

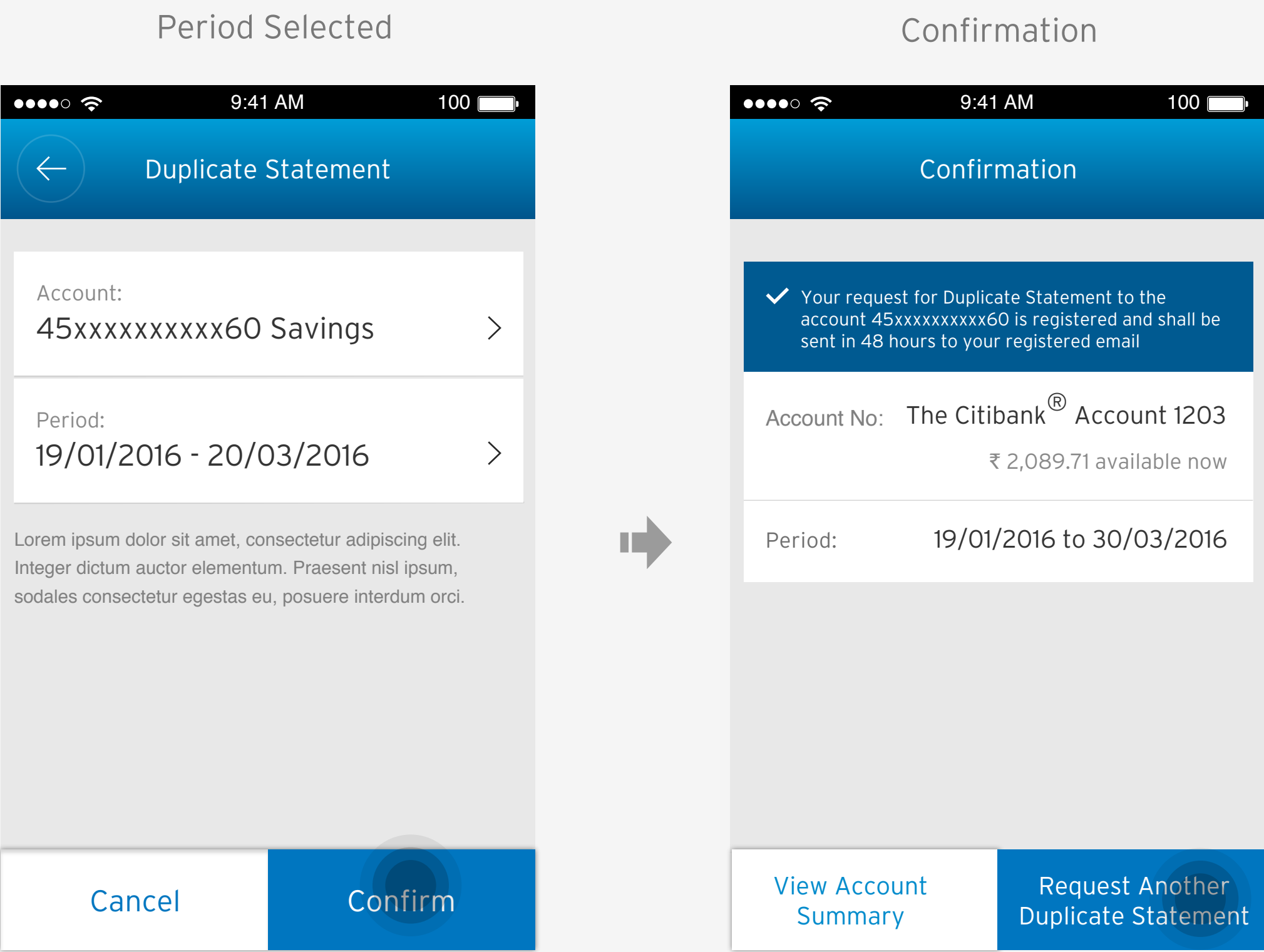
Interaction: onTap, 'Date Range' displays Date Selection screen and user can select 'From' and 'To' date range.

Annotations:

1 'Save' button - onTap 'save' user can save the selected date for the selected month. After selecting the dates, the user is taken back to account selection screen to confirm.

Interaction: onTap, user can confirm the Duplicate Statement request and is taken to Confirmation Screen

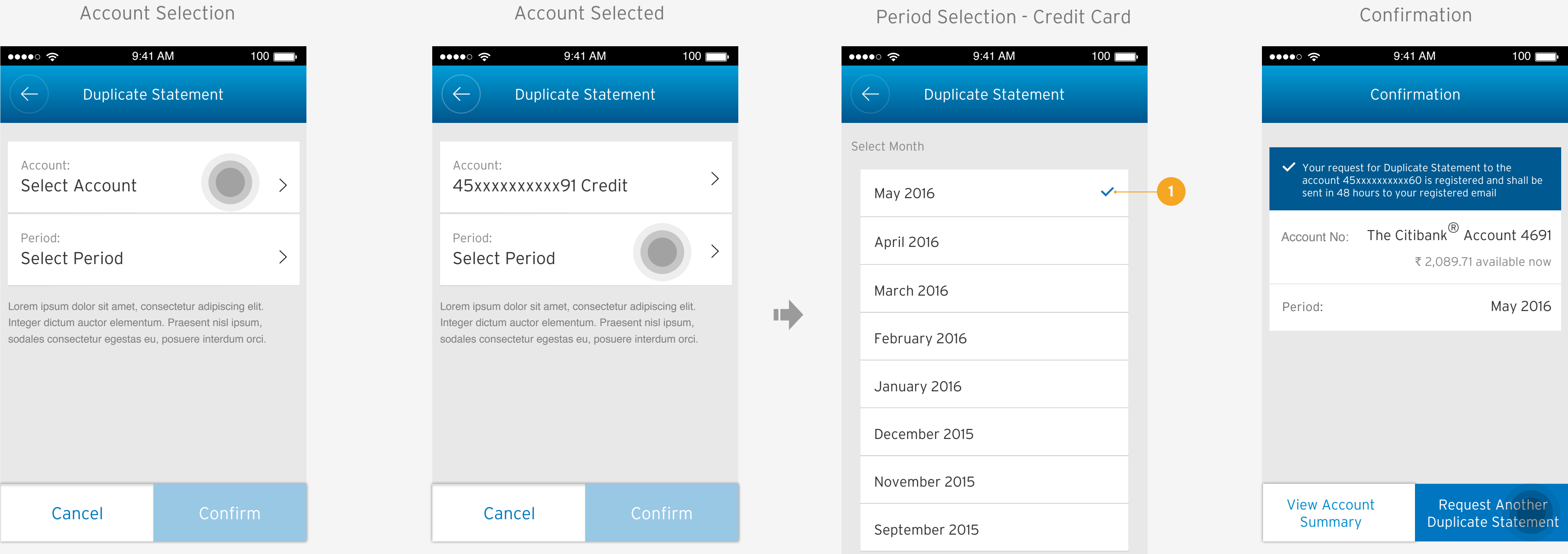
5.2.3 Duplicate Statement - Savings Account - Confirmation



Interaction: onTap, user can confirm the Duplicate Statement request and is taken to Confirmation Screen

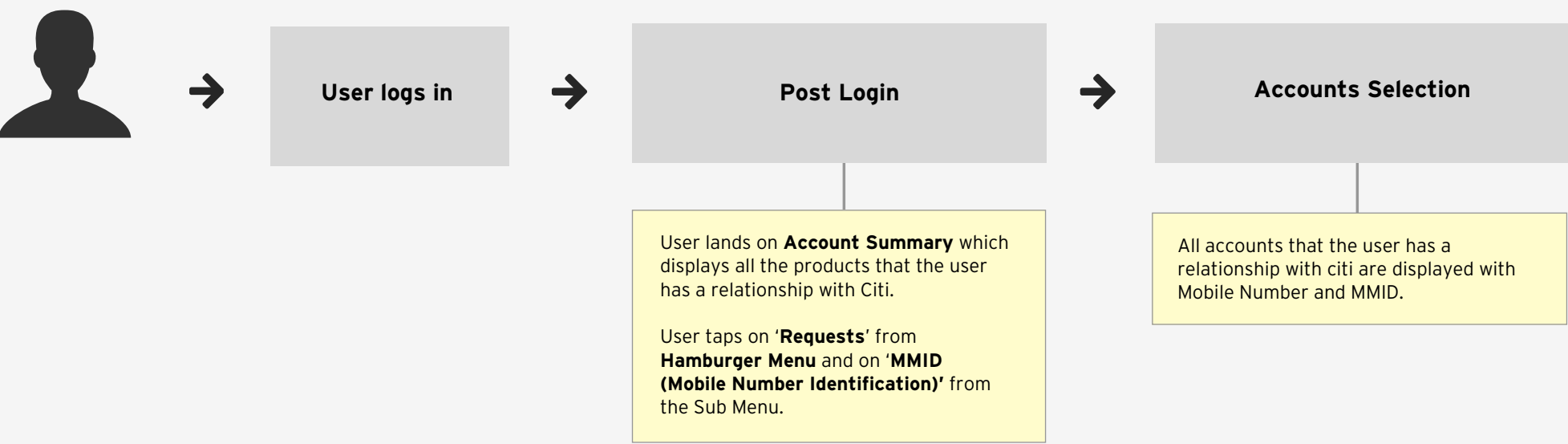
Interaction: onTap 'Request Another Duplicate Statement', user can request for another duplicate statement.

