


citi handlowy

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**CitiService
News**

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Service Shortcuts:

Contact with CitiService:

 tel.: 801 24 84 24; 22 690 19 81



Register online and take the opportunity of training on the CitiManager platform!



We would like to remind you that CitiManager provides a fully digitized service of the business cards at Citi Handlowy. This is the main tool for submitting card applications, immediate change of card limits, real-time monitoring of expenses made using cards, generating statements for each debit and credit card.

Taking into consideration the great interest in CitiManager platform trainings, we have planned regular training sessions in Polish in 2024, every last Tuesday of the month, at 11:30. The next coming session is on April 30th 2024.

Registration for the training is very simple and it is via registration platform on the [website >>](#), where you can sign up yourself for selected in Polish sessions. Please visit our website regularly and participate in the training depending on your needs. **E-mail invitations sent by the bank from March 2023, are now replaced by a registration platform through which you will be able to register to participate in the selected training.**

During the workshops, the capabilities of the CitiManager platform are presented, which make card handling much faster and easier. The trainings have been prepared to show step by step the operation and functions of the CitiManager platform, including the Program Administrator role. Training topics cover a full range of issues, both basic, such as logging into the system, and more advanced ones.

Training sessions in Polish:

- are performed live on ZOOM platform by qualified Bank specialists, with the opportunity to ask questions,
- free of charge, multiple participation is possible,

Training sessions in English:

- are available under the [link >>](#)
- NOTE: trainings available on the Citi website cover CitiManager functionalities offered globally. Their scope for Citi Handlowy users may vary slightly. Therefore, please bear in mind possible discrepancies in the view or unavailability of some solutions.

More about CitiManager platform you can find [here >>](#)

Additionally, on the [kartybiznes.pl](#) website in the “Program Administrator Zone” tab, „Instructional videos” section, training materials are shared ([link >>](#)). Particular videos present selected basic functionalities of the CitiManager. **Please remember that presented videos are illustrative only and may vary depending on the platform version you are using.**

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Self-service: CitiDirect user entitlement report – user rights verification by the Security Manager

CitiDirect Security Manager is a person in the company who decides about the level of entitlements granted to individual users by separating roles and assigning access. The appropriate configuration of users entitlements is necessary to make an access to bank account for employees effective and secured.

To make this process easier for the Security Manager we encourage to use user entitlements report called **“Global Entitlement Report”** available in CitiDirect.

This report supports Security Manager to easily review the entitlements of one, many or all CitiDirect users.

This report can be saved to a file in one of the available formats (e.g. PDF or XLS) and used in this form as a written confirmation of user entitlements in CitiDirect.

Please get familiar with [the manual >>](#) and check how you can manage CitiDirect user entitlements on your own, without additional documents exchange and the need to contact the bank.

You do not have a Security Manager to manage CitiDirect yourself?

[Designate Security Manager >>](#)

For more details, you can also contact a CitiService Representative.

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Payments and reports in the new version of the CitiDirect platform



If you have already been migrated to the new version of the platform, we encourage you to get to know and actively use the new options, because they are more intuitive and, ultimately, this year, they will replace the old modules.

We continue to conduct training on payments and reports function in new CitiDirect:

- **April 9, at 11:30 am** we will show you how to create and authorize payments using the new CitiDirect functions „Make a payment” and „Approve Payments” functions
- **April 18, at 14:00** we will present the possibility of creating reports based on existing default reports. We will show you how to save reports for later manual generation. We will also show report creator in the new version of the CitiDirect system, through which each user can create their own report and share it with other employees of their company. Each report generation or file export in the CitiDirect system can be automated. We will show you how to set selected automation time cycles as well as indicate the method of file delivery - downloading in the CitiDirect system, sending the file to an e-mail address or uploading the file to a designated location on the server.
- **April 23, at 14:00** we will help you become familiar with the new „Manage Payments” function.

The trainings will be conducted in Polish. To participate in the 20-minute training, please use the following details for the ZOOM session:

Meeting URL: <https://citi.zoom.us/j/9434421760?pwd=ZitjVXZHMGY0c3VOU3pvaHM4OURTZz09>

Meeting ID: 943 4442 1760

Password: 701195

Invitations to trainings will be additionally sent by e-mail to users who are already using the new version of the system.