5.2.4 Duplicate Statement - Credit Card Account



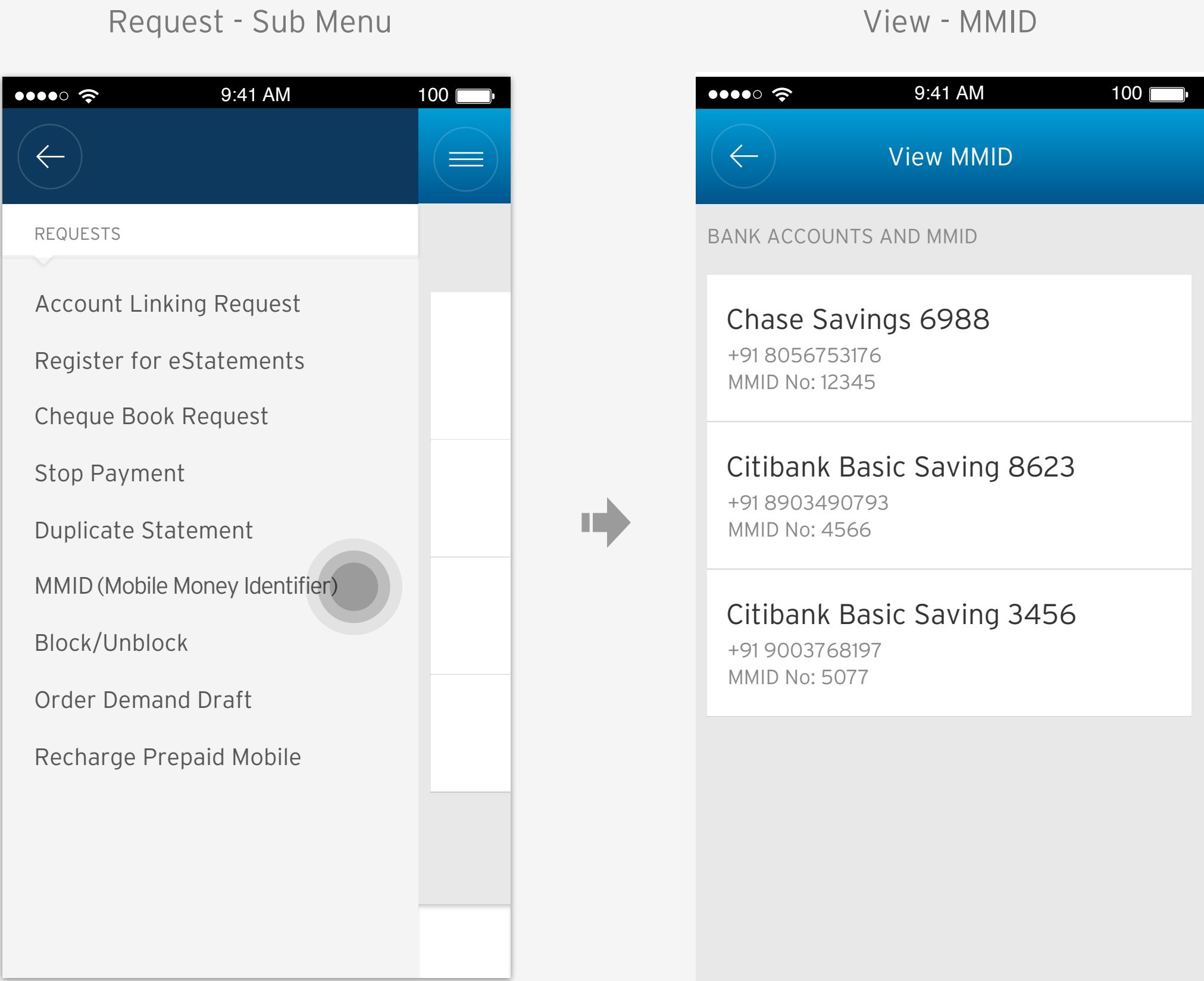
6.1 MMID (Mobile Money Identifier) - USER JOURNEY

6.1.1 MMID (Mobile Money Identifier) - User Journey



6.2 MMID (Mobile Money Identifier) - INTERACTIONS & ANNOTATIONS

6.2.1 MMID (Mobile Money Identifier) - View Screen

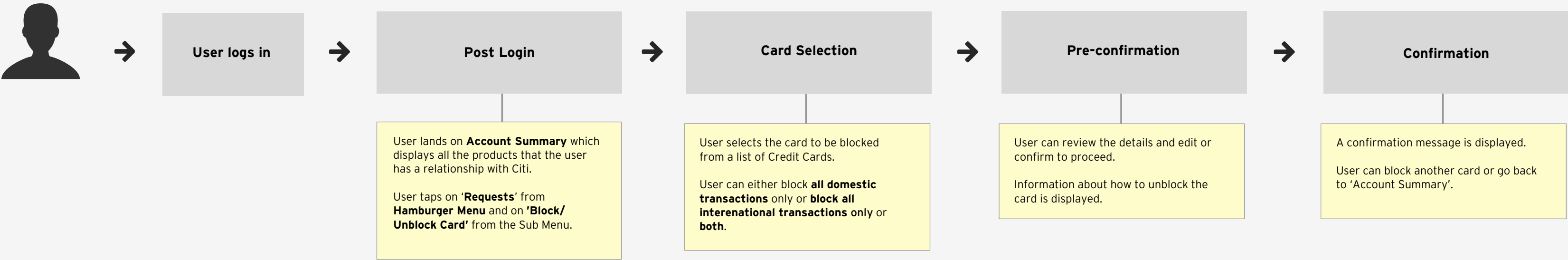


Interaction: onTap 'MMID', leads to view - MMID (Mobile Money Identifier)

Description: User can view the bank accounts with mobile and MMID Number.

7.1 BLOCK/UNBLOCK CARD - USER JOURNEY

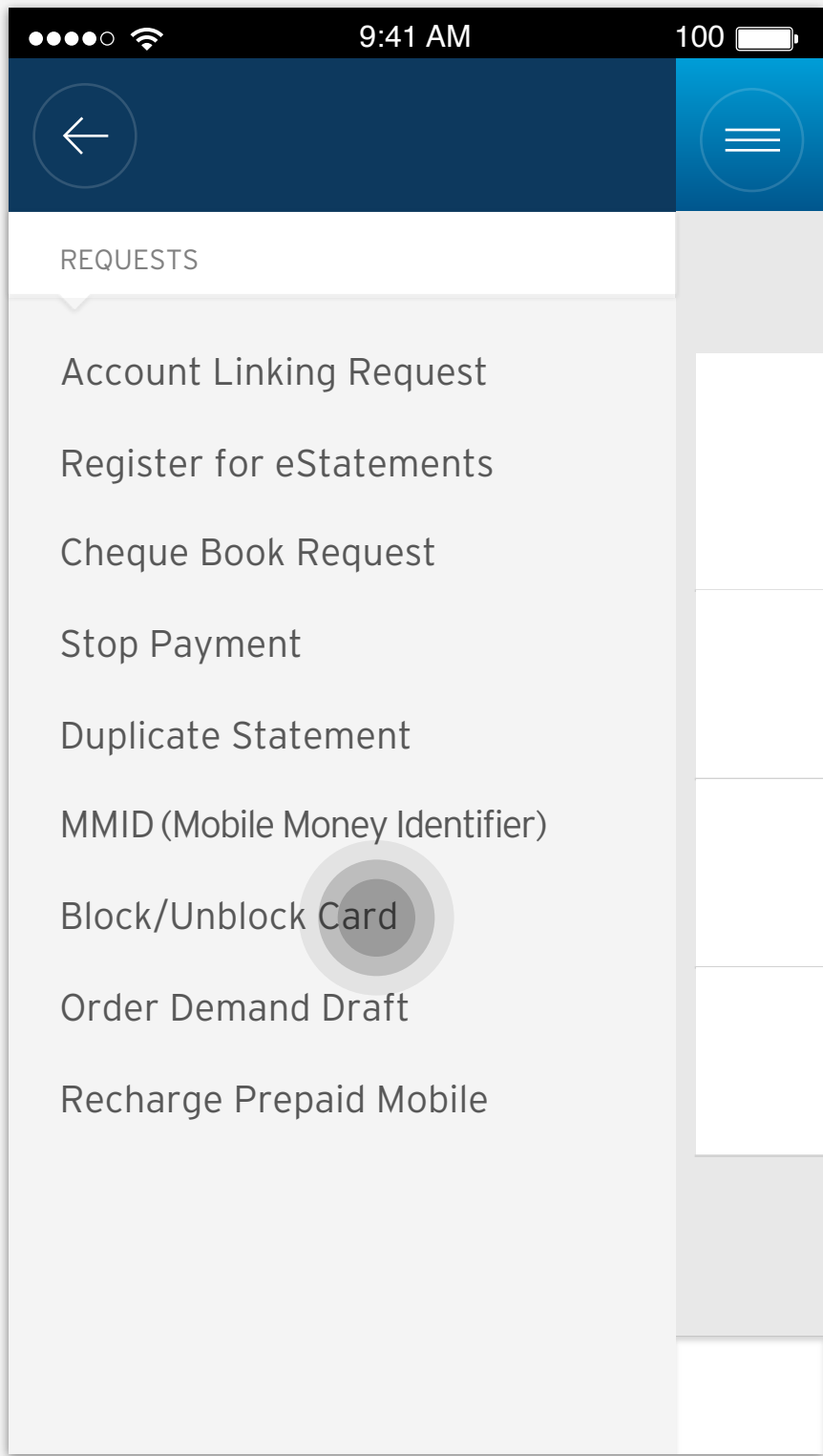
7.1.1 Block/Unblock Card - User Journey



7.2 BLOCK/UNBLOCK CARD - INTERACTIONS & ANNOTATIONS

7.2.1 Block/Unblock Card - Card & Transaction Selection

Request - Sub Menu

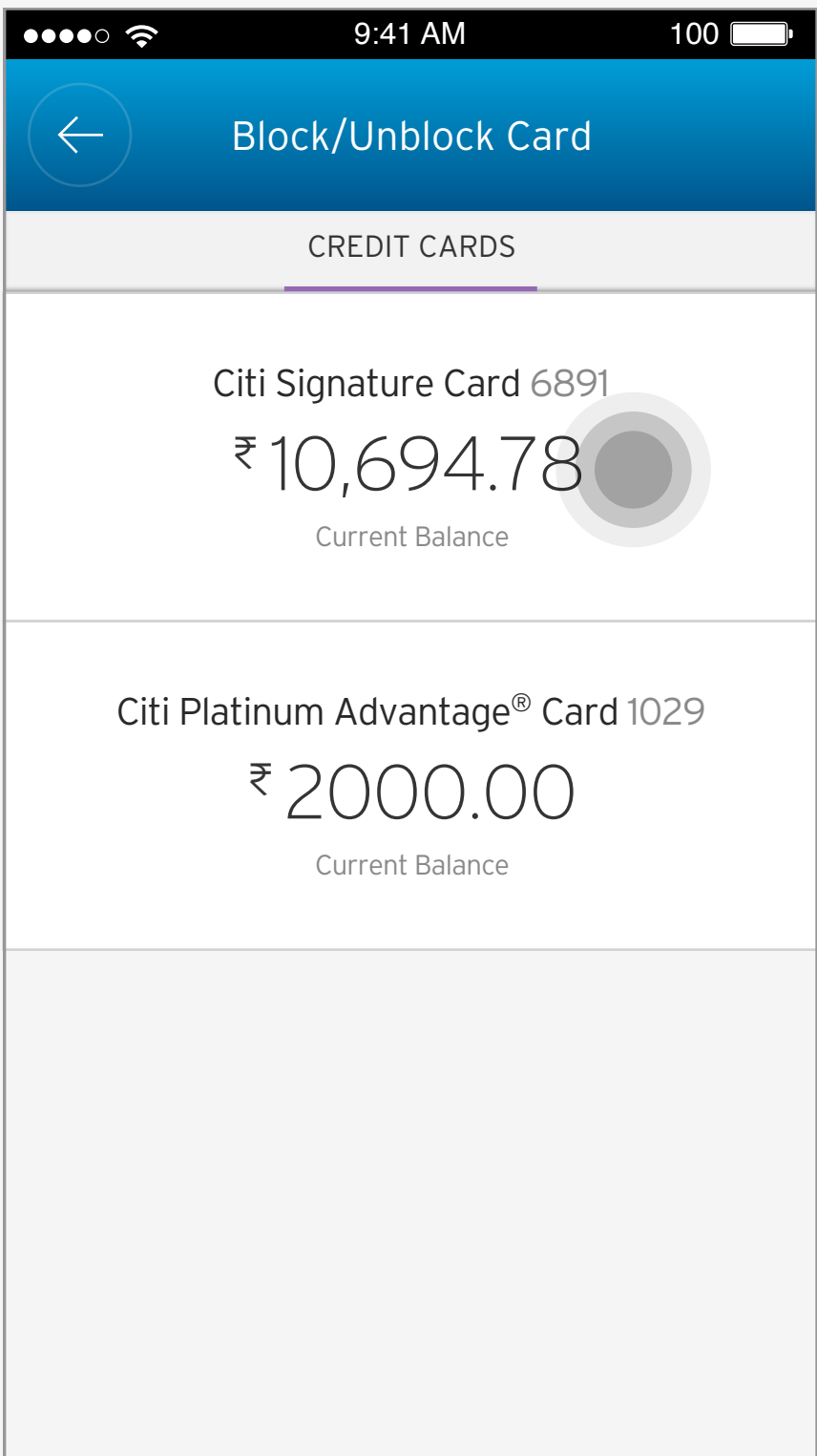


Interaction: onTap 'Block/Unblock', leads to credit card selection.

Annotations:

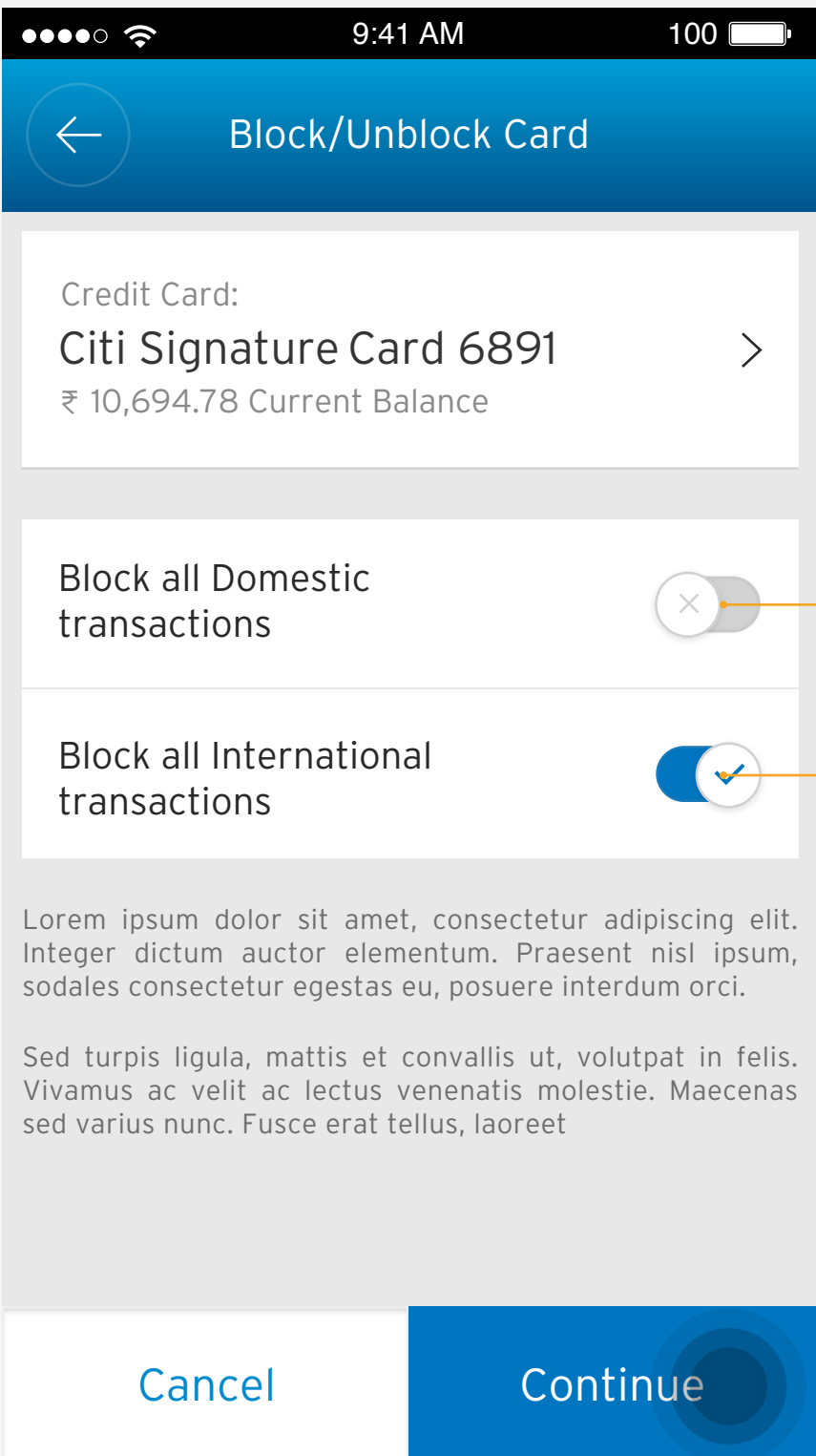
- 1 If the user has only one credit card account, It is pre populated in 'Block Domestic / International transactions' screen.

Credit Card Selection



Interaction: onTap user can select one of the credit card accounts to be blocked.