NOTE: The new version of CitiDirect electronic banking is made available successively, replacing subsequent CitiDirect BE modules – our earlier version of the system. Individual users can see the changes at different times and are informed about the date of the planned change individually via e-mail.

Want to learn more? The session on the new generation of the CitiDirect system has been included in the program of our periodic [online trainings >>](#) We invite you to participate!

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Changes in the process of repaying bank account seizures

We kindly inform you that due to the entry into force of the amendment to the provisions of the Act on Enforcement Proceedings in Administration and the Act on the Code of Civil Procedure, the existing statutory provisions regarding the execution of enforcement seizure after 7 days from the date of delivery of the notice of seizure cease to apply.

As of March 25, 2024, repayments of bank account seizures will be made by the Bank immediately.

The legal basis for the changes is Art. 80 § 1 point 1 of the Act on Enforcement Proceedings in Administration and Art. 889 index 2 of the Code of Civil Procedure.

Due to the above, the Bank will not inform in advance about the seizure. Starting from April 2024, information about the repayment will only be available on bank account statements.

We kindly ask you to monitor the status of your accounts on an ongoing basis in order to ensure the funds necessary to execute payment instructions.

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Statements and reports
– important changes in the way
the data is presented

```
mirror_mod.use_x = False
mirror_mod.use_y = True
mirror_mod.use_z = False
elif operation == "MIRROR_Z":
    mirror_mod.use_x = False
    mirror_mod.use_y = False
    mirror_mod.use_z = True

# action at the end -add back the deselected mirror modifier object
mirror_ob.select= 1
modifier_ob.select=1
my_context.add(modifier_ob) # modifier ob is the active ob
print("Selected" + str(modifier_ob)) # modifier ob is the active ob
#mirror_ob.select = 0
#one = my_context.selected_objects[0]
my_data_obj[my_data_obj.name] = 1
```

The previously communicated changes to the way some data is presented in statements and reports will be implemented on the weekend of May 18-19, 2024. Please make sure you are familiar with the scope of the changes. If any changes in your systems used for handling reports and downloading information about transactions are needed, they should be completed no later than May 17, 2024.

Please note that we are working to improve the way data is presented in reports and statements. Our goal is to ensure consistent and structured data (presented in the appropriate field in line with the specifications and Citi standards) and to harmonize intraday and end-of-day (EOD) reporting.

NOTE: [the material presenting the scope of changes is available here >>](#)

If you have any questions, we are at your disposal. Please contact CitiDirect Helpdesk.

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Bank holidays: April and May 2024

Please note the following days in **April and May 2024** when orders received will be affected on the following business day due to a currency exchange holiday (i.e., a public holiday in a given country).

APRIL	
1	Easter Monday, AT, AU, BE, CH, CY, CZ, DE, DK, EE, EU, ES, FI, FR, GB, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, SE, SI, SK, ZA
4	CN, HK
5	CN
10	AE, SG, TR
11	AE, TR
12	AE, TR
16	BG
17	BG
23	TR
25	AU, IS, IT, PT
29	JP, RU
30	RU

MAY	
1	Labour Day, AT, BE, BG, CH, CN, CY, CZ, DE, EE, ES, EU, FI, FR, GR, HK, HR, HU, IE, IS, IT, LT, LU, NL, NO, PL, PT, RO, RU, SE, SG, SK, SI, TR, UA, ZA
2	CN, ES, RU, SI
3	Constitution Day, BG, CN, GB, JP, PL, RO
6	BG, CY, GB, GR, IE, JP, RO, UA
7	CY
8	CZ, FR, SK
9	CH, DK, FI, FR, IS, LU, NL, NO, RU, SE, UA
10	DK, RU
15	HK
17	NO
20	CA, CH, DK, FR, HU, IS, LU, NL, NO
22	SG
24	BG
27	GB, US
30	Corpus Christi Day, AT, DE, HR, PL, PT

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