Block Domestic / International transactions



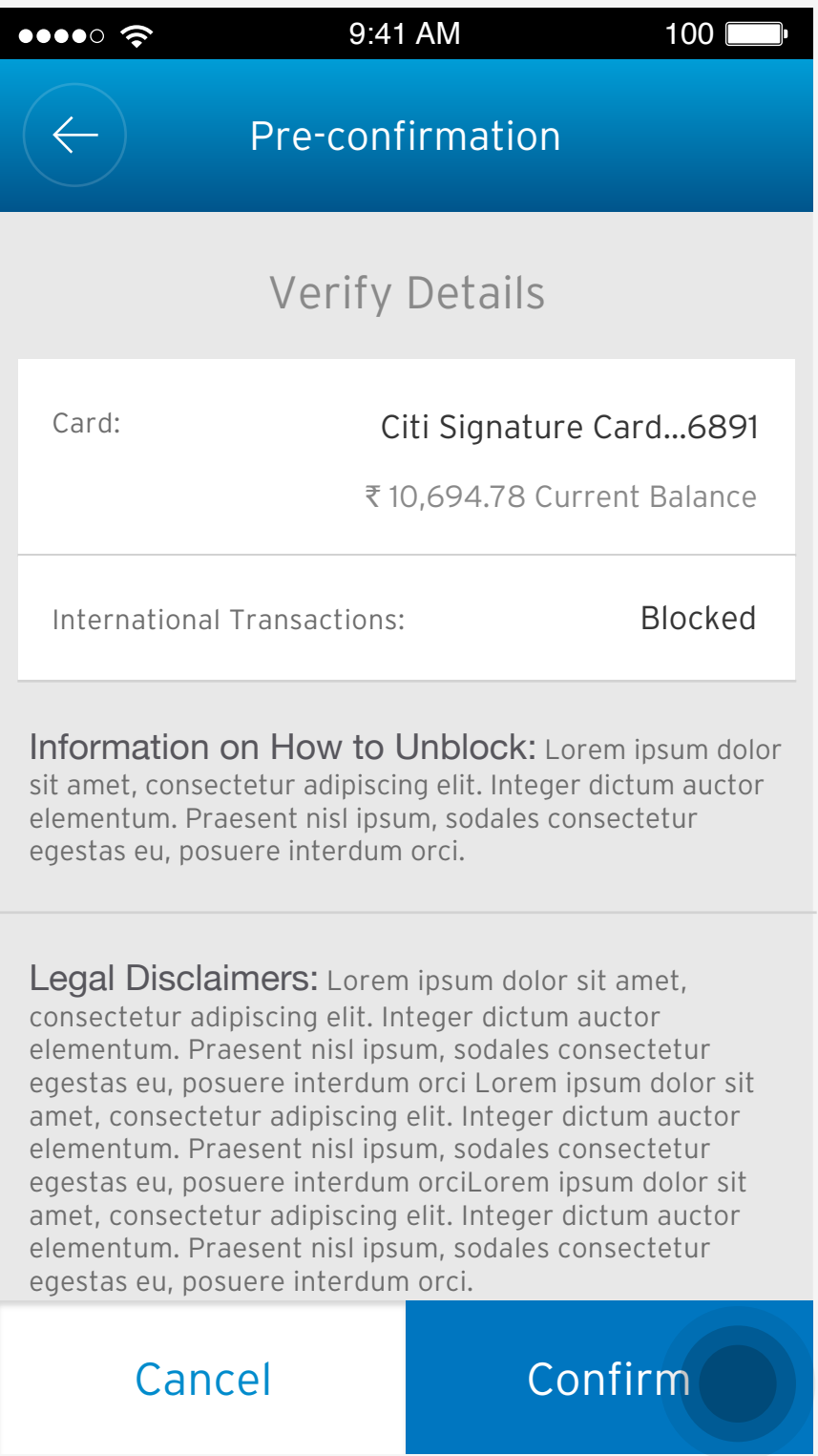
Description: onTap user can select to block either domestic or international transactions or both for the selected credit card.

Annotations:

- 1 'On/off' - onTap 'On/off' switch user can 'Block' either of the transactions or both associated with the selected credit card account.

Interaction: onTap 'Continue', leads user to Pre-confirmation. 'Continue' CTA is disabled until the user selects at least one of the transactions to be blocked.

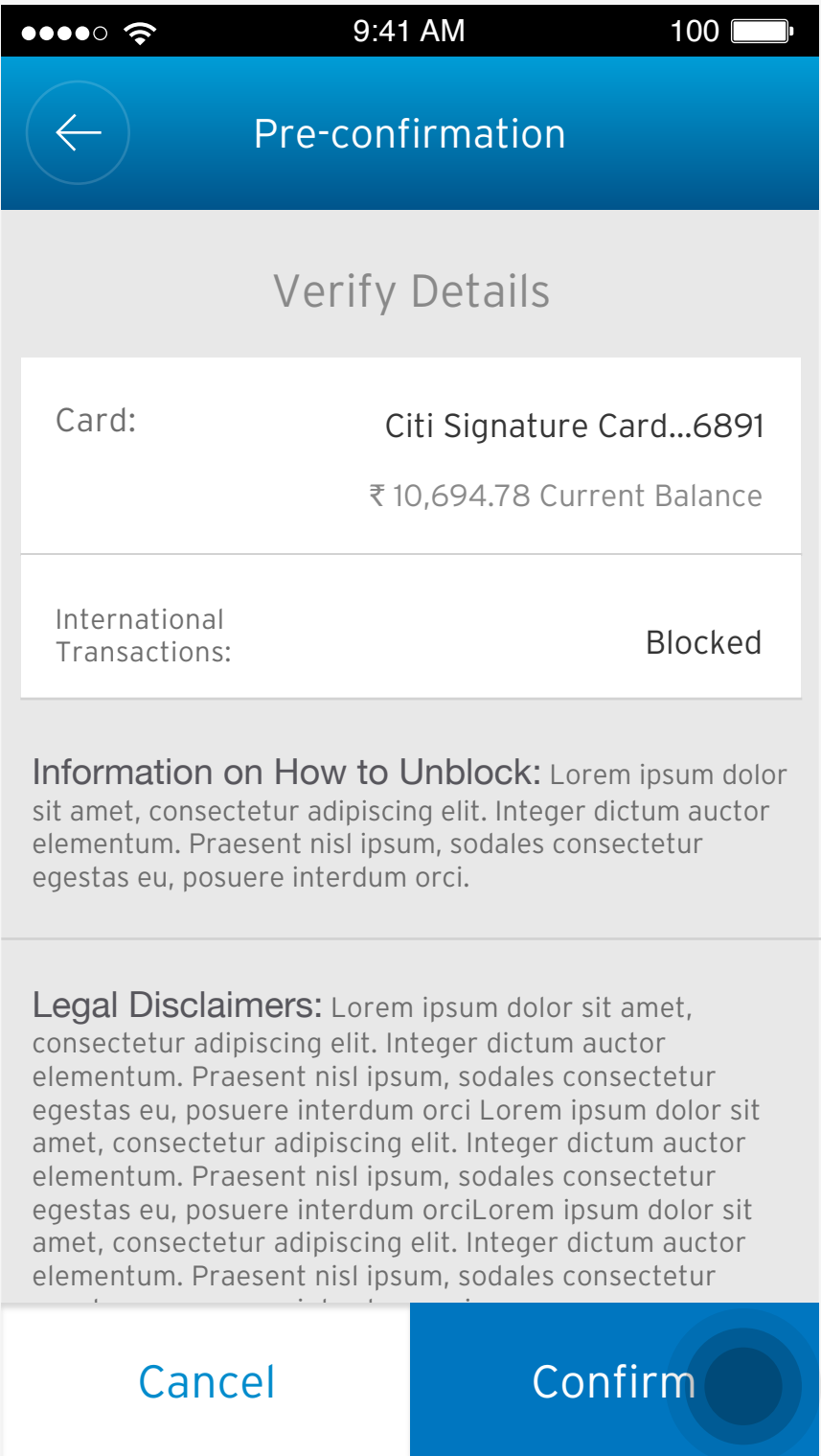
Pre - confirmation



Interaction: onTap 'Confirm', user can confirm the request to block the selected transaction(s) of the selected credit card.

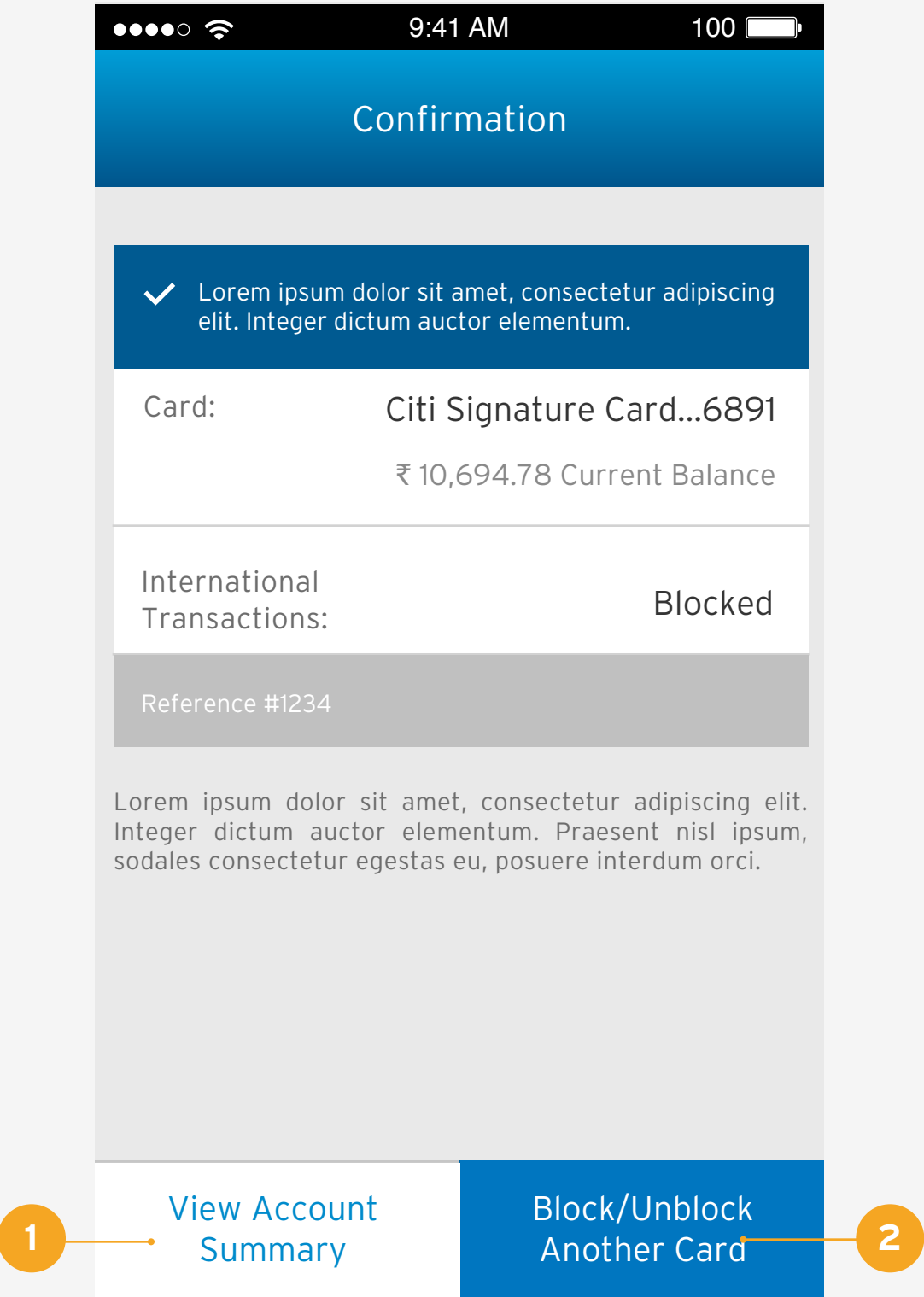
7.2.2 Block/Unblock Card - Pre-confirmation & Confirmation

Pre - confirmation



Interaction: onTap 'Confirm', user can confirm the request to block the selected transaction(s) of the selected credit card.

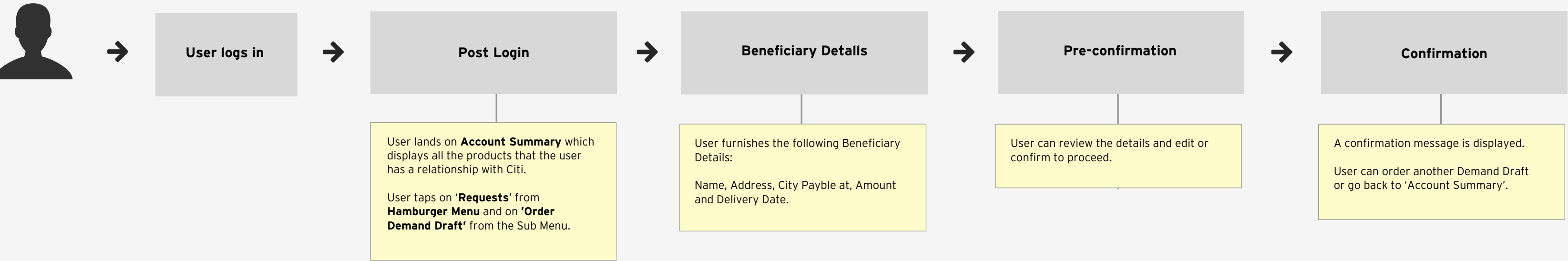
Confirmation



- Annotations:**
- 1 'View Account Summary' CTA - onTap leads to 'my Account'.
 - 2 'Block/Unblock Another Card' CTA - onTap user can request for block/unblock for another card.

8.1 ORDER DEMAND DRAFT - USER JOURNEY

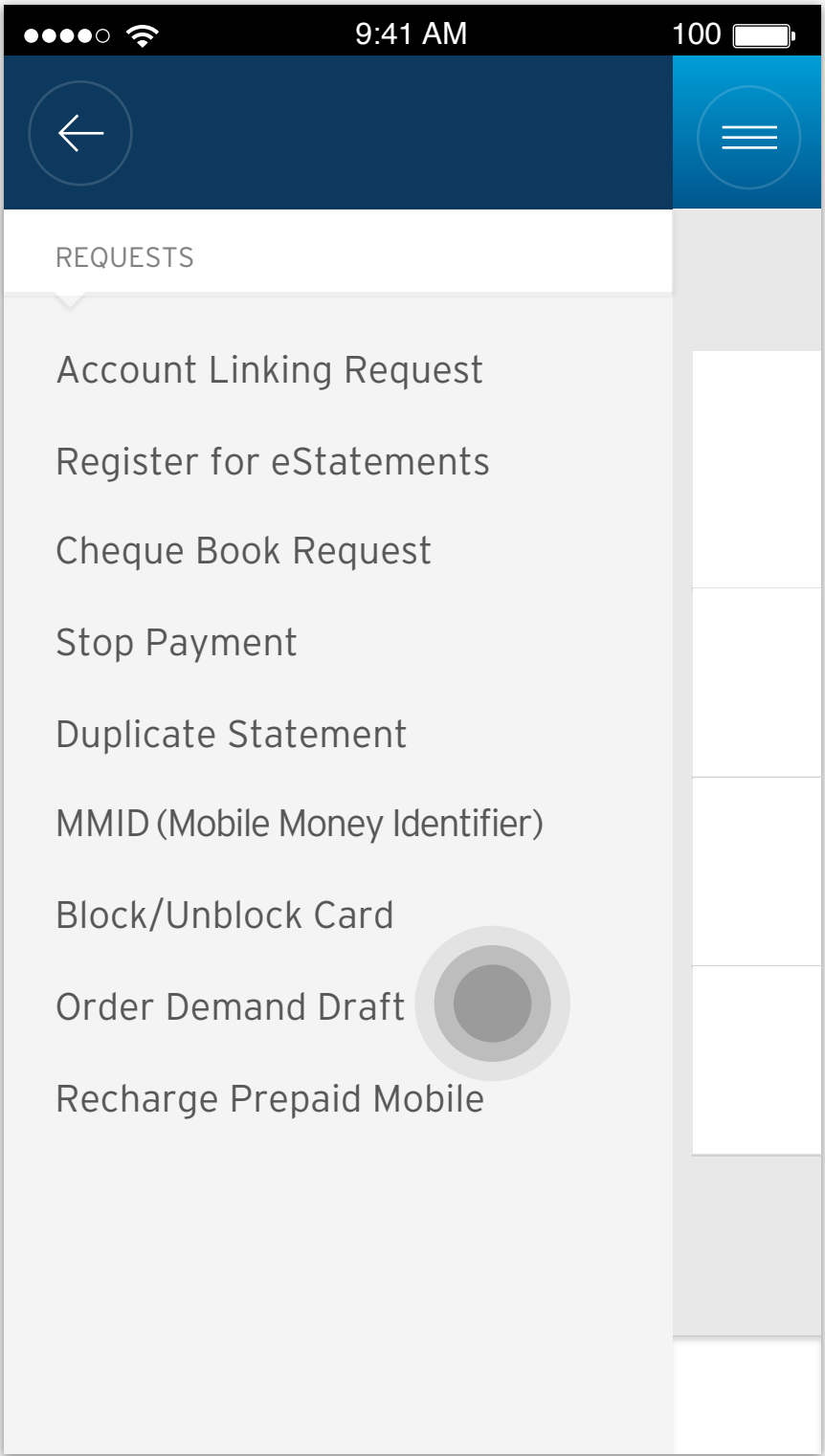
8.1.1 Order Demand Draft - User Journey



8.2 ORDER DEMAND DRAFT - INTERACTIONS & ANNOTATIONS

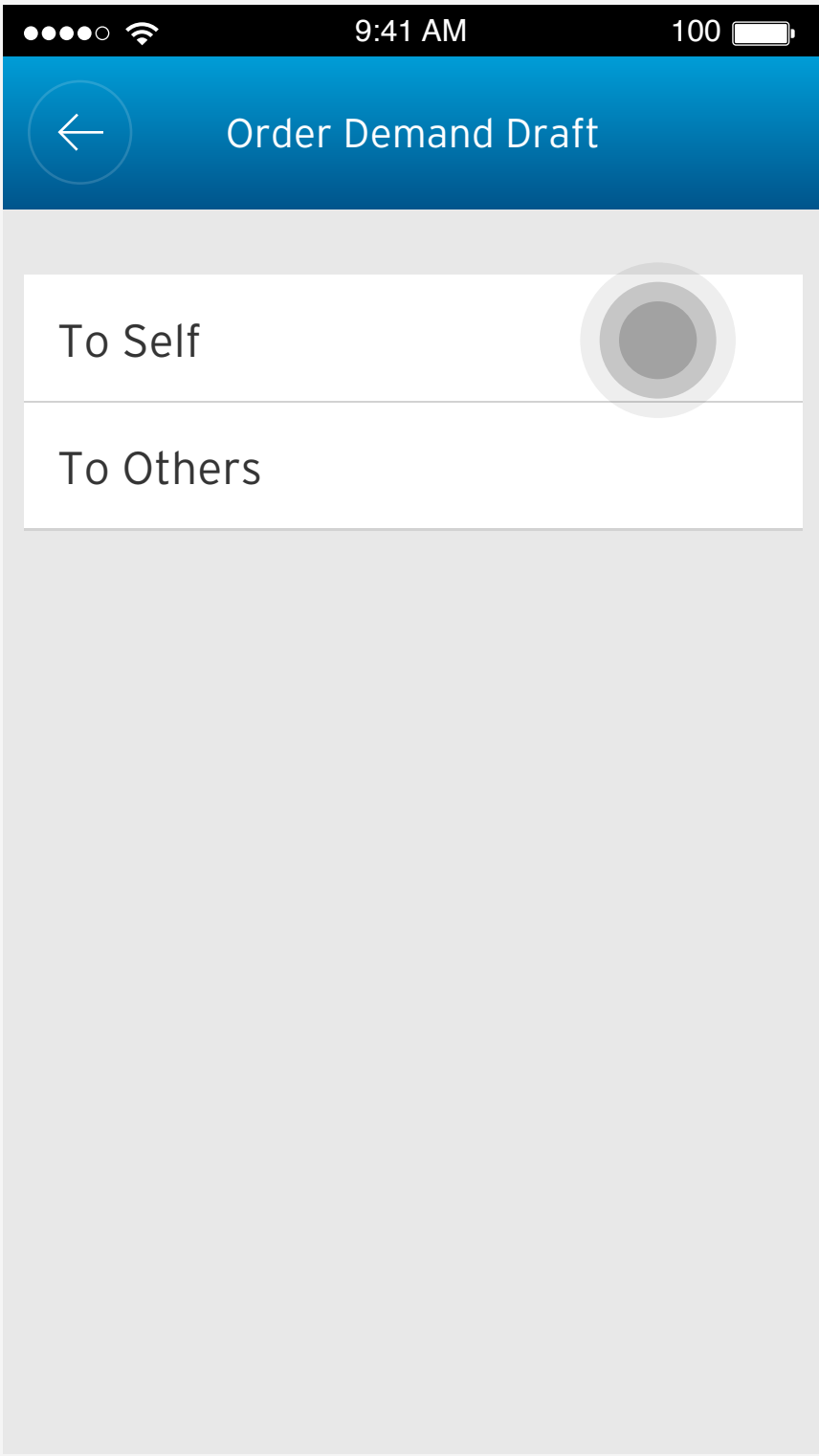
8.2.1 Order Demand Draft Request - To Self - Account Selection

Request - Sub Menu



Interaction: onTap 'Order Demand Draft', leads to 'Select Beneficiary'

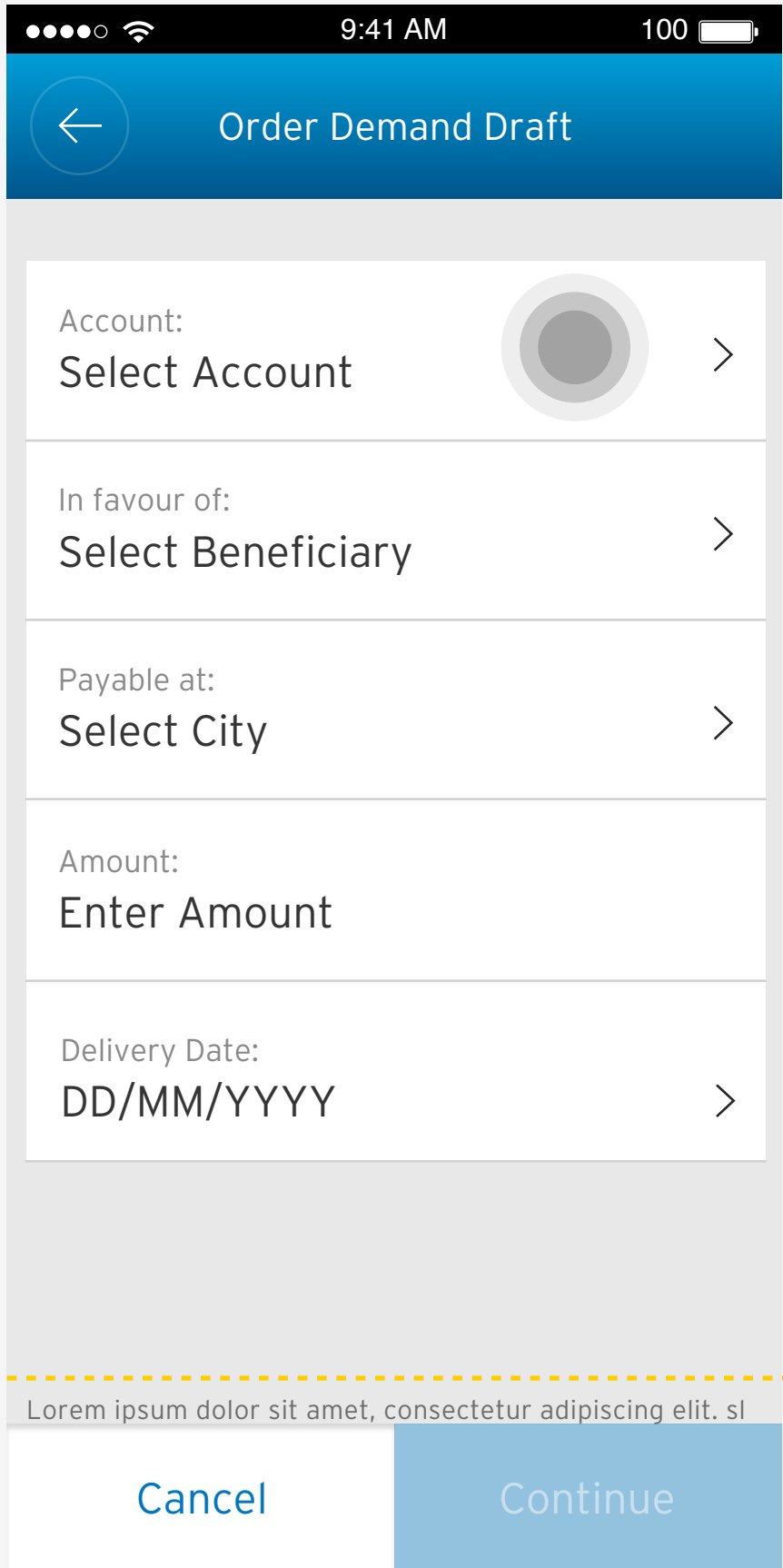
Select Beneficiary



Interaction: onTap 'To Self' leads to beneficiary detail where in the Account Number (which can be changed onTap), the name & address fields are pre populated.

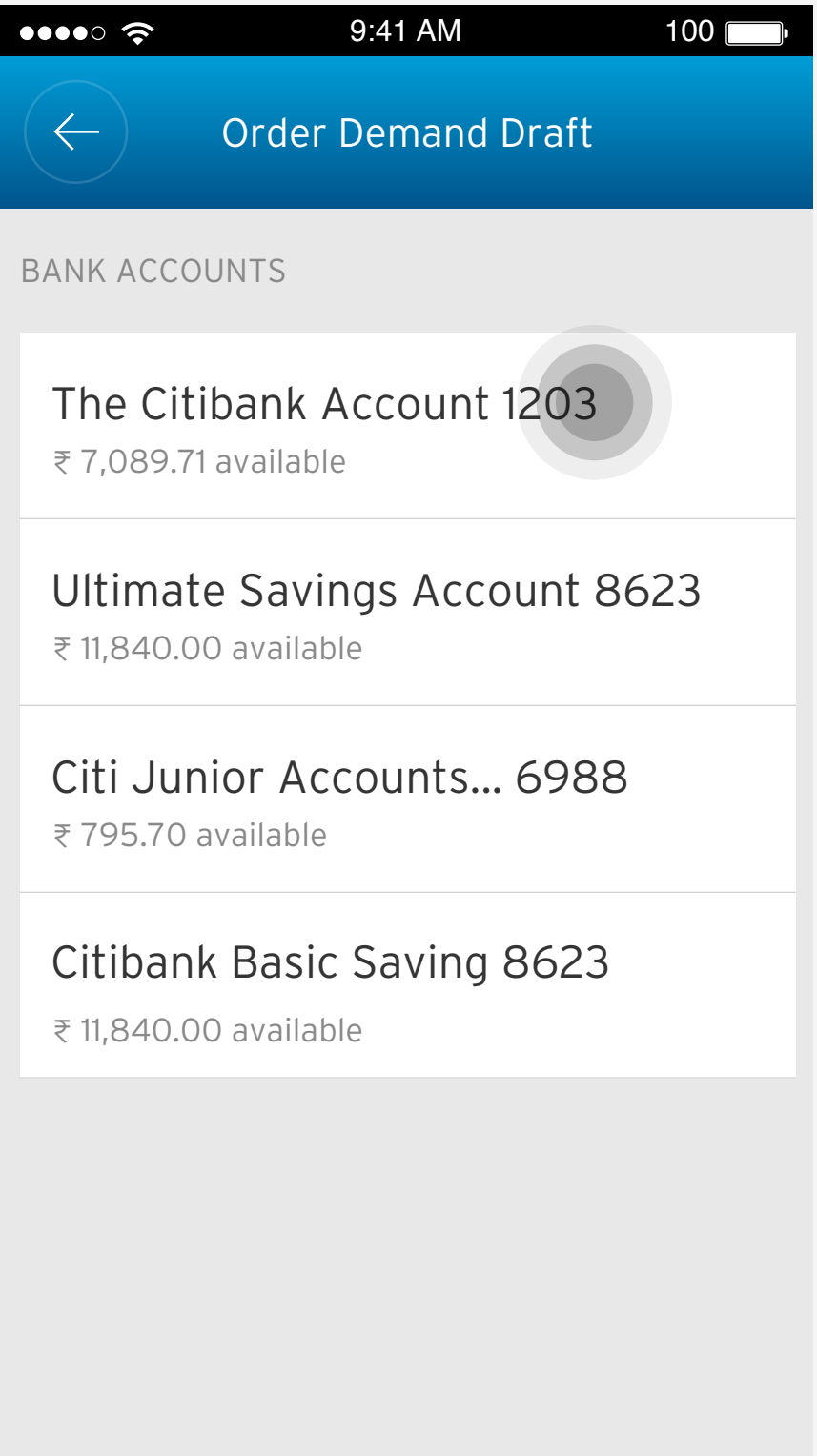
onTap 'To Others ' leads to beneficiary detail screen without any prefilled fields

Beneficiary Detail



Interaction: onTap 'From' user can select an account from the list of accounts to order demand draft

Select Account



Interaction: onTap, user can select an account for the demand draft. After selecting, the user is taken back to beneficiary detail.

8.2.2 Order Demand Draft Request - To Self

Beneficiary Detail

Order Demand Draft

From:

The Citibank® Account 1203

₹ 7,089.71 available now

In favour of:

Select Beneficiary

Payable at:

Select City

Amount:

Enter Amount

Delivery Date:

DD/MM/YYYY

Cancel

Continue

Interaction: onTap 'From' user can select an account from the list of accounts to order demand draft

Annotations:

1 'In favour of' - onTap 'in favour of' tile user can select an Address other than the registered one.

Address of Beneficiary

Order Demand Draft

REGISTERED ADDRESS

John Smith

Address:

Aditya Birla Construction,
1st Arcot Road, Adyar.

OTHER ADDRESS

John Smith

Address:

Castle Street,
LB Road, Adyar.

Note: You can add a new payee for Demand Draft issuance [Citibank Online](#).

Interaction: onTap 'Adress' tile user can select an Address to which the Demand Drasft is to be delivered.

Beneficiary Detail

Order Demand Draft

From:

The Citibank® Account 1203

₹ 7,089.71 available now

In favour of:

John Smith

Registered Address:

Aditya Birla Construction,
1st Arcot Road, Adyar.

Payable at:

Select City

Amount:

Enter Amount

Delivery Date:

DD/MM/YYYY

Cancel

Continue

Interaction: onTap, 'Select City' user can select a City payable at, from a list.

Select City

Order Demand Draft

Search for a City

Search by:

Bengaluru

Chennai

Delhi

Hyderabad

Ahemdabad

Alorem

Adolor

Interaction: onTap, user can select 'Payable at' city. After selecting, the user is taken back to 'Beneficiary Detail'.

8.2.3 Order Demand Draft Request - To Self (Contd)

Entered Detail Screen

Order Demand Draft

From:

The Citibank® Account 1203

₹ 7,089.71 available now

In favour of:

John Smith

Address:

Aditya Birla Construction,
1st Arcot Road, Adyar.

Payable at:

Chennai

Amount:

Enter Amount

Delivery Date:

DD/MM/YYYY

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer dictum auctor elementum. Praesent nisl ipsum, sodales consectetur egestas eu, posuere interdum orci.

Cancel

Continue

Interaction: onTap, user can select enter the amount for the Demand Draft.

Enter the Amount

Order Demand Draft

From:

The Citibank® Account 1203

₹ 7,089.71 available now

In favour of:

John Smith

Address:

Aditya Birla Construction,
1st Arcot Road, Adyar.

Payable at:

Chennai

Amount:

₹ 3000|

< > Done

1

2

3

4

5

6

7

8

9

0

Interaction: onTap 'Amount', user can enter the amount for the demand draft. After entering, the user taps on 'Done'. User is taken back to 'Beneficiary Detail'.

Beneficiary Detail

Order Demand Draft

From:

The Citibank® Account 1203

₹ 7,089.71 available now

In favour of:

John Smith

Address:

Aditya Birla Construction,
1st Arcot Road, Adyar.

Payable at:

Chennai

Amount:

₹ 3000

Delivery Date:

DD/MM/YYYY

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer dictum auctor elementum. Praesent nisl ipsum, sodales consectetur egestas eu, posuere interdum orci.

Cancel

Continue

Interaction: onTap user can select the delivery date. After selecting, the user is taken back to 'Beneficiary Detail'.

Select Date

Order Demand Draft

CHOOSE DATE

Date:

20/07/2016

< July 2016 >

S

M

T

W

T

F

S

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

27

28

29

30

31

Interaction: onTap 'date', leads the user back to Beneficiary Detail.

rage / Private and confidential

46

8.2.4 Order Demand Draft Request - To Self (Contd)

Entered Detail Screen

Order Demand Draft

From:
The Citibank® Account 1203
₹ 7,089.71 available now

In favour of:
John Smith

Address:
Aditya Birla Construction,
1st Arcot Road, Adyar.

Payable at:
Chennai

Amount:
₹ 3000

Delivery Date:
20/07/2016

Cancel

Continue

Interaction: onTap 'Continue', leads the user to 'Pre-confirmation'.

Pre-confirmation

Pre-Confirmation

Review Details

From:
The Citibank® Account 1203
₹ 7,089.71 available now

In favour of:
John Smith

Address:
Aditya Birla Construction,
1st Arcot Road, Adyar.

Payable at:
Chennai

Amount:
₹3000.00

Delivery Date:
20/07/2016

Cancel

Confirm

Interaction: onTap 'Confirm', user can confirm the request for 'Order demand draft'.

Confirmation

Confirmation

✓ Lorem ipsum dolor sit amet, consectetur adipiscing.

From:
The Citibank® Account 1203
₹ 7,089.71 available now

In favour of:
John Smith

Address:
Aditya Birla Construction,
1st Arcot Road, Adyar.

Payable at:
Chennai

Amount:
₹3000.00

Delivery Date:
20/07/2016

Reference #123

View Account Summary

Order Another Demand Draft

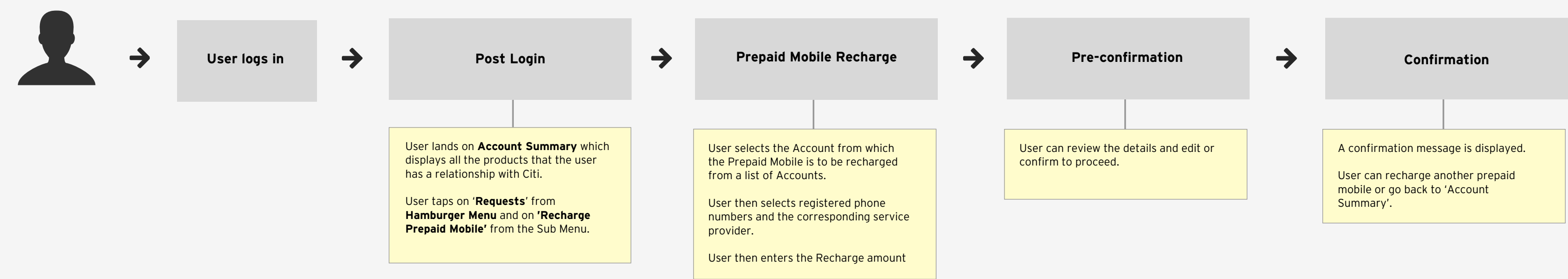
Annotations:
1 'Order Another Demand Draft' CTA - onTap, user can order for another demand draft.

rage / Private and confidential

47

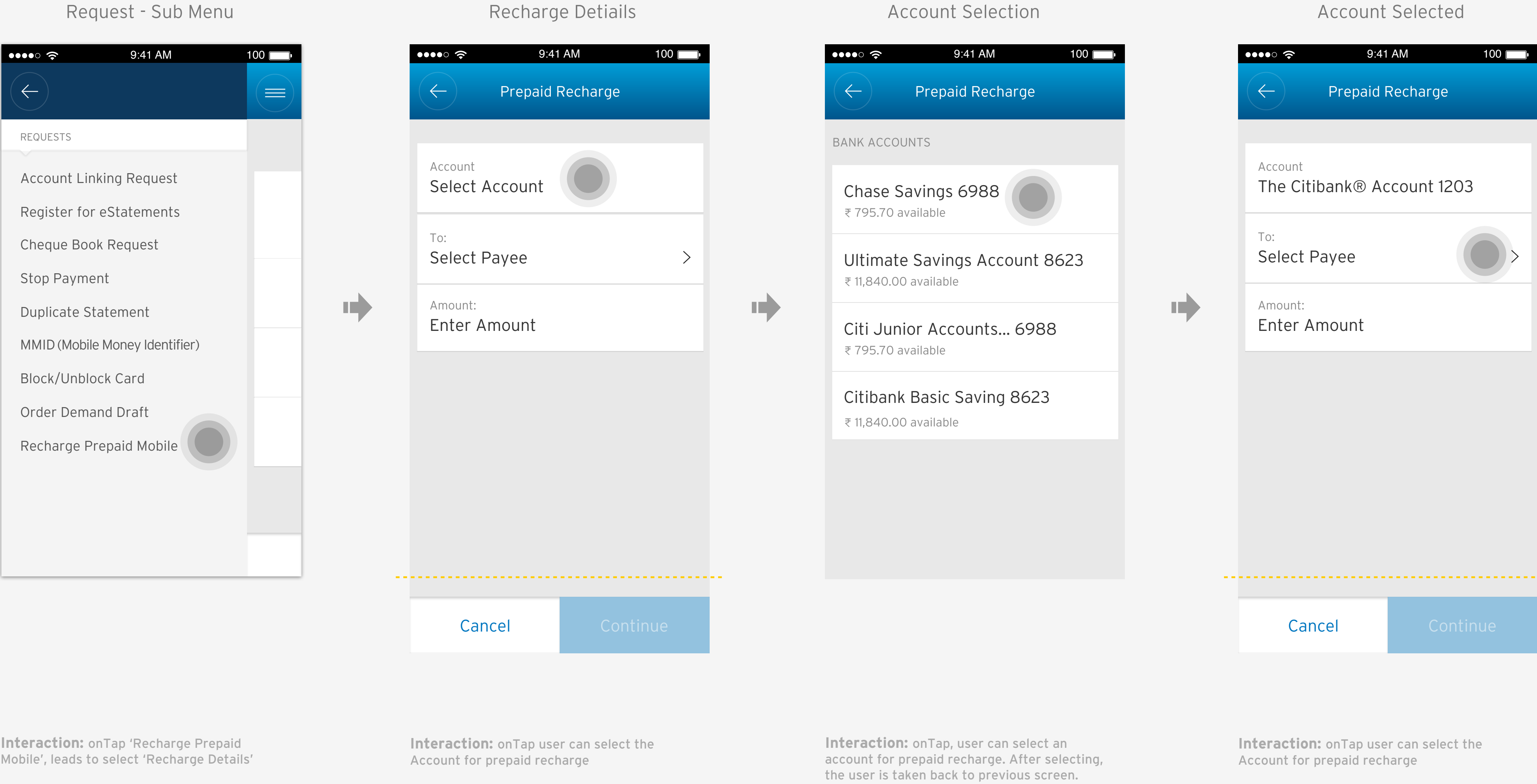
9.1 RECHARGE PREPAID MOBILE - USER JOURNEY

9.1.1 Recharge Prepaid Mobile - User Journey

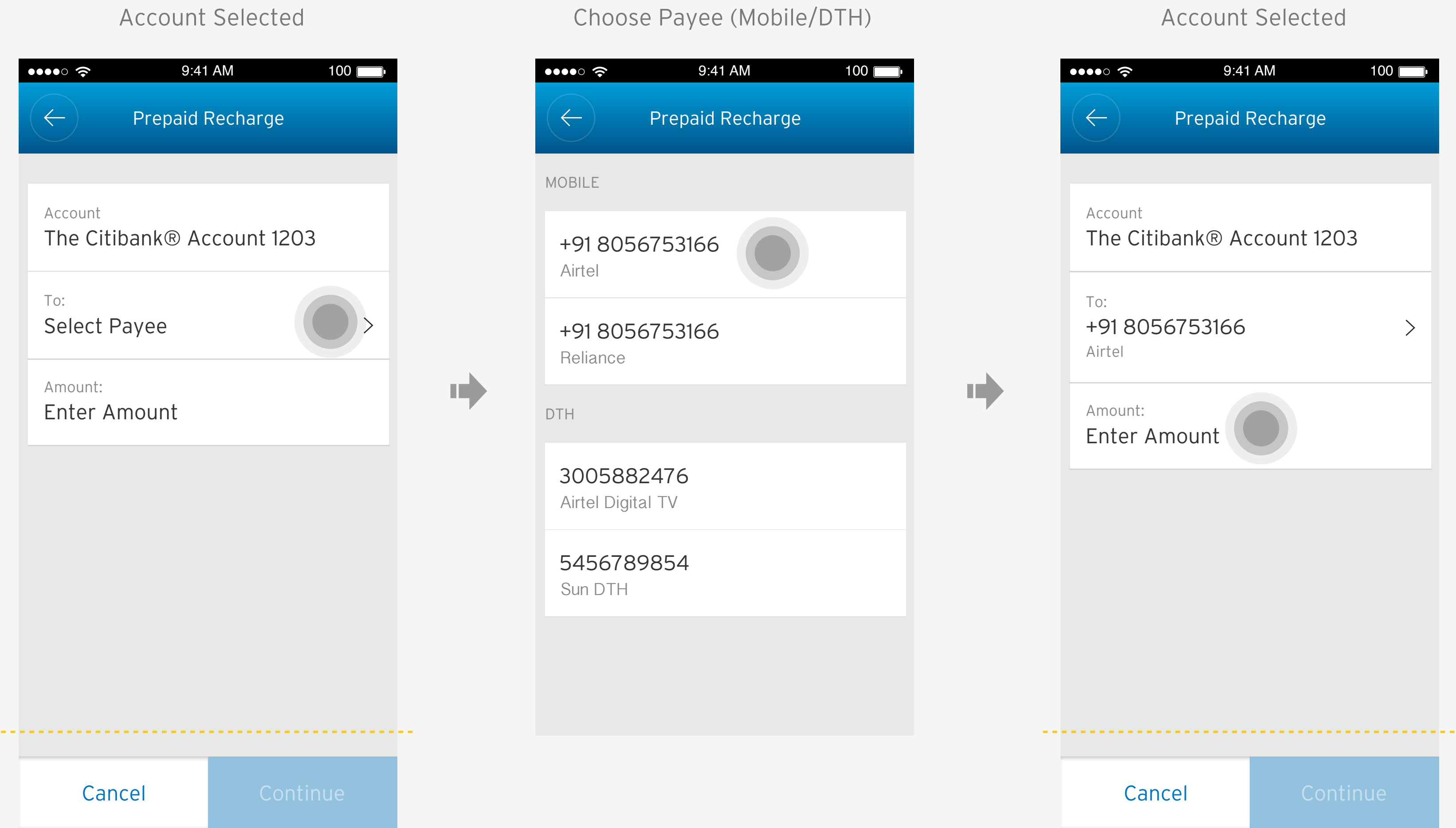


9.2 RECHARGE PREPAID MOBILE - INTERACTIONS & ANNOTATIONS

9.2.1 Recharge Prepaid Mobile - Account Selection



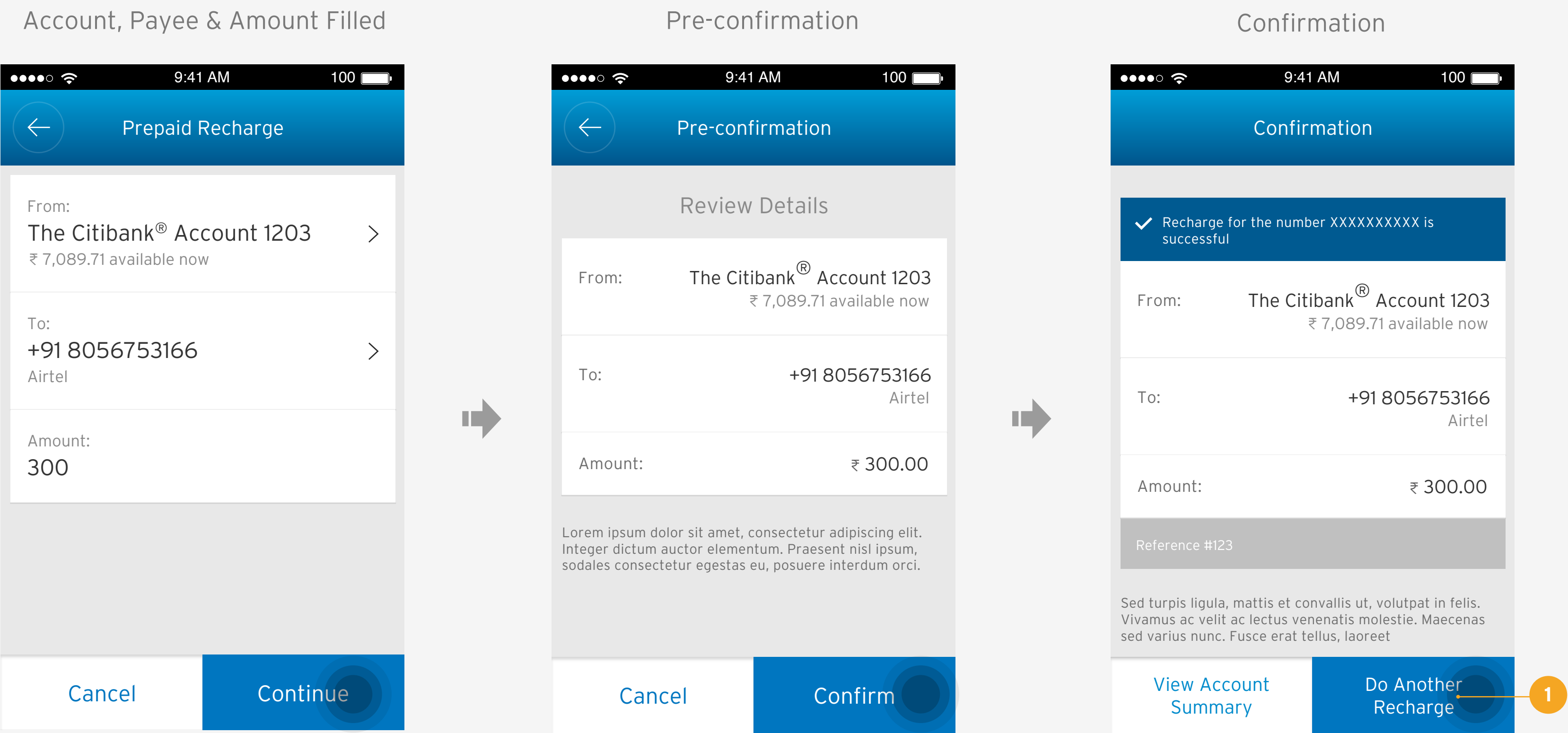
9.2.2 Recharge Prepaid Mobile - Payee Selection and Amount



Interaction: onTap user can select Payee for prepaid recharge

Interaction: onTap, user can select the payee (Mobile or DTH). After selecting, the user is taken back to previous screen.

9.2.3 Recharge Prepaid Mobile - Pre-confirmation & Confirmation screen



Interaction - OnTap 'Continue', user can confirm the prepaid recharge details.

Interaction: onTap 'Confirm', user can confirm the request for 'Prepaid Recharge'

Annotations:
1 'Do Another Recharge' CTA - onTap, user can request for another prepaid recharge